

UCLH top trust to work at in London – and third best in the country

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Our staff have rated UCLH as the top trust in London to work at, and the third best in the country, during what has been another incredibly challenging year.



HSJ analysed the results of the NHS Staff Survey for staff at general acute and acute/community trusts who said they “agree” or “strongly agree” with the statement “I would recommend my organisation as a place to work”.

Top 5 general acute and acute/community trusts in England

Trust	2021 score
Northumbria Healthcare NHS Foundation Trust	78%
Sherwood Forest Hospitals NHS Foundation Trust	75%
University College London Hospitals NHS Foundation Trust	74%
Guy's and St Thomas' NHS Foundation Trust	73%
Yeovil District Hospital NHS Foundation Trust	73%

Top 5 general acute and acute/community trusts in London

Trust	2021 score
University College London Hospitals NHS Foundation Trust	74%
Guy's and St Thomas' NHS Foundation Trust	73%

Chelsea and Westminster NHS Foundation Trust	67%
Homerton University Hospital NHS Foundation Trust	65%
Imperial College Healthcare NHS Trust	64%

Staff were also really positive with the care we provide our patients, with 86 per cent saying they would be happy for a friend or relative to be treated here, compared to 67 per cent (average) for other acute trusts.

Chief executive David Probert said: “We have had an enormously challenging couple of years, but it is great to see that our #oneteam ethos has prevailed and ensured that UCLH remains a fantastic place to work.

“I am also really proud to see that so many of staff are happy with the care we give our patients and they would want to have them treated here.

“Of course, there are always areas where we can improve and these results show we still have more to do in the areas of diversity, equality and inclusion, violence and aggression towards staff, and bullying and harassment, among others, and we will be focusing on these in the next year.

Owing to a redesign of the annual NHS staff survey, the results of the staff survey feed into the 7 People Promises from the NHS People plan. This is a change from the themes used in previous years. The themes of staff engagement and morale remain and are reported on. The 7 People Promises are:

- We are compassionate and inclusive
- We are recognised and rewarded
- We each have a voice that counts
- We are safe and healthy
- We are always learning
- We work flexibly
- We are a team
- Staff engagement (**theme** from previous years)
- Morale (**theme** from previous years)

These results are presented in the context of the best, average and worst results for similar organisations. UCLH scored above average for similar trusts, on all 7 People Promises, along with staff engagement and morale. UCLH scored below the national best across all people promises and the two themes.

The survey responses did raise some concerns, which UCLH will continue to focus on, including:

- Staff Wellbeing
- Equality Diversity and Inclusion
- Violence and aggression towards staff from patients and public
- Bullying and Harassment/Civility and Respect
- Morale and motivation

We have recently shared the details of the staff survey with senior managers and will involve staff and unions in the coming weeks to reflect on the results and discuss how we can improve.

Thank you to everyone who took the time to complete the survey. We received more than 4,500 responses – a 4 per cent increase on last year's response rate.

If you have any questions please get in touch with the staff experience team by emailing uclh.enquiry.staffexperience@nhs.net.