Findings from a survey of 1,000 frontline healthcare workers in the UK, in both the public and private sector, conducted in August 2021.
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The pandemic has stretched health and social care workers to their breaking point, but the underlying issues go further back and run deeper.

For too long, we've turned a blind eye to the reality of the day-to-day lives of health and social care workers.

Higher wages and improved benefits must be part of the solution, but we need to go further: all roles in health and social care must get the status and respect they deserve.

It’s time to listen. It’s time to make changes that say: ‘We’re on your side. We hear you.’

That’s what this campaign aims to do.
Our sample

Good representation from all regions of the UK. Predominantly female, with an older age profile peaking between 30-45 yr old.

**Representation**

- Gender split: 74% female and 25% male.
- Age: spread across groups, with just over a-third being 46+.
- 45% of the respondents are NHS frontline workers, with 3 in 10 in the social care sector, and the remainder working in private healthcare.
- 8 in 10 of respondents are White British.

**Comms and intranet**

Almost one-fifth state that they don’t receive relevant communications from their employer organisation. A similar don’t, or no longer, use their intranet, with two-thirds of those not sure how to log on.

**Statistics**

- Over-one third (34%) of respondents say they can’t easily access workplace systems on their mobile.
- Most are using their intranet, but nearly 2 in 10 aren’t, and of those two-thirds don’t know how to.

**Role changes**

Half of all workers have considered changing their role, with nearly 15% making the change.

**Statistics**

- Over half of all respondents have considered a role change.
- 15% have made the move. Reasons vary from stress and bullying to a desire for career progression.
- 37% have considered a role change, even if not making the leap. This tends to be higher (46%) amongst minority ethnic groups.
**Attitudes towards work**

A majority of workers see respect as more important than gratitude, and this is stronger amongst ethnic minority groups. Nearly 4 in 10 don’t feel as valued as their desk-based colleagues; this figure is higher amongst NHS workers.

**Statistics**
- The majority of frontline workers would rather they were shown respect than be thanked.
- Nearly 4 in 10 (37%) frontline workers don’t feel as valued as their desk-based colleagues. This number is higher for NHS employees (41%).

**Do you feel as valued as your desk-based colleagues?**

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<th>No</th>
<th>Yes</th>
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<tbody>
<tr>
<td>Overall</td>
<td>37%</td>
<td>59%</td>
</tr>
<tr>
<td>NHS</td>
<td>41%</td>
<td>59%</td>
</tr>
<tr>
<td>Not NHS</td>
<td>37%</td>
<td>58%</td>
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35% of respondents answered ‘no’ when asked ‘Do you feel as valued as your desk-based colleagues?’. 41% of them are NHS frontline staff.

**Care and support**

Nearly 4 in 10 don’t feel that their feedback will be acted on and a quarter don’t believe that their employer cares about their mental well-being.

**Statistics**
- Over a third (35%) of frontline healthcare workers feel that their organisation will not act on their feedback.
- A quarter of frontline healthcare workers feel that their organisation doesn’t care about their mental health.
- 22% of minority ethnic frontline feel their organisation doesn’t treat everyone equally, regardless of ethnicity.
- Workforce in the North of the UK is more disengaged than the South.

65% feel their organisation will act on their feedback.

35% feel their organisation will not act on their feedback.
What’s one thing in your day-to-day working life that you wish you could change?

- Be more appreciated.
- Senior management listen to my concerns.
- Better communication.
- To feel I could voice any concerns in a professional and confidential way.
- More interaction.
- A little more communication and to receive a reply more quickly.
- Be listened to.
- More respect from colleagues and patients.
- The way my colleagues interact with each other/me.
- That communication was better between parties so I can understand the individuals better.
- Given more support when I say there is a problem.

If you could say one thing to senior management anonymously what would it be?

- Listen to us.
- Listen to your staff.
- Please answer my emails and questions. I am trying to do my best at work and would appreciate feeling listened to.
- I don’t know I feel like I don’t have much contact with them.
- Communication please!
- Please listen to your staff and follow up on promises. Too many empty promises.
- Useless, listen to staff and open your eyes!
- I don’t feel staff are considered when decisions are made.
- Please take bullying allegations seriously.
- That all the concerns of all workers be heard and resolved without discrimination.
- Show more appreciation.
- To take workers mental health more seriously. And to treat us just the same as office based staff our jobs are more physically exhausting.
- Try working in my position for a week.
- Treat us as individuals, not as numbers on a spreadsheet.