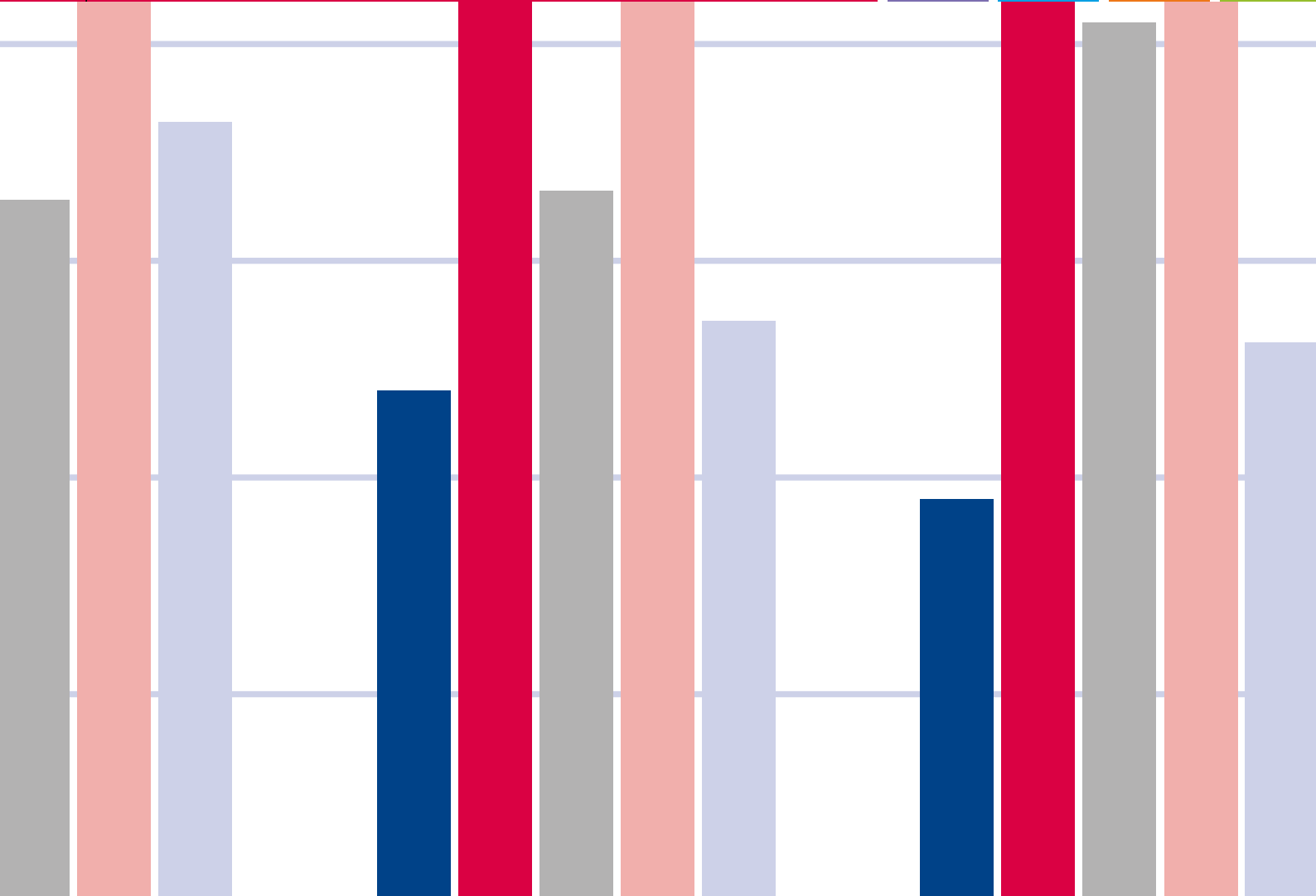




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# Main findings

## Working patterns and workload

This looks at: working hours, workload, work-life balance, presenteeism

- 70% of all respondents reported that they work over their contracted hours at least once a week, around half of whom (53%) said that these hours were unpaid
- Six in ten (60%) agreed they are under too much pressure at work
- 60% of respondents report feeling too busy to provide the level of care they would like
- Two in five respondents (41%) feel able to balance work and home lives
- 83% reported that they had gone to work at least once in the previous 12 months, despite feeling too ill to do so.

## Pay and earnings

This looks at: satisfaction with pay, additional working

- 62% feel that their pay is either inappropriate or very inappropriate
- Bands 1-4 and band 5 respondents are groups least satisfied with pay
- 54% are the primary earner in their household
- 19% have another job in addition to their main job
- Increasing number of respondents undertaking extra work of over 10 hours per week (up 11% from 2017, from 28% to 39% of those undertaking additional work).

## The nature of work and views about nursing

This looks at: career intentions, job satisfaction, emotional demands of nursing, influence and value

- 35% are actually thinking about looking for a new job with around a third (31%) saying they would like a similar nursing job in the NHS, and the same proportion (31%) wanting a different role outside the NHS
- Feeling undervalued (75%), stress levels (53%) and not feeling supported by managers (52%) are the most common reasons for wanting to change job
- 71% stated that nursing is a rewarding career
- Over half (54%) stated they regularly or always show feelings in the job different from what they feel inside
- Nursing staff feel most valued by their patient or client groups and other nursing colleagues. Respondents feel very poorly supported or valued by the government (average score 1.69 out of 5).

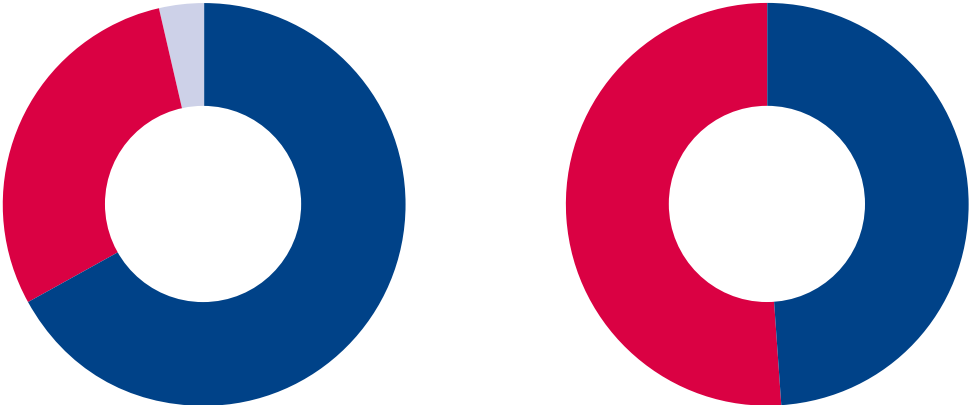
## Physical and verbal abuse and bullying

# Working patterns and workload

## Working hours

Fig 1. 67% of respondents work full-time, 29% part-time, and 4% do not work. This is similar to the 2013 survey.

Figure 1: Working hours and patterns (Scotland)



## Working additional hours

Fig 2. 70% of respondents work additional hours, 7% do not, and 23% do not know. This is similar to the 2013 survey.

Figure 2: How often do you work in excess of your contracted hours?  
(2013-2019)

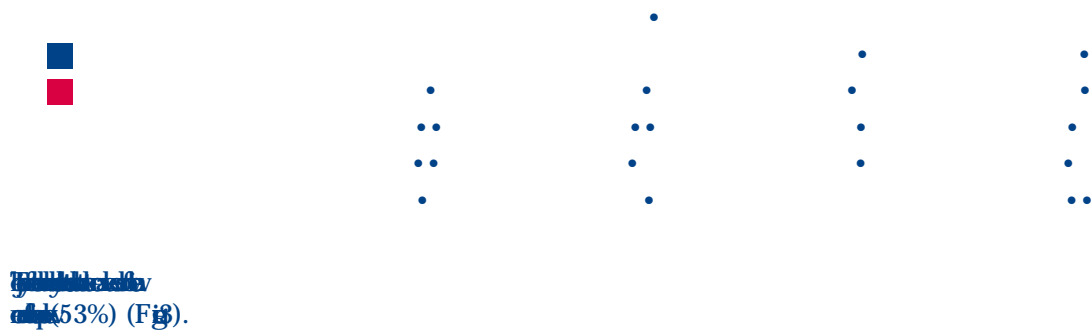




Figure 3: How many additional hours do you work on average each week?

11.1 (53%) in 2013  
11.1 (53%) in 2019.

Figure 4: How are these additional hours usually paid? (2013-2019)

XXXXXXXXXX  
XXXXXXXXXX  
XXXXXXXXXX

“There is no human way to fit current nursing workload into a 37.5 hour week so working unpaid hours to get all work done is the only option and managers continue to allow it. On every occasion of annual leave last year myself and colleagues were required to work unpaid hours due to level of risk and workload. “

BA XXX

“Although time in lieu is given for hours worked over your normal hours you never actually get the time back when you ask. You can never get your holidays when you want them and at one point I was six months without a holiday.”

BA XXX

# Nursing staff views about working patterns and workload

2014 (60%)  
2015 (11%)

Figure 5: I feel I am under too much pressure at work/Percentage stating they

Figure 6: I feel I am under too much pressure at work – by employer



Figure 7: I am too busy to provide the level of care I would like/Percentage stating they agree or strongly agree (2013-2019)

Figure 7: I am too busy to provide the level of care I would like/Percentage stating they agree or strongly agree (2013-2019)



Figure 8: I am too busy to provide the level of care I would like/Percentage stating they agree or strongly agree (2013-2019)

Figure 8: I am too busy to provide the level of care I would like – by employer



“Workloads and working conditions have deteriorated because residents are frailer and have more needs than in the past and staffing levels do not reflect that. In addition we spend so much time proving what we do through copious amounts of paperwork that we have far less time to deliver the care that is needed.”

Agda

Fig 8 (58%)  
2013.

“Too much paperwork. Management only care if forms are completed. Huge amount of duplication and unclear, jargonistic language which says little and means less.”



“More and more documentation is brought in to complete. There is no extra staff or time to complete these.”

Betty

Figure 9: Too much of my time is spent on non-nursing duties/ Percentage

80% (54%), 16  
2015 (Fig 1).

Figure 11: I am happy with my working hours/ Percentage stating they agree or strongly agree (2013-2019)

80% (75%), 16  
2015 (Fig 2).

Fig 3.1 (45%) of respondents  
thought that 51% in 2015 to 45% in  
2019. ~~Percentage~~  
H

“One of the biggest issues facing nursing is lack of flexibility, the ‘take it or leave it attitude’ to rotas. If more nurses with families were able to have set working patterns it might reduce the number of unfilled posts. The attitude of ‘it was like that in my day’ and ‘I managed’ don’t help.”

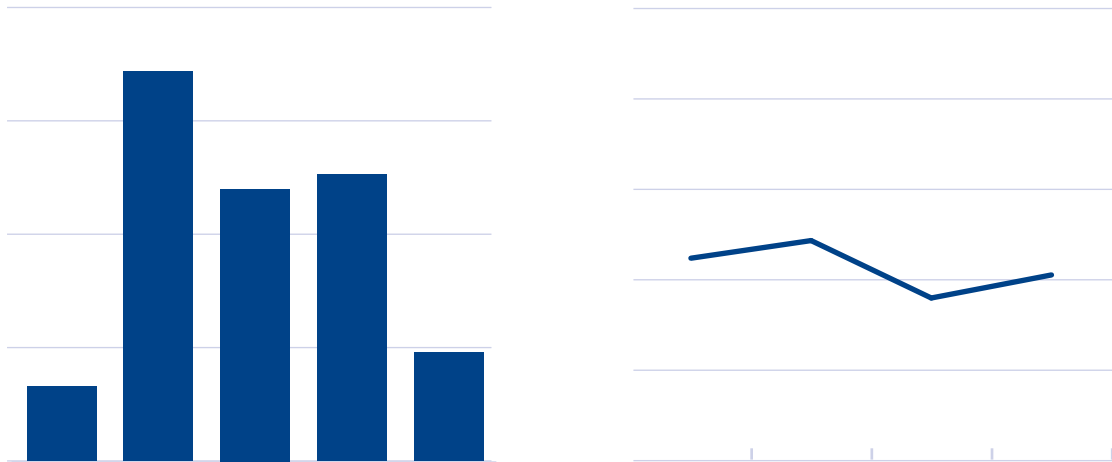
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Figure 14: I am satisfied with the choice I have over the length of shifts I work - by employer

41% (2015) (Fig 5).

Figure 15: I feel able to balance my home and work lives/ Percentage stating they agree or strongly agree (2013-2019)



2013 (11%), 2014 (47%), 2015 (31%), 2016 (33%), 2017 (28%), 2018 (11%), 2019 (16%).

Figure 16: I feel able to balance my home and work lives – by employer



Public sector: 10%, 33%, 33%, 28%, 28%, 33%, 33%, 10%, 10%. Private sector: 28%, 28%, 33%, 33%, 33%, 33%, 47%, 47%.



Figure 18: Reasons for feeling unwell when worked

63%),  
 36%) and  
 32%)  
 (Fig 9).

63%  
 36%  
 32%

“We are often told through health promotions and in training the importance of your own health and making sure you’re safe and well to attend work. However, if time is taken off, there is a push to get back as quickly as possible as it is an inconvenience to your workplace and other colleagues, it feels like a contradiction and when I have been off work unwell, I have been made to feel guilty for being so.”

Bailey

“I was off with stress and was contacted every second day with a view to going back. I felt pressured and had to return before mentally ready. I feel physically stressed before during and after my shift and worry that things can be missed.”

Bailey

“Staff working in private care homes and agency often work when sick because you don’t get any pay. Most people can’t afford to be off for any length of time in this case.”

John



# Pay and earnings

## Views about pay and earnings

Figure 20: Given your roles and responsibilities, how appropriate would you say your current pay band/rate is?  
Figure 20 shows that 62% of respondents believe their current pay band/rate is appropriate, 24% believe it is not appropriate, and 14% believe it is not appropriate. This is a decrease from 41% in 2013 and 2019 (Fig 1).

Figure 20: Given your roles and responsibilities, how appropriate would you say your current pay band/rate is?

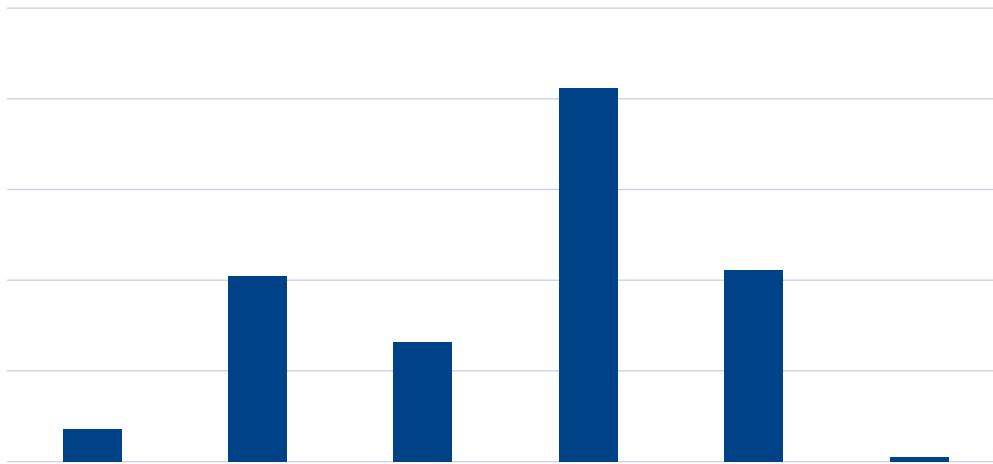


Figure 21: Given your roles and responsibilities, how appropriate would you say your current pay band/rate is? (2013-2019)

6/11/2019  
6/11/2019

"I have 20 years' experience, promoted twice and earn the same as a junior teacher with six years' experience, no promotion. I also have less holidays and the physical wear and tear on your body. I qualified the same time as a friend started with the police. I earn a lot less, not childcare friendly, paid less and will retire much later. Unfortunately nursing as a vocation does not pay bills!"

B&P

“There should be pay progression in some form for those who are working at the top of their band who are continuing to deliver a good service and meet the demands of their role and the



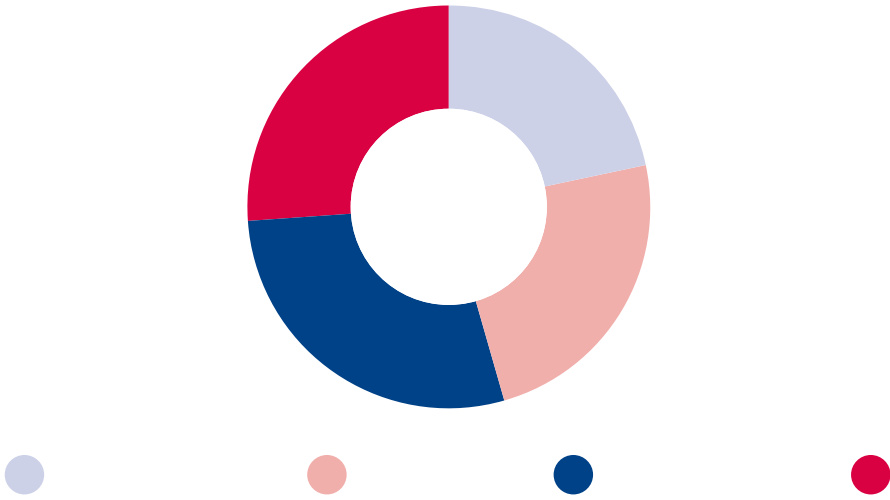
Figure 22: Given your roles and responsibilities, how appropriate would you say your current band/rate is – by pay banding



### Household earnings

Figure 23: Approximately what proportion of your total household income do your earnings represent?

Figure 23: Approximately what proportion of your total household income do your earnings represent?



## Multiple job holding

2019 (19%)  
 2017 (13%)

2019 (24%)  
 2017 (14%)  
 2019 (54%)  
 2017 (62%)

Figure 24: Type of additional work (2017 and 2019)

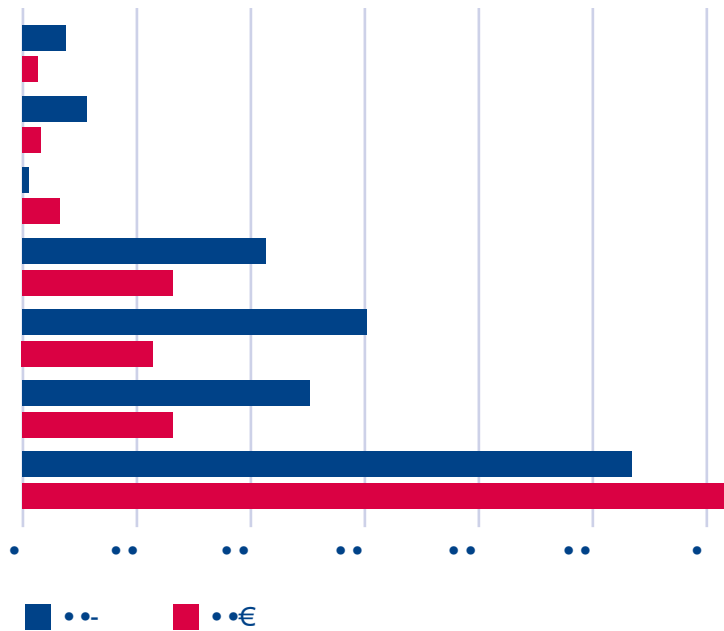
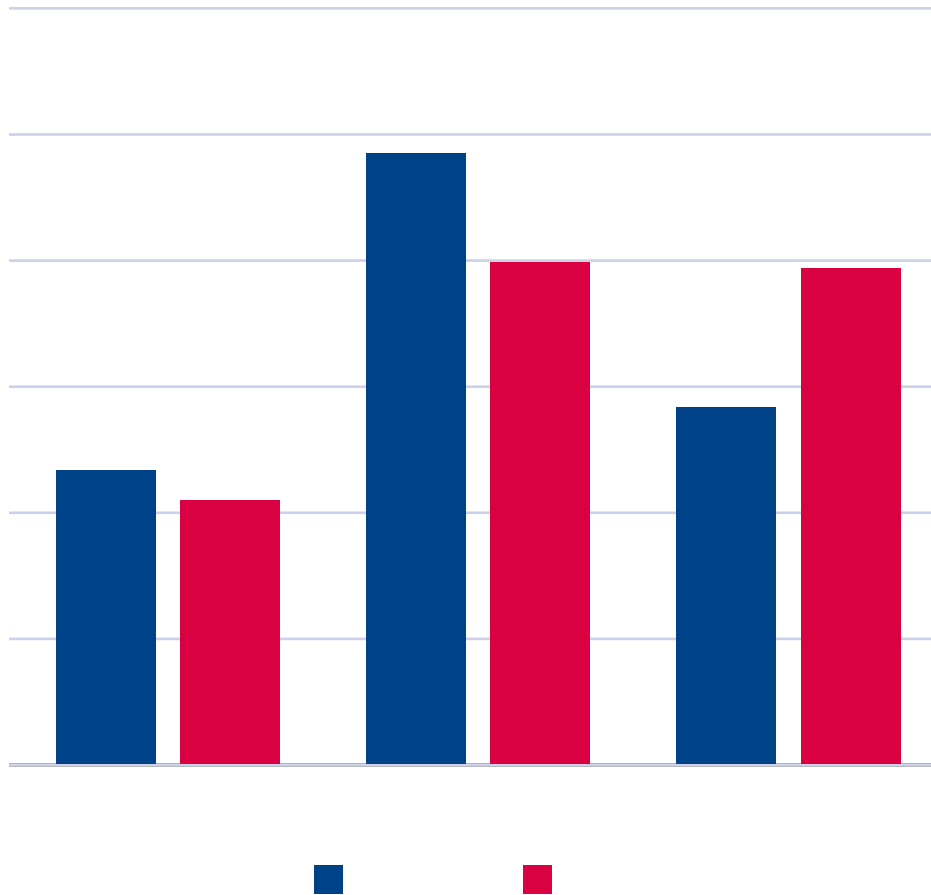


Fig 25: Reasons for doing additional work (85%).

Figure 25: Reasons for doing additional work

65% (79%) in 2019  
61% (76%) in 2017

Figure 26: On average, how many hours a week do you do in your other paid jobs? (2017 and 2019)



## Career intentions

11/11/2011

Figure 28: Respondents seeking a new job

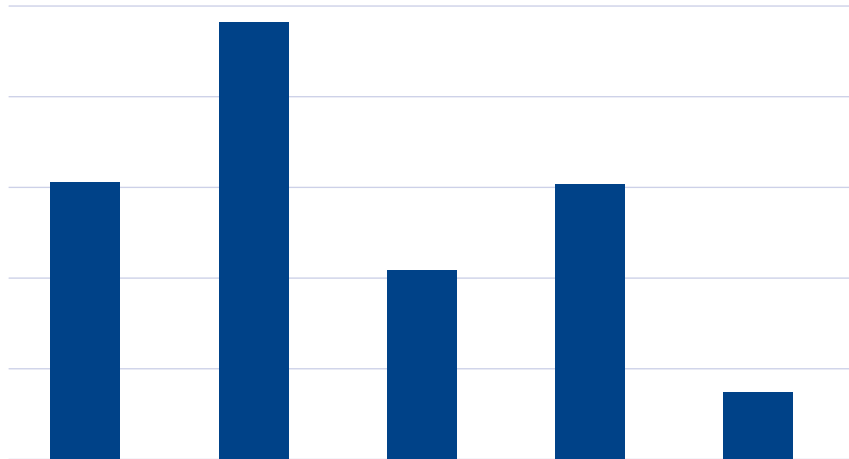


Figure 29: Respondents seeking a new job (75%), (53%) (52%).

“I love nursing and caring for patients but I am fed up of working with too few staff and when you escalate, managers do not understand or do anything. Doctors say no to doing certain tasks, then it becomes a nursing role/job without being rewarded for additional responsibility. No career progression or training and development.”

Bar 5

“Nurses are multi-skilled, highly trained individuals able to deliver care to people whose lives are at risk. We are working under extreme pressure because of managers’ poor decision making and inability to manage crisis situations which result in nurses being overworked and underpaid.”

Bar 4

Figure 29: Main reasons for thinking of leaving

11.8% (19%)  
 35%.

Views about nursing as a career

11.8% (19%)  
 35% (2013) 71% (2019) (Fig 30).

11.8% (19%)  
 35%  
 11.8% (19%)  
 35%  
 11.8% (19%)  
 35%

"I have only been qualified two and a half years and I already feel like giving up as it is not the career I thought it would be. Staffing levels and skill mix in my ward are poor and we have more highly dependent patients that we cannot look after properly in addition to all our other patients. I often come into shifts finding other nurses crying because they cannot cope with the pressure. Although I do my best to not let my emotions get the better of me, I regularly go home and cry about what has happened during the day. I cannot remember the last time I left a shift feeling satisfied and felt like I had done a good job and not worry about missing something. If our ward is full, it is a bit of a nightmare. I have heard that some people have left the profession because of this. I have heard that some people have left the profession because of this."

Figure 30: I think nursing is a rewarding career/Percentage stating they agree or strongly agree

Figure 30: I think nursing is a rewarding career/Percentage stating they agree or strongly agree (2013-2019)

Year	Percentage
2013	68%
2019	46%

Figure 31: I would recommend nursing as a career/ Percentage stating they agree or strongly agree (2013-2019)

Figure 31: I would recommend nursing as a career/ Percentage stating they agree or strongly agree (2013-2019)

Year	Percentage
2013	68%
2019	46%

Figure 32: I would recommend nursing as a career/ Percentage stating they agree or strongly agree (2013-2019)

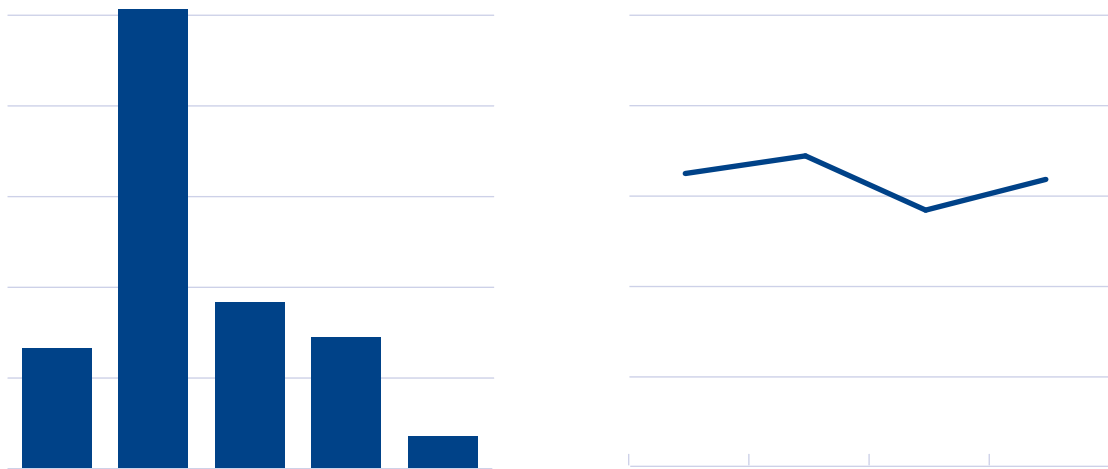
Year	Percentage
2013	68%
2019	46%



"I do like my job and enjoy working with my patient group but don't feel the post is valued by my organisation. There is no continual support for my service to help change or improve things for patients and that is really your ultimate goal."



Figure 32: Most days I am enthusiastic about my job/Percentage stating they agree or strongly agree (2013-2019)



Academy of  
2013 (Fig 3).

Figure 33: Nursing will continue to offer me a secure job for years to come/  
Percentage stating they agree/strongly agree (2013-2019)

A 10% (33%)  
10% (39%) (Fig 4).  
2013.

Figure 35: I regret choosing nursing as a career/ Percentage stating they agree or strongly agree (2013-2019)

### Emotional demands





“As nurses we are expected to ‘put up with it, not complain’ as this was a ‘vocation’ that we chose. This is so outdated. Obviously we must be kind, compassionate people in order to nurse, but this is not the entire reason we chose nursing. We chose it because it is multi-faceted, interesting, challenging profession and to expect people to behave like the nuns that came before nurses – dutiful and dedicated without any of our own needs met, mentally, physically or

Christine  
Bain

“The hierarchical system has left the frontline staff feeling so detached from the management level staff that it is hard to see how it can be repaired. Management themselves are so far removed to what is actually happening that they do not represent nursing and care.”

Bain

# Physical and verbal abuse and bullying

## Physical and verbal abuse

2017 2019 (Fig 40).

Figure 40: Experience of physical and verbal abuse by patients/service users/relatives

2017 2019, 16% 51%.

Figure 41: Reporting of incidents of physical and verbal abuse by patients/ service users/relatives (2017 and 2019)

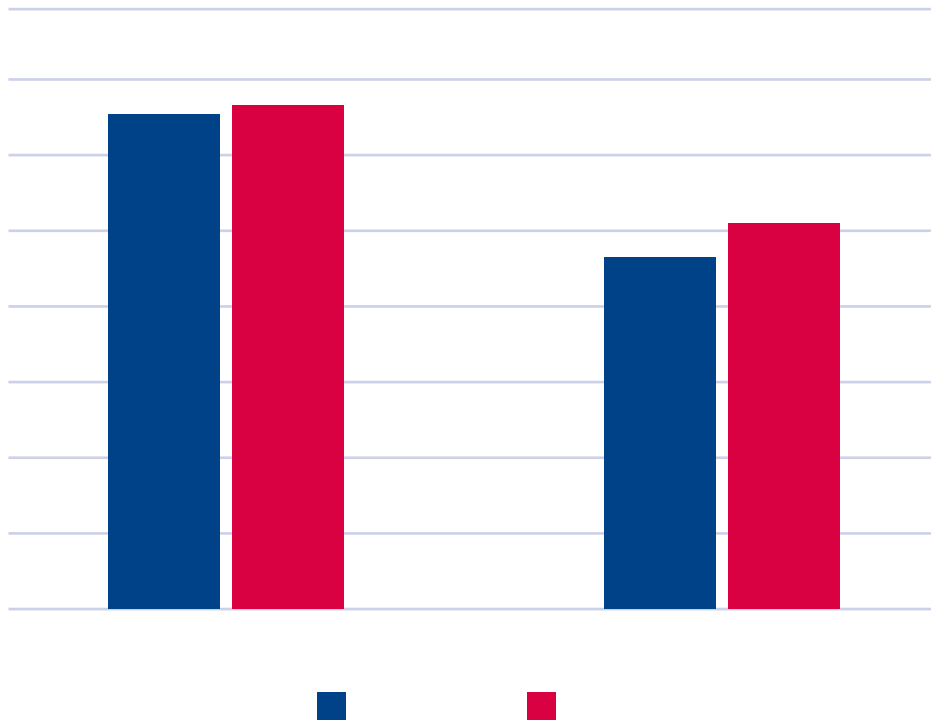


Fig 42: **Healthcare workers**  
**Healthcare workers**  
**Healthcare workers**  
**Healthcare workers**  
**Healthcare workers**

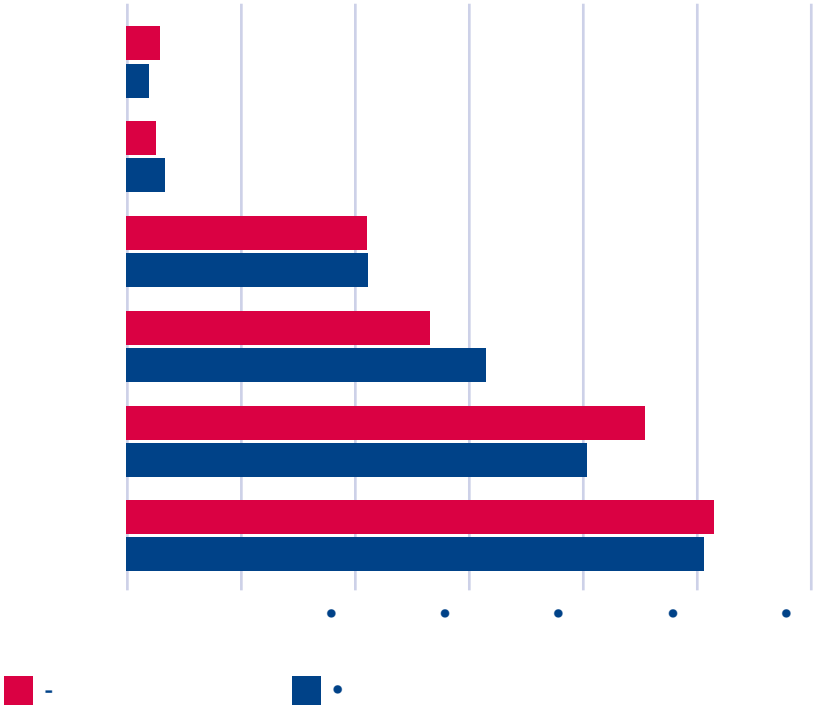
**Healthcare workers**  
**Healthcare workers**

“Service users are allowed to treat staff badly and are not pulled up. The fear that the service user may put in a complaint is more important to care home managers than the way the staff are treated. As an agency nurse, I am not taken seriously.”

Ag



Figure 42: Reasons for not reporting physical or verbal abuse



Bullying

From 2017 to 2019, the percentage of respondents who reported bullying increased from 37% to 41% (Fig 13). The percentage of respondents who reported physical or verbal abuse increased from 38% (Fig 13) to 41% (Fig 14). The percentage of respondents who reported physical or verbal abuse increased from 55% (Fig 4) to 58% (Fig 4).

Physical or verbal abuse  
 Physical or verbal abuse  
 Physical or verbal abuse  
 Physical or verbal abuse  
 Physical or verbal abuse  
 Physical or verbal abuse  
 Physical or verbal abuse

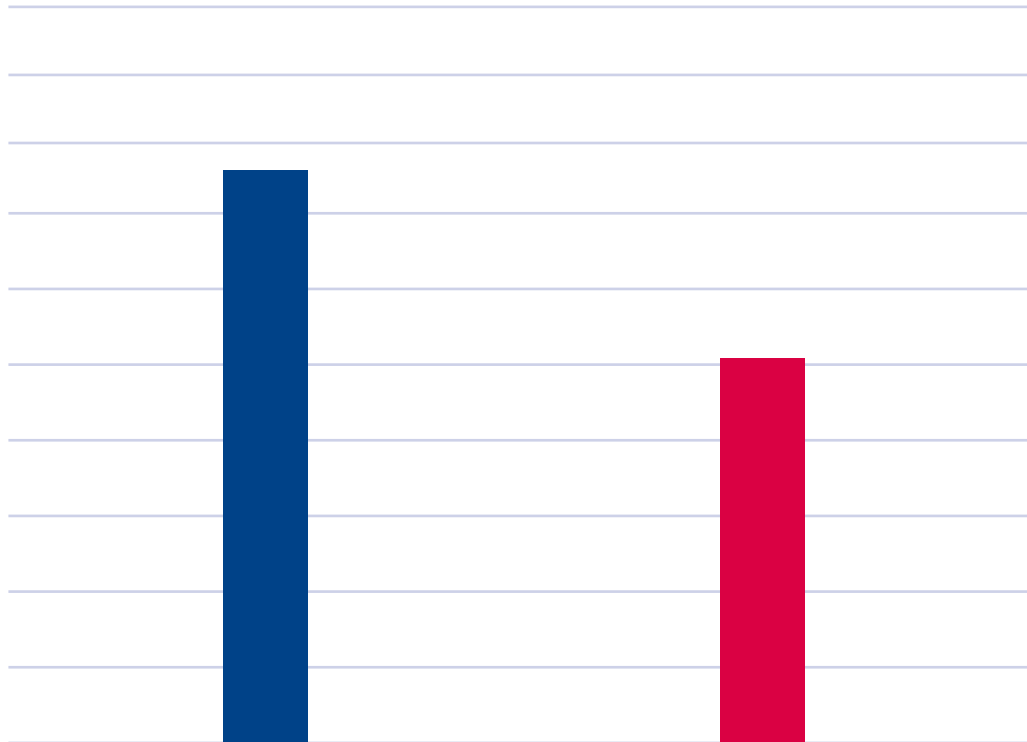




# Training and development

Fig 45 (76%) (18)  
 51% (18)

Figure 45: Mandatory training and appraisal completed in last 12 months



Appraisal (35%) (18)  
 43% (18) and 22% (18)  
 in 2013 (Fig 46). This  
 2013, 15% (18).  
 51% (18)  
 18% (18)  
 18

“Most training is now online which is expected to be done at home in our own time. Managers say ‘fit it into your working week’ knowing that it’s impossible to do and do not support their staff to do it. Nor do they backfill staff to allow for this – so staff have to do it at home.”

Figure 46: When was last mandatory training session completed (2013-2019)

Figure 47: Appraisal completed in last 12 months (2013-2019)

Figure 47: Appraisal completed in last 12 months (2013-2019)

# Annex A: Workplace information

Table A1: Employment status

		%
Employed and working	1,770	92.4
Retired, still working	66	3.4

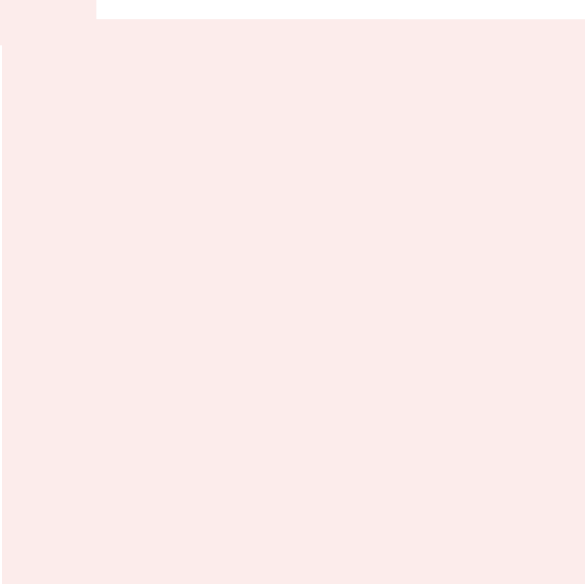
Figure A1: Time with current employer and current post







Table A11: Agenda for Change pay bands

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