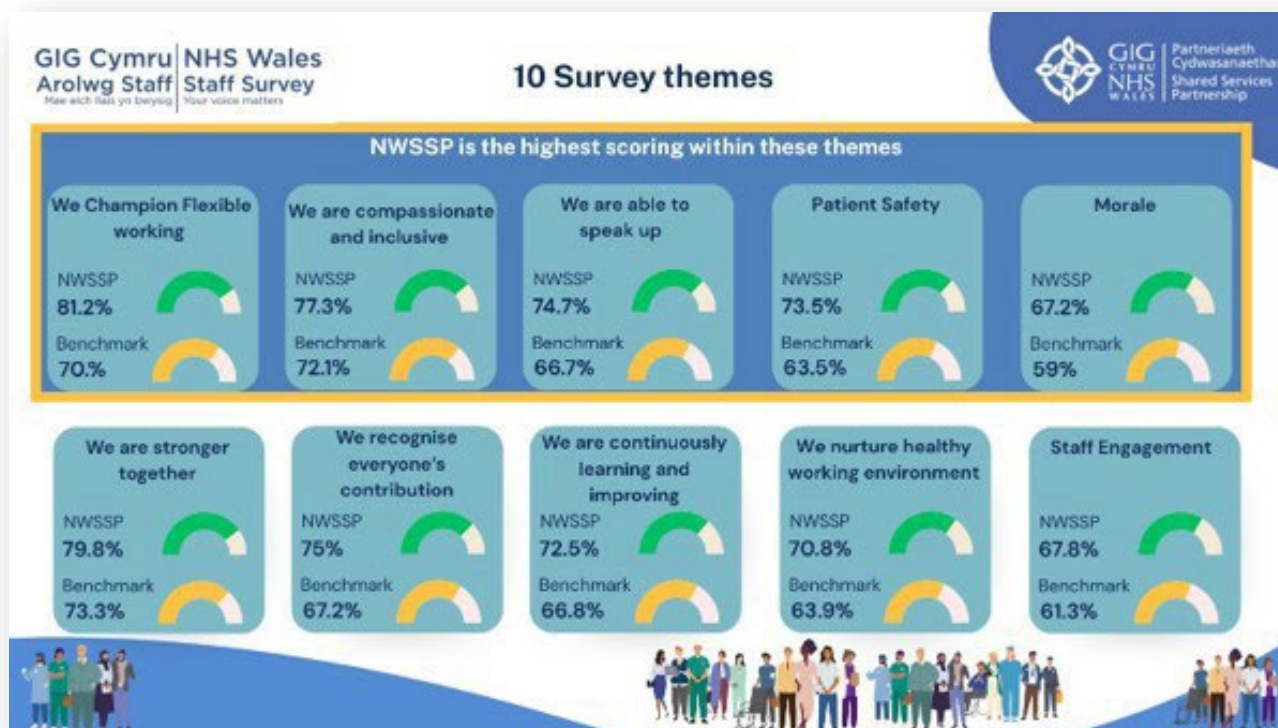


Staff Survey success puts NWSSP among NHS Wales' top performers

With 1,179 colleagues participating, this year's response rate is significantly higher than last year's. The results provide a strong and representative picture of what it's like to work at NWSSP, with most staff who engaged with the survey recommending NWSSP as a great place to work.

It also highlights NWSSP's exceptional performance across NHS Wales, with scores exceeding the NHS Wales benchmark in all 10 theme measures, outperforming many NHS organisations. We are thrilled to be the top-scoring organisation in five key areas, outlined below.



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What sets us apart?

Great place to work with flexibility that matters.

The survey results reveal that over 74% of staff feel proud to work for NWSSP. Impressively, 72% of staff would recommend NWSSP as a place to work, the highest of any NHS Wales organisation. This reflects the positive experience our staff have within NWSSP.

Flexible working is another area where NWSSP stands out. An impressive 81% of staff reported that we support flexible working, which is more than 11% higher than the NHS Wales average and the highest score in Wales. This demonstrates our commitment to staff well-being and to creating an environment where staff can balance their work and personal lives, which helps build a more resilient and engaged workforce.

A Culture of kindness, respect and belonging

Another key highlight from the survey is the strength of our culture. NWSSP achieved the highest score in NHS Wales in the compassionate and inclusive theme, with more than 77% of colleagues noting that the people they work with are understanding, kind, and treat each other with respect. This reflects the supportive environment we continue to build, one where staff feel able to be themselves and know they belong.

Speaking Up for Change

It is encouraging to see that 74% of staff feel able to speak up. This reflects the progress made through our Speaking Up Safely work, which includes the introduction of a dedicated Speaking Up Lead and a safe, confidential platform for raising concerns. These steps show our commitment to being an open, transparent and supportive place to work.

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Patient Safety a top priority

We are proud that 73% of staff agree that patient safety is one of NWSSP's top priorities. This reflects the dedication of colleagues across the organisation, who work hard every day to deliver high-quality services that make a direct difference to patient care. It also shows the value of having motivated staff, strong teams and a kind, compassionate working environment where people feel supported to do their best work.

Top in NHS Wales for Morale

Another area where we excel is morale, where we are the highest performing organisation in NHS Wales. NWSSP continues to be a place where people feel proud to work, and while we know there is more to do, the progress reflected in this year's survey is a positive step forward. Creating a safe, supportive workplace remains a priority, and we are committed to building on this progress in the year ahead.

Looking ahead

We are pleased to share some of our fantastic achievements from this year's results, and we're equally committed to enhancing the areas that need attention to make our workplace truly exceptional.

To achieve this, we'll be collaborating closely with colleagues to enhance staff experiences.



Director of People, Organisational Development and Employment Services, Gareth Hardacre said:

"These results are a real testament to our people and the culture we continue to build together. They reflect the kindness, flexibility and shared commitment that make NWSSP such a strong place to work. I'm particularly proud of the People and OD team for the support they provide across the organisation, enabling colleagues to feel they belong, can speak up, and can do their very best work every day."

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Managing Director, Neil Frow OBE said:

"The Staff Survey gives us an important insight into what it feels like to work at NWSSP and highlights where we need to focus our efforts for continued improvement. When colleagues feel valued, supported and empowered, they help create a positive culture that strengthens both staff experience and the services we provide.

These results reflect the care, commitment and dedication of colleagues across NWSSP every day. I am incredibly proud that so many staff would recommend NWSSP as a great place to work, and that we continue to lead across NHS Wales in areas such as compassion, inclusion, and flexible working.

While we are proud of these results, we know there is more to do. We will keep listening, learning and building on what matters most to our people, so that NWSSP continues to be a place where staff feel supported, respected and able to thrive."

Join us

If you are looking for a career where you will feel valued, supported and part of a high-performing team, we would love you to consider [joining us](#).

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