

NHS Staff Survey 2025 - Frequently Asked Questions (FAQs)



It starts with you. The NHS Staff Survey is your opportunity to share what it's really like to work at WUTH, and to help us improve the experience for all staff. Below are some common questions and answers to help you understand more about the survey and how to take part.

When does the survey take place?

The NHS Staff Survey 2025 is live from Monday 29th September and will close on Thursday 28th November. All NHS provider organisations are required to take part. At WUTH, staff will receive either an email invitation or a paper copy of the survey depending on their access to systems.

How do I complete the survey?

If you have an NHS email address, you will receive an email from Staff Survey 2025 (picker_surveys@picker.org) with the subject line: "Staff Survey 2025: Invitation". Midway through that email, you'll see a box that says: "What you need to do: Complete the survey by clicking here." Please follow the link in that section to complete your survey.

Some staff may find the email lands in their junk or clutter folder, so please check there if it's not in your inbox.

If you don't have an NHS email address, you will be sent a paper version of the survey with instructions on how to complete and return it.

Do I have to take part?

No, the survey is voluntary. However, we strongly encourage you to take part. The more responses we receive, the clearer our understanding of staff experience will be, which helps us focus on the right areas for improvement.

Why is another staff survey taking place?

The survey is carried out each year to understand the experiences of NHS staff. This helps trusts and national bodies make improvements to working conditions, staff wellbeing, and patient care. It also allows comparisons across the NHS and helps identify long-term trends.

How does the survey help improve patient care?

Research shows that staff experience has a direct impact on the quality of patient care. When staff feel supported, respected and well-managed, it leads to better outcomes for patients. By sharing your views, you're helping us create a better workplace and better care.

Who is eligible to take part?

All staff employed by WUTH on or before 1st September 2025 are eligible to complete the survey. If you joined the Trust after this date, you will not receive an invitation to take part.

I completed the survey last year. Do I need to do it again?

Yes. We rely on updated feedback to track changes and understand what has improved, stayed the same or requires further attention. Even if you've taken part before, your response this year remains important.

Is my response confidential?

Yes. The survey is completely confidential and managed independently by Picker Europe, the external survey provider. WUTH does not see individual responses or any personal data. Picker handles all data securely and only provides WUTH with anonymous summary reports.

WUTH does not receive results for any staff group with 10 or fewer responses, to protect anonymity.

Why do I have a personalised link or login?

Your unique link or login is used only by Picker to monitor who has responded, send reminders, and prevent duplicate responses. WUTH does not have access to this data and cannot link survey responses to individuals.

Why does the paper questionnaire have an ID number or barcode?

This allows Picker to track responses and send reminders to non-respondents. Without this number, your response cannot be linked to the correct NHS organisation and may not be counted. The ID is only used by Picker and is not shared with WUTH.

Why have I received a reminder if the survey is anonymous?

Reminders are sent based on whether your personalised survey link or paper ID has been used. These are managed entirely by Picker. WUTH cannot see who has or hasn't responded.

What happens after I complete the survey?

At the end of the survey, you will be asked whether you would like to enter a prize draw. This is optional and is managed separately from your survey response to maintain anonymity.

What prizes are available in the WUTH prize draw?

All staff who complete the survey and opt into the prize draw will be entered into two prize draws, one at the midway point and one at the end of the survey period.

Prizes include:

- A tablet device, donated by UNISON
- A spa day experience
- One month of free car parking on site
- Retail vouchers
- An additional day of annual leave

If you complete the survey early, you'll be entered into both prize draws.

Where can I find more information?

For more details, visit the NHS Staff Survey Co-ordination Centre at www.nhsstaffsurveys.com.

You can also contact them using the details below:

Website: www.nhsstaffsurveys.com

Advice Line: 01865 208141 (Monday to Friday, 9.30am – 4.30pm)

Email: staffsurvey@pickereurope.ac.uk

Online form: <https://www.nhsstaffsurveys.com/contact-us/>

Locally, you can contact the WUTH Communications Team via email on wih-tr.Communications@nhs.net or check the intranet for updates on this year's campaign.