

**Cyfarwyddwr Cyffredinol Grŵp Iechyd, Gofal Cymdeithasol a'r
Blynyddoedd Cynnar / Prif Weithredwr GIG Cymru**

**Director General Health, Social Care & Early Years Group / NHS
Wales Chief Executive**



**Llywodraeth Cymru
Welsh Government**

NHS Wales Chief Executives
Managing Director, WHSSC
Interim Chief Commissioner, JCC

Our Ref: JP/HA/SB

4 October 2024

Dear Colleagues

NHS Wales Staff Survey

The 2024 NHS Wales Staff Survey has launched this week and I want to ask you to support the survey and encourage others to complete the survey so we can hear as many views as possible on several important topics.

I am grateful for the commitment and professionalism of people who work across the NHS in Wales. In return, I am committed to ensure that we provide rewarding roles and a compassionate culture that provides a psychologically and physically safe working environment and supports the wellbeing of our workforce. Whilst there is a lot of excellent leadership across the system, there is still too much variation and collectively we must actively work to eradicate unacceptable behaviour as, too often, we hear examples of harassment, bullying and racist behaviour.

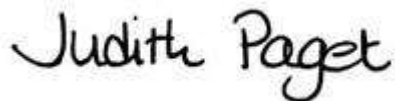
Taking part in the NHS Wales Staff Survey is an important way for everyone to take active steps to support me in my commitment to you. The survey monitors and measures individuals experience at the national level through the engagement index score, WRES (Workforce Race Equality Standard) and other NHS Wales measures, including compassionate cultures. These measures enable me to track whether the work we are doing is making the cultural change that we need across the NHS in Wales and identify what more we need to do.

The survey is not only good for our workforce, but also for our local communities and patients. Research consistently shows that organisations where people have a positive experience at work, also deliver better quality of care, patient satisfaction, financial performance and avoidable patient mortality.

I recognise that there have been some concerns about launching the survey now, but it is also important to establish an annual cycle of consistent and evidence-based surveys that tracks progress and impact over time. HEIW, who run the survey in partnership with Welsh Partnership Forum, have refined the process for this year based on extensive discussions and lessons learned from previous work and this refinement will continue for future years.

I am grateful to you and your teams for continuing to support the NHS Wales Staff Survey and would ask that you work in partnership with your colleagues and trade union colleagues, to deliver an effective response to this year's survey.

Yours sincerely

A handwritten signature in black ink that reads "Judith Paget". The script is cursive and fluid, with the first letters of each word being capitalized and prominent.

Judith Paget CBE

cc: Welsh Partnership Forum