



# The Prince & Princess of Wales Hospice

# STAFF SURVEY RESULTS 2025





The Prince & Princess  
of Wales Hospice

STAFF  
SURVEY  
RESULTS  
2025

## Introduction

The Prince & Princess of Wales Hospice is committed to fostering a positive and supportive work environment for all employees. To ensure we are meeting this goal, we conducted an Employee Satisfaction Survey to gather feedback directly from our staff.

The survey, facilitated by our HR providers, Beyond HR, aims to understand how satisfied our staff were in their roles and to identify areas where we can improve as an organisation.

All survey responses were confidential and Beyond HR provided the senior management team with analysed data and anonymised comments only, ensuring all staff privacy was respected.

This survey was sent out to all staff (166) with 98 staff members completing the questionnaire, with participation by department, as below:

Clinical	
37	
Facilities	
7	
Medical	
2	
Retail / Income Generation / Business Team	
52	
Total	
98	

Action plans were formulated in partnership with our staff to capture the lower score questions and emerging themes.

Question	Overall Percentage 2025	Overall Percentage 2024
<b>Motivation</b>		
I enjoy my job and feel I am in the correct role in the organisation.	97.96%	96.23%
I find my job challenging and rewarding.	97.96%	97.17%
I feel I have responsibility in my job.	98.98%	97.17%
I feel secure in my job.	81.63%	85.85%
I understand the impact of my job on the organisation.	97.96%	98.11%
<b>Innovation</b>		
I am encouraged to come up with new ideas in my job.	92.86%	93.40%
I know PPWH vision, mission and values.	100.00%	97.17%
Ideas and suggestions are listened to and put into action.	82.65%	83.02%
When I see something wrong, I feel I can mention it.	92.86%	93.40%
<b>Teamwork</b>		
I understand how my job affects the performance of my work colleagues.	97.96%	100.00%
I feel part of a team.	93.88%	95.28%
I have the opportunity to attend regular team briefings.	86.73%	83.02%
The people I work with are willing to help each other even if it means doing something outside their usual activities or job.	94.90%	95.28%
<b>Reward and Recognition</b>		
The Organisation looks after its people.	88.78%	84.91%
I feel praised more than criticised.	87.76%	90.57%
My manager thanks me for a job well done.	94.90%	99.06%
<b>Training and Development</b>		
I know what training, development and support is available.	92.86%	90.57%
I feel properly developed and supported for the job I am required to do.	86.73%	91.51%
My line manager supports my training.	94.90%	97.17%
<b>Communication</b>		
There is good communication between different departments in the organisation.	64.29%	66.98%
There is good open communication from my line manager.	91.84%	90.57%
I have received good communication from my line manager to carry out my job.	92.86%	91.51%
<b>Leadership</b>		
My manager helps me as much I would like them to.	90.82%	92.45%
I trust my manager to be honest.	91.84%	97.17%
I trust the leader of the organisation.	95.92%	96.23%
I find the HR department approachable and there in times of need.	88.78%	85.85%

Question	Overall Percentage	Overall Percentage
	2025	2024
I understand what is required of me in my job.	100.00%	99.06%
<b>Mental Health and Wellbeing</b>		
My manager treats me as an individual and cares for me and my wellbeing.	93.88%	96.23%
Most of the time I am fit for work both physically and mentally.	95.92%	97.17%
I have a good work / life balance.	94.90%	91.51%
The organisation provides me with the tools I need to support my mental health.	91.84%	85.85%
The organisation believes mental health is just as important as physical health.	92.86%	93.40%
<b>Scoring Questions</b>		
I would recommend PPWH as an employer to others.	91.84%	92.45%
I intend to be working with PPWH in three years time.	80.61%	88.68%
Overall I am satisfied working with PPWH.	91.84%	93.40%