

# Frontline healthcare survey results

Findings from a survey of 1,000  
frontline healthcare workers in the UK,  
in both the public and private sector,  
conducted in August 2021.



# Contents

Intro	04
Audience	06
Comms and intranet	07
Role changes	07
Attitudes towards work	08
Care and support	09
What’s one thing in your day-to-day working life that you wish you could change?	10
If you could say one thing to senior management anonymously what would it be?	11



## Introduction

We surveyed 1,000 respondents over the age of 18 from the United Kingdom in August 2021. At the time of the survey, respondents held frontline roles in both public and private healthcare and social care.



The pandemic has made health and social care work especially difficult, but these jobs were never easy to begin with.

They work long hours in dangerous environments with complicated tools and processes. They service demanding and happy patients. They always try to do their best while caring for themselves and their families.

Unfortunately, this herculean effort often goes unnoticed and underappreciated

Health and social care are at a turning point. We're witnessing the impact of this career disruption as people rethink work's role in their lives.

We discovered that 50% of health and social care employees are considering or have already left their current jobs following Covid-19.

This number may not come as a shock to you. Many companies worldwide have tried to combat it by increasing wages or offering joining bonuses.

Yet, while improving wages is necessary, it's just the beginning of the story. Our research lead to one word cropping up time and time again: Listen.



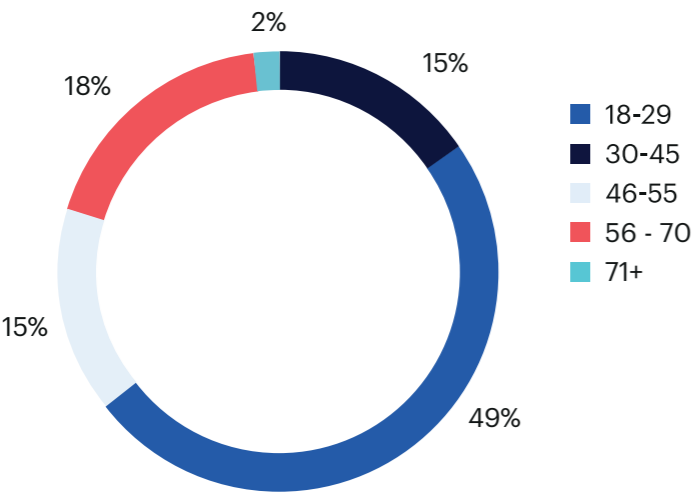
# Audience

Good representation from all regions of the UK. Predominantly female, with an older age profile peaking between 30-45 yr old.

## Statistics

- Gender split: 74% female and 25% male.
- The workforce is an older one, with just over a third being 46+.
- 45% of the respondents are NHS frontline workers, with 3 in 10 in the social care sector, and the remainder working in private healthcare.
- 8 in 10 of respondents are White British.
- The length of service is mixed from those in their first year, through to 11+ years.
- Newer joiners tend to be on fewer weekly hours.
- Those new to the sector are more likely to be working 1-8 hours a week.

Age breakdown



Length of service




# Comms and intranet

Almost one fifth state that they don't receive relevant communications from their employer organisation. And a similar proportion are lapsed or non-users of their intranet, with two thirds of those not knowing (or not sure) how to log

## Statistics

- Over one third (34%) of respondents say they can't easily access workplace systems on their mobile.
- Most are using their intranet, however, nearly 2 in 10 aren't and of those two thirds don't know how to.

**34%**   
can't easily access workplace systems on their mobile device.

# Role changes

Although half of all workers haven't changed or considered changing their role, the other half have, with nearly 15% making the change.

## Statistics

- Over half of all respondents have considered a role change.
- 15% have made the move - reasons vary from stress and bullying to the more upbeat desire for career progression.
- 37% have considered a role change, even if not making the leap. This tends to be higher (46%) amongst minority ethnic groups.

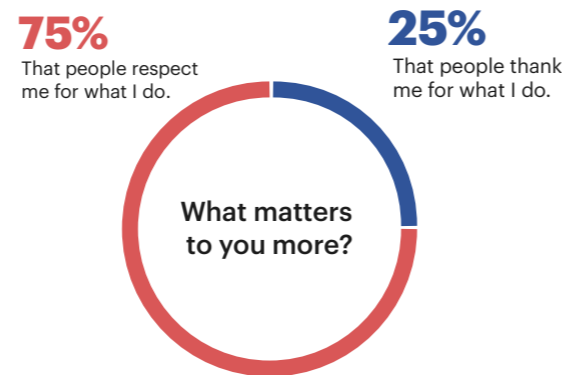
**52%**  
of frontline healthcare staff have changed or considered changing jobs.

# Attitudes towards work

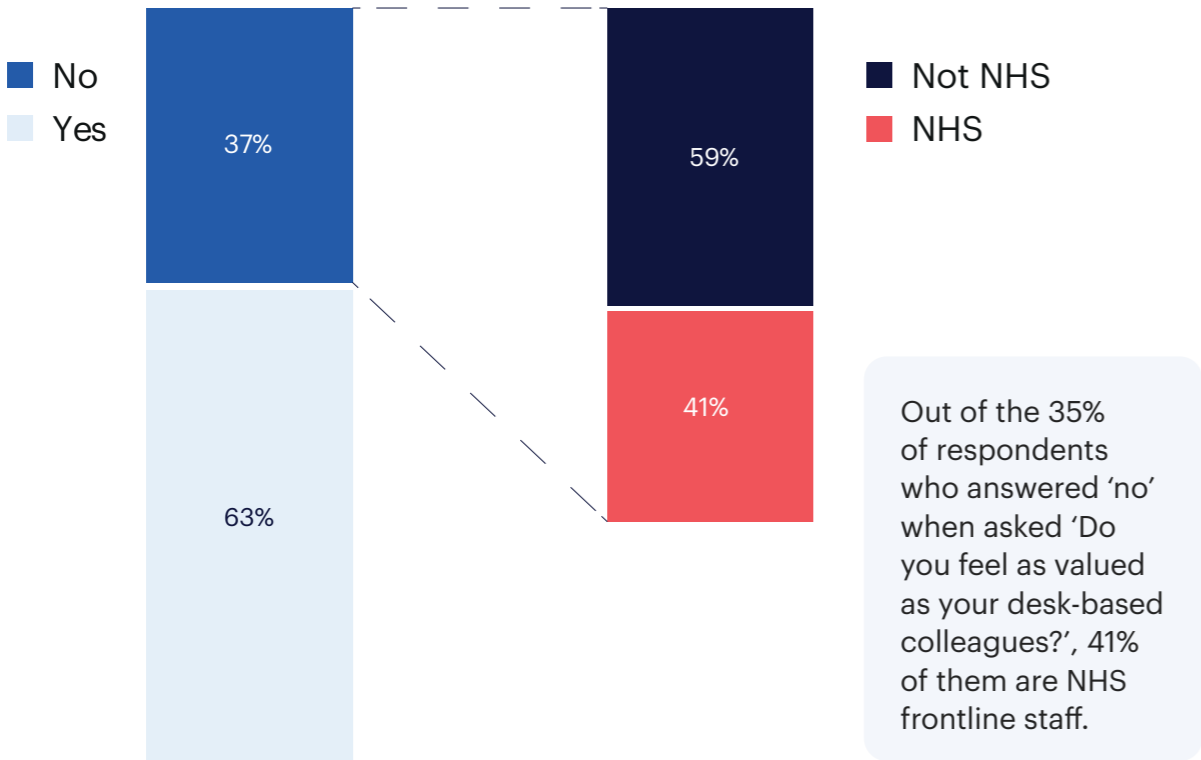
Majority of workers see respect as more important, and this is stronger amongst ethnic minority groups. Nearly 4 in 10 don't feel as valued as their desk-based colleagues. This figure is higher amongst NHS workers.

## Statistics

- The majority of frontline workers would rather they were shown respect than be thanked.
- Nearly 4 in 10 (37%) frontline workers don't feel as valued as their desk-based colleagues. This number is higher for NHS employees. (41%)



Do you feel as valued as your desk-based colleagues?

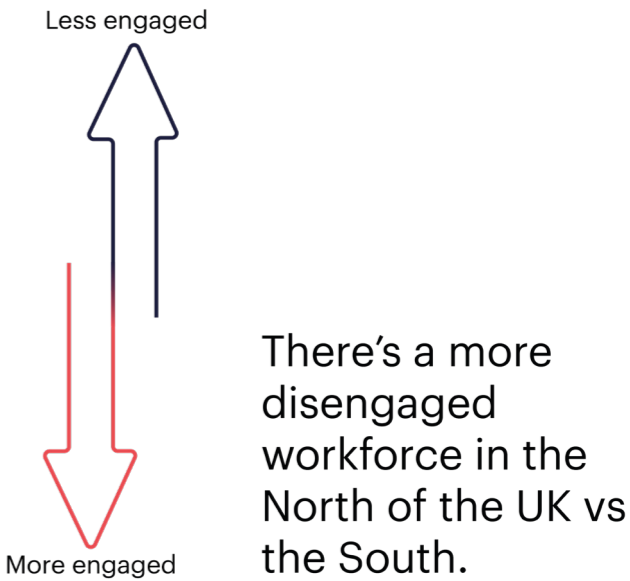


# Care and Support

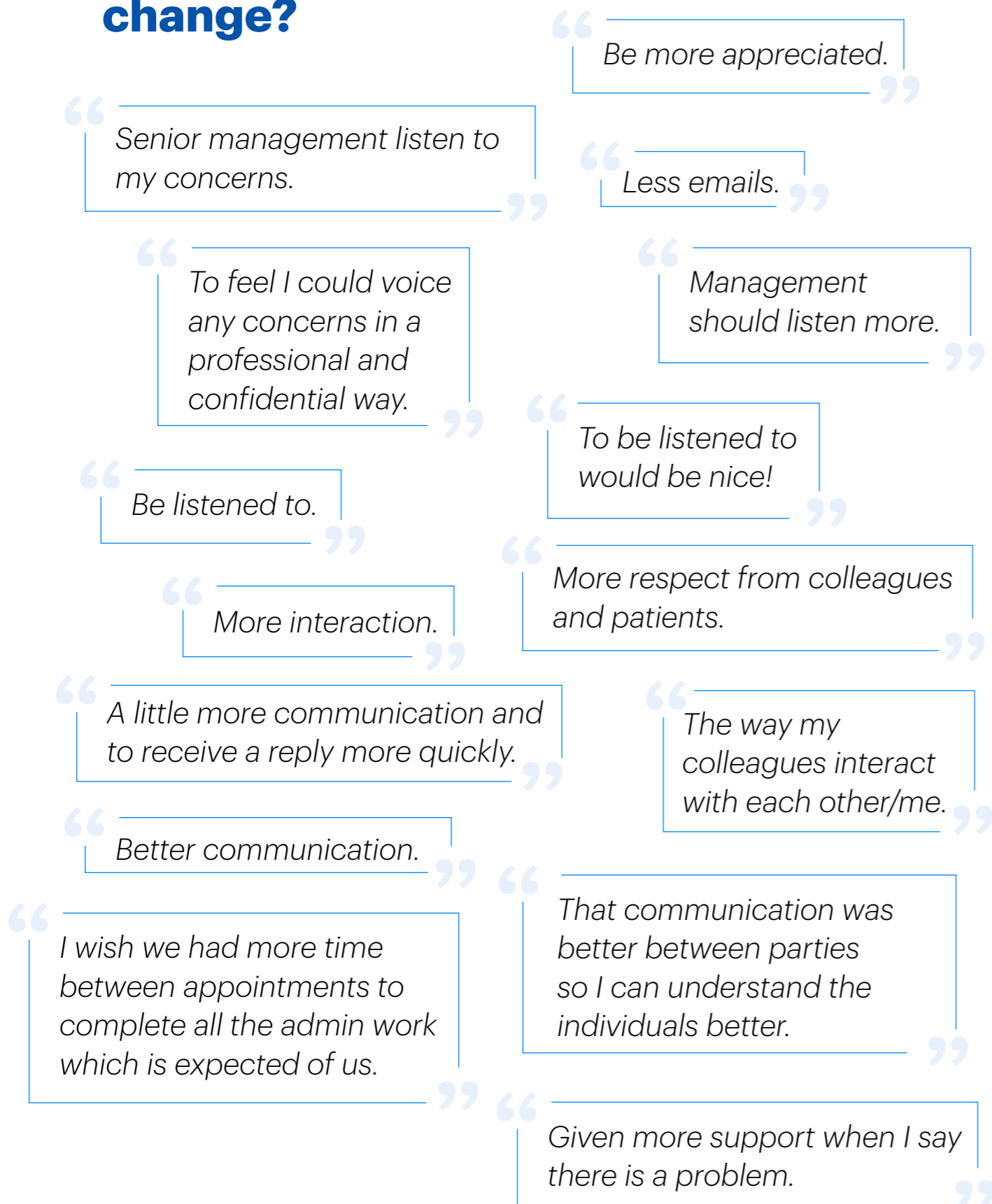
Nearly 4 in 10 don't feel that their feedback will be acted on and a quarter don't believe that their employer cares about their mental well-being.

## Statistics

- Over a third (35%) of frontline healthcare workers don't feel that their organisation will act on their feedback.
- A quarter of frontline healthcare workers don't feel their organisation cares about their mental health.
- 22% of minority ethnic groups don't feel their organisation treats everyone equally, regardless of ethnicity.
- There's a more disengaged workforce in the North of the UK vs the South.



## What's one thing in your day-to-day working life that you wish you could change?



## If you could say one thing to senior management anonymously what would it be?





## Get in touch

---

[www.joinblink.com](http://www.joinblink.com)

[hello@joinblink.com](mailto:hello@joinblink.com)  
[press@joinblink.com](mailto:press@joinblink.com)



71 Fanshaw st.  
London  
N1 6LA



353 West 48th st.  
4th Floor  
New York  
NY 10036



114-120 Castlereagh st.  
Level 4  
Sydney  
NSW 2000