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Addysg a Gwella Iechyd  
Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)

## **NHS Wales Workforce Trends (as at 31<sup>st</sup> March 2023)**

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# NHS Wales Workforce Trends (as at 31<sup>st</sup> March 2023)

## Foreword



Alex Howell Chief Executive HEIW

I am delighted to introduce the latest edition of the NHS Wales Workforce Trends Report, a comprehensive analysis providing invaluable insights into the state of our healthcare workforce across the nation.

As Chief Executive of Health Education Improvement Wales (HEIW), we were set up as a separate body to take a whole workforce approach to the workforce challenges and opportunities facing the health system. Our purpose aligned to the "A Healthier Wales: Our Workforce Strategy for Health and Social Care" is to work with partners to develop a skilled and sustainable workforce that improves care and population health. In this capacity, I am acutely aware of the pivotal role that our workforce plays in delivering high-quality care to the people of Wales. This report serves as a vital tool in understanding the dynamics shaping our healthcare landscape, enabling us to make informed decisions and implement targeted strategies to enhance workforce planning and development.

In this edition, we continue our commitment to transparency and accountability by presenting a detailed overview of workforce trends, including workforce spend, size and shape, and demographic data. By examining key metrics and trends, we gain a deeper understanding of the challenges and opportunities facing our workforce, allowing us to identify areas for improvement and innovation.

In the face of evolving healthcare demands and external pressures, it is vital that we remain vigilant in our efforts to support and empower our healthcare professionals. Through collaboration and collective action, we can address the challenges ahead and ensure a resilient, adaptable workforce capable of meeting the needs of our population.

As we navigate the complexities of modern healthcare, we remain steadfast in our commitment to excellence and innovation. Together, we can build a brighter future for healthcare in Wales.

## 1. Summary

The purpose of this report is to summarise the high-level trends relating to the NHS Wales workforce.

Organisations routinely undertake data quality exercises and update their workforce when new data standards are introduced<sup>1</sup>. As a result of these changes, and to ensure data is accurately reported, where applicable, new reports have been run.

Several data sources have been used which span different time periods depending on the availability of data, namely:

- ESR Data Warehouse (ESR DW): 2018- 2023. Data source used for staff in post and sickness data.
- Stats Wales: 2023. Data source used for vacancies numbers and rates
- NHS Wales Financial Monitoring Returns (supplied by Welsh Government Finance Department): 2018 – 2023. Data source used for total, locum and agency pay.
- NHS Wales Workforce Performance Measures Dashboard (supplied by NHS Wales Organisations): March 2022 – March 2023. Data source used for annual appraisal and statutory and mandatory compliance.
- Wales National Workforce Reporting System December 2020 – September 2023.

### 1.1. Size of the Workforce

Between March 2018 to March 2023 the workforce has increased year on year, from 79,125 to 94,663 an increase of 19.6% over the period.

The biggest single increase in the workforce was between 2020 and 2021.

The highest increase of FTE and percentage occurred in the Administrative and Clerical staff group, with a rise of 5,101 FTE; a percentage increase of 30.6%. Additional Clinical Services have the next biggest FTE increase with an increase of 3,817FTE a 21% increase.

Nursing and Midwifery have seen an increase of 10% which equates to 2,245 FTE. The Medical and Dental workforce has increased by 1,665 FTE, a 25% increase.

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<sup>1</sup> [National Workforce Data Set \(NWD\) guidance documents - NHS England Digital](#)

One of the highest increases in FTE can be seen in Band 7-9, an increase of 4,588FTE (39% increase). Band 1-4 has the highest absolute increase, increasing by 5,265 FTE

The majority of staff groups have seen an increase in staff aged 55 and over for 2023. The biggest percentage increase has been in the Estates and Ancillary staff group with an increase of 6.5%. The next biggest percentage increase is in the Nursing and Midwifery staff group of 3.4%.

The overall vacancy rate for NHS Wales is 4.5% which equates to 4277 FTE. Nursing, midwifery and health visiting (registered) showing 2290 FTE, this accounts for more than 50% of the overall vacancies.

From the age band 51-55 the participation rate for both genders steadily decrease. Participation rate by staff group does show some small changes overtime. Medical & Dental has reduced, and Admin and Clerical has increased.

Every staff group in the GP and wider practice workforce has increased. Direct Patient Care Admin/Non-Clinical have grown the most, 222 and 393 headcount respectively.

## **1.2. Cost of the Workforce**

The cost of the total NHS Wales workforce (including agency and locum) for 2022/23 was £5.6 billion<sup>2</sup>.

Since April 2018/19 the overall growth in agency and locum spend is 126%, increasing from £144 million to £325 million.

Between 2021/22 and 2022/23 agency and locum spend increased by 20% from £271 million to £325 million.

Nursing and Midwifery accounts for the biggest locum and agency spend and has seen a significant increase from £65 million in 20178/19 to £156 million 138%.

## **1.3. Sickness**

The twelve-month average sickness rate has risen year on year between 2018 and 2023 reaching a peak of 6.7% for 2022/23.

Historic analysis of sickness shows that the rate for 2021/22, during the second wave of COVID, is the highest NHS Wales has seen since the inception of ESR over 16 years ago

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<sup>2</sup> NHS Wales Financial Monitoring reports – Pay Bill  
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Overall sickness for every staff group has increased, Estates and Ancillary have the highest overall sickness and have seen the highest percentage increase.

Anxiety/stress reason for sickness still remains the highest reason for sickness and accounts for 27% of all sickness reasons.

#### **1.4. Performance Dashboard**

Health Education and Improvement Wales (HEIW) in collaboration with the Health Boards & Trusts have created a monthly Workforce Performance Dashboard, that collates key performance indicators which are known to be critical to organisational workforce performance. This report focuses on appraisal and statutory and mandatory training rates.

- **Appraisal Rates**

Overall, the percentage compliance for all staff groups has increased from 57% March 2022 to 68% March 2023. All staff groups are showing a RAG rating of amber indicating that they all have a compliance rate of between 50-85%.

- **Statutory and Mandatory Training Rates**

The overall compliance rate is 84%. Compliance rates for all staff groups have increased apart from Allied Health Professionals where compliance has decreased by 0.4%. Medical and Dental have the lowest compliance rate and Healthcare Scientist have the highest

- **Welsh Language Competency**

Staff are requested to complete their level of Welsh language competency as part of their Staff Electronic Record (ESR). 32% of staff have not stated their Welsh Language competency. Out of all the staff, 42% of staff say that they have no Welsh Language skills and 11% stating that have entry level competency.

#### **1.5. Current workforce Profile**

- **Staff Nationality**

People from other non UK countries make up 8% of the Welsh NHS workforce. More than one third of Medical and Dental staff are from non UK countries.

- **Staff Ethnicity**

Out of the information entered 80% of staff state they are of a White ethnic background. The next highest category is Asian or Asian British ethnicity which is 4% of the workforce.

- **Staff Disability**

Out of the entire workforce 4% of staff have a stated disability, however 22% of people have either not stated or have not disclosed a disability.

- **Gender Profile**

Overall, within NHS Wales, 76% of the workforce is female. Every staff group has a higher percentage of females in the workforce than males, except for Medical and Dental where males account for 54%.

## 2. Size of the Workforce

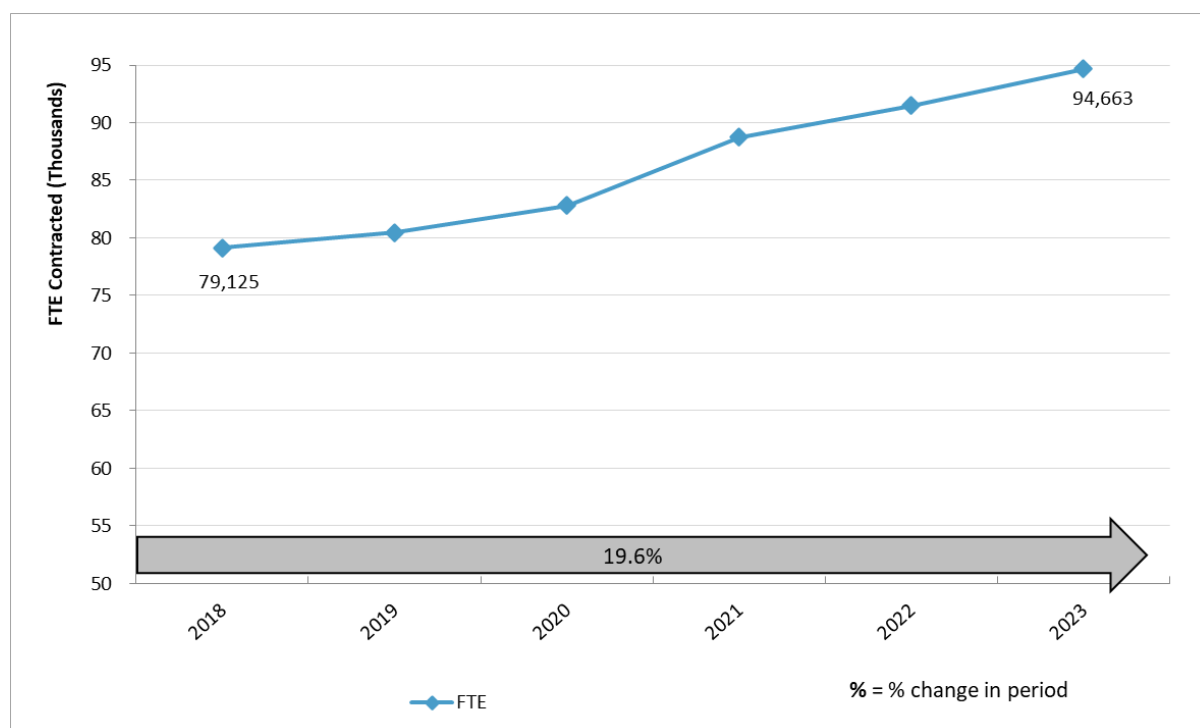
### 2.1. NHS Wales Workforce Profile

Graph 1 shows the overall workforce numbers in Full Time Equivalent (FTE) using data from the Electronic Staff Record Data Warehouse (ESR DW).

Between March 2018 to March 2023 the workforce has increased year on year, from 79,125 to 94,663 an increase of 19.6% over the period.

The biggest single increase in the workforce was between 2020 and 2021 where the workforce grew by 7%.

Graph (1) NHS Wales Workforce Profile March 2018 to March 2023



Data Source: ESR DW

## 2.2. Workforce Changes by Staff Group Between 2018 and 2023

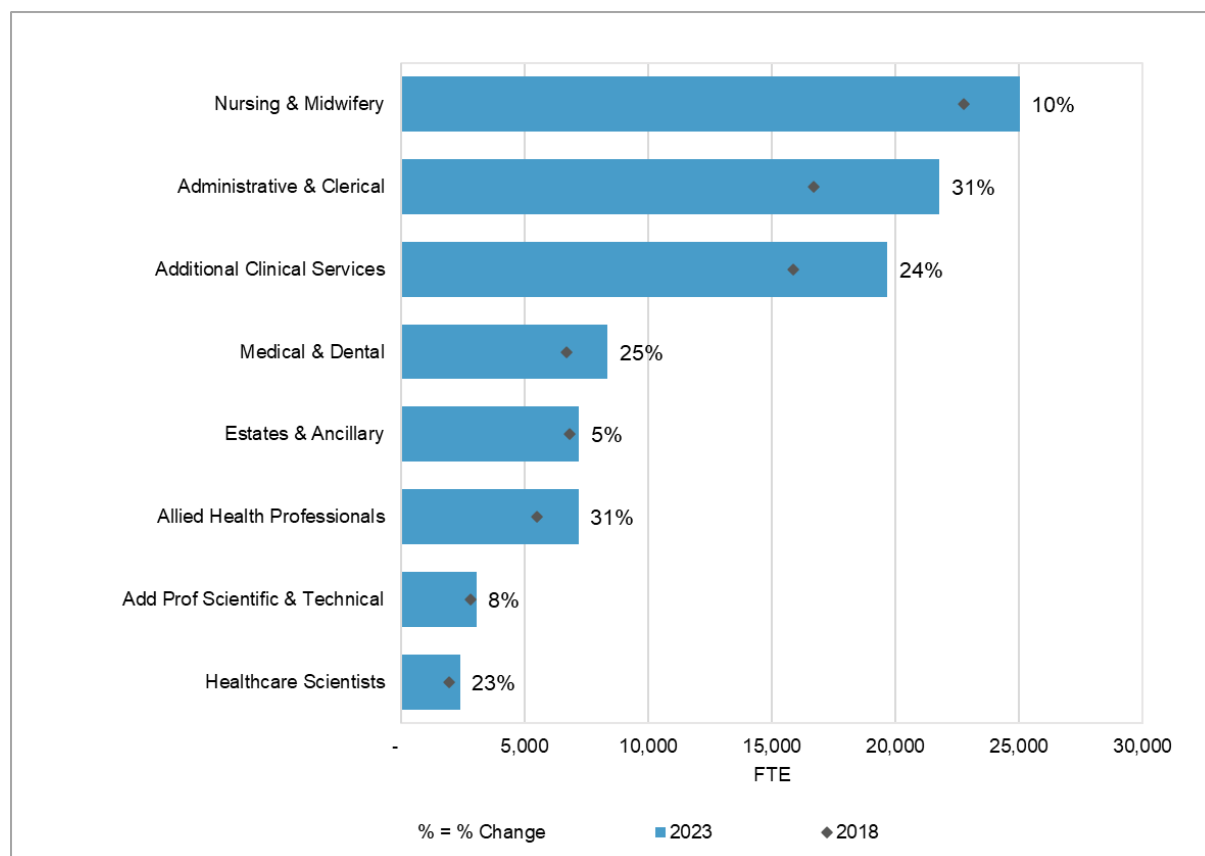
Graph 2 shows the Full Time Equivalent (FTE) and percentage change in the different staff groups between March 2018 and March 2023.

The highest increase of FTE and percentage occurred in the Administrative and Clerical staff group, with a rise of 5,101 FTE; a percentage increase of 30.6%. Additional Clinical Services have the next biggest FTE increase with an increase of 3,817 FTE a 21% increase.

The Nursing and Midwifery staff group have seen an increase of 10% which equates to 2,245 FTE. The Medical and Dental workforce has increased by 1,665 FTE, a 25% increase.

The smallest increase of FTE occurred in the Additional Professional, Scientific and Technical workforce, with a rise of 228 FTE, an 8% increase.

Graph (2) Staff Group by FTE and Percentage Change March 2018 to March 2023



Data source: ESR DW

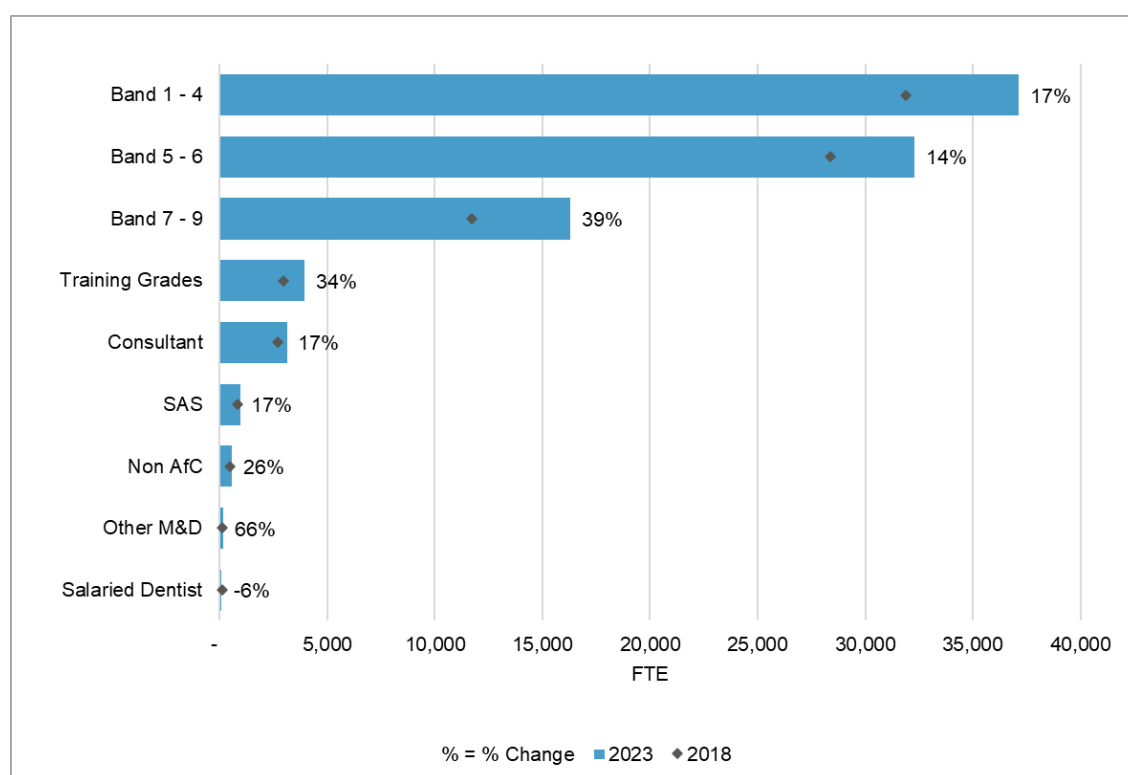
### 2.3. Grade Change Between 2018 and 2023

Graph 3 shows the FTE and percentage change in the Grade Bands between March 2018 and March 2023. 40% of the workforce in 2023 are comprised of Band 1-4 with only 9% being Medical and Dental.

Overall, all grades have seen a percentage increase except for Salaried Dentists where there has been a fall of 6% which equates to 7 FTE for this workforce.

One of the highest increases in FTE can be seen in Band 7-9, an increase of 4,588FTE (39% increase). Band 1-4 has the highest absolute increase, increasing by 5,265 FTE

Graph (3) Changes in Grade by FTE and Percentage Change March 2018 and March 2023



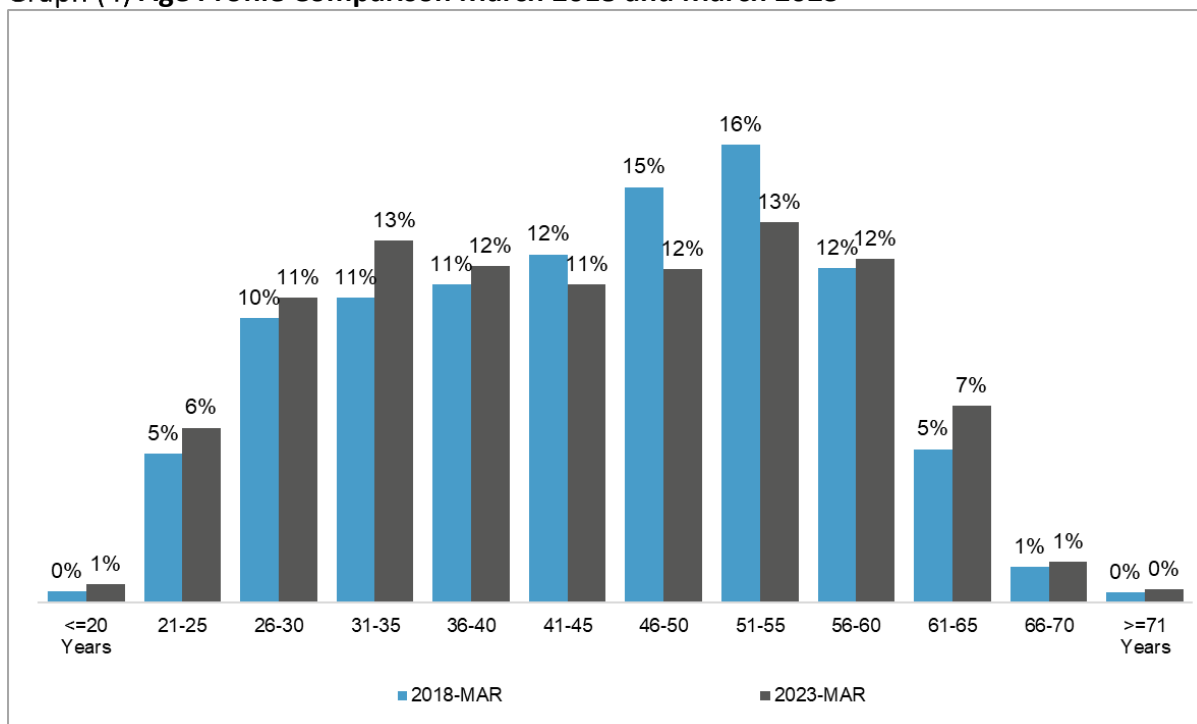
Data source: ESR DW

## 2.4. Percentage Staff by Age Band For 2018 and 2023

Graph 4 shows the percentage of staff in each age band comparing March 2018 and March 2023.

Over the five-year period there has been an increase in the percentage of staff in the age bands 21-40, and a reduction in the percentage of staff aged between 41-55, with the percentage of those aged 56-60 remaining static with a slight increase in the 61-65 age group.

Graph (4) Age Profile Comparison March 2018 and March 2023



Data source: ESR DW

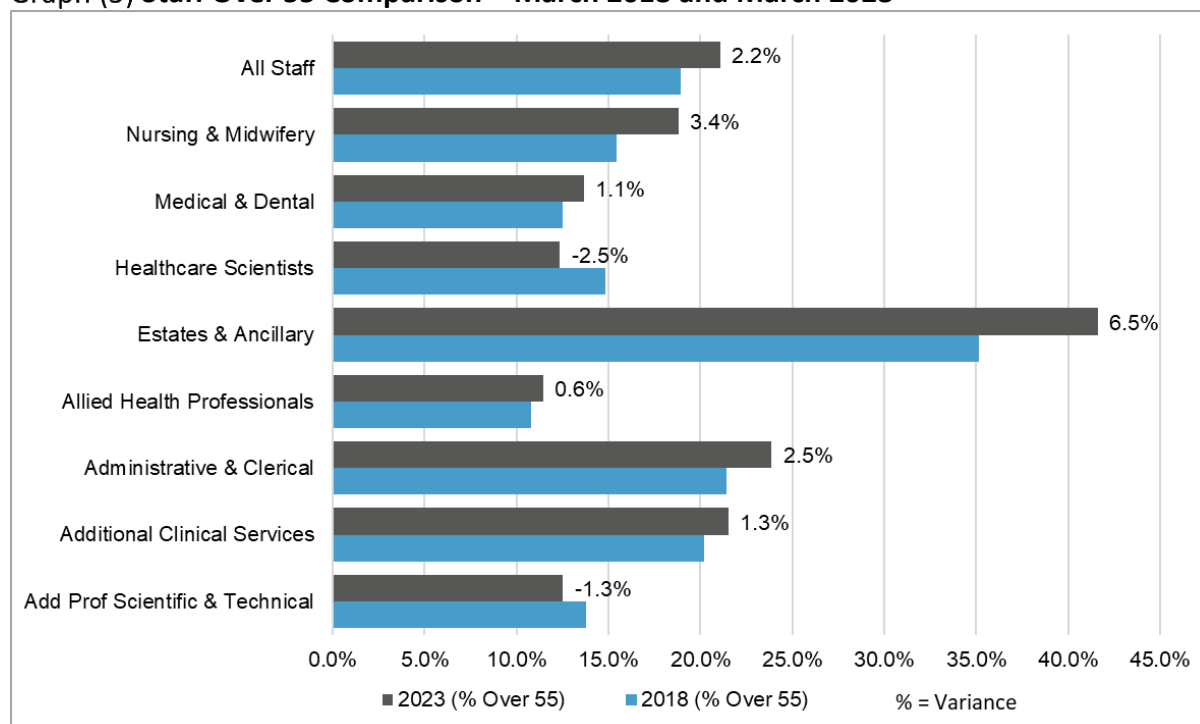
## 2.5. Percentage Staff near retirement age (Over 55) by Staff Group

Graph 5 shows the percentage of staff aged over 55 by staff group comparing data for 2018 and 2023. Overall, there has been an increase of 2.2% of staff aged over 55 between the two periods.

The majority of staff groups have seen an increase in staff aged 55 and over for 2023. The groups that haven't seen an increase include Health Care Scientists with a reduction of 2.5% and Additional Professional Scientific and Technical with a reduction of 1.3%.

The biggest percentage increase has been in the Estates and Ancillary staff group with an increase of 6.5%. The next biggest percentage increase is in the Nursing and Midwifery staff group of 3.4%.

Graph (5) Staff Over 55 Comparison – March 2018 and March 2023

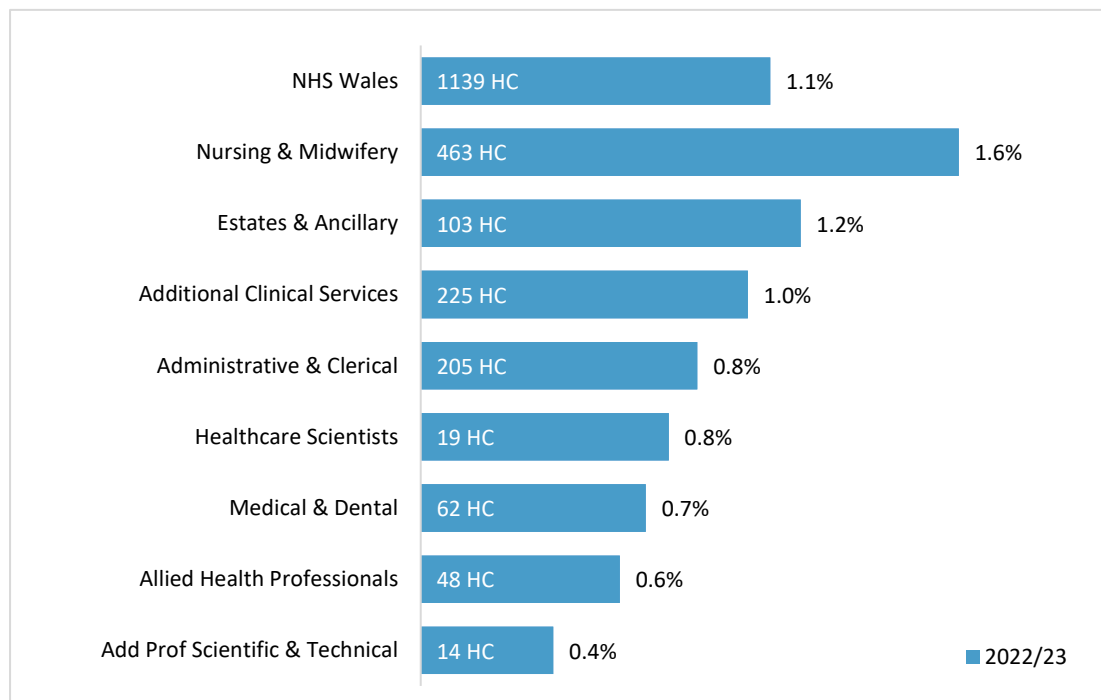


Data source: ESR DW

## 2.6. Percentage of staff who retire and return

The graph illustrates how many staff retire and return and the proportion of those staff among the whole staff group. Overall the NHS Wales average retire and return rate is 1.1%. Nursing and Midwifery have the highest number of staff returning (463 headcount) and also the highest percentage, 1.6%. Allied Health Professionals and Add Prof Scientific & Technical have the lowest return rates, 0.6% and 0.4% respectively.

Graph (6) Retire and return by Staff Group – March 2023

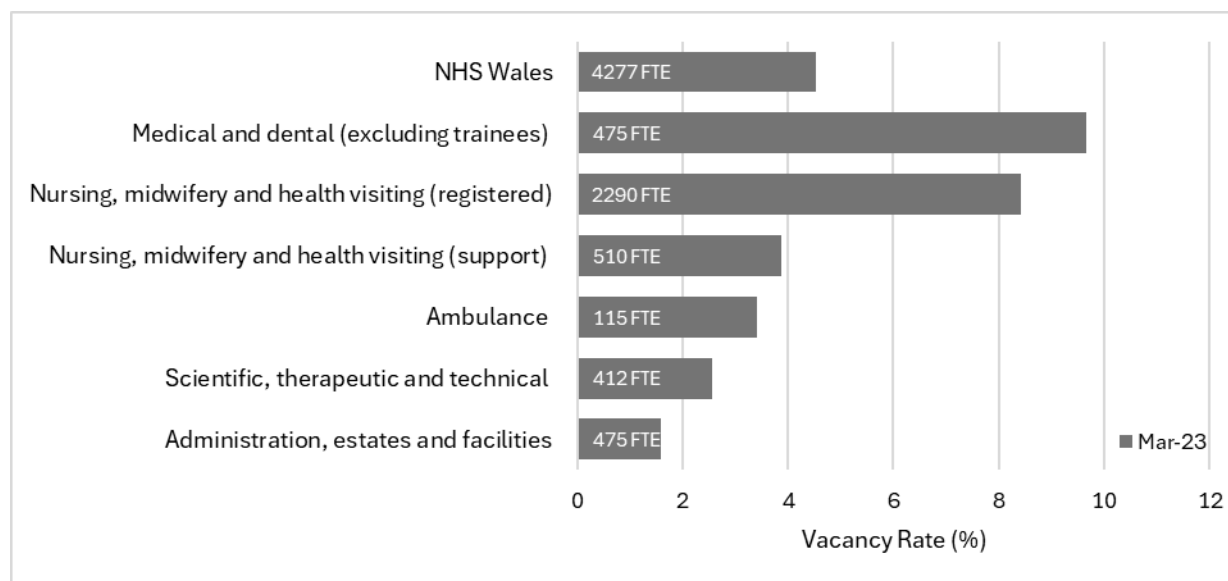


Data source: ESR DW

## 2.7. No of vacancies and vacancy rates by staff group

This data is submitted to Welsh Government (WG) on a quarterly basis direct from NHS Wales Organisations. The graph shows the number of FTE vacancies and the vacancy rates for NHS Wales staff as at March 2023. The overall vacancy rate for NHS Wales is 4.5% which equates to 4277 FTE. Medical and dental staff (excluding trainees) have the highest vacancy rates at 9.6%. The staff group with the highest number of vacancies is Nursing, midwifery and health visiting (registered) showing 2290 FTE, this accounts for more than 50% of the overall vacancies.

Graph (7) Vacancies by staff group – March 2023



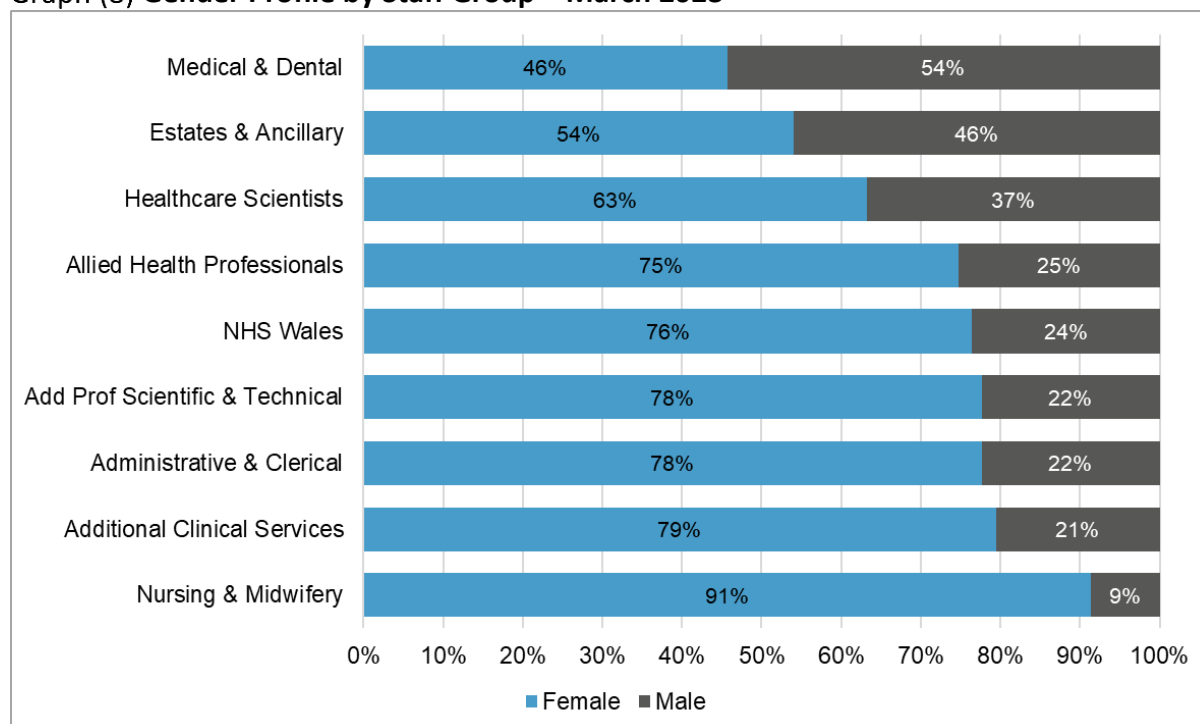
Data source: StatsWales

## 2.8. Gender Profile by Staff Group

The graph below shows the gender profile of the NHS Wales workforce by staff group. Every staff group has a higher percentage of females in the workforce than males, except for Medical and Dental where males account for 54%.

The staff group with the largest percentage of females is the Nursing and Midwifery workforce where females account for 91%. Overall, within NHS Wales 76% of the workforce is female.

Graph (8) Gender Profile by Staff Group – March 2023



Data source: ESR DW

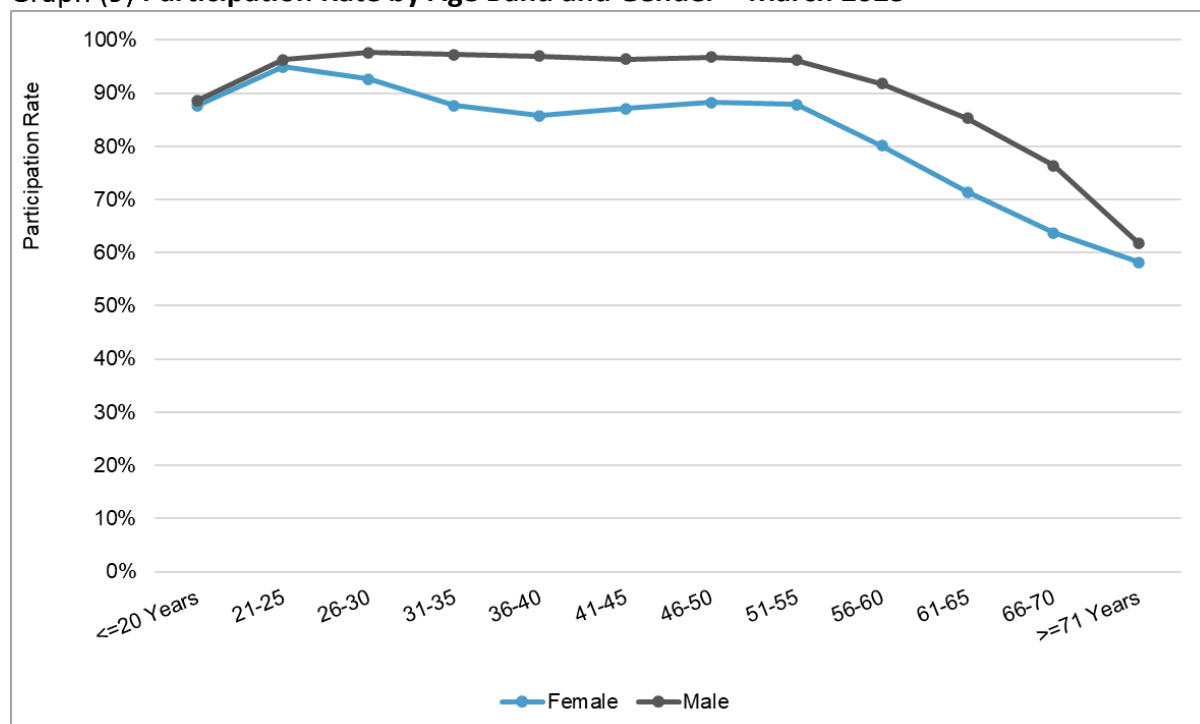
## 2.9. Participation Rate by Age Band and Gender

Graph 9 shows the participation rate for the NHS Wales workforce by age and gender for March 2023. Participation rate is a percentage of part time working. The number is derived by dividing the contracted FTE by the headcount. The higher the participation rate, the more hours, on average a person is working per week. For example, if an individual is working 37.5 hours a week they will have a participation rate of 100% (full time), if they are working 22.5 hours a week they will have a participation rate of 60%.

The participation rate for the male and female workforce follows a similar pattern. The participation rate for females for every age band is lower than that of their male counterparts.

From the age band 51-55 the participation rate for both genders steadily decreases. The lowest participation rate for both the male and female workforce is in the 71 years and above age band.

Graph (9) Participation Rate by Age Band and Gender – March 2023

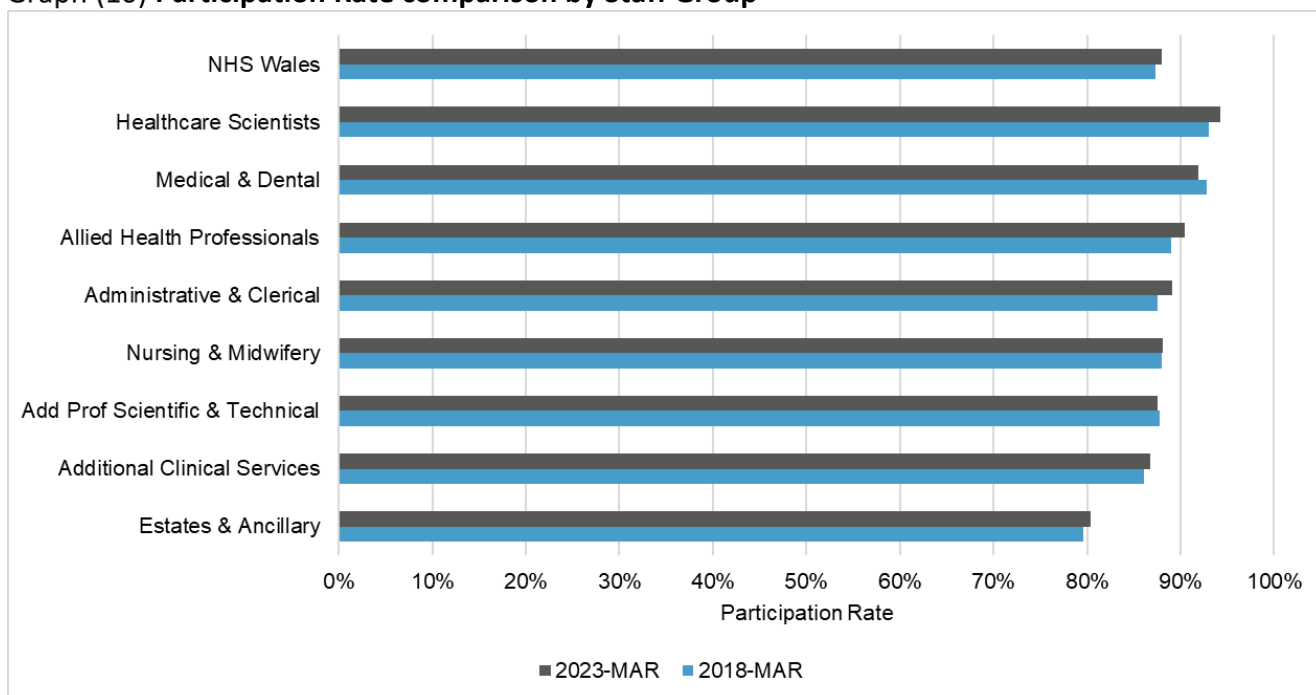


Data source: ESR DW

Graph 10 shows a comparison between 2018 and 2023 for the overall participation rate by staff group. Participation rate by staff group does show some small changes overtime. Medical & Dental has reduced 1 percentage point from 93% to 92%. and Admin and Clerical has seen a 1.5 percentage point increase. For a more detailed breakdown showing the comparison of

participation rate between 2018 and 2023 by staff group and by age band, see Appendix 1 graph (1).

Graph (10) Participation Rate comparison by Staff Group

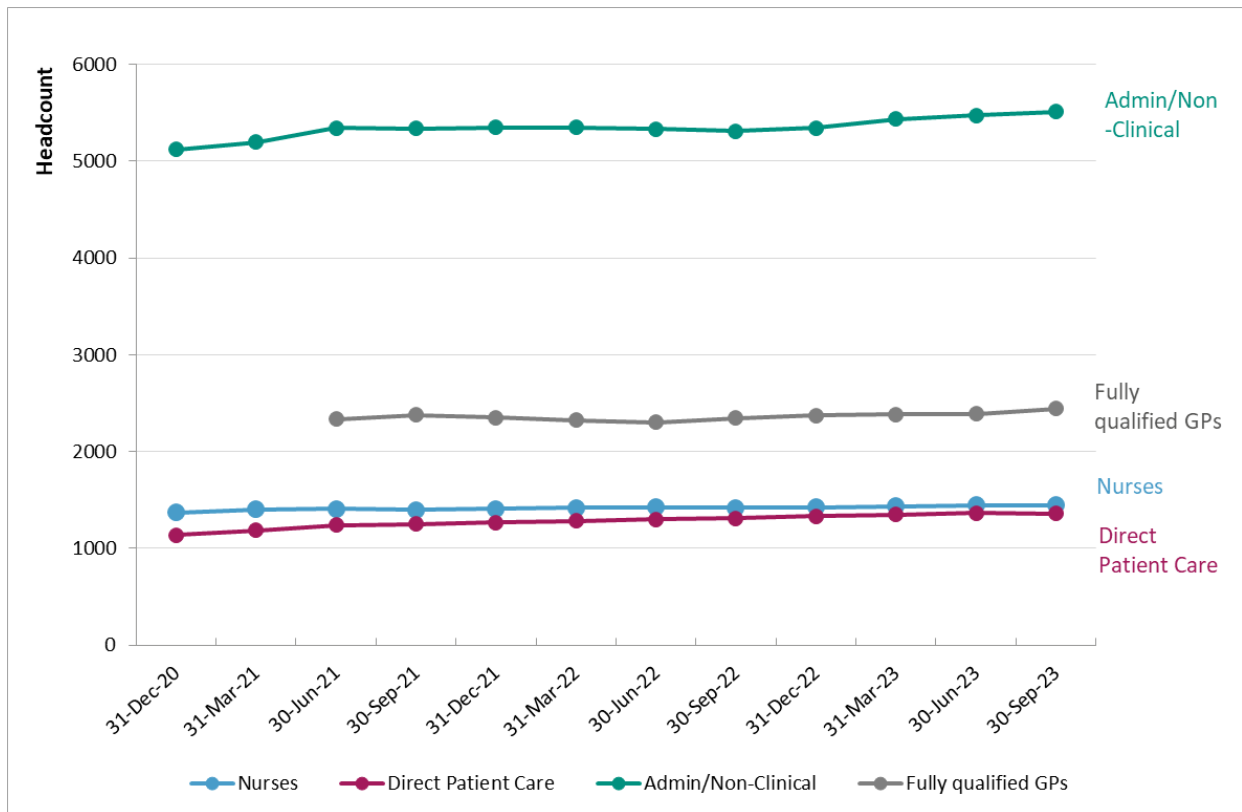


Data source: ESR DW

## 2.10. Primary Care Workforce

The graph below shows the GP and wider practice workforce between December 2020 and September 2023. Each group has seen an increase in headcount over the period. Direct Patient Care staff group have increased by 20%, from 1,134 to 1,356. The biggest absolute increase in headcount is Admin/Non-Clinical which has grown by 393 headcount.

Graph (11) GP and Wider Practice Staff by Headcount – December 2020 to September 2023



Data source: WG StatsWales

### 3. Workforce Cost

The cost of the total NHS Wales workforce (including agency and locum) for 2022/23 was £5.6 billion<sup>3</sup>.

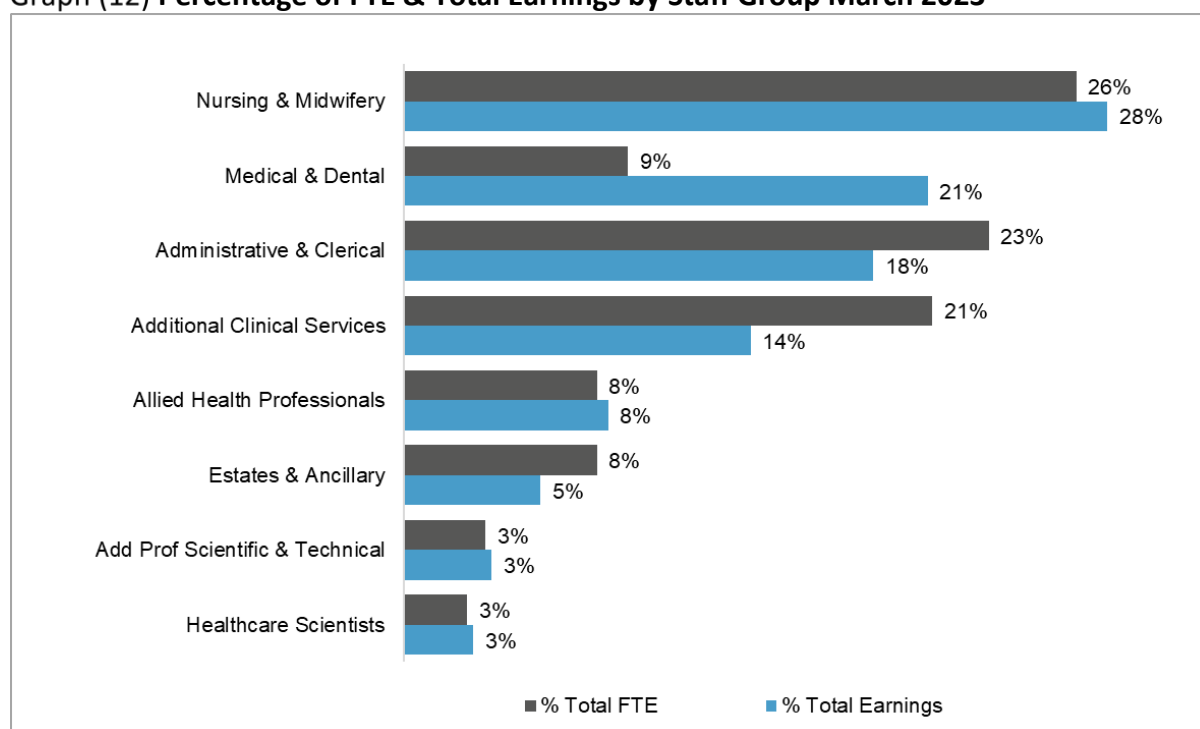
#### 3.1. Cost of the Current Workforce

The graph shows the percentage of staff by FTE and their total earnings, based on the staff in post as of March 2023 taken from ESR DW data.

The staff group that has the highest salary cost compared to FTE is Medical & Dental, which makes up 9% of the total workforce, but accounts for 21% of the total cost of the entire workforce.

The staff group that has the highest FTE compared to salary cost is Additional Clinical Services which makes up 14% of total cost and accounts for 21% of the total workforce.

Graph (12) Percentage of FTE & Total Earnings by Staff Group March 2023



Data source: ESR DW

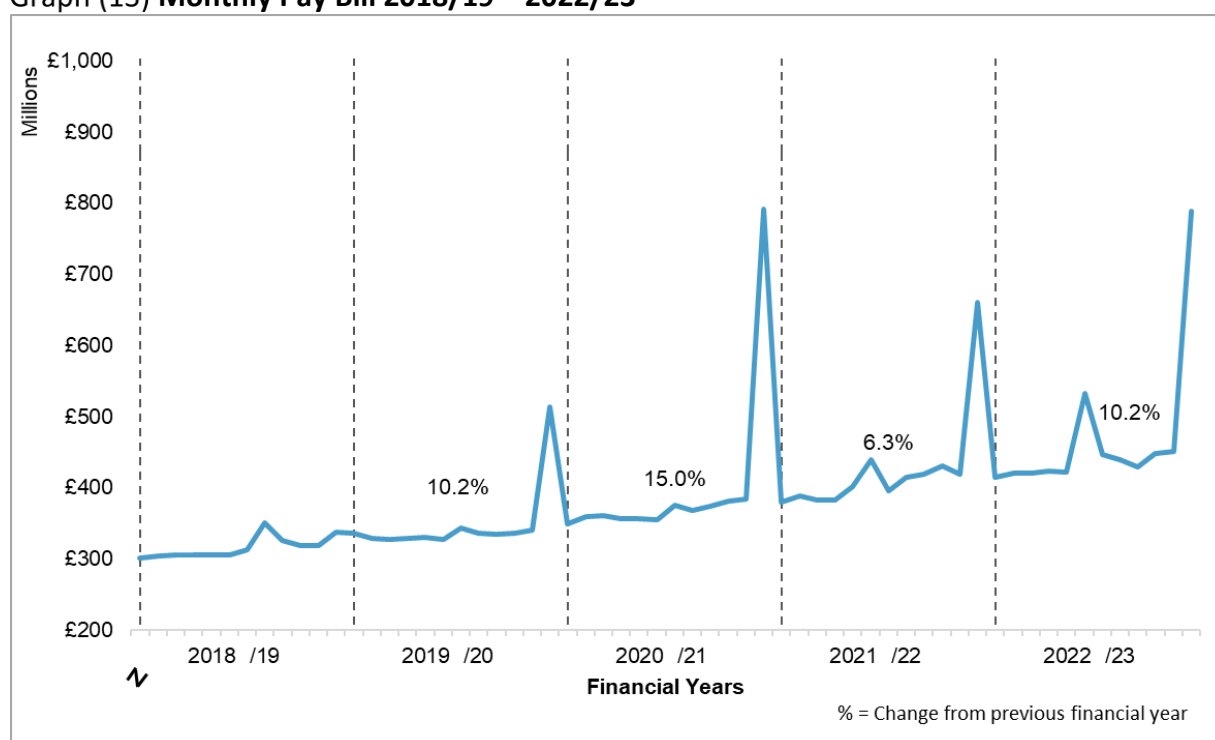
### 3.2. Total Pay Bill Trends

The cost analysis in the rest of this section has been based on **NHS Wales Financial Monitoring returns** and refers to the last five financial years. The following graph shows the monthly pay bill and the annual percentage change from the previous year from April 2018 to March 2023.

For the past five years the total pay bill has increased year on year. In 2018/19 the annual pay bill was £3.8 billion compared to £5.6 billion in 2022/23.

In February every year from 2019/20 the total pay bill increases dramatically, this increase is attributed to holiday pay on overtime, NHS staff bonus accrual costs plus 6.3% pension provision.

Graph (13) Monthly Pay Bill 2018/19 – 2022/23



Data source: NHS Wales Financial Monitoring returns.

Table 1. Total Pay Bill Cost and Percentage Difference by Financial Years

Year	Total bill	Percentage change
2018/19	£ 3,794,064,750	0.0%
2019/20	£ 4,182,627,033	10.2%
2020/21	£ 4,811,654,939	15.0%
2021/22	£ 5,115,349,990	6.3%
2022/23	£ 5,636,502,043	10.2%

Data source: NHS Wales Financial Monitoring returns

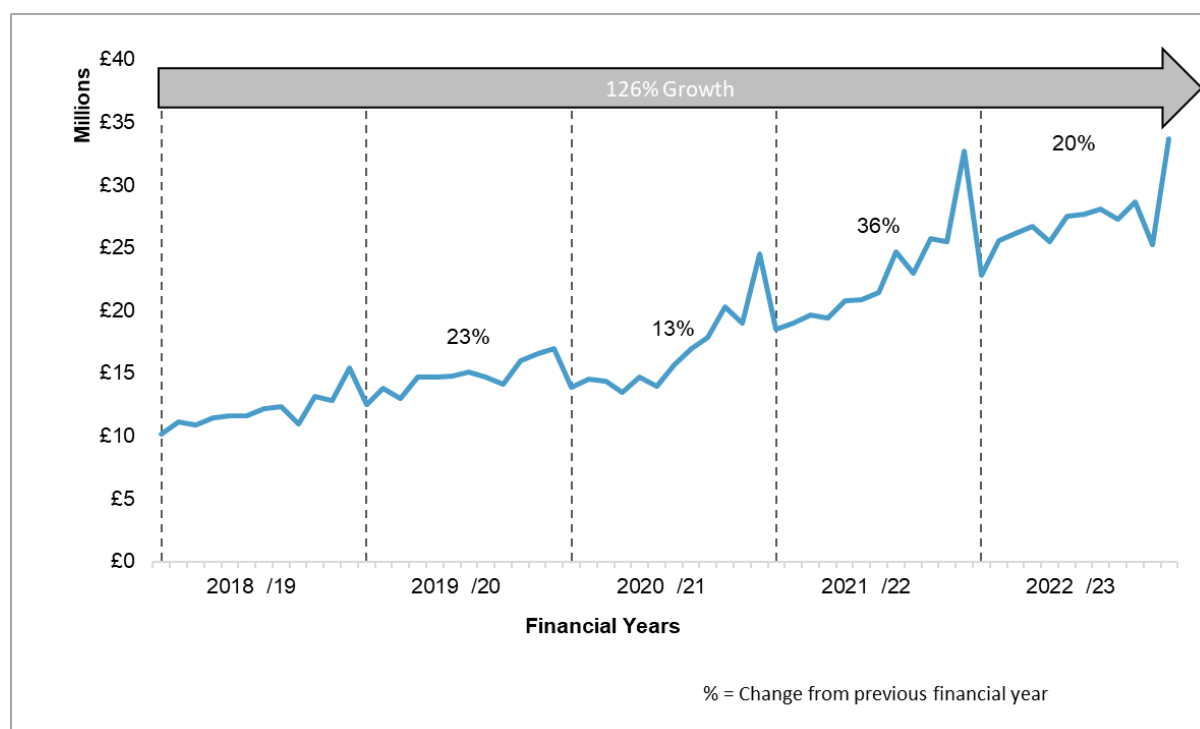
### 3.3. Agency & Locum Trends

Agency and locum staff are usually deployed when substantive and bank options have been exhausted. Below shows the monthly spend on agency and locum staff and the percentage change compared to the previous year from April 2018 to March 2023. Since April 2018/19 the overall growth in agency and locum spend is 126%, increasing from £144 million to £325 million.

Agency and locum spend has increased from the previous year, every year. The biggest percentage increase can be seen in 2021/22 (36% increase). Between 2021/22 and 2022/23 agency and locum spend increased by 20% from £271 million to £325 million.

**Appendix 1 graph 2: shows the breakdown of Agency & Locum spend by staff group.**

Graph (14) Monthly Agency & Locum Spend: 2018/19 – 2022/23



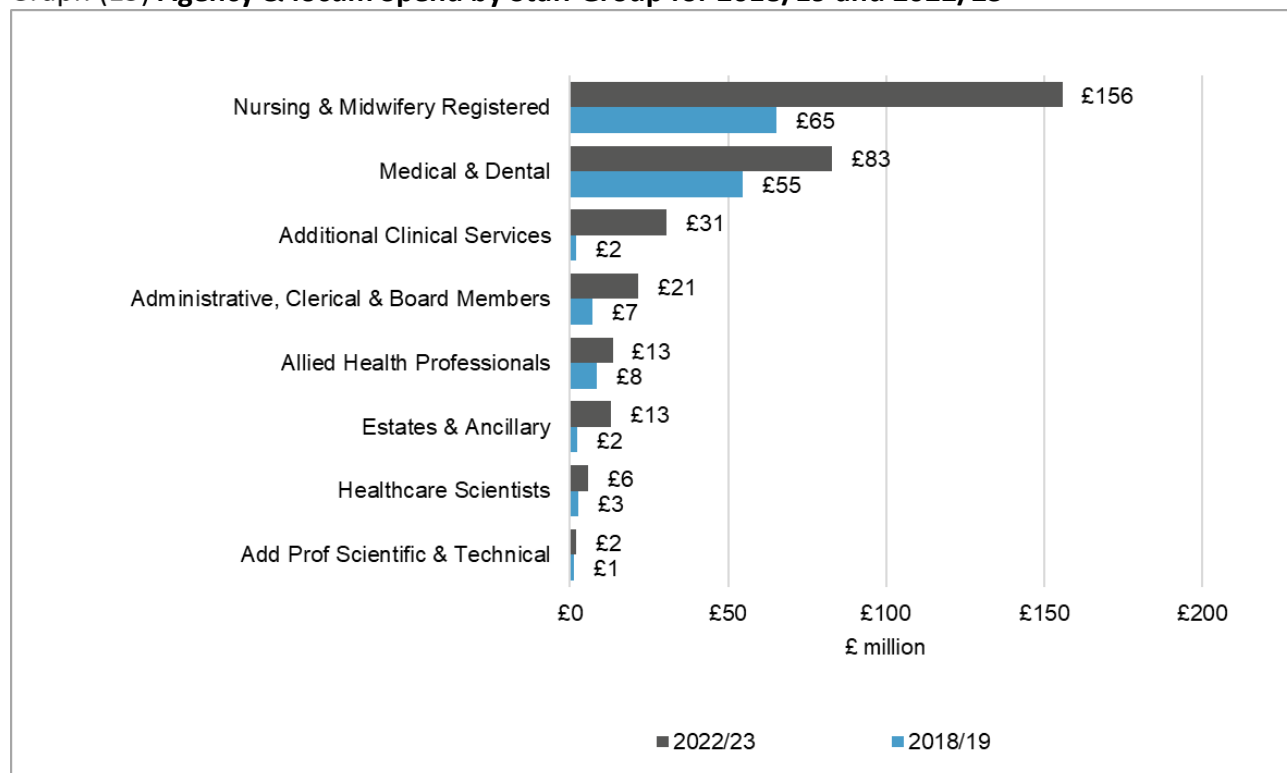
Data source: NHS Wales Financial Monitoring returns

### 3.4. Agency and Locum Spend by Staff Group

The graph below shows the total agency and locum spend by staff group for 2018/19 and 2022/23. The highest proportion of Agency and Locum spend relates to the Nursing and Midwifery and Medical and Dental staff groups.

Nursing and Midwifery accounts for the biggest locum and agency spend and has seen a significant increase from £65 million in 20178/19 to £156 million 138%. Other staff groups that have seen a significant increase over the same period included Estates and Ancillary from £2 million to £13 million, 470% increase, Additional Clinical Services from £2 million to £31 million, 1,459% increase and Administrative and Clerical and Board Members from £7 million to £21 million.

Graph (15) Agency & locum Spend by Staff Group for 2018/19 and 2022/23



Data Source: NHS Wales Financial Monitoring returns

## 4. Sickness Absence

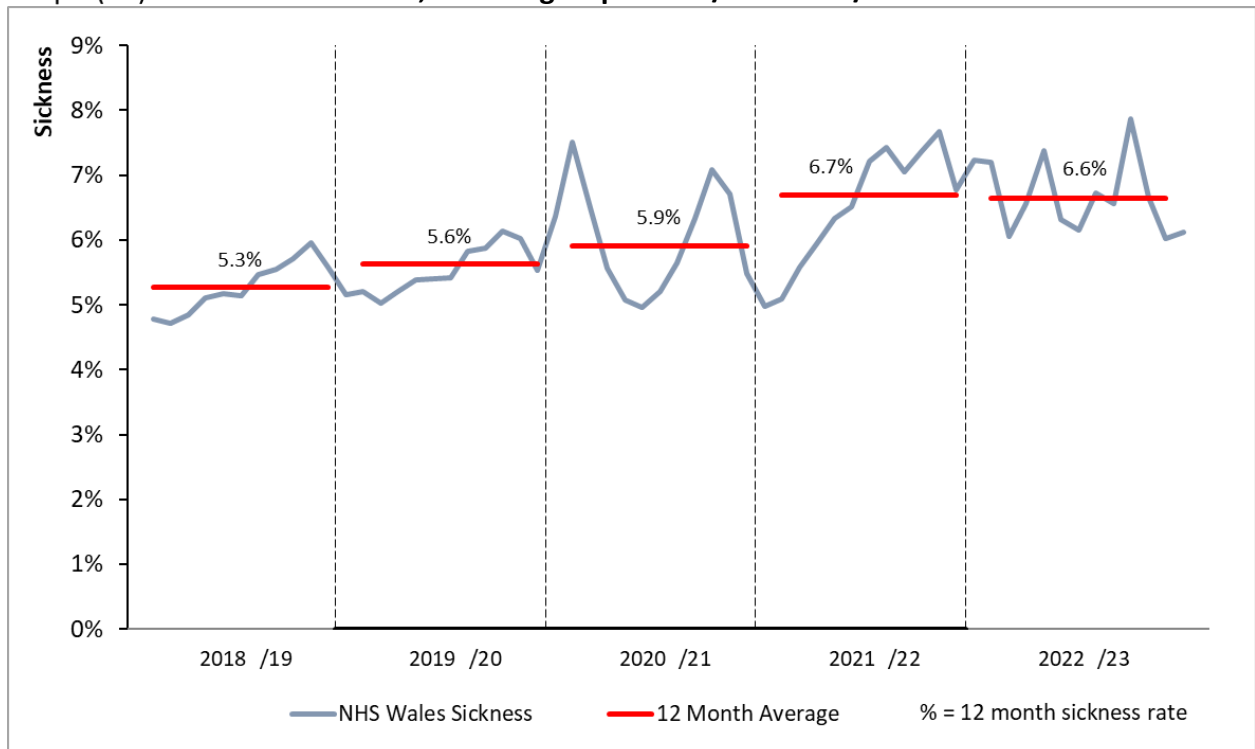
### 4.1. Sickness Trend

The sickness graph below shows NHS Wales monthly sickness absence rate from April 2018 to March 2023 for all staff groups. The red line indicates the 12-month average sickness absence rate for the financial year.

The graph highlights the seasonal peaks and troughs of sickness. The twelve-month average sickness rate has risen year on year between 2018 and 2023 reaching a peak of 6.7% for 2021/22. Historic analysis of sickness shows that the rate for 2021/22, during the second wave of COVID, is the highest NHS Wales has seen since the inception of ESR over 16 years ago.

Since 2020/21 the shape of sickness has changed, from the seasonal peak in winter months to more unpredictable shape throughout the year.

Graph (16) NHS Wales Sickness, all staff groups: 2018/19 – 2022/23



Data source: ESR DW

## 4.2. Sickness by Staff Group

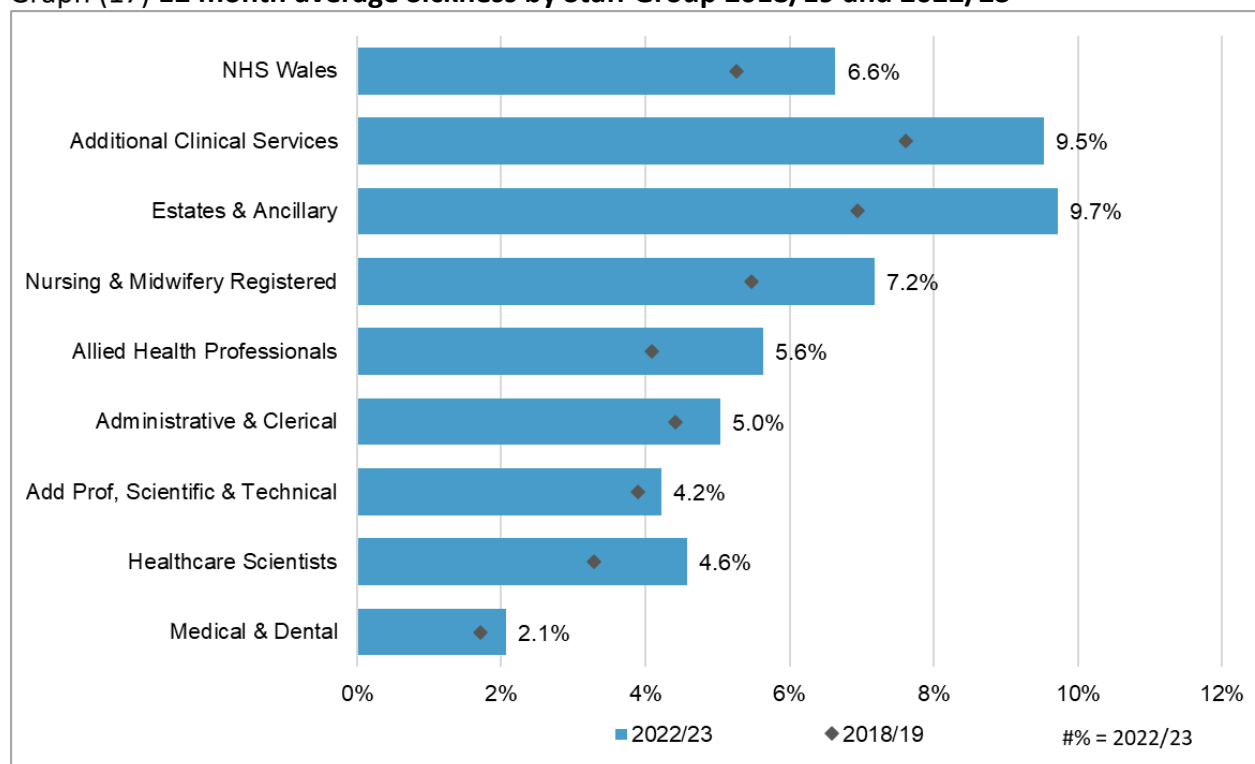
Graph 17 shows the 12-month average sickness rate by staff group comparing 2018/19 to 2022/23, (April-March). Overall sickness for every staff group has increased. The NHS Wales, rolling sickness rate has increased from 5.3% in 2018/19 to 6.6% in 2022/23 an increase of 1.3 percentage points.

Estates and Ancillary have the highest overall sickness and have seen the highest percentage increase of 2.8 percentage points. Additional Clinical Services has seen an increase of 1.9 percentage points, from 7.65 to 9.5. Nursing and Midwifery have the next biggest increase with a rise of 1.7 percentage points.

The two staff groups that have the highest actual sickness percentages in 2022/23 are Additional Clinical Services (9.5%) and Estates and Ancillary (9.7%)

**Additional analysis has been undertaken, to see the sickness trend from 2018 – 2023 by staff group see appendix – graph (3)**

Graph (17) 12 month average Sickness by Staff Group 2018/19 and 2022/23



Data source: ESR DW

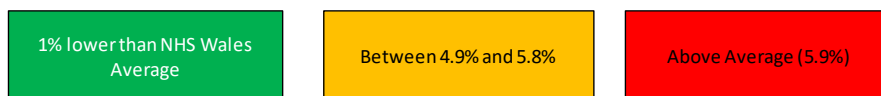
### 4.3. Sickness by Grade and Age Band

Table 2 shows the 12-month rolling sickness absence rates (April 2022 to March 2023) by pay and age band. The figures highlighted red show where the sickness absence rate is higher than the NHS Wales average of 6.6% and the green highlights where sickness is 1 percentage point lower than the average.

The table shows a correlation between age, band, and sickness rate. Generally, the lower the Band and the higher the age, the higher the average sickness rate.

**Table 2. 12 Month Rolling Sickness percentage by Grade and Age Band 2022/23**

Agenda for Change Band / Medical & Dental	Under 25	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	50 - 54	55 - 60	Over 60	All Age Bands
Band 1	0.0%	12.7%	19.1%	17.5%	7.6%	10.5%	15.1%	17.7%	18.1%	16.6%
Band 2	7.8%	8.1%	9.5%	8.9%	9.4%	9.7%	10.1%	10.6%	12.7%	10.1%
Band 3	5.4%	6.3%	7.4%	7.9%	7.5%	7.8%	9.1%	10.1%	11.0%	8.6%
Band 4	2.6%	3.8%	5.1%	5.4%	6.5%	6.8%	7.9%	7.9%	9.1%	6.6%
Band 5	3.4%	4.7%	6.0%	6.6%	7.6%	7.4%	8.9%	9.6%	10.9%	7.0%
Band 6	2.7%	3.8%	4.8%	5.4%	6.2%	6.6%	7.7%	8.4%	8.5%	6.3%
Band 7	0.0%	2.3%	3.1%	3.9%	4.5%	5.1%	5.5%	6.3%	7.4%	5.0%
Band 8a	0.0%	1.9%	1.9%	2.3%	2.6%	3.1%	4.5%	4.6%	5.5%	3.4%
Band 8b	0.0%	5.4%	0.7%	1.6%	2.0%	2.8%	2.6%	4.3%	2.7%	2.7%
Band 8c	0.0%	0.0%	3.6%	1.9%	2.5%	1.9%	2.6%	4.4%	4.4%	3.1%
Band 8d	0.0%	0.0%	0.9%	1.1%	1.6%	1.4%	1.4%	2.7%	0.7%	1.7%
Band 9	0.0%	0.0%	0.0%	0.2%	0.8%	2.3%	1.7%	1.3%	3.6%	1.7%
Medical & Dental	0.7%	1.6%	1.8%	1.6%	2.0%	2.1%	2.8%	3.5%	2.3%	2.1%
Non AFC	4.0%	9.6%	8.7%	2.9%	2.3%	2.2%	2.3%	3.6%	1.5%	3.3%
<b>All Pay Bands</b>	<b>4.8%</b>	<b>4.7%</b>	<b>5.4%</b>	<b>5.6%</b>	<b>6.0%</b>	<b>6.3%</b>	<b>7.4%</b>	<b>8.3%</b>	<b>9.9%</b>	<b>6.6%</b>



Data source: ESR DW

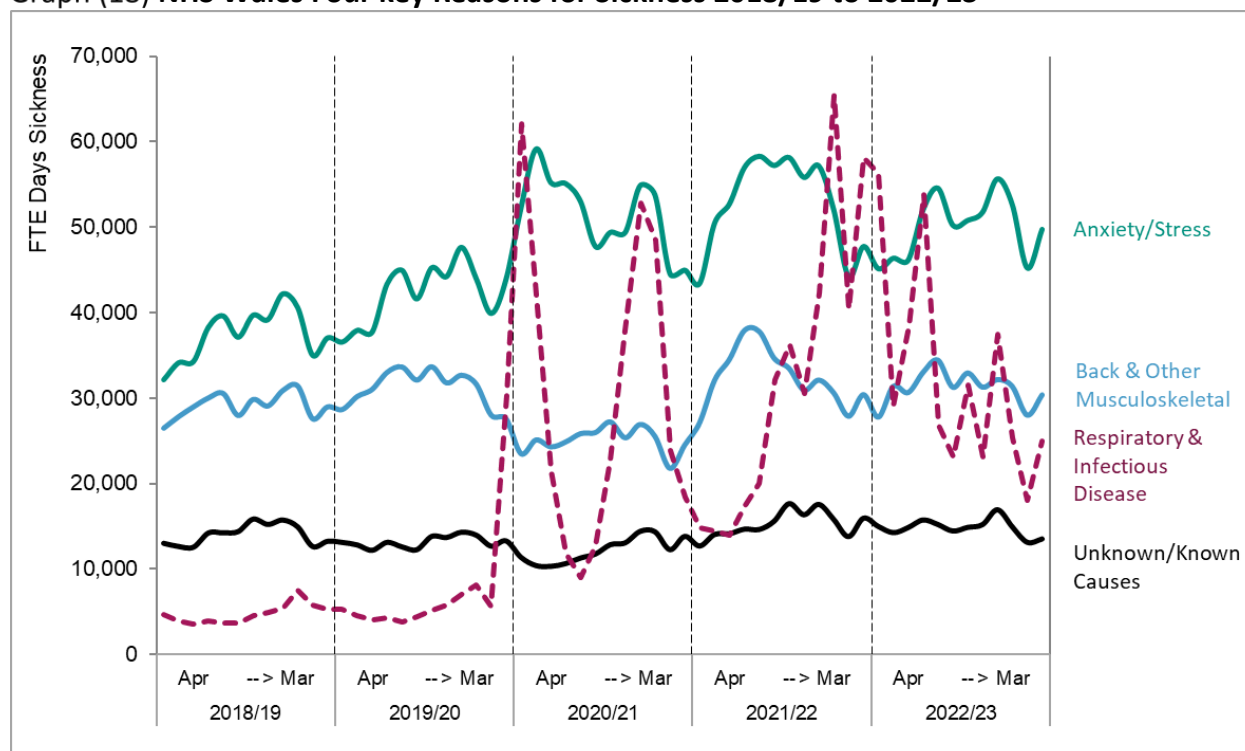
#### 4.4. Key Reasons for Sickness Absence

The graph below has been updated to remove illness associated with COVID, this has been renamed to Respiratory & Infectious Disease. 71% of sickness can be accounted for within the four categories of anxiety/stress, back & other musculoskeletal, unknown/ known causes and respiratory & infectious diseases.

**There are 31 different reasons for sickness held in the ESR. For a description of how the sickness reasons have been summarised see appendix 1 table 12.**

Anxiety/stress reason for sickness still remains the highest reason for sickness and accounts for 27% of all sickness reasons. Respiratory & Infectious Disease still remains a large contributor to overall sickness, 17% of sickness reasons in 2022/23

Graph (18) NHS Wales Four key Reasons for Sickness 2018/19 to 2022/23



Data source: ESR DW

## **5. Performance Dashboard March 2023**

Health Education and Improvement Wales (HEIW) in collaboration with Health Boards & Trusts have created a monthly Workforce Performance Dashboard which collates key performance indicators critical to measuring organisational workforce performance, this dashboard is shared with Welsh Government and back to the Health Boards. This section focuses on appraisal rates, and statutory and mandatory training rates.

### **5.1. Annual Appraisal Compliance**

Appraisal was identified in research undertaken in the NHS by Professor Michael West as being closely linked to levels of patient mortality and organisation performance. It is also important to note that when looking at appraisal rates, experience of appraisal should be considered.

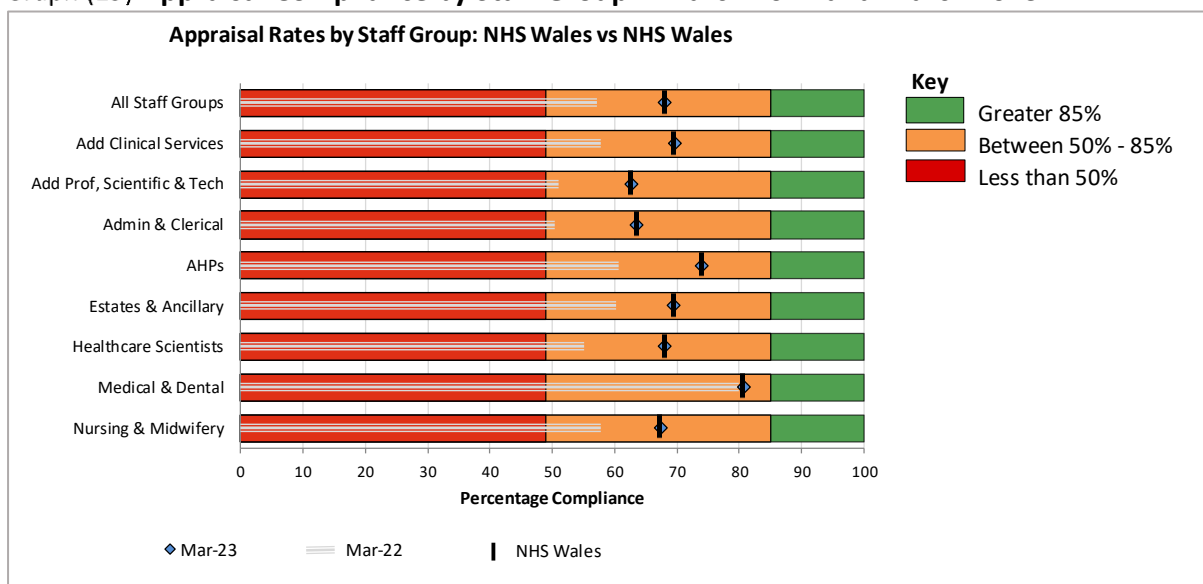
Appraisal Rates are based on the percentage of headcount of staff who have had a PADR/Medical Appraisal in the previous 12-month period - excluding doctors and dentists in training.

Graph 19 shows the appraisals rates by staff group based on the 13 months between March 2022 and March 2023. The appraisal results have been RAG rated in accordance with agreed performance targets (see graph key). The white line represents the position in March 2022 and the blue diamond indicates the position as of March 2023.

Overall, the percentage compliance for all staff groups has increased from 57% March 2022 to 68% March 2023. All staff groups are showing a RAG rating of amber indicating that they all have a compliance rate of between 50-85%.

Medical and Dental have the highest compliance rate of 81%, which is a slight increase from 80% for March 2022. Additional Clinical Services and Estates and Ancillary have the next highest compliance rates of 69.6% and 69.5% respectively.

Graph (19) **Appraisal Compliance by Staff Group – March 2022 and March 2023**



Data source: NHS Wales Performance Dashboard March 2023

## 5.2. Statutory and Mandatory Training Compliance

NHS Wales organisations by law need to ensure that all employees undertake statutory and mandatory training. There are 10 agreed Level 1 competencies within the Core Skills and Training Framework (CSTF). See Appendix 1, Table 11 for a breakdown of modules included in the CSTF.

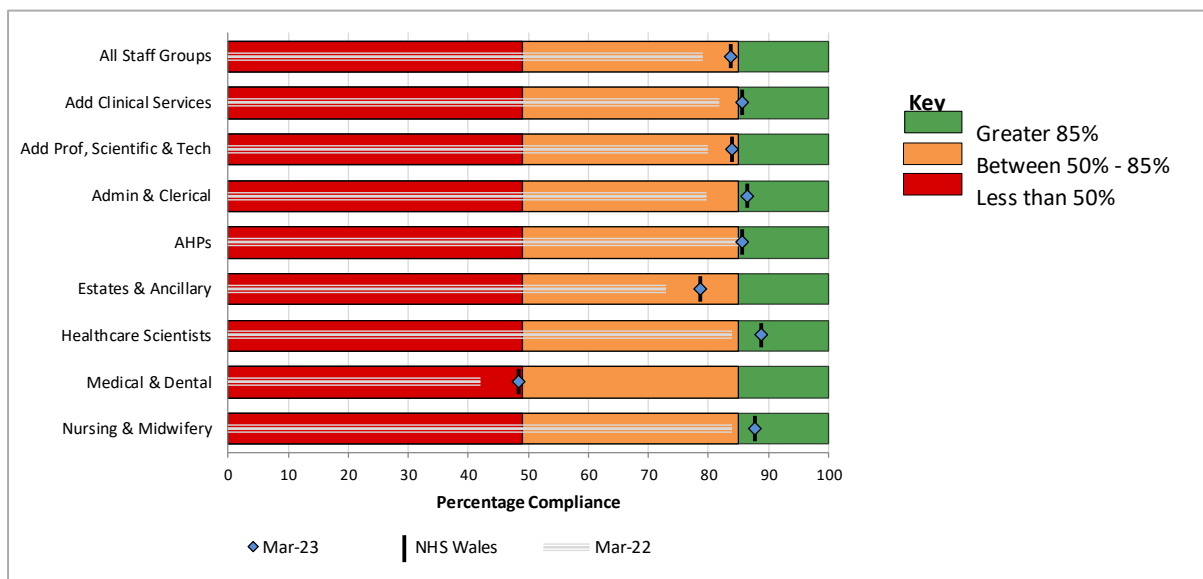
Graph 20 shows the percentage of statutory and mandatory training for all 10 completed Level 1 competencies within the Core Skills and Training Framework (CSTF), **which have been entered into ESR** in the previous 12 months. The data in the graph is based on the 13 months between March 2022 and March 2023. The statutory and mandatory training results have been RAG rated in accordance with agreed performance targets (see graph key). The white line represents the position at March 2022 and the blue diamond indicates the position at March 2023.

The overall compliance rate is 84%. Compliance rates for all staff groups have increased apart from Allied Health Professionals. Which has only decreased by 0.4%

Medical and Dental have the lowest compliance as are still rated 'Red' for compliance even through they have increased the most out of all the staff groups.

Healthcare Scientist have the highest compliance rate, 89% closely followed by Nursing & Midwifery with 88%.

**Graph (20) Statutory and Mandatory Compliance by Staff Group – March 2022 and March 2023**



**Data source: NHS Wales Performance Dashboard March 2023**

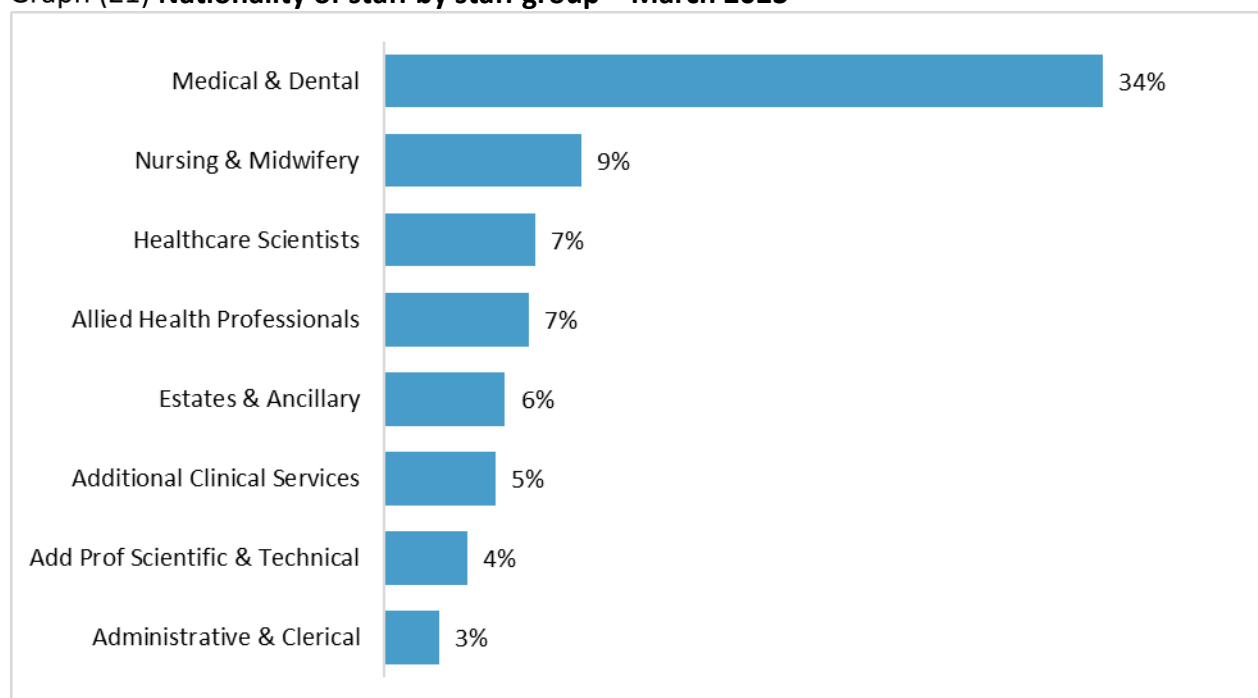
## 6. Current Workforce Profile

Based on NHS Contracted staff in post as of March 2023, this section looks at Competency of Nationality, Welsh Language Skills, Ethnicity, Disability, Age and Sexual Orientation.

### 6.1. Nationality / International Staff

People from other non UK countries make up 8% of the Welsh NHS workforce. Some types of staff depend more on international workers than others. For example, 3% of Admin & Clerical staff are not from the UK, but more than one third of Medical and Dental staff are. Nursing and Midwifery staff group has the second highest percentage of international staff at 9%.

Graph (21) Nationality of staff by staff group – March 2023



Data source: ESR DW

**Note:** People report their own nationality, which may be different from where they were born. Records with unknown nationality (14%) are include in the graph.

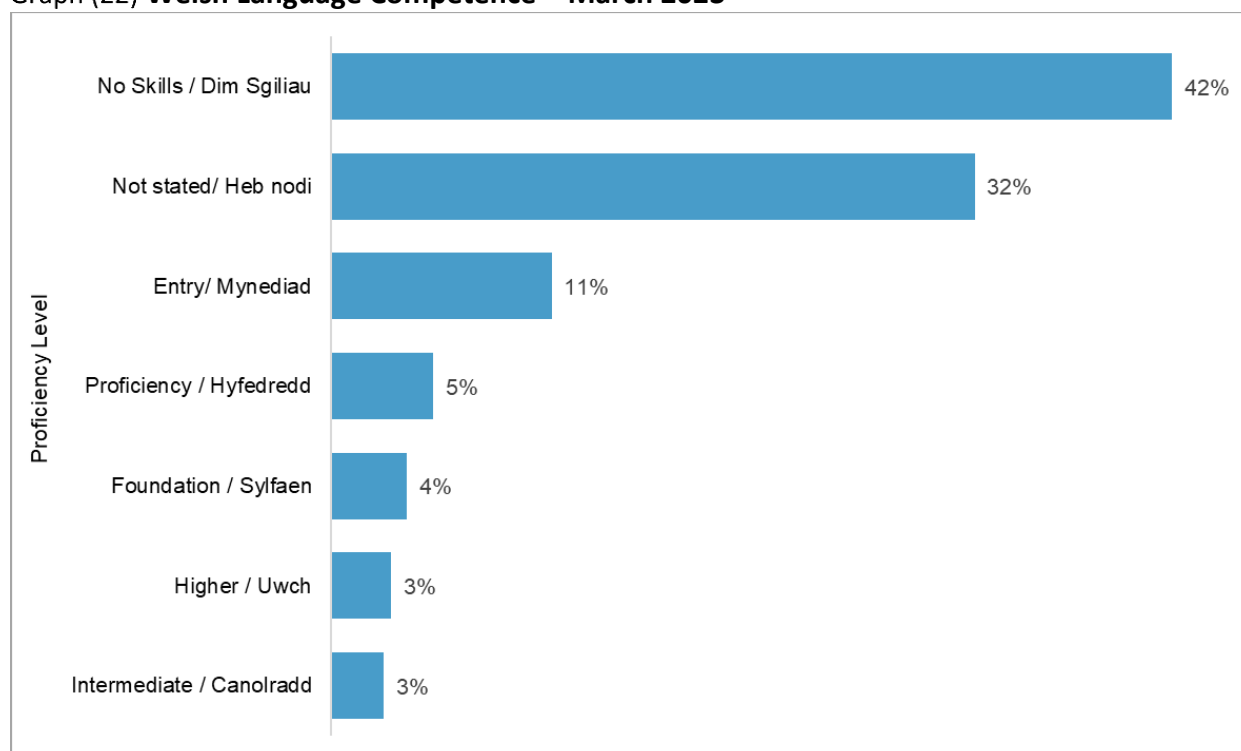
## 6.2. Welsh Language Skills

The graph below shows the Welsh Language competency levels of staff in NHS Wales. Staff are requested to enter their level of competency in the use of the Welsh Language; however, this is not a mandatory requirement within ESR, and 32% of staff have not stated their Welsh Language competency.

Out of all the staff in ESR, 42% of staff say that they have no Welsh Language skills with 11% stating that have entry level competency.

**For a definition of the skills see Appendix 1 / Table 10.**

Graph (22) **Welsh Language Competence – March 2023**



**Data source: ESR DW**

### 6.3. Ethnicity

Table 3 shows the ethnicity split between each staff group.

Ethnic categories are based on the definitions specified in the NHS Data Dictionary<sup>4</sup>

Staff are required to enter their Ethnicity into the ESR system as part of the Equalities data collection. Compared to other equality characteristics this information is well collected, with only 11.7% of staff not stating their Ethnicity.

80% of staff state they are of a White ethnic background. The next highest category is Asian or Asian British ethnicity which is 4.3% of the workforce.

The Medical and Dental staff group has the highest percentage of ethnic diversity with ethnic groups of Asian or Asian British / Black or Black British / Mixed or Other Ethnic Groups making up 28% of the staff group.

Administration and Clerical has the lowest percentage of ethnic groups Asian/Asian British, other Ethnic Groups, Black or Black British / Mixed/Multiple Ethnic Groups which account for 3.7%.

**Table 3. Ethnicity Percentage by Staff Group – March 2023**

Staff Group	White	Not Stated	Asian / Asian British	Other Ethnic Groups	Black / African / Caribbean / Black British	Mixed / Multiple ethnic groups
Add Prof Scientific and Technic	87.9%	6.3%	2.7%	1.1%	0.8%	1.2%
Additional Clinical Services	85.1%	9.8%	2.4%	0.9%	0.8%	0.9%
Administrative and Clerical	88.9%	7.4%	1.5%	0.5%	0.7%	1.0%
Allied Health Professionals	87.5%	7.1%	2.4%	0.7%	1.2%	1.1%
Estates and Ancillary	82.2%	12.9%	2.6%	1.2%	0.5%	0.7%
Healthcare Scientists	79.4%	10.3%	4.4%	1.7%	2.6%	1.5%
Medical and Dental	38.2%	34.0%	18.0%	4.2%	3.7%	1.8%
Nursing and Midwifery Registered	79.4%	11.4%	5.3%	1.8%	1.4%	0.8%
<b>NHS Wales</b>	<b>80.4%</b>	<b>11.7%</b>	<b>4.3%</b>	<b>1.4%</b>	<b>1.2%</b>	<b>1.0%</b>

Data source: ESR DW

<sup>4</sup> Based on NHS Data Dictionary -

[https://www.datadictionary.nhs.uk/data\\_dictionary/attributes/e/end/ethnic\\_category\\_code\\_de.asp](https://www.datadictionary.nhs.uk/data_dictionary/attributes/e/end/ethnic_category_code_de.asp)

## 6.4. Disability

Table 4 shows the percentage of staff, by staff group who have indicated that they have some form of disability. Five percent of staff within the Estates and Ancillary, Additional Clinical Services and Nursing and Midwifery staff groups have indicated that they have a disability. For all other staff groups 4% have indicated a disability and a total of 22% of staff have not disclosed or stated if they have a disability.

Table 4. Disability Percentage by Staff Group – March 2023

Staff Group	No	Yes	Not Disclosed / Not Stated
Add Prof Scientific and Technic	74%	4%	21%
Additional Clinical Services	70%	5%	25%
Administrative and Clerical	74%	4%	22%
Allied Health Professionals	74%	4%	21%
Estates and Ancillary	70%	5%	25%
Healthcare Scientists	74%	4%	22%
Medical and Dental	74%	4%	21%
Nursing and Midwifery Registered	70%	5%	25%
<b>NHS Wales</b>	<b>74%</b>	<b>4%</b>	<b>22%</b>

Data source: ESR DW

## 6.5. Sexual Orientation

Table 5 shows a breakdown of the sexual orientation for staff as recorded in ESR, by staff group and for NHS Wales. Most staff within NHS Wales, 73.7% have recorded their sexual orientation as heterosexual or straight, 23.3% have not disclosed or not stated their sexual orientation.

Table 5. Sexual Orientation Percentage by Staff Group – March 2023

Staff Group	Heterosexual or Straight	Not Disclosed / Not Stated	Bisexual	Gay or Lesbian	Other sexual orientation not listed	Undecided
Add Prof Scientific and Technic	79.8%	16.0%	1.2%	2.6%	0.1%	0.3%
Additional Clinical Services	76.0%	20.6%	1.1%	2.0%	0.1%	0.1%
Administrative and Clerical	79.2%	17.6%	1.1%	1.9%	0.2%	0.2%
Allied Health Professionals	78.9%	17.3%	1.5%	2.0%	0.2%	0.1%
Estates and Ancillary	62.1%	36.1%	0.6%	1.1%	0.1%	0.1%
Healthcare Scientists	72.1%	23.2%	1.6%	2.6%	0.2%	0.3%
Medical and Dental	46.9%	51.2%	0.9%	0.9%	0.0%	0.1%
Nursing and Midwifery Registered	77.2%	20.1%	0.9%	1.7%	0.1%	0.1%
<b>NHS Wales</b>	<b>73.7%</b>	<b>23.3%</b>	<b>1.0%</b>	<b>1.8%</b>	<b>0.1%</b>	<b>0.1%</b>

Data source: ESR DW

## Appendix 1

Table 6 – Contracted FTE by Staff Group – March 2018 and March 2023

Staff Group	2018	2023
Additional Clinical Services	15,858	19,675
Allied Health Professionals	5,511	7,193
Healthcare Scientists	1,936	2,382
Medical & Dental	6,690	8,355
Administrative & Clerical	16,683	21,784
Estates & Ancillary	6,840	7,193
Nursing & Midwifery	22,785	25,030
Add Prof Scientific & Technical	2,821	3,050
<b>NHS Wales</b>	<b>79,125</b>	<b>94,663</b>

Data source: ESR DW

Table 7 – Contracted FTE by Grade – March 2018 and March 2023

Grade Band	2018	2023
Band 1 - 4	31,871	37,136
Band 5 - 6	28,388	32,290
Band 7 - 9	11,711	16,298
Consultant	2,680	3,138
Salaried Dentist	110	103
SAS	831	970
Training Grades	2,952	3,949
Non AfC	468	589
Other M&D	113	188
<b>NHS Wales</b>	<b>79,125</b>	<b>94,663</b>

Data source: ESR DW

Table 8 – Headcount Percentage by Age Band and Gender – March 2023

Age Band	Female	Male
<=20 Years	1%	1%
21-25	7%	6%
26-30	11%	11%
31-35	12%	12%
36-40	12%	11%
41-45	11%	11%
46-50	12%	13%
51-55	14%	13%
56-60	12%	12%
61-65	7%	7%
66-70	1%	2%
>=71 Years	0%	1%

Data source: ESR DW

**Table 9 – Headcount Percentage by Age Band and Staff Group – March 2023**

<b>Staff Group</b>	<b>&lt;=20 Years</b>	<b>21-25</b>	<b>26-30</b>	<b>31-35</b>	<b>36-40</b>	<b>41-45</b>	<b>46-50</b>	<b>51-55</b>	<b>56-60</b>	<b>61-65</b>	<b>66-70</b>	<b>&gt;=71 Years</b>
Add Prof Scientific and Technic	0%	5%	13%	17%	15%	15%	12%	11%	8%	3%	1%	0%
Additional Clinical Services	2%	8%	11%	13%	11%	10%	11%	13%	12%	7%	1%	0%
Administrative and Clerical	1%	5%	8%	10%	12%	12%	12%	16%	14%	8%	2%	1%
Allied Health Professionals	0%	11%	14%	16%	15%	12%	11%	10%	8%	3%	1%	0%
Estates and Ancillary	2%	3%	5%	7%	8%	8%	10%	16%	20%	16%	4%	2%
Healthcare Scientists	0%	8%	17%	14%	13%	16%	11%	10%	8%	4%	1%	0%
Medical and Dental	0%	5%	16%	18%	14%	12%	12%	10%	8%	4%	1%	1%
Nursing and Midwifery Registered	0%	6%	11%	14%	12%	12%	13%	14%	12%	6%	1%	0%
NHS Wales	1%	6%	11%	13%	12%	11%	12%	13%	12%	7%	1%	0%

*Data source: ESR DW*

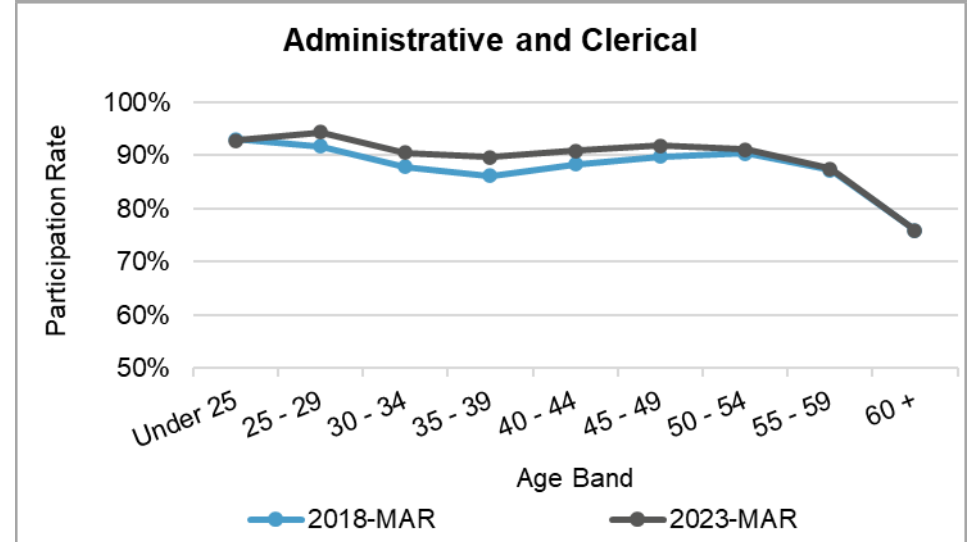
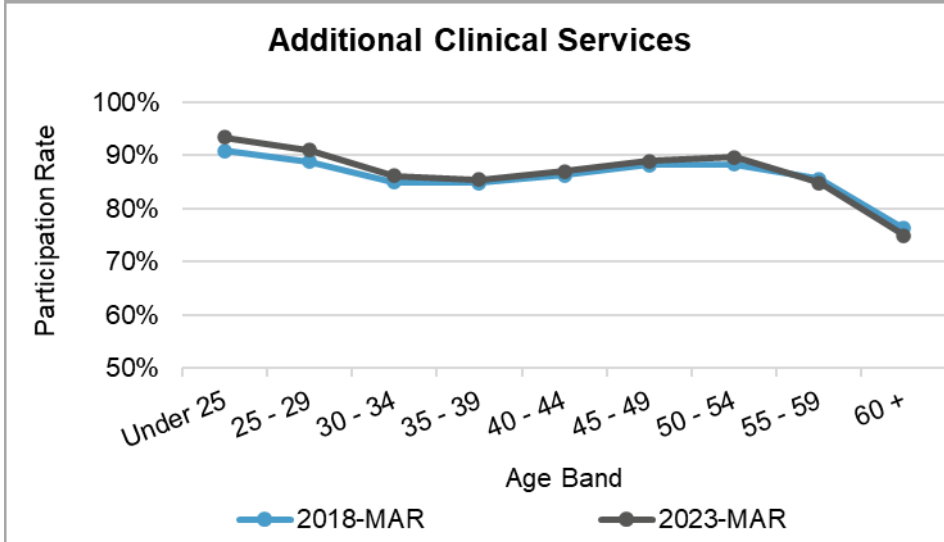
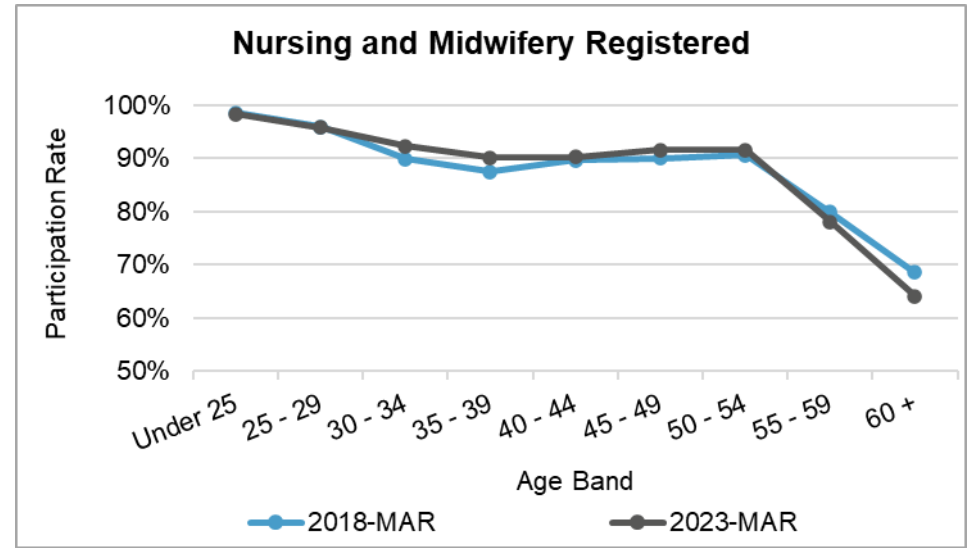
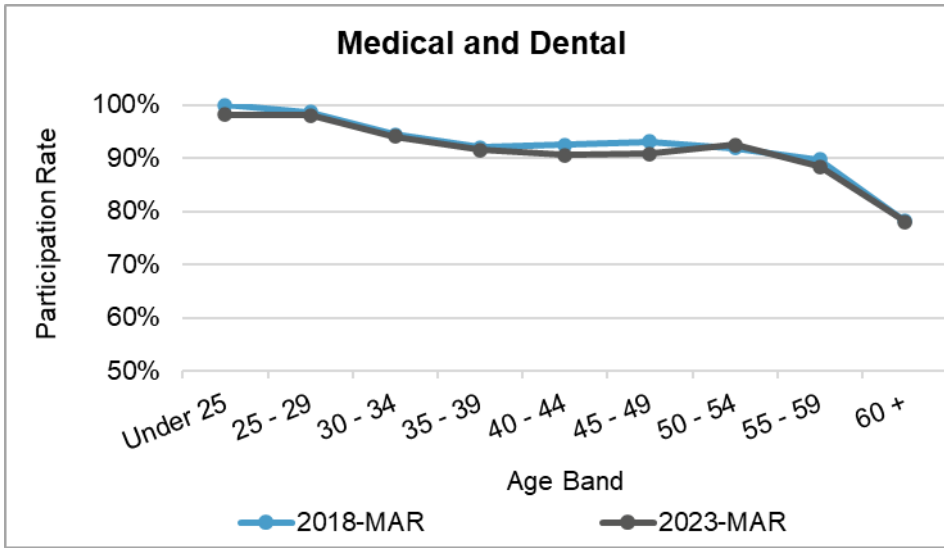
**Table 10 - Welsh Language Definitions**

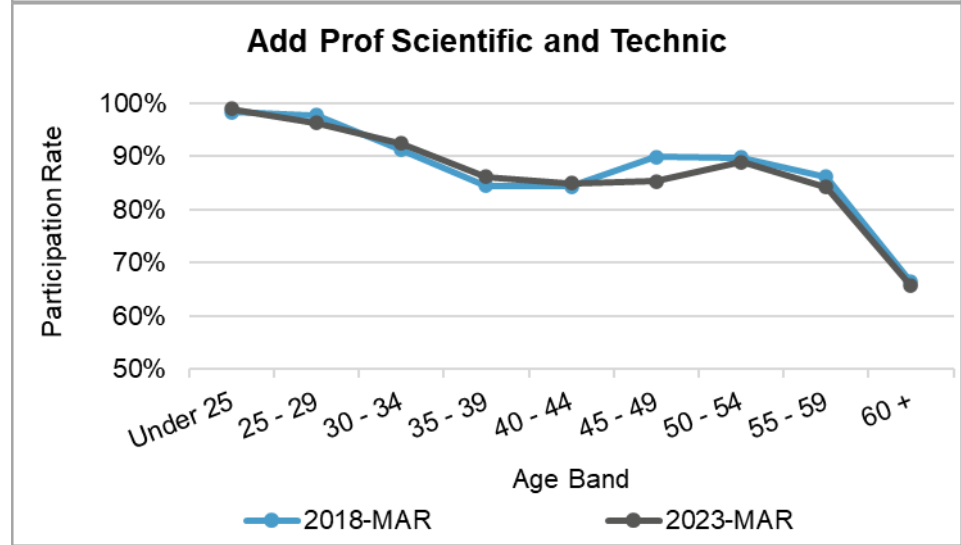
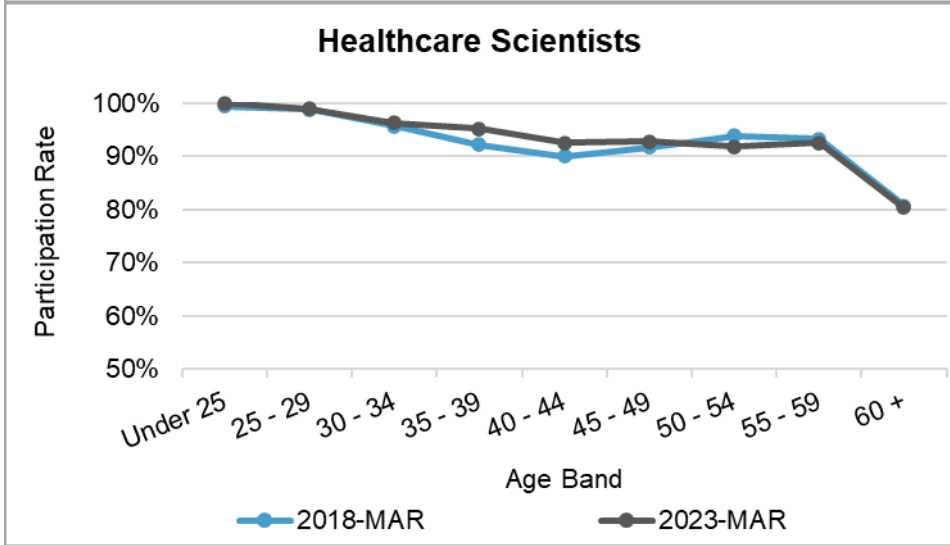
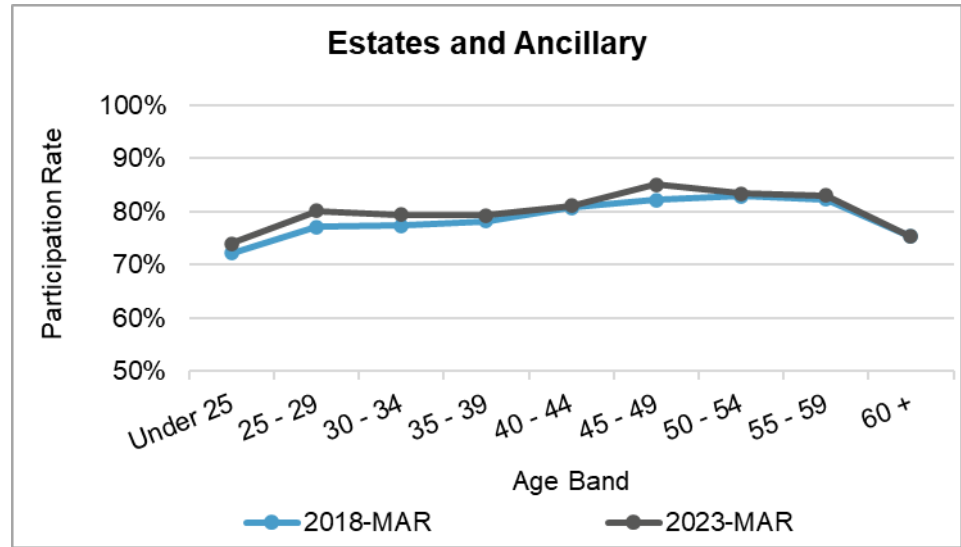
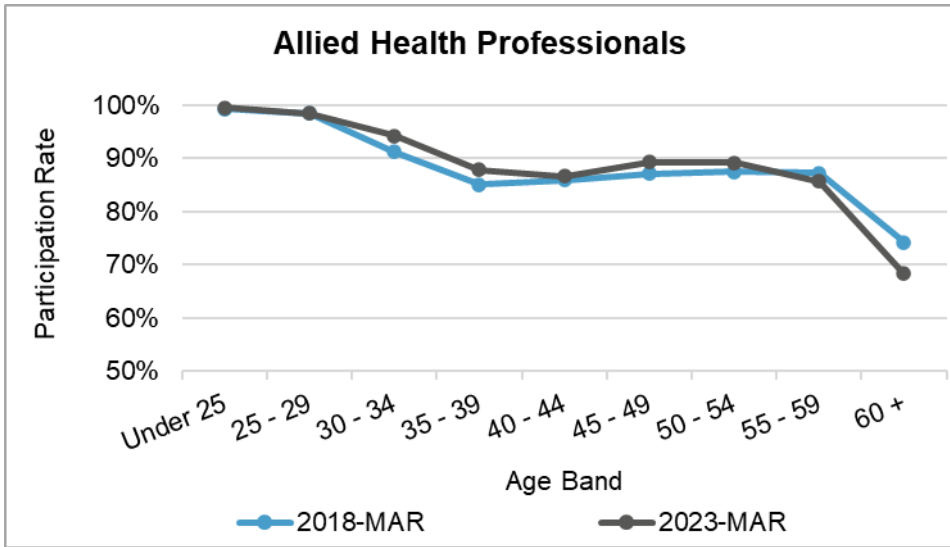
<b>Welsh Language Skill Level</b>	<b>Definition</b>
No Skills / Dim Sgiliau	I cannot understand or speak any Welsh
Entry/ Mynediad	I can: Pronounce Welsh words, people's names, place names etc. Greet and understand a greeting Understand and use basic everyday words and phrases e.g. thank you, please, excuse me, may I speak to...etc.
Foundation / Sylfaen	I can: Understand the gist of Welsh conversations in work Understand, ask and respond to simple job related requests, questions and instructions Express opinions in a limited way as long as the topic is familiar
Intermediate / Canolradd	I can: Understand much of what is said in the workplace Keep up a simple conversation or answer simple questions on a work related topic but may need to revert to English to discuss complex or technical issues Offer advice on simple job-related matters
Higher / Uwch	I can: Keep up an extended casual work related conversation Give a presentation with a good degree of fluency but may need to revert to English to answer unpredictable questions or explain complex points.
Proficiency / Hyfedredd	I can: Advise on/talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences Give a presentation/demonstration and deal confidently with hostile or unpredictable questions

**Table 11 – Core Skills and Training Framework**

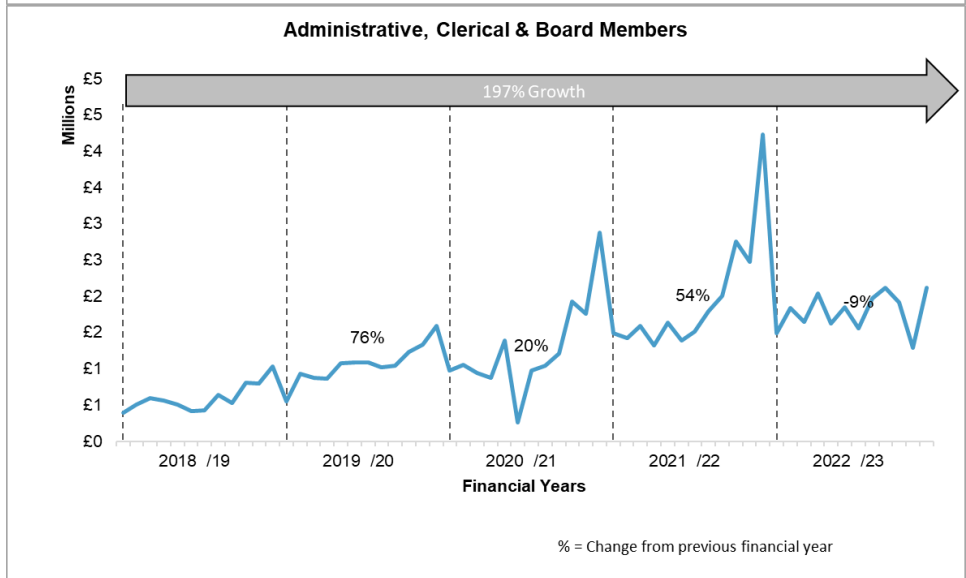
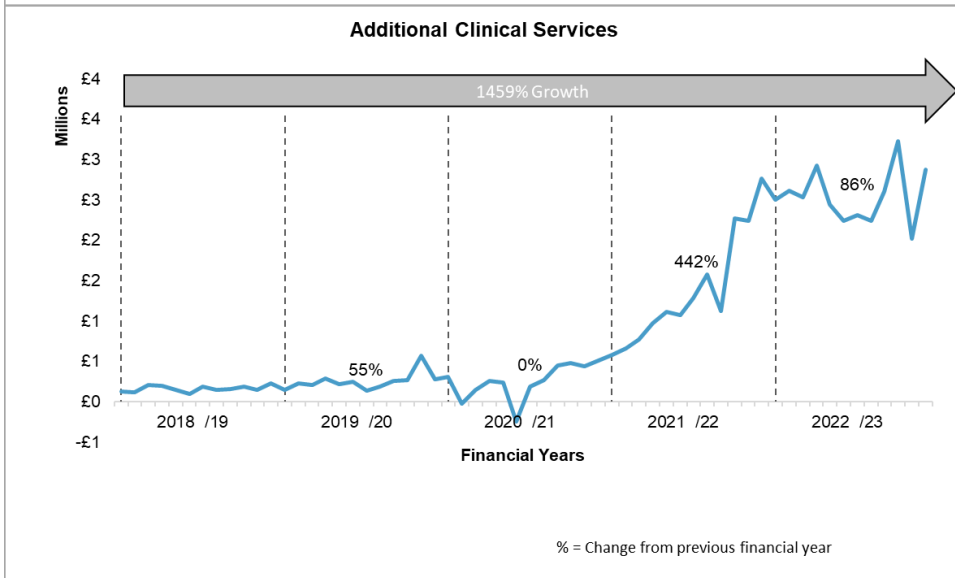
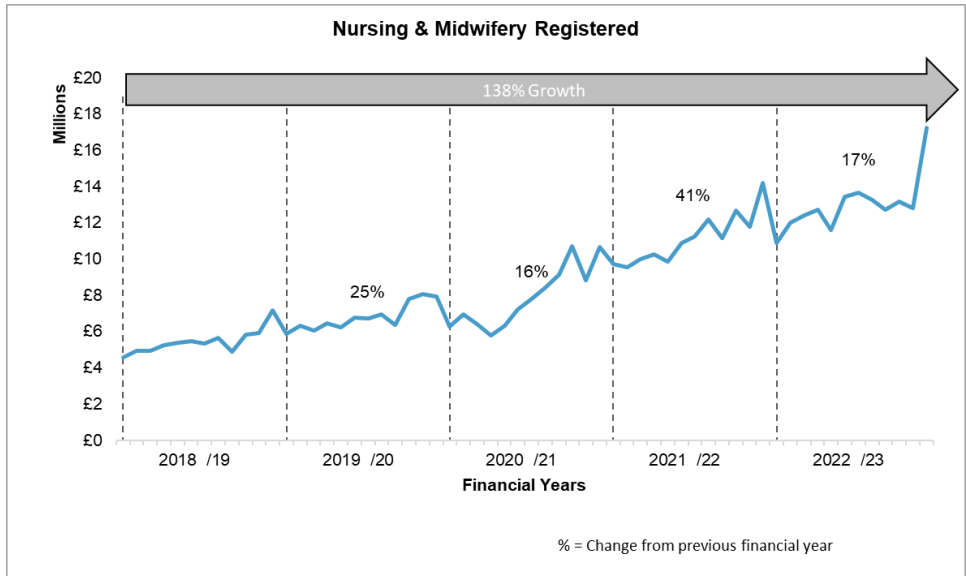
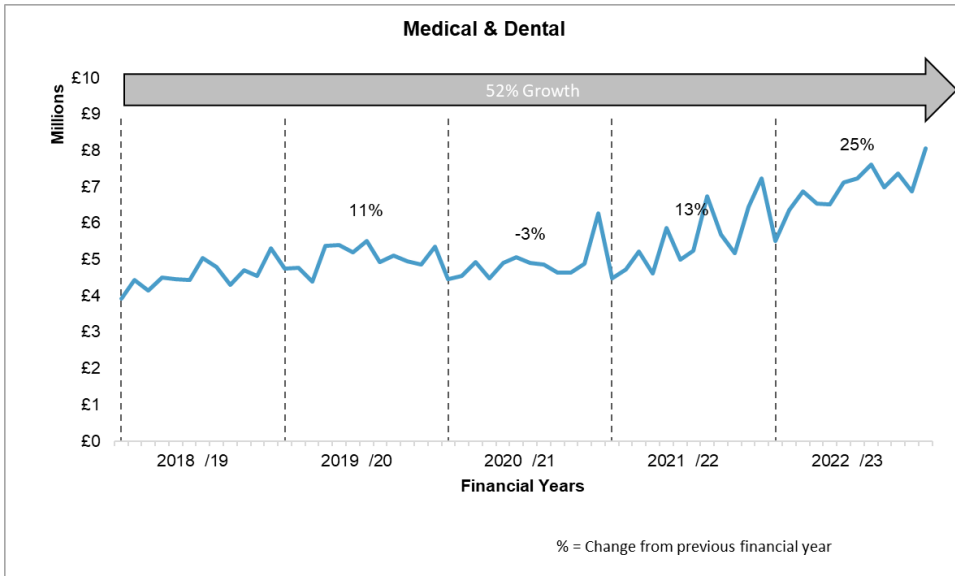
<b>Core Skills and Training Framework</b>	
1	Equality, Diversity & Human Rights (Treat me Fairly)
2	Fire Safety
3	Health, Safety & Welfare
4	Infection Prevention & Control
5	Information Governance (Wales)
6	Moving and Handling
7	Resuscitation
8	Safeguarding Adults
9	Safeguarding Children
10	Violence & Aggression (Wales)

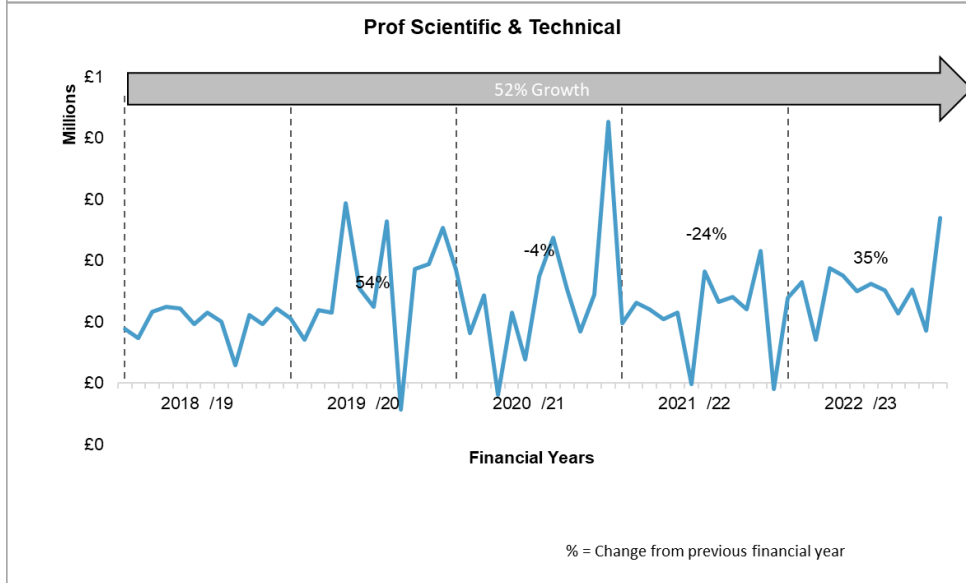
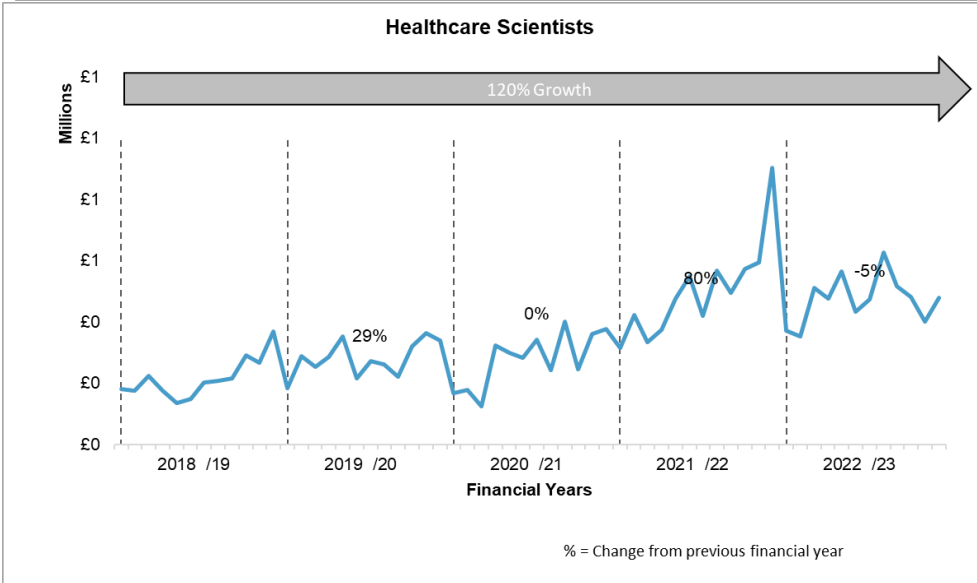
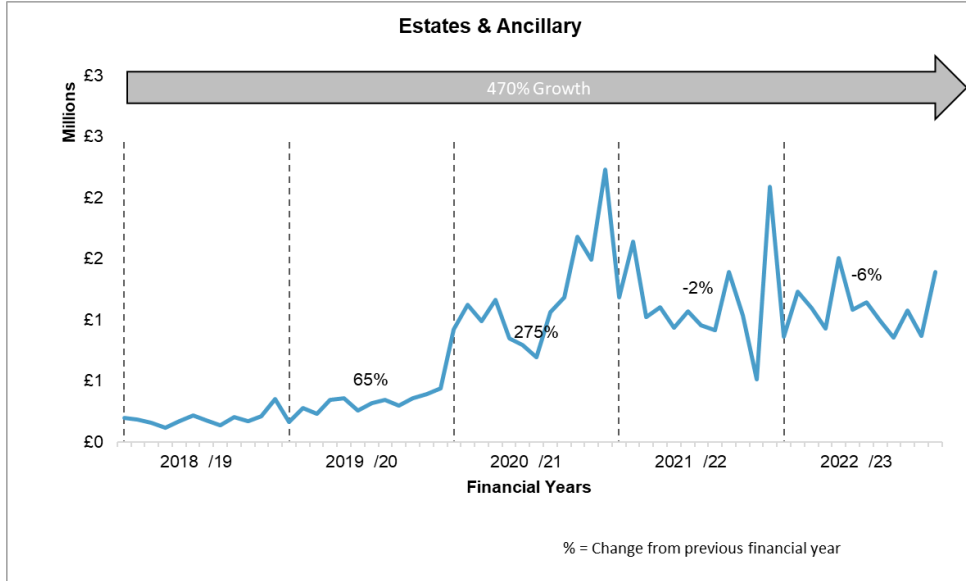
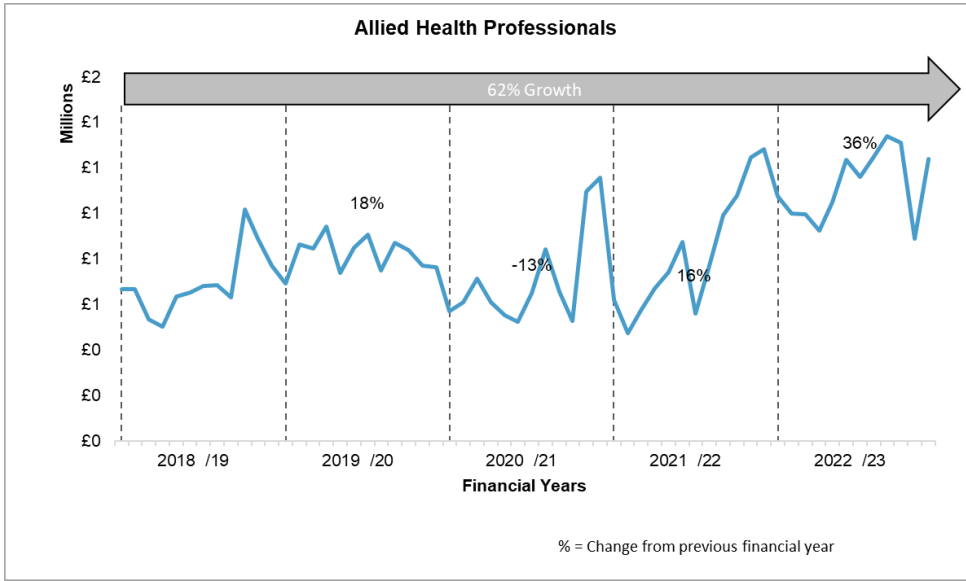
**Graph (1) Participation Rate by Staff Group –2018 vs 2023** (Data source: ESR DW)



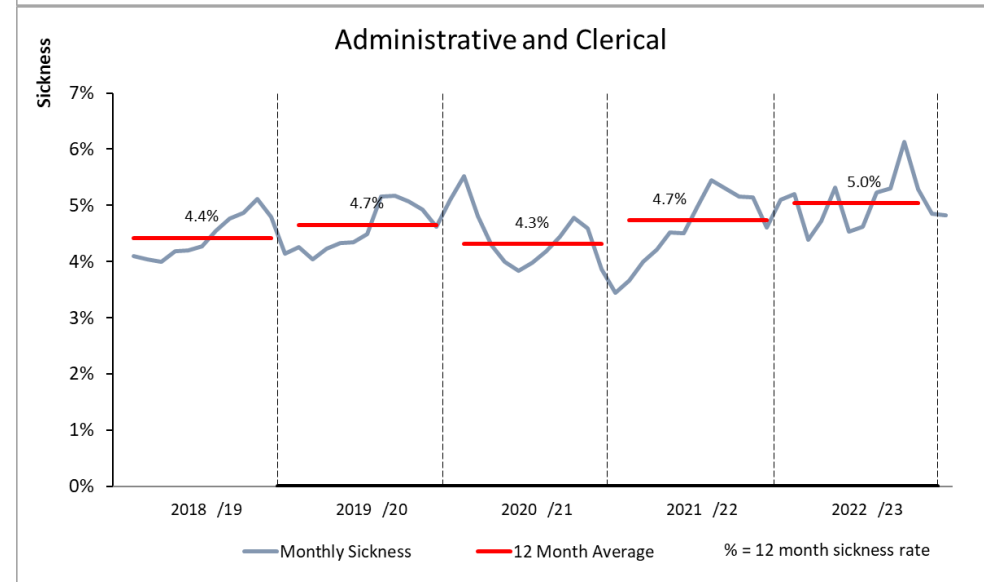
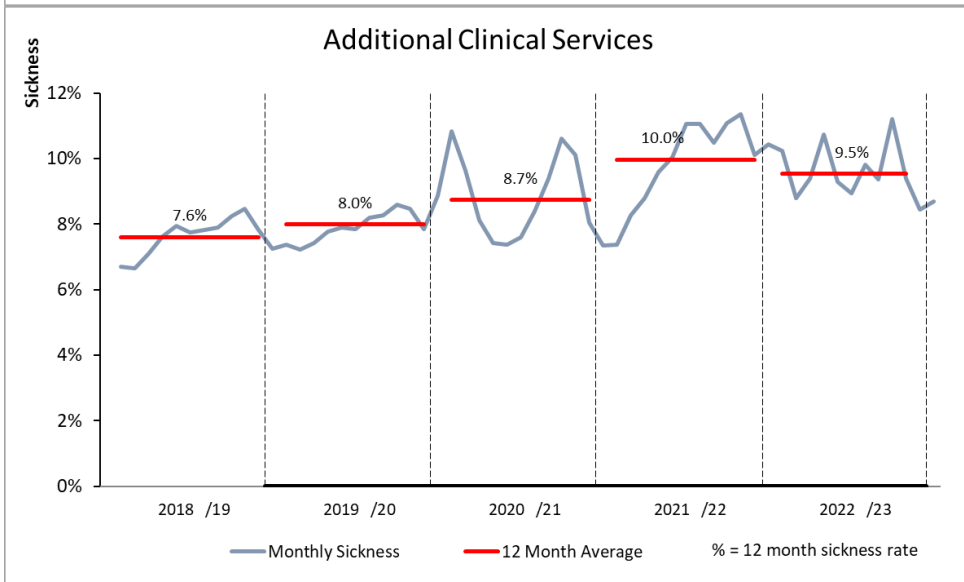
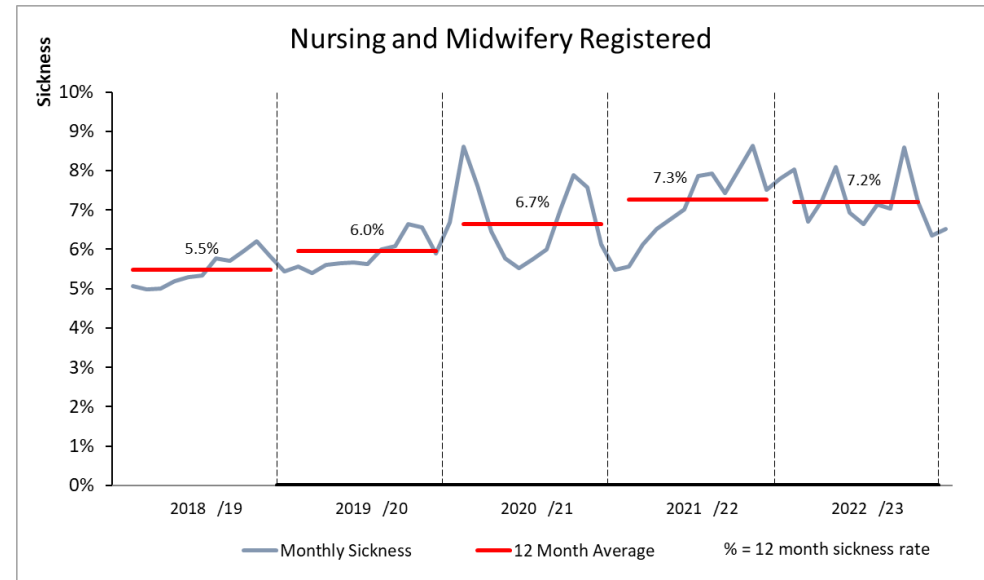
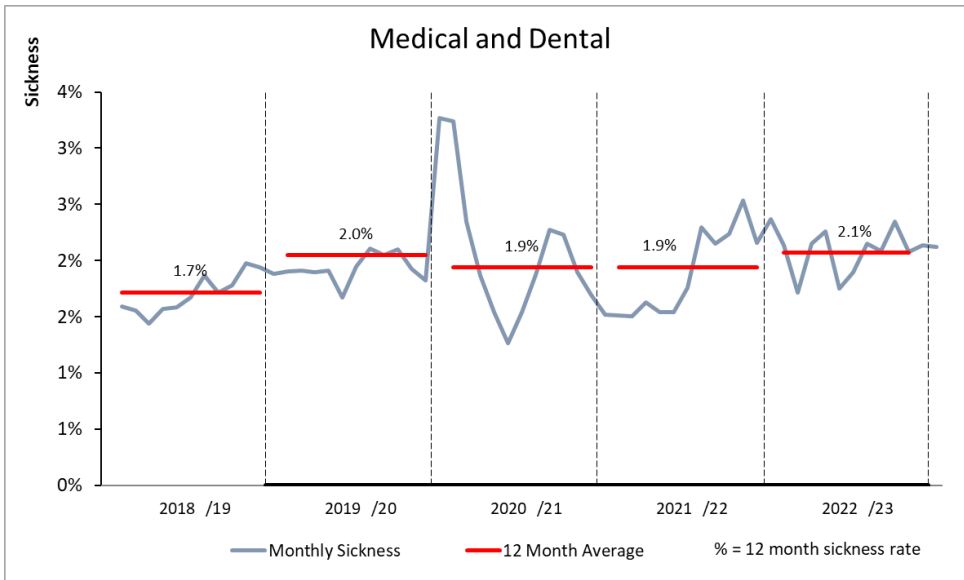


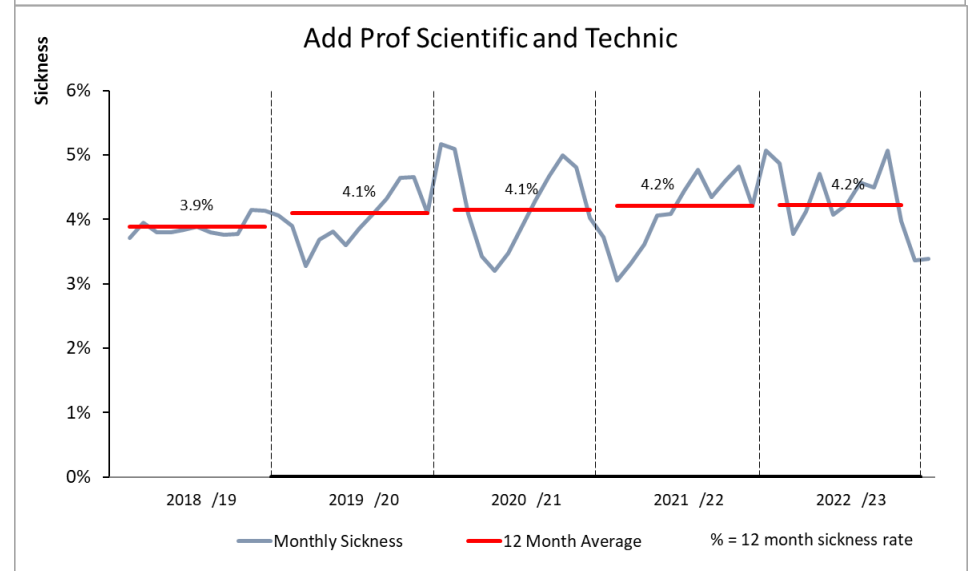
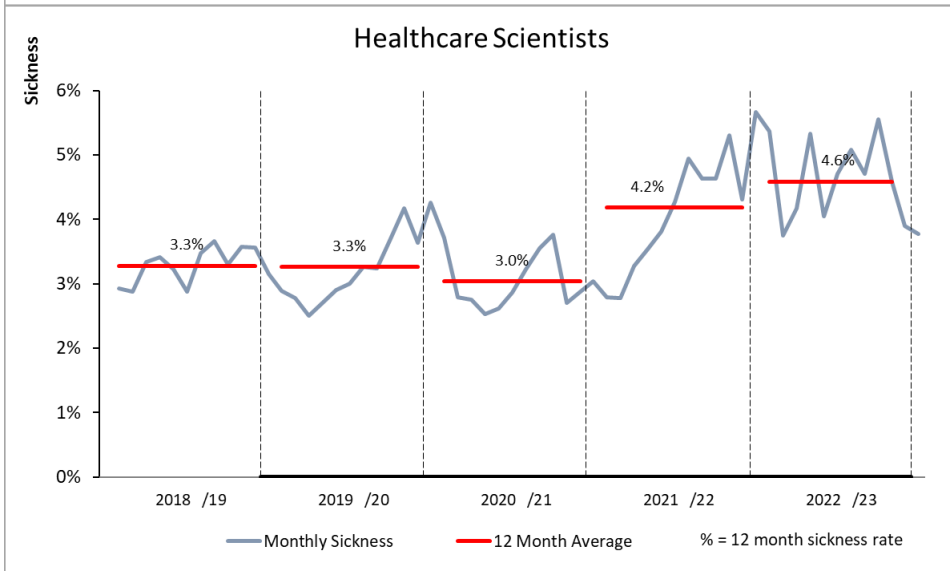
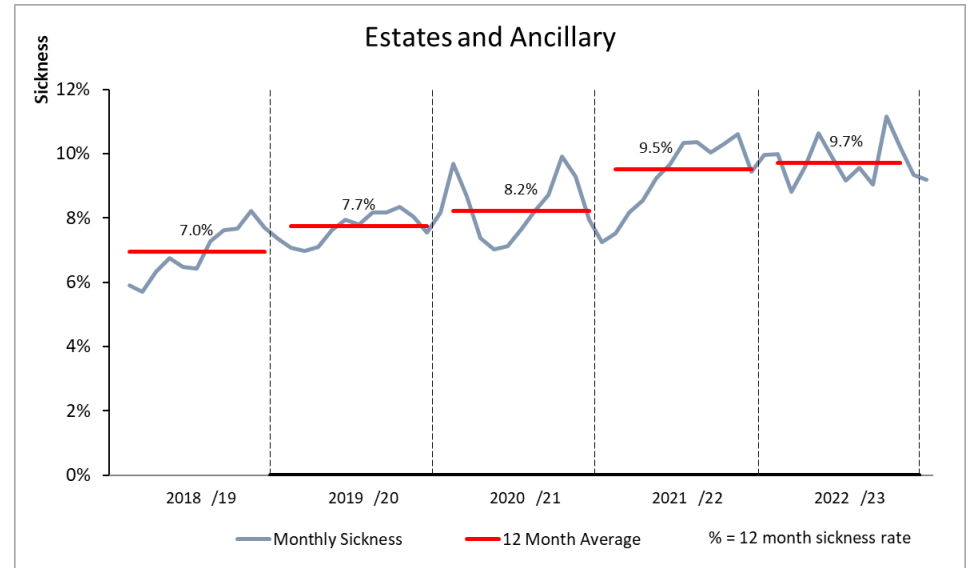
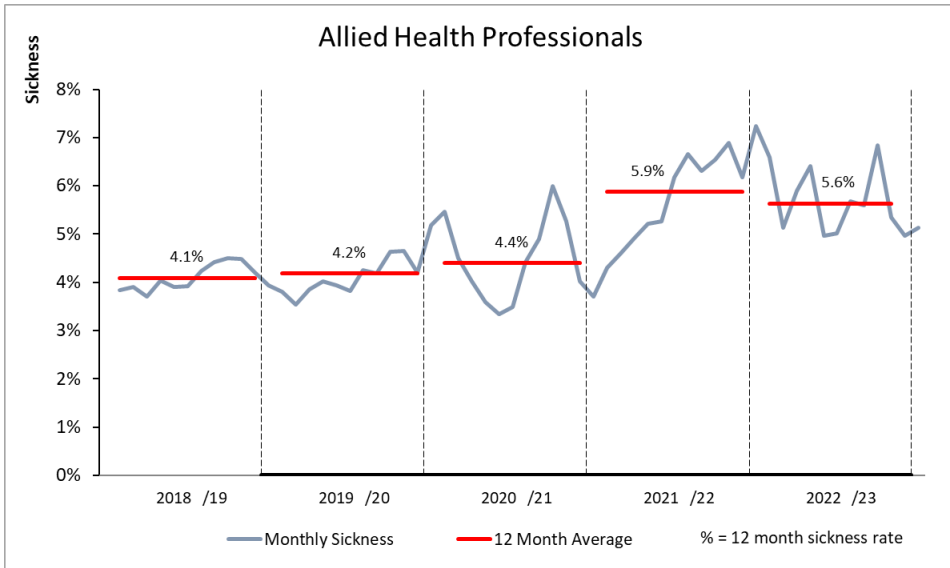
**Graph (2) Agency Pay by Staff Group – Financial Years 2018/19 to 2022/23** (Data source: NHS Wales Financial Monitoring returns)





**Graph (3) Sickness by Staff Group – Financial Years 2018/19 to 2022/23** (Data source: ESR DW)





**Table 12 – Summary Sickness Reasons**

<b>Sickness Reasons</b>	<b>Workforce Trends Summary</b>
Anxiety/stress/depression/other psychiatric illnesses	Anxiety/Stress
Asthma	Other sickness
Musculo-skeletal Back	Back & Other Musculoskeletal
Back Problems	Back & Other Musculoskeletal
Benign and malignant tumours, cancers	Other sickness
Blood disorders	Other sickness
Burns, poisoning, frostbite, hypothermia	Other sickness
Respiratory	Respiratory & Infectious Disease
Chest & respiratory problems	Respiratory & Infectious Disease
Cold, Cough, Flu - Influenza	Other sickness
Dental and oral problems	Other sickness
Ear, nose, throat (ENT)	Other sickness
Endocrine / glandular problems	Other sickness
Eye problems	Other sickness
Gastrointestinal problems	Other sickness
Genitourinary & gynaecological disorders	Other sickness
Headache / migraine	Other sickness
Cardiac Conditions	Other sickness
Hypertension	Other sickness
Heart, cardiac & circulatory problems	Other sickness
Infectious diseases	Respiratory & Infectious Disease
Neurological	Other sickness
Nervous system disorders	Other sickness
Other musculoskeletal problems	Back & Other Musculoskeletal
Injury, fracture	Back & Other Musculoskeletal
Pregnancy related disorders	Other sickness
Skin disorders	Other sickness
Substance abuse	Other sickness
Surgery	Other sickness
Other known causes - not elsewhere classified	Unknown/Known Causes
Unknown causes / Not specified	Unknown/Known Causes