



# Primary Care Worker Wellbeing From 2020 - 2023

From the beginning of the Covid-19 pandemic, the Institute for Employment Studies (IES) worked in partnership with NHS England to monitor worker wellbeing across Primary Care in England. The findings show the impact that the pandemic and the subsequent recovery period have had on the wellbeing of workers in Primary Care.

IES conducted a survey **six times** over a **three-year period** from spring **2020 to early 2023** to measure different elements of wellbeing.



Mental wellbeing



Resilience



Burnout

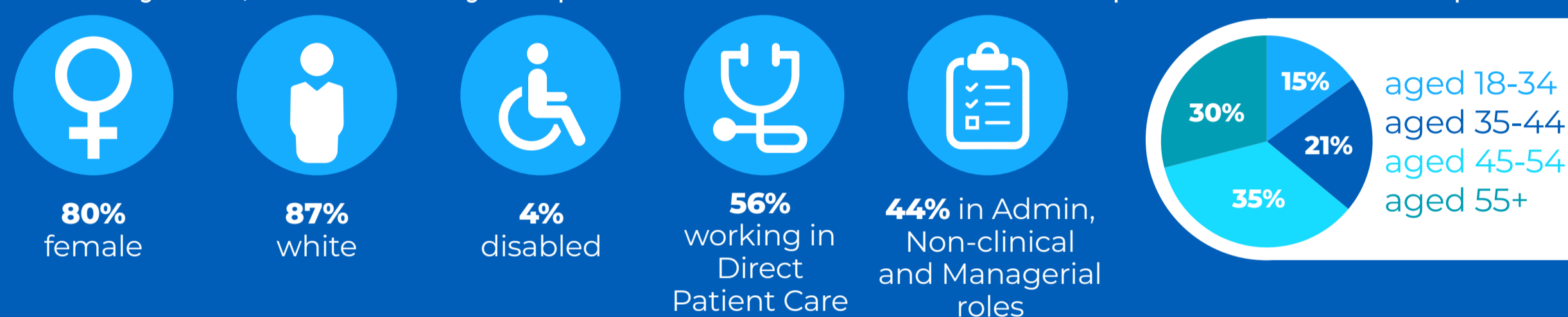
Mental wellbeing is the **positive aspect** of mental health or **'flourishing'** and was measured using the Short Warwick-Edinburgh Mental Wellbeing Scale.

Resilience is the **ability to withstand adversity** and **bounce back** from **difficult situations** and was measured using the Brief Resilience Coping Scale.

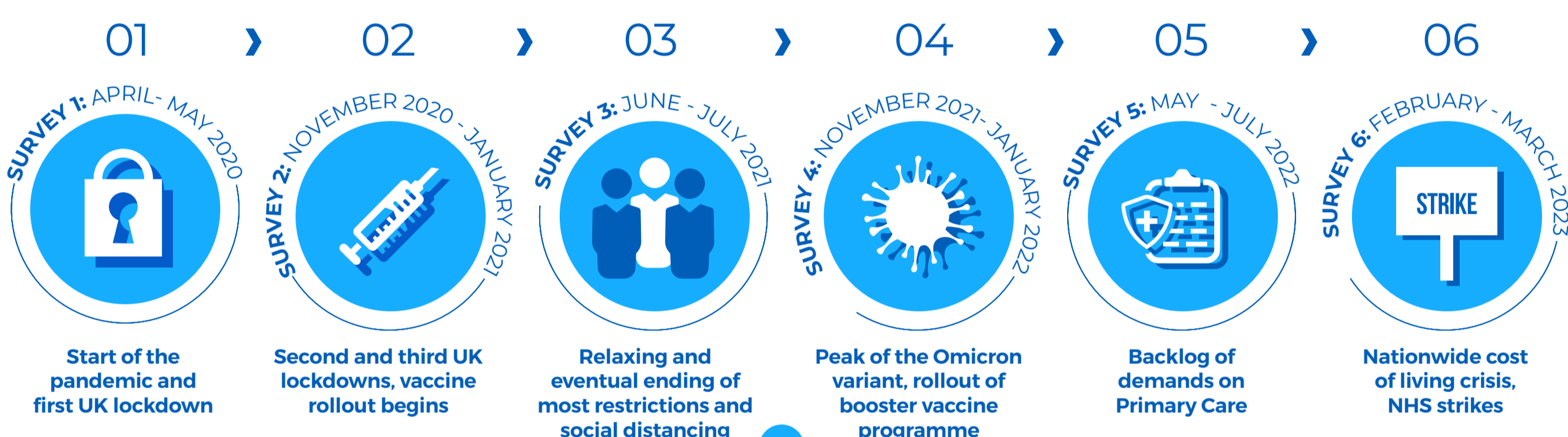
Burnout is a state of **prolonged physical** and **psychological exhaustion** perceived as being related to work and was measured using the Copenhagen Burnout Inventory. This measure was introduced in the second survey.

## SAMPLE

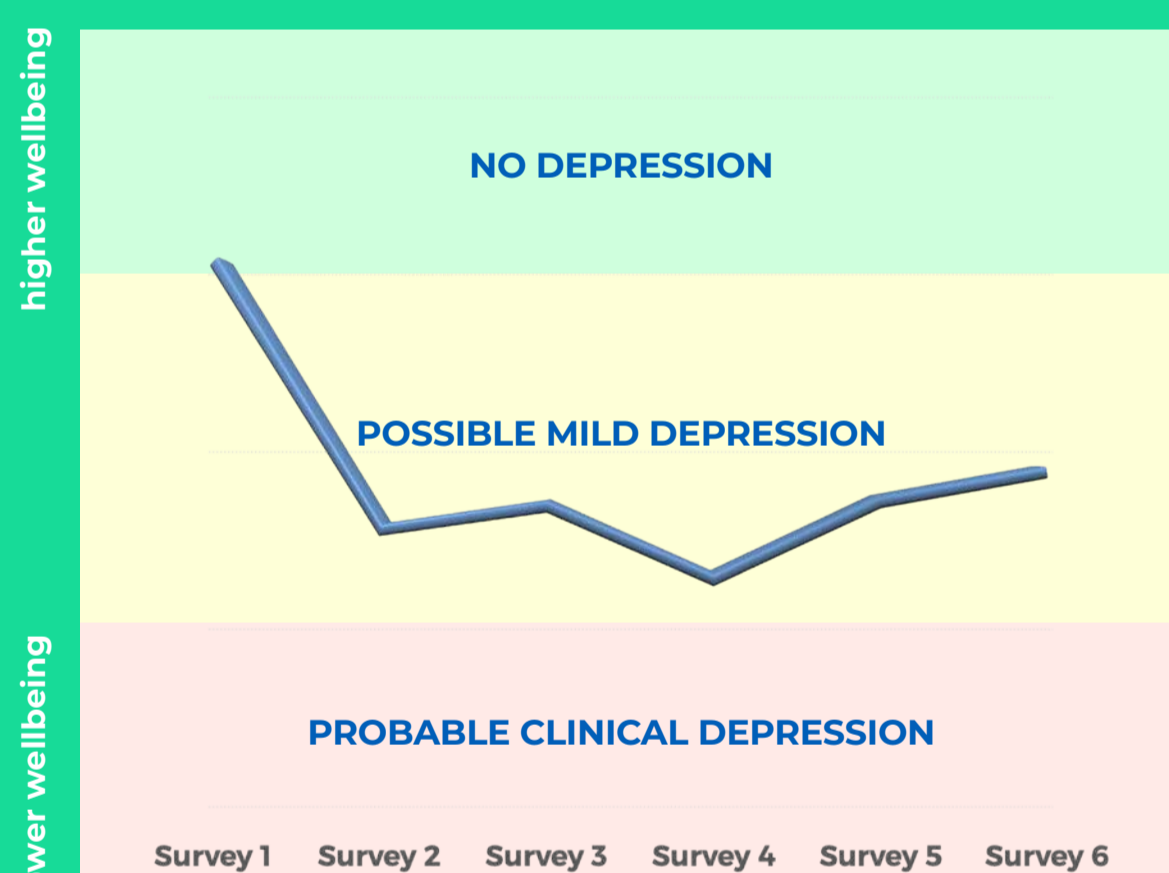
Over 3 years, 13713 survey responses were submitted. The profile of the sample was:



## SURVEY TIMELINE



## WELLBEING

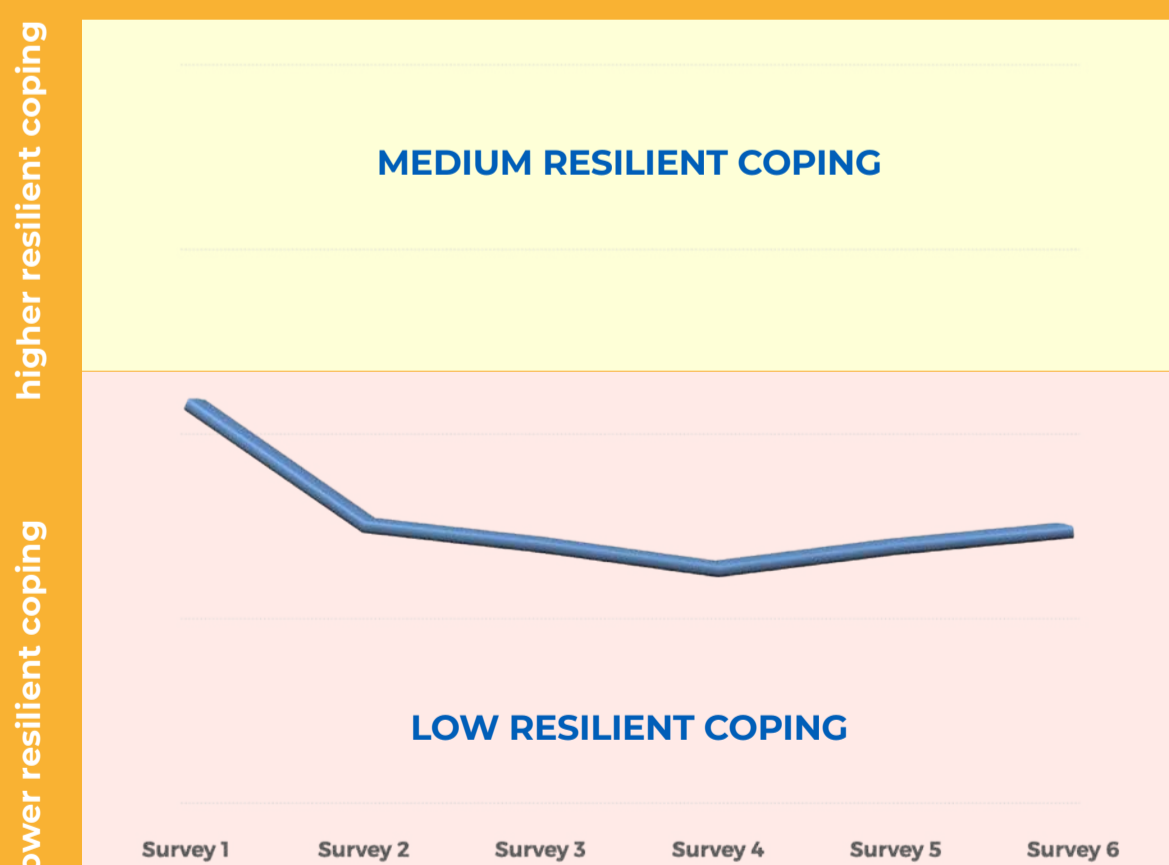


Wellbeing demonstrated the biggest decline of all three measures. Wellbeing fell significantly after Spring 2020 and has not returned to early pandemic levels, indicating 'possible' mild depression across primary care workers.

The wellbeing of **men**, workers from a **minority ethnic group**, **45 – 54 year-olds** and those **working in direct patient care** has been more negatively affected.



## RESILIENCE

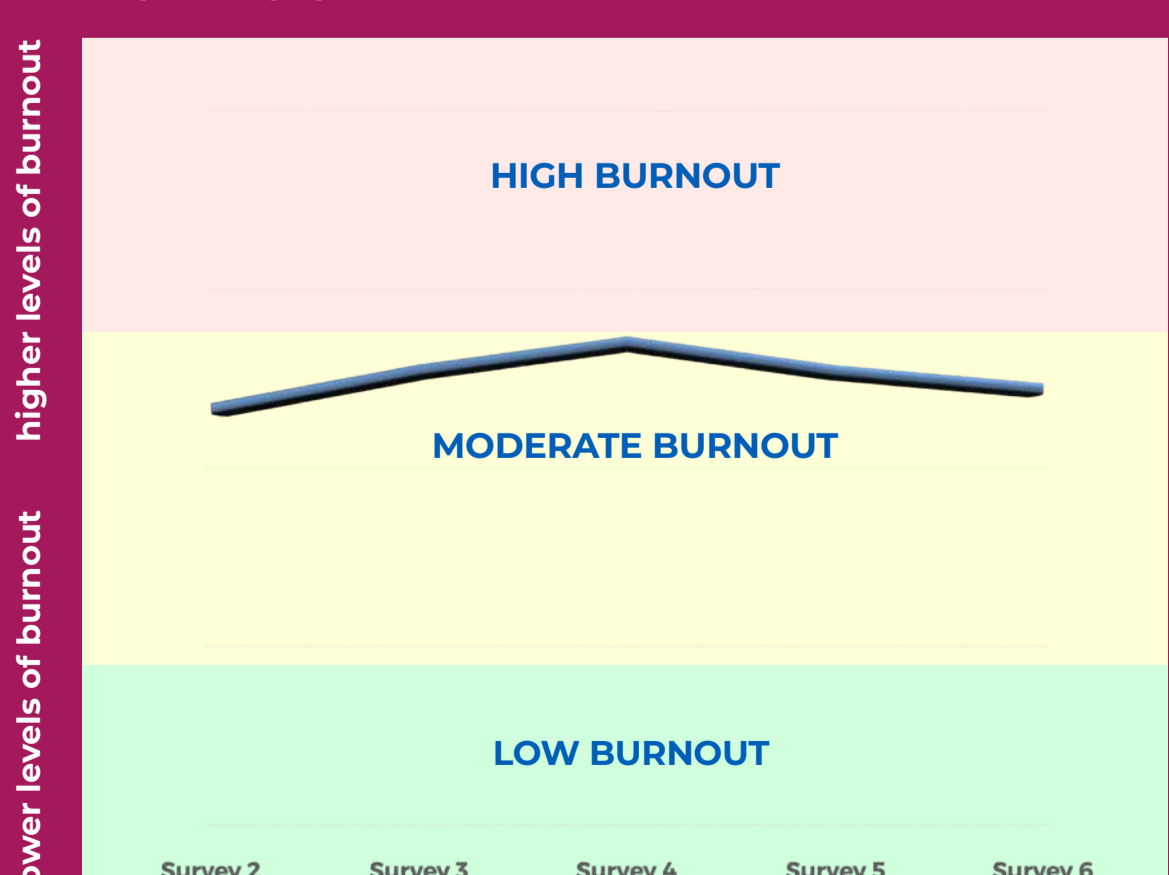


Resilience levels showed a **small** but significant drop after the start of the pandemic, but plateaued from Winter 20/21. All scores suggest 'low' resilient coping across Primary Care workers.

The resilience levels of **men**, **disabled workers**, those working in **direct patient care** and **workers aged 45 and over** demonstrated a larger decline.



## BURNOUT



Levels of burnout showed a **very small** but significant increase between Winter 2021 and Winter 2022, after which it **returned to baseline levels**. All scores indicate 'moderate' burnout levels.

**Men**, workers from a **minority ethnic group** and those working in **direct patient care** had higher burnout that has not returned to baseline levels

