



# Individual Report

Module Name: Digital Skills and Research Methods

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## NHS LACK OF STAFF

### Introduction.

The purpose of my research is to investigate the decline of the health and service and particularly trying to understand the main issues that are causing long waiting times for visits. This research is going to assess and review the NHS England as a case study, to identify any relative information related to the research question.

Some NHS workers think that the reason is bad government policy, some others lay the blame to both privatisation and bureaucracy within the health and care service industry. It is of large sentiment that the health service is in a delicate state, with 86% of NHS staff complaining about the extensive chain of command and the convoluted system that result with it. Therefore, this is causing bad service and feelings of stress and frustration from the NHS workers, staff shortages are widespread across the NHS. There are a multitude of reasons that impact shortage of staff within the NHS organization. For instance, ageing of work force approaching retirement, insufficient training capacity, and ageing population.

The NHS has rarely had the staff it needs. According to the most recent figures dating back to September 2022, there were over 7% of vacancies among doctors and nearly 12% among nurses. The same numbers were fewer than 6% and 10%, respectively, just four months prior, in May 2022.

### Problem Statement

One of the biggest problems facing the UK is in the NHS as 86 % of its staff see the service in a weak state and 38% are hoping on the actual government to change the situation

At this moment 65% of Britains are seeing NHS services bad as a whole.

The shortage of staff affected the health and social care system, making it slow and providing poor assistance to the public, resulting in long waiting list for an appointment. Based on the research the biggest problem facing the NHS today 50% of health services staff identify insufficient funding as a top issue.

The number of appointments in general practice in England are near record levels, with too many administrators in the health service according to the NHS workers.

Whereas half of them say labour are handling the health service badly and the situation is getting worse, and it bring stress and frustration in the health and social care sector.

Moreover, doctors' strikes are causing major disruption for hospitals and patients.

In December 2022 NHS nurses engaged in the largest nurse strikes, resulting in poor service and hindering daily activities. The state of NHS has long been a dominant political issue typically being seen as one of the biggest problems facing the country and one of the most important for those who voted labour at the last election.

At present, two thirds of Britains, roughly 65%, describe NHS services as a whole as bad compared to a quarter who feel services are currently good. (Dylan Difford, 12 March 2025).

## Justification

As the NHS is a vital part of public health doing this research is important so that the organisations and the government know what the problem is and know how to act for identifying a solution so that both workers and public can be satisfied with the services.

## Information Sources and Justification

The information sources review the problem in the health and social care in the UK and show how the public respond to the issue by presenting truthful and reliable sources. The data collection among NHS staff useful for the topic and this is why I choose these sources to understand better about the issue and what is causing this problem

It also provides accurate and up-to-date information backed by evidence. According to an association of medical team in UK, England is facing a problem in the health and social care sector that if ignored can explode into a crisis. (BMA media team ,2022) (NHS ENGLAND, November 2023)

## Give a brief overview of quantitative and qualitative research

Both qualitative and quantitative studies are subject to rigorous quality standards. However, the research techniques utilized in each type of study differ, as do the questions and issues they hope to address or resolve.

Understanding human experiences, behaviours, and social phenomena through non-numerical data—such as text, audio, or video—is the main goal of qualitative research. It uses techniques like interviews and observations to assess concepts and gain insight pertaining to ideas, opinions, or experiences.

Examples of Qualitative research include:

- Performing ethnographic research, which aims to investigate various phenomena through a cultural or group-specific standpoint
- Analysing a variety of records, such as journal entries, private correspondence, government papers, photographs, and audio or video recordings
- Getting personal recollections and reports of events or experiences

In contrast, quantitative research focusses on quantifying metrics, relationships, and data. It involves collecting and analysing numerical data to describe characteristics, find correlations, or test hypotheses. The goal is to generate quantifiable, objective empirical data that may be utilised to evaluate theories and pinpoint issues. Examples of Quantitative research include:

- Undertaking surveys, experiments, and polls
- Compiling databases of information and records
- Conducting a meta-analysis that involves reviewing several previous studies to find statistical trends or patterns.

## What type of research methodology will you use for your research and why?

My research is mixed methods because it collects data direct from patients and the staffs. The research is using both quantitative and qualitative methods by collecting quantifiable data and figures related to the issue as well as questioning the people`s directly and describing the magnitude of the problem, the reason of why it happens and how people feel about it.

## Task 3: Data Collection

### Overview of primary and secondary data collection

Generally, there are two methods to gather information. Primary and Secondary data collection. Although it typically requires more time and effort, primary data is gathered directly from people or events using techniques like surveys, interviews, or observations, which makes it more accurate, personal, and closely aligned with the research purpose. In contrast, secondary data, on the other hand, is derived from pre-existing sources like books, reports, articles and websites, making it easier to utilise but oftentimes can result less specific or outdated compared to primary data collection. Depending on the purpose, time, and resources available, researchers may use one method or combine both to gain a better overall understanding.

## What form of data will be used to address your research problem, and why?

To address the research problem of this project i will utilise secondary data. This approach is appropriate because there are many existing articles, reports, and online sources that can provide valuable insights into the issue, making it relevant information available to tackle the research question. Using secondary research also will allow me to complete the study more efficiently, given the limited time and resources available. Additionally, secondary data offers a broad perspective on the topic and helps support the research without the need for costly or time-consuming primary data collection.

## Conclusion

In summary the research spoke about the staff shortages of the NHS that is affected the public and the NHS staff. The quantitative data shows the number of staff turnover and the bad services and the qualitative data show that many staff experience burnout stress, and no support and it make the services poor. Mixed methods research combines empirical data with personal experiences providing a clear understanding of why shortages occur and how they impact badly in health and social care

The solutions for this problem in the NHS are to improve the work conditions and supporting staff in their difficulty and change the quality of the service by employing more personnel and safeguarding the wellbeing of the employees.

The government commitment to fund £ 2 .4bn on expansion and training is a good start to aid challenging and demanding work environment in the NHS, where the quality of the service provided is directly linked to the wellbeing of the staff. Recently, the NHS has been conducting numerous strikes as a way to bring the issue to light and come with a solution. In conclusion, in order to address these concerns a focus on recruitment and improvement in the quality of the work environment in the NHS is crucial if wanted to tackle this issue and come up with a pragmatic solution.

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