

Role definitions

Across the sample, when looking at role definition and expectations, hours of work scored the highest which was the same in the first survey. Pay progression, pension options and understanding of the local/regional bank, scored the lowest.

Further information on anything not clearly defined

Comments included:

“No access to a roster system.”

“Pension scheme.”

“Some information on how things work or recorded is explained when on the corridor and earning on the job.”

“I feel there needs to be more training and support for new starters, a booklet on key information about where/who to go for certain things would have been very useful.”

“I started my role in November and only got an exact pay in February due to HR anomalies.”

“I wasn't aware on my first day what I was to do, wear, how I was to have my hair, no rings etc. I also didn't really have an induction around the wards, or how to book annual leave etc.”

“When I applied for the role, the advert stated I would be a Band 3 HCA. When I started the position, I was informed I was going to be a Band 2 HCA while on my six-month probation. I feel that this should have been made much clearer.”

“How the pay rate for each shift applies.”

“It took me a while to get signed up for NHS mail and the ESR.”

“New staff were not shown how to operate Employee Online - therefore no one knew how to book request days, request days were not available for quite some time, how to understand

annual leave, how to swap shifts, who to ask these questions to.”

“I thought it would be straight forward coming from another trust, but it wasn't I had to start everything again. Even my training. I have been with the trust nearly 16 years and it felt like all those years of training did not matter anymore. It took me weeks of phone calls to get pin numbers to log on to the system. At one point I thought what I have done. Even the occupational health appointments were a disaster. But it is all sorted now at last.”

“Maybe, we should get a book of the roles and responsibilities of a HCSW.”

“I would like more information regarding bringing my pension from previous employment.”

“Feel like I have been thrown in at the deep end, was told that I would be supernumerary for a month but only got 1 day, so feel like I have had to work things out for myself.”

“Still have not been shown fire exit and who to contact if needed. Not been checked up on by anyone, to see if I am ok.”