

Annex 3 - survey questions

1. Which NHS trust do you currently work for?

2. How long have you been in post?

- Under seven months
- Under six months
- Under five months
- Under four months
- Under three months
- Under two months
- Under one month

3. What was your previous role before joining the trust and what type of organisation did you work for?

4. What Agenda for Change band are you employed at?

- Band 2
- Band 3

5. Which area do you work in?

- Adults - medical ward
- Adults - surgery ward
- Adults - theatre
- Adults - mental health
- Adults – community mental health
- Adults – outpatients
- Adults – emergency department
- Maternity
- Children's – medical ward

- Children's – surgery ward
- Children's – theatre
- Children's – mental health
- Children's – community mental health
- Children's – outpatients
- Children's – emergency department
- Other (please specify)

6. How many hours are you contracted to work?

- 37.5
- 30
- 22.5
- 15
- 12.5
- 8.5
- Other, please specify

7. How did you hear about the Healthcare Support Worker role?

- Saw the 'We are the NHS' television or radio advert
- Saw the advert on Indeed
- Saw the advert on NHS Jobs or other recruitment website
- Saw the advert whilst in another NHS role
- Was recommended by family or a friend
- Saw the opportunity whilst supporting Covid-19 efforts
- Was contacted by Jobcentre Plus

- Agency referral
- Referral from employer or colleague
- Other, please specify

8. What attracted you to apply for a Health Care Support Worker role?

9. Were you interviewed as an individual or as a group?

- As an individual
- As a group

10. Before your interview, did the trust provide you with information about the following (Please select all that apply):

- A clearly defined job description which explains the job role and your responsibilities
- Information about the organisation
- Information about the team and/or department you are working in
- Flexible working options
- Examples of shift patterns
- Expectations about weekend and on-call working
- Access to a video/video call outlining what the job entails
- Opportunity to go on an on-site visit of the trust
- Opportunity to watch a video giving you a virtual tour of the trust.

11. On a scale of 1-5 (1 least effective, 5 highly effective for each) how would you rate the following?

- The advert
- The Job application process
- Interview process

- Correspondence/information from the trust
- The trust induction (not including the Care Certificate)

12. If you could change something about the recruitment process, what would it be?

13. How long did it take from being shortlisted for interview to starting your role?

- Within 4 weeks
- Within 6 weeks
- Within 8 weeks
- Other, please specify

14. Before starting the role, did you receive any of the following? (Please select all that apply).

- Clear instruction on the provision and allocation of your uniform?
- Confirmation about who your nominated line manager/supervisor was and how to contact in case of queries?
- Regular updates explaining what was happening prior to your start date being confirmed?

15. Were the trust values explained to you as part of the recruitment process?

- Yes
- No
- Unsure
- Please explain your answer

16. Do you understand the trust values and know what they are?

- Yes
- No

- Unsure

- If yes, please outline your trust values

17. When you joined the trust, was your role as a HCSW clearly defined and your understanding/expectations met in terms of the following:

- Ward or equivalent working area

- Allocation of uniform

- Job details including duties and boundaries of your role

- Training and development

- Expected hours of work including weekends and on call)

- Flexible working options (reduced hours, part time, working remotely, and job sharing)

- How to use the electronic roster system

- Who to contact if you are absent from work/how to contact

- Opportunity to join a local/regional bank

- Tour of your place of work

- Introduction to the team and their roles

- Annual leave entitlement and how to book

- Information on how to change/swap shifts

- How to record patient care either electronically or on paper

- Pay and pay progression

- Pension options (including recognition of any previous NHS pension benefits already gained)

18. Please share details of anything that was you feel was not clearly defined

19. Since joining the trust, have you been provided with information/support on any of the following?

- A named line manager
- Buddy/mentor
- Peer to peer support networks
- Coaching opportunities
- Forum/social media page
- Trust policies and procedures (for booking annual leave, flexi time and appraisal)
- Trade union information
- Use of IT support
- How to access information about raising and reporting concerns and how to contact the organisation's Freedom to Speak Up guardian
- Chaplaincy
- Occupational Health
- Reasonable adjustments (to help you to do your job)
- Carers passport
- How to access HR support
- How to access pastoral support
- How to access health and wellbeing support
- Information about typically used terminology and acronyms

20. . Since starting work at the trust, have you joined a staff network? (This may include but is not exhaustive to, the Princes Trust, equality and diversity, civility, carers/parent or pastoral networks)

- Yes

- No
- If yes, please provide details of which network and whether the network has helped to support to your wellbeing.

21. Tell us how your induction could have been improved?

22. Have you completed the Care Certificate and, if so, please share comments on the resources and information provided to help you to do this?

- Yes, within 4-6 weeks
- Yes, within 6-12 weeks
- Yes, in over 12 weeks
- No, but started it
- No, have not started it yet
- No, unaware of the Care Certificate
- Unsure
- Details on resources and information

23. Has your employer provided information about transferring your Care Certificate from your old job?

- Yes
- No
- Not applicable

24. Were you required to complete a probationary period and how long was it before your role was made permanent?

- Yes
- No
- Unsure

- If yes, how long was it for?

25. Since joining the trust, have you received information about training and support to help develop your skills in your current HCSW role?

- Yes, as part of the induction

- Yes, since joining the trust

- No

- Unsure

- If no or unsure, please explain why

26. Has your employer made you aware of the HCSW learning and development roadmap?

(The roadmap issued by Health Education England provides information and resources to support you to explore your own skills, learning and development. It covers four key areas – skills for life, personal skills, technical skills, and career progression.)

- Yes

- No

- Unsure

- If no or unsure, please explain your answer

27. Is there any training that is not currently offered by the trust that you would find useful to help you develop in your current HCSW role?

28. Do you feel as if you are supported to take the necessary protected time to undertake training?

- Yes

- No

- Unsure

- If no or unsure, please explain why

29. Does your line manager/supervisor encourage discussions to help you to reflect on practice and learning?

- Yes, as part of 1:1s
- Yes, as part of team meetings
- Yes, as part of training
- No
- Unsure
- Please explain your answer

30. Thinking about the graphic above, do you feel that your employer has informed you about the different career progression options including?

- The Trusts Development Policy/procedure
- Training potentially available
- Funding potentially available
- Protected time potentially available
- None of the above

Select as many as appropriate

31. To what extent do you think your employer has supported or is supporting you to develop your career beyond your current role?

- Strongly disagree
- Disagree
- Neither agree or disagree
- Agree
- Strongly agree
- Please explain your answer

32. What would make you want to stay in the trust? (Please select all that apply):

- Support from your line manager
- Opportunities for development
- Opportunities for progression
- Good support from your team
- More recognition for your skills and experience
- Feeling valued
- Location
- Pay
- Opportunities for more flexible working
- Values of your organisation
- Other, please specify

33. Can you tell us about your future intentions?

- Stay in the role within current trust
- Stay in role but will move to another trust
- Develop career in current trust - e.g., progress to a Registered Nursing role
- Develop career in another trust
- Plan to leave the NHS but remain working in a healthcare support worker role
- Plan to look for another job in a new organisation within the next 12 months
- Plan to leave this organisation as soon as I can find another job
- Plan to leave health and social care sector

- Please explain your answer

Diversity monitoring questions

The Equality Act 2010 extends protection to more groups of people and employing organisations need to be increasingly aware of the demographic make-up and requirements of their workforce. Improved understanding of the experiences and perceptions of staff and students gained through this survey will help to identify any key priorities that participating trusts will need to act on to help ensure the NHS provides an inclusive environment.

34. Age

- 16-20
- 21-30
- 31-40
- 41-50
- 51-65
- 66+
- Prefer not to say

35. Ethnicity

Asian/Asian British

- Bangladeshi
- Indian
- Pakistani
- Chinese
- Other, please specify

Black/Black British

- African

- Caribbean
- Other, please specify

Mixed Race

- Asian and white
- Black African and white
- Black Caribbean and white
- Other, please specify

White

- Welsh, English/Scottish/Northern Irish/British
- Gypsy or Irish Traveller
- Irish

Other

- Arab
- Any other ethnic background (Please specify)
- Prefer not to say

36. Gender

- Man
- Woman
- Intersex
- Cisgender
- Transman
- Transwoman
- Non-binary

- Agender
- Prefer not to say
- Prefer to self-describe

37. Sexual orientation

- Bisexual
- Gay man
- Gay woman (lesbian)
- Heterosexual
- Prefer not to say
- Other (please specify)

38. Religion and belief

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- No religion
- Prefer not to say
- Any other religion (Please specify)

39. Do you have sole or shared responsibility for providing help or support to any of the following because of a long-term physical disability, mental health or problems related to old age?

- Parents

- Family members
- None
- Prefer not to say
- Other, please specify

40. Do you have sole or shared caring responsibilities for children?

- Yes
- No
- Not applicable

41. Do you have a disability or impairment?

- Yes
- No

42. Are you a refugee or an asylum seeker?

- No
- A refugee
- An asylum seeker
- None of the above
- If yes, please let us know what country you are from

Your personal details

Northumbria Healthcare NHS Foundation Trust has very kindly donated 10 gift set prizes ranging in value from £70 to £200 for this survey. If you would like to be in the running to win one of these prizes, please share your details below.

43. Address

Thank you for taking part in this survey.