

National NHS Bank Survey 2022

What is this survey and why are we asking you to complete it?

This is an independent survey of your experience of working in your organisation. The overall aim is to gather information that will help to improve the working lives of staff in the NHS and so help to provide better care for patients.

Your organisation will be able to use the results of the survey to improve local working conditions and practices and to increase involvement and engagement with staff. Other organisations, including NHS commissioners, the Care Quality Commission, the Department of Health and Social Care, and NHS England and NHS Improvement, will make use of the results.

If you work at more than one NHS organisation, please complete the survey for the organisation which sent you the invitation letter/email, as your answers will be attributed to that organisation.

Who will see my answers?

NO ONE IN YOUR ORGANISATION, OR THE NHS, WILL BE ABLE TO IDENTIFY INDIVIDUAL RESPONSES. Your answers will be treated in the strictest confidence. The survey is being conducted by [survey contractor] and the NHS Staff Survey Coordination Centre on behalf of your organisation and NHS England and NHS Improvement, in partnership with trade unions.

The survey findings will be analysed by [survey contractor] and the NHS Staff Survey Coordination Centre and the results will be presented in a summary report in which no individual, or their responses, can be identified.

Your job

Q1 Thinking about the bank work you do within this organisation, how often do you work in the same department or work area?

By this we mean how often you work with the same people in the same part of the organisation

1. Never
2. Rarely
3. Sometimes
4. Often
5. Always

Q2 Do you work the same hours / shift pattern each week?

1. Yes – I always work the same hours / shift pattern each week
2. Yes – I usually work the same hours / shift pattern each week
3. No

Q3 Do you have face-to-face, video or telephone contact with patients / service users as part of your job?

1. Yes, frequently
2. Yes, occasionally
3. No

Q4 For each of the statements below, how often do you feel this way about your job?

- a. I look forward to going to work.
- b. I am enthusiastic about my job.
- c. Time passes quickly when I am working.

1. Never
2. Rarely
3. Sometimes
4. Often
5. Always

Q5 To what extent do you agree or disagree with the following statements about your work?

- a. I always know what my work responsibilities are.
- b. I am trusted to do my job.
- c. There are frequent opportunities for me to show initiative in my role.
- d. I am able to make suggestions to improve the work we do.
- e. I am involved in deciding on changes introduced that affect my work.
- f. I am able to make improvements happen at work.
- g. I am able to meet all the conflicting demands on my time at work.
- h. I have adequate materials, supplies and equipment to do my work.
- i. When I am at work, there are enough staff for me to do my job properly.

- 1. Strongly disagree
- 2. Disagree
- 3. Neither agree nor disagree
- 4. Agree
- 5. Strongly agree

Q6 How satisfied are you with each of the following aspects of your job?

- a. The recognition I get for good work.
- b. The extent to which my organisation values my work.
- c. My level of pay.

- 1. Very dissatisfied
- 2. Dissatisfied
- 3. Neither satisfied nor dissatisfied
- 4. Satisfied
- 5. Very satisfied

Q7 For each of the statements below, how often, if at all, do these statements apply to you?

- a. I have unrealistic time pressures.
- b. I have a choice in deciding how to do my work.
- c. Relationships at work are strained.

- 1. Never
- 2. Rarely
- 3. Sometimes
- 4. Often
- 5. Always

Q8 Do the following statements apply to you and your job?

- a. I feel that my role makes a difference to patients / service users.
- b. My organisation is committed to helping me balance my work and home life.
- c. I achieve a good balance between my work life and my home life.

9. Not applicable to me (option available for Q8a only)

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

Your Team

Q9 The next set of questions asks about your experience of teamwork at this organisation. How would you like to answer these questions?

1. I will answer about the team I always/usually work in.
2. I don't regularly work in the same team so I will answer about my general experience of teamwork at this organisation.

Q10 Do the following statements apply to your experience of working as a team at this organisation?

- a. I receive the respect I deserve from my colleagues at work.
- b. Team members understand each other's roles.
- c. I enjoy working with the colleagues in my team.
- d. My team has enough freedom in how to do its work.
- e. In my team disagreements are dealt with constructively.
- f. I feel valued by my team.
- g. I feel a strong personal attachment to my team.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

People in your organisation

Q11 Do the following statements apply to your experience of working at this organisation?

- a. Teams within this organisation work well together to achieve their objectives.
- b. The people I work with are understanding and kind to one another.
- c. The people I work with are polite and treat each other with respect.
- d. The people I work with show appreciation to one another.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

Your Managers

Q12 The next set of questions asks about your immediate manager. By 'immediate manager' we mean the person or people you report to when you're at work. This could be your line manager, placement manager, supervisor or someone else you report to directly. How would you like to answer these questions?

1. I will answer about the manager I always/usually report to
2. I don't regularly report to the same person so I will answer about my general experience of managers at this organisation

Q13 To what extent do you agree or disagree with the following statements about your immediate manager(s)?

My immediate manager(s)...

- a. ...encourages me at work.
- b. ...gives me clear feedback on my work.
- c. ...asks for my opinion before making decisions that affect my work.
- d. ...takes a positive interest in my health and well-being.
- e. ...values my work.
- f. ...works together with me to come to an understanding of problems.
- g. ...is interested in listening to me when I describe challenges I face.
- h. ...cares about my concerns.
- i. ...takes effective action to help me with any problems I face.

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

Your Health, Well-being and Safety and Work

Q14 On average, how many hours per week do you usually undertake for bank in this organisation?

1. 0-15 hours
2. 16-29 hours
3. 30 hours or more

Q15 Health and Wellbeing

a. My organisation takes positive action on health and well-being

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

b. In the last 12 months have you experienced musculoskeletal problems (MSK) as a result of work activities?

c. During the last 12 months have you felt unwell as a result of work related stress?

d. In the last three months have you ever come to work despite not feeling well enough to perform your duties?

1. Yes
2. No

If 'yes' (Q15d = 1) then ask Q15e

e. Have you felt pressure from the organisation to come to work?

1. Yes
2. No

Q16 Health and Well-being

a. How often, if at all, do you find your work emotionally exhausting?

b. How often, if at all, do you feel burnt out because of your work?

c. How often, if at all, does your work frustrate you?

d. How often, if at all, are you exhausted at the thought of another day/shift at work?

e. How often, if at all, do you feel worn out at the end of your working day/shift?

f. How often, if at all, do you feel that every working hour is tiring for you?

g. How often, if at all, do you not have enough energy for family and friends during leisure time?

1. Never
2. Rarely
3. Sometimes
4. Often
5. Always

Q17 In the last 12 months how many times have you personally experienced physical violence at work from...?

a. Patients / service users, their relatives or other members of the public.

b. Managers.

c. Other colleagues.

1. Never
2. 1-2
3. 3-5
4. 6-10
5. More than 10

If experienced physical violence (any of Q17a, Q17b or Q17c = 2,3,4 or 5) then ask Q17d

d. The last time you experienced physical violence at work, did you or a colleague report it?

1. Yes, I reported it.
2. Yes, a colleague reported it.
3. No
4. Don't know
9. Not applicable

Q18 In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...?

- a. Patients / service users, their relatives or other members of the public.
- b. Managers.
- c. Other colleagues.

1. Never
2. 1-2
3. 3-5
4. 6-10
5. More than 10

If experienced harassment, bullying or abuse (any of Q18a, Q18b or Q18c = 2,3,4 or 5) then ask Q18d

d. The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?

1. Yes, I reported it.
2. Yes, a colleague reported it.
3. No
4. Don't know
9. Not applicable

19. Does your organisation act fairly towards staff regardless of ethnic background, gender, religion, sexual orientation, disability or age, for example with regards to career progression or development opportunities?

1. Yes
2. No
3. Don't know

20. In the last 12 months have you personally experienced discrimination at work from any of the following?

- a. Patients / service users, their relatives or other members of the public.
- b. Manager / team leader or other colleagues

- 1. Yes
- 2. No

If experienced discrimination at work (Q20a = 1 OR Q20b = 1) then ask Q20c

c. On what grounds have you experienced discrimination? *Please tick all that apply*

- 1. Ethnic background
- 2. Gender
- 3. Religion
- 4. Sexual orientation
- 5. Disability
- 6. Age
- 7. Other (*please specify*) _____

Q21 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?

- 1. Yes
- 2. No

Q22 To what extent do you agree or disagree with the following?

- a. My organisation treats staff who are involved in an error, near miss or incident fairly.
- b. My organisation encourages us to report errors, near misses or incidents.
- c. When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.
- d. We are given feedback about changes made in response to reported errors, near misses and incidents.

- 9. Don't know
- 1. Strongly disagree
- 2. Disagree
- 3. Neither agree nor disagree
- 4. Agree
- 5. Strongly agree

Q23 Raising concerns about unsafe clinical practice

To what extent do you agree with the following statements about unsafe clinical practice?

- a. I would feel secure raising concerns about unsafe clinical practice.
- b. I am confident that my organisation would address my concern.

- 1. Strongly disagree
- 2. Disagree
- 3. Neither agree nor disagree
- 4. Agree
- 5. Strongly agree

Q24 To what extent does this statement reflect your view of your organisation as a whole?

I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).

- 1. Strongly disagree
- 2. Disagree
- 3. Neither agree nor disagree
- 4. Agree
- 5. Strongly agree

Q25a In the last 12 months, have you had an appraisal, annual review, development review, or Knowledge and Skills Framework (KSF) development review?

- 1. Yes
- 2. No
- 3. Can't remember

If 'no' (Q25a = 2) then ask Q25b and Q25c

b. Why not?

- 1. Bank only workers in my role are not offered an appraisal
- 2. As a bank worker I will be offered an appraisal, but I have not been in my role long enough yet
- 3. Other reasons (please specify) _____
- 4. Don't know

c. Would an appraisal help you to do your job better?

- 1. Yes
- 2. No
- 3. Don't know

Q26 To what extent do these statements reflect your view of your organisation as a whole?

- a. This organisation offers me challenging work.
- b. There are opportunities for me to develop my career in this organisation.
- c. I have opportunities to improve my knowledge and skills.
- d. I feel supported to develop my potential.
- e. I am able to access the right learning and development opportunities when I need to.

- 1. Strongly disagree
- 2. Disagree
- 3. Neither agree nor disagree
- 4. Agree
- 5. Strongly agree

Q27 To what extent do these statements reflect your view of your organisation as a whole?

- a. Care of patients / service users is my organisation's top priority.
- b. My organisation acts on concerns raised by patients / service users.
- c. I would recommend my organisation as a place to work.
- d. If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.
- e. I feel safe to speak up about anything that concerns me in this organisation.
- f. If I spoke up about something that concerned me I am confident my organisation would address my concern.

- 1. Strongly disagree
- 2. Disagree
- 3. Neither agree nor disagree
- 4. Agree
- 5. Strongly agree

Q28 In the next 12 months, which of the following are you planning to do or considering doing? *Please tick all that apply*

1. Continuing to work on the bank at this organisation
2. Continuing to do NHS bank work but not at this organisation
3. Moving to a permanent contract* at this organisation
4. Moving to a permanent contract* at another NHS organisation.
5. Working in the NHS but paid by an external agency.
6. Moving to a job in healthcare, but outside the NHS.
7. Moving to a job outside healthcare.
8. Taking a career break.
9. Retiring.
10. Going into full time training or studying.
11. Don't know.
12. Prefer not to say.

**The term 'permanent contract' refers to full time, part time, fixed hours, term time hours, annualised hours or fixed term contracts within the NHS.*

Bank work at this organisation

Q29 To what extent do you agree or disagree with the following questions about the bank team?
By this we mean the admin team that you would go to to resolve queries about your bank position e.g. payroll queries, cancelling a shift, etc.

- a. It is easy to get hold of the bank team if I have a query
- b. When I contact the bank team with a query, I can quickly get the answers I need

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

Your experience during the COVID-19 pandemic

Q30 The Covid-19 pandemic

- a. In the past 12 months, have you worked on a Covid-19 specific ward or area at any time?
- b. In the past 12 months, have you been required to work remotely/from home due to the Covid-19 pandemic?

1. Yes
2. No

Background information

We would like to know a bit more about you so that we can compare the experiences of different types of staff.

Q31 What of the following best describes you?

1. Female
2. Male
3. Non-binary
4. Prefer to self describe (write in) _____
5. Prefer not to say

Q32 Is your gender identity the same as the sex you were registered at birth?

1. Yes
2. No
3. Prefer not to say

Q33. Age

1. 16-20
2. 21-30
3. 31-40
4. 41-50
5. 51-65
6. 66+

Q34 What is your ethnic group?

(Choose one option that best describes your ethnic group or background)

White

1. English / Welsh / Scottish / Northern Irish / British
2. Irish
3. Gypsy or Irish Traveller
4. Any other White background

Mixed/Multiple ethnic background

5. White and Black Caribbean
6. White and Black African
7. White and Asian
8. Any other Mixed / Multiple ethnic background

Asian/Asian British

9. Indian
10. Pakistani
11. Bangladeshi

12. Chinese
13. Any other Asian background

Black/African/Caribbean/Black British

14. African
15. Caribbean
16. Any other Black / African / Caribbean background

Other ethnic group

17. Arab
 18. Any other ethnic background (*please specify*)
-

Q35 Which of the following best describes how you think of yourself?

1. Heterosexual or straight
2. Gay or Lesbian
3. Bisexual
4. Other
5. I would prefer not to say

Q36 What is your religion? Are you...

1. No religion
2. Christian
3. Buddhist
4. Hindu
5. Jewish
6. Muslim
7. Sikh
8. Any other religion (*please specify*) _____
9. I would prefer not to say

Q37a Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more?

1. Yes
2. No

If 'Yes' (Q37a = 1) then ask Q37b

b. Has your employer made reasonable adjustment(s) to enable you to carry out your work?

1. Yes
2. No
3. No adjustment required

Q38 Parental / caring responsibilities

- a. Do you have any children aged from 0 to 17 living at home with you, or who you have regular caring responsibility for?
- b. Do you look after, or give any help or support to family members, friends, neighbours or others because of either: long term physical or mental ill health / disability, or problems related to old age?

1. Yes
2. No

Q39a How long have you worked for this organisation in your current role? Please only include time spent working solely on the bank?

If your organisation has merged with another or changed its name, please include in your answer all the time you have worked with this organisation and its predecessors

1. Less than 1 year
2. 1-2 years
3. 3-5 years
4. 6-10 years
5. 11-15 years
6. More than 15 years

Q39b Prior to working on the bank, were you recruited directly to the NHS from outside of the UK?
(This is often referred to as international recruitment)

1. Yes
2. No
3. Prefer not to say

Q40 Is bank work in the NHS your main source of paid work?

1. Yes
2. No
3. Prefer not to say

Q41 What is your occupational group?

Please tick one box only

1. Occupational Therapy
 2. Physiotherapy
 3. Radiography
 4. Pharmacy
 5. Clinical Psychology
 6. Psychotherapy
 7. Operating Department Practitioner
 8. Other qualified Allied Health Professionals (*e.g. dietetics, speech and language therapy*)
 9. Support to Allied Health Professionals (*e.g. support worker, therapy helper, therapy assistant or student*)
 10. Other qualified Scientific and Technical or Healthcare Scientists (*e.g. haematology, clinical biochemistry, microbiology*)
 11. Support to healthcare scientists (*e.g. technicians, assistants or students*)
 12. Medical / Dental - Consultant
 13. Medical / Dental - In Training (*e.g. Foundation Y1 & Y2, StRs (incl FTSTAs & LATs), SHOs, SpRs / SpTs / GPRs*)
 14. Medical / Dental - Other (*e.g. Staff, Associate Specialist and Specialty (SAS)*) (14)
 15. Salaried Primary Care Dentists
 16. Emergency Care Practitioner
 17. Paramedic
 18. Emergency Care Assistant
 19. Ambulance Technician
 20. Ambulance Control Staff (*e.g. call handler, dispatchers, PTS controllers*)
 21. Patient Transport Service (*e.g. ambulance drivers, support staff*)
 22. Public Health / Health Improvement
 23. Commissioning managers / support staff
 24. Adult / General
 25. Mental health
 26. Learning disabilities
 27. Children
 28. Midwives
 29. Health Visitors
 30. District / Community
 31. Other Registered Nurses
 32. Nursing auxiliary / Nursing assistant / Healthcare assistant (*including Health / Clinical / Nursing Support Worker*)
 33. Approved social workers / Social workers / Residential social workers
 34. Social care managers
 35. Social care support staff
 36. Admin & Clerical (*including Medical Secretary*)
 37. Central Functions / Corporate Services (*e.g. HR, Finance, Information Systems, Information Technology*)
 38. Maintenance / Ancillary (*e.g. housekeeping, domestic staff, maintenance, facilities, estates*)
 39. General Management (*N.B. If you are a manager and can choose a group from elsewhere in the list, please select that other occupational group*)
 40. Other occupational group (*please specify*)
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If you have any additional comments about working in this organisation, please write them below.

Written comments you provide will be passed to your organisation, so do not include any personal details in your comments if you want to remain anonymous.

Optional bank questions

Q42 What does this organisation do well to support bank workers?

Q43 What could this organisation do better to support bank workers?
