



2025 National NHS Staff Survey for bank only workers (NSSB)

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

This is an independent survey of your experience of working in the NHS, tailored to bank only workers. The aim is to gather information that will help improve the working lives of our NHS people and so help to provide better care for patients.

Your organisation will be able to use the anonymised survey results to improve local working conditions and practices. Other organisations may use the results, including NHS commissioners, the Care Quality Commission, the Department of Health and Social Care, and NHS England.

As a bank only worker, 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.

Please note this survey includes questions relating to physical violence, bullying, harassment, or abuse at work, discrimination, and sexual violence.

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. Your unique login is only used by [Contractor Name] to identify which staff should be sent a reminder.

The survey is conducted by [Contractor Name] and the NHS Staff Survey Coordination Centre on behalf of your organisation and NHS England, in partnership with trade unions.

The survey findings will be analysed by [Contractor Name] and the NHS Staff Survey Coordination Centre and the results will be presented in summary reports in which no individual can be identified.

If you have any queries about this questionnaire please contact the [Insert] helpline on [Insert] or go to www.nhsstaffsurveys.com

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

Q9 To what extent does the following statement apply to you?

I am able to decide the hours/shift pattern I want to work as a bank worker.

9. Not applicable – I always work the same hours/shift pattern
1. Never
2. Rarely
3. Sometimes
4. Often
5. Always

YOUR TEAM

Q10 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.

Q11 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

Q12 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

Q13 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

Q14 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 AT WORK

Q15 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

Q16 Health & well-being

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? Examples may include back pain, neck or arm strains, and joint pain.

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' (Q16d = 1) then ask Q16e

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

1. Yes
2. No

Q17 Health & 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

Q18 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 Q18a, Q18b or Q18c = 2,3,4 or 5) then ask Q18d

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

Q19 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 Q19a, Q19b or Q19c = 2,3,4 or 5) then ask Q19d

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

Q20. Does your organisation act fairly with regard to career progression / development, regardless of e.g. age, disability, ethnic background, gender reassignment, religion, sex or sexual orientation?

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

Q21 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 (Q21a = 1 OR Q21b = 1) then ask Q21c

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

- 1. Age
- 2. Disability
- 3. Gender reassignment
- 4. Marriage and civil partnership
- 5. Pregnancy and maternity
- 6. Race
- 7. Religion or belief
- 8. Sex
- 9. Sexual orientation
- 10. Other (*please specify*) _____

Q22 In the last 12 months, how many times have you been the target of unwanted behaviour of a sexual nature in the workplace? This may include offensive or inappropriate sexualised conversation (including jokes), touching or assault.

- a. From patients / service users, their relatives or other members of the public
 - b. From staff / colleagues
- 1. Never
 - 2. 1-2
 - 3. 3-5
 - 4. 6-10
 - 5. More than 10

Q23 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

Q24 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

Q25 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

Q26 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

Q27 To what extent does the following statement apply to you?

I can eat nutritious and affordable food while I am working.
Please note, this could be food you buy or prepare yourself

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

YOUR PERSONAL DEVELOPMENT

Q28 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

Q29 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.
- f. I can get the help and support I need if I have questions when I am at work.
- g. I am able to access clinical supervision opportunities when I need to.

9. Not applicable (option available for Q29g only)
1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

YOUR ORGANISATION

Q30 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

Q31 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

Q32 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
- c. I feel supported by the bank team (such as receiving local and trust specific updates, hearing about new opportunities and general wellbeing support, etc.)

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

Q33 Which of the following best describes why you chose to work as a bank worker for the NHS? *Please select all that apply.*

- 1. As an additional source of income
- 2. Quickest route into employment in the NHS
- 3. To develop or maintain skills / gain work experience
- 4. I enjoy the variety of working in different teams/areas
- 5. The skills and experience I gain will help me obtain a substantive role in the NHS
- 6. It offers flexible working arrangements / I am in control of the hours I work
- 7. I am a student
- 8. I am returning to work after a career break
- 9. I am approaching retirement
- 10. I have retired and want to work part-time
- 11. It is the only contract available
- 12. It pays more money per shift
- 13. Other reason – Please say why _____

BACKGROUND INFORMATION

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

Q34 Which of the following best describes you?

- 1. Female
- 2. Male
- 3. Non-binary
- 4. Prefer to self-describe: _____
- 9. Prefer not to say

Q35 Is your gender identity the same as the sex you were registered at birth?

- 1. Yes
- 2. No
- 9. Prefer not to say

Q36 Age

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

Q37 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. Filipino
14. Any other Asian background

Black/African/Caribbean/Black British

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

Other ethnic group

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

Q38 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

Q39 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

Q40a 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' (Q40a = 1) then ask Q40b

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

1. Yes
2. No
3. No adjustment required

Q41 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

Q42 The following question(s) ask about your household circumstances when you were aged 14. These are a standardised set of questions widely used in survey research. The information you provide will be used to understand whether people that grew up in different circumstances have different experiences of working for the NHS.

When you were aged about 14, was the main or highest income earner in your household an employee, self-employed, or not working?

1. Employee
2. Self-employed with employees
3. Self-employed or freelancer without employees
4. They were not working
5. Prefer not to say

[If Q42=1 then ask Q43]

Q43 When you were aged about 14, how many people worked for the main or highest income earner's employer?

This question is asking about the total number of employees who worked at the branch or location where the job was mainly carried out.

1. 1 to 24
2. 25 or more
3. I don't know
4. Prefer not to say

[If Q42=2 then ask Q44]

Q44 When you were aged about 14, how many people did the main or highest income earner employ?

1. 1 to 24
2. 25 or more
3. I don't know
4. Prefer not to say

[If Q42=1 then ask Q45]

Q45 When you were aged about 14, did the main or highest income earner formally supervise any other employees?

A supervisor is responsible for overseeing the work of other employees on a regular basis.

1. Yes
2. No
3. I don't know
4. Prefer not to say

[Skip Q46 if Q42=4 or Q42=5]

Q46 When you were aged about 14, what was the occupation of the main or highest income earner?

1. Professional Occupations

Such as teacher, nurse, physiotherapist, social worker, welfare officer, artist, musician, software designer, accountant, solicitor, medical practitioner, scientist, or engineering professions

2. Managers, including senior, middle, or junior

Such as finance manager, chief executive, office manager, retail manager, bank manager, restaurant manager, warehouse manager

3. Clerical and intermediate occupations

Such as secretary, personal assistant, clerical worker, office clerk, call centre agent, nursing auxiliary, or nursery nurse

4. Routine, Semi-routine manual or service occupations

Such as postal worker, machine operative, security guard, caretaker, farm worker, catering assistant, sales assistant, HGV driver, cleaner, porter, packer, labourer, waiter/waitress, bar staff

5. Technical and craft occupations

Such as motor mechanics, plumber, printer, electrician, gardener, train driver

6. I don't know

7. Prefer not to say

Q47 Thinking about your current role, how often, if at all, do you work at/from home?

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

Q48a 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

b. 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
9. Prefer not to say

Q49 Is bank work in the NHS your main source of paid work?

1. Yes

- 2. No
- 9. Prefer not to say

Q50 Have you previously worked on a substantive contract for the NHS?

By 'substantive contract' we mean permanent or fixed term contract

- 1. Yes
- 2. No

Q51 What is your occupational group?

Please tick one box only

Allied Health Professionals / Healthcare Scientists / Scientific and Technical

- 1. Occupational Therapy
- 2. Physiotherapy
- 3. Radiography
- 4. Pharmacy
- 5. Clinical Psychology
- 6. Psychotherapy
- 7. Operating Department Practitioner
- 8. Speech and Language Therapy
- 9. Other qualified Allied Health Professionals (*e.g. dietetics, podiatry, osteopathy*)
- 10. Support to Allied Health Professionals (*e.g. support worker, therapy helper, therapy assistant*)
- 11. Other qualified Scientific and Technical or Healthcare Scientists (*e.g. haematology, clinical biochemistry, microbiology*)
- 12. Support to healthcare scientists (*e.g. technicians, assistants or students*)

Medical and Dental

- 13. Medical / Dental - Consultant
- 14. Medical / Dental - In Training (*e.g. Foundation Y1, Foundation Y2, Core trainees, Specialty trainees (including GPs)*)
- 15. Medical / Dental - SAS doctor (*Specialty Doctor, Specialist, Staff Grade or Associate Specialist*)
- 16. Medical / Dental - Other (*e.g. Locally Employed Doctor, Trust Grade Doctor, Clinical Fellow, etc.*)
- 17. Salaried Primary Care Dentists

Ambulance (operational)

- 18. Emergency Care Practitioner
- 19. Paramedic
- 20. Emergency Care Assistant
- 21. Ambulance Technician
- 22. Ambulance Control Staff (*e.g. call handler, dispatchers, PTS controllers*)
- 23. Patient Transport Service (*e.g. ambulance drivers, support staff*)

Public Health

- 24. Public Health / Health Improvement

Commissioning

25. Commissioning managers / support staff

Registered Nurses and Midwives

- 26. Adult / General
- 27. Mental health
- 28. Learning disabilities
- 29. Children
- 30. Midwives
- 31. Health Visitors
- 32. District / Community
- 33. Other Registered Nurses

Nursing or Healthcare Assistants

34. Nursing auxiliary / Nursing assistant / Healthcare assistant (*including Health / Clinical / Nursing Support Worker*)

Social Care

- 35. Social workers
- 36. Social care managers
- 37. Social care support staff

Wider Healthcare Team

- 38. Admin & Clerical (*including Medical Secretary*)
- 39. Central Functions / Corporate Services (*e.g. HR, Finance, Information Systems, Information Technology*)
- 40. Maintenance / Ancillary (*e.g. housekeeping, domestic staff, maintenance, facilities, estates*)

General Management

- 41. 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*)
- 42. Other occupational group (*please specify*)

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

Q52 What does this organisation do well to support bank workers?

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.

Q53 What could this organisation do better to support bank workers?

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.

PERMISSION TO RECONTACT FOR FUTURE RESEARCH

Part A: The NHS Staff Survey for bank only workers is coordinated on behalf of NHS England by the NHS Staff Survey Coordination Centre, based at Picker, an independent health and social care charity. As part of the ongoing development of the survey, the NHS Staff Survey Coordination Centre may wish to conduct research to test and develop new survey questions.

Would you like to hear about any opportunities to get involved in testing and developing the questions used in the NHS Staff Survey for bank only workers?

If you select yes, you will be asked to provide your name and email address. By providing your name and email address, you agree to these details being shared with the NHS Staff Survey Coordination Centre at Picker only. Your contact details will not be shared with your organisation, NHS England, or any other third party, and will not be linked to any of the responses you have given in this survey. The NHS Staff Survey Coordination Centre will retain your contact details for a maximum of 12 months and will not use them for any purpose other than to let you know about opportunities to help with the development of the survey questions.

1. Yes
2. No

Part B **[Shown if respondents answer Yes for Part A]:**

Please provide your name and email address below.

- Name: _____
- Email address: _____