

NHS Staff Survey for bank only workers 2026 (NSSB)

Please read each question carefully, but give your immediate response by ticking the box which best matches your personal view.

Please note this survey includes questions relating to physical violence, bullying, harassment, or abuse at work, discrimination, and sexual violence. One question asks about childhood circumstances, to see whether NHS staff from different backgrounds have different experiences at work.

No one in your organisation, or the NHS, will be able to identify individual responses. Answers will be treated in the strictest confidence.

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.

If you have any queries about this questionnaire please contact the [CONTRACTOR] helpline on XXXX XXX XXXX, email [CONTRACTOR EMAIL] 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

- ☐ Never
- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Always

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

- ☐ Yes - I always work the same hours / shift pattern each week
- ☐ Yes - I usually work the same hours / shift pattern each week
- ☐ No

Q3a Do you have face-to-face, video or telephone contact with patients / service users as part of your job?

- ☐ Yes, frequently
- ☐ Yes, occasionally
- ☐ No

Q3b Do you have line management responsibility?

- ☐ Yes
- ☐ No

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

	Never	Rarely	Sometimes	Often	Always
I look forward to going to work.	☐	☐	☐	☐	☐
I am enthusiastic about my job.	☐	☐	☐	☐	☐
Time passes quickly when I am working.	☐	☐	☐	☐	☐

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

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I always know what my work responsibilities are.	☐	☐	☐	☐	☐
I am trusted to do my job.	☐	☐	☐	☐	☐
There are frequent opportunities for me to show initiative in my role.	☐	☐	☐	☐	☐
I am able to make suggestions to improve the work we do.	☐	☐	☐	☐	☐
I am involved in deciding on changes introduced that affect my work.	☐	☐	☐	☐	☐
I am able to make improvements happen at work.	☐	☐	☐	☐	☐
I am able to meet all the conflicting demands on my time at work.	☐	☐	☐	☐	☐
I have adequate materials, supplies and	☐	☐	☐	☐	☐

equipment to do my work.

When I am at work, there are enough staff for me to do my job properly.

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

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
The recognition I get for good work.	☐	☐	☐	☐	☐
The extent to which my organisation values my work.	☐	☐	☐	☐	☐
My level of pay.	☐	☐	☐	☐	☐

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

	Never	Rarely	Sometimes	Often	Always
I have unrealistic time pressures.	☐	☐	☐	☐	☐
I have a choice in deciding how to do my work.	☐	☐	☐	☐	☐
Relationships at work are strained.	☐	☐	☐	☐	☐

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

	Not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I feel that my role makes a difference to patients / service users.	☐	☐	☐	☐	☐	☐
My organisation is committed to helping me balance my work and home life.		☐	☐	☐	☐	☐
I achieve a good balance between my work life and my home life.		☐	☐	☐	☐	☐

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.

- ☐ Not applicable – I always work the same hours/shift pattern
- ☐ Never
- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ 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?

- ☐ I will answer about the team I always / usually work in.
- ☐ 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?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I receive the respect I deserve from my colleagues at work.	☐	☐	☐	☐	☐
Team members understand each other's roles.	☐	☐	☐	☐	☐
I enjoy working with the colleagues in my team.	☐	☐	☐	☐	☐
My team has enough freedom in how to do its work.	☐	☐	☐	☐	☐
In my team disagreements are dealt with constructively.	☐	☐	☐	☐	☐
I feel valued by my team.	☐	☐	☐	☐	☐
I feel a strong personal attachment to my team.	☐	☐	☐	☐	☐

PEOPLE IN YOUR ORGANISATION

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

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Teams within this organisation work well together to achieve their objectives.	☐	☐	☐	☐	☐
The people I work with are understanding and kind to one another.	☐	☐	☐	☐	☐
The people I work with are polite and treat each other with respect.	☐	☐	☐	☐	☐
The people I work with show appreciation to one another.	☐	☐	☐	☐	☐

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?

- ☐ I will answer about the manager I always / usually report to
- ☐ 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)...

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
...encourages me at work.	☐	☐	☐	☐	☐
...gives me clear feedback on my work.	☐	☐	☐	☐	☐
...asks for my opinion before making decisions that affect my work.	☐	☐	☐	☐	☐
...takes a positive interest in my health and well-being.	☐	☐	☐	☐	☐
...values my work.	☐	☐	☐	☐	☐

...works
together with
me to come to
an
understanding
of problems.

☐☐☐☐☐

...is
interested in
listening to
me when I
describe
challenges I
face.

☐☐☐☐☐

...cares about
my concerns.

☐☐☐☐☐

...takes
effective
action to help
me with any
problems I
face.

☐☐☐☐☐

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?

☐ 0 - 15 hours

☐ 16 - 29 hours

☐ 30 hours or more

Health & well-being

Q16a

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
My organisation takes positive action on health and well-being	☐	☐	☐	☐	☐

Q16b-d

	Yes	No
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.	☐	☐
During the last 12 months have you felt unwell as a result of work related stress?	☐	☐
In the last three months have you ever come to work despite not feeling well enough to perform your duties?	☐	☐

If 'Yes' (Q16d = 1) then ask Q16e

Q16e

	Yes	No
Have you felt pressure from the organisation to come to work?	☐	☐

Q17

	Never	Rarely	Sometimes	Often	Always
How often, if at all, do you find your work emotionally exhausting?	☐	☐	☐	☐	☐
How often, if at all, do you feel burnt out because of your work?	☐	☐	☐	☐	☐
How often, if at all, does your work frustrate you?	☐	☐	☐	☐	☐
How often, if at all, are you exhausted at the thought of another day/shift at work?	☐	☐	☐	☐	☐
How often, if at all, do you feel worn out at the end of your working day/shift?	☐	☐	☐	☐	☐
How often, if at all, do you feel that every working hour is tiring for you?	☐	☐	☐	☐	☐
How often, if at all, do you not have enough energy for family and friends during leisure time?	☐	☐	☐	☐	☐

Q18 In the last 12 months how many times have you personally experienced physical violence at work from...?

	Never	1-2	3-5	6-10	More than 10
Patients / service users, their relatives or other members of the public	☐	☐	☐	☐	☐
Managers	☐	☐	☐	☐	☐
Other colleagues	☐	☐	☐	☐	☐

If experienced physical violence (any of Q18a, Q18b or Q18c = 2,3,4 or 5) then ask Q18d
Q18d The last time you experienced physical violence at work, did you or a colleague report it?

- ☐ Yes, I reported it
- ☐ Yes, a colleague reported it
- ☐ No
- ☐ Don't know
- ☐ Not applicable

Q19 In the last 12 months how many times have you personally experienced harassment, bullying or abuse at work from...?

	Never	1-2	3-5	6-10	More than 10
Patients / service users, their relatives or other members of the public	☐	☐	☐	☐	☐
Managers	☐	☐	☐	☐	☐
Other colleagues	☐	☐	☐	☐	☐

If experienced harassment, bullying or abuse (any of Q19a, Q19b or Q19c = 2,3,4 or 5) then ask Q19d

Q19d The last time you experienced harassment, bullying or abuse at work, did you or a colleague report it?

- ☐ Yes, I reported it
- ☐ Yes, a colleague reported it
- ☐ No
- ☐ Don't know
- ☐ 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?

☐ Yes

☐ No

☐ Don't know

Q21 In the last 12 months have you personally experienced discrimination at work from any of the following?

	Yes	No
Patients / service users, their relatives or other members of the public	☐	☐
Manager / team leader or other colleagues	☐	☐

If experienced discrimination at work (Q21a = 1 OR Q21b = 1) then ask Q21c

Q21c On what grounds have you experienced discrimination? Please tick all that apply

- ☐ Age
 - ☐ Disability
 - ☐ Gender reassignment
 - ☐ Marriage and civil partnership
 - ☐ Pregnancy and maternity
 - ☐ Race
 - ☐ Religion or belief
 - ☐ Sex
 - ☐ Sexual orientation
 - ☐ 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.

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

Q23 In the last month have you seen any errors, near misses, or incidents that could have hurt staff and/or patients/service users?

☐ Yes

☐ No

Q24 To what extent do you agree or disagree with the following?

	Don't know	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
My organisation treats staff who are involved in an error, near miss or incident fairly.	☐	☐	☐	☐	☐	☐
My organisation encourages us to report errors, near misses or incidents.	☐	☐	☐	☐	☐	☐
When errors, near misses or incidents are reported, my organisation takes action to ensure that they do not happen again.	☐	☐	☐	☐	☐	☐
We are given feedback about changes made in response to reported errors, near misses and incidents.	☐	☐	☐	☐	☐	☐

Q25 Raising concerns about unsafe clinical practice

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

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I would feel secure raising concerns about unsafe clinical practice.	☐	☐	☐	☐	☐
I am confident that my organisation would address my concern.	☐	☐	☐	☐	☐

Q26 To what extent does this statement reflect your view of your organisation as a whole?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I think that my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas, etc).	☐	☐	☐	☐	☐

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

	Never	Rarely	Sometimes	Often	Always
I can eat nutritious and affordable food while I am working. <i>Please note, this could be food you buy or prepare yourself</i>	☐	☐	☐	☐	☐

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?

- ☐ Yes
- ☐ No
- ☐ Can't remember

Q29 To what extent do these statements reflect your view of your organisation as a whole?

	Not applicable	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
This organisation offers me challenging work.		☐	☐	☐	☐	☐
There are opportunities for me to develop my career in this organisation.		☐	☐	☐	☐	☐
I have opportunities to improve		☐	☐	☐	☐	☐

my
knowledge
and skills.

I feel
supported to
develop my
potential.

I am able to
access the
right
learning and
development
opportunities
when I need
to.

I can get the
help and
support I
need if I
have
questions
when I am at
work.

I am able to
access
clinical
supervision
opportunities
when I need
to.



YOUR ORGANISATION

Q30 To what extent do these statements reflect your view of your organisation as a whole?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Care of patients / service users is my organisation's top priority.	☐	☐	☐	☐	☐
My organisation acts on concerns raised by patients / service users.	☐	☐	☐	☐	☐
I would recommend my organisation as a place to work.	☐	☐	☐	☐	☐
If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation.	☐	☐	☐	☐	☐
I feel safe to speak up about anything that concerns me in this organisation.	☐	☐	☐	☐	☐

If I spoke up
about
something
that
concerned
me I am
confident my
organisation
would
address my
concern.



Q31 In the next 12 months, which of the following are you planning to do or considering doing?

Please tick all that apply

- ☐ Continuing to work on the bank at this organisation
- ☐ Continuing to do NHS bank work but not at this organisation
- ☐ Moving to a permanent contract* at this organisation
- ☐ Moving to a permanent contract* at another NHS organisation
- ☐ Working in the NHS but paid by an external agency
- ☐ Moving to a job in healthcare, but outside the NHS
- ☐ Moving to a job outside healthcare
- ☐ Taking a career break
- ☐ Retiring
- ☐ Going into full time training or studying
- ☐ Don't know
- ☐ 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.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
It is easy to get hold of the bank team if I have a query	☐	☐	☐	☐	☐
When I contact the bank team with a query, I can quickly get the answers I need	☐	☐	☐	☐	☐
I feel supported by the bank team (such as receiving local and trust specific updates, hearing about new opportunities and general wellbeing support, etc.)	☐	☐	☐	☐	☐

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

- ☐ As an additional source of income
 - ☐ Quickest route into employment in the NHS
 - ☐ To develop or maintain skills / gain work experience
 - ☐ I enjoy the variety of working in different teams/areas
 - ☐ The skills and experience I gain will help me obtain a substantive role in the NHS
 - ☐ It offers flexible working arrangements / I am in control of the hours I work
 - ☐ I am a student
 - ☐ I am returning to work after a career break
 - ☐ I am approaching retirement
 - ☐ I have retired and want to work part-time
 - ☐ It is the only contract available
 - ☐ It pays more money per shift
 - ☐ 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.

Q34a What was your registered sex at birth?

- ☐ Female
- ☐ Male
- ☐ Prefer not to say

Q34b Are you transgender or non-binary?

Transgender and non-binary people are those whose lived sex or gender identity differs from their sex registered at birth.

- ☐ No
- ☐ Yes, I am transgender
- ☐ Yes, I am non-binary
- ☐ Yes, but I prefer to self-describe
- ☐ Don't know
- ☐ Prefer not to say

Skip To: Q35 If Are you transgender or non-binary? Transgender and non-binary people are those whose lived sex or... = No

Display Q34c:

If Are you transgender or non-binary? Transgender and non-binary people are those whose lived sex or... = Yes, I am transgender or have a trans history

Or Are you transgender or non-binary? Transgender and non-binary people are those whose lived sex or... = Yes, I am non-binary

Or Are you transgender or non-binary? Transgender and non-binary people are those whose lived sex or... = Yes, but I would prefer to self-describe

Or Are you transgender or non-binary? Transgender and non-binary people are those whose lived sex or... = Don't know

Or Are you transgender or non-binary? Transgender and non-binary people are those whose lived sex or... = Prefer not to say

Q34c Do you have the protected characteristic of gender reassignment?

According to the Equality Act 2010, a person has the protected characteristic of gender reassignment if the person is proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex.

☐ Yes

☐ No

☐ Don't know

☐ Prefer not to say

Q35 How old are you?

☐ 16-20

☐ 21-30

☐ 31-40

☐ 41-50

☐ 51-65

☐ 66+

Q36 What is your ethnic group?

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

White

- ☐ English / Welsh / Scottish / Northern Irish / British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background

Mixed/Multiple ethnic background

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Mixed / Multiple ethnic background

Asian/Asian British

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Filipino
- ☐ Any other Asian background

Black/African/Caribbean/Black British

- ☐ African

- ☐ Caribbean
- ☐ Any other Black / African / Caribbean background

Other ethnic group

- ☐ Arab
 - ☐ Any other ethnic background (*please specify*)
-

Q37 Which of the following best describes how you think of yourself?

- ☐ Heterosexual or straight
- ☐ Gay or Lesbian
- ☐ Bisexual
- ☐ Other
- ☐ I would prefer not to say

Q38 What is your religion? Are you...

- ☐ No religion
 - ☐ Christian
 - ☐ Buddhist
 - ☐ Hindu
 - ☐ Jewish
 - ☐ Muslim
 - ☐ Sikh
 - ☐ Any other religion (*please specify*)
-

☐ I would prefer not to say

Q39a

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

- ☐ Yes
- ☐ No

If 'Yes' (Q39a = 1) then ask Q39b

Q39b Has your employer made reasonable adjustment(s) to enable you to carry out your work?

- ☐ Yes
- ☐ No
- ☐ No adjustment required

Q40 Parental / caring responsibilities

	Yes	No
Do you have any children aged from 0 to 17 living at home with you, or who you have regular caring responsibility for?	☐	☐
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?	☐	☐

Q41 What was the occupation of your main household earner when you were aged about 14?

☐ **Modern professional and traditional professional occupations**

Such as: teacher, nurse, physiotherapist, social worker, musician, police officer (sergeant or above), software designer, accountant, solicitor, medical practitioner, scientist, civil or mechanical engineer

☐ **Senior, middle or junior managers or administrators**

Such as: finance manager, chief executive, large business owner, office manager, retail manager, bank manager, restaurant manager, warehouse manager

☐ **Clerical and intermediate occupations**

Such as: secretary, personal assistant, call centre agent, clerical worker, nursery nurse

☐ **Technical and craft occupations** *Such as: motor mechanic, plumber, printer, electrician, gardener, train driver*

☐ **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 or waitress, bar staff*

☐ **Long-term unemployed** *(claimed Jobseeker's Allowance or earlier unemployment benefit for more than a year)*

☐ **Small business owners who employed less than 25 people** *Such as: corner shop owners, small plumbing companies, retail shop owner, single restaurant or cafe owner, taxi owner, garage owner*

☐ **Other** *Such as: they were retired, I was in care, this question does not apply to me, I don't know*

☐ **I prefer not to say**

Q42 Thinking about your current role, how often, if at all, do you work at/from home?

- ☐ Never
- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Always

Q43a 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

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

Q43b 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)

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Q44 Is bank work in the NHS your main source of paid work?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Q45 Have you previously worked on a substantive contract for the NHS? *By 'substantive contract' we mean permanent or fixed term contract*

- ☐ Yes
- ☐ No

Q46 What is your occupational group?

Please tick one box only.

Allied Health Professionals / Healthcare Scientists / Scientific and Technical / Psychological Professionals

- ☐ Occupational Therapy
- ☐ Physiotherapy
- ☐ Radiography
- ☐ Pharmacy
- ☐ Practitioner Psychologist (*e.g. clinical, counselling, forensic, health*)
- ☐ Psychological Therapist (*e.g. CBT therapist, counsellor, child and adolescent psychotherapist*)
- ☐ Operating Department Practitioner
- ☐ Speech and Language Therapy
- ☐ Other qualified Allied Health Professionals (*e.g. dietetics, podiatry, osteopathy, dental care professional*)
- ☐ Support to Allied Health Professionals (*e.g. support worker, therapy helper, therapy assistant*)
- ☐ Other qualified Scientific and Technical or Healthcare Scientists (*e.g. haematology, clinical biochemistry, microbiology, chaplaincy*)
- ☐ Support to healthcare scientists (*e.g. technicians, assistants or students*)

Medical and Dental

- ☐ Medical / Dental - Consultant
- ☐ Medical / Dental - In Training (*e.g. Foundation Y1, Foundation Y2, Core Trainees, Specialty Trainees (including GPs)*)
- ☐ Medical / Dental - SAS doctor (*Specialty Doctor, Specialist, Staff Grade or Associate Specialist*)
- ☐ Medical / Dental - Other (*e.g. Locally Employed Doctor, Trust Grade Doctor, Clinical Fellow, etc*)

- ☐ Salaried Primary Care Dentists

Ambulance (operational)

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

Public Health

- ☐ Public Health / Health Improvement

Commissioning

- ☐ Commissioning managers / support staff

Registered Nurses and Midwives

- ☐ Adult / General
- ☐ Mental health
- ☐ Learning disabilities
- ☐ Children
- ☐ Midwives
- ☐ Health Visitors
- ☐ District / Community
- ☐ Other Registered Nurses

Nursing or Healthcare Assistants

- ☐ Nursing auxiliary / Nursing assistant / Healthcare assistant (*including Health / Clinical / Nursing Support Worker*)

Social Care

- ☐ Social workers
- ☐ Social care (*staff / managers*)

Wider Healthcare Team

- ☐ Admin & Clerical (*including Medical Secretary*)
- ☐ Central Functions / Corporate Services (*e.g. HR, Finance, IT*)
- ☐ Estates and Facilities (*e.g. Cleaning Operatives, Engineers, Maintenance and Porters*)

General Management

- ☐ General Management (*Only select this if no other occupational group applies.*)
- ☐ Other occupational group (*please specify*)

Q47 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.

Q48 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.

Q49 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.

PERMISSION TO RECONTACT FOR FUTURE RESEARCH

Q50 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?

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.

☐ Yes

☐ No

If Q50 = "Yes", ask Q51

Q51 Please provide your name and email address below.

☐ Name: _____

☐ Email address: _____