

National Education and Training Survey (NETS)

Frequently Asked Questions

How is NETS different to other surveys?

NETS is a comprehensive survey that gives you an opportunity to give confidential feedback on your training and learning experience. NETS is the only national survey of all healthcare learners across all clinical learning environments.

While the GMC's National Trainee Survey (NTS), for example, provides valuable feedback from postgraduate medical trainees, NETS expands on this by engaging with a wider range of clinical learners to identify good practice and support improvements in educational quality.

NETS is designed to replace many other surveys previously issued by Health Education England (HEE). However, the NETS will not replace the GMC NTS or any placement evaluation documents or processes that your education provider may administer and oversee.

What are the benefits of the survey?

The survey provides a unique source of multiprofessional learner feedback and insight that enables us to identify improvements and share good practice. In sharing good practice, we can support healthcare professionals to develop the right skills, values and behaviours to deliver high-quality patient care. The survey allows placement providers and education institutions to see how they compare nationally and across all learner and professional groups.

The findings will enable placement providers to demonstrate to learners and regulators that they are providing a high-quality experience and provide education institutions with an opportunity to showcase the quality of clinical placements available within their programmes.

What do you mean by placement provider?

A placement provider is the organisation delivering the practical, clinical element of your training programme. This may be the hospital or community setting where you are training and completing work based and competency assessments.

Who needs to complete the survey?

All healthcare learners, including undergraduate clinical learners and postgraduate medical and dental trainees, are invited to complete the survey. Learners are asked to provide feedback on their experience of the clinical learning environment in their current or previous placement.

I am already on placement; do I complete NETS and a placement evaluation?

Yes. Placement evaluations are essential for your education and placement provider to gain feedback regarding the delivery of programmes in clinical practice settings, these should be completed as required by your education provider.

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How to complete the survey

The survey will be open from 11 November 2019 until 6 December 2019 for four weeks. You can complete the survey straightaway and you don't need an access code or an invite. If you are a postgraduate medical or dental trainee, a personalised link to complete NETS should have been emailed to you from NETS@hee.nhs.uk

All learners will complete the survey on the SmartSurvey platform, a secure online portal for NETS.

The survey usually takes 10-15 minutes to complete. You have the flexibility to save your progress and continue later. If you decide to continue later, you will be prompted to provide your name and email address. You will then receive an automated email confirming your saved responses, and a unique URL link back to pick up where you left the incomplete survey.

I am a post graduate medical / dental trainee, so why did I not receive a link to complete the survey?

If you are a postgraduate medical or dental trainee, a personalised link to complete NETS should have been emailed to you from NETS@hee.nhs.uk. This will contain prepopulated information about your placement so please access the survey from this link.

If you have not received a link, please check your email spam folder. The following issues can prevent the NETS link reaching your email inbox; a users' inbox being full, an email account no longer existing, the IP address of your server, your ISP being blacklisted or blocked, your server using Greylisting to defer email traffic perceived as spam or email receiving limits being exceeded.

Please check your email spam/junk mail folder and, if you have not received a survey link by 11 November, please contact the NETS Project team via email at NETS@hee.nhs.uk.

I am a post graduate medical / dental trainee and the prepopulated information in the survey is incorrect. How can I update this information?

The prepopulated information (*training institution, training programme, level of study, placement location and placement provider*) for postgraduate medical and dental trainees has been drawn from the national Trainee Information System (TIS) database. This data has been accessed on 11 November 2019 to ensure it is as up to date as possible. If any of this information is incorrect, please contact the NETS Project team via email at NETS@hee.nhs.uk.

What will we ask you?

The survey asks you about the quality of your clinical placement learning environment. The survey features questions around the following key themes:

1. Educational environment
2. Educational quality
3. Placement experience
4. Patient Care

How will the information be used?

Responses will be analysed to create reports at national, regional and local HEE office and individual placement provider level. As this is the second year of NETS, we will be able to compare responses across professional groups by academic year as well as individual provider organisations.

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HEE and education and placement providers use your answers to the survey, along with other sources of information, to review and improve educational quality in clinical learning environments.

NETS has been designed to complement other sources of information about the quality of the clinical learning environment by providing a unique multi-professional learner perspective. Whilst the very first NETS survey in 2018 received many positive responses, some concerns were also raised.

HEE is responding to learner feedback by launching a refined NETS campaign in November 2019. This campaign will:

- Respond to learner feedback ('You said... We did...')
- Highlight where improvement work is underway
- Develop and share good practice
- Identify further areas for improvement

Why am I being asked to confirm personal information, such as my ethnicity, gender, nationality, sexual orientation and religion?

We ask for this information in order to identify if there are any specific groups of learners that are not experiencing high quality training placements. You do not have to share this information with us, but it will help us to identify and act on any issues or concerns. The purpose of the NETS is to improve the quality of the clinical learning environment for all healthcare learners.

How do you use and store personal data?

Data collected within the survey tool is downloaded and stored securely in HEE's data warehousing facility in line with appropriate organisational and technical data protection measures. All survey responses are confidential and only reported publicly in aggregated form to prevent identification of individuals.

Free text responses and comments will be shared with local HEE Quality teams. By sharing this information, HEE Quality teams are able to fully investigate the comments and any issues raised.

Participants' personal data will be securely stored by HEE, as the data controller, and Smart Survey as the licensed data processor. Personal data will only be accessible to HEE staff with a direct requirement to access this information to fulfil their role within the remit of education quality improvement and administration of NETS.

In exceptional circumstances, we may need to share your personal data (name and email address) internally within HEE and other third-party organisations, such as the Department of Health and Social Care, NHS organisations and other Government bodies, where a serious concern is identified. This action will only be taken in exceptional circumstances and will be subject to compliance with the data protection legislation.

Can I use NETS to report patient safety or bullying concerns?

If you have identified any patient safety, bullying or harassment concerns in your placement, please report these issues to your supervisor, line manager or other senior colleague in your placement as soon as possible. Your education and placement providers will have policies in place to review and act upon any concerns.

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While you can reference any issues in your NETS feedback, please be aware that the responses may not be reviewed until the survey closes in December. Please do not include any person or patient identifiable information in your survey response.

It is essential that you raise any concerns immediately with someone who can act upon them.

How will I be able to access the survey results?

The NETS response data will be published on the HEE website after the survey has closed in early 2020. The published data will be available in aggregated form only to protect the anonymity of learners completing the survey.

What findings emerged from the last survey?

NETS was first launched in November 2018 when 24,000 responses were collected from medical and wider healthcare workforce learners. NETS 18 feedback was in general very positive; there were three themed areas where results could be improved: clinical supervision, facilities and induction.

Further information on the NETS 18 feedback can be accessed [here](#)

How do I raise a query or concern?

To access further information about the 2019 survey or to raise a query or concern, please contact your local HEE team via the email addresses detailed below:

| Regional | Email Address | Areas |
|-------------------------------|---------------------------------|--------------------------|
| Midlands and East | qualityframework.eoe@hee.nhs.uk | East of England |
| | QAFramework.em@hee.nhs.uk | East Midlands |
| | QAMedical.wm@hee.nhs.uk | West Midlands |
| London | London.nets@hee.nhs.uk | North West London |
| | | Central London |
| | | East London |
| | | South East London |
| | | South West London |
| North | northsurveys@hee.nhs.uk | North East and Yorkshire |
| | | Leeds |
| | | Sheffield |
| | | Hull |
| | | Newcastle |
| | | North West |
| | | Manchester Liverpool |
| South | SEVQuality.SW@hee.nhs.uk | Severn |
| | quality.tv@hee.nhs.uk | Thames Valley |
| | quality.wx@hee.nhs.uk | Wessex |
| | KSSQuality@hee.nhs.uk | Kent Surrey and Sussex |
| | PENSURVEYS.SW@hee.nhs.uk | Peninsula |
| | | |
| NETS technical queries | NETS@hee.nhs.uk | National Team |