

HEE National Education and Training Survey (NETS) Reporting Tool Guidance

The logo features a large, stylized 'NETS' in white, set against a blue background with orange diagonal stripes. To the right of the text is a portrait of a smiling Black woman in a blue NHS uniform. The entire graphic is framed by a large orange bracket at the top.

NETS

The National Education
and Training Survey

Developing people for health and healthcare

www.hee.nhs.uk

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HEE Quality Framework

Our HEE Quality Framework for education and training sets out the expectations for quality within the work-based learning environment.

The multi-professional framework enables us to support our system partners and education and placement providers by delivering a whole workforce quality perspective. This approach will also provide a platform to respond to concerns about education and training quality from across the system, and enable the identification, sharing and adoption of good practice across the health and care system.

What is the National Education Training Survey?

The National Education and Training Survey (NETS) is the only national survey of all healthcare learners across all clinical learning environments. It is different from other surveys because it gathers feedback from learners right across the NHS and beyond.

Evaluating healthcare education and training placements is vital to identify improvements and share best practice, so staff can 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 enable:

- Placement providers – to demonstrate to learners and regulators that they are providing a high-quality experience
- Education institutions – to showcase the quality of clinical placements available within their programmes.

For more information on NETS you can watch the short animation on the link below:



**CLICK HERE TO VIEW THE
NETS ANIMATION**

NETS 2019 survey results

The National Education and Training Survey (NETS) is the only national survey of all healthcare learners across all clinical learning environments. It gathers feedback from learners right across the NHS and beyond. The 2019 survey ran from 11th November to 13th December.

The overall number of responses in the 2019 survey was 30,585. This was a 28% increase on the responses from the inaugural NETS survey in 2018. The table below shows a breakdown of the responses by learner group. The majority of responses came from Medical and Dental trainees, as HEE are able to target these users directly via email. Work is ongoing with various stakeholder groups to increase the response rate from the wider healthcare professions ahead of the next survey in June 2020.

Advanced Clinical Practitioner	Allied Health Professional	Health care assistants and other support staff	Healthcare Scientists	Medical and Dental	Nursing, midwifery and health visiting staff	Scientific, therapeutic and technical
71	498	22	147	27,584	1576	687

NETS Reporting Tool

Overview

The National Education and Training Survey (NETS) was launched in November 2018 and is being developed to provide an overview of the quality of placements from a learner perspective, across all learner groups.

The most recent run of the survey took place from 11 November 2019 to 16 December 2019.

This reporting tool has been developed to allow stakeholders to view, evaluate and act on the responses to the most recent NETS survey.

How the filters work

Within the tool you will see filters across the top of the page and on the right-hand side. These relate to:

- Location filters (across the top)
 - Learner groups and Question/HEE Domain filters (right-hand side)
- Select 'apply' at the bottom of the drop-down list to see the filtered information.
 - To remove the filter select 'clear filter' by hovering over the top right-hand side of the drop-down box.
 - If you wish to clear all filters you have applied, select the 'Revert' button at the top of the page
 - Selections made in the filters will apply across other pages in the tool until reset

Question Groupings

The questions within the tool have been grouped in different ways:

NETS questions have been mapped against four of the HEE Quality Domains. You can find more details about the HEE Quality Domains and the HEE Quality Framework [here](#).

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The questions have been grouped by question category, which include areas such as workload, supervision and facilities. You can see the full list of questions and the categories and domains that they are mapped against in appendix 1 of this document.

Question Scoring

Questions are scored two ways throughout the tool.

Where response-level data is provided all responses are placed on a scale between 5 to 1. In these instances, the 'best' responses are placed at 5 (e.g. 'always', 'outstanding', 'yes') and the 'worst' at 1 (e.g. 'never', 'unsatisfactory', 'no'). Neutral responses are placed at point 3.

Where overall question averages are displayed all questions have been placed on a 100-0 scale and averaged out. In this case 'best' responses will be scored at 100 and 'worst' at 0. All others will be evenly distributed in between.

NOTE: Responses such as 'not relevant' or 'not applicable' have been removed from the tool.

Masking of Results

The NETS Reporting Tool will mask results where there are less than three respondents to any view that you are looking at. This has been done to protect the anonymity of the learners that have completed the survey. In most of the dashboard pages on the NETS Reporting Tool, where there are less than three responses, the results will not be shown on the page, however in dashboard pages 9 and 10 you will see on the key on the right-hand side of the page that there is a specific colour code to show these areas. For more detail see the page by page description for page 9 of the tool within this document.

Downloading from the Reporting Tool

The best way to download from the NETS Reporting Tool is to follow the steps set out below:

1. Using the filters on the dashboard pages select the view that you wish to download
2. Select the download button on the top right-hand side of the screen
3. From the download options, select 'PDF '

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4. From the Include dropdown select 'Specific sheets from this dashboard' and select the image of the sheet underneath so that there is a tick showing in the top right-hand corner.
5. Select 'At most 1 page wide' from the Scaling dropdown
6. Select 'Letter' from the Paper Size dropdown
7. Select 'Portrait' from the Orientation dropdown
8. Select 'Download'

You will then see a prompt to open your download at the bottom of the page. When you open the download, you will see a PDF open with the full selection that you have made.

Page by Page Description

Page Title: 1. Select Organisation Type

This tab can be used to specify which organisation types to show to allow users to focus on the most relevant data in the report.

Options include:

- General Practice and Dental
- Other (Independent, Hospice, Unknown)
- Public Health
- Trusts

The selection that you make on this page will impact the filters on the main pages of the reporting tool. Should you not make a selection on this page the tool will default to Trusts.

Page Title: 2. Overview of Averages Scores by Quality Domain

This page shows an average score by organisation for each of the HEE Quality Domains that the NETS questions are mapped to. There is also a national and regional average to compare your scores against.

You can apply the location filters across the top of the page to see organisations by Region, STP, HEE Local Office or select individual organisations.

Should you wish to see which NETS questions are mapped to each of the HEE Quality Domains, you can select the green 'See domains by question' button on the right-hand side which will take you to the mapping page.

Page Title: 3. Question category by Organisation/Subject Title

This page allows users can see responses mapped to the question categories organised by organisation and subject title. You can see results for all questions mapped to each of the questions categories, split by subject title. For example, all responses for Learning/Teaching in Anaesthetics at any given organisation. It is possible to make numerous selections from the filters so you can compare side by side.

If you wish to filter by specific question categories or subject titles you can do so by using the filter on the right-hand side. You can filter by region and organisation across the top of the page as usual.

Should you wish to see which NETS questions are mapped to each of the question categories, you can select the green 'See categories by question' button on the right-hand side which will take you to the mapping page.

Page Title: 4. Question category by Organisation (Site) /Subject Title

This page allows users to see the same view as on page 3, but with the addition of site information. This will allow users to be able to see the results at a more granular level and compare results for different sites within the same organisation. This view will be most useful when you have selected 'Trusts' from page 1.

As per page 3, it is possible to make numerous selections from the filters so you can compare side by side. If you wish to filter by specific question categories or subject titles you can do so by using the filter on the right-hand side. You can filter by region and organisation across the top of the page as usual.

Should you wish to see which NETS questions are mapped to each of the question categories, you can select the green 'See categories by question' button on the right-hand side which will take you to the mapping page.

Page Title: 5. Quality Domain by Organisation/Subject Title

This page allows users to see responses mapped to the HEE Quality Domains organised by organisation and subject title. You can see results for all questions mapped to each of the HEE Quality Domains, split by subject title. For example, all responses for 'Learning Environment and Culture' in Nursing – adult at any given organisation. It is possible to make numerous selections from the filters so you can compare side by side.

If you wish to filter by specific HEE Quality Domains or subject titles you can do so by using the filter on the right-hand side. You can filter by region and organisation across the top of the page as usual.

Should you wish to see which NETS questions are mapped to each of the HEE Quality Domains, you can select the green 'See domains by question' button on the right-hand side which will take you to the mapping page.

Page Title: 6. Question Breakdown View

The Question Views on pages 6,7 and 8 provide users with the lowest level of granularity possible within the Reporting Tool, as you can see the results for each individual question within NETS. This is particularly useful should you have found an area that received particularly positive or negative scores on any of the other dashboard pages and wanted to explore in more detail learners' responses in this area.

You can use the filters on the right-hand side to filter the questions by HEE Quality Domain or Question Category to view related questions underneath each other. The filters for location and learner groups also work in the same way as other pages to allow users to filter the view down to the detail required.

Page Title: 7. Question View by Organisation

The Question Views on pages 6,7 and 8 provide users with the lowest level of granularity possible within the Reporting Tool, as you can see the results for each individual question within NETS. This is particularly useful should you have found an area that received particularly positive or negative scores on any of the other dashboard pages and wanted to explore in more detail learners' responses in this area.

This page provides users with the same view as page 6 but with the addition of an organisation column on the left-hand side of the page allowing users to view the question results for different organisations underneath each other.

You can use the filters on the right-hand side to filter the questions by HEE Quality Domain or Question Category to help you view related questions underneath each other. The filters for location and learner groups also work in the same way as other pages to allow users to filter the view down to the detail required.

Page Title: 8. Question View by Organisation (Sites)

The Question Views on pages 6,7 and 8 provide users with the lowest level of granularity possible within the Reporting Tool, as you can see the results for each individual question within NETS. This is particularly useful should you have found an area that received particularly positive or negative scores on any of the other dashboard pages and wanted to explore in more detail learners' responses in this area.

This page provides users with the same view as page 6 but with the addition of a site column on the left-hand side of the page allowing users to view the question results for different sites underneath each other, this is particularly useful if you want to see the results for different sites within an organisation and will be most useful if you select Trust view from the 'Select Organisation Page' on page 1.

You can use the filters on the right-hand side to filter the questions by HEE Quality Domain or Question Category to help you view related questions underneath each other. The filters for location and learner groups also work in the same way as other pages to allow users to filter the view down to the detail required.

Page Title: 9. Trust Level Performance by Category

Pages 9 and 10 provide users with a dashboard of results by Question Category where each individual question category has been assigned a single score based on the answers provided to the questions mapped to it. For more detail on the scoring, please see the Question Scoring section earlier in this document.

Benchmarking

On this page you will find that scores for each subject title have been benchmarked against similar learners nationally. For the medical and dental learners, this means that General Surgery learners have been benchmarked against all surgical learners nationally, and dental learners against all dental learners nationally.

For the other healthcare professions, they have been benchmarked as per the 'Staff Group' category you can find in the filters on the right-hand side of the page. For example, Midwives will be benchmarked against all Nursing, midwifery and health visiting staff nationally and Allied Health Professionals will be benchmarked against all Allied Health Professionals nationally.

Outliers

Where each question category has been assigned an individual score, it will also be assigned a colour based on where this score sits in relation to the national benchmarked average. It is possible for users to see if each question category is within the interquartile range, or in the upper or lower quartiles, users will also be able to see if the score is an outlier. Outliers are produced at each end of the scale where scores are significantly above/below the national score in the benchmark group with confidence intervals used to determine whether the score should be an outlier or not. There is a key on right hand side of the page which details what each colour relates to.

Key on pages 9 and 10	
Outcome	
Above	
In Q3 but not an above outlier	
Within IQR	
In Q1 but not a below outlier	
Below	
Less than 3 responses	

Masking

Where a question category has less than 3 responses, the score has been masked and you will not be able to see any results. The default display of this page shows a lot of masked scores, but as users apply filters relevant to their needs, they will be able to see more results.

Page Title: 10. Site Level Performance by Category

This page provides users with the same view as page 9 but with the addition of a site column on the left-hand side of the page allowing users to view the results for different sites underneath each other, this is particularly useful if you want to see the results for different sites within an organisation and will be most useful if you select Trust view from the 'Select Organisation Page' on page 1.

Appendix 1. Mapping of NETS Questions to Domains and Categories

Question Categories:

Bullying/Undermining	Q22.1. Do you feel you have been bullied or harassed by other staff in this placement?
	Q22.2. Do you feel you have witnessed bullying or harassment by other staff in this placement?
	Q22.3. Do you feel you have been belittled or undermined by other staff in this placement?
	Q25.1. ...do you know how to raise concerns (i.e. who to tell, and how to go about it)?
	Q25.2. ...do you think you would feel supported (by your supervisors or other staff) to raise those concerns?
Care Quality*	Q19.3. Availability of opportunities to be involved in improving quality within this placement
	Q20.1. I saw good examples of patient care in the placement
*Final category title to be confirmed	Q20.4. I was encouraged to suggest how patient care could be improved
Facilities	Q19.5. The availability of library facilities
	Q19.6. The availability of IT resources in the placement
Induction	Q17.2. The formal induction or introduction I was given at the start of the placement (e.g. being shown around, being given a timetable, having my role explained to me)
	Q18.1. Discussion at the start of the placement of what I needed to get from the placement, and how to do this
	Q19.4. The welcome I received from the staff in the placement
Learning/Teaching	Q18.2. The range of learning opportunities to meet the needs of my training programme or course
	Q18.3. Review, appraisal or assessment of my progress towards my learning outcomes at the right time
	Q18.4. The opportunities to experience and learn from others, including those in other professions
	Q18.5. Being allowed to attend learning opportunities away from the immediate placement area (e.g. courses, teaching sessions, conferences)

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	<p>Q18.6. Access to a group or forum with other students, trainees or apprentices, that was arranged by the placement</p> <p>Q20.6. I was expected to complete activities or tasks that I felt did not contribute to my education or training</p>
Overall Experience	<p>Q17.1. My overall educational experience of the placement</p> <p>Q17.3. The attitude of the people in charge of the placement to education and training</p> <p>Q17.4. The overall supervision or mentorship I received during the placement</p> <p>Q26.1. How likely are you to recommend this placement location to friends and family if they ever need the care or treatment provided there?</p> <p>Q26.2. How likely are you to recommend this placement to friends and colleagues as a place to work or train?</p>
Supervision/Mentorship	<p>Q17.5. Being given feedback on my performance at the time I needed it</p> <p>Q17.6. Being given feedback on my performance that was constructive (i.e. helped me to improve)</p> <p>Q20.2. Staff were friendly and supportive of me during the placement</p> <p>Q20.5. I was expected to complete unsupervised activities or tasks for which I was not prepared or trained</p>
Teamworking	<p>Q19.1. The clinical handover I observed</p> <p>Q19.2. The communication between staff about patients, that I was aware of</p> <p>Q20.3. I saw good examples of teamwork during the placement</p>
Workload	<p>Q21. Overall, how does the workload of the placement affect your learning in the placement?</p>

HEE Quality Domains:

Delivering Curricula and Assessments	Q18.5. Being allowed to attend learning opportunities away from the immediate placement area (e.g. courses, teaching sessions, conferences)
	Q20.6. I was expected to complete activities or tasks that I felt did not contribute to my education or training
	Q21. Overall, how does the workload of the placement affect your learning in the placement?
Educational Governance and Leadership	Q20.3. I saw good examples of teamwork during the placement
	Q25.1. ...do you know how to raise concerns (i.e. who to tell, and how to go about it)?
	Q25.2. ...do you think you would feel supported (by your supervisors or other staff) to raise those concerns?
Learning Environment and Culture	Q17.1. My overall educational experience of the placement
	Q17.3. The attitude of the people in charge of the placement to education and training
	Q18.1. Discussion at the start of the placement of what I needed to get from the placement, and how to do this
	Q18.2. The range of learning opportunities to meet the needs of my training programme or course
	Q18.4. The opportunities to experience and learn from others, including those in other professions
	Q19.1. The clinical handover I observed
	Q19.2. The communication between staff about patients, that I was aware of
	Q19.3. Availability of opportunities to be involved in improving quality within this placement

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	Q19.5. The availability of library facilities
	Q19.6. The availability of IT resources in the placement
	Q20.1. I saw good examples of patient care in the placement
	Q20.4. I was encouraged to suggest how patient care could be improved
	Q20.5. I was expected to complete unsupervised activities or tasks for which I was not prepared or trained
	Q22.1. Do you feel you have been bullied or harassed by other staff in this placement?
	Q22.2. Do you feel you have witnessed bullying or harassment by other staff in this placement?
	Q22.3. Do you feel you have been belittled or undermined by other staff in this placement?
	Q26.1. How likely are you to recommend this placement location to friends and family if they ever need the care or treatment provided there?
	Q26.2. How likely are you to recommend this placement to friends and colleagues as a place to work or train?
Supporting and Empowering Learners	Q17.2. The formal induction or introduction I was given at the start of the placement (e.g. being shown around, being given a timetable, having my role explained to me)
	Q17.4. The overall supervision or mentorship I received during the placement
	Q17.5. Being given feedback on my performance at the time I needed it
	Q17.6. Being given feedback on my performance that was constructive (i.e. helped me to improve)
	Q18.3. Review, appraisal or assessment of my progress towards my learning outcomes at the right time