



# NETS

## The National Education and Training Survey

Toolkit of Resources

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# Introduction

## The National Education and 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.

This year's survey runs from 11th November to 6th December 2019.

We're asking for your help to make sure all learners have the opportunity to feed back about their placement experiences.

[Find out more about NETS](#) >

**75% of learners' supervision during placement was 'Good' or 'Outstanding'.**





## Why NETS is important

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.

## Promoting NETS

We are asking for all placement providers and education institutions to promote NETS to their learners.

This toolkit contains a wealth of resources and advice for education leads and communicators to help promote NETS.

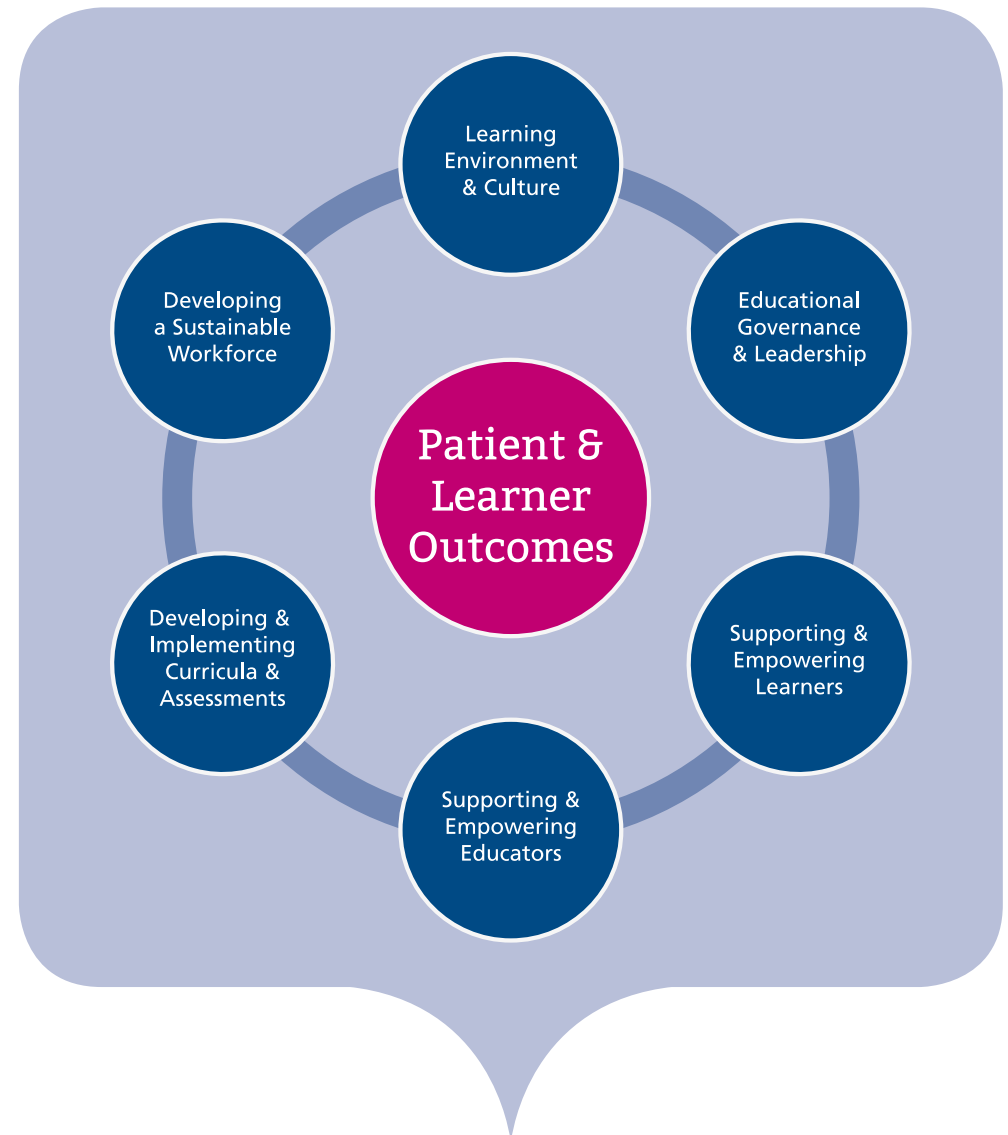
# Background

## HEE Quality Framework

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

Health Education England (HEE) is responsible for ensuring that there are high quality learning environments for all healthcare learners in England. We have a statutory duty to secure continuous improvements in the quality of education and training and to promote the skills and behaviours that uphold the NHS Constitution.

To meet this responsibility we launched HEE's Quality Strategy and associated multi-professional HEE Quality Framework. Together they set out how HEE will measure, identify and improve quality in the education and training environment. NETS is a key element of this work.





## Our definition of quality is:

‘Education and training within a well-led, effectively managed and supportive learning environment that provides opportunities for the current and future healthcare workforce to develop the knowledge, skills, values and behaviours to deliver the highest quality patient care. By high quality care we mean care that is clinically effective, safe and responsive, provides a positive experience for patients, and contributes to the health and wellbeing of the population.’







## NETS 2018 findings

NETS was launched in November 2018 when 24,000 responses were collected from medical and wider healthcare workforce learners.

NETS18 feedback was in general very positive; there were three themed areas where results could be improved: clinical supervision, facilities and induction.

## Clinical supervision

From the Quality Framework, our expectation for clinical supervision is that:

Learners should receive educational and pastoral support to be able to demonstrate what is expected in their curriculum or professional standards to achieve the learning outcomes required.

The findings of NETS18 showed that:

75% of learners' supervision during placement was 'Satisfactory', 'Good' or 'Outstanding'.

**Find out more** about clinical supervision and some helpful resources



## Facilities

From the Quality Framework, our expectation for facilities is that:

The learning environment provides suitable educational facilities for both learners and educators, including space, IT facilities and access to quality-assured library and knowledge.

The findings of NETS18 showed that:

78% of learners access to and availability of library facilities and IT resources were 'Satisfactory', 'Good' or 'Outstanding'.

**Find out more** about facilities and some helpful resources



## Induction

From the Quality Framework, our expectation for induction is that:

Learners receive an appropriate and timely induction into the learning environment.

The findings of NETS18 showed that:

86% of learners found inductions and introductions for their placements were 'Satisfactory', 'Good' or 'Outstanding'.

**Find out more** about induction and some helpful resources



# NETS 2019

## Timeline





# Resources

In order to help you promote the NETS survey within your organisation, we have put together a list of resources.

These are available to download over the next few pages.

- › Animated Video
- › Powerpoint
- › In-house Printing
- › Online Promotion

**Find out more** about NETS >



Animated Video



[VIEW HERE](#)



## PowerPoint Slide Deck

**NHS**  
Health Education England

# NETS

## The National Education and Training Survey

Themes from the Quantitative data

### Introduction

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### Facilities

From the Quality Framework, our expectation for facilities is that:

The learning environment provides suitable educational facilities for both learners and education, including space, IT facilities and access to quality-assured theory and knowledge.

**The findings of NETS18 showed that:**

78% of learners access to and availability of theory facilities and IT resources were 'Satisfactory', 'Good' or 'Outstanding'.

[Find out more about facilities and some helpful resources](#)

### Induction

From the Quality Framework, our expectation for induction is that:

Learners receive an appropriate and timely induction into the learning environment.

**The findings of NETS18 showed that:**

88% of learners found inductions and introductions to their placements were 'Satisfactory', 'Good' or 'Outstanding'.

[Find out more about induction and some helpful resources](#)

### Why NETS is important

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
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Learners should receive educational and pastoral support to be able to demonstrate what is expected in their curriculum or professional standards to achieve the learning outcomes required.

**The findings of NETS18 showed that:**

75% of learners' experience during placement was 'Satisfactory', 'Good' or 'Outstanding'.

[Find out more about clinical supervision and some helpful resources](#)

### Overall experience of the placement

One of the key themes from the quantitative data was that for the most part, the surveyed learners had a positive educational experience within their placements.

The levels of satisfaction were very similar across the country.

**88% have a positive educational experience**

	London	Midlands and East	North	South	Grand Total
Outstanding	26%	24%	25%	28%	25%
Good	45%	46%	47%	48%	47%
Satisfactory	15%	18%	16%	13%	16%
In need of improvement	8%	9%	8%	8%	8%
Unsatisfactory	2%	2%	1%	2%	2%
I haven't been in the placement long enough	2%	2%	1%	2%	2%
Not applicable or relevant to my experience	0%	0%	0%	0%	0%
<b>GRAND TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

DOWNLOAD





## In-house Printing

### A3 Poster - Word Version

**NHS**  
Health Education England

**NETS**  
The National Education and Training Survey

**Your placement, your experience**

**You understand your learning environment better than anyone else**

Tell us about your placement. We want to know what works well and what could be better, so we can improve clinical learning environments across the NHS

**Induction / Clinical Supervision / Facilities Learning / Opportunities / Teamwork**

**NETS**  
Complete the National Education and Training Survey from 11<sup>th</sup> November to 6<sup>th</sup> December 2019  
Find out more at [hee.nhs.uk/NETS](http://hee.nhs.uk/NETS)

NETS is the National Education and Training Survey from Health Education England. We are responsible for funding and improving the quality of healthcare education and training.

### A4 Poster - Word Version

**NHS**  
Health Education England

**NETS**  
The National Education and Training Survey

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### A5 Postcard - Word Version

**NHS**  
Health Education England

**Your placement, your experience**

**You understand your learning environment better than anyone else**

Tell us about your placement. We want to know what works well and what could be better, so we can improve clinical learning environments across the NHS

**Induction / Clinical Supervision / Facilities Learning / Opportunities / Teamwork**

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DOWNLOAD



## Word Docs

### Frequently asked questions

**How is NETS different to other surveys?**  
NETS is the only national survey of all healthcare learners across all clinical learning environments.

While the GMC's National Training Survey (NTS), for example, has provided valuable feedback from medical postgraduate trainees, NETS expand upon this by reaching a wider range of clinical learners, identifying good practice and supporting improvements in educational quality.

NETS is designed to replace many other surveys we previously issued.

**What are the benefits of the survey?**  
The findings enable us 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.

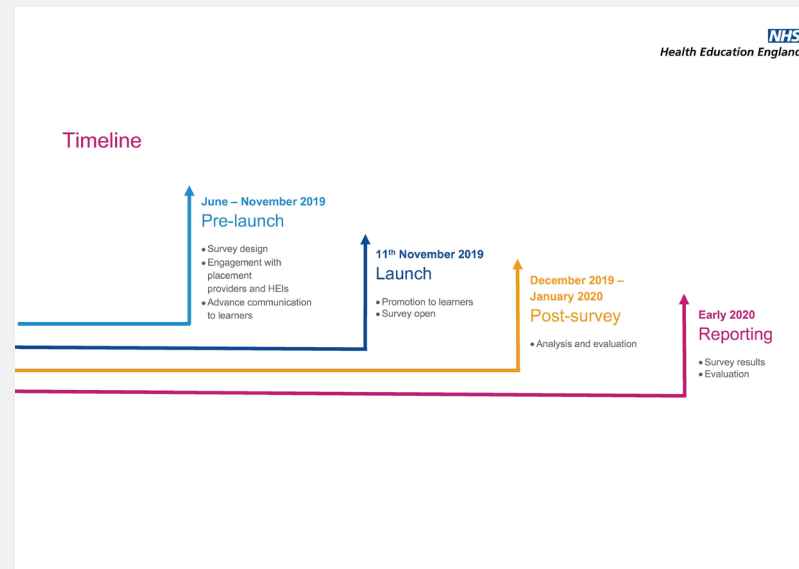
The findings also enable placement providers to demonstrate to learners and regulators that they are providing a high-quality experience and enable education institutions to showcase the quality of clinical placements available within their programmes.

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

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

**HEE is responding to learner feedback by launching NETS campaigns.**  
The objectives of these campaigns are:

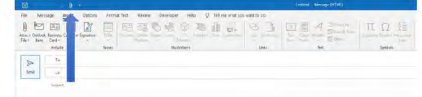
- To respond to learner feedback ('You said... We did...')
- To highlight where improvement work is already taking place
- To share and develop best practice
- To target further areas for improvement.




### Recommended wording and guidance

**Email communications**  
If you want to insert the HTML email into an Outlook email you can use the following method:

1. Open the 'attach a file' window from the quick access toolbar



2. Select the HTML file you need to import **BUT do not click to INSERT** yet
3. Switch the "insert" button with the "insert as a text" button and click



The HTML file will be imported and visualized properly in your email. Now you can just send it to your audience.

If you don't want to use the HTML email here is some recommended wording you can use:

**For learners:**

**Email subject: National Education and Training Survey (NETS) is now live**

You understand your learning experience better than anybody else. Health Education England want to know about your placement. What works well and what could be better, so improvements can be made to the clinical learning environment across the NHS.

NETS is now live. -> Click here to complete NETS ->

**Why NETS?**  
NETS is the only national survey of all healthcare learners across all clinical learning environments about their placements. It is different from other surveys because it gathers feedback from learners right across the NHS and beyond. By completing

**Eligibility criteria:** All learners on placements 11th November to 6th December 2019.

**DOWNLOAD**



## Online Promotion

### Social Media Banner



### Social Media Cards



DOWNLOAD



Introduction



Background



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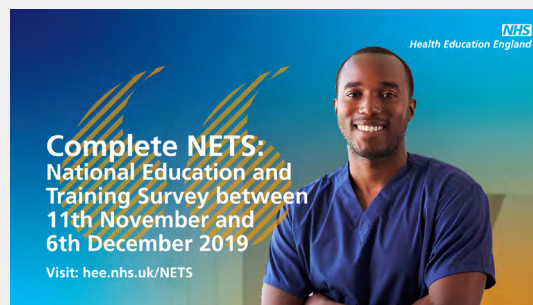
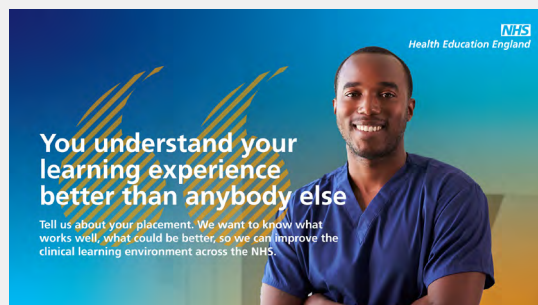


Resources

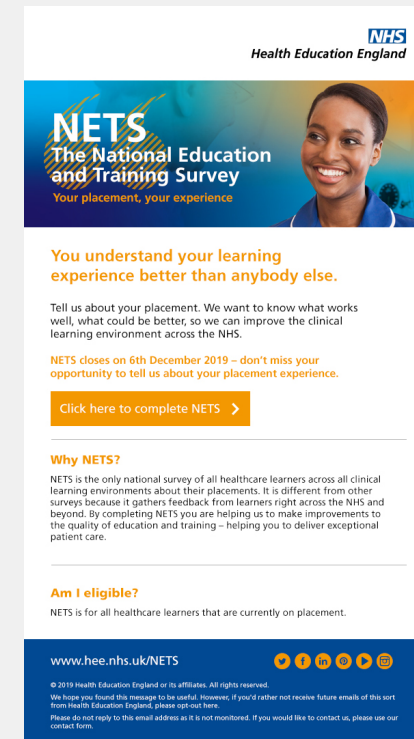




## Display Screens



## HTML Email



## Email Signature Graphic



# Contact Details

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
South	SEVQuality.SW@hee.nhs.uk quality.tv@hee.nhs.uk quality.wx@hee.nhs.uk KSSQuality@hee.nhs.uk PENSURVEYS.SW@hee.nhs.uk	Severn
		Thames Valley
		Wessex
		Kent Surrey and Sussex
		Peninsula
NETS technical queries	NETS@hee.nhs.uk	National Team