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we listened.**

NETS FAQs

November 2021

For Students and Trainees

What is the National Education and Training Survey?

The [National Education and Training Survey \(NETS\)](#) is the only national survey open to all healthcare students and medical and dental students and trainees across all clinical learning environments.

The survey asks for your experience of working and learning in a training post or practice placement, asking you to comment on what worked well and what could be improved.

Who runs the NETS?

The survey is run by Health Education England (HEE), as part of our work to improve the experience of all students and trainees working and training in clinical services across the NHS and beyond.

Why is the NETS conducted?

The NETS is conducted twice each year – in June and November – and provides a unique insight into the clinical learning environment. Your feedback is key in helping us to understand the experience of students and trainees and informs how we can work together to improve the experience of working in the NHS for everyone.

'We must use our voices to shape our roles, workplace, the NHS, and our communities, to improve the health and care of the nation.' [We are the NHS: People Plan 2020/21](#)

What will I be asked?

The NETS asks 31 questions and aims to understand your experience across the following key areas:

- Induction
- Clinical Supervision

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NETS FAQs

November 2021

- Facilities
- Learning Opportunities
- Teamwork

To understand the experience of students and trainees in more detail, we will introduce professional branching to the survey in November 2021. This will be available to nursing and midwifery students and trainee nursing associates before we expand to include additional professional groups in 2022.

The November survey will include a small number of questions from the Impact of COVID-19 on Students survey undertaken by the HEE RePAIR team in 2020 and 2021.

Do all students and trainees answer the same questions?

Yes. All students and trainees are asked the same set of 31 multi-professional questions to provide an insight into the clinical learning environment from the perspective of different professional groups (i.e. a multi-professional team working and training together in a clinical setting).

Why should I complete the NETS?

At Health Education England (HEE), our job is to support you to deliver excellent care to patients by ensuring that you are supported to work in a safe clinical environment. We do this by working with universities, colleges and healthcare placement providers to ensure that key requirements, such as good induction programmes and clinical supervision, are in place and available to all students and trainees.

You know the clinical learning environment in which you work and train better than anyone else and your feedback is important in identifying when things are working well and when they could be better.

Feedback is vital in understanding the standard of care provided to patients and improving the quality of education and training for current and future students and trainees.

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NETS FAQs

November 2021

How long does it take to complete the NETS?

The survey usually takes between 6 and 10 minutes to complete. You have the flexibility to pause and return to the survey later, if helpful. If you opt to save your progress and return to the survey later, you will be asked to confirm your name and provide a contact email address. This will trigger an automated email containing a unique link to access your saved progress and complete the survey.

Who is eligible to complete the NETS?

If you are an undergraduate or postgraduate student or trainee undertaking a clinical post or practice placement as part of your education and training programme then you are eligible and encouraged to complete the survey. This includes:

- Undergraduate and postgraduate nursing, midwifery and allied health profession students
- Medical and dental students
- Healthcare science trainees
- Pre-registration pharmacy trainees and trainee pharmacy technicians (hospital-based)
- Postgraduate medical and dental trainees

If you are unsure if you are eligible to complete the survey, please contact the NETS Project team at nets@hee.nhs.uk.

How can I access the survey?

The survey opens on Tuesday 2 November and will remain open for 28 days until Tuesday 30 November at 11:59pm.

The NETS is available online via a secure online survey platform called SmartSurvey.

- **Postgraduate medical and dental trainees** will receive a direct email invitation to complete the survey using contact information stored on the HEE Trainee Information System (TIS). This email invitation contains a personalised link

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NETS FAQs

November 2021

to the survey prepopulated with your training programme and placement information.

- **HEE Programme Leads** will share a direct email invitation with the following students and trainees:
 - Hospital pharmacy trainees on HEE commissioned placements
 - Healthcare science trainees
 - Trainee Physician Associates
 - Nursing students studying on a HEE Global Health programme
- **NHS Business Services Authority (NHSBSA)** will share a direct email invitation with the following students in receipt of an NHS Bursary or the Learning Support Fund:
 - Pre-registration nursing students
 - Pre-registration student midwives
 - Pre-registration allied health profession students and trainees
 - Medical and dental students

Postgraduate medical and dental trainees – If you have not received an email invitation to complete the NETS, please contact the NETS Project team at nets@hee.nhs.uk.

All healthcare students can also access the survey directly [here](#).

Where did you get my contact details, and how are they stored?

The HEE Trainee Information System (TIS) is a national information system underpinning the management and administration of postgraduate medical and dental training. This system contains contact details for medical and dental trainees. This information is stored securely and only used to support the management and administration of postgraduate medical and dental training.

HEE are working in partnership with the NHS Business Services Authority (NHSBSA) to share the survey with pre-registration students studying on

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NETS FAQs

November 2021

healthcare, medical and dental courses in receipt of an NHS Bursary or the Learning Support Fund. Student contact details are not shared with HEE.

The NETS contains an option for students to share a contact email address and provide consent for HEE to contact them for the purpose of education, training and quality management. This may include HEE contacting trainees and students with invitations to join student focus groups and webinars. This is entirely optional with any collected email addresses stored in the HEE Data Warehouse in line with organisational information governance and records management policies.

Will my responses be confidential?

Yes. The survey respects the privacy of those taking part with individual responses confidential unless a serious concern, such as a risk to student or patient safety, is identified.

Please note that any instances of bullying or harassment or student/patient safety concerns in your placement should be reported to your supervisor, line manager or other senior colleague in your placement as soon as possible. Your placement provider will have policies in place to review and act upon any concerns.

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 working, training and completing work-based and competency assessments.

I completed the survey last year. Why am I being asked to complete it again?

The NETS runs twice each year in June and November. We are aware that students and trainees are asked to complete several different surveys each year and that this can be frustrating.

We are asking and encouraging you to complete the NETS twice each year to tell us about your experience and help us to make sure that all students and trainees are able to work and learn in a safe, supportive and inclusive environment.

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NETS FAQs

November 2021

This is a promise we must all make to each other – to work together to improve the experience of working in the NHS for everyone.

We are the NHS: People Plan 2020/21

I have tried to complete the survey online, but I am experiencing an issue. How do I resolve this?

We are very sorry that you are experiencing an issue when trying to complete the survey. Please contact the NETS Project team at nets@hee.nhs.uk and we will ensure that you are able to access and complete the survey.

Can I change or withdraw my survey response?

Yes. Please contact the NETS Project team at nets@hee.nhs.uk and we will action this for you.

How can I be sure that my concerns expressed in the survey are acted upon?

The response to the survey is carefully analysed by HEE Regional Quality teams and your education and placement provider to ensure all concerns are identified, reviewed and, where appropriate, acted upon. Your feedback is important and forms part of HEE's approach to the monitoring of clinical placements and will be used to develop remedial action plans and/or share good practice in partnership with education and placement providers.

For an immediate response, please raise any concerns directly with your supervisor, placement provider and/or education provider.

How can I access the results?

An aggregated version of the NETS results will be available on the HEE website in January 2022. The results will be presented in a bespoke [NETS Reporting Tool](#).

We respect your privacy and protect the anonymity of students and trainees by only including response data in the NETS Reporting Tool when three or more

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NETS FAQs

November 2021

students/trainees have completed the survey in an individual clinical/placement environment. For example, should two students complete the NETS in a single clinical setting (i.e. a hospital service or community practice) we will exclude their responses from the published NETS Reporting Tool to protect their anonymity.

A walkthrough of the NETS Reporting Tool can be found on [our website](#).

FAQs for Postgraduate Medical and Dental Trainees

I am a postgraduate medical/dental trainee, but I did not receive an email invitation to complete the survey. How can I access the email invitation?

Postgraduate medical and dental trainees will receive a direct email invitation to complete the survey using contact information stored on the HEE Trainee Information System (TIS). This email invitation contains a personalised link to the survey prepopulated with your training programme and placement information.

If you have not yet received an email invitation, please check your email 'Spam' folder.

If you have not received an email invitation by 4 November, please contact the NETS Project team at nets@hee.nhs.uk and we will provide a personalised link to the survey.

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

The prepopulated information (training institution, training programme, level of study, placement location and placement provider) has been collated from the national HEE Trainee Information System (TIS). This data was accessed in early June to ensure it is as accurate and complete as possible.

If any of the pre-populated information is incorrect or incomplete, please note that you will be able to amend this information directly on the survey platform.

If you experience any issues when amending this information, please contact the NETS Project team at nets@hee.nhs.uk.

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NETS FAQs

November 2021

FAQs for Healthcare Students

I am already on practice placement; do I complete the NETS and my university 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.

FAQs for Pre-Registration Pharmacy Trainees

I am a pre-registration pharmacist, what options should I select for the training institution and level of study questions when completing the survey?

When asked '*What is the name of your training institution (i.e. college or university)?*', please select 'HEE Pharmacy School.'

In response to the question '*What is your level of study?*', please select 'Further Education.'

We appreciate the further education option does not truly reflect you level of study however this is the most appropriate option available within the system at this time. We are actively working to improve the options available in the system in advance of the next launch of the survey in 2022.

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