

Primary Care Staff Survey Pilot: register your interest

Introduction

We are contacting you about participating in the Primary Care Staff Survey pilot. We are currently in the survey development phase of the pilot, and are reaching out to Primary Care Networks (PCNs) to enquire if they would participate in the pilot. PCNs and General Practices who take part in the pilot will have the opportunity to contribute to the development of this new collection and will receive a report on the experiences of their own workforce wherever response rates allow.

Please take the time to read the following information, which provides details on what it would mean to participate and the timeframes. Please do not hesitate to ask us if there is anything that is not clear or if you would like to know more.

What is this project about?

A national survey of staff experiences within the NHS has been in place since 2003, and whilst this provides robust data measuring the experiences of hundreds of thousands of staff each year, to date it has not included staff working in primary care.

In 2020, NHS England and Improvement commissioned Picker to undertake a feasibility study exploring the feasibility of a national survey of staff experiences in primary care. This study was conducted to understand what the survey would look like and how it would be implemented. Responses from stakeholders, along with evidence from desk research, was used to determine the feasibility of carrying out the survey.

The feasibility study found there was an appetite for a national survey of primary care staff, with benefits such as providing a voice to staff in primary care as well as strengthening initiatives at national level. The study recommended conducting a pilot survey with a sample of staff in General Practices within Primary Care Networks (PCN) prior to the national rollout to all General Practices, and subject to further explorative work, extend to dental practice, optometry and community pharmacy in the future.

The pilot will provide an opportunity to develop and test the methodology and questionnaire for measuring workforce experience in general practices and PCNs.

We are looking for 40 PCNs to participate in the pilot. We want to ensure we include a representative sample of PCNs in the pilot, therefore will be including PCNs from all regions and a range of deprivation ranks and size.

What happens if you decide to participate?

If you decide to participate in the pilot, you will need to do the following:

- Attend a pre-fieldwork briefing, which will share details on the pilot, sample and timeframes, and provides an opportunity to ask further questions.
- Compile a list of all staff in the PCN and General Practices. Picker will provide full guidance outlining the staff roles to be included and all variables required, such as staff name and work email address.
- The staff list will need to be submitted to Picker via their secure file transfer platform, according to the deadline. Please see estimated timeline below.

You will not need to:

- Distribute surveys or collate the results, this will all be done by the Picker Team.

Reasons to participate

The pilot is a crucial next step to all Primary Care staff having the opportunity to voice their experiences at a national level through a Primary Care Staff Survey. Participatory PCNs and General Practices in the pilot have the chance to shape this survey and contribute to its development.

PCNs will also gain insight into the experience of their own staff as they will be provided a report detailing results for each question. This will highlight positive findings and areas for improvement in relation to wellbeing, belonging and development and inform ongoing efforts to support and retain staff working in General Practice. This data will provide a baseline for results going forward, assuming that the pilot is successful, and a national survey is rolled out.

It is appreciated that this is a very busy time for General Practices and PCNs and therefore methods have been used to minimise the time commitment required and participants will be supported by Picker throughout to make the process as simple and efficient as possible. Communications resources will also be available to help participatory organisations advertise the survey and encourage engagement.

Do you have to take part?

No, it's up to you to decide whether or not to participate in the pilot. If you do not wish to take part, you do not need to do anything further.

How do we take part?

If you would like to take part in the pilot please contact your regional or system contacts who will pass your details onto Picker.

As we are piloting this survey with a sample of PCNs, we cannot guarantee all PCNs who register their interest will be selected to take part. It is important that the PCNs included in the pilot are reflective of the wider population and therefore will be restricted to the number of PCNs we can include.

Picker will contact you directly to inform you if the PCN has been selected.

What is the timeframe?

Please note, dates are estimated and will be confirmed.

Task	Timeframe
Confirm participation and provide contacts details	15 th December 2021
Attend pre-fieldwork briefing	12 th January 2022 (TBC)
Staff list to be drawn	18 th January 2022 to 31 st January 2022
Deadline for staff list submission	31 st January 2022
Fieldwork	8 th February 2022 to 4 th April 2022
Reports to be shared with PCNs	22 nd April 2022
Results presentation webinar	22 nd April 2022

Who is doing this work?

Picker Institute Europe is conducting this research on behalf of NHS England and NHS Improvement.

Picker is an independent health and social research charity based in Oxford who design survey tools to understand, measure and improve staff and patient experience. In their role as 'National NHS Staff Survey Coordination Centre', Picker has managed the design, implementation and analysis of the national NHS Staff Survey since 2011.

What if I have further queries?

Please contact any of the following:

- Your own regional or system workforce team
- Primary Care Workforce Team at NHS England and Improvement on england.primarycareworkforce@nhs.net
- Samantha Guymer, Senior Research Associate, at Picker samantha.guymer@surveycoordination.com