



The Newly Recruited Clinical Support Worker Survey

What is this survey and why are we asking you to complete it?

This is an independent survey about newly recruited clinical support workers hired to work on hospital wards. The clinical support worker (sometimes called healthcare assistant or nursing auxiliary) is a vital role in the NHS. The survey is designed to help understand who becomes a clinical support worker by understanding their backgrounds, aspirations and views about their role.

Why should I complete the survey?

This is your opportunity to express your views in **confidence**. Your opinions are very important. The **anonymous** research results will be made available to your trust management, policy makers and government so allowing your views to inform how the role develops in the future.

Who is carrying out the survey?

The survey is being carried out by researchers at the Universities of Oxford and York, as part of a research project funded by the NHS National Institute for Health Research. Further information about the research is available on the project website:

<http://www.sbs.ox.ac.uk/research/supportworkers/>

How to complete this survey?

This survey is voluntary and on average the questionnaire will take no more than 15 minutes to complete. Please answer the questions as fully as you are able by placing a tick in a box, circling a number, or writing in the spaces provided. This is not a test. There are no right or wrong answers.

Who will see my answers?

Your answers will be treated in complete confidence. The survey findings will be presented in a summary report in which no individual, or their responses, can be identified.

Questions or help?

If you have any queries about the questionnaire or need any help to complete it, please contact the researcher who gave you the survey or call Paul Heron or FREEPHONE 0800 9150509. The line is open between 10am and 4pm Monday to Thursday.

Please return your completed questionnaire to the researcher on site, use the envelope provided or mail to:

Paul Heron
Said Business School, University of Oxford
Park End Street
Oxford OX1 1HP

Questions in this survey use the job title **Clinical Support Worker or CSW**. A CSW is a support worker who, as part of the ward team, works alongside a nurse and provides patient care.

YOUR WORK HISTORY

Please remember that this information is confidential and no one in your organisation will see your individual results.

1. Is working for Oxford University Hospitals NHS Trust as a clinical support worker (CSW) your first job since leaving full-time education (school, college or university)?

- 1 Yes → If YES, please go to Question 5
- 2 No → If NO, please continue with Question 2

2. Since leaving school, and before working as a CSW at this Trust, where else have you worked on a permanent basis (either full or part time)?

Please tick all that apply

- A. Health care (e.g. GP practice, community hospital)..... 1 Yes 2 No
- B. Social care (e.g. residential care home, home help)..... 1 Yes 2 No
- C. Education and child care (e.g. a school, nursery, childminding) 1 Yes 2 No
- D. Voluntary or unpaid charity work 1 Yes 2 No
- E. Retail (e.g. shop work, hairdressing) 1 Yes 2 No
- F. Manufacturing (e.g. factory work, assembly line) 1 Yes 2 No
- G. Leisure (e.g. pub, restaurant, leisure centre)..... 1 Yes 2 No
- H. Finance (e.g. a bank, insurance)..... 1 Yes 2 No
- I. Utilities (e.g. gas, electricity, water)..... 1 Yes 2 No
- J. Full time carer at home (e.g. looking after own children or relatives)..... 1 Yes 2 No
- K. Other: **please specify** 1 Yes 2 No

3. Before being employed as a CSW at this Trust, which of the above was your last job?

Please put the corresponding letter to your last job in the box below. For example, if your last job was working in a residential care home you would put the letter 'B' in the box.

4. Approximately, how many jobs have you held since leaving school and before being employed as a CSW at this Trust?

5. Before working at this Trust had you carried out any of the following activities in a previous job?

Please tick YES or NO for each activity

- A. Assessing the skin integrity of a patient 1 Yes 2 No
- B. Recording a patient's vital signs 1 Yes 2 No
- C. Recording a patient's fluid intake 1 Yes 2 No
- D. Assessing a patient's nutritional status 1 Yes 2 No
- E. Effectively communicating with a patient 1 Yes 2 No
- F. Assisting a patient to meet their hygiene needs 1 Yes 2 No
- G. Identifying if a patient is in poorly controlled pain 1 Yes 2 No
- H. Assisting a patient to mobilise 1 Yes 2 No

6. What are the main reasons you chose to apply for this CSW job?

Please specify

THE INDUCTION PROGRAMME

7. To what extent do you agree or disagree with the following statements about the induction?

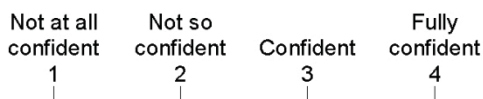
Please circle one number 1 – 5 for each statement



- The induction programme covered the topics I needed to learn about... 1 2 3 4 5
- The language used in the induction sessions was easy to understand... 1 2 3 4 5
- The general atmosphere during the induction programme helped me to learn..... 1 2 3 4 5
- Information was clearly presented during each of the sessions 1 2 3 4 5
- Enough time was given to each topic 1 2 3 4 5
- I was given enough time to ask any questions I had 1 2 3 4 5
- Following induction, I clearly understand the role of the support worker at this Trust 1 2 3 4 5

8. Below are some statements asking you how confident you currently feel about carrying out different patient related activities. Please be as **honest** as possible remembering that no one in your organisation will see your completed questionnaire.

Please circle one number 1 – 4 for each statement

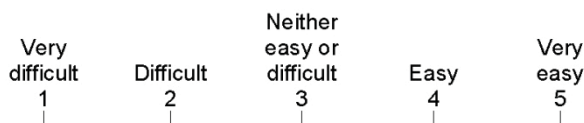


How confident do you feel about carrying out the following activities?

Assessing the skin integrity of a patient.....	1	2	3	4
Recording a patient's vital signs	1	2	3	4
Recording a patient's fluid intake.....	1	2	3	4
Assessing a patient's nutritional status.....	1	2	3	4
Effectively communicating with a patient	1	2	3	4
Assisting a patient to meet their hygiene needs	1	2	3	4
Identifying if a patient is in poorly controlled pain.....	1	2	3	4
Assisting a patient to mobilise	1	2	3	4

9. Below are some statements asking you how difficult or easy you expect to find dealing with different aspects of a patient's care.

Please circle one number 1 – 5 for each statement



How difficult or easy do you expect to find:

Developing a close relationship with a verbally abusive patient.....	1	2	3	4	5
Calming a patient who is very stressed about their medical condition	1	2	3	4	5
Developing a close relationship with a patient whose background is different from your own.....	1	2	3	4	5
Cheering up a patient who is deeply upset about an aspect of their stay	1	2	3	4	5
Developing a close relationship with a confused patient.....	1	2	3	4	5

WORKING AT THIS TRUST

10. The following are some views on what an employer may owe their employees in return for the work they provide. What do you think your employer, Oxford University Hospitals NHS Trust, owes you?

Please circle one number 1 – 5 for each statement

	To a very little extent	To some extent	To a great extent	To a very great extent
Not at all				
1	2	3	4	5

I believe my employer owes me:

Career advancement.....	1	2	3	4	5
Long term job security	1	2	3	4	5
Good career prospects.....	1	2	3	4	5
Support with any personal problems	1	2	3	4	5
Up to date training and development.....	1	2	3	4	5
Policies and procedures that help me to do my job	1	2	3	4	5
Training to do my job.....	1	2	3	4	5
Support when I want to learn new skills.....	1	2	3	4	5
Fair pay for the responsibilities I have in my job	1	2	3	4	5
Constructive feedback on my performance	1	2	3	4	5

11. Which area of the Trust have you been recruited to work?

Ward/Unit: **please specify**

Hospital: **please specify**

12. When did you first start working on your ward/unit?

- | | |
|---|--|
| 1 <input type="checkbox"/> I have not yet started | 2 <input type="checkbox"/> Less than a month ago |
| 3 <input type="checkbox"/> 1-2 months ago | 4 <input type="checkbox"/> 3 or more months ago |

13. How many hours a week are you contracted to work?

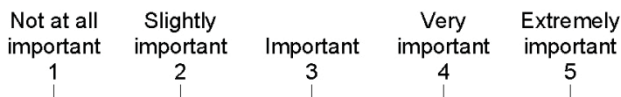
- | | |
|---|--|
| 1 <input type="checkbox"/> Up to 29 hours | 2 <input type="checkbox"/> 30 or more hours a week |
|---|--|

14. What pay band are you currently on?

- 1 Band 1
- 2 Band 2
- 3 Band 3
- 4 Band 4
- 5 Other: **please specify**

15. How important do you feel it is for your employer to provide you with each of the following?

Please circle one number 1 – 5 for each statement



Career advancement.....	1	2	3	4	5
Long term job security.....	1	2	3	4	5
Good career prospects.....	1	2	3	4	5
Support with any personal problems	1	2	3	4	5
Up to date training and development.....	1	2	3	4	5
Policies and procedures that help me to do my job	1	2	3	4	5
Training to do my job.....	1	2	3	4	5
Support when I want to learn new skills.....	1	2	3	4	5
Fair pay for the responsibilities I have in my job	1	2	3	4	5
Constructive feedback on my performance	1	2	3	4	5

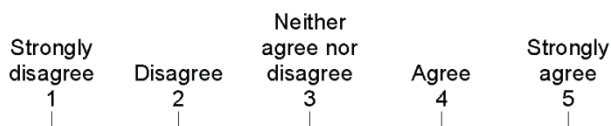
16. Thinking about the future, which of the following do you **most** want to do?

Please tick one box only

- 1 Continue as a clinical support worker at pay band 2 or 3
- 2 Train to be an assistant practitioner at pay band 4
- 3 Train to be a registered nurse
- 4 Train to be an allied health or social care professional (e.g. physiotherapist, social worker)
- 5 Leave for a job outside of health or social care
- 6 Other: **please specify**

17. To what extent do you agree or disagree with the following statements?

Please circle one number 1 – 5 for each statement



- | | | | | | |
|--|---|---|---|---|---|
| I will probably look for a job at a new organisation in the next 12 months | 1 | 2 | 3 | 4 | 5 |
| I often think about leaving this Trust..... | 1 | 2 | 3 | 4 | 5 |
| As soon as I can find another job, I will leave this Trust..... | 1 | 2 | 3 | 4 | 5 |

YOUR BACKGROUND

Please remember that this information is confidential and no one in your organisation will see your individual results.

18. Are you male or female?

- 1 Male 2 Female

19. What was your age last birthday?

Please put the number of years in the box below

years

20. Are you married or in a long term relationship?

- 1 Yes 2 No

21. Do you have any children?

- 1 Yes 2 No

If YES, please answer the following:

a. Are any of your children still at primary or secondary school?

- 1 Yes 2 No

22. Are you the sole or main income earner in your household?

- 1 Yes 2 No

23. Did you attend a local primary school (i.e. within 20 miles of your workplace)?

- 1 Yes 2 No

24. Have you gained any qualifications since leaving secondary school/high school?

- 1 Yes 2 No

a. If YES, what is your **highest** level of qualification (Certificate, Diploma, Degree etc.)?

Please specify

25. Have you attained a National Vocational Qualification (NVQ) in Health and Social Care?

Please tick all that apply

- 1 Yes, NVQ Level 1 2 Yes, NVQ Level 2
3 Yes, NVQ Level 3 4 I have **not** attained an NVQ

26. Which **one** of these ethnic groups would you say you belong to?

- 1 Asian or Asian British (Bangladeshi, Indian, Pakistani, or other Asian background)
2 Black or Black British (African, Caribbean, or other Black background)
3 Chinese
4 Mixed
5 White (British, Irish, or other White background)
6 Other: **please specify**

**THANK YOU FOR YOUR TIME AND EFFORT
IN COMPLETING THIS QUESTIONNAIRE**

If you have any additional comments that you would like to make, please use the space below.

Please continue on a separate sheet of paper if necessary