NETS FAQs  
Open 18 October to 30 November 2022

**What is the National Education and Training Survey?**

The National Education and Training Survey (NETS) is the voice of the current and future healthcare workforce. It is the only national survey open to all students, trainees and doctors and dentists undertaking a practice placement or training post in healthcare services across England.

The NETS is available to complete [here](https://poll.hee.nhs.uk/s/nets22/) until **11:59pm** on **30 November 2022**.

**Why should I complete the NETS?**

The NETS is your survey. We want to hear from you. Your diverse skills, experience and knowledge will help us to shape the future of education and training according to those who understand it best.

The survey takes just 10 minutes to complete, and your feedback is vital in ensuring that all learning environments are safe, inclusive and support you to develop in your profession and career. All learning environments should enable healthcare professionals to work together to deliver the highest standards of care to the communities we serve.

**What will I be asked?**

The NETS is quick and simple to complete online, and features:

* A core questionnaire covering Induction, Clinical Supervision, Facilities, Learning Opportunities and Teamwork to understand your experience of education and training in the clinical learning environment.
* Health and wellbeing and equality, diversity and inclusion questions to ensure you are training and learning in a safe and inclusive environment.
* A small series of questions specific to your profession.
* The ability to provide feedback on what you think is working well and what could be improved.
* The option to recommend your placement area.

**How will my response be used?**

Your privacy is protected. We want your honest views on the quality of education and training you’ve experienced so far; it’s why all individual responses to the survey are confidential.

Your information will only ever be disclosed to your education or placement provider if a serious safety concern is identified. This information will be disclosed in the strictest confidence with the sole purpose of ensuring that you, those working around you and patients are kept safe.

**Am I eligible to complete the survey?**

All undergraduate and postgraduate students, trainees and doctors and dentists in training undertaking a training post or practice placement as part of their education and training programme are eligible to complete the survey.

This includes the following professional groups:

* **Advanced Clinical Practice (ACP):** All ACP learners.
* **Allied Health Profession (AHP):** All pre-and-post registration AHP learners.
* **Apprenticeships:** All apprenticeship learners undertaking a placement or post in healthcare.
* **Dental Postgraduate:** Dental Public Health, all postgraduate dental training programmes
* **Healthcare assistant, health visiting staff and other support staff:** Learners studying towards a health and social care qualification.
* **Healthcare Science:** Learners on Healthcare Science programmes, including the Scientist Training Programme (STP), Higher Specialist Scientist Training Programme (HSST), Echocardiography Training Programme (ETP), and Practitioner Training Programme (PTP).
* **Medical and Dental Undergraduate:** Learners at medical or dental schools studying towards an undergraduate medical or dental degree
* **Medicine Postgraduate:** Medicine Public Health, all postgraduate medical training programmes
* **Midwifery:** All midwifery learners, including those returning to practice.
* **Nursing:** All nursing learners, including trainee nursing associates.
* **Pharmacy:** All GP trainee pharmacists, trainee pharmacists, pre-registration trainee pharmacy technicians and undergraduate pharmacy learners.
* **Physician Associates:** All learners undertaking physician associate training.
* **Scientific, therapeutic and technical:** Learners undertaking a professionally qualified clinical or scientific education and training programme.

**Who runs the NETS?**

The NETS is commissioned and managed by Health Education England (HEE).

**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 doctors and dentists in training.  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 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 learners 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 students with invitations to join 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.

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

The NETS runs once a year.  We are aware that students, trainees and doctors and dentists in training 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 each year to tell us about your experience and help us to ensure that all learning environments, across all healthcare services, are safe, supportive and inclusive.

**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 us at [NETS@hee.nhs.uk](mailto: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 us at [NETS@hee.nhs.uk](mailto: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 2023.

**FAQs for postgraduate doctors or dentists in training**

**I have not received an email invitation to complete the survey.  How can I access the email invitation?**

Postgraduate doctors or dentists in training 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 pre-populated 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 25 October, please contact us at [NETS@hee.nhs.uk](mailto:nets@hee.nhs.uk) and we will provide a personalised link to the survey.

**The prepopulated information in the survey is incorrect or incomplete.  How can I update this information?**

The pre-populated 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 October 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 us at [NETS@hee.nhs.uk](mailto:nets@hee.nhs.uk).

**FAQs for all healthcare students studying at a university, college or higher education institute**

**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 trainee pharmacists**

**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 your 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 2024.