

# ESR Exit Questionnaire

October 2021



## Electronic Staff Record



# ESR Exit Questionnaire

Ensuring our NHS People have a voice



The existing ESR Exit Questionnaire has been enhanced with a revised set of questions, that are linked to the annual [NHS Staff Survey](#) and [National Quarterly Pulse Survey](#), in addition to two new questions; giving the employee an opportunity to self-report their reason for leaving and a free text box for them to confirm what (if anything) would have made them stay with that employer.



These enhancements have been developed as a collaboration with the NHS BSA ESR team, NHS England and NHS Improvement's Looking After Our People – Retention Programme and NHS Wales.

For those organisations using ESR Self Service, there is an electronic Exit Questionnaire within ESR that allows organisations to automatically send a link to staff that are leaving their organisation, asking them to complete a short survey about their experience at the organisation and why they are leaving. The data from responses can then be used at organisation and system level to support improved retention planning.

As set out in the [NHS Long Term Plan](#) and [We Are the NHS: People Plan for 2020/21](#), the NHS must lead the way in valuing, caring for, listening to, educating and rewarding our people.

Whilst we wish to retain our NHS People within the healthcare system, people leaving is a part of the employee life cycle. Having a standardised approach to capturing data around why people have left an organisation will strengthen the qualitative and quantitative staff experience data that can be utilised to underpin trust, system, regional and national interventions.

The ESR Exit Questionnaire provides essential intelligence to help organisations and systems build better retention plans to keep our people. It aims to identify areas where an organisation or system may benefit from focusing their retention activity planning.

# Settings to send Exit Questionnaire

In order for the Exit Questionnaire to be available to employees, organisations should set Trust level setting to 'Yes', this will then send Exit Questionnaires to all leavers when they have a termination date entered against their record, unless overridden at assignment level.

The screenshot shows a dialog box titled "Add Org. Unit Details". It contains several settings:

- Deactivate Waitlisting in OLM:
- User Can View Or Amend Their Own Record: Yes
- Learning Auto Enrol Opt Out: No Opt Outs
- Exit Questionnaire Required: Yes (highlighted with a red box)
- Send Change of Contract and Working Terms Notification:
- Automatic Internet Access:
- Leave Accrual By Days:

A search dropdown is open for "Exit Questionnaire Required", showing options "No" and "Yes".

The screenshot shows a dialog box titled "Other Assignment Information". It contains several settings:

- Employee Category: Full Time
- Assignment Category: Permanent
- Fixed Term / Temp Con End Date:
- Fixed Term / Temp Cont Reason:
- Local Employment Contract:
- New Deal:
- Job Sharer:
- Night Worker:
- Flexible Working Pattern:
- Incremental Date:
- Maximum Part Time:
- Start Date in Grade: 01-Jan-2016
- Accommodation Status:
- Avg Working Days per Week:
- Exit Questionnaire Required: Yes (highlighted with a red box)

*The functionality presented here reflects the current known position and is subject to successful testing. Screenshots used in this presentation are taken from testing environments and therefore may differ slightly from Production.*

# Exit Questionnaire Notification

## Exit Questionnaire for: Mr. Richard Perkins

Submit

To Perkins, Richard  
Sent 02-Sep-2021 14:12:45  
Due 01-Dec-2021 14:12:44  
ID 151646

Your employing organisation 298 Leeds Teaching Hospitals NHS Trust has indicated that you are leaving and as such would like to understand more about your experience whilst working for the organisation. We are asking you to complete a short exit questionnaire to gather information that will help to improve the working lives of staff in the NHS and to provide better care for patients.

Your organisation will be able to use the results of the survey to improve local working conditions and practices and to increase involvement and engagement with staff. Other organisations, including NHS England and NHS Improvement or NHS Wales for those employed in Wales, will make use of the non-identifiable and nationally aggregated results.

Please read each question carefully, but give your immediate response by selecting the answer which best matches your personal view.

If you have any queries about this questionnaire, or would like to undertake a face to face interview, please contact the HR/People department in your organisation.

### Action History

Num	Action Date	Action	From	To	Details
1	02-SEP-2021 14:12:45	Submit	NHSMLYE	Perkins, Richard	

### Response

- There have been frequent opportunities for me to show initiative in my role
- I have been able to make suggestions to improve the work of my team / department
- I have been able to make improvements happen in my area of work
- I often/always looked forward to going to work
- I was often/always enthusiastic about my job
- Time often/always passed quickly when I was working
- Does your organisation take positive action on health and well-being?
- Does your organisation act fairly with regard to career progression/promotion?
- Does your organisation provide opportunities for flexible working patterns
- I felt my contribution was valued by my manager/team/organisation?
- What is your reason for leaving?
- Is there anything that would have made you stay in your role or organisation?

# Updated Questions

The ESR Exit Questionnaire asks the employee to respond to a number of questions.

There have been frequent opportunities for me to show initiative in my role

I have been able to make suggestions to improve the work of my team / department

I have been able to make improvements happen in my area of work

I often/always looked forward to going to work

I was often/always enthusiastic about my job

Time often/always passed quickly when I was working

Does your organisation take positive action on health and well-being?

Does your organisation act fairly with regard to career progression / promotion

Does your organisation provide opportunities for flexible working patterns?

I felt my contribution was valued by my manager/team/organisation

What is your reason for leaving?

Is there anything that would have made you stay in your current role or organisation?

# How it works

When an employee's end of employment has been actioned in ESR a notification and email is triggered and sent to the leaver asking them to complete the Exit Questionnaire in ESR.

Once the employee has completed their Exit Questionnaire, Core HR and Payroll URP's can access the questionnaire. It's important to note that an employee's manager does not have access to the answers provided.

Both previous and new questions are reportable in ESR BI.

# More Information

For more information about the ESR Exit Questionnaire you can contact your NHS ESR Functional Account Manager.

Or visit [www.england.nhs.uk/looking-after-our-people](http://www.england.nhs.uk/looking-after-our-people)



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