Electronic Staff Record: Exit Questionnaire

Frequently Asked Questions (FAQ) document

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Background

The Electronic Staff Record (ESR) was developed by the NHS for all secondary care NHS organisations in England.

Organisations have access to regional account managers and functional experts and are supported to implement all aspects of workforce management, using best practice processes. This includes

- supporting local system and organisation retention strategies
- helping you promote local benefits and pay and reward schemes
- providing a comprehensive and easy to use reporting tool that can helps you better understand how the competency, skill mix, and age profile of your workforce can meet the needs of your organisation.

With ongoing system capacity pressures amplified by COVID-19, coupled with the need to build retention action plans and have a system-wide picture of the workforces, there is an increasing need for innovative, efficient methods to obtain ready-to-use data.

For organisations using ESR Self Service, an electronic exit questionnaire enables them to automatically send a link to staff who are leaving their organisation, asking them to complete a short survey about their experience and why they are leaving. This function is significantly underused and even where used, the data is not being used effectively to improve retention and staff experience.

We have worked with the NHS Business Services Authority (NHSBSA) and the Electronic Staff Record (ESR) and Optimisation teams to to enhance the exit questionnaire to improve the national data set but also to encourage all NHS organisations to build this functionality into their retention strategy.

Updates to the exit questionnaire?

The revised questions draw on questions from the National NHS Staff Survey and the National Quarterly Pulse Survey, in addition to two new questions allowing the employee to self report their reason for leaving and confirm what (if anything) might have changed their mind.

They have been chosen for the strong correlation and statistical significance they have with retention. We anticipate that these questions will improve our staff experience data and allow triangulation of this information at trust, system, regional and national levels.

The ESR notification that prompts a leaver to complete the questionnaire has also been improved; encouraging participation by explaining why and how responses will be used.

How it works

All employees should have an ESR user account and access to Employee Self Service.

When an employee's end of employment has been actioned in ESR a notification will be triggered to the leaver to complete the exit questionnaire.

There are two options at a trust level or assignment level for initiating the exit questionnaire within ESR. The ESR Lead will be able to enable this.

Trust level: core/professional users will find the trust level in the Local Workstructures Administration User Responsibility Profiles (URP). Once found, 'Exit Questionnaire Required' field should be populated with 'Yes'.

For further information please visit the ESR user guide https://my.esr.nhs.uk/esrusermanual/html/NAVU598.htm

Assignment level: core/professional, manager and HR admin users will find the assignment level in the HR Administration URP or Payroll Super Administration URP. Once found, 'Exit Questionnaire Required' field should be manually populated with each person's assignment number.

For further information please visit the ESR user guide found here - https://my.esr.nhs.uk/esrusermanual/HTML/NAVU599.htm

Once the employee has completed their exit questionnaire, this can be accessed by core HR and Payroll User Responsibility Profiles.

An employee's manager does not have access to the answers unless these URP export the report and share it with them.

The trigger for sending the questionnaire is after final approval of the termination by the Self Service Human Resources (SSHR) Payroll Approver, not when the manager submits the termination.

Where payroll approvals required are not in place, the manager is the final approver and exit questionnaires will be sent when the manager submits the termination.

Benefits
Through the exit questionnaire, you will be able to:
- **standardise system wide exit questionnaire data**.
- **get to know your workforce on a system and trust level** – have greater visibility of system-wide and trust-wide exit questionnaire data.

save time and unlock capacity – through more efficient reporting, you will reduce any requirements for internal processing of electronic exit questionnaires. Additionally, none digitised paper collation processes could be removed enabling capacity to be unlocked.

What data can be viewed?
The exit questionnaire will ask the following questions:

Number	Question	Response
1	There have been frequent opportunities for me to show initiative in my role	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

Number	Question	Response
2	I have been able to make suggestions to improve the work of my team / department	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
3	I have been able to make improvements happen in my area of work	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
4	I often/always looked forward to going to work	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
5	I was often/always enthusiastic about my job	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
6	Time often/always passed quickly when I was working	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
7	Does your organisation take positive action on health and well-being?	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
8	Does your organisation act fairly with regard to career progression/promotion?	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
9	Does your organisation provide opportunities for flexible working patterns	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree
10	What is your reason for leaving?	Existing ESR Reasons for Leaving LoV
11	Is there anything that would have made you stay in your current role or organisation?	Free-text
12	I felt my contribution was valued by my manager/team/organisation?	Strongly Agree Agree Neither Agree or Disagree Disagree Strongly Disagree

Number	Question	Response
13	What sector will you be joining in your new role?	NHS/Health, Public Sector, Private Sector, Charity/Voluntary/Third Sector, Education, Other

How can I find out more?

Contact: england.lookingafterourpeople@nhs.net

Visit: www.england.nhs.uk/looking-after-our-people or https://www.nhsbsa.nhs.uk/refreshed-esr-exit-questionnaire-launching-soon