

ESR Exit Questionnaire

NHS England and Improvement, NHS Wales and Colleagues at the NHS Business Services Authority have worked collaboratively to review the questions asked of leavers in the ESR Exit Questionnaire.

Questions from the NHS Staff Survey have been utilised and new questions introduced. Employees also have an opportunity to self-report their reason for leaving and confirm what may have made them stay.



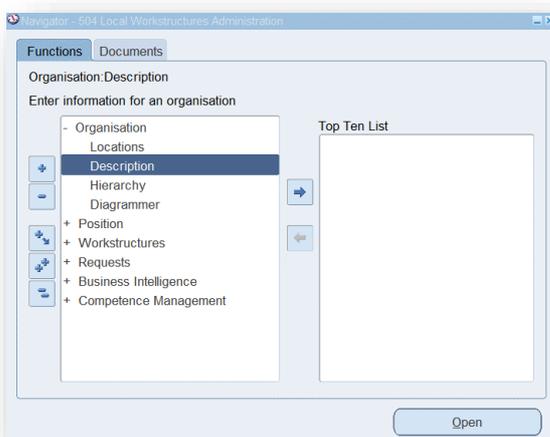
This functionality is available for organisations utilising ESR Self Service and automatically invites staff to participate in the online questionnaire.

Data from responses can then be utilised at Local and National level to support retention planning.

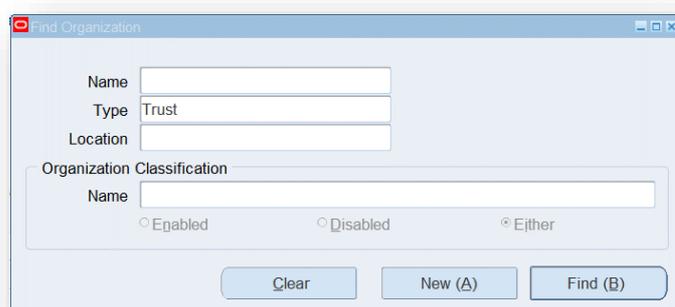
How to Enable the Questionnaire

For employees who are leaving to be given the opportunity to complete the ESR Exit Questionnaire the functionality will need to be enabled in ESR.

1. From the XXX Local Workstructures Administration User Responsibility Profile.



2. Search for the Trust Organisation Level.



3. Click in the Descriptive Flex Field.

4. Select Yes from the Exit Questionnaire List of Values.

Once enabled the questionnaire will be sent to employees with Employee Self Service and Employee Self Service Limited Access as soon as a leaving date is recorded against their employment record.

Where the employee has more than one assignment, they will receive a questionnaire for each assignment that is terminated.



How do I add enable the Exit Questionnaire in ESR?



Refer to the relevant section of the ESR User Manual [click here](#).

Exit Questionnaire 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?

A free text response can be recorded for the following questions:

- What is your reason for leaving?
- Is there anything that would have made you stay in your current role or organisation?

Employees will be asked to provide one of the following responses for all other questions:

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Email

An email is sent to all employees who have a leaving date recorded against their record which prompts them to login to ESR to complete the Questionnaire via their workflow notifications.

The email explains that the purpose of the Questionnaire is to:

- understand more about their experience whilst working for the organisation
- to gather information that will help to improve the working lives of staff in the NHS and to provide better care for patients
- gather and use results of the survey to improve local working conditions and practices and to increase involvement and engagement with staff
- provide other organisations, including NHS England and NHS Improvement or NHS Wales for those employed in Wales non identifiable and nationally aggregated information

Example Notification

Exit Questionnaire for: Mr. Richard Perkins

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.

Num	Action Date	Action	From	To	Details
1	02-SEP-2021 14:12:45	Submit	NHS/HL/LE	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?



Where can I get further guidance and help from?

You can contact NHSE and I:

Or visit:



Contact your regional functional account manager, find their details on the ESR Hub ESR Central Team - Communications and Engagement Team - Select Region.

england.lookingafterourpeople@nhs.net

www.england.nhs.uk/looking-after-our-people

