# 2024 NHS General Practice Staff Survey

# Guidance for practices and other NHS general practice employers

## Overview

The 2024 NHS General Practice Staff Survey (GPSS) is coordinated on behalf of NHS England by the NHS Staff Survey Coordination Centre (SCC), based at Picker, an independent health and social care charity.

Each practice or other NHS organisation that employs general practice staff should provide their ICB contact with a list of all the staff they employ that meet the eligibility criteria outlined below, for distribution of the survey. To ensure consistency and comparability in the survey results, all organisations must follow a standard methodology. This guidance document, alongside the separate Step-by-Step guide, is designed to provide you with the key information needed for completing your staff list. Should you have additional questions about completing your staff list, please contact your ICB directly.

## Organisation eligibility

* The following types of organisations **are eligible** to submit staff lists:
	+ NHS general practices.
	+ Federations that employ ARRS[[1]](#footnote-2) staff.
	+ Limited companies established by Primary Care Networks (PCNs) to employ ARRS staff.
	+ Wholly owned subsidiaries of NHS Trusts who employ ARRS staff.
* The following types of organisations are **not eligible** to submit staff lists:
	+ Federations that do not employ ARRS staff.
	+ NHS Trusts who directly employ general practice staff (as their staff are already invited to participate in the NHS Staff Survey).
	+ Organisations that only employ out of hours staff (as out of hours staff are ineligible for GPSS).
	+ Voluntary, community, or social enterprise employers of ARRS staff.
	+ Other non-NHS employers.

## Timings

|  |  |  |
| --- | --- | --- |
| Date | Step of survey implementation | *By whom?* |
| 5 - 30 August | Practices and other eligible employer organisations make sure staff lists and staff email addresses are comprehensive, up to date and valid.Staff lists are submitted to ICB contacts and any queries resolved. | *Practices and other eligible employer organisations / ICBs* |
| 2 - 6 September | Staff lists are collated and submitted to the survey contractor, the SCC. | *ICBs* |
| 2 - 20 September | Staff lists are checked and any queries resolved with ICBs / eligible employer organisations.All queries must be resolved by 20 September at the latest.  | *SCC / ICBs / Practices and other eligible employer organisations* |
| Early October | Surveys are distributed to staff via email.  | *SCC* |

## Drawing your staff list

### **Who should be on this list**?

* Only staff employed **directly** by your organisation.
* All full-time and part-time staff who are directly employed by your organisation on **1 August 2024** (even if the sample is drawn after this point).
* Staff on fixed term contracts.
* Locum GPs and clinical staff, as long as they regularly[[2]](#footnote-3) work at the practice.
* Trainees from all professions, as long as they have been training in the practice for the last three months.
* Any staff meeting the above criteria who are on sickness leave of up to 12 months on 1 August 2024.
* Any staff member meeting the above criteria who is on parental leave (maternity/paternity leave).
* Any staff member meeting the above criteria who was suspended within the last 12 months on 1 August 2024.
* Any staff member meeting the above criteria who is on unpaid leave due to a caring commitment of up to 12 months on 1 August 2024.

### **Who should not be on this list**?

* Staff who are not directly employed by your organisation. For example, ARRS staff employed on behalf of a PCN should be listed only by the employing organisation (e.g. lead practice or GP federation).
* Staff who started working at the organisation **after** 1 August 2024.
* Staff on **unpaid** career breaks of more than 12 months on 1 August 2024.
* All staff employed by sub-contracted organisations or outside contractors.
* Staff who have been on sickness leave of more than 12 months on 1 August 2024.

## Completing the staff list

Please provide the following information for each eligible staff member:

### First Name and Surname

* Only include letters and dashes for names (e.g. Smith-Jones).
* Use correct and consistent cases (e.g. use ‘Smith-Jones’ for Surname and not ‘SMITH-JONES’ or ‘smith-jones’).
* Do not include titles such as ‘Dr.’ or any other special characters such as parentheses (e.g. use ‘Pat’ for First Name and not ‘Dr. Patrick (Pat)’).
* Do not populate names from email addresses, as this may lead to numbers in their names or only an initial as their first name.

### Email Address

* Provide accurate, up-to-date, active work email addresses for eligible staff.
* If no work email address is available, a personal email address may be included if the individual has given permission for this to be used for work purposes.
* Double-check that email addresses are correct, and do not contain any spaces.
* Only provide a **work postal address** if no email address is available. Any postal address provided should be the staff member's work address and not their private/home address.

### Type of Worker

* Select one from the options provided:

|  |  |  |  |
| --- | --- | --- | --- |
| Type of Worker |  |  |  |
| ***Practice worker*** | Staff directly employed by a practice to work for that practice. |
| ***PCN worker*** | Staff employed on behalf of a single PCN such as ARRS workers and PCN admin/managerial staff. These workers should be listed only by their employer organisation (e.g. lead practice or federation). |
| ***Works at multiple PCNs*** | Staff employed by a federation or other eligible employer to work across multiple PCNs (in any sort of role – clinical or non-clinical). |
| ***Federation worker*** | Only for internal federation staff employed to work in an administrative or managerial role for the federation. |

* Please note that all ARRS staff **must have** 'PCN worker' or ‘Works at multiple PCNs’ as their Type of Worker status.

### Employed via the ARRS

* Select whether each staff member is employed via the Additional Roles Reimbursement Scheme (ARRS).
* For more information about ARRS roles, please use this link: <https://www.england.nhs.uk/gp/expanding-our-workforce/>.

### PCN Code and Practice Code

* **Practice Code** indicates the valid six-character practice code all NHS practices should have. Practice code should only be provided for staff:
	+ That have ‘Practice worker’ as their Type of Worker status.
	+ Or are directly employed by a practice and have 'PCN worker' as their Type of Worker status.
* **PCN Code** indicates the valid six-character PCN code all PCNs should have. For reference purposes, a list of PCNs (and their corresponding PCN codes) in your system can be seen on the 'List of PCNs for reference' tab on the staff list template. PCN Code should only be provided for staff:
	+ That have ‘Practice worker’ as their Type of Worker status – this will indicate the PCN that the staff member’s practice is affiliated with.
	+ Or staff that have 'PCN worker' as their Type of Worker status, regardless of their employer organisation – this will indicate the PCN that the staff member works for.
* Staff listed as ‘Works at multiple PCNs’ or as ‘Federation worker’ **must not have** **either a PCN Code or Practice Code**.

### Staff Group

* Select one from the options provided:

|  |  |  |  |
| --- | --- | --- | --- |
| Type of worker |  |  |  |
| ***General Practitioner*** | * Partner[[3]](#footnote-4)
* Salaried
* Trainee
* Locum[[4]](#footnote-5)
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| ***Nursing*** | * Advanced Nurse Practitioner
* Nurse Manager
* Nursing Specialist
* Nursing Partner
* Practice Nurse
* Trainee Nurse (including apprentices)
 |
| ***Additional DirectPatient Care Role*** | * Advanced Clinical Practitioner
* Care Co-ordinator
* Clinical Pharmacist
* Dietician
* Dispenser
* GP Assistant
* Health and Wellbeing Coach
* Healthcare Assistant (HCA) / Health Support Worker
* High Intensity Therapist
* Mental Health Practitioner
* Nursing Associate / Trainee Nursing Associate
* Occupational Therapist
* Partner (Clinical, non-GP, non-nurse)
* Paramedic
* Pharmacy Technician
* Phlebotomist
* Physician Associate
* Physiotherapist
* Podiatrist
* Psychological Wellbeing Practitioner
* Social Prescribing Link Worker
* Speech and Language Therapist
* Trainee - Other (including apprentices)
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| ***Management*** | * Clinical Director
* Management Partner
* Other Manager
* Practice Management role (including Practice Manager, Assistant or Deputy Practice Manager, Operations Manager, Business Manager)
* Primary Care Network Manager
 |
| ***Administrative and Non-Clinical*** | * Admin and Clerical (including receptionist, telephonist, care navigator and medical secretary)
* Digital Transformation Lead
* Finance / Accounts
* Maintenance / Ancillary / Housekeeping (including cleaning, facilities, estates)
* Operations (including IT and HR)
* Trainee - Non-clinical *(including apprentices)*
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## Submitting the staff list

* Once you have drawn your staff list and completed the staff list template, please double-check all staff details are correct and that all fields that need to be completed have been.
* After compiling and checking your staff list, please securely transfer it to your ICB contact.

## Distribution of survey invitations to staff

* Eligible staff on temporary leave who do not attend the practice, such as staff on maternity / parental leave, staff on long-term sickness leave or suspended staff, will still be sent an email invitation to the survey, as long as they have provided the practice with a personal email address that can be used for work purposes. Work email addresses should only be used for staff on temporary leave if the staff member has agreed to survey materials being sent to their work email in advance, and the staff member is notified in advance that the survey invitation will be sent to their work email.
* During fieldwork, the SCC (the survey provider) will monitor response data to identify where email invitations have failed to reach staff members email inboxes and practices may be asked to provide updated email addresses where survey invitations are found to be undeliverable.
* Organisations submitting staff lists and ICBs must ensure that local email servers are checked to ensure survey invitations can get through.

## During fieldwork

* Where possible, please allow staff time to complete the survey in work time on a work computer (for staff who wish to do this). The survey will approximately take 15 minutes to complete online.
* If time and resource is available, please encourage staff to take part by making them aware that they will be receiving an email that contains a link to the survey.
* If a staff member becomes ineligible after you have submitted your staff list (e.g. if they leave or go on an unpaid career break before the survey is launched), please notify your ICB contact so that mailings to that individual can be stopped.
1. When we refer to ARRS roles this includes people employed on behalf of a PCN as part of multi-disciplinary teams in general practice funded through the [Network Contract Directed Enhance Services (DES) scheme.](https://www.england.nhs.uk/publication/network-contract-des-contract-specification-2024-25-pcn-requirements-and-entitlements/) [↑](#footnote-ref-2)
2. Regularly means that staff must have worked at the practice at least once a week in the three months to 1 August 2024. [↑](#footnote-ref-3)
3. *Please do remember to include all partners as they should also receive invites to the survey* [↑](#footnote-ref-4)
4. As outlined previously, Locum GPs must have worked at the practice at least once a week in the three months to 1 August 2024. [↑](#footnote-ref-5)