Primary Care Workforce Survey 2017
A survey of Scottish General Practices and GP Out of Hours Services

Guidance on completing the In Hours Survey

Background
The Primary Care Workforce Survey 2017 is designed to capture data on health professionals working in General Practice (e.g. doctors, nurses and healthcare support staff). The results will inform workforce planning at Health and Social Care Partnership, Board and national levels.

This survey has been developed in partnership with a range of stakeholders and it has been given the full backing of all partner organisations involved in its development including SGPC, RCGP and RCN.

The survey provides the principal opportunity for GP practices to engage with NHS Boards and for both to engage with the Scottish Government, to provide information about the current shape of their workforce. This will inform key decisions about future workforce supply.

The SGPC and the Survey Stakeholder Group have agreed that completed 2017 surveys will be collated, anonymised and analysed centrally at ISD Scotland (part of NHS National Services Scotland). As for previous years, results will be reported at an aggregated level and it will not be possible to identify individual GP practices or individual members of staff in either reported results or in the analysis dataset.

This survey was last run in 2015 and the results can be found at the following link: http://www.isdscotland.org/Health-Topics/General-Practice/Workforce-and-Practice-Populations/Workforce/national_primary_care_workforce_survey.asp

Payment for 2017 Survey Completion
In recognition of the work involved in completing the In Hours strand of the 2017 survey, each GP practice that submits a completed survey will receive a payment of £150.
ISD Scotland will supply Practitioner Services Division (PSD) with a list of GP practices who submitted a completed survey. It is anticipated that PSD will make payments to GP practices by December 2017.

Please use the progress bar at the top of the survey form to check that all sections of the survey are complete prior to submission to ISD Scotland.
General Guidance
This document should be used when completing the Primary Care Workforce Survey 2017 – In Hours Strand. You might find it helpful to print off a copy so that you can more easily refer to it whilst you are entering information into the survey form.

Please note that the survey should be completed and submitted electronically.

Before you start completing the survey:
Before entering responses, please save a copy of the survey form with a new name to a relevant folder available to you – for example ‘Aug2017_PCWS_Return.xls’, as an Excel 97-2003 Workbook (.xls). The survey form can be completed in stages; the survey does not require to be completed in one sitting. Please ensure that you save your copy of the survey form in a relevant network folder before exiting Excel.

Survey structure:
Please complete all seven sections of the accompanying survey form. All boxes which are coloured YELLOW should be completed. If a box is coloured BLUE no further response is required from you.

In addition to this guidance document, you can find help on how to complete each question within the survey form by clicking on icons.

Once all seven sections have been fully completed, the progress bar at the top and foot of the questionnaire will show ticks for each of the sections. Please make sure all sections have been completed before submitting the survey form.

Returning your completed survey:
Please send your completed survey via an NHS.net e-mail address to the following address by 30th September 2017: NSS.isdPCWS.Submissions@nhs.net

If you do not have an NHS.net account, please send the survey via an e-mail account which ends with scot.nhs.uk

If you have any difficulties or queries that are not covered in this guidance document, please contact the Project Team at ISD:

<table>
<thead>
<tr>
<th>Hazel Mackay</th>
<th>Martin Leitch</th>
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<td>ISD Scotland, NHS National Services Scotland</td>
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<td>Telephone No: 0131 275 6205</td>
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<td>Email: <a href="mailto:NSS.isdPCWS@nhs.net">NSS.isdPCWS@nhs.net</a></td>
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**Guidance on specific survey sections**

**Survey administration**

**Practice code:**
Please enter the 5 digit practice code. This code will be used during data collation at ISD Scotland but will be removed prior to the collated dataset being analysed and reported on.

**Respondent’s contact details:**
We ask for your name and contact details in case we need to contact you about your survey form during data collation. This will be removed prior to the collated dataset being analysed.

**Section 1: GPs in practice**

**Q1.1 Number of GPs at the practice**
This should include the total number of GPs in a substantive post at your practice on the 31st August 2017, including GPs on sabbatical, sick, maternity, paternity, adoption or other leave.

The following GP designations should be included: Partner / Senior Partner; Salaried GP; Retainee; Returner; Enhanced Induction; GP Specialty Trainee.

Note that this section should **EXCLUDE** any GPs who are working within the practice on a temporary basis including Long Term Locums.

Please note that the maximum number of GPs that can be recorded in this section has been set to 25. If the total number of GPs in post at your practice exceeds this, please contact the project team for further assistance via NSS.isdPCWS@nhs.net.

**Q1.2 Details for each GP**
This section is designed to capture basic details for each GP in post on the 31st August 2017. Please use one line per GP and complete all 5 columns (a-e) for every GP that has been counted in Q1.1.

**Q1.2a Designation**
In the "Designation" column you can select one of the following: Partner / Senior Partner; Salaried GP; Retainee; Returner; Enhanced Induction; GP Specialty Trainee.

**Q1.2b Gender**
In the “Gender” column you can select either Male, Female or Prefer not to answer.

**Q1.2c Age range**
In the “Age range” column you can select one of the following: under 20, 20-24, 25-29, 30-34, 35-39, 40-44, 45-49, 50-54, 55-59, 60-64, 65 and over. This should be based on age as at the survey census date (31st August 2017), not age on the date you are filling in the survey form.
Please note that the age range options in this section have been standardised for the whole survey and some of those at the lower range may not be applicable to this question.

**Q1.2d Total sessions per week (contracted)**
This should be completed for each GP, using the best information you have. The number should be the total in-hours sessional commitment provided by each GP, to the practice **AND** to any other professional activities outwith the practice (including, for example, LMC work, academic sessions, community hospital work, other NHS work). Time associated with Extended Hours should be included within the section.

Any time worked on Out of Hours service provision should **NOT** be included in this column.

Please note that we cannot offer an exact definition of session length as we have been advised that it varies (3.5 hours / 4 hours / half a day are common values but some practices may have different definitions).

If GPs work varying numbers of sessions, please try to arrive at a 'typical' number for a 'normal' week. Higher values are included as options to reflect, for example, a week inclusive of extended hours opening e.g. a GP working 8:00am-8:00pm on one day to cover extended hours opening could be considered to have worked 3 sessions that day.

The highest number of sessions in the drop-down list is 12. If this value is not sufficient to reflect any individual GP’s workload, please contact the project team for further assistance via NSS.isdPCWS@nhs.net.

**Q1.2e Total Hours usually worked per week (GP's estimate)**
This question should be completed based on the GP’s own estimate of usual hours worked. Please consult individual GPs within the GP practice prior to completing this question. This question should be completed for each individual GP. If a GP’s work varies per week, provide an estimated figure for a 'typical' week.

This question is in relation to total hours worked, based on the combination of 'Direct Patient Contact' and ‘Indirect Patient Contact and Other Activities’. This should include activities within and outside the practice.

Please include ALL hours each GP works on the In Hours service even if they fall outwith practice opening times. Time associated with Extended Hours **SHOULD BE** included within this section. Any time worked on Out of Hours service provision should **NOT** be included in this section.

**Examples of Direct patient contact:**
- Surgeries
- Clinic consultations
- Telephone consultations
- Home visits

**Examples of Indirect patient contact and other activities:**
- Referral letters
- Case conferences
- Arranging admissions
- Prescribing out with clinic time e.g. Repeat Prescriptions
- Teaching and professional development
- Primary Care representative at Secondary Care meetings
Section 2: GPs vacancies and recruitment to posts

**Q2.1 GP vacancies on 31st August 2017**
Using the dropdown options please indicate whether the practice had any GP vacancies on the 31st August 2017.

**Q2.2 Number of vacant GP sessions per week as at 31st August 2017**
If the practice has any known GP vacancies on the 31st August 2017, please provide your best estimate of the number of sessions per week that would ideally be filled by one or more GPs. We appreciate that it may be difficult to be exact on this, but please provide your best estimate.

Please note that the maximum number of vacant GP sessions that can be recorded in this section has been set to 100. If the total number of vacant GP sessions at your practice exceeds this please contact the project team for further assistance via NSS.isdPCWS@nhs.net.

**Q2.3 Number of vacant GP posts (headcount) on 31st August 2017**
Enter the total number of vacant GP posts at the practice on the 31st August 2017.

Please note that the maximum number of vacancies that can be recorded in this section has been set to 15. If the total number of vacancies at your practice exceeds this, please contact the project team for further assistance via NSS.isdPCWS@nhs.net.

**Q2.4 Details of GP vacancies on 31st August 2017**
This section is designed to capture basic details of each GP vacancy on the 31st August 2017. Please use one line per GP vacancy and complete all 5 columns (a-e) for every unfilled vacancy that has been counted in Q2.3.

Please note that the maximum number of vacancies that can be recorded in this section has been set to 15. If the total number of vacancies at your practice exceeds this, please contact the project team for further assistance via NSS.isdPCWS@nhs.net.

**Q2.4a Designation**
In the "Designation" column you can select one of the following: Partner / Senior Partner; Salaried GP; Retaine; GP Specialty Trainee.

**Q2.4b Full-time or Part-time**
For each GP vacancy please select from the dropdown options to indicate whether you consider this to be a full-time or part-time post. Please note that there is not a standardised definition of full- and part-time posts.

**Q2.4c Length of time post vacant**
For each GP vacancy on the 31st August 2017, please select from the dropdown options the length of time the post has been vacant as at 31st August 2017.
For example, if a post had become vacant on 4th January 2017 and was still unfilled on 31st August 2017, the length of time vacant should be recorded as “Over 6 months”.

For the purposes of this survey, a vacancy would be considered ‘filled’ when the successful candidate has been chosen and has accepted the post with a date to start work.

**Q2.4d Recruitment experience**
In this column, you can select one of the following: Not yet advertised; Achievable; Challenging; Not able to recruit; Don’t yet know. ("Don’t yet know’ may apply to a new vacancy or posts recently advertised).

**Q2.4e Recruitment challenges**
In this section, you can record a maximum of 3 options to explain the reasons for any challenges you either anticipate or have experienced in recruiting to each vacancy.

The following options are available for this question: Rural practice; Financial constraints; Deprived population; Quality of candidates; Part-time post not attractive; Full-time post not attractive; No applicants; Shortage of suitable applicants; Other (with option to add comment); Not applicable.

Please note that the reasons for any challenges that you provide should be ranked in order of impact to recruiting. Where only one reason is applicable, this should be recorded as the “Main Reason”. If the option “Other” has been selected, please record further details in the free text column. For posts with no challenges for recruitment, please select the option “Not applicable”, for example for posts that have been recorded as “Achievable” in Q2.4d.

If the practice is deciding whether or not to recruit, please indicate this using the option “Other” and provide a comment in the free text column available.

**Q2.5 GP vacancies in the past 12 months**
Using the dropdown options please indicate whether the practice had any GP vacancies in the last 12 months which were FILLED before 31st August 2017. For the purposes of this survey, a vacancy would be considered ‘filled’ when the successful candidate has been chosen and has accepted the post with a date to start work.

**Q2.6 Number of vacant GP posts (headcount) filled in the last 12 months**
Enter the total number of vacant GP posts at the practice over the last 12 months which were FILLED before 31st August 2017.

Please note that the maximum number of FILLED vacancies that can be recorded in this section has been set to 15. If the total number of FILLED vacancies at your practice exceeds this, please contact the project team for further assistance via NSS.isdPCWS@nhs.net.

**Q2.7 Details of FILLED GP vacancies**
This section is designed to capture basic details of each FILLED GP vacancy in the last 12 months ending 31 August 2017. Please use one line per FILLED GP vacancy and complete all 5 columns (a-e) for every FILLED vacancy that has been counted in Q2.6.
Please note that the maximum number of **FILLED** vacancies that can be recorded in this section has been set to 15. If the total number of **FILLED** vacancies at your practice exceeds this, please contact the project team for further assistance via NSS.isdPCWS@nhs.net.

**Q2.7a Designation**
In the "Designation" column you can select one of the following: Partner / Senior Partner; Salaried GP; Retainee; GP Specialty Trainee.

**Q2.7b Full-time or Part-time**
For each **FILLED** GP vacancy please select from the dropdown options to indicate whether you consider this to be a full-time or part-time post. Please note that there is not a standardised definition of full- and part-time posts.

**Q2.7c Length of time post vacant**
For each **FILLED** GP vacancy please select from the dropdown options the length of time the post was vacant.

For posts that have been **FILLED** in the 12 months ending 31st August 2017, please record the length of time that post was vacant. For example, if a post became vacant on 30th June 2017 and was filled on 29th August, the length of time vacant should be recorded as “Less than 3 months”.

For the purposes of this survey, a vacancy would be considered 'filled' when the successful candidate has been chosen and has accepted the post with a date to start work.

**Q2.7d Recruitment experience**
In this column, you can select one of the following: Achievable; Challenging; Don’t know.

**Q2.7e Recruitment challenges**
In this section, you can record a maximum of 3 options to explain the reasons for any challenges you experienced in recruiting to each **FILLED** vacancy.

The following options are available for this question: Rural practice; Financial constraints; Deprived population; Quality of candidates; Part-time post not attractive; Full-time post not attractive; No applicants; Shortage of suitable applicants; Other with option to add comment; Not applicable.

Please note that the reasons for any challenges that you provide should be ranked in order of impact to recruiting. Where only one reason is applicable, this should be recorded as the “Main Reason”. If the option “Other” has been selected, please record further details in the free text column. For **FILLED** posts with no challenges for recruitment, please select the option “Not applicable”, for example for posts that have been recorded as “Achievable” in Q2.7d.
Section 3: Temporary cover for vacant GP sessions

Q3.1 Recruitment of locum/sessional GPs
Use the dropdown menus to indicate whether the practice needed to recruit any sessional GPs / locums during the 12 month period ending 31st August 2017 on any basis (regular, occasional, one-off).

Q3.2 Number of locum/sessional GP sessions worked in the last 12 months
If the practice has employed any sessional GPs / locums during the 12 month period ending 31st August 2017 on any basis (regular, occasional, one-off), please provide your best indication from your practice records of the total number of sessions that they provided during that 12 month period. You may find that looking at the practice financial accounts (e.g. payroll) allows you to arrive at a reasonable figure.

Q3.3 Events requiring use of locum/sessional GPs
Please give your best estimate of how often you were required to go through the process of recruiting locum/sessional GPs over the past 12 months ending 31st August 2017 for planned and unplanned events.

Examples of planned events include: Annual leave, Pre planned sick leave, Maternity leave, Training and continuous professional development, Outside activities (e.g. Leadership, Committee work, Temporary cover for vacant posts.

Examples of unplanned events include: Unplanned sick leave, Unauthorised absence.

For both event groups you can select the following options: Not required; Daily; Weekly; Monthly; Quarterly; Bi-annually; Annually.

Please note that this question should be completed in relation to the number of times that you went through the recruitment process opposed to the length of time that cover was provided.

Examples are outlined below:

- If between 1st Sept 2016 and 31st August 2017, you only recruited a locum/sessional GP once who provided cover for three weeks planned annual leave, this event should be recorded as “Annually” against “All planned events”.
- If generally each month between 1st Sept 2016 and 31st August 2017, you had to go through the process to recruit a locum/sessional GP to cover at least one session for GPs who were unable to work due to unplanned illness each month, this event should be recorded as “Monthly” against “All unplanned events”.

Q3.4 Ability to recruit locum/sessional GPs in time to cover planned and unplanned events
This should be based on your typical experience of recruiting locum/sessional GP cover in the last 12 months. Use the dropdown menus to select one of the following options for planned events and unplanned events: Yes – able to fill all; Yes –able to partly fill; No- often could not recruit at all; Not applicable.
Q3.5 Typical 12 month period in relation to events requiring cover
Select one of the following options from the dropdown menus: Yes; No – usually better; No – usually worse; Don’t know - in relation to events requiring locum/sessional GP cover.

Q3.6 Further detail
Please provide more details about locum/sessional GP cover used in the last 12 months. For example, explain why you think that the situation is usually worse/better.

Q3.7 Use of locums to manage regular workload
This should include only locum/sessional GPs recruited on a long term basis to cover normal practice workload rather than appointing salaried GPs. Locum/sessional GPs used to cover leave and vacant posts on a temporary/short-term basis should be excluded.

Q3.8 Number of sessions worked by locum GPs to manage regular workload
Please provide your best estimate of the number of sessions worked by locum/sessional GPs recruited on a long term basis to cover normal practice workload in the past 12 months rather than appointing salaried GPs. You may find it helpful to refer to Q3.2, the total number of locum GP sessions worked.

Q3.9 Extra sessions by GPs at the practice
Use the dropdown menu to indicate if any extra sessions were worked by the practice’s own GPs over and above their normal sessional commitments. This may include for example, if they have acted as an 'internal locum' to cover another GP’s sessions, due to annual leave or sick leave.

Q3.10 Numbers of extra sessions worked in the past 12 months
If any of the practice's own GPs have provided extra sessions in the practice during the 12 month period ending 31st August 2017, over and above their normal sessional commitments (for example, if they have acted as an 'internal locum' to cover another GP's sessions), please provide your best indication from your practice records of the total number of sessions that they provided during that 12 month period.
Section 4: Practice-employed Registered Nurses/Healthcare Support Workers/Phlebotomists in post

Q4.1 Registered Nurses/Healthcare Support Workers/Phlebotomists in post
Please only include practice-employed registered nurses, healthcare support workers or phlebotomists.

Q4.2 Number of Registered Nurses, Healthcare Support Workers and Phlebotomists
Please only include practice-employed registered nurses, healthcare support workers and phlebotomists. This should include the total number of practice-employed nurses/healthcare support workers/phlebotomists in a substantive post at your practice on the 31st August 2017, including staff on sabbatical, sick, maternity, paternity, adoption or other leave.
If one person performs multiple roles, for example, if you have a registered nurse who spends some of their time doing phlebotomy work, please count this member of staff only once.

Please note that the maximum number of nurses, healthcare support workers and phlebotomists that can be recorded in this section has been set to 25. If the total number of these staff at your practice exceeds this, please contact the project team for further assistance via NSS.isdPCWS@nhs.net.

Q4.3 Details of each Registered Nurse, Healthcare Support Worker and Phlebotomist in post
This section is designed to capture basic details for each nurse, healthcare support worker and phlebotomist in post on the 31st August 2017. Please use one line per member of staff and complete all 4 columns (a-d), where applicable, for every member of staff that has been counted in Q4.2.

If one person performs multiple roles, please list them just once, under their most senior role. For example, if you have a registered nurse who spends some of their time doing phlebotomy work, please list them as a registered nurse and do not try to "split" their time into nursing versus phlebotomy.

Please note that the maximum number of nurses, healthcare support workers and phlebotomists that can be recorded in this section has been set to 25. If the total number of staff in post at your practice exceeds this, please contact the project team for further assistance via NSS.isdPCWS@nhs.net.

Q4.3a Designation
In the "Designation" column you can select one of the following:

- Advanced Nurse Practitioner
- Nurse Practitioner (inc Specialist Nurse Practitioner)
- Senior General Practice Nurse
- General Practice Nurse
- Treatment Room Nurse (Practice Employed Only)
- Staff Nurse (Practice Employed Only)
- Healthcare Support Worker/Healthcare Assistant
- Phlebotomist
If one person performs multiple roles, please list them under their most senior role. For example, if you have a registered nurse who spends some of their time doing phlebotomy work, please list them as a registered nurse and do not try to "split" their time into nursing versus phlebotomy.

We realise that there is likely to be a degree of local variation in the precise names/designations given to registered nurses working in general practices. Please only include practice-employed registered nurses, healthcare support workers and phlebotomists.

Please refer to the following guidance to help you select the most appropriate designation. The following descriptions of nursing roles has been developed with input from the Royal Collage of Nursing (RCN), NHS Education for Scotland (NES) and the Scottish Government (SG).

Reference is made to the Career Framework throughout the following guidance. For further information please refer to:

- [http://www.careerframework.nes.scot.nhs.uk/](http://www.careerframework.nes.scot.nhs.uk/)

**Advanced Nurse Practitioner:**

An Advanced Nurse Practitioner post should be aligned to Level 7 of the Career Framework (Scottish Government, 2009) and reviewed against a minimum of AIC band 7.

An Advanced Nurse Practitioner (ANP) is an experienced and highly educated Registered Nurse who manages the complete clinical care for their patient, not solely any specific condition. Advanced practice is a level of practice, rather than a type or speciality of practice.

ANPs are educated at Masters Level in advanced practice and are assessed as competent in this level of practice. As a clinical leader they have the freedom and authority to act and accept the responsibility and accountability for those actions. This level of practice is characterised by high level autonomous decision making, including assessment, diagnosis, treatment including prescribing, of patients with complex multi-dimensional problems. Decisions are made using high level expert, knowledge and skills. This includes the authority to refer, admit and discharge within appropriate clinical areas.

Working as part of the multidisciplinary team ANPs can work in or across all clinical settings, dependant on their area of expertise.

Where an Advanced Nurse Practitioner as defined above works within a specialist role e.g. long term condition management, please record this member of staff under Advanced Nurse Practitioner.


Nurses working at Advanced Nurse Practitioner level should be non medical independent prescribers as outlined by the following guidance: [https://www.rcn.org.uk/get-help/rcn-advice/nurse-prescribing#Types of nurse prescriber](https://www.rcn.org.uk/get-help/rcn-advice/nurse-prescribing#Types of nurse prescriber).

**Nurse Practitioner (inc Specialist Nurse Practitioner)**

A Nurse Practitioner post should be aligned to Level 6 of the Career Framework (Scottish Government, 2009).

We would expect a Nurse Practitioner to be an experienced registered nurse who has completed additional education to enable them to assess patients with undifferentiated undiagnosed problems and use advanced nursing skills usually including prescribing, to complete whole episodes of care.

Where a Nurse Practitioner is working within a specialist role e.g. long term condition management, however is not classed as an Advanced Nurse Practitioner as outlined above please record this member of staff under Nurse Practitioner (inc Specialist Nurse Practitioner).
Senior General Practice Nurse
A Senior General Practice Nurse should be aligned to Level 6 of the Career Framework (Scottish Government, 2009).

The Senior General Practice Nurse designation is intended to include registered nurses with a wide range of clinical skills usually involving cervical cytology, immunisations, ear and wound care etc. These nurses provide care and help people to manage long term conditions such as asthma, COPD, diabetes and heart disease.

General Practice Nurse
As per Senior General Practice Nurse guidance however aligned to Level 5 of the Career Framework (Scottish Government, 2009).

Treatment Room Nurse (Practice Employed Only)
Aligned to Level 5 of the Career Framework (Scottish Government, 2009).
Please only include practice-employed registered nurses within this section.

Staff Nurse (Practice Employed Only)
Aligned to Level 5 of the Career Framework (Scottish Government, 2009).
Please only include practice-employed registered nurses within this section.

Healthcare Support Worker/Healthcare Assistant
Aligned to Levels 2 – 4 of the Career Framework (Scottish Government, 2009).
For the Healthcare support worker / Healthcare Assistant designation, please include any staff member(s) whose role(s) may be wide ranging but who essentially work(s) under the direction of the health professional (GP or Registered Nurse).

Phlebotomist
Aligned to Levels 2 – 4 of the Career Framework (Scottish Government, 2009).
Under the designation phlebotomist please only include staff whose clinical role is restricted to phlebotomy.

Q4.3b Gender
In the “Gender” column you can select either Male, Female or Prefer not to answer.

Q4.3c Age range
In the “Age range” column you can select one of the following: under 20; 20-24; 25-29; 30-34; 35-39; 40-44; 45-49; 50-54; 55-59; 60-64; 65 and over. This should be based on age as at the census date (31st August 2017), not age on the date you are filling in the survey form.

Q4.3d Contracted hours
This should be completed for each individual member of staff, using the best information you have. It should reflect the total number of hours that they are contracted to provide weekly, to the practice and to any other professional activities (if applicable). Time associated with extended hours should be included within the section.

Any time worked on Out of Hours service provision should NOT be included in this column. If an individual works varying numbers of hours in different weeks, please try to estimate a ‘typical’ number for a ‘normal’ week.
Section 5: Nurse / Healthcare support worker / Phlebotomist
vacancies and Recruitment to Posts

Q5.1 Nurse/Healthcare Support worker/Phlebotomist vacancies on 31st August 2017
Using the dropdown options, please indicate whether the practice had any vacancies for
practice employed registered nurses, healthcare support workers or phlebotomists on the
31st August 2017.

Q5.2 Number of vacant Nurse/Healthcare Support Worker/Phlebotomist posts
(headcount) on 31st August 2017
Enter the total number of vacancies for practice employed registered nurses, healthcare
support workers or phlebotomist posts at the practice on the 31st August 2017.

Please note that the maximum number of vacancies that can be recorded in this section has
been set to 15. If the total number of vacancies at your practice exceeds this, please contact
the project team for further assistance via NSS.isdPCWS@nhs.net.

Q5.3 Details of Nurse/Healthcare Support Worker/Phlebotomist vacancies on 31st
August 2017
This section is designed to capture basic details of each nurse, healthcare support worker
and phlebotomist vacancy on the 31st August 2017. Please use one line per vacancy and
complete all 5 columns (a-e) for every unfilled vacancy that has been counted in Q5.2.

Please note that the maximum number of vacancies that can be recorded in this section has
been set to 15. If the total number of vacancies at your practice exceeds this, please contact
the project team for further assistance via NSS.isdPCWS@nhs.net.

Q5.3a Designation
For each vacancy, please select from the dropdown options to record individual designations
for each post. Please see guidance on Q4.3a for more information on nursing designations.

Q5.3b Post vacancy hours per week
For each vacancy, please indicate the number of hours contracted per week. Please type in
just a number e.g. 37.5 to indicate thirty seven and a half hours per week.

Q5.3c Length of time post vacant
For each vacancy on the 31st August 2017, please select from the dropdown options the
length of time the post has been vacant up until 31st August 2017.

For example, if a post had become vacant on 4th January 2017 and was still unfilled on 31st
August 2017, the length of time vacant should be recorded as “Over 6 months”.

For the purposes of this survey, a vacancy would be considered 'filled' when the successful
candidate has been chosen and has accepted the post with a date to start work.
Q5.3d Recruitment experience
In this column, you can select one of the following: Not yet advertised; Achievable; Challenging; Not able to recruit; Don’t yet know (“Don’t yet know” may apply to a new vacancy or posts recently advertised).

Q5.3e Recruitment challenges
In this section, you can record a maximum of 3 options to explain the reasons for any challenges you either anticipate or have experienced in recruiting to each vacancy.

The following options are available for this question: Rural practice; Financial constraints; Deprived population; Quality of candidates; Part-time post not attractive; Full-time post not attractive; No applicants; Shortage of suitable applicants; Other (with option to add comment); Not applicable.

Please note that the reasons for any challenges that you provide should be ranked in order of impact to recruiting. Where only one reason is applicable, this should be recorded as the “Main Reason”. If the option “Other” has been selected, please record further details in the free text column. For posts with no recruitment challenges for recruitment, please select the option “Not applicable”, for example for posts that have been recorded as “Achievable” in Q5.3d.

If the practice is deciding whether or not to recruit, please indicate this using the option “Other” and provide a comment in the free text column available.

Q5.4 Nurse/Healthcare Support Worker/Phlebotomist vacancies in the past 12 months
Using the dropdown options, please indicate whether the practice had any vacancies for practice employed registered nurses, healthcare support workers or phlebotomists in the last 12 months which were FILLED before 31st August 2017. For the purposes of this survey, a vacancy would be considered ‘filled’ when the successful candidate has been chosen and has accepted the post with a date to start work.

Q5.5 Number of vacant Nurse/Healthcare Support worker/Phlebotomist posts (headcount) filled in the last 12 months
Enter the total number of vacancies for practice employed registered nurses, healthcare support workers or phlebotomist posts at the practice over the last 12 months which were FILLED before 31st August 2017.

Please note that the maximum number of FILLED vacancies that can be recorded in this section has been set to 15. If the total number of FILLED vacancies at your practice exceeds this please contact the project team for further assistance via NSS.isdPCWS@nhs.net.

Q5.6 Details of FILLED Nurse/Healthcare Support Worker/Phlebotomist vacancies
This section is designed to capture basic details of each FILLED nurse, healthcare support worker and phlebotomist vacancy in the last 12 months ending 31 August 2017. Please use one line per FILLED vacancy and complete all 5 columns (a-e) for every FILLED vacancy that has been counted in Q5.5.
Please note that the maximum number of FILLED vacancies that can be recorded in this section has been set to 15. If the total number of FILLED vacancies at your practice exceeds this, please contact the project team for further assistance via NSS.isdPCWS@nhs.net.

Q5.6a Designation
For each FILLED vacancy please select from the dropdown options to record individual designations for each post. Please see guidance on Q4.3a for more information on nursing designations.

Q5.6b Post vacancy hours per week
For each FILLED vacancy please indicate the number of hours contracted per week. Please type in just a number e.g. 37.5 to indicate 37 and half hours per week.

Q5.6c Length of time post vacant
For each FILLED vacancy please select from the dropdown options the length of time the post was vacant.

For posts that have been FILLED in the 12 months before 31st August 2017, please record the length of time that post was vacant. For example, if a post became vacant on 30th June 2017 and was filled on 29th August, the length of time vacant should be recorded as “Less than 3 months”.

For the purposes of this survey, a vacancy would be considered 'filled' when the successful candidate has been chosen and has accepted the post with a date to start work.

Q5.6d Recruitment experience
In this column, you can select one of the following: Achievable; Challenging; Don’t know.

Q5.6e Recruitment challenges
In this section, you can record a maximum of 3 options to explain the reasons for any challenges you experienced in recruiting to each FILLED vacancy.

The following options are available for this question: Rural practice; Financial constraints; Deprived population; Quality of candidates; Part-time post not attractive; Full-time post not attractive; No applicants; Shortage of suitable applicants; Other with option to add comment; Not applicable.

Please note that the reasons for any challenges that you provide should be ranked in order of impact to recruiting. Where only one reason is applicable, this should be recorded as the “Main Reason”. If the option “Other” has been selected, please record further details in the free text column. For FILLED posts with no challenges for recruitment, please select the option “Not applicable”, for example for posts that have been recorded as “Achievable” in Q5.6d.
Section 6: Temporary Additional Nursing time, Healthcare support worker or Phlebotomist time

Q6.1 Recruitment of locum/bank/agency nurses
Use the dropdown menus to indicate whether the practice has employed any locum/bank/agency nurses during the 12 month period 1st September 2016 – 31st August 2017 on any basis (regular, occasional, one-off).

Q6.2 Number of locum/bank/agency nurse hours worked in the last 12 months
If the practice has employed any locum/bank/agency nurses over the 12 month period 1st September 2016 to 31st August 2017 on any basis (regular, occasional, one-off), please provide your best indication from your practice records of the total number of hours that they provided during that 12 month period. You may find that looking at the practice financial accounts (e.g. payroll) allows you to arrive at a reasonable figure.

Q6.3 Events requiring use of locum/bank/agency nurses
Please give your best estimate of how often you were required to go through the process of recruiting locum/bank/agency nurses over the past 12 months ending 31st August 2017 for planned and unplanned events.

Examples of planned events include: Annual leave, Pre planned sick leave, Maternity leave, Training and continuous professional development, Outside activities (e.g. Leadership, Committee work, Temporary cover for vacant posts.

Examples of unplanned events include: Unplanned sick leave, Unauthorised absence.

For both event groups you can select the following options: Not required; Daily; Weekly; Monthly; Quarterly; Bi-annually; Annually.

Please note that this question should be completed in relation to the number of times that you went through the recruitment process opposed to the length of time that cover was provided.

Examples are outlined below:

- If between 1st Sept 2016 and 31st August 2017, you only recruited a locum/bank/agency nurse once who provided cover for three weeks planned annual leave, this event should be recorded as “Annually” against “All planned events”.
- If generally each month between 1st Sept 2016 and 31st August 2017, you had to go through the process to recruit a locum/bank/agency nurse to cover for nurses who were unable to work due to unplanned illness each month, this event should be recorded as “Monthly” against “All unplanned events”.

Q6.4 Ability to recruit locum/bank/agency nurses in time to cover planned and unplanned events
This should be based on your typical experience of recruiting locum/bank/agency nurse cover in the last 12 months. Use the dropdown menus to select one of the following options
for planned events and unplanned events: Yes – able to fill all; Yes – able to partly fill; No – often could not recruit at all; Not applicable.

Q6.5 Typical 12 month period in relation to events requiring cover
Select one of the following options from the dropdown menus: Yes; No – usually better; No – usually worse; Don’t know - in relation to events requiring locum/bank/agency nurse cover.

Q6.6 Further detail
Please provide more details about locum/bank/agency nurse cover in the last 12 months. For example, explain why you think that the situation is usually worse/better.

Q6.7 Extra hours - Nurses
Use the dropdown menu to indicate whether any extra hours were worked by your existing registered nurse(s).

Q6.8 Number of extra hours worked in the last 12 months - Nurses
If any extra time, over and above their regular hours, has been worked by your existing registered nurse(s) please provide your best indication from your practice records of the total number of hours that they provided during that 12 month period (1st September 2016 to 31st August 2017).

Q6.9 Extra hours – Healthcare Support Workers
Use the dropdown menu to indicate whether any extra healthcare support worker hours were used by the practice during the 12 month period (1st September 2016 to 31st August 2017).

Q6.10 Number of extra hours worked in the last 12 months – Healthcare Support Workers
Please provide your best indication from your practice records of the total number of extra healthcare support worker hours used during the 12 month period (1st September 2016 to 31st August 2017).

Q6.11 Extra hours – Phlebotomists
Use the dropdown menu to indicate whether any extra phlebotomist hours were used by the practice during the 12 month period (1st September 2016 to 31st August 2017).

Q6.12 Number of extra hours worked in the last 12 months – Phlebotomists
Please provide your best indication from your practice records of the total number of extra phlebotomist hours used during the 12 month period (1st September 2016 to 31st August 2017).
## Section 7: Other staff working out of or based at GP practice premises

This is a simplified version of the 2015 survey section on “Other staff working within the practice”, included to ensure that we do not miss what may be a small, but nonetheless, significant and growing proportion of practice workload.

Please provide information about other staff groups listed who provided a service to the practice population and worked out of or were based at the GP practice premises for the year ended 31st August 2017. Only include those members of staff who have **not** been included in previous sections of the survey. Staff should be included in this section regardless of how they are funded or contracted.

| **Nursing and Midwifery** | • District Nursing  
|                          | • Health Visiting  
|                          | • Midwifery  
|                          | • Public Health Nursing  
| **Allied Health Professions** | • Dietetics  
|                          | • Occupational Therapy  
|                          | • Paramedics  
|                          | • Physiotherapy  
|                          | • Speech and language therapy  
| **Medical** | • Obstetricians/Gynaecologists  
| **Mental Health** | • Mental Health Nursing/Worker  
| **Other** | • Community Links workers  
| | • Money/welfare advice services  
| | • Pharmacy  
| | • Physician Associate  

**Q7.1a Do any of the following staff groups work out of or are based at the GP practice premises**

Please indicate whether the staff group worked out of or were based at the GP practice premises during the year ending 31st August 2017. Please only include staff that have **NOT** already been included in earlier sections of the survey. Staff should be included in this section regardless of how they are funded or contracted.

**Q7.1b Average weekly hours for staff groups**

This is the total number of hours per week that are contracted for each designation.

This should be aggregated, so for example if there are two Pharmacists working 18.5 hours each per week, this should be recorded as a total of 37 hours.

If an individual works varying numbers of hours in different weeks, please try to arrive at a 'typical' number for a 'normal' week.

Time associated with extended hours **SHOULD** be included within the section. Any time worked on Out of Hours service provision (if applicable) **SHOULD NOT** be included in this column.