Logo, company name

Description automatically generated

**Example questions for nurse agencies staff** (registered nurses)

Your honest feedback is very important to us and we value all comments.  Please tell us how we are doing and where we can make improvements, even if you feel these are only small things.  If you have feedback not covered by the questions below, please use the box at the end of the form to tell us about this. Alternatively, you can arrange to speak with a manager.

**Practice which promotes and respects people’s human rights**

1 – I know when to report a concern about someone’s safety or wellbeing, and who to report it to.

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| --- | --- | --- | --- | --- | --- |
| **Unsatisfactory** | **Weak** | **Adequate** | **Good** | **Very Good** | **Excellent** |
|  |  |  |  |  |  |

**People receive healthcare from professionals who are skilled, knowledgeable, and well matched to people’s needs**

2 – I get sufficient information from the agency about the service or individual I will be placed with.

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| --- | --- | --- | --- | --- | --- |
| **Unsatisfactory** | **Weak** | **Adequate** | **Good** | **Very Good** | **Excellent** |
|  |  |  |  |  |  |

**People experience safe infection prevention and control practice and procedure**

3 – I feel confident that I have enough knowledge about infection prevention and control to do my job and to keep myself and others safe from the risk of infection.

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| --- | --- | --- | --- | --- | --- |
| **Unsatisfactory** | **Weak** | **Adequate** | **Good** | **Very Good** | **Excellent** |
|  |  |  |  |  |  |

4 – I know what the signs and symptoms of Covid-19 or other infectious diseases are, including the different ways it presents in older, frail people or those with complex needs.

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| **Unsatisfactory** | **Weak** | **Adequate** | **Good** | **Very Good** | **Excellent** |
|  |  |  |  |  |  |

**Leaders are responsive to feedback and use learning to improve**

 5 – I am regularly asked to give feedback about my experience in the roles I am matched to and the agency in general.

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| --- | --- | --- | --- | --- | --- |
| **Unsatisfactory** | **Weak** | **Adequate** | **Good** | **Very Good** | **Excellent** |
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6 – I feel that the agency listens and is responsive to any feedback I give or concerns I raise.

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| --- | --- | --- | --- | --- | --- |
| **Unsatisfactory** | **Weak** | **Adequate** | **Good** | **Very Good** | **Excellent** |
|  |  |  |  |  |  |

**Staff are well supported, confident and competent in their roles**

7– I feel confident in my work and roles I am placed in.

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| --- | --- | --- | --- | --- | --- |
| **Unsatisfactory** | **Weak** | **Adequate** | **Good** | **Very Good** | **Excellent** |
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8 – There is always someone I can contact for support from the agency if required.

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| --- | --- | --- | --- | --- | --- |
| **Unsatisfactory** | **Weak** | **Adequate** | **Good** | **Very Good** | **Excellent** |
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9 – The management team provide good support and there is good communication with the agency.

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| **Unsatisfactory** | **Weak** | **Adequate** | **Good** | **Very Good** | **Excellent** |
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**Staff have the right knowledge and development to care for and support people.**

10 – I feel my skills knowledge and competency are matched to the roles I am placed in.

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| --- | --- | --- | --- | --- | --- |
| **Unsatisfactory** | **Weak** | **Adequate** | **Good** | **Very Good** | **Excellent** |
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11 – The agency provided a formal induction and ensured that all relevant mandatory training was undertaken or up to date.

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| --- | --- | --- | --- | --- | --- |
| **Unsatisfactory** | **Weak** | **Adequate** | **Good** | **Very Good** | **Excellent** |
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12 – (where there is ongoing employment) I have regular opportunities for clinical supervision with the agency.

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| --- | --- | --- | --- | --- | --- |
| **Unsatisfactory** | **Weak** | **Adequate** | **Good** | **Very Good** | **Excellent** |
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13 - (where there is ongoing employment) The agency provides opportunities to update mandatory training or training that requires refreshers.

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| --- | --- | --- | --- | --- | --- |
| **Unsatisfactory** | **Weak** | **Adequate** | **Good** | **Very Good** | **Excellent** |
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If there are specific areas you think we could improve on, please provide some detail below.

  If there is anything else you’d like to add, please use the box below.