

Appendix 1 – Survey questions

Q 1. Are you?

- A Veterinary Surgeon
- A Veterinary Nurse / Nursing Assistant / Student Nurse
- Practice Manager
- Other - Write In

Q 2. Are you?

- Male
- Female

Q3. Are you?

- Management
- An employee
- A locum

Q4 Right now, in your current practice, are you on the receiving end of sustained patterns of behaviour, usually from one person, which seem designed to make your life unpleasant?

- Yes
- No

Q5 Within the LAST YEAR have you REPEATEDLY (tick all that apply):

- been shouted at or screamed at (not just on an isolated occasion, but regularly)
- been physically intimidated (ie feared for your safety)
- had things thrown at you in anger
- been belittled in front of clients
- been belittled in front of other staff:
- been criticised minutely (ie not just 'you got this wrong' as we all do from time to time, but repeated, seemingly unfair criticism that makes you think you can get nothing right.
- been aware of management or senior staff talking negatively about you behind your back
- been on the receiving end of 'sly glances'
- been deliberately overloaded with work, seemingly as a bullying tactic (this is NOT just feeling overworked like everyone else)
- repeatedly been allocated the worst jobs (ie more so than others of your seniority, and seemingly to make your life more difficult)
- had your work deliberately sabotaged by someone else
- felt deliberately excluded or ignored (eg from practice social events)
- had your authority undermined to others in the practice, for example by having your instructions countermanded commonly and without consultation
- been repeatedly on the receiving end of false, malicious accusations (including being wrongly accused of bullying behaviour)
- Other – write in

Q6. Would you like to describe in more detail the way you feel you have been mistreated at your practice?

Q7. What has been the impact of the above behaviour on your working life?

Q8. How would you best describe the main perpetrator of the bullying behaviour you have reported here?

- Practice manager
- A veterinary nurse who appears to think themselves senior for example because they have been at the practice longer than me, or are more highly qualified
- A veterinary nurse, junior to me
- A veterinary nurse, same seniority as me
- A veterinary nurse, senior to me
- A veterinary surgeon who appears to think themselves senior for example because they have been at the practice longer than me, or are more highly qualified
- A veterinary surgeon, junior to me
- A veterinary surgeon, same seniority as me
- A veterinary surgeon, senior to me
- Was bullied / ganged up on by more than one person
- Other – write in

Q9 What do you plan to do about it, or what did you do about it?

- Leave the profession
- Move practice as soon as I can
- Nothing, I have no choice but to suffer in silence (for example, it would be difficult to get another job around here).
- Tackle it head on with the perpetrator(s)
- Take it up with management / Practice Manager in the hope of resolving the situation
- Other – write in

Q10. Does your practice have a clear policy for resolving conflict between staff at your practice, which is known by all staff at the practice?

- Yes
- No
- Don't know

Q 11. Is your practice policy for resolving conflict implemented properly?

- Yes
- No
- Don't know

Q12. Does your practice have a policy of zero-tolerance of bullying, which is known by all staff and rigidly enforced?

- Yes
- No
- Don't know

Q 13. Is your practices' zero-tolerance of bullying policy implemented effectively?

- Yes
- No
- Don't know

