NHS Professionals

NHS Professionals New User Guide

Welcome to NHS Professionals, you will be issued with a client web user account to enable you to navigate around NHSP Our:*Bank* system. Our:*Bank* is the NHSP booking platform that managers use to do the following:

Rostered Services:

- Approve timesheets
- Change timesheets
- View worker refusals

Note: All live Rostered areas should use Healthroster to add/amend shifts rather than use Our:*Bank*.

Sending shifts to NHSP

- All live rostered services should send shifts to NHSP via Healthroster.
- Only those staff with appropriate authorisation should send shifts to NHSP for both bank and agency.

Lead Time:

When sending shifts to NHSP via Healthroster these should be added as far in advance as possible to increase the likelihood of the shift being filled. Our aim is for shifts to be filled by Bank Members wherever possible, and where they cannot be filled with a Bank Member, to then follow the Trust's agency cascade. Our data shows that shifts added in a 3-6-week window generates the highest bank fill.

Booking Reasons:

To enable NHSP to accurately report shift request reasons to the Trust, please select the correct booking reason for example 'vacancy', 'sickness', 'training'. If the reason 'vacancy' is selected we would expect these to carry a longer lead time as the department would already be aware of the requirement to cover the shift, unlike sickness which can often be a last-minute request.

Agency Bookings

A shift entered in Healthroster will progress through the agency cascade (where it is in place) as per the Trust agreed timescales if it has not already been filled by a Bank Member. Bank Members are also able to 'bump' agency workers out of shifts.

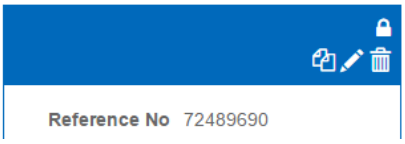
Managers should not contact agencies directly to arrange agency workers, and all discussions and requests should come through NHSP with the exception of Theatres/Maternity where direct agency booking access will be given as agreed with the Trust Management Team.

Rostered Areas:

Inpatient rostered areas are unable to direct book agency workers into shifts (although Bank Members can be directly booked). If there is an exceptional reason why a particular agency worker needs to undertake the shift, the shift should be added to Healthroster, and a comment entered in the notes for the shift confirming the agency worker name and agency. The agency will log into NHSP's system and assign their workers to the specified shifts.

Removing Agency Padlocks

In some instances, you may have indicated that the shift should not be allowed to be filled by agency. There are circumstances where this will change and you will need to change the padlock's setting to ensure that shift is sent to agencies, in line with your organisation's policies.
To do this, locate the shift you wish to allow agency fill on and click the padlock Icon in the tile's header:



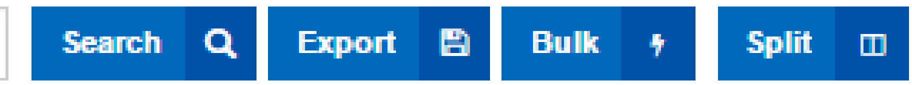
The icon will spin and when the padlock has been removed the icon will have changed. This will then allow NHS Professionals to send the shift to the commercial agencies your trust have an arrangement with.

Cascade to agency (Key Removal)

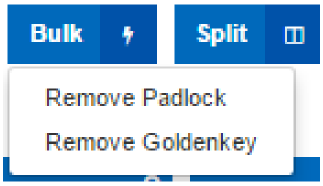
In some instances your organisation *may* use an agency that requires an authoriser to give specific authorisation to be used. These shifts will have a key icon in their header.
As with allowing agency fill, you can click the key and this will allow that shift to be sent to those agencies that require this authorisation.

Bulk cascade to agency/padlock removal

You may wish to allow agency fill or cascade to agency on multiple shifts.
You can achieve this using the "Bulk" option next to the date range box



Clicking bulk will give you two options (if you are authorised to perform these actions)



Selecting Remove padlock will allow agencies to fill these shifts. Clicking Remove Golden Key will allow cascade to those agencies for all shifts on this tab with that requirement.

Agency Team Contact

Service Desk

Telephone - 0333 0143626 Office Hours 9:00 – 17:00

NHSP Agency Support - raise a support ticket:

NHSP Contact Us Form

Timesheet Approval

Bank Members are paid on a weekly basis (every Friday) by NHSP for shifts worked Monday to Sunday day, Sunday night shifts would fall into the following week's pay. A Bank Member needs to release their authorised shifts by midnight on a Sunday in order to get paid the following Friday.

After a shift is worked, a timesheet is generated in Our:*Bank*, and it is the manager's responsibility to approve the timesheet. Only managers nominated by the Trust can authorise timesheets. One of the biggest areas of complaint, and often leads to bank and agency workers seeking alternative work outside of the Trust, is their timesheets not being approved in a timely manner.

Please look at timesheets waiting for approval daily in your workflow in Our:*Bank* and approve where authorised to do so. Please ensure to have additional approver per area to cover out of hours and over the weekend enabling business continuity.

Shift times can be amended on the timesheet where a worker stayed longer (however this will not be reflected in Healthroster unless the shift was amended in Healthroster). If a Bank Member disagrees with the authorised timesheet (for example, the times are incorrect or break was deducted but was not taken), they have the ability to reject the timesheet and provide a reason. This would then need to be changed and re-approved by a manager, to enable the worker to release the timesheet and receive payment.

Reports on unauthorised and queried timesheets can be obtained from Our:*Bank.*

Inductions

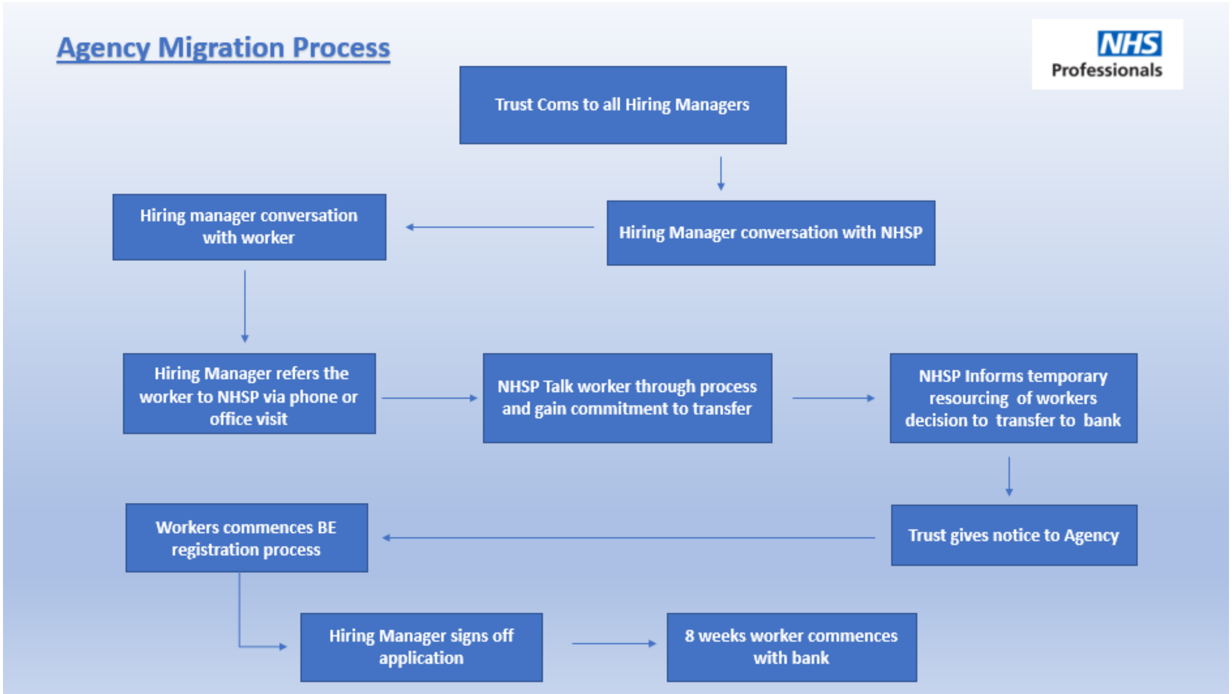
When booking a member of staff for the first time on a ward you will be prompted to confirm if a local induction has taken place and if the local induction checklist was completed. This is an important part of making sure your new member of staff feels comfortable, confident, and safe in their role. The Trust has a Local Induction Checklist contained within the Trust Induction and Mandatory Training Policy on the intranet, and a copy is also contained on the NHSP intranet pages on the Trust intranet site. It is imperative that the induction includes the local fire induction as well. Once the induction has taken place, you would confirm this in the drop-down menu on Our:*Bank*.

Fraudulent activity

Under no circumstances should a manager directly book themselves into shifts or authorise their own timesheets (where they have worked bank shifts). A fraudulent activity report is published weekly and appropriate action would be taken, should it be found that this practice has occurred.

Agency Migration

A key piece of our work to support effective service delivery, patient care, patient safety and value for money is to support the migration of agency workers onto NHSP. Where an agency worker is identified as being eligible for migration, NHSP will contact the manager to discuss in more detail and agree a process to support a smooth transition onto the bank so as not to incur transfer fees.



Complaint & Incident Management system

NHS Professionals (NHSP) understands working within an NHS Trust and providing essential patient-centred care every day, can be an emotionally demanding role. Incidents can arise. In these cases, a thorough investigation is crucial to ensure lessons are learnt, and where appropriate follow up actions undertaken. The CG Clinical Lead Team investigates all serious clinical and competence-based feedback, from our clients Trusts. And on occasion Bank Members may raise concerns. Bank Members and client Trusts can use the online feedback form via our website www.nhsprofessionals.nhs.uk by clicking 'Help & Support'. This will take you to the Case & Contact Management (CCM) form. The form can be used to submit compliments, concerns/serious complaints. If your feedback is regarding an agency worker the feedback will be passed onto the appropriate agency to manage in line with its contractual agreement with the Trust. Depending on the nature of the feedback provided, the Complaints Team will determine the most appropriate course of action.

Formal Complaints Process

On receipt of a complaint the Clinical Lead/Investigator will contact the complainant to discuss 'Terms of Reference'. In serious cases, for example PSII or Safeguarding issues, the complainant will be contacted the same working day. Serious complaints regarding attitude, competency or behaviour will require evidence, be that witness statements and/or documentary evidence/charts and any other relevant information pertaining to the allegations. This evidence enables the investigators to make appropriate recommendations at the outcome of an investigation which may be a remedial action plan for the Bank Member in the form of training and/or monitoring or, the case proceeding to disciplinary hearing. If a witness statement is required, the Investigator will provide statement guidelines. All statements should be signed, dated and include the job title of the worker and/or witness. Where the Trust are undertaking a PSII and there is evidence of Bank Member involvement, NHSP require support and cooperation of Trust staff and Bank Members where required. In such situations witnesses are key to the investigation as without supportive evidence it may be difficult to take a case, which should be dealt with effectively to conclusion be that upheld with a Remedial Action plan or, to a disciplinary hearing. Effective complaints management requires partnership working between Bank Members and client Trusts.

Bank Member Injury whilst on Shift

If a Bank Member has been involved in, or affected by an incident whilst on assignment, a feedback form should be completed by the Ward Manager. Incidents may include issues that could have an impact on the Bank Member's own health and well-being. These could include a slip, fall, aggression froma patient, or a needlestick injury. Where appropriate the Bank Member will be offered immediate first aid by the Trust. A Clinical Lead will contact the Bank Member to discuss the incident and offer ongoing support, where required.

Useful Contacts

Admin & Clerical and Support Services Central team - nonclinical@nhsprofessionals.nhs.uk

For any other advice or support please call or email

RDUHCT@nhsprofessionals.nhs.uk / 0333 014 3655

Onsite NHSP office opening hours: 08.00 – 17.00

National Service centre: 03332 407 552