

FLEXIBLE WORKER GUIDANCE

Did Not Attend/ Short Notice Cancellations

Frequently Asked Questions (FAQs)

The FAQ's below have been put together to help answer any questions about the Did Not Attend and Short Notice Cancellations Process.

1. What is a Did Not Attend (DNA)?

A DNA occurs when a shift has been booked and accepted by a Flexible Worker, but the Flexible fails to attend the shift and does not make any contact with NHSP or the Client or give any notice.

2. What is a Short Notice Cancellation (SNC)?

An SNC occurs when a shift has been booked and accepted by a Flexible Worker, but the Flexible worker cancels themselves out of the shift giving notice of 8 hours or less of their non-attendance.

3. How the DNA/SNC process Work?

The DNA and SNC processes are identical four-stage processes used by NHSP to manage attendance of Flexible Workers on assignment.

The processes run alongside each other which means a FW can be on the same or different stages of both processes at any point in time. Therefore, a FW can be on a DNA stage 1 and the 4th /final stage of the SNC process at the same time and in this instance the 4th stage of the SNC process may bring an end to their registration. Stage Four of both processes can result in termination of a FWs registration with NHSP

4. Why have I received a DNA warning when I was asked by the Ward to move Wards?

If you have received a DNA warning following a request from the Ward you are booked to work to move to a different ward, then the DNA warning is an error as the ward move has not been captured correctly in the system. In the event you are issued a DNA warning in error in these circumstances, you should notify the NHSP Flexible Worker HR Team who will investigate and the warning will be removed from your file

5. What if I contact the Ward to notify them that I will not attend a shift, will I still receive an SNC warning?

If you gave the ward sufficient notice (i.e. over eight hours) of your non-attendance, then you will not receive An SNC warning. However, if you gave notice of 8 hours or less, you will receive an SNC warning.

6. What is the SNC notice period?

The SNC threshold is 8 hours or less. What this means is if you cancel a shift giving 8 hours' notice or less, you will receive an SNC warning. However, if you are unable to attend a shift and give notice of more than 8 hours, then you will not receive an SNC warning.

7. Will I receive a warning if I cancel myself out of one shift and work on another ward instead?

Even though you work on another Ward, you may still receive an SNC warning if you cancelled out of your pre- booked shift with 8 hours' notice or less. If the notice given was more than 8 hours, then you will not receive a warning. Unless your Ward move was at the request of the Trust, see question 4.

8. What do I need to do to cancel a shift?

Cancelling a shift – you should:

- cancel the shift at least 24 hours, but no less than 8 hours before the shift start time via **My: Bank**; this will enable NHSP to source for adequate ward cover
- contact the Ward Manager /Trust at least 24 hours, but no less than 8 hours before the shift start time informing them that you are unable to attend the shift; **alternatively**
- contact the NHSP National Service Centre on 03332407552 informing them of their inability to attend the shift

9. Can I continue to work for NHSP after I receive a DNA/SNC 4?

No: A DNA/SNC is the final stage of the process and this means a FWs worker's registration is terminated. If the FW appeals the decision and the decision to terminate their registration is overturned by an Appeal Panel Chair, then they may continue to work for NHS Professionals.

10. At what stage of the process can I disagree with the warning issued?

You can disagree with warnings issued at any stage of the process. If you believe the warning issued was made in error, please contact the Flexible Worker HR department the email address below with reasons and any supporting evidence for investigation.

11. How long will the DNA/SNC Warnings remain on my file.

Level	Remains on file for	Comments
Stage 1	6 months	The stage 1 notification letter will be removed from the FWs profile if there is no further instance within 6 months and the FW will be removed from the process.
Stage 2	6 months	The stage 2 notification letter will be removed from the FWs profile if there is no further instance after 6 months, the FW will be removed from the process.
Stage 3	12 months	The stage 3 warning will be removed from the FWs profile is there is no further instance after 12 months and the FW will be removed from the process.
Stage 4	N/A	Termination of Registration

Further information

For further information please do not hesitate to contact our Flexible Worker HR department at fwhumanresources@nhsprofessionals.nhs.uk