

The NHS Professionals logo, featuring the letters 'NHS' in white on a blue rectangular background.

Professionals

# Welcome to NHS Professionals!

We've created a simple guide to using our system, *My:Bank*, where you can book shifts, annual leave, and manage your preferences.



# Discover the perks today

Now you've joined the biggest NHS bank of over 180,000 members, you can enjoy the following perks:

- We'll support you right through your career, at each and every stage, and give you access to lifelong learning tools and resources.
- We'll give you control to book shifts for a healthy work-life balance, and provide you paid holiday so you can enjoy your free time.
- We'll give you first refusal on hundreds of shifts and placements, and you'll have access to the best choice of Trusts.



**Flexible working to suit your lifestyle**



**First choice of shifts**  
Access to shifts before they are available to Agency



**Competitive pay rates**



**Work this week, get paid next week**



**Book and manage shifts online**



**Build holiday allowance for every shift worked**



**Stakeholder pension scheme available**



**Support when you need it**  
24/7 365 days  
03332 407 552

## NEED A HAND?

We may already have the answer for you. Visit the Help & Advice section on our website: [nhsprofessionals.nhs.uk](https://nhsprofessionals.nhs.uk)

There's always someone at the end of the phone, so give us a call on **03332 407 552**, our **Service Centre is open 24/7/365!**

# Welcome to My:Bank

My:Bank is NHS Professionals' (NHSP) smart booking platform where you can book shifts, release your authorised timesheets to get paid and view or download your payslips.

My:Bank works on the latest versions of web browsers on laptops, tablets and smart phones, it's never been easier! We recommend you bookmark the following link in your web browser or add as a short cut on your phone/tablet to make it easier to navigate to.

**bank.nhsp.uk**



**Menu Options**

- My Profile
- Links
- Change Password
- Logout

**Welcome Message**

**Tab Options**

**Notifications**

- Timesheets awaiting release
- Cancelled shifts
- Password expiry

**Different Filters**

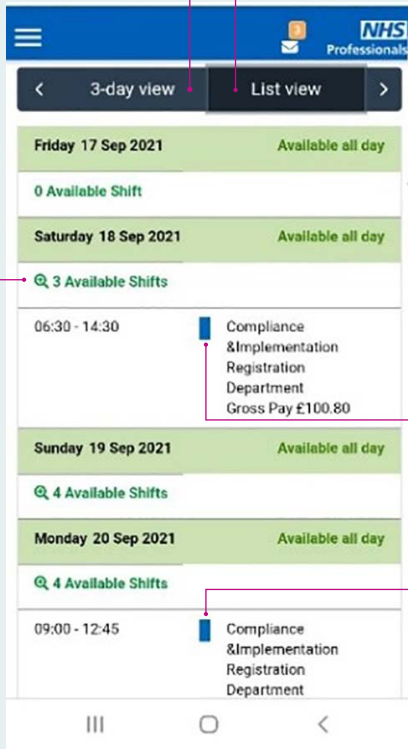
- Assignment Code
- Location
- Shift Type

The screenshot shows the 'My Time' section of the My:Bank interface. At the top, it says 'Welcome Michelle' and 'Plan Ahead. Have you booked your paid annual leave'. Below this is a navigation bar with tabs for 'My Time', 'My Timesheet', 'My Payslip', 'My Holiday', and 'FAQs'. The main area displays a calendar for September 2021. The calendar shows availability for each day, with some days having booked shifts. For example, on Wednesday 1st, there are shifts from 06:00-07:30 and 07:30-09:00. On Thursday 2nd, there are shifts from 06:00-07:30 and 07:30-09:00. On Friday 3rd, there is a shift from 06:00-07:30. On Saturday 11th, there is a shift from 06:00-07:30. On Sunday 12th, there is a shift from 07:30-09:00. A search filter panel is open on the right, showing 'SEARCH BY SIBITS' and 'Assignment Code' set to '09000'. It also shows 'Skill Type' set to 'All', 'Select Locations', 'Update my availability', 'Ignore my availability', and 'Hide Shifts which overlap with my booked shifts' checked. A 'Search shifts' button is at the bottom of the panel.

# My:Time Option

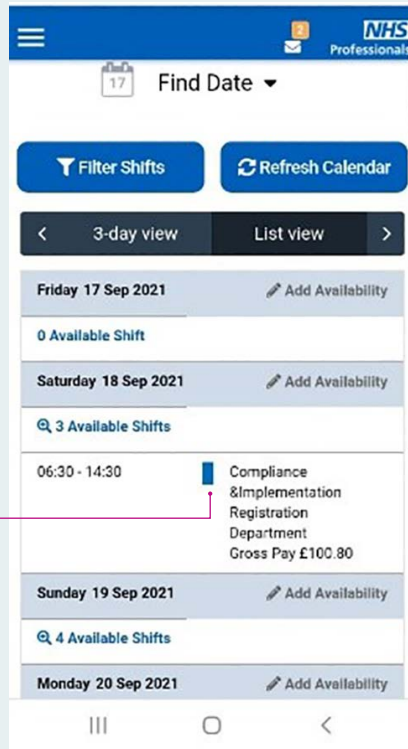
## Views

- 3-day
- List



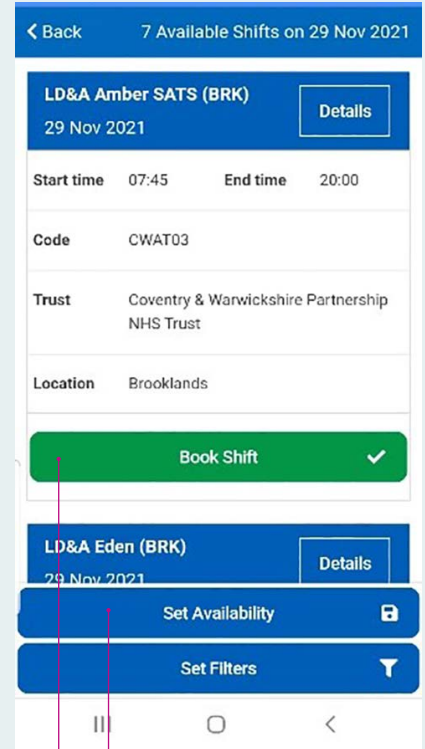
## Available Shifts

Click on here to view available shifts



## Shifts/Timesheets

Green = Timesheets  
Blue = Booked Shifts



## Add Availability

Click here to add your availability

## Book

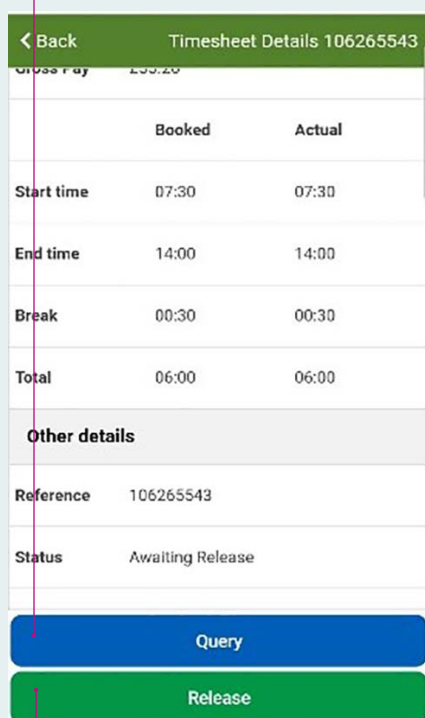
Click **Book** to book into the shift you want to work

# My:Timesheet Option

All NHSP timesheets are processed electronically and can be accessed through My:Bank. You need to **release your timesheets by 23:59** on Sunday to be paid on the Friday. If this is your first shift, then you will need to release your timesheet by Wednesday for payment the following Friday, following this you will begin the above mentioned 5 day pay cycle. When you click on this option, you will see the screen as shown below:

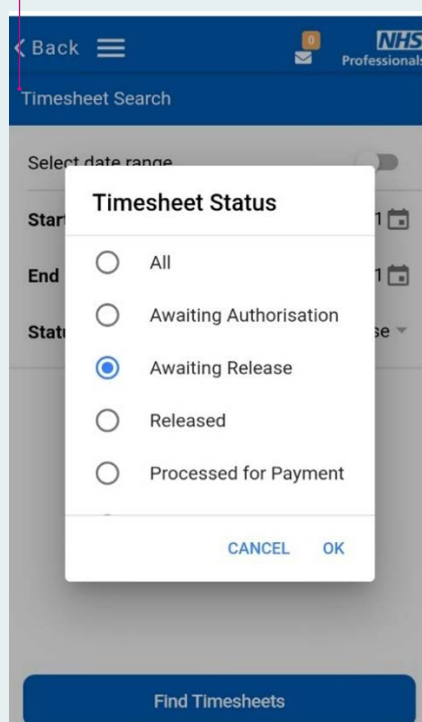
## Query

Click this option if you disagree with anything on the timesheet and this will be returned to the authorising manager.



## Timesheet Search

Use the timesheet search to search for your different timesheets.



## Authorised Timesheets

This shows you that your timesheet is awaiting authorisation by your manager. Once authorised, you can release them, to get paid.



## Release

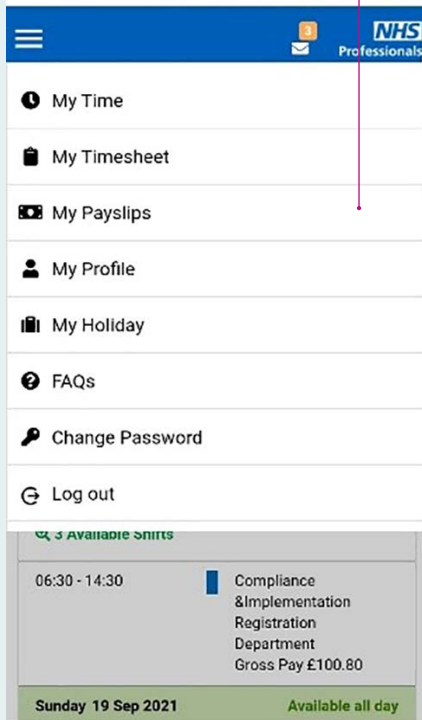
Click this button to release your timesheet to enable you to get paid.

# My:Payslip Option

Similar to your timesheets, your payslips are also electronic. **They will appear on the Friday that you are paid** and are generally available to view from 9am. If you select the My Payslip option, you will see the below screen:

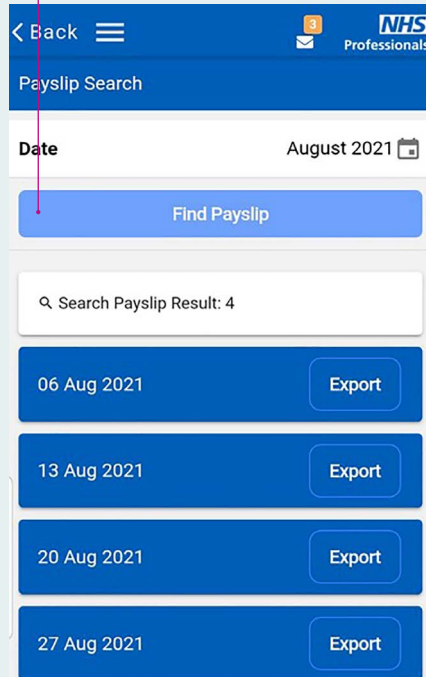
### Payslip Search

Click the drop-down menu, and click **My Payslips**



### Find Payslip

To show you a list of all the Payslips you have.



# Booking annual leave...

## what do you need to know?

- **For every hour you work** (not including lunch or tea breaks and up to 37.5 hours per week), you will build annual leave.
- You will start building annual leave **from the first shift you work for NHS Professionals.**
- Annual leave can only be claimed after you work a **minimum of one shift per week over a 12-week period.**
- The start of your annual leave year depends when you work your first shift e.g. if you joined the bank on 8th January 2021, **but booked your first shift on 1st February 2021**, your holiday year will run from **1st February 2021 to 31st January 2022.**
- When you book a annual leave shift, **you cannot book a working shift at the same time**, as the overlap will mean **you will not get paid for one of the bookings.**
- You can only book a annual leave shift if the hours you have earned is **equal to or greater than your average shift length** e.g. if you have earned 3.21 hours and your average shift length is 6 hours, you can only book a annual leave shift once your earned hours reach 6 hours or more.
- With a booked annual leave shift, **the system will automatically authorise and release the timesheet for payment**, and you will be paid in the same way as normal bank shifts.
- **Book it before it expires.** Remember if you don't use up your annual leave before the year ends, all the leave you will have earned that year will be no longer be available to claim, and your new annual leave year will begin.

# Main Holiday Booking Screen

By clicking on the link from My:Bank, you will be automatically taken to the holiday bookings screen below:

## Holiday Year – Start & End Dates

These are the dates that your annual leave year runs from and to and is based on the first shift you work for.

## Holiday Accumulation

- **Hours Remaining**  
Amount of annual leave left to take
- **Hours Taken**  
Amount of annual leave used
- **Holiday Accrual**  
Amount of annual leave accumulated
- **Alteration Hours**  
Amount of annual leave manually added

## Average Shift Length & Pay Rate

These are the dates that your annual leave year runs from and to and is based on the first shift you work for NHSP.

Hours Remaining (hh:mm)	Hours Taken (hh:mm)	Holiday Accrual (hh:mm)
45 : 30	98 : 42	144 : 12
More Information		
27 Mar 2021 Holiday Year Start Date	26 Mar 2022 Holiday Year End Date	11 : 02 Average Shift Length
£ 14.80 / hour Average Pay Rate		45 : 30 Hours to be taken by 26 Mar 2022

## Detailed Information

Total Amount Holiday Hours Earned			
Shift	AWR Qualified?	Hours Earned	Take By
14 Nov 2021	Yes	01 : 47	04 Aug 2022
13 Nov 2021	Yes	01 : 47	04 Aug 2022
12 Nov 2021	Yes	01 : 47	04 Aug 2022
11 Nov 2021	Yes	01 : 47	04 Aug 2022
08 Nov 2021	Yes	01 : 47	04 Aug 2022
07 Nov 2021	Yes	01 : 47	04 Aug 2022
06 Nov 2021	Yes	01 : 47	04 Aug 2022
05 Nov 2021	Yes	01 : 47	04 Aug 2022
04 Nov 2021	Yes	01 : 47	04 Aug 2022
03 Nov 2021	Yes	01 : 47	04 Aug 2022

Total Hours Taken		
Date	Value Gross	Hours Taken
30 Oct 2021	£ 167.49	11 : 19
28 Oct 2021	£ 167.24	11 : 18
20 Oct 2021	£ 166.11	11 : 18
03 Oct 2021	£ 166.11	11 : 18
19 Sep 2021	£ 165.86	11 : 17
11 Sep 2021	£ 165.86	11 : 17
25 Aug 2021	£ 165.86	11 : 17
13 Aug 2021	£ 165.86	11 : 17
31 Jul 2021	£ 165.38	11 : 15
21 Jul 2021	£ 165.38	11 : 15

Total Alteration Hours			
Date	Amount	Reason	Take By
15 Jul 2015	10 hours 00 minutes	Transfer from previous system	31 Dec 2015

## Total Amount Annual Leave Hours Earned

Shows the dates of the shifts worked to earn annual leave and how much annual leave has been earned towards your total.

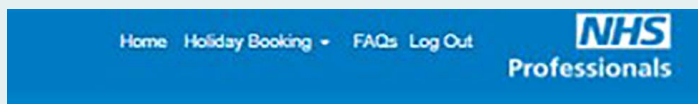
## Total Hours Taken

Shows the dates of holiday taken with how much time has been taken and how much has been paid



# How to book holiday

To book annual leave, click the **Holiday Booking tab** in the top right-hand corner of the screen. You will then need to select from one of the following options:



- **Accruals Information**

This will show all the shifts you have worked and what annual leave entitlement has been added to your account.

- **New Holiday Request**

Select this option to book annual leave.

- **Holiday History –**

This will show you all the annual leave requests you have booked. You can also cancel future requests from this option too.

When you select the **New Holiday Request**, the screen below will appear: Simply complete the form and submit your request.

More Information				
27 Mar 2021 Holiday Year Start Date	26 Mar 2022 Holiday Year End Date	11 : 02 Average Shift Length	£ 14.80 / hour Average Pay Rate	45 : 30 Hours to be taken by 26 Mar 2022

Booking Form				
Start Date.*	25	11	2021	
Number Of Days.*	1			
Start Time.*	00	00		
Hours/Mins.*	11	02		
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>				

## Booking Form

- **Start Date**  
This is when you want your annual leave to start
- **Number of Days**  
This will default to 1 but if you want to take more days, then amend this accordingly.
- **Start Time**  
The time you want your annual leave to start on the days you are taking your annual leave.
- **Hours/Mins**  
This can be increased if you want to take more than the average shift length of your annual leave.



Professionals

## Useful Contact Information:

Service Centre is open 24/7/365

Call: 03332 407 552

FAQ's: [www.nhsprofessionals.nhs.uk/en/help-and-advice](http://www.nhsprofessionals.nhs.uk/en/help-and-advice)

Website & Live Chat: [www.nhsprofessionals.nhs.uk](http://www.nhsprofessionals.nhs.uk)

