

## Frequently Asked Questions (FAQS) – Bank Members

**Q. If staff wish to ‘opt out’ of transferring to NHS Professionals, does that mean that they won’t be able to undertake any shifts after the proposed date?**

A. The intention is that all Nursing and Midwifery, Admin and Clerical, and Estates and facilities bank shifts will be filled through NHS Professionals from 13<sup>th</sup> February 2023 onwards. Should you choose to opt out of the transfer, you will not be able to undertake any bank shifts at the Trust after the transfer date.

**Q. Will I need to fill in a new flexible contract?**

A: Yes, although your terms and conditions will remain protected in line with that communicated as part of the consultation, and subsequent measures from NHS Professionals, you will be required to accept the terms set out within NHS Professionals’ registration agreement. A copy of this will be supplied to you when logging into the system.

### Compliance

**Q. If Bank Members wish to withhold the transfer of their Occupational Health records to Optima Health Ltd, does this mean they won’t be able to undertake shifts?**

A. NHS Professionals requires all Bank Members to have satisfactory Occupational Health clearance appropriate to their roles. Any Bank Member whose Occupational Health clearance expires will be prevented from booking or undertaking any further assignments until their clearance has been undertaken and deemed to be satisfactory.

Should you decide to opt out of the transfer of your Occupational Health records being shared with Optima Health Limited, you will be asked for your consent for NHS Professionals to refer you to Optima Health Limited to allow them to create a new record for you. Should you consent, Optima Health Limited will ask you to complete a pre-placement questionnaire. You also be asked to provide copies of your immunisation evidence to Optima Health Limited, should it be required as part of your role.

If you choose to opt-out of the transfer of your Occupational Health Records and decline to consent to your details being shared with Optima Health Limited, you will be unable to work any further shifts with NHS Professionals.

**Q. How will this work? I currently do sessional shifts occasionally on my home ward despite not being PEACE trained. They accept this on the basis that I am a senior experienced member of nursing staff, so my lack of PEACE training is mitigated by working to be able to pass it, my existing relationship with the patient group, and my knowledge of the policies relating to my area. Would NHS Professionals accept me on the basis that my mandatory training is incomplete at the moment?**

A. *Substantive*

If you are substantively employed by the Trust, the Trust remain responsible for all compliance checks including training.

*Bank Only*

If you are a Bank Only worker, your current training record will be shared with NHS Professionals. A full review of your compliance details including training will be conducted. Should your training be expired, NHS Professionals will write out to you to let you know what you need to do, and by when. You will usually have 3 months from the transfer date to complete any outstanding training before you are stopped from working.

**Q. First, as a tier 2 visa employee with Oxford Health, am I allowed to work over 20 hours for my Trust?**

A. We understand you have some concerns regarding your visa conditions and working additional hours with NHS Professionals. We can confirm that as a Tier 2 Visa Holder (sponsored by the Trust to work in the UK) you can do the following:

- Work for your sponsor in the job described in your certificate of sponsorship – this will be at Oxford University Hospitals, and you will have been issued a Certificate of Sponsorship as part of your visa application.

You can take a second job on this visa if you're working up to 20 hours week in either:

- The same profession as your main job and at the same level.
- A profession on the 'shortage occupation' (nursing is included in this).

NHS Professionals will allow you to work an additional 20 hours within Oxford Health NHS Foundation Trust, this will NOT impact your visa. To join NHS Professionals to work additional hours visit:

<https://www.nhsprofessionals.nhs.uk/en/Joining-NHSP>

As you are employed by the Trust, please select the 'Substantive Membership'.

**Q. Will I still receive the third vaccination from Occupational Health free of charge in May, i.e., once we have been transferred to NHS Professionals?**

A. NHS Professionals do not charge for vaccinations delivered as part of our Occupational Health services (Optima Health Limited).

### Pay

**Q. If bank is added to the WFMS/Healthroster between the dates of the transfer will we still be paid?**

A. Any bank assignments worked up to the transfer date will be paid by Oxford Health NHS Foundation Trust, any bank assignments worked from the transfer date onwards, will be paid by NHS Professionals.

**Q. At the moment, we don't pay BR tax when we do extra shifts referring to permanent staff who may do extra shifts. What about when we join NHS Professionals? Would this transfer affect people who got contracts with Oxford Health?**

A. For substantive staff working additional shifts via NHS Professionals bank, for the purposes of tax, your registration with NHS Professionals will be classed as a second job, and therefore may impact your tax contribution. NHS Professionals would encourage you to contact HMRC should you have any queries or concerns in relation to your tax code.

**Q. Will my tax code be affected?**

A. NHS Professionals will be informed by HMRC of the appropriate tax code for you. If you believe that you are not on the correct tax code, you will need to contact HMRC in the first instance. HMRC can be contacted on 0845 300 0627. The following websites may also assist you – [www.listentotaxman.com](http://www.listentotaxman.com) or [www.hmrc.gov.uk](http://www.hmrc.gov.uk).

**Q. Why is it recommended to be paid weekly? I would much prefer to continue to be paid monthly. Is there any reason this is not advisable, and is there a maximum period within which hours need to be claimed/paid?**

A. As shifts need to be authorised by the Trust and released by you, before payment NHS Professionals advise that this is done weekly both from a Trust and Bank Member perspective so that should the shift need to be amended for any reason (i.e. start and end times), it is current and fresh in the mind of you and the authorising manager. Any shifts not released for payment within 12 weeks of the shift worked may impact annual leave accrual and tax.

### Pension

**Q. Can you please explain the meaning of: NHS Professionals will apply to the NHS Pension Scheme for a 'closed direction'?**

A. This just means that NHS Professionals will be able to offer you access to the NHS Pension scheme should you currently be contributing into it, or eligible to join. For any transferring workers who are not eligible to join the NHS Pension through the Trust, they will be able to access NHS Professionals' stakeholder pension scheme provided through Royal London.

**Q. I do not currently pay pension and will not want this to come off my future shifts, does it automatically roll over that I am opted out from the pension?**

A. The Trust will share your details with NHS Professionals, and if you are not currently paying into a pension with the Trust, NHS Professionals will not place you into a pension scheme.

### Joining NHS Professionals for additional roles

**Q. I am wondering how I could go about starting the process of applying to do NHS Professionals shifts as a Healthcare Assistants (HCA) again. At the moment, I'm on the bank but only as admin and clerical.**

A. If you are currently on the bank with an admin and clerical bank assignment, then post transfer you will need to re-apply with NHS Professionals for a Care Support Worker role. NHS Professionals' onsite team will be able to support you through this and provide further information post transfer.

**Q. Do I have to register separately with NHS Professionals?**

A. No, you do not need to register separately with NHS Professionals. As per the consultation document, your details will be transferred automatically unless you opt-out of the transfer. NHS Professionals will contact you directly in due course with next steps.

**Q. Does the transition only affect those who are already working for Oxford Health or everyone including those waiting the pre-employment checks?**

A. NHS Professionals and the Trust have agreed a cut-off date for new recruitment. If you are currently at pre-employment check stage, the Trust will support you through this to get you cleared to work as soon as possible. If this is not completed by the transfer date, you will need to start a new application with NHS Professionals.

**Q. I am already a Bank Member in NHS Professionals as well as staffing solution. After the transfer will this mean that I will have one contract and one payslip valid for both?**

A. Your existing NHS Professionals profile will be updated to reflect Oxford Health. You will receive one payslip from NHS Professionals for any shifts worked, authorise, and released for payment.

**Q. I am already registered with NHS Professionals through Bucks HT. I am told OH can be added to that existing account rather than another one.**

A. That is correct, your profile will be updated.

**Q. I am currently band 3, however, due to apply for band 5 bank. Shall I reapply on your website, and if so when should I do this?**

A. Yes, you can apply through the NHS Professionals website here: [NHS Professionals | Join the bank | For the NHS, by the NHS](#)

### IT, Emails and Systems

**Q. Will/ when will we receive logins?**

A. You will receive new log-in details for NHS Professionals' [My:Bank](#) system to allow you to view and book shifts and authorise shifts for payment. Please expect to receive details early February.

### Training - Revalidation - Supervision

**Q. Are we going to follow the NHS Professionals matrix training or OHFT matrix? I know it's recommended for the HCA to attend the PEACE training so how this is going to happen? I am concerned with our safety.**

A. PEACE training will be offered to Oxford Health Bank Members by the Trust (the Trust will confirm how Bank Members book on).

**Q. How long after the training we can start to work?**

A. Existing Bank Members will be able to continue working for a period of 3 months whilst you update any training as required. NHS Professionals will write out to you to let you know what training has expired and how to complete it.

New Bank Members joining NHS Professionals going through the full bank recruitment process will not be able to work until training is complete.

**Q. Will I still get an appraisal through NHS Professionals?**

A. NHS Professionals operate performance evaluations where for every 5 authorised timesheets or every 90 days (whatever comes first); the ward manager will be prompted to provide feedback on your performance using a series of questions which can be rated between 1-5.

**Q. How will this affect revalidation and supervision? Will I have someone that can support this?**

A. The transfer will not affect revalidations. All experience can be called and used to revalidate. You will have access to nurses to have confirmer discussions.

**Q. What does NHS Professionals' training matrix look like?**

A. [Download the NHSP Training Matrix \(Learnspace\) August](#)

### Sick Pay and Maternity

**Q. Will I be entitled to Paternity/Maternity leave after transition to NHS Professionals? If so, how many days for Paternity leave?**

A. NHS Professionals operate in line with statutory payments for both Statutory Maternity Payment/ Statutory Paternity Payments. These payments are made in line with HMRC guidelines and requirements.

Bank Members are entitled to take up to 2 weeks of paternity leave. Paternity leave must be taken in a single block of one or 2 weeks within 8 weeks of the birth or adoption of the child.

A Bank Member may be entitled to SPP if:

- they have worked continuously for NHS Professionals for at least 26 weeks or more at the end of the qualifying week and continue to be registered with NHS Professionals at this point.

- earn a certain amount per week at the rate set by the Government for the relevant tax year or 90% of the bank members average weekly earnings, whichever is less.

Please visit the [www.gov.uk](http://www.gov.uk) website for further information.

**Q. What do I do if I am on Maternity leave or about to go on Maternity leave?**

A. You must inform the Trust in house bank, they will pass your details to NHS Professionals. Prior to returning to work, you must notify NHS Professionals HR Team by emailing: [fwhumanresources@nhsprofessionals.nhs.uk](mailto:fwhumanresources@nhsprofessionals.nhs.uk).

**Annual Leave**

**Q. What annual leave am I entitled to after transferring to NHS Professionals?**

A. The reference period for calculating your annual leave payment and the amount of leave due to you (based on the hours that you work) will be your previous 52 pay weeks immediately prior to the taking of the annual leave.

The annual leave hours calculation will be on a pro rata basis based on the hours actually worked and paid during the leave year i.e. there is no entitlement for annual leave to accumulate during unpaid meal breaks.

The maximum days accrued in any leave year will be capped at 28 days a year. Subject to meeting the required qualifying criteria under the Agency Worker Regulations 2010, you may be entitled to accrue annual leave at an enhanced rate of up to 35 days a year.

**Q. I have read the consultation paper regarding transfer of bank staff to NHS Professionals. I would like to ask if I will be financially worse off because of the change of annual leave arrangements? Currently, I am paid an extra 12.5% to allow for annual leave entitlement. As I understand it when I am transferred to NHS Professionals, I will need to roster annual leave and then will be paid pro rata according to hours/leave accrued. Can you reassure me that I will not be financially worse off with this new arrangement?**

A. You will not be financially worse off as a result of the transfer. NHS Professionals Bank Members accrue annual leave at 12.07% in-line with working time regulations, the additional 0.43% will be calculated on a 6 monthly basis and paid to you as a lump sum.

**Expenses and Benefits**

**Q. How will mileage be claimed?**

A. Mileage undertaken in the course of a bank shift (e.g. driving to home visits) can be claimed from NHS Professionals using a Mileage Claim Form, which can be found here: <https://www.nhsprofessionals.nhs.uk/en/Working-Shifts/Getting-Paid/Claiming-expenses>

*Please note, milage should not be claimed for travelling to/from a shift from home.*

**Q: Can I pay my union subscriptions through NHS Professionals?**

A. No, as per the measures statement, NHS Professionals are only able to facilitate statutory salary deductions i.e. national insurance, PAYE, court orders etc. Therefore, any individuals who pay subscriptions to trade unions or other bodies through the bank pay at the Trust will need to make arrangements with the relevant receivers of the subscriptions to pay by alternative methods.

## Facilities, Uniform & badges

### **Q. What does NHSP's uniform look like?**



- A. NHS Professionals will provide uniforms to Bank Members, 2 sets of uniform are provided to each Bank Only worker free of charge. All Bank Only workers will be able to order new NHS Professionals uniforms as part of the boarding process.

Substantive staff working bank assignments back at the Trust should continue to wear their trust uniform.

## Booking Shifts

### **Q. Can I book both Adult and Mental health shifts with the NHS Professionals?**

- A. You will be able to book into the shifts in which you are qualified and experienced to work.

### **Q. Will an NHS Professionals contract allow staff to pick up shifts on the NHS Professionals bank alongside OUH and local Trusts who also use NHS Professionals?**

- A. Should you wish to pick up bank assignments at other NHS Professionals client Trusts, you will need to complete NHS Professionals' full bank recruitment process.

### **Q. Does the transfer mean I can cover bank shifts in the Acute, or does that require additional application with OUH?**

- A. Should you wish to pick up bank assignments at other NHS Professionals client Trusts, you will need to complete NHS Professionals' full bank recruitment process.

### **Q. Will staff have access to bank shifts in other NHS Professionals areas outside of Oxford Health for example, access to bookings for the Oxford Radcliffe hospitals and vice-versa?**

- A. Should you wish to pick up bank assignments at other NHS Professionals client Trusts, you will need to complete NHS Professionals' full bank recruitment process.

**Q. If staff work bank shifts at their own hospital or own department, do they need to complete timesheets to be signed by the manager?**

- A. NHS Professionals operates an online booking system to enable workers to view and book available bank assignments they are qualified or experienced for and directly book themselves into such an assignment.

Timesheets are online through NHS Professionals' system, and all timesheets are approved by the manager, before being sent to the Bank Member to release for payment.

**Q. Following the transfer, can I start to pick up bank shifts under a different staff group or in a different Trust?**

- A. Providing you have the relevant experience and/or qualifications, you will be able to add other assignment codes and Trusts to your profile. NHS Professionals Trust Services Team will be able to support you in adding these to your profile. It is important to note, that these changes after transfer will not be protected under TUPE and will attract business as usual pay rates for any additional codes added.

**Q. Are we able to record hours retrospectively? (For example, if I am asked to cover a session for a colleague at short notice which has not been added to [My:Bank](#) beforehand will I/my manager be able to add it after the event?)**

- A. Shifts should be added to the system as soon as possible in advance of the shift by the ward/team manager (if it is not possible for the shift to be added in advance, the shift can also be added during the course of the shift, and you can be directly booked into it by the manager). Shifts can only be added to the system by a manager.

**Q. Am I able to create the 'shifts' myself, or do they have to be created in advance by a manager?**

- A. No, you cannot create a shift yourself, this will be done by a manager.

**Q. Are there any penalties for changing the hours of a 'shift' or cancelling it with more than 12 hours' notice?**

- A. Short notice cancellations will be monitored by NHS Professionals. Should short notice cancellations happen frequently, it may result in you no longer being offered assignments. Any changes to shift start and end times will be treated separately and with the support of the ward/team manager.

**Q. Will shifts be visible through an app to nurses and other staff outside our Trust?**

- A. Shifts will be visible through NHS Professionals' booking platform [My:Bank](#) – [My:Bank](#) can be accessed on a smartphone, laptop, desktop computer, or tablet. You will be able to view and book into the shifts in which you are qualified and experienced to work. Shifts will be added to the system in advance of the shift by the ward/team manager who is also able to directly book you into it should have already agreed prior to the shift going on the system.

Should the shift be placed onto the system unfilled, it will be visible to any NHS Professionals Bank Member who is qualified and experienced to work in the requested role with Oxford Health NHS Foundation Trust available on their profile.

**Q. Are we going to be able to work on Community hospitals and Psychiatry wards?**



A. You will be able to book into shifts at Oxford Health NHS Foundation Trust which you are qualified and experienced to work.

**Q. Will I be able to see shifts on different wards other than Oxford Health?**

A. You will be able to book into the shifts in which you are qualified and experienced to work. Should you wish to pick up bank assignments at other NHS Professionals' Trusts other than Oxford Health, you would need to complete the full bank recruitment process with NHS Professionals.

**Q. Are we permitted to work at both general hospitals and mental hospitals?**

A. You will be able to book into the shifts at Oxford Health NHS Foundation Trust in which you are qualified and experienced to work.

**Q. Will I continue getting shifts in mental health etc?**

A. You will be able to book into the shifts in which you are qualified and experienced to work.

**Q. Do we have same priority to choose shifts? Is our manager/deputy able to book the shifts for us if needed?**

You can be directly booked into shifts by your manager. Shifts will be added by the ward/team manager and if you're not directly booked into shifts, the shift will be visible for you to book into yourself or anyone who is qualified and has the necessary experience to work that shift.

**Q. I usually get block bookings from a particular ward where I normally work. Will that be affected?**

A. No that won't be affected. Shifts will be added to the system as soon as possible in advance of the shift by the ward/team manager, and you can be directly booked into them by the manager.

**Q. Currently, I have bank shifts booked 6 weeks in advance, if the transfer happens before I work these shifts, will my shifts be cancelled?**

A. No, your shifts will not be cancelled. Any shifts booked will be migrated on to NHS Professionals system.

**Q. Will the shifts remain the same, in terms of flexible site working shifts etc?**

A. See above

**Q. I would like to enquire if there will be shifts across Oxford University Hospital too while transferring to NHS Professionals?**

A. Oxford University Hospital is also an NHS Professionals Client Trust and should you wish to pick up shifts at Oxford University Hospital post transfer, you will need to complete NHS Professionals full bank recruitment process to add additional Trusts to your profile.

**Q. Would it be possible to work for NHS Professionals in reading areas if the transfer is made?**

A. You will be able to pick up shifts in all areas of Oxford Health NHS Foundation Trust within the staff groups transferring. Should you wish to pick up bank assignments at other NHS Professionals Client Trusts, you will need to complete NHS Professionals' full bank recruitment process.

**Q. What is the minimum hours a day we can work?**

A. Shift start and end times are determined by the requirement of the Trust.

**Q. I am booked in January - is it going to be affected by the transition?**

A. No. Any shifts booked will be migrated onto NHS Professionals shifts booking platform.

**Q. Will we have to register again?**

A. No, you do not need to register separately with NHS Professionals. As per the consultation document, your details will be transferred automatically unless you opt-out of the transfer.

**Q. For how long will the NHS Professionals continue using flexi-workers to help with the coding of invoices?**

A. The intention is that all Nursing and Midwifery, Admin and Clerical, and Estates and facilities bank shifts will be filled through NHS Professionals from 13<sup>th</sup> February 2023. Requirement for shift fill is determined by the Trust.

**Q. I am a builder of the roster and once approved, we would normally allocate some shifts to our ward staff as sessional and then the remainder would be sent Bank - for staffing solutions /flexible workers and then agency to pick up. As the process is changing from 13th February 2023, and our new roster being published at the same time, what would the process be for staff wanting to pick up these shifts?**

A. Managers will add bank shifts to the system and directly book Bank Members into shifts. If a Bank Member cannot be directly booked, then all Bank Members with the relevant qualification and experience to work the required shift will have visibility and be able to book into the shift should they wish.