Welcome to
Our:*Bank*

NHS Professionals

Our:*Bank* is NHSP's smart shift management platform where you can book and modify shifts, authorise timesheets and check the status of your requests.

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

bank.nhsp.uk/login

Below is a series of screen shots to help you use Our:*Bank* and get to grips with the exciting features available.

The Home tab

The home tab is a place that displays important information. By default you will see the **Today Graph** and the **This Week** (or next 3 days) chart. These are graphical representations of the shift details held in the **Today** and **This Week** tab:

Today tab

This Week tab
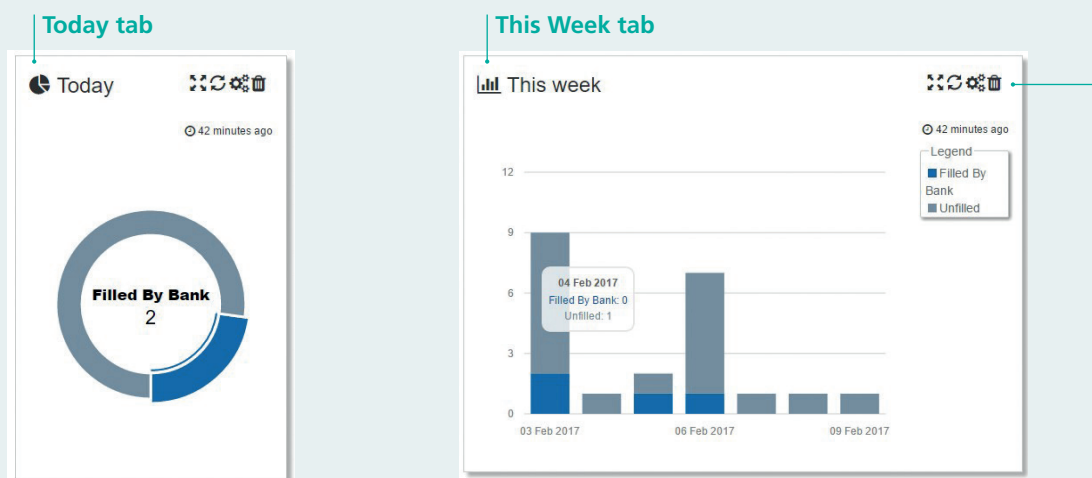
You can move your mouse over the chart's details and see more information about those details.

You can also **modify, resize and remove the charts** using the icons in the top right:

Adding a shift

Under the NHS Professionals' logo in the top right, you will see the **Add a Shift** button:

Clicking on this will show the **New Shift** pop up.

*Location/Ward –
If you have multiple Locations / Wards attached to your profile, you will need to select the required options from the drop down lists.

The details you **must** enter are indicated by a red asterix.

Shift Date:
You will need to enter the date of the shift using the shift date box.

Clicking on this box will display a calendar. From this **click the date you require the shift to be worked.**

Range Requests

If you require the same shift over a number of days, you can use the **Range Request** option:

You can select the date the shift range starts on and then click the end date of that range (you will be able to remove days out of this range later). Click apply once happy.

If you have selected a date range, when you click apply, a new section on the page will be displayed:

You can **remove days of the week** (days that the work is not required) and you can specifiy if the range can be filled by one worker only, or by many.

Shift Start/End
You will also need to enter the times of the shift. **These must be in 24 hour format.**

Filtering / Searching for Shifts

There are a number of options available to you for you to search and filter for shifts.

If you have access to more than one ward/dept you can select individual wards/depts to display on that tab only. **You can do this using the drop down lists:**

Location	Ward
All ▼	All ▼

Please note that if you leave the Location and Ward drop down list entries as All, you will limit the options you have to be able to search by dates, this feature is in place to keep the number of shifts more manageable:

You can enter a custom date range but will be limited to 3 days only

If you have selected an individual ward/dept, you will have a **far greater list of options for date searches:**
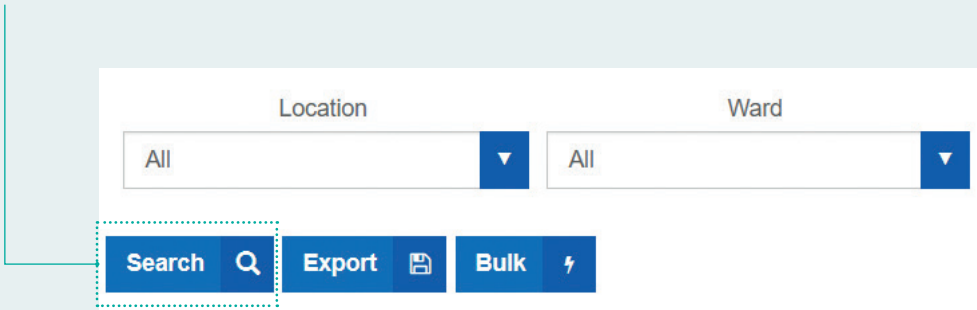
Once you have selected these options, you will need to click **Search** to return the associated shifts:

Location	Ward
All ▼	All ▼

Search 🔍 **Export** 💾 **Bulk** ⚡
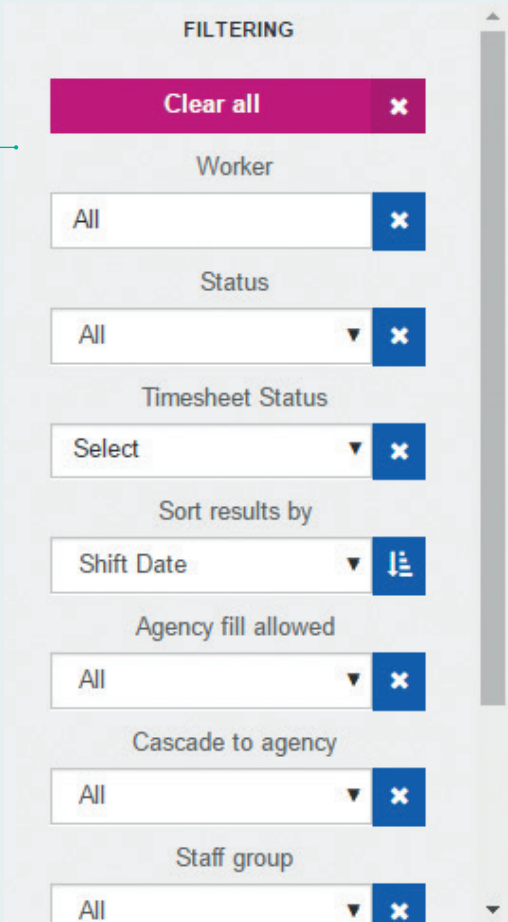
You can can filter the shifts you see by using the **Filtering Options**. On the right hand side of the page, expand the filter options:
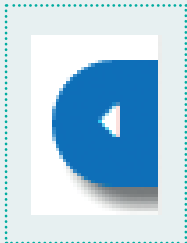
Select the options you wish to filter by in the **expanded box:**

You can set your filter options and the Tab you are on will update to show only those shifts that match your filtering options.

FILTERING

Clear all ✖

Worker
| All | ✖ |

Status
| All ▼ | ✖ |

Timesheet Status
| Select ▼ | ✖ |

Sort results by
| Shift Date ▼ | ↓ |

Agency fill allowed
| All ▼ | ✖ |

Cascade to agency
| All ▼ | ✖ |

Staff group
| All ▼ | ✖ |

Cancelling a (booked) shift

Cancelling a shift that is booked is similar to cancelling a unfilled shift but you will be prompted for more information. You can either cancel the worker from the shift on their behalf or you can cancel both the worker and the shift if the shift is no longer required.

Depending on who has instigated the cancellation you can select either "On behalf of Ward" or "On behalf of Worker". Different reasons for the cancellation are available for the different options.

This example shows cancelling a shift **On Behalf of the worker**

Cancelling the worker:

Click the [icon] icon in the tile's header.

Select the **On Behalf of worker** option

Cancel Worker ✕

○ On behalf of Ward   ○ On behalf of Worker   ○ Did not attend

Reason

[_____ * ▼]

Are you sure you want to cancel the worker from this shift?

[Yes ✔]   [Cancel changes ✕]

Select a **Reason** and the **Notified Date and Time**

Click **Yes** when you have completed this – the worker will have been cancelled and the shift will remain to be available to other workers.

If you are cancelling the worker but require the shift to be filled by someone else, use the **'On behalf of ward'** option and fill out the detail. **It is very important to indicate if you have informed the worker or not.**

If you have not, the worker will be informed by NHS Professionals.

Cancel Worker ✕

○ On behalf of Ward   ● On behalf of Worker   ○ Did not attend

Reason

[Sick   * ▼]

FW notified ward on

[06 Feb 2018   *]   [10] : [10]

Are you sure you want to cancel the worker from this shift?

[Yes ✔]   [Cancel changes ✕]

Cancelling the worker and the shift

You can use the icon and fill out the details of the cancellation.

Once again, **it is important that you indicate if the worker has been notified.**

Notifications

Notifications are displayed in the top right of Our:*Bank*:

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Clicking on the envelope will display the types of notifications.
You will see a number of different options:

Shift notifications

If a worker cancels a shift within 24 hours of its start time, you will see a notification of these:

You should acknowledge these notifications where you see them.

Notes:

Notes:

Notes:

NHS
Professionals

Useful Contact Information:

📞 0333 240 7552

🌐 www.nhsprofessionals.nhs.uk