

# Welcome to Our:Bank

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.

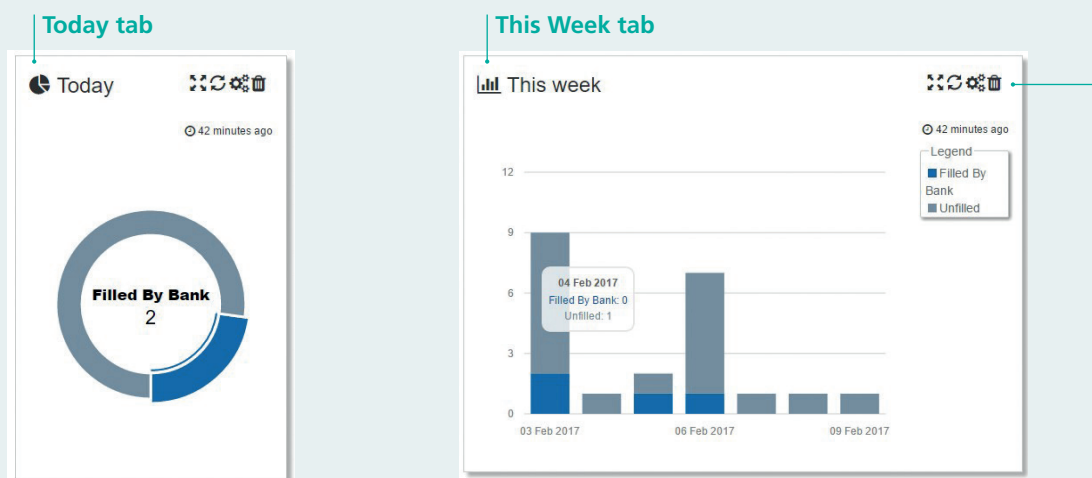
**bank.nhsp.uk/login**

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:



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.

This image shows two dropdown menus. The first is labeled "Location" and has a list of hospitals: Kent & Canterbury Hospital, Queen Elizabeth the Queen Mother Hospital, and William Harvey Hospital. The second is labeled "Ward" and has a list of wards: Acute Pain Mangt - KCH, Admin General Surgery, and Ambulatory Care Unit. Both menus have a red asterisk and a dropdown arrow.This image shows the "New Shift" form. It includes fields for "Location" (National Service Centre), "Ward" (IT), "Shift Date" (29 Mar 2017), "Shift start", and "Shift end". There are also fields for "Worker" (Unfilled), "Request reason", "Gender" (No Preference), "Shift Type" (Standard), "Code", "Secondary Code", and "Time before to match to secondary code" (hours). At the bottom, there are checkboxes for "Show notes to FW" and "Show notes to agency". The form has a green "Create shift" button, a blue "Save as draft" button, and a pink "Clear" button.

**\*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 asterisk.

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

This image shows a close-up of the "Shift Date" input box. It contains the text "02 Jan 2017" and has a red asterisk and a calendar icon.

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

This image shows a calendar for January 2017. The date "02 Jan 2017" is selected. The calendar has a green "Apply" button and a pink "Cancel" button. There is also a "Range Request" checkbox.

# 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.

02 Jan 2017

26 Jan 2017

Apply

Cancel

<

Jan 2017

>

Range Request

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31	29	30	31	1	2	3	4
1	2	3	4	5	6	7	5	6	7	8	9	10	11
8	9	10	11	12	13	14	12	13	14	15	16	17	18
15	16	17	18	19	20	21	19	20	21	22	23	24	25
22	23	24	25	26	27	28	26	27	28	1	2	3	4

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

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

Filled with One

Many FW

You can **remove days of the week** (days that the work is not required) and you can specify 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.**

Shift start

Shift end

07

:

00

14

:

00

# 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

All

Ward

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:

Today

×

Search

Q

Export

Bulk

Split

Today

Future

Tomorrow

Next 24 hours

Next 72 hours

Past

Yesterday

Custom Range

Apply

✓

Cancel

×

05 Apr 2017

05 Apr 2017

<

Apr 2017

>

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1	30	1	2	3	4	5	6
2	3	4	5	6	7	8	7	8	9	10	11	12	13
9	10	11	12	13	14	15	14	15	16	17	18	19	20
16	17	18	19	20	21	22	21	22	23	24	25	26	27
23	24	25	26	27	28	29	28	29	30	31	1	2	3
30	1	2	3	4	5	6	4	5	6	7	8	9	10

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:**

Date Range

01 Feb 2017 - 28 Feb 2017

×

Today

Future

Tomorrow

Next 24 hours

Next 72 hours

Next 7 days

Next 28 days

Past

Yesterday

01 Feb 2017

28 Feb 2017

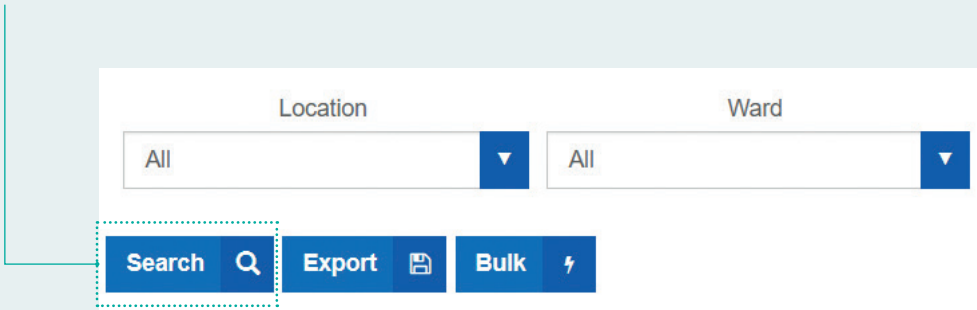
<

Feb 2017

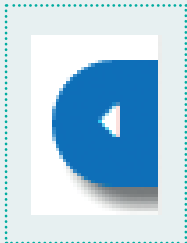
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Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4	26	27	28	1	2	3	4
5	6	7	8	9	10	11	5	6	7	8	9	10	11
12	13	14	15	16	17	18	12	13	14	15	16	17	18
19	20	21	22	23	24	25	19	20	21	22	23	24	25
26	27	28	1	2	3	4	26	27	28	29	30	31	1
5	6	7	8	9	10	11	2	3	4	5	6	7	8

Once you have selected these options, you will need to click **Search** to return the associated shifts:

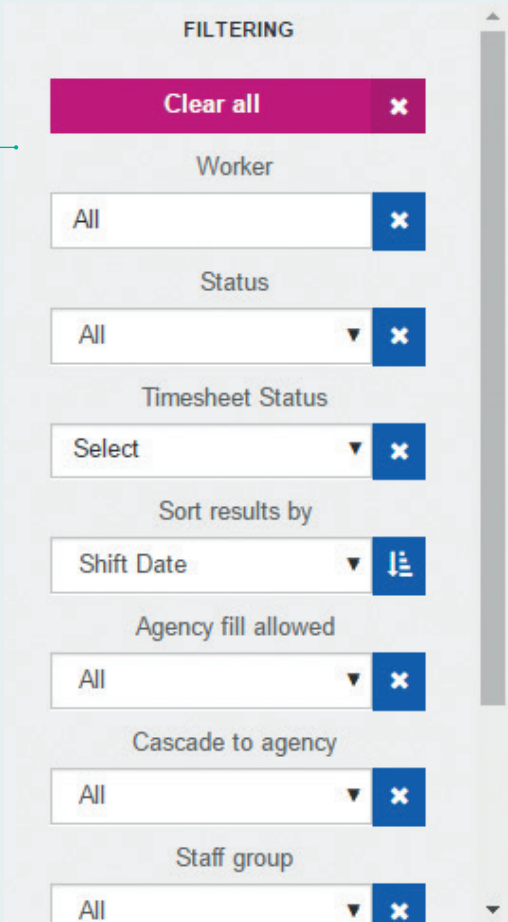


You can filter the shifts you see by using the **Filtering Options**. On the right hand side of the page, expand the filter options:



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.




# 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 in the tile's header.

Select the **On Behalf of worker** option

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

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

Yes

Cancel changes

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.**

Delete Shift

Reason code

Data Input Error

Flexible Worker Notified

Yes

Are you sure you want to delete this Shift?

Confirm

Cancel

# Notifications

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



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

×

Timesheets

8 queried timesheet(s) awaiting review - [Details](#)

695 timesheet(s) awaiting authorisation - [Details](#)

Two-tier authorisation

2 shifts awaiting authorisation by Senior Admin - [Details](#)

## Shift notifications

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

×

Booking refused by flexible worker Training FW1

Kent & Canterbury Hospital - Acute Pain Mangt - KCH

Shift Date: 03 Feb 2017

End Time: 18:00

Start Time: 14:00

Type: Standard

Code: CSW00

Acknowledge

✓

You should acknowledge these notifications where you see them.









### Useful Contact Information:



0333 240 7552



[www.nhsprofessionals.nhs.uk](http://www.nhsprofessionals.nhs.uk)

