



Northern Devon Healthcare  
NHS Trust

# All you need to know about your Staff Bank



Service managed by



Professionals

## Your trust and NHS Professionals

Northern Devon Healthcare Trust work in partnership with NHS Professionals (NHSP) to provide the temporary staff bank service and manage the online shift booking platform.

We have created this leaflet to provide a list of common questions, that are frequently asked by Bank Users.



## How do I join the staff bank?

If you hold a current contract with the trust you can email **[ndht.staffbank@nhs.net](mailto:ndht.staffbank@nhs.net)** with details of your current employment to start the process.

## I haven't worked for the trust before, how do I join the staff bank?

You will need to apply online through NHS jobs.

## What documents do I need to provide?

You will need a current passport or a birth certificate with proof of your NI number - along with any applicable name change documents.



## I am leaving the trust and wish to join the bank?

Please contact the bank office on **01271 313938** or email **ndht.staffbank@nhs.net**.

## Where do I need to send my P45?

Please send your P45 to Payroll:

NHS Professionals Payroll

NHS SBS Southampton

VPD922

Waterside House

Town Quay

SO14 2NH



## How much tax will I pay?

This will depend on your own circumstances and tax code, please speak to HMRC for advice.

## What should I do when my training expires?

You must keep your mandatory training up to date to keep booking shifts; this can be booked through STAR. Please contact Workforce and Development at Bideford Hospital for STAR issues on **01237 420261**.

## Will I receive any sick pay?

You may be entitled to sickness absence payments on the basis that you have met the eligibility criteria, which includes how many shifts you have worked and your earnings prior to your sickness.

For more information, please read your NHSP Flexible Worker Registration Document.

## Can I join a pension scheme?

Yes, just visit

**[www.scottishwidows.co.uk/nhsp/](http://www.scottishwidows.co.uk/nhsp/)**

for more information and to complete the form to join the NHSP Stakeholder Pension.



## How do I claim travel expenses?

The claim form can be found on our website under **[go.nhsp.uk/Guides-and-Forms](http://go.nhsp.uk/Guides-and-Forms)**

## What should I do if I wish to resign?

Please email

**[ndht.staffbank@nhs.net](mailto:ndht.staffbank@nhs.net)**

with your resignation.



## Where can I find more information?

Please contact the Service Centre for your general queries or your local Trust Services Partner.

### National Service Centre

**03332 407 552**

(open 24 hours / 7 days a week)

Northern Devon

Trust Services Partner –

**Clare Holland 07785 762077**



Email:

**Southwestcrteam@nhsprofessionals.nhs.uk**

- Log in details /Password resets/
- Booking Shifts/ Problems viewing shifts
- Cancelling Shifts

### Flexible Worker Updates

Email:

**fwupdates@nhsprofessionals.nhs.uk**

- Change of address or email
- Updating bank details
- Visa updates



### Flexible Worker HR

Email:

**FWHR@nhsprofessionals.nhs.uk**

- Sick pay queries
- Maternity queries
- References (Confirmations of earnings, tenancy)





### Holiday Bookings Team

**HolidayPay@NHSPProfessionals.nhs.uk**

- Holiday log in queries
- General holiday queries
- Holiday pay rates
- Holiday cancellations



### Payroll (SBS)

**0303 123 1144**

- Payroll queries
- Missing payments



### Tax Queries (HMRC)

**0300 200 3300**

- General tax queries
- National Insurance queries
- Tax code queries



### Northern Devon

#### Trust Services Partner –

Clare Holland **07785 762077**

**SouthWestCRTeam@NHSPProfessionals.nhs.uk**

- Verifying application documentation
- Adding assignment codes
- My:Bank / Our:Bank onsite training
- Escalating any existing queries



### Staff Bank Team

Lyn Green – Bank Team Lead

Bank Admin – Lisa Smith,  
Estelle Sherlock, Ruth Lowe

Telephone: **01271 313938**

Email: **Ndht.staffbank@nhs.net**

