

Quick Guide for Agencies

We are here to help you

This guide is a quick overview of different areas to support you with your agency-related queries.

Onboarding

If you would like to supply staff to an NHSP Client Trust, you must be a member of one of the approved framework agreements for NHS England. All enquiries to supply staff should be made via the NHS Trust.

The NHSP Client Trust will then authorise NHSP to add your agency to our Agency Cascade. It can normally take up to five working days to add an agency to our Agency Cascade.

Accessing our Booking Platforms

NHSP currently have two products on the corporate website. You may have access to bespoke sites that are utilised by some of our client Trusts.

NHSP:Online

is used to book all staff groups except doctors.

NHSP:Connect

is the platform for booking doctors.

NHSP:Online

To access NHSP:Online, please **always** use Internet Explorer using your Agency User logins provided to you by **NHS Professionals Agency Support Team**.

You can access the system using this link:
www.nhsprofessionals.nhs.uk/en/Login

For guidance in accessing login details, please contact the **NHSP Agency Support Team** with your full name and work email address.

Agency Rate Administrator (ARA) Login

To enable your user to upload rate cards, we advise you keep the number of these users to a minimum.

Authorisation will be required from MD, FD, Financial Controller or equivalent Manager.

Account Agency User (AU)

This is to enable your user to add your candidate and book/amend shifts. Release/query timesheets.

Authorisation will be required from a Senior Manager.

NHSP:Connect

To obtain access to the NHSP:Connect portal, please email the NHSP Agency Support Team with your full name and work email address.

Rate Cards – NHSP:Online

General Rate Cards

You will need to upload a General Rate Card via the NHSP:Online portal. This will be sent to the Trust Rates Approver for authorisation who will review, authorise, or reject as deemed appropriate. Your General Rate Card will need to contain all your approved assignment codes, pay rate in accordance with the framework agreement, day definitions, and Value Added Tax.

Personalised Rate Cards

The use of personalised rates will need to be agreed with the Client Trust. Until approval is made in the system your agency cannot upload any personalised rate cards.

Retrospective Bookings

Retrospective bookings should be used in exceptional circumstances only. No worker should be carryout shifts within the Trust if they do not have a secured booking. Please ensure you are checking the portal on a regular basis. Using the Booking Status report or checking the notification screen.

If there is a situation where a retrospective shift needs to be added to the system, please contact the NHSP Agency Support Team who will provide you with the relevant form.

Once you have completed the form, please email this to agencies@nhsprofessionals.nhs.uk along with the timesheet - if this is available. You will receive an automated reference number which you can use to make any follow up enquires.

Once we receive your email, we will seek Trust approval for the retrospective shifts and process them accordingly.

Please note NHSP aim to add shifts on to the system within 5 working days from receipt of Trust approval. Please note that no shift can be added without Trust approval.

You will be advised of any bespoke process at the time of your initial enquiry. If the Trust you are supplying has a bespoke process, you must follow this.

Authorisation of Shifts

To ensure there are no delays in authorising shifts, please check that there is a live and valid booking reference. Once confirmed, please make sure your candidate is aware they must follow the wards signing in or registering process before a shift is worked. It is the responsibility of the ward managers to authorise all shifts through the NHSP system and these should be authorised on a weekly basis.

Please ensure that you have given a reasonable amount of time for the Trust to approve the shift before contacting NHSP – Agency Support.

If you experience any issues with getting your shifts authorised, please contact the NHSP Agency Support Team.

Cancellations

Cancellations can occur for several reasons dependant on Trust needs.

In the event of a cancellation, your agency will receive a notification via the NHSP portal. When logging on to the portal all cancelled and modified shifts will appear on the main menu screen and will remain until the shift is due to start. You are advised to regularly check the NHSP:Online system using the Booking Status Report to ensure your candidates shift is still available to be worked.

If the shift has been cancelled, do not send the candidate to work, as they could be sent away upon arrival. Check the portal to see if there is another shift available.

If you consider that your agency was not notified within a reasonable amount of time or outside the Trust's cancellation period, you can make a claim for a "cancellation fee" by emailing the Agency Support service desk, outlining the reason for this request. The shift will be investigated, and a cancellation fee will only be paid if the shift is cancelled outside of the Trust cancellation period.

Refusals

We understand that there are times where workers are unable to carry out the booked shift and may need to cancel. Where this is necessary, please ensure that the worker is cancelled through the NHSP system as soon as possible.

We appreciate your support in proactively managing the level of agency worker cancellations to support high quality patient care.

Please note the holding of shifts will not be tolerated and is reviewed on a regular basis. Any breaches could negatively affect staffing levels impacting the delivery of quality patient care which is taken extremely seriously. Any indications of this could result in you being taken off the Trust Agency Cascade.

Agency Support Team

The NHSP Agency Support Team provides support for agencies and specific agency-related queries. If you have any queries relating to the NHS portal, retrospective bookings or invoicing queries, please contact the NHSP Agency Support Team on:

Email: agencies@nhsprofessionals.nhs.uk

Agency Support Tel: 0333 0143626 (option1)

Opening times: Monday – Friday 8am – 6pm