



Agency Support Team FAQs and Useful Contacts

Frequently Asked Questions

The FAQs below relates to NHSP:Online and the common queries you have relating to bookings, profiles, cancellations and retrospectives.

My worker worked a shift, but the shift is no longer on the system. How do I get it added?

You will find a retrospective Template "here". Please fill in all details and email along with a signed timesheet to agencies@nhsprofessionals.nhs.uk.

If the Trust have a bespoke process, please follow that process for your query.

My workers shift has not been authorised, what do I need to do get it authorised?

We advise agencies that The Trust have 3 working days to authorise a timesheet. If it has been more than 3 days, please contact us on **0333 0143626** with the details of the shift and this will be passed onto the ward.

If the shift is over 3 working days, please email agencies@nhsprofessionals.nhs.uk with a signed timesheet.

Please ensure your worker has followed the Trust process for "Signing in" for their shift.

I have booked my worker into an early shift, but it overlaps with the late shift and my worker can do both. Can you help?

If the shifts are on the same ward, please contact us on **0333 0143626** to amend the shifts.

If the shifts are on different wards, then please contact us on **0333 0143626** and the team will contact the respective wards for approval.

How can I add an assignment code to a profile on NHSP:Online?

Please call **0333 0143626** and provide the name, NI and Registration pin if applicable.

I cannot add a worker to the system and keep getting an error message, what do I do?

The worker may already be on the system for your agency. Please check in "Edit agency worker" on menu. If you have not added the worker, please email agencies@nhsprofessionals.nhs.uk with the following details as your worker may be on the system with another agency:

- Name (Christian and Surname only)
- NI
- Registration Body, Pin, and expiry
- Email address
- Assignment code
- Agency name
- Trust the worker will be booked for

My worker has restriction on their profile, what do I need to do?

If your worker has a restriction, please contact cims@nhsprofessionals.nhs.uk for further information and how to resolve this issue.

My worker is not compliant, what do I need to do?

If your worker is not compliant with the standard Trust compliance requirements, please contact the Trust directly to discuss this further. Do not send any DBS documents to Agency Support Team

How will I be notified of a cancellation on the system?

There are 3 ways to be notified of a cancelled shift:

1. Push notification – Sends a notification direct to NHSP:Online of any cancelled or modified shifts
2. Booking status report – removes all cancelled shifts from report. It is your responsibility to monitor the report throughout the day for cancellations.
3. Phone call – You will receive a call informing you of the cancellation. This is not a guarantee and is only a courtesy. YOU MUST NOT RELY ON THIS.

How do I claim for a cancellation fee?

You can email agencies@nhsprofessionals.nhs.uk with your cancellation request. Please ensure to provide shift reference details, name of worker and reason for request.

My worker turned up for a shift and it was cancelled. What do I do?

Was your worker reassigned to another ward? If yes, then you will need to submit a retrospective request to agencies@nhsprofessionals.nhs.uk if the Trust has not updated the shift with the new ward details.

If the worker was not reassigned, please follow the above instructions on how to claim for a cancellation fee.

My worker was reassigned to another ward and shift is showing unauthorised?

If your worker was reassigned to a new ward and the shift is unauthorised on the system but assigned to original ward, please email a signed timesheet and the correct ward name to agencies@nhsprofessionals.nhs.uk who will update the system with the correct ward details

How to supply to a Trust?

In the first instance, you should contact the Trust procurement team through the Trust Switchboard. Once approved, the Trust will contact NHS Professionals to set up your agency as a supplier.

How do I add a rate card on the system?

Do you have an unauthorised or queried rate card for that Trust on NHSP:Online? If yes, you will not be able to upload a new rate card until that has been dealt with.

If no, please call us on **0333 0143626** so that we can investigate this for you. You may be required to follow up with an email for a full investigation to agencies@nhsprofessionals.nhs.uk.

Why am I getting a Rate Card error message when I try to upload a rate card template?

Please call us on **0333 0143626** for advice. You may be asked to email your template to agencies@nhsprofessionals.nhs.uk if further investigation is required.

How do I request login details for a system or reset my password?

For system logins, please take a look at the 'Quick Guide to Logins and Passwords' available on our website to see how you can request access to the different systems.

My worker hasn't received any payslips, what do I do?

Payslips are sent to workers each week if they are due payment to their home address entered at the point, we create an ESR number. It is your responsibility to make sure the details entered initially are correct.

Workers can also view their payslips using the SBS app on Apple/Android devices. They must register using the email address originally provided by the agency during ESR creation. Further information for the app can be found on SBS's website. www.sbs.nhs.uk/es-MySBSPay

Support queries MUST be raised via the app so SBS can action correctly and promptly.

Re-issue of payslips to the same address take up to 2 weeks from the date of request. This will go the registered home address originally provided during account creation.

How do I request a P60/P45 for a worker?

To request a P45, the agency must send an email to directengagement@nhsprofessionals.nhs.uk with the doctors full name, NI Number, DOB and confirm termination date. The P45 will then be issued to the doctors registered home address held by payroll.

If their address has changed, please follow the change of address process before requesting the P45.

How does a worker opt out of the Pension scheme?

All workers will be automatically enrolled into the pension scheme three months after the creation of their ESR number (payroll number). At this stage, the workers rate will be reduced to reflect the fact that the employer will be making pension contributions on their behalf.

Each Friday, your agency will receive a list of workers who have been enrolled that week along with the reduced rate. The worker will have pension deductions taken the same day.

Agencies must communicate to their worker to confirm they have been enrolled into the pension along with their reduced rate.

Pension Opt-Out Process

Only workers that are enrolled into the pension can opt out of the pension. These will be from the list sent to your agency each week. We should not be receiving opt-out forms for any other worker. Any received prior to their enrolment date will be rejected.

Should a worker wish to opt-out of the pension after they have been enrolled, they must complete the pension opt-out form found on the NHS Pension website. For legal reasons, the worker must find and complete the form on their own accord. All forms must be signed by hand with all relevant sections fully completed. The date signed must be after their enrolment date as any pre-dated forms will not be accepted.

The worker must then send the completed form to their agency who must then forward this to directengagement@nhsprofessionals.nhs.uk.

Once received, provided there are no issues with the form, payroll will opt the doctor out and their rate will be reverted to their original rate. If they are opted out within 30 days of being enrolled, payroll will automatically refund any deductions within 2 weeks in their weekly pay.

Useful Contacts

General queries

For general enquires please contact the Agency Support Team on the details below:

The **NHSP Agency Support Team** provides support for agencies and specific agency related queries.

If you have any queries relating to the NHSP portal, retrospective bookings or invoicing queries please contact the **NHSP Agency Support Team** on:

Email: agencies@nhsprofessionals.nhs.uk

Tel: 0333 0143626

Opening times: Monday – Friday 8am-6pm

Accounts payable (Invoice queries)

APinvoices@nhsprofessionals.nhs.uk

APqueries@nhsprofessionals.nhs.uk

Useful Links

[NHSP:Online login page](#)

[NHSP Connect login page](#)

[247Time home page](#)

[247Time login page](#)

[List of NHSP Client Trusts](#)

