



## Sarah's Story: *How the job I love, fits around my lifestyle!*

*"The good thing is that I can still do a job that I love, but I can work it around me."*

### #MeetTheBank

Sarah is a Care Support Worker working through the Bank at Basildon and Thurrock University Hospitals NHS Foundation Trust. Today she's working in the discharge lounge, we sat down with Sarah to chat about her experiences working with NHS Professionals (NHSP).

**Thanks for taking the time to chat to us Sarah, is Basildon where you're mainly based?**

No worries, it's nice to have a break! Yes, this is my main hospital, but I've also done shifts at Colchester Hospital University.

**What would you say is the most interesting part of your role?**

I love the variation and since I joined NHSP there's been a lot more of it. I get to work on so many different wards in different locations. Every day is different, and you never know who you'll meet – it's interesting!

**When did you decide to join NHS Professionals?**

I joined NHSP in November 2016. I should have joined the previous year but to be honest I had reservations at the time. I had a mortgage and was worried it wouldn't be a stable enough job. I put it off and in the end my husband told me to go for it and I regret putting it off for so long because I always have plenty of work and my work-life balance is so much better!

**How has NHS Professionals helped you have a better work-life balance?**

I've worked in healthcare for over 10 years and have always been permanent, so I've always had to dictate my life to shift patterns – I just felt like I was always working. Now I actually have a life! I still do the same hours that I did when I was permanent, but I feel like I'm not working as much because I choose the days that suit me. My friends and family say to me, "Oh you don't seem to be working so much now". They see me more because I can actually go to things and not miss out on socialising.





### It sounds like NHS Professionals has really helped your social life then?

Definitely. Before I joined NHSP I didn't have much of a social life because my rota included nights as well. I'd go from days to nights and have no choice over what shifts I worked. I used to have to turn down a lot of invites and I didn't have any Christmas party invites for about 10 years because I was always working. It got to the point where people stopped asking me to come to things. Now, if somebody gives me a date for a certain event I plan ahead and make sure I don't book a shift.

### What's the shift booking system like?

So much easier than other banks I've worked on before. With NHSP, everything is done for you on one system, *My:Bank*. I use my phone when I need to log in; I can check my shifts, release them and also review my payslips too so I can monitor when I'm getting paid each week. It's all so easy and takes seconds to upload and book a shift!

### How soon or far in advance can you book a shift?

I could log in at 8am and there might be a shift for 12pm that day or the following day. You can sign up to 'rapid response' where you book your hours. For instance, you might say you want to work Saturday or Sunday and NHSP will just call you to advise you where you'll be working that day. You get to work in places that you wouldn't necessarily choose because you're not familiar with them, so it gives you the opportunity to try somewhere different!

### Are you entitled to holiday pay?

Yes, you accrue holiday for every shift you work, so the more shifts you work, the more holiday you earn. The holiday booking is done through the website and it's so easy. You log in and it tells you how many hours you've got to take and how much you've earned, so you just select your dates and that's it.

### Would you recommend NHS Professionals?

Absolutely! People see me in my white uniform and ask what it's like working full time Bank and I tell them to go for it, you have nothing to lose. I put it off for a year because I was frightened to make the change and I thought it would be unstable, but it's not at all. My only regret is not joining sooner!

### So overall, has working for NHS Professionals helped change you as a person?

Without a doubt! It got to the point where my husband was getting sick and tired because I was just always working and we never did anything together. It got to the point where he said to me, "Sarah, you need a change of career because I can't handle this. I never see you, all you do is sleep when you're not working". The issue I had was I didn't want to change my career, I love what I do. With NHS Professionals, I can still do the job I love, but I can work it around me.



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## Meet Sarah

Learn about her story

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