

BANK MEMBER FAQs

1. What is happening at North Manchester General Hospital?

On **1st April 2021**, Manchester University NHS Foundation Trust (MFT) will formally acquire the North Manchester General Hospital (NMGH) site and services.

2. What is happening at Salford Royal NHS Foundation Trust?

It is planned that by **September 2021**, Salford Royal NHS Foundation Trust will formally acquire the Bury, Rochdale, and Oldham sites and services of The Pennine Acute Hospitals NHS Trust (PAT), as part of the Northern Care Alliance NHS Group (NCA). At that point SRFT will formally change its name to the Northern Care Alliance NHS Foundation Trust (NCA) and PAT will formally be dissolved as an NHS Trust.

3. I work NHSP bank shifts at North Manchester General Hospital, will I still be able to pick up shifts after 1st April 2021?

If you are a substantive member at a Trust who also works shifts through the NHSP bank, your bank contract will align with your substantive employment contract. If that means you are moving from PAT to MFT, then you will only be able to work shifts at MFT (including the newly added NMGH location) under your Multi-Post Holder bank contract.

You can, however, choose to apply to NHSP as a full bank member which would enable you to also access shifts at PAT and other trusts. For more information on how to apply to become a full NHSP bank member please visit our [website](#).

For those bank members that do not hold substantive positions at the Trust (Bank only or Bank exclusive membership), you will have visibility of NHSP bank shifts at Manchester University NHS Foundation Trust (MFT) through My:Bank.

4. Can I work for both Trusts?

If you are a Bank Exclusive worker (not employed by the Trust but known to the Trust), you will be allowed to work across both Trusts. This will be automatically updated on your My:Bank profile. If you are a Multi-Post Holder (Trust substantive bank member) and, if you wish to work at an alternative Trust, you will need to apply to NHSP as a Bank only candidate. For more information on how to apply to become a full NHSP bank member please visit our [website](#).

5. Will my pay change?

The pay rates across the Trusts are aligned and most bank members will not see any change. If you are currently entitled to any incentives that are in place, these are regularly reviewed and any changes that may affect you will be communicated in the coming weeks.

6. Will my holiday entitlement be affected?

No, your holiday entitlement will not be affected.

7. Will my assignment code change?

No, your assignment code will remain the same. If you require a new assignment code, please visit our [website](#) and download the 'new assignment code form'. Please then speak with the appropriate Ward/Dept manager to ask them to sign with their approval.

8. What will happen to my shifts booked from 1st April 2021?

NHSP will be migrating across all NMGH booked shifts to be worked from 1st April 2021 onto MFT. Therefore, you will still be able to see your booked shifts in My:Bank.

9. Will it affect my timesheets?

No, your timesheets will remain unaffected. All shifts worked up to and including the 31st March 2021 will be completed on the Pennine account. From 1st April 2021, they will either be on the PAT or MFT profile and you will release your timesheets in the usual way.

10. Who is my local team? What is their phone number? What is their email?

Contact details for your local NHSP team can be found below:

- [Manchester University Foundation Trust](#)
- [Pennine Acute Hospitals NHS Trust](#)

Please note, in order to effectively support this project and our Bank staff the NHSP onsite team are now available at the NMGH office which is COVID secure.

11. What incentives are there?

All Trust-led incentives managed by NHSP will be available to view on the local Trust intranet.

12. Will my long-term placement be safe?

Yes, NHSP will transfer all booked shifts, therefore you do not need to do anything further.

13. Who do I work for now?

For any bank shifts, you will remain an NHSP bank member and will be able to access shifts at your relevant client Trust (s) depending on your employment status.

14. What will happen to my pension?

There will be no changes to your NHSP pension due to these Trust changes.

15. How does the car parking work?

We don't anticipate there to be any changes to car parking arrangements at any of the Trusts.

TRUST Users FAQs (Shift bookers/timesheet authorisers)

1. I use Our:Bank to send out the shifts for bank workers, will there be any changes for me?

From 1st April 2021, you will continue to use the Our:Bank system, however, on the 8th March 2021 we will issue you with a secondary user login if your ward or department is transferring to MFT. For all other ward/departments there will be no changes.

As part of the preparation for your new system access, it is important that you authorise any timesheets for your bank staff in a timely manner to ensure there are none outstanding at the point of transaction.

2. What if I don't sign off all the timesheets in my old account?

If you do not complete the sign-off for all of the timesheets through your existing Our:Bank login, bank members will experience a delay in payment for the shifts that they have worked, as there will need to be a manual reconciliation of the timesheets. To avoid this, please ensure that you authorise any timesheets for your bank staff in a timely manner to ensure there are none outstanding at the point of transaction.

3. Will my ward/departmental bookings / range request bookings still be on the system?

Yes, NHSP will be migrating shifts onto your new Our:Bank profile. Therefore, this will remain unchanged.

4. Who is my local team? What is their phone number? What is their email?

Contact details for your local NHSP team can be found below:

- [Manchester University Foundation Trust](#)
- [Pennine Acute Hospitals NHS Trust](#)

Please note that the NHSP onsite team will be returning to the NMGH office from 1st March to support with these projects.

5. Will I still be able to use my regular NHSP bank workers?

Yes. All NHSP bank workers across North Manchester General Hospital (when part of MFT) will be available for you to book.

6. Will it affect my timesheets?

Timesheet approval process will be unchanged, this routine should be actioned weekly. Your local NHSP Trust team is available to train Trust Users where required.

7. Can substantive pick-up bank shifts locally?

If you are a substantive member of either Trust who also works shifts through the NHSP bank, your bank contract will align with your substantive employment contract. If that means you are moving

from Pennine Acute Hospitals NHS Trust (PAT) to Manchester University Foundation Trust (MFT), you will only be able to pick up shifts at MFT under your Multi-Post Holder bank contract.

You can, however, choose to apply to NHSP as a full bank member which would enable you to also access shifts at PAT and other trusts. For more information on how to apply to become a full NHSP bank member, please visit our [website](#).

Agency FAQs

How do you gain access to NHSP: *Online*?

- If your agency already supplies via this system, your existing logins will be updated to include the new Trust.

How do you gain access to NHSP: *Connect*

- You may already have logins for NHSP: *Connect* if you supply for the Doctors staff group, but you will need additional logins for the new staff groups you supply to. During the implementation, your agency will be emailed, and a request will be issued for you to supply the contact details for those who require a login within your agency.

What if you have a self-bill agreement for the Trust

- NHSP: *Online* - Due to the acquisition a new name/entity will be created. When this happens, you will be required to submit a new Self Bill agreement as per process on the system.
- Moving from 247time to NHSP: *Connect* (part of NCA transaction only) – During implementation, you will be provided with a blank Self Bill agreement form to fill out and return by the required date.

Do you need to submit a new rate card on NHSP: *Online*?

- If you have a rate card on the system already and the agreed rates are remaining the same, then you will not be required to upload a new rate card. You need to ensure your rates are accurate before go-live.

Are you workers currently on AWR Rates?

- If your agency worker is receiving AWR rates due to length of service, you may be required to submit a “Prior Qualification” on NHSP: *Online*. You will receive instructions on this via communications during implementation. You can also contact agencies@nhsprofessionals.nhs.uk for support.

Are you moving to a new system?

- You will need to ensure you have uploaded your worker profiles to the systems if you are now booking them on a new platform.

Do you need support or training?

- If you have any questions regarding the systems or need training, please contact agencies@nhsprofessionals.nhs.uk to arrange.