

Frequently Asked Questions (FAQs) for Newly Registered Bank Members:

Shift Management & Payment:

Q. How do I book into shifts?

You are able to book shifts using our smart booking platform on My:Bank [here](#)

Q. How do I ensure I am seeing all available shifts?

We recommend your calendar and My:Bank profile are kept fully up to date, for more information on how you can do this please refer to our useful My:Bank guide [here](#). This will allow you to see the widest range of shifts available. It is also advised that you check your My:Bank account on a regular basis as sometimes shifts may be added at short notice and can sometimes change depending on where demand is at your Trust.

Please be aware that on some occasions shifts may be moved upon your arrival to the hospital. If this is the case a Senior Nurse will meet you and advise you of this. In addition to this we recommend checking your shift in advance to see if there have been any changes.

Q. Why am/was I restricted from booking shifts after 23rd of January?

NHSP is required to ensure all registered Bank Members are legally compliant with requirements for DBS checks, Occupational Health, and relevant Statutory and Mandatory training. So please do respond to any requests where you are asked to provide documents and to complete any occupational health questionnaires you are sent, to avoid being restricted.

Please note: The original restriction date of the 23rd of January 2024 has now changed and will now be the 1st of March 2024. Your profile will automatically be updated with the new date. This is to give our Bank Members additional time to complete all compliance requirements.

Q. How are NHS Professionals (NHSP) pay rates determined?

The Trust has provided NHSP with your current bank pay rates, which ensures your pay rate remains protected in-line with the TUPE (Transfer of Undertakings Protection of Employment) regulations. New Bank Members pay rates are confirmed and communicated to us by the Trust.

Q. When will I get paid?

NHSP runs a weekly payroll, approved timesheets released by 23:59 on a Sunday will get paid the following Friday. The line manager on the ward you have worked should approve your timesheets within a reasonable timeframe, so you are able to release them for payment.

Please note it is the responsibility of the Line Manager on the ward where you have worked to approve your timesheets as only they can do this on the system.

Q. How do I view my payslip?

You can view your payslips on My:Bank [here](#) or the SBS portal when they are released every Friday. Should any instances of missing payslips arise, we encourage you to call our National Service Centre on 03332 407 552 at your earliest convenience for thorough investigation.

Pension & Taxes:

Q. How are my pension contributions calculated?

If you are in the NHS Pension scheme, your contributions remain the same, these are a contribution % based on your pensionable pay as per the NHS handbook. If you auto enrol into the NHSP Pension scheme, you will default to 4% employee's contribution from your pensionable earning, and this is then matched by NHSP.

Q. Will my tax code change now I have joined NHS Professionals (NHSP)?

Your tax code may have changed during the transfer process, so a P45 will have been provided to HMRC. Some Bank Members may have been put onto an emergency tax code, but this should have now been adjusted by HMRC. Any tax due back to you will be refunded in the next payroll cycle. Please note flexible workers are no longer employed by the Trust for bank work, but via NHSP so producing a P45 to HMRC is standard practice. For further information or to escalate any issues, we recommend contacting our National Service Centre on 03332 407 552 at your earliest convenience.

Q. Why may my tax code have changed?

When an employee is transferred under TUPE (Transfer of Undertakings Protection of Employment) regulations in the UK, they receive a P45 for administrative and legal reasons.

The P45 serves to outline the individual's earnings and taxes paid during their employment with the original employer. When an employee moves under TUPE regulations, the transfer is essentially seen as the termination of their employment with the original employer, triggering the requirement for a P45.

Please be assured that receiving a P45 doesn't necessarily mean the end of employment but rather a transfer to a new employer due to the regulations governing business transfers.

TUPE is there to protect employees' rights when a business or part of a business is transferred to a new employer. However, there are situations where employees transferred under TUPE might still end up on an emergency tax code:

1. **Missing or Incorrect Documentation:** If your new employer doesn't receive a P45 or if there are discrepancies in the information provided, they might place you on an emergency tax code until the necessary details are sorted out.
2. **Different Payroll Systems:** Sometimes, the payroll systems between the old and new employers might not sync immediately, causing a delay in accessing your tax information. As a result, the new employer might use an emergency tax code temporarily until they have accurate data.
3. **Incomplete Information from the Previous Employer:** If the information provided by the previous employer isn't complete or if there are issues with the transfer of data, the new employer might use an emergency tax code until they receive the correct details.

4. **HMRC Updates:** HM Revenue and Customs might not have updated information about your transfer under TUPE immediately, leading to a delay in providing accurate tax coding to your new employer.

Q. Now that I have transitioned to NHS Professionals (NHSP), when will I receive my P45 from my old role?

Most Bank Members will have been processed as a leaver by Royal Devon University Hospital (RDUH) and a P45 issued. Sometimes there can be delays with this process, so we advise checking with the Trust if you are still waiting to receive your P45.

Uniform:

Q. Will I require an NHS Professionals (NHSP) uniform?

Most of our Bank Members are eligible for an NHSP uniform and will be provided with two of these. These uniforms will be suitable for you to carry out your role and are in line with the NHS standard regarding infection control policies.

Q. Can I still wear my current uniform?

- If you are a substantive Bank Member you can continue to wear your existing uniform.
- If you are a fully registered Bank Member, please continue to wear your existing uniform until such a time as a new one is required e.g. role change, wear, and tear etc. and then you should apply for an NHSP uniform, via the uniform order form link below.
- If you are new Bank Member without an appropriate uniform, you can apply for an NHSP uniform when you submit your application.

Q. How do I order an NHS Professionals (NHSP) uniform including a replacement?

Your order is either taken during your online application, or through an applicant pack that will have been sent to you. You will usually receive your uniform order within 5 to 10 working days from your transfer application being fully completed.

If you need to order any replacement uniform, download and complete our [Uniform Order Form](#) or, if you work in Support Services, our [Support Services Uniform Order Form](#).

We recommend your uniform is replaced once a year. Please continue to wear your existing uniform until your new one arrives.

Q. Will I have to pay for my NHS Professionals (NHSP) uniform?

NHSP uniform is provided by us and isn't chargeable. If you have been charged, then please contact implementationonboarding@nhsprofessionals.nhs.uk as soon as possible.

Q. Why do I have to be in different uniform to my substantive colleagues?

As standard practice NHSP provides their own uniform to Bank Members depending on your role. Please see the FAQ above which refers to 'Can I still wear my current uniform?' for guidance.

TUPE Process:

Q. Why have some staff been TUPE'd and not others?

Royal Devon University Healthcare (RDUH) has chosen to move its Central Bank function covering Nursing and Midwifery, additional Clinical Services and Admin and Clerical Services to NHS Professionals (NHSP). This means that for 'Bank Only contracts or Trust substantive staff with a 'bank assignment', their bank assignments have transferred.

RDUH identified those workers who were eligible to transfer to NHSP under TUPE; the criteria for eligibility used was any workers who had undertaken a bank assignment in the 6 months prior to transfer.

Right to work/Training:

Q. Why do I have to provide details of certificates I have received?

Government regulations stipulate when NHSP takes over the management of the bank that all registered Bank Members provide, if possible, the relevant certificates to their job role, even if these have already been submitted to the Trust.

Q. Will I have to re-do my online training?

We have received training information from the Trust which has now been transferred into Learnspace - this can take up to 5 days to update from when your account is generated. We recommend checking your account to ensure it has been fully updated.

Please note: You will only be asked to complete modules that haven't been done or been transferred over to NHSP. You are also required to complete the module before the end assessment otherwise the system won't allow you to receive the 80% pass mark.

Learnspace works best on a laptop or desktop computer. We recommend using either Internet Explorer or the Chrome browser.

If you have any queries regarding your Learnspace account, then please contact classroomtraining@nhsprofessionals.nhs.uk

Occupational Health:

Q. Will I have to have immunisations done if I can't provide a record?

All Bank Members will have to complete an Occupational Health declaration form. Upon doing this, the Trust will have been asked to provide a record of your immunisations to Optima who manage this part of the process. If you are asked to have immunisations done but believe yours are up to date, then please speak to Optima as sometimes there can be a delay with information being shared.

Optima Helpdesk Telephone Number: 03300 084 321

Optima Contact Email: NHSProfessionals@optimahealth.co.uk

Q. How do I arrange my immunisations?

Please speak to Optima and they will advise of the nearest location/time & date.

Additional Questions:

Q: Why is there such a discrepancy between the mandatory training requirements between the Trust and NHSP?

NHSP training requirements are set by the framework contract that we have with the Trust. NHSP are required to ensure all workers training meets the framework contract specification. NHSP are audited by the framework authority to ensure compliance. The framework is designed to ensure consistent standards are applied across the healthcare sector and workers can work more freely and safely across the country.

Q: Will the link to LearnSpace come via email?

The link to the LearnSpace Training platform will be sent by email. If you have any questions, or think you have current training certificates that show you have completed the equivalent training, then please contact classroomtraining@nhprofessionals.nhs.uk.

Q: Do we need to go to Plymouth for Occupational health in Plymouth or will you be doing sessions in Exeter?

If you have been requested to complete any immunisations but believe you are up to date, please call Optima Helpdesk on 03300 084 321 or email NHSProfessionalD@optimahealth.co.uk. If immunisations are required Optima have also offered dates in Taunton.

Q: I've had an email saying my onboard journey is complete and a link for the face-to-face training, however when clicking on the link it says the page is longer valid?

The implementation team will be calling to support in booking any required in-person training or you can book via this link [Home - NHSP MaST Portal](#). Our Learning and Development team will continue to review and update the training available.

Q: Was any progress made in finding out why 'net overpayment' deductions have routinely been made?

Bank Members were emailed in early December to make them aware of the pension error, affected Bank Members will have seen the adjustment in payslip dated the 8th December and the pension arrears or repayment start in payslip dated the 15th December. Any pension arrears will be repaid in manageable amounts.

Q: Who do we contact when the enhanced pay has not been paid?

Please send any enhanced pay queries to the RDUHCT@nhspprofessionals.nhs.uk inbox .

Q: For enhanced pay shifts, do we still need to work a minimum of hours to qualify?

If you are Bank Only, you will need to work 23 hours in the period Monday to Sunday to qualify.

Q: Who do we contact with any payroll queries?

Pay queries can be sent to payandreward@nhspprofessionals@nhs.net or raised via the SBS Portal, additional information is available via the help and support page <https://www.nhsponline.nhs.uk/s/support>.

We'd like to take this opportunity to remind you that the NSHP local team are based on site and are located in the Central Bank Office, so if you have any further questions or queries, please visit them and they'll be able to help you.

NHS Professionals Office

NHS Professionals Office: Northern Services: Opening Hours: 08.30-16.30pm

North Devon District Hospital, Suite 4 Chichester House, Raleigh Park, Barnstaple, Devon EX31 4JB

NHS Professionals Office: Eastern Services Opening Hours: 08.00- 17.00pm

Training POD 6, Level 2, Area E, Royal Devon University Healthcare NHS Foundation Trust, Wonford, Exeter

For more information, please contact your local NHSP team.

By emailing RDUHCT@nhsprofessionals.nhs.uk

For appointments, please call the Office on 0333 014 3655