



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.

NHS Professionals Agency Support Team

Contact, Submission of Feedback, Query submission and Website Details

NHS Professionals has a designated Agency Support Team and website, where we provide support for agencies and specific agency-related queries.

If you have any queries relating to the NHS Professionals Agency portal, including retrospective bookings, or invoicing queries, general enquiries.

Contacting NHSP - Agency Support Team:

Email queries - Contact Us Form:

NHSP Agency Support Contact Us Form

Agency Support Tel: **0333 0143626** (option1)

Opening times: Monday – Friday 9am – 5pm Best time to call us is between 9am and noon where call demand is less

Agency Management Services Website

Our designated Agency Management Services website is full of user guides and useful information which can be accessed via this link - [Agency Management Services](#)

Customer Feedback

To allow us to gather ongoing feedback we have introduced Caller Feedback, the caller will be asked three brief questions on your experience with the Agency Support Team.

Submit Service Feedback

If you are an existing or prospective NHS Professionals Trust, Agency User or Agency Managed Service partner you can tell us about your experience, compliments, complaints or provide feedback on our service, accessed via this link [Submit Feedback](#)

Finance related queries contact:

Accounts Payable Team at APQueries@nhsprofessionals.nhs.uk for queries relating to Billing/Invoicing

Self-Billing Team at Selfbilling@nhsprofessionals.nhs.uk for queries relating to self-billing.

Onboarding

NHS Professionals Ltd is a Managed Service Provider for our Client Trusts.

A full list of our clients can be found on our corporate website: [NHSP List of Current Client Trust](#)

Agencies are advised to contact the Procurement Department at our Client Trust directly. An agency must be registered with a current UK Health framework organisation and *follow the regulations within these frameworks, regarding supplier engagement.*

Please note, some of our client Trusts may not engage directly with your company and only through the frameworks.

NHSP provides a managed service, booking platforms for bookings to payments but currently we do not directly engage with agencies, for onboarding purposes.

For additional information please access the NHS Professionals corporate website: www.nhsprofessionals.nhs.uk

Accessing our Booking Platforms

NHSP currently have two products on the corporate website. You may have access to bespoke sites that are used 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 the to a minimum. Authorisation will be required from MD, FD, Financial Controller or equivalent Manager.

Account Agency User Administrator (AUA)

This type of user allows your agency to have an NHSPOnline administrator, who manages access for all new AU users, you will no longer have to contact the Agency Support Team, to wait to have new users set up for NHSP:Online.

This user type still enables you to add candidate and manage bookings.

Authorisation will be required from a Senior Manager.

Please contact the Agency Support Team via the Contact Us form

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

To enable NHS Professional to pay an agency on behalf of the Trust, your agency still needs to load a general rate card.

General Rate Cards

A general rate card is loaded via NHSP:Online portal and is required to be sent to the Trust Rates Approver.

Trust Approver will review, authorise or reject the rate card, if rates are not inline with the approved frameworks.

Your General Rate Card will need to contain only your approved assignment codes, pay rate in accordance with the framework agreement, day definitions, and Value Added Tax.

Personalised Rate Cards

The agency must have an online agreement with the Trust to utilise personalised rates.

Permissions are processed via the NHSP:Online system and allows your agency cannot upload any personalised rate cards.

Retrospective Bookings

Only in exceptional circumstances are retrospective bookings allowed, and no agency worker should be working a shift 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 is required, please contact the NHSP Agency.

Support Team who will provide you with the relevant form.

Once you have completed the form, please raise a ticket via the Contact Us Form, 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 3 working days, all shifts will still be required to be authorised by the Trust.

Bespoke Process or Trust approval.

If the Trust you are supplying has a bespoke process for retrospective shift, you must follow this and can contact the Agency Support Team for further advice.

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 they work a shift. 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 multiple reasons. 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. Please regularly check the NHSP:Online system using the Booking Status Report to ensure your candidates shift is still available to be worked.

If the Trust has cancelled a shift, do not send the candidate to work, they can be sent away upon arrival.

Check the portal to see if there is another shift available. If you consider that when a booked shift was cancelled and 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." Please raising a ticket via the Contact Us form, outlining the reason for this request, an investigation will be conducted, 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 work the booked shift and may need to cancel. Where this is necessary, please ensure that the shift 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 tolerated and the Trust reviews shift bookings on a regular basis. Any breaches can negatively affect staffing levels impacting the delivery of quality patient care and this practice is taken extremely seriously and could result in your agency being remove from the Trust Agency Cascade.