

The NHS Professionals logo, featuring the letters 'NHS' in a white, bold, sans-serif font inside a blue rectangular box.

Professionals



WELCOME TO  
NHS Professionals


## Who are we?

NHS Professionals Ltd (NHSP) run the largest flexible staff bank for the NHS, placing highly skilled temporary workers in NHS Trusts to meet their short, medium and long-term needs. Uniquely we are owned by the Department of Health and Social Care and we therefore reinvest any surplus we make directly back into the NHS.

Originally formed in 2001, we now provide a managed service to more than 50 client Trusts and over 180,000 healthcare professionals (Bank Members) are registered with us. They work flexibly to NHS-assured standards in a wide range of roles including nurses and midwives, doctors, allied health professionals, healthcare scientists, personal social services and non-clinical.

We align our vision and objectives with those of the NHS and our teams use their specialist healthcare knowledge to deliver bespoke recruitment solutions to Bank Members and Trusts. These can range from local assignment cover at short notice, through to national and international workforce campaigns such as the Covid-19 Rapid Response programme where we recruited 20,000 people nationwide within weeks. We also support our client Trusts to implement major service improvements and in 2019/20 we helped them to save more than £130 million.

Driven by a passion for the NHS and our goal to become its workforce partner of choice, we are continuously improving our services to meet the growing demand for high quality flexible staff right across the healthcare sector.

 **Placing people at the heart of the NHS**

Please note, the Bank Member Handbook is non-contractual. The aim of this handbook is to provide general information to our flexible workers/Bank Members on their registration with NHSP. It is not intended to cover every situation nor to explain everything about your registration with NHSP.

Whilst the intention of the Bank Member Handbook is to provide flexible workers/Bank Members with general information relating to their registration with NHSP, it is subject to change. For these reasons NHSP may, from time to time, change various provisions contained in this Handbook.

## Your Registration Status

You have applied to join NHSP as a Flexible Worker. You may find that you are also referred to as a Bank Member during your time with us. These are sometimes abbreviated in our policies and guidelines as (BM or FW).

## Policies & Useful Forms

We have added all our guidelines (policies) and useful forms in one area on our website. If you would like to access these, please **click here**.

## Code of Behaviour

Please ensure that you have fully read our code of behaviour before you undertake your first assignment via NHSP. This can be **found here**. It is important that you fully abide by our code at all times.

## Contact Us

If you would like to contact us please email us at: **contactus@nhsprofessionals.nhs.uk** or call **03332 407 552**.

If you would like to write to us, our address is:  
NHS Professionals Ltd,  
Suites 1A & 1B,  
Breakspear Park,  
Breakspear Way,  
Hemel Hempstead,  
HP2 4TZ





## Feedback

Bank Members and client Trusts can use the online feedback form via our website to submit compliments, concerns or complaints. The form can be found in the Feedback section of the NHSP website. Our team receives and processes all clinical and non-clinical feedback, both positive and negative, from our clients and Bank Members. Depending on the nature of the feedback provided, we will ensure the most appropriate course of action is taken to address the feedback provided. For more information on Feedback, please [click here](#).

## Fraud awareness

Fraud is deception carried out for personal gain, usually for money. Fraud can also involve the abuse of a position of trust. By 'NHS fraud' we mean any fraud where the NHS is the victim. While those who commit fraud against the NHS are a small minority, their actions have a serious impact on us all. For a more detailed definition of NHS fraud, please visit the **What is NHS fraud?** page. Examples of Fraud in the NHS include (non-exhaustive): approving your own timesheets, approving timesheets for hours not worked, working whilst claiming for sick pay entitlements, modifying assignments to inflate the rate of pay.

## Disclosure and Barring Service (DBS)

Further to the DBS completed on joining NHSP, Bank Members will also be contacted on an annual basis to renew their DBS by our Compliance Team. Please ensure that you have completed the minimum of one assignment in the last 6 months in order for it to be automatically set up on the DBS update service.

If there have been any changes to the status of your DBS inbetween each annual update, please contact a member of the NHSP HR team who will be able to advise you further. The HR team can be contacted at **BMHR@nhsp.nhs.uk**



## Working Time Directive (WTD)

NHSP cares about the wellbeing of its Bank Members and we have a duty of care to our Bank Members to provide a safe and healthy working environment. This includes the monitoring of the number of hours worked by individuals.

It is important to remember the following when choosing your assignments:

- The maximum working week under the Working Time Regulations 1998 is an average of 48 hours unless you opt out of this limit.
- Working time does not include travelling between home and work or lunch breaks or other rest breaks.
- The average weekly working time is normally calculated over 17 weeks.
- The average weekly working time is calculated by dividing the number of hours worked by the number of weeks over which the average working week is being calculated, for example 17.
- Bank Members can cancel the opt-out agreement whenever by giving NHSP at least 3 months written notice, in which case the 48 hour average limit applies to them.
- Bank Members are entitled to an uninterrupted break of 20 minutes when daily working time is more than 6 hours. The break should not be taken either at the start or the end of the working day. A rest or lunch break does not count as working time and will not be paid.
- Bank Members must take an 11 hour break in every 24 hours and therefore must not accept work which infringes this requirement
- Bank Members must take a rest period of not less than 24 hours in each seven-day period or 48 hours in each fourteen-day period during which they work. This is in addition to the 11-hour daily rest period.
- NHSP is required to take all reasonable steps to ensure that the 'normal' hours of their night workers do not exceed an average of 8 hours in 24 hours over a 17 week period.
- Night-time is the period between 11pm and 6am, though Trust employers may choose a different period. If they do, it must be at least seven hours long and include the period from midnight to 5 am.

If you have any queries relating to the WTD please do not hesitate to contact a member of the Bank Member HR team at:

**BMHR@nhsp.nhs.uk**

## Absence

NHSP understands that there are times when you may need to cancel a booked assignment. If you are unable to attend a booked assignment you will need to refuse the assignment using your *My:Bank* account and select the most appropriate reason. You may also call a member of our National Service Centre on **03332 407 552** to assist you if you are unable to refuse the assignment via *My:Bank*.

If you refuse a booked assignment less than 12 hours before the assignment start time, then please bear in mind that this may be considered a 'Short Notice Cancellation' and will be subject to review by our HR team.

If you do need to refuse an assignment with short notice, please also call the ward you were due to work on and let the Ward Manager know that you are unable to attend so they can look at their staffing needs.

If you do not attend a booked assignment without trying to refuse it via *My:Bank*, then this will be considered a 'Did Not Attend' and will be subject to review by our HR team.

For more information on our attendance guidelines, please **click here**.

## Sickness

If you are unable to undertake assignments with NHSP due to sickness, please contact **BMHR@nhsp.nhs.uk** providing as much information as possible including (where possible) attaching your GP's Fit Note so that this can be utilised to calculate any Statutory Sick Pay entitlements that you may qualify for.

## Maternity, Paternity, Adoption and Shared Parental Leave

If you are unable to undertake assignments with NHSP due to maternity, paternity, adoption or shared parental leave reasons, then in-line with your Registration Agreement, you may be entitled to receive Statutory Pay. For more information on statutory payments and leave entitlements, please complete the relevant form **located here**.

# Pay & Benefits

## Claiming Pay

To receive payment for your assignments, you must ensure your timesheets are authorised by your ward/department manager. Once your assignment has been authorised, you must release your timesheet by midnight on Sunday, in order to be paid the following Friday. Please note: if it is your first assignment, then you will need to release your timesheet by Wednesday for payment the following Friday. Following this you will then begin the 5 day pay cycle.

Timesheets awaiting release will appear in your notification section in *My:Bank*.

If your assignment has not been authorised, please contact your assignment authoriser (ward/department manager) and ask them to approve the assignment for you, so that you can release your timesheet and receive your payment on time.

In the event that you are not able to contact your assignment authoriser or you need help using the e-timesheet system, please contact the National Service Centre on **03332 407 552**.

You can view and download your payslips from *My:Bank*. The gross payment expected for each assignment is available to be viewed in the assignment information screen before you accept the assignment.

## Pension

Bank Members are eligible to join the NHSP Defined Contributions Pension Scheme (“the Scheme”). Membership of the Scheme will be subject to its terms, which may be varied and amended from time to time. For more information please **click here**.



## Bank Member Passing

Sadly, there are times we are contacted by our Bank Members Next of Kin regarding our Bank Member's passing away. Should you need to contact us about your personal details and who we have registered as your emergency contact/ Next of Kin, please contact us via **BMHR@nhsp.nhs.uk**

## Expenses

During the course of some assignments you may be required to travel as part of your duties. Where your Manager in charge has agreed, you can claim expenses in line with Agenda for Change and you will need to get your completed expenses claim form signed by the appropriate manager in the Trust. **Click here** to download the Travel Expense Claim Form. Once completed and signed, this will then need to be sent to the address on the claim form. Expenses will be paid a fortnight in arrears.

## Health & Safety

Whilst working with NHSP, you have a duty to take reasonable care to avoid injury to yourself and to others at your place of work. You are expected to co-operate with NHSP or a Trust in meeting its obligations towards the safety of its workers and others and, in particular, its obligations under Health & Safety at Work legislation.

If, during an Assignment, you are involved in an accident or incident, or injure yourself or a colleague at work, you must inform your designated manager at that particular location immediately. Personal injury details must be recorded in the Trusts formalised accident reporting process. You must ensure that NHSP is informed of the accident/injury or incident without delay. To report an accident/injury or incident please **click here**.





## Induction

You will be required to have a ward induction every time you work in a new ward/area. Please ensure you arrive early so that there is time before handover to familiarise yourself with the ward / area layout and the safety elements required for that area.

## Wellbeing

The health and wellbeing of our members is extremely important to us and our aim is to support you whilst you continue to support our NHS. To ensure we are giving you the support you deserve, we have partnered with Rethink Mental Illness.

Rethink Mental Illness offer a wide range of resources providing access to a variety of services which include telephone advice lines, local network groups, online content, and more. We encourage all our Bank Members to make their wellbeing a priority.

To contact Rethink's free Advice and Information Service:

Helpline: **0300 5000 927**

The helpline is available:

**Monday – Friday 09:00 – 16:30**

Webchat: **[www.rethink.org/advice](http://www.rethink.org/advice)**

Email: **[advice@rethink.org](mailto:advice@rethink.org)**

Or for information about some of the more common mental illnesses, visit:

**Rethink Mental Illness**

## Alcohol & Substance Abuse

It is unacceptable to attend an assignment under the influence of alcohol or illegal drugs. NHSP is committed to supporting our Bank Members with alcohol and or substance dependencies. For more information, please contact a member of the HR team at [BMHR@nhsp.nhs.uk](mailto:BMHR@nhsp.nhs.uk)

## First Aid

Should you need to be attended to by a trained first aider when you are working assignments through NHSP, please seek assistance from a nominated first aider. This person will be identified by the client Trust who will then take account and record the incident according to the client Trust protocol. To report an accident / injury or incident with NHSP, please [click here](#).

## Smoking

When working in our client Trust sites, please be mindful that there are dedicated smoking areas for patients and staff. Please ensure that you are compliant with the rules about where it is safe to smoke as this is part of the client's Health and Safety policy.

## Uniform & Infection control

NHSP will provide you with a uniform which is suitable for you to carry out your role and is line with the NHS standard regarding infection control policies. Please ensure these are well maintained and are returned to your local Trust services team should you no longer require it. For more information on the NHSP Uniform policy, please [click here](#).

## Photo Identity

You are required to wear your photo identity badge while working on an Assignment with NHSP. Failure to wear your photo identity badge while on duty, and/or intentionally or unintentionally allowing your photo identity badge to be used by another individual is a disciplinary offence. Please look after this with care. Should you lose your identity badge, please report this to the local NHSP Trust Services team without delay. To report a lost or stolen identity badge, please [click here](#).

## PPE

Our Bank Members will be provided with suitable uniform supplied by NHSP. However, in addition to your uniform, there may be times where Protective Personal Equipment (PPE) needs to be worn. Please ensure that you wear the appropriate protective clothing as provided by the client Trust.

## Internet & Email Use

If you are required to use email or the internet whilst working an assignment via NHSP, please ensure that you only do so in accordance with the email and internet policy of the client Trust in which you are working. In particular you should note that:

- Using emails or the internet for personal use while on an assignment is potentially gross misconduct and may lead to action being taken against you.
- If there are urgent/important domestic or personal issues, or NHSP work related matters to resolve which cannot be dealt with outside work time, you must ask permission from your immediate supervisor from the area you are working in if you may use email or the internet for these purposes.
- Keep your username and passwords entrusted to you by our client Trusts safe and secure (e.g. do not share these details with anyone)
- Whilst on an NHSP assignment you must ensure that you are familiar with the Trust's email and internet policy at the site you are working.
- You must not access (or download information from) inappropriate websites, in particular those involving pornography or obscene material.
- Do not send defamatory, discriminatory or obscene material by email. Even if intended as a joke, this type of material may be considered offensive.
- You must not contribute to blogs in a way which causes embarrassment or brings either NHSP or our client Trusts into disrepute.
- Please refrain from distributing chain emails and / or jokes.
- Content of emails must always comply with the NHSP and Trust equal opportunities and anti-harassment policy.
- You are responsible for all activity on your network account therefore, you should be aware that email and internet use is monitored by NHSP and our client Trust. Any inappropriate use may be identified, in which case you may be asked to explain and account for any actions.

For more information and to see the full internet and email use guidelines, please **[click here](#)**.

## Data Protection

It is important that you are aware of your rights and responsibilities regarding sharing personal information and to ensure that all data is treated lawfully in accordance with the Data Protection Act 2018. NHSP is committed to being transparent about how it collects and uses the personal data of its Bank Members, and to meeting its data protection obligations. Information on the processing of Bank Members data, including individual rights, can be found on the NHSP Privacy Notice: **Applicant and Bank Member Privacy Notice**, via our website.

For the avoidance of doubt, under Data Protection Law, as a data subject, Bank Members have a number of rights in relation to their personal data:

- **The right of access**

You have the right to ask us for copies of your personal information.

- **The right to rectification**

You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

- **The right to erasure**

You have the right to ask us to erase your personal information in certain circumstances.

- **The right to restriction of processing**

You have the right to ask us to restrict the processing of your personal information in certain circumstances.

- **The right to object to processing**

You have the right to object to the processing of your personal information in certain circumstances.

- **The right to data portability**

You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Requests can be received either verbally or in writing. Each request will be reviewed and responded to in accordance with Data Protection law. Please note that in some instances, NHSP may need to ask for proof of identification before the request can be processed.

Requests can be made via NHSP's Data Protection Officer:

**DPO@nhsprofessionals.nhs.uk** [Further methods of contact can be found in our **Privacy Policy**]

If you would like to read the guidelines in full please **click here**. Please note Subject Access Requests can be made via **BMHR@nhsp.nhs.uk**

## Confidentiality

In accordance with your terms of registration with NHSP, you are required to observe the strictest confidence regarding any information relating to the work of NHSP and any client/customer, including NHS Trusts, their partners/clients and employees, workers and agents.

‘Confidential information’ includes, but is not limited to, information relating; to NHSP; a client/customer; information received by you during a assignment as a Bank Member relating to patients; personal information; budgeting and financial information and information in respect of which NHSP or a Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your engagement with NHSP, unless expressly authorised to do so by NHSP and/or by a client/customer or required in the proper performance of your duties, or as required by law. This obligation will cease only when such information comes into the public domain, other than through unauthorised disclosure by you.

## Whistle blowing

NHSP takes malpractice seriously and whistle blowing can therefore be described as a process of reporting matters of concern. A list of non-exhaustive examples include:

- Unsafe patient care
- Failure to protect or safeguard patients
- Poor clinical practice or other malpractice which may harm patients
- Criminal offences
- Fraud or corruption
- Negligence
- Other Civil Law issues, such as racial, sexual or disability discrimination
- A bullying culture
- Miscarriage of Justice
- Danger to Health and Safety (e.g. such as unsafe working conditions)
- Environmental issues (e.g. pollution)

The full guidelines are available to be read by **click here**, however, should you wish to report any concerns under the whistle blowing guidelines please submit your feedback **here**.

## Social Media Use

NHSP recognises that our Bank Members may make use of social media in a personal capacity. While not working for the organisation, Bank Members must be aware that they can bring the organisation into disrepute if they are recognised as being one of its members. It is therefore advisable that you do not link your personal accounts to the organisations (for example, the name of your work place or client Trust within your personal information). If you do choose to discuss your work on social media (for example, giving opinions on a specialism or the sector in which the organisation operates), you must include on your profile a statement along the following lines:

*"The views I express here are mine alone and do not necessarily reflect the views of the Organisation I work for."*

While using social networking sites in a personal capacity, and not acting on behalf of NHSP/client Trust, you must not:

- Behave in a manner that would not be acceptable in any other situation
- Bring NHSP/client Trusts into disrepute
- Breach confidentiality (for example by revealing information owned by the organisation, giving away confidential information abouts colleagues, customer internal workings etc)
- Pursue personal relationships with patients/service users
- Post inappropriate comments about work colleagues/patients/NHSP/client Trusts
- Post links to inappropriate content
- Comment on work related issues
- Post pictures/comments/personal details/clinical details which identify any individual without their prior consent. This includes pictures taken on wards or in other work areas where patients or patient details could be captured or pictures in your uniform
- Post any information, photos or other items online that could embarrass you, your family, your colleagues, NHSP, our client Trusts and any Patients. This includes information that may be posted by others on your page.
- Do anything that could be considered discriminatory against, or bullying or harassment of any individual such as making offensive or derogatory comments relating to sex, gender reassignment, race (including nationality), disability, sexual orientation, religion or belief or age, or using social media to bully another individual (such as a colleague, employee NHSP or client Trust)

Before participating in any online community, understand that anything posted online is immediately made public and made available to everyone, everywhere. Any text or photo placed online becomes the property of the site(s) and is completely out of your control the moment it is placed online - even if you limit access to your site.

## Mobile Phone Use

It is unacceptable to use your mobile phone to make or receive calls / text messages whilst on assignment. Phone's should be locked away in a locker or staff room and should not be on your person throughout your assignment. Please do not use your mobile phones to access emails, search the web or use social media whilst you should be performing your duties. Incidents such as these will be reported to NHSP by our client and this may be treated seriously.

We understand there may be times you may need to make/ receive urgent calls - where this is the case please request permission from the ward manager/nurse in charge.

## Equal Opportunities

NHSP and our client Trusts to whom you may be provided to carry out assignments are committed to equal opportunities. Appropriate training is provided to you by NHSP via your **Learn Space** accounts and you must ensure this has been completed. You are therefore required to comply with the Equality and Diversity and/or Dignity at Work policies of the Trust(s) to whom you are assigned. In the event that you fail to comply with the relevant policies and/ or commit an act of discrimination and/ or harassment, during the period of any Assignment, on the basis of an individual's gender (including gender reassignment), race, nationality, ethnic or national origin, disability, religion, beliefs, sexual orientation or age, you will be subject to disciplinary procedures and disciplinary action may be taken against you.





# Bullying and Harassment

NHSP is committed to providing a working environment that is free of harassment and bullying, where everyone is treated, and treats others, with dignity and respect. NHSP does not permit or condone any form of bullying or harassment at work.

## What is harassment?

Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person. A single incident of this nature can amount to harassment if sufficiently serious.

Unlawful harassment may involve sexual harassment, or it may be related to any other of the Protected Characteristics detailed in our Equal Opportunities policy (age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation). NHSP's believes that harassment is unacceptable, whether or not it is targeted at any of these categories.

A non-exhaustive list of examples of harassment include the following:

- Display or circulation of sexually suggestive material or material with racial overtones;
- Use of slang names for racial groups, or age groups, or for disabled persons;
- Professional or social exclusion;
- Unwanted physical conduct, such as touching, pinching, pushing and grabbing;
- Unwelcome sexual advances or suggestive behaviour;
- Offensive emails, text messages or social media content.

It is important to note that harassment occurs even if the harasser perceives his/her behaviour as being harmless and without malice, or 'just a bit of fun' / or 'banter.' What matters is how the behaviour makes the recipient feel, and not what the perpetrator's intentions were. Also, a person may be harassed even if they were not the intended 'target' of the behaviour. For example, a man may be harassed by sexist jokes about women if the jokes create an environment that is offensive to him.

## What is bullying?

Bullying is a sustained form of psychological abuse. It is defined as offensive, intimidating, malicious or insulting behaviour, involving the abuse or misuse of power, which has the purpose or effect of belittling, humiliating or threatening the recipient.

Workplace bullying usually takes one of three forms: physical, verbal or indirect. It can range from extreme forms such as violence and intimidation, to less obvious actions, such as professional or social exclusion.

A non exhaustive list of examples of bullying may include the following:

- Shouting or swearing at people in public or private;
- Spreading malicious rumours;
- Inappropriate derogatory remarks about someone's performance;
- Physical or psychological threats;
- Constantly undervaluing effort;
- Rages, often over trivial matters;
- Ignoring or deliberately excluding people;
- Overbearing and intimidating levels of supervision;
- Deliberately sabotaging or impeding work performance.

Please note that ward managers/ supervisors are duty-bound to give Bank Members feedback and to highlight areas of concern. Legitimate, reasonable and constructive criticism of a Bank Member's performance or behaviour, or reasonable instructions given to a Bank Member over the course of their assignment will not amount to bullying on its own.

If you feel that you have suffered from acts of bullying/harassment, then please report this to a member of the HR team [here](#).



## Medical Fitness

NHSP reserves the right to require you to attend a medical examination carried out by an occupational health practitioner and/or a medical practitioner nominated by it, in order to assess your fitness to work. The outcome of any medical examination will be disclosed to NHSP. Failure to attend such a medical examination may result in NHSP not offering you any further Assignments. For more information on our Occupational Health referral process please **contact us here**.

In addition to the above, should NHSP become aware of any adjustments required as a result of a disability, NHSP will of course endeavour to support such adjustments as far as is reasonable in the circumstances.

## Gender Reassignment

NHSP has a duty of care to our Bank Members to prevent discrimination on the grounds of gender orientation and treatment in the workplace. We will ensure you that we maintain the strictest confidence when providing support to any of our Bank Members who are undergoing treatment before, during and after gender reassignment.

If this is something you would like further support with please contact a member of the HR team in writing at: **BMHR@nhsp.nhs.uk**. For details on our full gender reassignment policy, please **click here**.

## Disciplinary and Grievance

NHSP have a full and detailed set of guidelines surrounding disciplinary and grievance (concerns). For more information on this subject please **click here**.

## Training

NHSP provides online relevant training modules via your Learn Space application. These modules will include those that are to be completed yearly and bi-annually. As well as this, NHSP will provide you with relevant role specific physical training e.g. Breakaway if required. You are not paid for completing any online mandatory training or attending any classroom training that is required as part of your role.

# Clinical Governance

## Record Keeping

Record-keeping is an integral part of all NHSP's Bank Member practice and is essential to the provision of safe and effective care.

Records include anything that refers to the care of the patient and records can be called as evidence as part of:

1. Coroners' inquests or criminal proceedings
2. Safeguarding and Local Authority investigations
3. Nursing and Midwifery Council Fitness to Practice Committee hearings
4. Trust Serious Incident and Root Cause Analysis investigations
5. NHS Professionals disciplinary investigations

The approach to record keeping that courts of law adopt tends to be that 'if it is not recorded, it has not been done'. Good record keeping shows how decisions related to patient care were made, while poor record keeping increases the risk of harm when making decisions.

All NHSP's Bank Members must comply with Information Governance and Data Protections Policies, in every NHS organisation where they work assignments, to ensure that patient personal information is dealt with legally, securely, and effectively, to deliver the best possible care. For more information on effective records keeping please **click here**.

## Working within a patient's home

Some of our community based roles may require you to work in the constraints of our client Trust's patient's homes. Should you find that this is the case, please ensure you complete our community check list whenever you work in a patient's home. This can be **found here**.

## Safeguarding

Safeguarding is the term that describes the function of protecting adults and children from abuse or neglect. It is an important, shared priority of many public services and a key responsibility of local authorities.

### What does 'a person who is vulnerable' mean?

A vulnerable person is someone who is at risk, the definition of which is:

A person “who is or may be in need of care services by reason of mental or other disability, age or illness: and who is or maybe unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.”

This can be:

- I. Someone who is suffering from health issues either physical or mental.
- II. A person (adult or child) who requires support from the Health and Social Care sector, or friends, family, or voluntary organisations, with their activities of daily living.

Should NHSP receive feedback from any of our client Trust's that you may be involved in an incident which is deemed to be safeguarding in nature, then NHSP will contact you accordingly and explain the next steps.

## Regulatory Bodies

A Regulatory Body is an organisation that is appointed by the UK Government to establish national standards for qualifications and to ensure consistent compliance with the registrants within them. At NHSP, our diverse flexible working roles that we fill may mean that we come in contact with varying regulatory bodies such as the NMC and GDC, to name but a few. It is important that if you are a qualified professional that you work in the boundaries of your role and code of conduct.



## Placement Feedback

NHSP utilises Placement Feedback (PFs) to help identify Bank Members who may require additional support within their role.

To do this we periodically ask the NHS organisations that you work at for feedback which covers the following areas:

- Communication
- Health & Safety
- Knowledge & Skills
- Compliance with Trust departmental Policy & record keeping

The placement feedback process is an opportunity for you to understand how effective you are in your role and to address areas of improvement that have been identified. Further details can be found online.

## Leaving NHSP

Should you decide to leave NHSP, we will be sad to see you go. In order to receive your P45, you must inform us in writing of your intentions to leave your role. To do so, please contact us at: **fwupdates@nhsprofessionals.nhs.uk** and a member of the team will contact you accordingly.

You should please ensure that you return your uniform, identity badge and any other NHSP/Trust property (e.g.- smart cards, laptops, mobile phones etc) in your possession to your local Trust Services Team who will ensure that this has been returned successfully.

It can take some time for our payroll teams to ensure you have been fully removed from the system before your P45 has been issued. This can take between 4-6 weeks before you receive it.

For more information please contact us at: **contactus@nhsprofessionals.nhs.uk**



# NHS Professionals

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HP2 4TZ

Visit: [nhsprofessionals.nhs.uk](https://nhsprofessionals.nhs.uk)

Call: 03332 407 552

Find us on:

