**Frequently Asked Questions (FAQS) – Bank Members**

\*Please note these FAQS are for Bank Members in scope to transfer only (who have been part of consultation with the Trust)

**Q. If bank members wish to ‘opt out’ of transferring to NHS Professionals, does that mean that they won’t be able to undertake any shifts after the proposed date?**

A. The intention is that all Nursing and Midwifery, Admin and Clerical, Allied Health Professionals, Health Care Scientists and Estates and Facilities bank shifts will be filled through NHS Professionals from 18th September 2023 onwards. Should you choose to opt out of the transfer, you will not be able to undertake any bank shifts at the Trust after the transfer date.

**Q. Will I need to sign a new flexible contract with NHSP?**

A: Yes, although your terms and conditions will remain protected as per the consultation with you, and subsequent measures provided by NHS Professionals. You will be required to accept the terms set out within NHS Professionals’ registration agreement. A copy of this will be supplied to you when logging into the system.

**Compliance**

**Q. If Bank Members wish to withhold the transfer of their Occupational Health records to Optima Health Ltd, does this mean they won’t be able to undertake shifts?**

A. NHS Professionals requires all Bank Members to have satisfactory Occupational Health clearance appropriate to their roles. Any Bank Member whose Occupational Health clearance expires will be prevented from booking or undertaking any further assignments until their clearance has been undertaken and deemed to be satisfactory.

Should you decide to opt out of the transfer of your Occupational Health records being shared with Optima Health Limited, you will be asked for your consent for NHS Professionals to refer you to Optima Health Limited to allow them to create a new record for you. Should you consent, Optima Health Limited will ask you to complete a pre-placement questionnaire. You will also be asked to provide copies of your immunisation evidence to Optima Health Limited, should it be required as part of your role.

If you choose to opt-out of the transfer of your Occupational Health Records and decline to consent to your details being shared with Optima Health Limited, you will be unable to work any further shifts with NHS Professionals.

**Q. As a tier 2 visa employee with Bolton NHS FT, am I allowed to work over 20 hours for my Trust?**

A. We understand you have some concerns regarding your Visa conditions and working additional hours with NHS Professionals. We can confirm that as a Tier 2 Visa Holder (sponsored by the Trust to work in the UK) you can do the following:

• Work for your sponsor in the job described in your certificate of sponsorship – this will be at Bolton NHS FT, and you will have been issued a Certificate of Sponsorship as part of your visa application.

You can take a second job on this visa if you’re working up to 20 hours week in either:

• The same profession as your main job and at the same level.

• A profession on the ‘shortage occupation’ (Nursing is included in this).

NHSP will allow you to work an additional 20 hours within Bolton NHS FT, this will NOT impact your visa. To join NHSP to work additional hours visit:

<https://www.nhsprofessionals.nhs.uk/en/Joining-NHSP>

As you are employed by the Trust, please select the ‘Substantive Membership’.

**Q. Will I still receive vaccinations from Occupational Health free of charge, once we have been transferred to NHS Professionals?**

A. NHS Professionals do not charge for vaccinations delivered as part of our Occupational Health services (Optima Health Limited).

**Pay**

**Q. If shifts are added to Healthroster between the dates of the transfer will we still be paid?**

A. Any bank assignments worked up to the transfer date will be paid by Bolton NHS FT, any bank assignments worked from the transfer date onwards, will be paid by NHS Professionals.

**Q. Will my tax code be affected?**

A.NHS Professionals will be informed by HMRC of the appropriate tax code for you. If you believe that you are not on the correct tax code, you will need to contact HMRC in the first instance. HMRC can be contacted on 0845 300 0627. The following websites may also assist you – www.listentotaxman.com or [www.hmrc.gov.uk](http://www.hmrc.gov.uk).

**Q. Why is it recommended to be paid weekly? Is there any reason this is not advisable, and is there a maximum period within which hours need to be claimed/paid?**

1. As shifts need to authorised by the Trust and released by you, before payment NHS Professionals advise that this is done weekly both from a Trust and Bank member perspective so that should the shift need to be amended for any reason (i.e. start and end times), it is current and fresh in the mind of you and the authorising manager. Any shifts not released for payment within 12 weeks of the shift worked may impact annual leave accrual and tax.

**Pension**

**Q. I do not currently pay pension and will not want this to come off my future shifts, does it automatically roll over that I am opted out from the pension?**

A. The Trust will share your details with NHS Professionals, and if you are not currently paying into a pension with the Trust, NHS Professionals will not place you into a pension scheme.

**Q. Do I have to register separately with NHS Professionals?**

A. No, you do not need to register separately with NHS Professionals. As per the consultation document, your details will be transferred automatically unless you opt-out of the transfer. NHSP will be in touch in due course with next steps, including how to verify your personal details, via Transfer ‘application’.

**Q. Does the transition only affect those who are already working for Bolton NHS FT or everyone including those waiting the pre-employment checks?**

A. NHS Professionals and the Trust will agree a cut-off date for new recruitment. If you are currently at pre-employment check stage, the Trust will support you through this to get you cleared to work as soon as possible. If this is not completed by the transfer date, you will need to start a new application with NHS Professionals.

**Q. I am already registered with NHS Professionals through another Trust. I am told Bolton NHS FT can be added to that existing account rather than another one.**

A. That is correct, your profile will be updated, however you will still need to complete the transfer process to ensure your Bolton NHS Foundation Trust terms and conditions remain protected.

**IT, Emails and Systems**

**Q. Will/ when will we receive logins?**

A. You will receive new log-in details for NHSP’s [My:*Bank*](https://bank.nhsp.uk/login) system to allow you to view and book shifts and authorise shifts for payment.

**Training - Revalidation - Supervision**

**Q. How long after the training we can start to work?**

A. Existing Bank Members will be able to continue working for a period of 3 months whilst you update any training as required. NHS Professionals will write out to you to let you know what training has expired and how to complete it.

New Bank Members joining NHS Professionals going through the full bank recruitment process will not be able to work until training is complete.

**Q. Will I still get an appraisal through NHS Professionals?**

A**.** NHS Professionals operate performance evaluations where for every 5 authorised timesheets or every 90 days (whatever comes first); the ward manager will be prompted to provide feedback on your performance using a series of questions which can be rated between 1-5.

**Q. How will this affect revalidation and supervision? Will I have someone that can support this?**

**A.** The transfer will not affect revalidations. All experience can be called and used to revalidate. You will have access to nurses to have confirmer discussions.

**Q. What does NHS Professionals' training matrix look like?**

**A.** 

**Sick Pay and Maternity**

**Q. Will I be entitled to Paternity/Maternity Leave after transition to NHS Professionals? If so, how many days for Paternity leave?**

A. NHS Professionals operate in line with statutory payments for both Statutory Maternity Payment/ Statutory Paternity Payments. These payments are made in line with HMRC guidelines and requirements.

Bank Members are entitled to take up to 2 weeks of paternity leave. Paternity leave must be taken in a single block of one or 2 weeks within 8 weeks of the birth or adoption of the child.

A Bank Member may be entitled to SPP if:

• they have worked continuously for NHSP for at least 26 weeks or more at the end of the qualifying week and continue to be registered with NHSP at this point.

• earn a certain amount per week at the rate set by the Government for the relevant tax year or 90% of the bank members average weekly earnings, whichever is less.

Please visit the [www.gov.uk](http://www.gov.uk) website for further information.

**Q. What do I do if I am on Maternity leave or about to go on Maternity leave?**

A. You must inform the Trust in house bank, they will pass your details to NHS Professionals. Prior to returning to work, you must notify NHS Professionals HR Team by emailing: [fwhumanresources@nhsprofessionals.nhs.uk](mailto:fwhumanresources@nhsprofessionals.nhs.uk).

**Annual Leave**

**Q. How do I book annual leave?**

A. To book a holiday shift, simply log onto holiday.nhsprofessionals.nhs.uk, or access it directly from [My:Bank](https://bank.nhsp.uk/login). A user guide on how to use the system will be provided in due course.

Your username and password for the holiday booking system will be the same as the one you use to login to My:Bank.

**Expenses and Benefits**

**Q. How will mileage be claimed?**

A.Mileage undertaken in the course of a bank shift (e.g. driving to home visits) can be claimed from NHS Professionals using a Mileage Claim Form, which can be found here: <https://www.nhsprofessionals.nhs.uk/en/Working-Shifts/Getting-Paid/Claiming-expenses>

*Please note, milage is not payable for travelling to/from a shift from home.*

**Q: Can I pay my union subscriptions through NHS Professionals?**

A. No, as per the measures statement, NHS Professionals are only able to facilitate statutory salary deductions i.e. national insurance, PAYE, court orders etc. Therefore, any individuals who pay subscriptions to trade unions or other bodies through the bank pay at the Trust will need to make arrangements with the relevant receivers of the subscriptions to pay by alternative methods.

**Q: How will I pay for parking at Bolton NHS FT? This was taken out of my salary previously.**

A. · Bank staff who only visit occasionally need to first register on PermitMe and sign up as a virtual bank/agency/community staff permit. can be found here: https://www.cpppermitsystem.co.uk/boltonnhsfoundationtrust/login.phpWhich

· Once your permit application has been approved you must also register your vehicle on [https://www.parkgood2go.com/](http://sys215.boltonft.nhs.uk:32224/?dmVyPTEuMDAxJiZkNGJhMWZmMmVlYTlhMDQwNz01RTVDRDU0Ml82MjE4Nl80XzEmJjBjYTg1MTgwZDAxNzRkNT0xMTIyJiZ1cmw9aHR0cHMlM0ElMkYlMkZ3d3clMkVwYXJrZ29vZDJnbyUyRWNvbSUyRg==)

**Facilities, Uniform & badges**

**Q. What does NHSP's uniform look like?**

Graphical user interface, application

Description automatically generated 

1. NHS Professionals will provide uniforms to Bank Members, 2 sets of uniform are provided to each bank only worker free of charge. All bank only workers will be able to order new NHS Professionals uniforms as part of the boarding process.

Substantive staff working bank assignments back at the Trust should continue to wear their trust uniform.

**Booking Shifts**

**Q. Following the transfer, can I start to pick up bank shifts under a different staff group or in a different Trust?**

**A.** Providing you have the relevant experience and/or qualifications, you will be able to add other assignment codes and Trusts to your profile. NHS Professionals Client Services Team will be able to support you in adding these to your profile. It is important to note, that these changes after transfer will not be protected under TUPE and will attract business as usual pay rates for any additional codes added.

**Q. Am I able to create the ‘shifts’ myself, or do they have to be created in advance by a manager?**

1. No, you cannot create a shift yourself, this will be done by a manger*.*

**Q. Are there any penalties for changing the hours of a ‘shift’ or cancelling it with more than 12 hours’ notice?**

1. Short notice cancellations will be monitored by NHS Professionals. Should short notice cancellations happen frequently, it may result in you no longer being offered assignments. Any changes to shift start and end times will be treated separately and with the support of the ward/team manager.

**Q. Will shifts be visible through an app to other staff outside our Trust?**

A. Shifts will be visible through NHS Professionals’ booking platform [My:*Bank*](https://bank.nhsp.uk/login) – [My:*Bank*](https://bank.nhsp.uk/login) can be accessed on a smartphone, laptop, desktop computer, or tablet. You will be able to view and book into the shifts in which you are qualified and experienced to work. Shifts will be added to the system in advance of the shift by the ward/team manager who is also able to directly book you into it should have already agreed prior to the shift going on the system. Should the shift be placed onto the system unfilled, it will be visible to any NHS Professionals Bank Member who is qualified and experienced to work in the requested role with Bolton NHS FT available on their profile.

**Q. Will I able to see shifts on at different Trust’s other than Bolton NHS FT?**

A. You will be able to book into the shifts in which you are qualified and experienced to work at Bolton NHS Foundation Trust. Should you wish to pick up bank assignments at other NHS Professionals’ Client Trusts, you would need to complete the full bank recruitment process with NHS Professionals. Guidance on how to do this can be provided after transfer.

**Q. Do we have same priority to choose shifts? Is our manager able to book the shifts for us if needed?**

A. Yes, you can be directly booked into shifts by your manager. Shifts will be added by the ward/team manager and if you’re not directly booked into shifts, the shift will be visible for you to book into yourself or anyone who is qualified and has the necessary experience to work that shift.

**Q. I usually get block bookings from a particular ward where I normally work. Will that be affected?**

A. No that won’t be affected. Shifts will be added to the system as soon as possible in advance of the shift by the ward/team manager, and you can be directly booked into them by the manager.

**Q. What is the minimum hours a day we can work?**

A. Shift start and end times are determined by the requirement of the Trust.