NHS Highland Integrated Staff Bank

A HANDBOOK FOR BANK WORKERS

September 2017

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Welcome to NHS Highland's Integrated Staff Bank

This handbook is designed to provide you with information and advice. Should you require any further information please contact the Staff Bank. The office staff will be happy to assist.

The information in this handbook, is in addition to NHS Highland Handbook, and provides information which is specific to working through the Integrated Staff Bank. Plans to include a service for Care Homes and Non-Clinical Staff are in progress.

Contacting the Staff Bank

NHS Highland Integrated Staff Bank
Assynt House
Beechwood Park
Inverness
IV2 3BW

Telephone 01463 706666
E-MAIL nhshighland.staffbank@nhs.net

Links to Integrated Staff Bank can be found on the NHS Highland Internet and Intranet sites:

NHS Highland Internet (external)
http://www.nhshighland.scot.nhs.uk/Careers/Pages/BankStaff.aspx

NHS Highland Intranet (internal)
http://intranet.nhsh.scot.nhs.uk/Org/CorpServ/NursingDirectorate/NurseMidwiferyBank/Pages/Default.aspx

Employee on Line
https://hghlndeol.allocate-cloud.com/EmployeeOnlineHealth/HGHLNDLIVE/Login

Introduction

This handbook has been produced for all Integrated Staff Bank workers employed by NHS Highland; including nurses, midwives, allied health professionals and care at home workers.

NHS Highland is committed to ensuring all employees work in a positive and supportive environment and aims to ensure that all employees are supplied with information relevant to the organisation, their department, and job role and are appropriately trained to work safely and competently.

It is not intended within this handbook to give exact details of the content of local induction programmes or local statutory and mandatory training requirements, as these will vary between departments and specialties, clinical and non-clinical staff groups, and in line with legislative requirements and professional guidelines for maintaining registration where required. Managers will ultimately decide how to meet organisational and legislative requirements for their area of responsibility.

1. Location & Facilities

The Staff Bank operates 24 hours a day, 7 days a week. Office hours are 09.00-17.00 Monday – Friday, and all general queries will be managed during these hours.

Out with office hours; weekends, evenings and overnight the service is only available for the immediate filling, requesting and cancelling of Bank shifts. If you call with general, pay or recruitment queries you will be advised to call back in office hours.

2. Induction, Training and Continuous Professional Development

Following your interview for the Staff Bank several checks are carried out by Employment Services. These include collecting references, PVG clearance and Occupational Health Clearance. When these processes are complete you will be required to attend statutory and mandatory training in accordance with NHS Highland's Policy for Induction, Statutory and Mandatory Training. Paperwork must be returned promptly to avoid delays.

Due to the variety of services and extensive geographical area that the Staff Bank covers, there will be variations as to how induction is delivered, and you will be informed at interview as to what happens within your geographical area.

Statutory & Mandatory Training

All Workers must attend statutory and mandatory training relevant to their job role in order to ensure safe working practices for you and your colleagues, patients, clients and the general public. Before you carry out any shifts as a Bank Worker you will be required to undertake such training and refresher training must be undertaken as detailed in the NHS Highland Statutory and Mandatory Training Prospectus; a risk assessment may be required to prioritise the order in which to complete training.
http://intranet.nhsh.scot.nhs.uk/Training/StatutoryandMandatoryTraining/Pages/Default.aspx

The area that employs the Bank Worker will be responsible for organising induction, statutory and mandatory training. You are responsible for ensuring that you complete all statutory and mandatory training including refresher training and maintaining an accurate record of this. On successful completion of training you will be issued with a letter which states that you can work on the Staff Bank and a User Name and Password for Employee on Line (Appendix 1).

Statutory and mandatory training should be conducted during working hours and is therefore payable (Policy for Induction Statutory and Mandatory Training 2012)

Bank Workers attending training courses other than statutory and mandatory training must do so in their own time, payment will only be made if the Manager for the area in which you work bank shifts requests you complete the training – this must be agreed with the Manager before attending the training.

Please inform the Integrated Staff Bank of training dates so that your record can be updated accordingly nhshighland.staffbank@nhs.net

Continuous Professional Development

All Bank Workers are required to participate in continuous professional development (CPD). CPD can be achieved in various ways including:

Learnpro: an online learning resource with access to up-to-date/current training, in line with new practices and procedures. To ensure that the information remains fresh in the mind, some courses require that the learner renews the course in order to ensure their learning is **current**. http://nhshelp.learnprouk.com/

NHS Education Scotland Resources:
Effective Practitioner: There is no log in and you can dip in and out of it throughout your career. You can complete a self assessment (optional) to identify learning needs. Effective Practitioner provides resources for **work based learning –** it is not an online programme.
www.effectivepractitioner.nes.scot.nhs.uk

Knowledge Network: provides evidence, information, e-learning and community tools. It supports ALL staff to FIND, SHARE and USE knowledge in day to day work and learning http://www.knowledge.scot.nhs.uk/home.aspx

Flying Start: Flying Start NHS® is a national development programme for newly qualified nurses, midwives and allied health professionals. It aims to

support their learning and build their confidence during their first year of practice in NHS Scotland. Flying Start is not mandatory for Bank Workers in the first year of practice however it is highly recommended. http://flyingstart.scot.nhs.uk/

Health Care Support Worker – Mandatory Induction Standards

If you are a Health Care Support Worker you are required to achieve the Mandatory Induction Standards within three months of taking up a post (six months if part time) as part of your induction. Much of this will be evidenced as part of your induction to the bank and by attending statutory and mandatory training relevant to your job role http://hcswtoolkit.nes.scot.nhs.uk/

Learning & Development

The NHS Highland Learning and Development (L&D) Team are responsible for the implementation and mainstreaming Educational Governance, the NHS Knowledge and Skills Framework (NHS KSF), Induction, Leadership, Management, and Scottish Vocational Qualification (SVQ) Programmes.

In addition, the L&D Team are responsible for the development and delivery of a range of programmes and activities that support the NHS KSF, manage the Learning Management System through OLM, LearnPro and have an overview of the Learning and Development activities across NHS Highland. For more information see the L&D Intranet Site http://intranet.nhsh.scot.nhs.uk/Training/LearningAndDevelopment/Pages/Default.aspx

KSF and Personal Development Planning & Review

The NHS Knowledge and Skills Framework (KSF) apply to all bank workers who are employed under Agenda for Change (AFC) terms and conditions. It is a useful tool to identify the knowledge, skills and learning and development that bank workers need to do their job well. The KSF is a broad framework which supports a fair and consistent approach to Personal Development Planning and Review (PDP&R).

PDP&R is a regular conversation between the manager and the bank worker which helps to:

- Be clear about what is expected of them in their job
- Have regular feedback on how they are performing at work
- Show how they contribute to the team objectives and purpose
- Show how their job supports safe and effective services for patients and their families
- Plan for any new learning that they need to gain new skills or improve their existing skills and agree their own personal development plan
- Discuss any ideas they have for improving the services that they help to provide

The principles of PDP&R using the KSF are based on effective leadership and good people management – it is about treating all workers fairly and equitably. In turn, individual members of the Staff Bank are expected to develop and apply their knowledge and skills to meet the demands of their post and to work safely and effectively.

3. Availability, Booking and Cancelling Shifts

Availability

Filling of bank shifts is dependent on bank workers submitting availability. You can advise the Bank Office with your availability in several ways:

- By updating on Employee on Line https://hghlndeol.allocate-cloud.com/EmployeeOnlineHealth/HGHLNDLIVE/Login
- E-mail to the bank office nhshighland.staffbank@nhs.net
- By telephoning the office 01463706666 between the hours 09.00-17.00

Booking and Cancelling of Shifts

All requests for the filling of Bank shifts are submitted by authorized requestors using the 'BankStaff' booking system. You can book into Bank shifts in several ways:

You can view Bank shifts available to you in EOL https://hghlndeol.allocate-cloud.com/EmployeeOnlineHealth/HGHLNDLIVE/Login and book directly into the Bank shift. The shift will then appear on your roster in EOL.

If you get booked directly at clinical area, the requesting Manager will provide this information to the Bank Office, please note the Bank office will not contact you. This information will be recorded on the Bank computerised system 'BankStaff' and you can view booked shifts in EOL (Appendix 1).

If you have to cancel a shift you must give at **least twenty four hours** notice, when at all possible, to the Bank Office OR the clinical area out of office hours. Reason for cancelling must be given. Failure to comply may result in your name being removed from the Bank Register.

Shift Times

Times of shifts will vary depending on the requirements of the clinical area.
5 hour shifts include a 15 minute paid break. Shifts of 6 hours or over require an unpaid half hour meal break.

Bank Workers are reminded that on occasions they may be deployed to another clinical area during the course of a shift, where service need is greatest. A move is not a request it is a requirement and failure to move will result in the Bank Worker being sent home and the remainder of the shift will not be paid. Failure to comply with requests to move impacts directly on quality of patient care and will be dealt with as per the NHS Highland PIN Guidelines. You will not be asked to move to an area or be asked to undertake work which is out with your skills/competencies.

4. Changes in Personal Circumstances

Change of Address/ Next of Kin

Please advise the Pay Unit, NHS Highland, Assynt House, Beechwood Park, Inverness IV2 3BW, of any change in address or other personal information. This keeps your Personal Records up to date.

Change of Name

Should you change your name for any reason you must notify the Pay Unit and provide evidence e.g. a copy of your Marriage Certificate.

Change of Telephone Number(s)

In order that the Bank Office can contact you should the need arise, please advise us of any change to mobile or land line telephones. You can view the contact details held for you on the bank on EOL. This is extremely important as on some occasions a department may cancel a shift. If this office does not have an up to date telephone number and you report for duty when your shift has been cancelled, the Board cannot be held responsible and payment will not be made.

Professional Registration

The Bank Office holds PIN/HSPS/SSSC numbers and expiry dates for all Registered Bank Workers. You must provide a photocopy of your notification of registration to the bank office on renewal.

The same now applies to all registered midwives following the disbanded of Statutory Midwifery Supervision in March 2017. The NMC (Nursing & Midwifery Council) and all four countries of the United Kingdom have now agreed to progress the development of a professional, employer led model of supervision which preserves the supportive, rather than regulatory aspects of supervision in practice. The new model of Clinical Supervision for Midwives will be fully implemented within NHS Highland by April 2018 with transition process being led by Dr Helen Bryers, Head of Midwifery NHS Highland. There is now no requirement to submit annual ItP (Intention to Practice).

Revalidation

Revalidation is a process that all registered professionals will need to engage with to demonstrate that they practice safely and effectively throughout their career. Requirements for registered nurses and midwives are outlined in the NMC web-site http://revalidation.nmc.org.uk/

If registered Bank Workers fail to revalidate when required they will be inactivated from the Integrated Staff Bank with immediate notice and will not be permitted to work bank shifts.

Employment

NHSH has a responsibility for the welfare of all workers but you also have a responsibility to your employer. In particular, should you be working in other employment you must advise the Bank Office. This allows you and NHSH to comply with Working Time Regulations.

Change of Bank Details

Any changes in bank details should be recorded on the “tear off” slip attached to your pay slip, and forwarded directly to the Pay Unit.

5. Timesheets and Payment

NHS Highland Bank timesheets are completed electronically on ‘BankStaff’ booking system by the authorized budget holder. There are no paper copies but timesheets can be viewed in Employee Online (EOL) Appendix 1. Timesheets to be authorised once Bank shifts have been worked appear in Employee Online and can be viewed in Rostering, Bank Timesheets. When the shift is finalised it moves from the timesheet to diary and there is a padlock on the shift. Click on the shift to view the audit details. Please note that the budget holders will finalise timesheets on admin days so please be patient and allow time for finalising before contacting Senior Charge Nurses.

Bank Workers are paid monthly in arrears via BACS payment.

Bank Workers are reminded that they have a responsibility to comply with Working Time Regulations. This means that you cannot work more than 48 hours per week, averaged over a seventeen-week period. The calculations cover all hours worked in all employments. There are other requirements regarding breaks and rest periods between periods of work, these can be viewed in the NHS Highland Policy on Working Time Regulations (WTR)

http://intranet.nhsh.scot.nhs.uk/PoliciesLibrary/Documents/Working%20Time%20Regulations%20Policy.pdf

Payment of Incremental Points

In accordance with NHS Circular: PCS(AFC)2015/2 Bank Workers should progress through the pay points in the same way as substantive staff. Bank Workers who hold a substantive contract in the same profession and the same band should receive the annual increment automatically. However, Bank only Workers are required to have worked a minimum of the equivalent of a 7.5 hour shift per week, i.e. a minimum of 391 hours over each year to qualify for an increment.

The guidance also applies where the Bank work is undertaken in a different Board to the one in which the substantive post is held. It will be the responsibility of workers in this position, however, to bring their substantive post to the attention of the Board in which they are undertaking the Bank work and to evidence that appropriately.

Payment of Overtime Hours

If any shift you book is going to incur overtime hours being worked, you must inform the senior nurse of that area prior to working the shift. The clinical area reserves the right to seek an alternative to allowing you to work this shift. If they do accept paying overtime rates, this must be clearly recorded by the budget holder finalising your time sheet.

Pay Queries

Pay queries will only be handled by members of the Bank administration team within office hours 9-5 Monday to Friday.

In order to speed up your pay query please check the following:

- Has your timesheet been authorised in EOL?

If the answer is no then please address this with the department where you worked the shifts prior to calling the Bank office.

You can put pay queries in writing or by e-mail to the Bank office at any time if you prefer nhshighland.staffbank@nhs.net

6. Sickness/Maternity and Annual Leave Payment

Sickness

If for any reason you are unable to fulfill a shift due to sickness you must contact the Bank office and ward/department where shift booked as soon as possible.

Sickness absences, exceeding 3 days, must be covered by either a self or medical certificate (as appropriate).

Bank Workers may be entitled to Statutory Sick Pay on production of a medical certificate.

Maternity

Pregnancy should not automatically present any particular constraints on Bank Workers placements. It is important for Bank Workers who become pregnant to advise the Bank Clinical Services Manager and the Personnel Department so that any risk assessment can be completed as early as possible. New and Expectant Mothers Policy requires Manager to complete a risk assessment as soon as known in writing that someone is pregnant. It should be reviewed regularly at least every month.

Bank Workers may be eligible to receive Statutory Maternity Pay. This is determined on an individual basis. You should contact the Bank office for Maternity Leave application form and once complete return it with your original MATB1 Certificate to the Bank office.

Annual Leave

NHS Highland Integrated Staff Bank offers flexibility of work to Bank Workers and acknowledges the requirement for Bank staff to have regular rest periods by taking annual leave. The maximum number of annual leave hours that can be paid within a 24 hour period is 7.5 and the maximum is 37.5 hours in one

week. The maximum annual leave which can be accrued in a three month period is 52.5 hours. If you also have a substantive post you must not work during annual leave in either post. Substantive post holders should advise Staff Bank office of annual leave dates via your annual leave notification form (Appendix 2).

It is important that Bank Workers familiarise themselves with 'The Standard Operating Procedure for Payment of Annual Leave' which can be found in Appendix 2. Applications can be found on the ISB intranet and internet sites and must be completed for every annual leave request and submitted to the bank office at the following address:
nhshighland.staffbank@nhs.net

NHS Highland Integrated Staff Bank
Assynt House
Beechwood Park
Inverness IV2 3BW

7. Accidents & Injuries at Work

In the unfortunate event of a Bank Worker suffering a work related illness or injury, the following procedures must be followed

1. Any injury or incident should be reported immediately to the person in charge and recorded on the electronic Risk Management System (DATIX). If you are the person reporting the incident, and do not have access to the NHS Highland Intranet, there are paper based forms which are available from the bank office. These are available on request, and on completion must be returned to the Bank office. If you attend A&E or have to go off shift early this must be recorded by Datix and on your timesheet.

2. Notification to the appropriate clinical area/department and Bank office should be as prompt as possible. Some types of incident may require more details and you may be contacted to provide these. This is to ensure NHS

Highland complies with the reporting Requirements under the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 2013.
In certain circumstances, a Bank Worker may be eligible for statutory sick pay; eligibility is dependent on a number of factors and will be determined on an individual basis. The Board will endeavor to provide assistance and support via Occupational Health to all Bank Workers.

8. Healthy Working Lives

Healthy Working Lives is the national award programme designed to encourage and reward employers in their efforts to improve the health and well-being of their staff. Healthy Working Lives involves having policies and practices in place which help employees be better informed to make healthy choices. It also involves recognising that organisations themselves can have a direct impact on the health and well-being of the individual members of staff.

Over the last few years, NHS Highland has placed the wellbeing of staff and workers high on our list of priorities and is committed and signed up to achieving the Healthy Working Lives Award.

Healthy Working Lives needs the support and involvement of staff and workers. To find out where your nearest contact for Healthy Working Lives is, contact Susan Birse on susanbirse@nhs.net

9. Leaving the Bank

Should your circumstances change and you no longer wish to work for the NHS Highland Integrated Staff Bank please notify the Bank office in writing. This will allow any relevant documentation to be forwarded to you. You will be paid Annual Leave accrued in the previous quarter. All Bank Workers leaving NHS Highland have the right to complete an exit interview questionnaire and will be given the opportunity of having an exit interview with a manager or another identified person (NHS Highland Exit Leaving Policy).

Bank Workers will be notified in writing if they have not submitted availability or worked bank shifts for three months and may be terminated from the Bank.

Please note that if you plan to have a period of temporary inactivity from working Bank shifts you should inform the Bank, this will mean that text alerts for shifts will be inactivated and your bank post will not be terminated.

Uniforms must be returned to the Laundry/Sewing room.

Your ID badge must be returned to the Bank office.

10. Superannuation

The post is superannuable unless you opt out of the scheme or are ineligible to join and your remuneration will be subject to deduction of superannuation contributions in accordance with the NHS (Superannuation) (Scotland) Regulations and LGPS regulations. As a member of the Scheme you pay a contribution towards your Pension based upon your Pensionable Pay; the more you earn, the higher the Contribution Rate will be. Rates for both schemes are re-assessed annually and these are intimated to all workers at the appropriate time.

Membership of the NHS Superannuation Scheme or Local Government Pension Scheme will be voluntary and all NHS employees aged 16 and over will be able to choose whether they wish to join the NHS scheme. Any workers currently a member of the LGPS may be able to join this scheme

Bank Workers – Membership of NHS Superannuation Scheme (Scotland) / Entitlement to Death Benefits and Incapacity Pension

Regulations governing the NHS Superannuation Scheme (Scotland) allow NHS employees working under "Bank" arrangements to join the Scheme provided they are not already employed whole time in another NHS post(s).

Pension contributions will be deducted from payments for Bank work and service within the Scheme will accrue on each shift worked to build up a pension on the Bank service or to add the bank service to superannuable service accrued in other employments. The accrual rate and most conditions are the same for Bank and non Bank Workers however one important difference is that entitlement to death and incapacity benefits does not exist for Bank Workers IF they have not worked a bank shift for the employer in the three month period prior to the date of application for either of these benefits.

A strict application of the NHS Superannuation Scheme (Scotland) Regulations would require Bank Workers to be removed from the Scheme after a period of 3 months of bank inactivity and for a subsequent re-election to be completed to re-join the Scheme after every three month break. NHS employers have agreed with Scottish Public Pensions Agency, who administer the Scheme on employers' behalf, that this rule need not be applied provided Bank Workers are made aware that no entitlement exists to these benefits where there has been a period of three months of Bank inactivity. All rights to death benefits and incapacity benefits will be reinstated when another shift is worked on the Bank.

The Death in Service application form requires the deceased Bank Worker's representative to confirm whether any Bank shifts have been worked in the three month period prior to the date of death. A similar statement requires to be completed on ill health applications.

For those workers who are members of the LGPS, please refer any enquiries to the administrators of this scheme at Highland Council, Glenurquhart Road, Inverness.

11. Trade Union/Professional Organisation Membership

NHS Highland is committed to the principles of partnership working, staff and worker involvement and membership of a Trade Union/Professional Organisation is therefore encouraged.

12. Policies, Protocols and Procedures

Confidentiality

In the course of your duties you may have access to confidential material about patients, members of staff or other health service business. The rules regards confidentiality will have been explained at induction and can be found here:https://www.gov.uk/government/uploads/system/uploads/attachmentdata/file/200146/Confidentiality-NHS Code of Practice.pdf

Breaches of confidentiality may be regarded as serious misconduct and lead to disciplinary proceedings, with outcomes up to and including dismissal.

The unauthorised disclosure of official business under consideration by NHS Highland or one of its Committees is also regarded as a breach of confidence and may lead to disciplinary action.

Identification

NHS Highland has a policy that all workers will be issued with and required to wear an Identity Badge at all times when on duty. If your badge needs replacing for any reason you are required to contact the Bank office to arrange for a replacement. All identity badges are the property of NHS Highland and must be returned when you terminate your employment.

Uniforms

Uniform Policy

In accordance with the NHS Highland Uniform Policy Bank Workers should not travel to or from work in their uniform, rather they should use changing facilities where these are available. It is acceptable for community Bank Workers who work in patients' homes and other similar environments to wear their uniform during working hours when travelling between base and patients' homes however staff should refrain from undertaking any personal activities in uniform e.g. shopping etc.

With regard to Community Bank Workers, provided their uniform is not soiled there is no requirement to change uniform between their work in the community and any work in a hospital environment during one shift. However, if a Bank Worker works one shift in the hospital and another in the community, then it is advisable that a clean uniform should be worn for each shift.

Laundering/ Repair of Uniforms

The obligation to provide laundry service for fouled or infected uniform is maintained at all hospitals. All Bank Workers should read

http://intranet.nhsh.scot.nhs.uk/Org/CorpServ/NursingDirectorate/NurseMidwiferyBank/Lists/Announcements/DispForm.aspx?ID=63

Please note that, infectious uniforms must continue to be sent to the laundry in red soluble alginate bags, inside a clear plastic bag and placed in a red linen bag.

Please also note that Highland Health Board Policy continues to be that – with the obvious exception of staff working in the community – Bank Workers should not wear uniform whilst travelling to and from work.

Bank Workers may be able to claim tax relief on the cost of laundering uniforms. Please see the following link.

If you have any questions please call Alistair Wilson, Professional Lead for Facilities Soft Services on 01463 704359 or Morag Drew, Assistant Facilities Support Manager, 01463 705417

Bank Workers requiring repairs to be made should send their uniform direct to local sewing room, where available, or otherwise to Raigmore Hospital Sewing Room, along with a note detailing the problem. The repaired uniform will be sent direct to the laundry for washing and returned to the source hospital.

Procedure for Home Laundering of Uniforms

The guidance applies to all uniform and workwear supplied by NHSScotland.

Segregation

- Used uniforms should be kept separate at all times from clean uniforms.
- Ensure all items such as pens, coins, tissues are removed from pockets.
- Apply good hand hygiene practice utilising soap and warm water before handling clean uniform and after handling soiled uniform.

Temperature

- All uniform should be laundered at the highest temperature suitable for the fabric as per the care label.

Detergents and Additives

- Use a detergent that is suitable for your skin type.

- Do not add bleaches to the wash process or use for a ‘whitening’ effect.

Tumble Drying/Ironing

- Uniform may be ironed or tumble dried as per the care label.

Storage and Transportation

- Ensure laundered uniform is stored separately from used uniform.
- Ensure all storage and transportation facilities are clean and washed regularly.

Scottish Government Health Directorates

Hospital based workers must not wear their uniform outside the hospital for any reason.

A locker may be available for Bank Worker use depending on area worked.

Conduct

Bank Workers are expected to conduct themselves in a professional and appropriate manner at all times. Bank Workers should respect individual patients’ dignity, rights, views and their right to confidentiality. NHS Highland Policies and Procedural Manuals are available on the NHS Highland Intranet Home Page, or from the Bank Office.

For further information on policies and procedures please contact the Personnel Department, Assynt House, Beechwood Park, Inverness or see the Policies in NHS Highland intranet http://intranet.nhsh.scot.nhs.uk/PoliciesLibrary/Pages/Default.aspx

13. Useful Contacts Number

Occupational Health	01463 704499
Health & Safety	01463 704607
Laundry/Sewing Room	
Raigmore Hospital	01463 704218
Centre for Health Science	01463 255000
Libraries	
Highland Health Sciences	01463 255600
Personnel Department	
Assynt House	01463 706722
Argyll & Bute	01546 605661 / 605624
NHS Highland Pay Unit	01463 704890
Learning & Development	01463 706846
Recruitment	01463 705150
Argyll & Bute	01546 605716

Links to Integrated Staff Bank can be found on the NHS Highland Internet and Intranet sites:

NHS Highland Internet (external)
http://www.nhshighland.scot.nhs.uk/Careers/Pages/BankStaff.aspx

NHS Highland Intranet (internal)
http://intranet.nhsh.scot.nhs.uk/Org/CorpServ/NursingDirectorate/NurseMidwiferyBank/Pages/Default.aspx

Employee on Line
https://hghlndeol.allocate-cloud.com/EmployeeOnlineHealth/HGHLNDLIVE/Login

Appendix 1 Employee on Line User Guide

Employee on Line (EOL) will allow you to view available shifts, book yourself directly into shifts, and record your availability and when you are not available. You can view the shifts you have booked in the diary view and see if they have been authorised for payment. You can also view your personal profile with the information you have supplied to the ISB.

Please check your personal profile and ensure all information is correct, if there are any amendments to be made please advise the Bank office as soon as possible. Any amendments please contact: nhshighland.staffbank@nhs.net

This can be accessed from any PC, tablet or Smartphone -

GETTING YOUR LOGIN DETAILS

You will receive an email with your login details and a link to the web address https://hghlndeol.allocate-cloud.com/EmployeeOnlineHealth/HGHLNDLIVE/Login

You will then be asked to change your password (this must be a minimum of 6 characters and maximum of 12 with 1 upper case and 1 number or character)

TO VIEW YOUR DIARY AND ADD AVAILABILITY

VIEW ROSTERS – this is your diary view and will show shifts you have booked and any availability you have entered. You can also put in dates that you are not available. This diary can also be viewed by the administration staff at the bank office.

RECORD AVAILABILITY - to record your availability click and drag any of the shift options onto your desired dates. There is also an option to put specific times in the box with the clock on it.

UNAVAILABILITY – you can record dates you are not available by clicking and dragging the unavailable box. There is an option for multiple days. It is easy to change your options by clicking "remove".

TO REQUEST BANK SHIFTS

In Rostering click on Unfilled Bank Duties on left hand side of screen.

You will now see shifts that are suitable for you.

You can book a shift by clicking “book” next to an unfilled shift. You will then get a pop up which will give details of the shift and ask you to click ok to confirm this shift.

When you book yourself into a shift it is your obligation to work this shift. You may only cancel shifts by contacting the Staff Bank Office. You must telephone and speak to someone directly. You will only be allowed to cancel Bank shifts due to exceptional circumstances e.g. sickness

If you are seeing shifts for areas that you never work or are not seeing shifts for places that you regularly work please contact the Staff Bank office preferably by emailing us on nhshighland.staffbank@nhs.net or you can telephone us on 01463 706666

TO VIEW YOUR BANK TIMESHEETS

Click on timesheets – click on historical timesheets, this will give information on timesheets for shifts previously worked.

TO VIEW YOUR PERSONAL DETAILS

Click on MY PROFILE on the top banner. You will see various headings down the left hand side of the page. If you click on these you will see all the information provided by you. If any of this information is incorrect or requires updating please contact Staff Bank preferably by emailing us on nhshighland.staffbank@nhs.net or you can telephone us on 01463 706666.

Appendix 2

ANNUAL LEAVE

Please complete and return by email to: nhshighland.staffbank@nhs.net or by mail to:

NHS Highland STAFF BANK
Assynt House
Beechwood Park
Inverness
IV2 3BW

Section 1 - Personal Details	
Name:	
Bank Pay No:	
Band:	
Location:	
Section 2 - Dates requested for Annual Leave	
Start Date:	
End Date:	
Total No. of hours requested:	

Section 3 - Dates requested for Annual Leave in substantive post	
Start Date:	
End Date:	
Total No. of hours requested:	

Section 4 - Confirmation	
Signature:	
Name: (Print)	
Date:	

Note: Where possible if you have a substantive post, Bank Staff annual leave should be taken at the same time as substantive post annual leave.

PROCESSING OF ANNUAL LEAVE FOR WORKERS

Title	Step by Step Guide for claiming Statutory Paid Annual Leave for Bank Workers within NHS Highland.	
SOP Reference No	ISB1	**DATE APPROVED 11TH SEPTEMBER 2014**

Step	
1	Annual Leave is set at an hourly rate of 12.07% Therefore for each 8.29 hours you work, 1 hour of paid annual leave is accrued
2	You must complete an annual leave notification form and submit to the Staff Bank office. You must submit your annual leave notifications by the 30th June, 30th September, 31st December and 31st March. Dates to be taken must be entered on annual leave request form attached. you cannot work on any day that annual leave on which AL has been requested
3	Annual leave accrued within each quarter must be taken no later than in the following quarter. Contact can be made with the Staff Bank office Telephone 01463 706666 to verify how many annual leave hours you have accrued. You will be reminded monthly by text to apply for annual leave

QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
Annual leave accrued BETWEEN 1 APRIL AND 30 JUNE *To be taken during quarter 2*	*Annual leave accrued* BETWEEN 1 JULY AND 30 SEPTEMBER *To be taken during quarter 3*	*Annual leave accrued* BETWEEN 1 OCTOBER AND 31 DECEMBER *To be taken during quarter 4*	*Annual leave accrued* BETWEEN 1 JANUARY AND 31 MARCH *To be taken during quarter 1*

4	The maximum number of annual leave hours that you can be paid within a 24 hour period is 7.5 hours. Maximum annual leave hours you can be paid within any week is 37.5
5	If you also have a substantive post you must not work during annual leave in either post. Substantive post holders should advise Staff Bank office of annual leave dates via your annual leave notification form.
6	No Payment in lieu of annual leave will be permitted except where the Bank contract comes to an end and there is annual leave entitlement outstanding.

Further annual leave forms can be accessed via the Staff Bank page on the intranet or by request via email to nhshighland.staffbank@nhs.net