

## Frequently Asked Questions for Torbay & South Devon NHS Foundation Trust:

**Email Address:** [TSD@nhsprofessionals.nhs.uk](mailto:TSD@nhsprofessionals.nhs.uk) (Active from October 1<sup>st</sup>)

**Telephone Number:** 0333 014 3662 (Active from October 7<sup>th</sup>)

**Office:** Room 302, Level 3, Regent House, Regent Close, Torquay TQ2 7AN (Mon to Fri 8:00am to 5:00pm **from October 7<sup>th</sup> 2024**)

**Help and Support:** <https://www.nhsponline.nhs.uk/s/support>

there, you'll find all the frequently asked questions, advice, and support articles to help you with your query.

### **Q. How will I book a shift?**

Shifts will appear on your My:Bank Account for you to view and select for booking. Your My:Bank Login will be sent to you just before we go live.

Information on using My:Bank and a link to the user guide can be found here:

[What is My:Bank? \(nhsponline.nhs.uk\)](#)

### **Q. How will my shifts be transferred from the current system to NHSP My:Bank?**

On October 2<sup>nd</sup> shifts will be pulled back from your Trust Bank system and transferred across to the NHSP My:Bank system.

Please don't be alarmed if your shifts don't reappear immediately on your My:Bank account. This transfer process will take a couple of days to complete. Your shifts will appear in time for October 7<sup>th</sup>. If for any reason a shift does not reappear, but you are confident it was booked, then please attend as usual.

### **Q. Can I still wear my current uniform?**

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

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

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

Please continue to wear your existing uniform until your new one arrives.

### Q: How can I contact NHSP Out of Hours?

The National Service Centre is open 24/7 and 365 days a year. You can call 03332 407 552 or use our web chat function on [www.nhsprofessionals.nhs.uk](http://www.nhsprofessionals.nhs.uk)

### Q: Process for Cancelling Shifts

As soon as you realise you cannot attend a shift please Refuse/Cancel the shift on My:Bank:

- Find the shift you want to cancel by using the 'Filter Shifts' button and searching by location or assignment code.
- Once you have found the shift you want to cancel, click on the shift, check the details and then select 'Cancel Shift'.
  - You will need to give a reason for cancelling your shift. Please ensure this reason is as accurate as possible.
- **If you need to cancel a shift within 2 days/48 hours of the start time you must also call the ward or area either directly or via the Trust main switchboard 01803 614567**

### Q: What is the Internal Application Process for a Substantive Member of Staff?

You can join quickly via our website: <https://www.nhsprofessionals.nhs.uk/joining-nhsp>. Select the "Join the Bank" option. Once your application has been approved will we ask you to make an appointment to verify your documents with a member of the NHSP Team, you will then be able to book shifts.

### Q: How do I get an additional assignment code added to my profile?

If you have just transferred to NHS Professional and believe a code is missing from your profile, please email the address at the top of this document advising what Assignment code is missing and we will check with the Trust team.

If you are Bank Only Member but you have not previously worked under the assignment code, you would need to email the Code Amendment form, available on our website, along with your most recent CV for assessment. If you are Substantive, your manager can complete the form and send it to NHSP for processing. Further information on this, and the forms, can be found here: [How do I get an additional assignment code added to my profile](#)

**Q: I am on Maternity Leave and not returning until after the transfer date, what is the process to return to work?**

For individual information regarding your return, please contact Bank Member HR [bmhumanresources@nhsprofessionals.nhs.uk](mailto:bmhumanresources@nhsprofessionals.nhs.uk)

**Q: Where do I send my Sick certificates/Fit Notes?**

If you are off sick for more than 7 days, we will need a fit note from your GP. You will need to send that fit note to [payandreward@nhsprofessionals.nhs.uk](mailto:payandreward@nhsprofessionals.nhs.uk). If you qualify, you will receive payment in 1-2 weeks, due to processing times.

You can find further information on SSP at: <https://www.gov.uk/statutory-sick-pay>

**Q: How do I get paid?**

NHSP timesheets are electronic and will be authorised by the ward once your shift has been completed. You will then need to “release” the timesheet to receive payment. Further information on this can be found here: [How will I know if my timesheet is going to be paid.](#)

Bank Members are paid each Friday for all shifts Authorised by the ward managers and then released by yourself by 11:59pm on the Sunday before.

This payroll timescale is sometimes adjusted around bank holidays. When this happens, you will see notification banners about this when you log into My:Bank.

**Q: I am part of the Community team and normally claim expenses for travel, how do I claim with NHS Professionals?**

NHS Professionals runs a form-based expenses claim process, more information can be found on our help and support pages: [Can I claim expenses / mileage whilst working for NHS Professionals? \(nhsponline.nhs.uk\)](#)

**Q: How will I receive my last payslip form the Trust?**

Payslips and other important pay related forms will be available for you to download from your ESR account for up to 3 months following the transfer to NHSP.

Please ensure you download any slips and forms you need before your trust ESR account is closed

### **Q: My Pay appears to be different why might that be?**

Torbay & South Devon Trust Bank Members are entitled to paid annual leave, in line with the Working Time Regulations. This is a payment of 12.07% of the pay in respect of hours worked as bank workers and was 'rolled up' and appeared as 'WTD Pay' on your payslip.

When working through, NHSP bank workers accrue annual leave based on hours worked (calculated at 12.07% of pay) via NHSP, this is then collected/paid when workers book and take periods of paid annual leave.

### **Q: It appears I am being taxed incorrectly why is this?**

If HMRC are unable to process your P45 information before the first pay dates, then they may apply a default tax code to your earnings. NHSP can only update your tax code as instructed by HMRC. You can check your tax code or request it be changed, by contacting HMRC directly.

You can call HMRC on 0300 200 3300 if you're inside the UK or +44 135 535 9022 if you're outside the UK. HMRC's contact centre is open: • Monday to Friday 8am to 8pm • Saturday 8am to 4pm, they are closed on Sundays and bank holidays.

### **Q: I am a Bank Member who has a substantive contract with the Trust and my contracted hours are incorrect on my My:Bank profile what should I do?**

If your contracted hours are incorrect, please let us know as this may affect the tasks, we are asking you to complete. Please contact the team by emailing [TSD@nhsprofessionals.nhs.uk](mailto:TSD@nhsprofessionals.nhs.uk)

### **Q: Where can I find user guides?**

You can find user guides, helpful articles and frequently asked questions on our help and support pages here: <https://www.nhsponline.nhs.uk/s/support>

Information on using My:Bank and a link to the user guide can be found here: [What is My:Bank? \(nhsponline.nhs.uk\)](#)

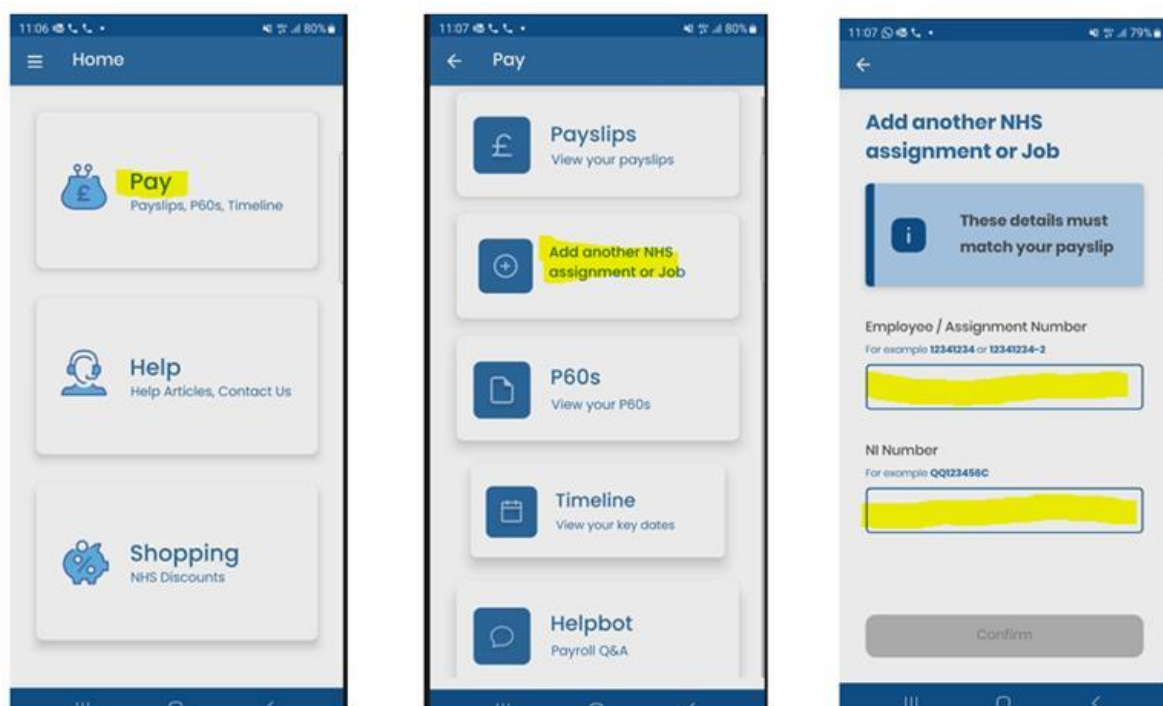
Information for ward managers and anyone managing shifts via Our:Bank can be found here: [How do I book a shift for a bank member? \(nhsponline.nhs.uk\)](#)

## Q: I can't see my payslip?

Please check our article “How do I get my payslip?” to make sure you are following the right process for finding your payslip on My:Bank. If you didn't release any shifts in the week before the payroll cut-off, you may not have generated a payslip.

You can also access your payslips and P60s using the MySBS app. You can find a guide to the app [here](#).

If you already use the app then you can add your new NHSP information by adding your NHSP ESR number:



To download the MySBS app:

1. Search for MySBSPay on your app store
2. Download the app
3. Enter the email address on your NHS Professionals profile and your ESR number. You can find your ESR number on your NHS Professionals payslip.
4. A verification code will be emailed to you.

Once you have entered this code into the app you can access your payslips and P60.

If you still can't see your payslip and believe you should be able to, you can contact us by using the 'Need More Help?' contact form available on the Help and Support Pages, with the category 'Pay, Benefits and Leave'.

## **Compliance Questions for TUPE Transferring Members**

### **TUPE Process:**

#### **Q. Which Staff Groups are transferring?**

Torbay & South Devon NHS Foundation Trust is working in partnership with NHS Professionals and the One Devon Collaborative to build a wider stronger bank across Devon

The staff groups transferring include Nursing & Midwifery, Estates & Facilities, Admin & Clerical & Operating Theatre Practitioners.

### **Compliance Steps:**

#### **Q. I am a Bank Member who has a substantive contract with the Trust what do I need to do now?**

You will receive a welcome email advising you of what you need to do next - please follow the instructions in the email.

You will be asked to book an ID verification appointment via the link on your email and bring suitable proof of your Right to Work ([Suitable Documents](#)).

All other elements of compliance for Members with a substantive Trust contract will continue to be managed by the Trust.

#### **Q. Why am I being asked to confirm my Right to Work?**

As your new employer, NHS Professionals has a legal obligation to verify your Right to Work (RTW), within 60 days of transferring to NHSP. This is a statutory legal requirement we are required to abide by. Please follow the link on your welcome email to book an appointment with one of our team.

New appointment options will be added throughout the first 2 months following the transfer.

### **Q. I am a Bank Only member, without a substantive contract with the Trust, what do I need to do now?**

You will receive a welcome email advising you of what you need to do next. Your requirements will vary depending on the information transferred to NHSP.

Key steps:

Follow the Instructions in your welcome email which will guide you through the following steps.

- Accessing your JoinBank profile to verify your personal details
- Completing your COVID Risk Assessment (See My Tasks tab of your JoinBank profile)
- Gather your documents and upload them to TRUST ID (Link sent to you when you check and submit you details via JoinBank)
  - Your right to work documentation and 2 Proofs of Address ([Suitable Documents](#))
  - Any qualification certificates you may have available.
  - A suitable Passport style Photograph/Selfie for your ID badge
- Book and attend an ID Verification Event via the link on your welcome email.
  - Bring the documents you have gathered for the actions above as we need to also see the originals at that appointment.

Once you have verified your details and attended an appointment, we can then access your compliance information from the Trust. See below for more information on compliance.

### **Q. Why have Bank Only members been asked to bring relevant qualifications/certificates?**

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

### **Q. I have not received a welcome email what should I do?**

The Transfer applies to Nursing & Midwifery, Estates & Facilities, Admin & Clerical & Operating Theatre Practitioners only. If you are not part of these groups, then you may not be transferring.

If you think you should be transferring, then check any email account that the trust might have held for you. Be sure to check you junk or spam folders for any emails from NHS Professionals.

If you still cannot find the welcome email, then contact:  
[implementationonboarding@nhsprofessionals.nhs.uk](mailto:implementationonboarding@nhsprofessionals.nhs.uk).



**Training (this only applies to Bank Only Members NOT Substantive Members who will maintain their training with the Trust):**

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

We will receive Bank Only Members training information from the Trust which will be transferred into the NHSP Learnsmarter platform.

We will not transfer your training information until you have started your onboarding actions with us and attended your Right to Work / ID verification appointment. You will then be sent your Learnsmarter login information.

Transferring your training information can take up to 5 days to update from when your account is generated.

Please note: You will only be asked to complete modules that haven't been done or been transferred over to NHSP.

If you have any queries regarding your Learnsmarter account, then please contact [classroomtraining@nhsprofessionals.nhs.uk](mailto:classroomtraining@nhsprofessionals.nhs.uk)

**Q. I have recently completed similar training - can I still submit my evidence?**

Yes! If you have completed similar training recently, The Learnsmarter system will allow you to upload certificates and other evidence for approval, if your existing training is approved as equivalent and current your Learnsmarter information will then be updated.

**Occupational Health:**

Your Occupational Health information will be loaded onto the Optima Health system by the Trust. You will be sent a link to complete a Pre-Placement Questionnaire. Following completion, you may be contacted by Optima to discuss any queries. Subject to the immunisation and clearance information that has been provided by the Trust, this will be reviewed by Optima in line with the role you will be undertaking. You may be invited for further immunisations as indicated in line with Government Guidance, if you have any queries you can contact Optima direct.

Optima Helpdesk Telephone Number: 03300 084 321

Optima Contact Email: [NHSProfessionals@optimahealth.co.uk](mailto:NHSProfessionals@optimahealth.co.uk)

**Q. How do I arrange any immunisations?**

You will automatically be sent information by Optima regarding the availability of appointments where this is required



## **DBS Checks:**

### **Q. Why do I need to complete an application for a new DBS check?**

NHS Professionals are required to complete a new DBS check annually for all Bank Only members, if the Trust did not require an annual DBS check, then your existing check may be out of date, and we will need you to complete a new one.

If you are on the DBS update service, we still ask that you complete the DBS form that we provide you with in order to access the information.

We will need to collect two valid proofs of address to support your application so please follow the instruction on your welcome email and bring these documents to your Right to Work appointment.

**We'd like to take this opportunity to remind you that from October 7th the NHS Professionals local team will be based on site located in rooms 301 and 302 at Regent House, Regent Close TQ2 7AN, if you have any further questions or queries, please come and see them and they'll be able to help you. From October 1<sup>st</sup> You can email your local team via: [TSD@NHSPProfessionals.nhs.uk](mailto:TSD@NHSPProfessionals.nhs.uk)**