

NHS Lothian & Borders Supplementary Staffing Service

Comely Bank Centre 13 Crewe Road South, Edinburgh EH4 2LD
Bookings & General Enquiries: 0131 536 2020
Select appropriate Option

Welcome to NHS Lothian & Borders Supplementary Staffing Service. The service provides a regional Staff Bank to NHS Lothian and Borders. This information leaflet contains answers to some of the most frequently asked questions about the Staff Bank

RECRUITMENT

Why do I need to join the Staff Bank?

All supplementary staffing in NHS Lothian & Borders, is coordinated through NHS Lothian Staff Bank. For some of our staff the Bank may be their only contract (Contract for Services), others may hold a Bank contract in addition to a substantive post within NHS Lothian or Borders.

What is the Recruitment process?

We accept internal and external applications to join the Staff Bank. Recruitment to the Staff Bank is co-ordinated and managed by a dedicated Staff Bank Recruitment Team. Adverts run monthly (first week of the month) on the national JobTrain website for both internal and external applicants. No applications will be accepted unless a submission through JobTrain. Unfortunately late applications cannot be accepted through this system.

When can I work?

Once your application is complete, we will write to you to confirm this, we will also send you a Contract for Services. By joining the Staff Bank, there is no obligation for us to offer shifts or you to take shifts. We request you work at least 1 shift in a 12 month period. If you do not work within a 12-month period, your contract may be terminated.

Induction

External applicants are required to undertake paid corporate induction prior to booking shifts, due to the current pandemic restrictions, this is a virtual induction, however you may have to attend some face-to-face training (i.e. Manual Handling, Fire training etc)

Please note for external applicants it is compulsory to complete and return both parts of the virtual induction checklist prior to undertaking any bank shifts. NHS Lothian Education & Training Department will be in touch with you by email within 2 weeks from collecting your uniform and identification; please ensure you also check your "junk mail box" for this email. If you have not received this link within 2 weeks please email induction@nhslothian.scot.nhs.uk to request this.

Please note you will not be paid for any shifts worked before the recruitment process is complete. If you have any questions regarding the progress of your application, please contact the recruitment team at the address below.

WORKING ON THE STAFF BANK

What are the opening hours of the Staff Bank?

The Staff Bank is open Monday to Sunday 08:00-20:00, excluding 25th, 26th December and 1st & 2nd January.

Where is the Staff Bank based?

The Staff Banks main base is located at Comely Bank Centre in Edinburgh; there are also bank hubs located in St John's Hospital and Borders General Hospital

What is the nature of bank work?

The Staff Bank does not guarantee hours and supply bank workers on an 'as and when' basis dependent on clinical / service need. The Staff Banks purpose is to fill short-term gaps up to 12 weeks.

Employee on Line (EOL)

Once you are registered on the Staff Bank, we will email an EOL (Employee on line) passcode and log in details to you; this will allow you to view shifts that are available for booking within your area of skill. Once you have this you are able to book and work shifts through the Staff Bank.

How do I book shifts?

Our Employee On Line system allows you to view the shifts available to you. If you have not been given a log in / password details you can obtain an EOL password from the Intranet Support team at staffbank.systems@nhslothian.scot.nhs.uk You will also require to have an NHS Lothian IT login, and sign to confirm that you will be compliant with NHS Lothian's IT Security Policy. You can also book shifts by contacting a member of the team directly calling **0131 536 2020** and selecting the appropriate option, or occasionally a department can book you directly, subject to local booking arrangements.

How do I cancel shifts?

It is your responsibility to ensure that you are available to work any shifts you accept. If in the event you are unwell or have to cancel a shift for any other reason, please give us as much notice as possible as this allows the team to attempt to refill the shift. Contact must be made with the Staff Bank by telephoning the **0131 536 2020** selecting the appropriate option.

Cancelling a shift out with the Staff Bank opening hours, (20:00 – 08:00) is your responsibility to contact the area and advise them of the cancellation, you must also inform the Staff Bank as soon as is possible.

The Staff Bank expects an attendance rate of 95% in line with NHS Lothian's Promoting Attendance at Work Policy; the attendance rates are calculated using both sick leave and number of cancellations (for any reason).

What shifts are available?

This depends entirely upon the needs of each department, but can range from a few hours to long days, weekends or nights. We can offer short-term placements up to 12 weeks to support short-term gaps or specialist projects, we can also offer shorter shifts to accommodate school hours. Please discuss with a member of the Team.

How many hours a week can I work?

NHS Lothian complies with the EWTD. This means that you are only able to work a maximum of 48 hours per week, over any rolling 17-week period. However, any hours over 37.5 must be discussed with a Supplementary Staffing Manager to ensure you do not exceed 150 hours over a 4-week period. On occasion, some workers may be asked to work more than 37.5 hours in a week to support a clinical need or to provide continuity of care, any such requests must be discussed, and agreed with a Supplementary Staffing Manager. This is to ensure that staff receive the statutory rest time and have at least 5.6 weeks annual leave per year.

How am I paid?

You can opt to be paid weekly or monthly, with the exception of ITS workers who are paid weekly. Shifts are signed off electronically by authorised staff in each department, who can evidence that you have worked the shift. Shifts signed off before 9am on a Thursday are paid the following Thursday (If you opt for weekly pay). If you opt for monthly pay, you will be paid on the last Thursday of the month in arrears (i.e. shifts worked in February will not be paid until the end of March). Your pay will be transferred by BACS directly to your bank account. You can check if your shift has been authorised for payment by checking your Employee On Line account. On rare occasions authorisation may not happen in good time, and we recommend addressing this directly with the responsible person in the department you worked in, in the first instance.

How long does my bank contract last?

For as long as you wish, providing you work a minimum of 1 shift per annum and your mandatory training requirements / professional registrations are up to date. If you cannot evidence the above then we may terminate your contract with the Staff Bank. If you are unable to work with us for several months (for example if you go travelling and wish to work on your return) then please contact us and we will note this in your file without having to end your contract.

Can I accept shifts through an external agency?

If you hold a substantive or bank post with NHS Lothian or NHS Borders you are unable to work through an agency and shifts must be worked through the Bank. This also applies for a period of six months after you terminate your contract. This is in line with best practice guidelines to reduce agency usage and provide best value for money for NHS Lothian & Borders and NHS Scotland. You can of course work through an agency in any other health board or trust whilst concurrently employed in either NHS Lothian or NHS Borders.

LEAVE ENTITLEMENT

Annual leave:

All bank workers accrue paid annual leave at the rate of 12.07% of each shift worked excluding on call, and this is taken on a quarterly basis in line with national guidance. For example:

- ✚ Leave accrued between April– June must be taken between 1 July- 30 September
- ✚ Leave accrued between July– September must be taken between 1 October- 31 December
- ✚ Leave accrued between October– December must be taken between 1 January- 31 March
- ✚ Leave accrued between January– March must be taken between 1 April- 30 June

Please note there will be no backdated payment made in lieu of accrued annual leave not claimed in the relevant quarter, so please ensure you regularly take the leave you have accrued.

If you have a concurrent substantive employment, you must have 5.6 weeks (28 days) each year, which you do not work for NHS Lothian. You are unable to work during a period of annual leave from the Staff Bank, therefore we would suggest that you book bank annual leave when you are also on annual leave or on days off in your substantive post.

The statutory annual leave allowance of 5.6 weeks (28 days) is based on a working week of 37.5 hours, which equates to 210 hours (pro rata) per annum, calculated at 7.5 hours per day.

Unfortunately, there is no mechanism in the payroll system for annual leave hours to be identified separately from other basic hours appearing on the same payslip. You can keep track of your annual leave entitlement via the Employee On Line system on the intranet, but please be aware that the figure shown may include annual leave that you have accrued but are unable to take until the following quarter.

To book annual leave please email the team at the most relevant address below who will be happy to process your request or help with any queries.

OTHER ABSENCES

Statutory Sick pay:

You may be entitled to SSP subject to a 13 week qualifying period of continuous employment with the Bank and that you are earning at a level where National Insurance contributions are payable

Maternity pay:

You may be entitled to Statutory Maternity leave and pay subject to meeting certain criteria. Further information is available in NHS Lothian's Maternity leave Policy. Please contact us to inform us of your pregnancy and we can send you the appropriate forms

Further questions?

For queries regarding the recruitment process, please contact the recruitment team StaffBank.Recruitment@nhslothian.scot.nhs.uk or call **0131 536 1616 select option 1**.

For booking, pay, annual leave or any other non-recruitment queries please contact a member of the Supplementary Staffing Team on the phone **0131 536 2020** or email the appropriate team for your role.

Visit our Intranet page [here](#) for more details and information:

<http://intranet.lothian.scot.nhs.uk/StaffBank/Pages/default.aspx>

TEAM CONTACT DETAILS:

Nursing & Midwifery:	Staffbank.Regnurse@nhslothian.scot.nhs.uk
	Staffbank.NRegnurse@nhslothian.scot.nhs.uk
AHP & Other Clinical:	Staffbank.AHP-other@nhslothian.scot.nhs.uk
Non-Clinical:	Staffbank.NClinical@nhslothian.scot.nhs.uk
Medical Locums:	Medical.Staffbank@nhslothian.scot.nhs.uk
Interpretation & Translation:	Staffbank.its@nhslothian.scot.nhs.uk
Duty Manager:	Staffbank.Dutymanager@nhslothian.scot.nhs.uk
Recruitment:	Staffbank.recruitment@nhslothian.scot.nhs.uk

SUPPLEMENTARY STAFFING MANAGERS:

Nursing & Midwifery:

- **RIE, WGH & Edinburgh H&SCP** Julie Ann Farrer
- **STJ, REAS & Mid, East & West H&SCP** Julie Basden

NHS Borders

Alison McGilviray

AHP, Other Specialist & Non-Clinical:

Carol Manning

Interpretation & Translation:

Delphine Jaouen

Medical Locums:

Jane Boyle

General Manager:

Catherine Crombie

PA to General Manager:

Kim Dow