

FREQUENTLY ASKED QUESTIONS

1. TIMESHEET SUBMISSION/ AUTHORISATION DEADLINES

For the following Trusts, timesheets must be claimed by the agency and authorised by the Trust by midnight on Wednesday each week (unless stated otherwise):

- Camden and Islington NHS Foundation Trust
- Coventry & Warwickshire Partnership NHS Trust
- Barnet, Enfield, and Haringey Mental Health NHS Trust
- East & North Hertfordshire NHS Trust
- East Kent Hospitals University NHS Foundation Trust
- George Eliot Hospital NHS Trust
- Greater Manchester Mental Health
- Hertfordshire Community NHS Trust
- Northern Care Alliance (Timesheets to be submitted by Tuesday midnight)
- The Princess Alexandra Hospital NHS Trust
- Rotherham, Doncaster and South Humber

- South London & Maudsley NHS Foundation Trust
- South Tyneside & Sunderland
- Surrey & Borders Partnership NHS Foundation Trust
- West Hertfordshire Teaching Hospitals NHS Trust

For the following trusts, timesheet deadlines are Monday 12pm:

- Worcestershire Acute Hospitals NHS Trust

For the following Trusts, timesheets must be submitted by the agency by every Tuesday 5pm and authorised by the Trust by Wednesday 5pm for the previous week ending:

- University Hospital Plymouth

For the following Trust, timesheets are submitted and authorised on a monthly basis.

- Central Surrey Health (CSH)

For all Trusts, you have visibility to see statuses of jobs/timesheets on the relevant platform. Please check the status before raising a query.

2. NHS PENSION AUTO ENROLMENT

(For Greater Manchester Mental Health, refer to section 11)

All workers will be automatically enrolled into the pension from Day 1 (date of first pension deduction on their payslips).

3. PENSION OPT-OUT PROCESS

Workers can only opt-out after they have been enrolled.

Should a worker wish to opt-out of the pension after they have been enrolled, they must complete the SD502 form (pension opt-out form) found on the NHS Pension website. All forms must be signed by hand with all relevant sections fully completed. The date signed must be after their enrolment date. Any pre-dated forms will be rejected.

Opt-out forms cannot pre-date their enrolment date.

The workers must then send the completed form to their agency who must then forward this to directengagement@nhsprofessionals.nhs.uk

Once received, provided there are no issues with the form, payroll will opt out the doctor within 10 working days.

If they are opted out within 30 days of being enrolled, payroll will automatically refund any deductions within 2 weeks in their weekly pay.

If workers opt out after 30 days of enrolment, an RF12 form will be required in addition to the SD502 form. The RF12 forms will be processed by the trust and sent to NHS Pensions who will write to the workers within 30 days, final decisions on the refund application will be made by NHS Pensions. Please allow 8-12 weeks for RF12 applications to be processed.

4. AGENCY DOCTORS PROFILES/ BANK DETAILS/ESR CREATION

The agency is responsible for ensuring all required elements of the doctor's profile are uploaded correctly to the relevant system prior to booking their first shift.

To enable NHSP to send for ESR creation, the agency must add the following details correctly:

- Doctors Full name
- Home Address including Post Code
- Email Address
- Gender
- NI Number
- Date of Birth
- Bank Account Number
- Sort Code

Failure to enter any of the above will result in payment delays to the doctor which the agency must then communicate to their workers.

Agencies may be liable for any incorrect information entered.





5. BOOKING MANAGEMENT/ TIMESHEETS

The trust is responsible for adding/amending bookings.

The agency must use the relevant platform to submit their candidates to jobs entering the correct rates. Once rates are accepted by the trusts, these will be locked and will be a binding agreement.

Once a shift is complete, it is the agencies responsibility to claim timesheets as per the deadlines outlined in section 1. Timesheets will then be authorised by the trust or disputed if there are any discrepancies.

Queries around bookings/timesheets must be discussed by the relevant team at the trust.

6. PAY BREAKDOWNS/ QUERIES

Agencies will receive a weekly report for Doctors & AHP on a Monday confirming doctors that will be paid that Friday. The agencies must use this report to answer any pay break down questions from their doctors.

This covers all DE clients excluding Greater Manchester.

If you are unable to answer the query, you must email directengagement@nhsprofessionals.nhs.uk along with the following details to enable us to answer your query:

- Doctors Full Name
- Trust
- Job Number/Booking Number
- Shift Dates

7. PAYSLEIPS

Payslips are only available using the SBS App available on Apple/Android devices

Further information for the app can be found on SBS's website.

www.sbs.nhs.uk/es-MySBSPay

Support queries MUST be raised via the app so SBS can action correctly and promptly.

8. ESR NUMBERS

All ESR numbers will be loaded within NHSP Connect except for South Tyneside & Sunderland. These are located under the "Direct Engagement Tab" and will be near where you enter bank details called "Outsourced Payroll Number". You must select the trust from the drop-down list for the number to appear for that trust.

Name here / Ref 283	Compliance	Forward	Adds Cont	Direct Engagement	Bundle Document
Personal Services Company (PSC) Details:					
Business name:	<input type="text"/>		Companies House Details:		
Street:	<input type="text"/>		Company Name:	<input type="text"/>	
Town/City:	<input type="text"/>		Company Status:	<input type="text"/>	
County:	<input type="text"/>		Registered Office Address:	<input type="text"/>	
Postcode:	<input type="text"/>		Address Line 2:	<input type="text"/>	
VAT registered:	<input type="text"/>		Town:	<input type="text"/>	
VAT number:	<input type="text"/>		County / District:	<input type="text"/>	
Company UTR:	<input type="text"/>		Postcode:	<input type="text"/>	
Account name:	<input type="text"/>		Validation Status:	<input type="text"/>	
Bank sort code:	<input type="text"/>		Payagent Status:	<input type="text"/>	
Bank account number:	<input type="text"/>		Company number:	<input type="text"/>	
			Email address:	<input type="text"/>	
			<input type="button" value="Check Companies House"/>		
PAYE / Contracted Details:					
Account name:	<input type="text"/>	NI number:	<input type="text"/>		
Bank sort code:	<input type="text"/>	NHS payroll number:	<input type="text"/>		
Bank account number:	<input type="text"/>	Outsourced Payroll Trust:	<input type="text" value="Please select"/>		
		Outsourced Payroll Number:	<input type="text"/>		

For ESR's at South Tyneside & Sunderland,
please email directengagement@nhsprofessionals.nhs.uk.





9. CHANGE OF ADDRESS/ DETAILS

Should a worker change address or an agency wish to change any of the details listed below, the agency must email directengagement@nhsprofessionals.nhs.uk along with the workers full name, DOB, NI Number, and the trust the change is for along with the details to be changed. Any request with incomplete details will be delayed. Changes will then be sent to payroll and will be reflected on the system within 10 working days:

- Address
- Email address
- Date of birth
- NI Number

10. CHANGE OF BANK DETAILS

Should a worker wish to change their bank details, the Bank Account Details change form must be fully completed and hand signed, then sent to directengagement@nhsprofessionals.nhs.uk. This will then be sent to payroll and changes will be made within 10 working days.

Payrolls are unable to process incomplete forms and they will be returned to the agency.

11. REQUESTING P45'S

To request a P45, the agency must send leavers request to directengagement@nhsprofessionals.nhs.uk with the workers full name, NI Number, DOB, Trust, Leavers Date, Full UK Address. The P45 will then be issued to the workers address within the leavers request.

You must ensure all outstanding shifts are paid prior to requesting a P45

12. GREATER MANCHESTER MENTAL HEALTH

For GMMH, payslips/P45 requests/Address change can be sent directly to the ELFS payroll team via email.

Pensions opt out forms can also be sent directly to ELFS.

Please email: elfs_helpdesk@elht.nhs.uk

ELFS Helpdesk: **01254 786009**

Please note, this applies to GMMH ONLY.

13. RATES - CONNECT

For DE bookings, rates should be entered inclusive of WTD but excluding Employers NI.

14. RATES - 247

Applicable to Plymouth ONLY.

For DE bookings, rates should be entered excluding of WTD and excluding Employers NI.