



Royal Devon University East Healthcare NHS FT FAQ'S

Email Address: RDUCHCT@nhsprofessionals.nhs.uk

Telephone Number: 0333 014 3655

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

Here, you'll find all the frequently asked questions, advice, and support articles to help you with your query. You can also get in touch with a member of the team using the available form. We hope that you find our system quick and easy to use.

Q: When do I order and get my new uniform?

A: Your Uniform and ID badge, for Bank Only Members, will be issued to you as soon as possible once you have submitted your Transfer Application. This will be sent to your home address. Substantive Bank Members will not be provided with an NHS Professionals' uniform, but instead will continue to wear their substantive uniform and ID badge for bank shifts. There is no charge for uniform.

Q: How can I contact NHSP Out of Hours?

A: 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

Q: Process for Cancelling Shifts

A: You can cancel a shift through your NHSP booking platform, [My:Bank](https://bank.nhsp.uk) . You can log-in here: <https://bank.nhsp.uk/login>

You need to 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 cancelling within 24 hours, please also call the ward to let them know.

Further guidance on cancelling shifts can be found here:

<https://www.nhsponline.nhs.uk/s/topic/OTO8d000000kfhhGAA/cancel-or-change-a-shift-as-a-bank-member>

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

A: You can join quickly via our website <https://www.nhsprofessionals.nhs.uk/joining-nhsp>. 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 go from Band 2 to Band 3?

A: If you are Bank Only Member, 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 to NHSP for processing.

Further information on this, and the forms, can be found here:

<https://www.nhsponline.nhs.uk/s/article/How-do-I-get-an-additional-assignment-code-added-to-my-profile>

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

A: For individual information regarding your return, please contact **Bank Member HR** bmhumanresources@nhsprofessionals.nhs.uk

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

A: 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. If you qualify, you will receive payment 1-2 weeks due to processing times. The payment of Statutory Sick Pay is currently £109.40 per week. You can find further information on SSP at: <https://www.gov.uk/statutory-sick-pay>

Q: How do I apply for a Travel pass /Parking Permit?

A: Please refer to the section Working Shifts at Royal Devon Eastern and Northern Services

Q: When do I hand my Timesheets in?

A: You will no longer need to hand in timesheets. 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:

<https://www.nhsponline.nhs.uk/s/article/How-will-I-know-if-my-timesheet-is-going-to-be-paid>

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

A: This will be posted to you.

Q: Will I be able to access areas with an ID Card?

A: Bank Only members will have an NHSP ID badge. Areas that require swipe access will hold master cards which can be signed out for the duration of your shift.

Q: What is the deadline for authorising payments for Bank Members?

A: Shifts that are authorised and released by 23.59pm on a Sunday will be paid the following Friday (i.e. 5 days later).

Further information on this can be found here:

<https://www.nhsponline.nhs.uk/s/article/How-will-I-know-if-my-timesheet-is-going-to-be-paid>

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: Where can I find User guides?

A: You can find User Guides, helpful articles and Frequently Asked Questions on our Help and Support page here: <https://www.nhsponline.nhs.uk/s/support>

Q: Why am I being taxed incorrectly?

A: We can only update your tax code if HMRC ask us to. To check your tax code or request it be changed, you will need to contact 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

Unfortunately, they are closed on Sundays and Bank Holidays.

Q: I can't see my payslip?

A: 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](#).

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 of 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 below with the category 'Pay, Benefits and Leave'. You can also call us on 0333 0143626.

Q: Why am I been asked to re-do online training?

A: Your Training data has been provided to NHSP from your previous LearnSpace profile, there may be modules that have now expired and need to be completed.

Tupe'd staff will be paid for their on-line learning. Please send a screen shot/dashboard log once fully compliant to the team who will action the payment at RDUHCT@nhsprofessionals.nhs.uk

Q: My contracted hours are incorrect on My [My:Bank](#) profile?

A: 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 RDUHCT@nhsprofessionals.nhs.uk.

Q: Why are there variances in pay rates between Bank Members who have TUPE transferred and those applying to join the bank as since the service has been run by NHS Professionals?

A: The Royal Devon in Eastern Services has always paid in line with NHS Terms and Conditions of Services (previously AfC) for Bank Members up until it outsourced its Central Bank Function to NHSP.

The Royal Devon in Northern Services moved to paying top of band some years ago to attract people to work on the Bank given its remote location. When both NDHT and RDE merged the North bank pay was protected under TUPE legislation therefore a difference in pay was acknowledged. With the outsource to NHSP, the Trust chose the standard NHSP model which was to pay mid-point to all new flexible workers to the Bank. This both includes those who hold a substantive role and those new as Bank only workers. Anyone previously holding a Bank assignment were transferred to NHSP again under a TUPE transfer and therefore will have their current bank pay methodology protected under law.

In large organisations, it is inevitable that different historical pay structures will be in place when merging different entities together and these are protected in UK law. In these cases, no discrimination has taken place and this is how the law will see the current arrangements in the merged Trust.

It is important to note that the Trust has chosen one pay model for all new Bank Members that join NHSP and it is here that demonstrates that the Trust is not discriminating against any staff member or worker as its model is the same and fair across all individuals joining via NHSP.