



Greater Glasgow
and Clyde

NHSGG&C Staff Bank Handbook

We hope you will find the content useful, please get in touch with any questions, feedback or suggestions. NHS GGC Staff Bank: 0141 2782555 / staff.bank@ggc.scot.nhs.uk

NHS GG&C STAFF BANK HANDBOOK

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1. Introduction

The purpose of this document is to provide NHSGGC Bank workforce with clear guidance relating to their registration with the Staff Bank.

- I. NHSGGC Nursing and Midwifery Bank provide registered and non-registered nursing and midwifery staff when there are unplanned and planned shortfalls in the nursing and midwifery establishments. For example, short to medium term sickness absence and peak in work load activity.
- II. Bank staff are workers who are registered with NHSGGC Nursing and Midwifery Bank and are available to work to fill short term workforce gaps. Bank workers will work on the basis that NHSGGC is not obliged to offer them any hours of work and in return bank workers are not obliged or contracted to accept any hours of work offered to them by NHSGGC. It is however the expectation of NHSGGC Nursing & Midwifery Staff Bank service that when a bank shift is accepted by a bank worker that they will honour the shift.
- III. This handbook outlines processes and information for bank workers on the use of NHSGGC Nursing & Midwifery Staff bank service and should be read by all staff all bank workers accepting shifts. The contents provide clear guidance on:
 - The principles of using the Nursing & Midwifery Staff Bank
 - Recruitment Process for Nursing & Midwifery Bank workers
 - The process for allocating shifts to bank workers
 - Confirmation of registration
 - Staff Governance
 - Management of conduct and capability
 - Bank Nurse training and development

2. Staff Bank Function

- I. The Nursing and Midwifery Staff Bank service provides a central coordinating booking, recruitment and management service for NHSGGC. The Staff Bank Service provides a critical link between NHSGGC bank workers and frontline health care professionals commissioning staffing requests for their services.

The function of the Staff Bank is to assist when there are planned, or unplanned, shortfalls in the levels of nursing and midwifery staff.

We provide registered and non-registered nursing and midwifery staff to our hospital wards, outpatient clinics, health centres and community settings. The Nurse Bank has approximately 15,000 temporary staff providing shift cover 24/7, 365 days a year.

Bank workers are registered with NHSGGC Nursing & Midwifery Staff Bank and are available to fill short-term shortfalls in manpower resource. The service helps to provide safe, effective, person-centred care for patients across Glasgow and Clyde.

3. Booking Bank Shifts

- I. Bank Shifts are booked via [Employee Online](#) or phoning the Staff Bank Contact Centre on **0141 278 2555** and providing them your availability dates for work. The Call handler will check to see what shifts are available on these dates and offer them to you. The more flexible you are the more work we will be able to offer you.
- II. You cannot change a shift for another shift elsewhere, once you have committed to a shift the Staff Banks expectation is that you complete the booked shift. If the move is because of a specific skill then it is considered and discussed with the nurse in charge locally.
- III. You can undertake a bank shift if you are on annual leave from your substantive post.

4. Cancellation Process

- I. To maintain high standards of patient care and staff safety, all Bank workers are required to follow the cancellation process when unable to attend a booked shift. During opening hours (8:00 AM – 8:30 PM, 7 days a week), please contact the Bank Office directly at **0141 278 2555**. If you need to cancel outside of these hours, notify the clinical area at the earliest opportunity and follow up with the Bank Office when it reopens.
- II. Short Notice Cancellation - A “short notice cancellation” is where a shift is booked in advance then cancelled within 12 hours of the start time. This has a significant impact on the service, as not only will this leave them short staffed, but it also reduces the ability to find a replacement at such short notice, which has a direct impact on patient care. Every shift you commit to plays a crucial role in delivering exceptional care to our patients. Recently, we’ve noticed an increase in shifts being cancelled with less than 12 hours’ notice. These “short notice cancellations” pose significant challenges: they can leave our services understaffed and make it difficult to find timely replacements, which ultimately affects the quality of patient care we strive to uphold.
- III. Our Staffbank Operational Protocol outlines that, “The bank worker must inform the Contact Centre of any absence as early as possible; the staff bank expects a minimum of 12 hours’ notice of cancellation of a shift.” Shifts cancelled within this timeframe are recorded as short notice cancellations.
- IV. We kindly ask that when you book a shift, you’re confident in your ability to attend. If you’re uncertain about your availability, please consider waiting until your schedule is firm before committing. As we approach the busy winter months, each cancellation becomes even more impactful on our services. To ensure our team remains strong, from today we will be proactively reaching out to support staff who have a higher number of short notice cancellations, helping them find ways to minimize these occurrences.
- V. Failure to inform us of your shift cancellation within the 12 hours’ notice timeframe may result in your access to Employee Online to book shifts being restricted.

5. Did Not Attend (DNA) Process

- I. The function of the Staff Bank is to provide efficient and reliable staffing to support all services across the Greater Glasgow & Clyde area. The bank office continually monitors the attendance and booking management of Bank staff. We have identified a rise in the number of shifts where a Bank staff member has booked but fails to attend (Did Not Attend or DNA).

Whilst some of these cases are due to staff being unable to make contact, many are due to staff booking shifts, then not following or understanding the correct process to advise the bank they can no longer commit to the shift.

No contact from staff who book shifts, results in understaffed wards and compromises patient care. It also places additional workload on the wards, as they investigate why you have not turned up, as there are concerns for your wellbeing.

Please ensure you follow our cancellation process at all times to avoid being recorded as a DNA.

- II. If you are unable to attend a booked shift, If we are open when you realise you are unable to attend, please call us on 0141 278 2555. The contact centre is open from 8am until 8.30pm 7days per week.

Out with our opening hours, please follow the below steps –

- Contact the ward you are scheduled to work in to advise them that you are not able to attend. Ward contact details can be found at [Main Hospitals - NHSGGC](#)
- Please then call the contact centre when they open at 8am.

If you are unable to reach the ward, please contact the main hospital switchboard and report your absence to the page holder/bed manager. Please ask for the name of the person you speak with.

- III. Staff who fail to attend a scheduled Bank shift are enrolled on our DNA (Did Not Attend) process – stage one is our Early Resolution process, where a thorough and in-depth reflection is required, explaining the reason why you've failed to attend, and the detrimental consequences this has to patients, colleagues and service areas. Note that restrictions will be held on your file and you'll be unable to work Bank shift until this review statement is completed.

Should this be accepted after review, then you'll continue to be monitored for a further 12-months, where another DNA in this timeframe will progress straight to a Formal Investigation, between you, HR, and our Management Team.

No further note of a DNA after this 12-month period, then you'll be removed from our monitoring period.

6. Training for Bank Staff

- I. All newly appointed Bank workers will undertake Mandatory Nursing Induction Training. (This does not apply to substantive staff).
- II. There is no comprehensive list of training as such, as training comes from different departments/providers. Responsibility of continuing personal development lies with the individual registrant. Therefore it is recommended that you have a look on Staff net (available from site based PCs within GGC, including on site libraries), and on the GGC HR Connect learning and development pages [Learning, Education and Training - NHSGGC](#) to have a look at what is available. You can then consider which courses may be relevant to your current scope of practice as a Bank Registered Nurse/Midwife.

For information, Bank workers are only paid to attend courses deemed mandatory or statutory, but nomination can also be agreed to attend other courses, which you would attend in your own time. All nominations must be agreed in advance. No payment will be authorised for courses arranged outwith this Staff Bank format.

You can also achieve some of your non participatory CPD by completing the Learnpro Modules relevant to your role, as well as keeping up to date with all of the mandatory and Statutory Learnpro modules. A copy of the current mandatory Learnpro modules is available on the Staff Bank Web page on HR Connect. As there are additions to this from time to time it is strongly recommended that you check back from time to time.

As you will be aware from reading the NMC information on CPD, not all participatory learning requires to be course based. For some examples of other types of learning/CPD see <http://revalidation.nmc.org.uk/what-you-need-to-do/continuing-professional-development/index.html>

If you are interested in attending anything facilitated by NHS GGC you can then request to be nominated by completing our training request on the form via this link - <https://forms.office.com/e/6vxbLKSNmN> and it will go to the Nurse Managers to review and approve attendance and payment.

On receipt of completed form the Nurse Bank Management Team will consider the request and you will be notified of the outcome by email.

Failure to attend agreed courses without prior notification will be reviewed by the Nurse Bank Management Team in line with the process of managing failure to attend for bank shifts.

On the rare occasion that the course is cancelled at short notice please the Contact Centre for guidance.

7. Payroll Cut Off Deadline

- I. The Bank Staff system for NHS Greater Glasgow and Clyde Staff Banks was introduced in 1st July 2017.

Bank workers timesheets are required to be completed electronically, and authorisers are required to confirm the shift has been worked and then finalise the timesheet on the system, to allow the shift to be released for payment.

The payroll cut off for electronic time sheets authorisation is now 12.00pm on Friday.

All shifts which start before midnight on the Thursday must be signed off for payment before 12 noon on a Friday to ensure the bank workers receive payment the following Friday.

Thursday night shifts can now be paid the following Friday i.e:
Shift: Thursday Night shift 7.30pm to 7.30am

If signed-off by Friday midday will be paid the following Friday.

8. Sickness, Maternity and Adoption Leave

- I. If you are a Bank Only or Substantive member of staff it is important that you inform us if you are off sick or on/planning to go on maternity/adoption leave.
- II. If the sickness is up to 7 or more calendar days, the bank worker is required to submit a self-certificate, For absences greater than 7 days bank workers must submit a fit note from their doctor which is required for any statutory sick pay claims.
- III. It is important for a bank worker who becomes pregnant to advise a Nursing & Midwifery Staff Bank Nurse Manager of their pregnancy. If the bank worker has no other post with NHSGGC then it is necessary to carry out a risk assessment in accordance with Occupational Health guidance and therefore it is essential bank workers contact Staff Bank Nurse Management when they are pregnant to allow a risk assessment to be carried out.
- IV. Bank nurses are not entitled to receive occupational payments for sick leave, maternity leave or adoption leave.
 - During periods of certified sick leave a bank nurse may qualify for Statutory Sick Pay where average earnings before the start of sick leave exceed the government limit.
 - Where a bank nurse is expecting a baby she may qualify for Statutory Maternity Pay if she meets the government's rules for SMP. To qualify

you must have worked with NHSGGC for 26 weeks at the 15th week before the baby is due and have average earnings above the statutory limit in the 8 week period immediately before the 15th week.

- Where a bank nurse is adopting a child s/he may qualify for Statutory Adoption Pay (SAP) if s/he meets the government's rules for SAP. To qualify you must have worked with NHSGGC for 26 weeks at the 15th week before the child is placed with you and have average earnings above the statutory limit in the 8 week period immediately before the 15th week.

- V. The importance of informing us of your absence is to ensure we have this recorded on your file to ensure you are not removed due to inactivity. If we are not informed you do run the risk of being removed from the Staff Bank Register.

9. **Minimum Shift Requirement**

- I. Staff who have not undertaken work on the NHSGGC Nursing & Midwifery Bank for a 13 week period will be written to and provided with a 4 week timeframe to undertake a shift, for staff who fail to undertake a shift within the 4 weeks timeframe will be removed from the Staff Bank due to inactivity.
- II. If you are unable to undertake a shift due to sickness or maternity leave then you would be required to submit a sick line so we can record this on your file or provide a copy of your MATB1 certificate and inform us of the dates of your maternity leave so these can also be recorded.
- III. For substantive staff with a bank post this process will be carried out every 12 months

10. Annual Leave Process

- I. For all Bank Workers requesting Annual Leave an email must be submitted to Staffbankannualleave@ggc.scot.nhs.uk with the follow details included:
 - - Full Name
 - - National Insurance number
 - - Payroll number (optional)
 - - Specific date(s) you wish to take
 - - Specific number of hours you wish to take each date
 - - Minimum hours that can be requested is 3.75 hours

Annual Leave cut-off is every Wednesday at 12pm (this may be subject to change where there is an upcoming Public Holiday) – any requests which are emailed prior to 12pm on Wednesday WILL be processed and included in that week's report to be paid on Friday of the following week. Any requests submitted after this 12pm deadline may be missed. Also, our Annual Leave report carried out on a Wednesday runs from Friday of the previous week to the following Thursday (7 days) to align with our cut-off for Bank Shifts set in place by SSTS.

We process requests in order of the dates you're requesting, therefore, should you email us on 1st July to request for dates in August, then please note that your request won't get processed until the week prior/of your request. An automated response is sent after your email is received and a further confirmation email is sent once the request is processed, This email is normally sent the week before the dates you are requesting.

Staff can call the Staff Bank on 0141 278 2555 to query their Annual Leave balance, however, to claim your hours, then ALL requests must be submitted via email – we cannot accept over the phone.

Please familiarise yourself with the NHS GG&C [Annual Leave Policy](#).
[cel2011-15.pdf](#)

11. Uniform Policy

- I. For all bank workers undertaking shifts across NHSGGC adherence to the uniform policy is mandatory. Bank workers are provided with photographic ID along with NHSGGC Nursing & Midwifery staff bank terms and conditions. It is the bank workers responsibility to ensure they have the appropriate ID, any issues regarding ID should be raised with a Bank Office. All non-substantive Bank workers are issued with two uniforms on appointment. To access the full NHSGGC Uniform Policy follow this link - [nhsggc-staff-uniform-policy-approved-27-10-14.pdf](#)
- II. Registered bank workers that hold a substantive post within NHSGGC must wear cornflower blue tunics in compliance with uniform policy when undertaking bank work. Non registered bank workers that hold a substantive post within NHSGGC must wear light blue tunics in compliance with uniform policy when undertaking bank work.

12. Professional Registration – Reg Nurses/ Midwives

- I. In order to maintain their professional registration with NMC nurses and midwives must demonstrate continued ability to practice safely and effectively. Revalidation is the responsibility of nurses and midwives and occurs every 3 years. Bank nurses and Midwives must demonstrate they have undertaken 450 practice hours, 35 hours of continuing professional development, of which 20 hours must be participatory and support this with evidence of 5 pieces of practice related feedback and 5 written reflective accounts.
- II. The obligation is on the individual to ensure that they meet these requirements. No assurance is given by the staff bank service that individuals will receive any minimum number of practice hours per year. Bank workers are at liberty to hold substantive posts with other Boards or to register with a number of banks, to ensure that sufficient practice hours are achieved.