



**Great Ormond Street
Hospital for Children**
Nursing & HCA Bank

GOSH Nursing and HCA Bank Worker Handbook

The purpose of this Handbook is to help you understand how the Bank operates and the expectations of your role whilst working with the Bank.

The Handbook covers policies for non-Substantive (members of staff who have been recruited externally to join the Bank or those that have left the Trust permanently) workers.

The onsite GOSH bank team are:

Chantelle Thomas, Bank Contract Manager
Afia Akomah, Compliance and Trust Liaison Coordinator
Sandra Memudu, Acacium Business Partner
Ife Olowe, Recruitment Consultant

GOSH Nursing & HCA Bank
Level 4, Nurses Home
Great Ormond Street Hospital
London
WC1N 3JH

Telephone: 0207 959 3567, option 2
Email: joiningoshbank@bankpartners.co.uk
gosh.compliance@bankpartners.co.uk

Bank Partners have a dedicated Bookings and Customer Support team based in London and Stoke-on-Trent who can be reached on 0207 959 3567, options 1 and 3.

Recruitment Procedure

Those employed by another Trust or agency looking to top up their experience and earnings or looking for a full-time assignment, must be fully recruited in accordance with NHS Employers Guidelines.

This will involve the following:

- Completion of the non-substantive application pack
- Occupational Health Pre-Employment Questionnaire and subsequent clearance
- Clinical Interview (unless you are a Trust leaver within the last 3 months, in which case this is waived)
- Copy of proof of eligibility to work in the UK.
- Two proofs of address
- DBS check (Adult and Child workforce, Enhanced)
- Evidence of Professional body registration (e.g., NMC, HCPC etc.)
- Clinical References covering the last 3 years, at least two.
- Mandatory training (Paediatric Life Support & Manual Handling)

During recruitment, you would have received log in details for GOLD LMS where you would have completed your Statutory and Mandatory Training as well as various GOSH Competencies. These will need to be managed by you through the GOLD LMS platform, and if any modules lapse due to expiration dates passed, you will have your access to book shifts removed until this is completed.

Under no circumstances will any individual be cleared to work through the Bank until all of the above checks have been completed. This process takes on average 4-5 weeks to complete.

Getting in touch with us

To talk to us about any of the following, you can email us on

goshnursebank@bankpartners.co.uk

- Cancellations of shifts
- Anything to do with bookings shifts or shifts you have booked.
- Issues with logging into EOL
- Pay uplifts – when booking into an uplifted shift or you have booked into a shift lower than your Substantive banding, contact for an uplift- Please contact this team only if the shift has not yet been paid. Otherwise, see below!

- IF you have a question or enquiry relating to a shift happening in the next 24 hours, please call Bookings on 0207 959 3567, option 1.

To talk to us about the any of the following, you can email us on

gosh.support@bankpartners.co.uk, or call us on 0207 959 3567, option 3.

- Shifts that are finalised but have not been paid.
- Shifts that have been paid incorrectly.
- Additional postings based on your substantive grade.
- If you are a manager and wish to request a temporary uplift to your staffs banding
- Pension queries
- Sickness queries, Maternity queries
- Tax related queries, such as P45/P60 requests
- References- these can be completed by emailing the dedicated inbox:
bankreferences@bankpartners.co.uk

To talk to us about any of the following, you can contact us on

gosh.compliance@bankpartners.co.uk or call us on 0207 959 3567, option 2.

- Ending your Bank contract
- Updating your personal details (further information is contained below)
- Compliance, e.g., Right to Work, Changes to Occupational Health, Professional Body Checks etc.
- Statutory and Mandatory training
- Uniform ordering/replacement
- ID Badge queries
- GEARS queries

Supernumerary checklist and Local Induction Checklists; First Shift:

The Nurse in Charge of the ward you are booked to work on will have a Local Induction and Core Competency checklist to complete for you on your first shift. Please make sure this is completed on your first shift but bear in mind that the Nurse in Charge should return it to Bank Partners. You should complete a local induction checklist for *every first shift* you work on a new ward, please speak to the nursing team on ward to complete this.

Change of Personal Details

Please inform the Bank of any changes in your personal details including name change, mobile number, home address, email, or any other contact information. If you need to update

your Bank details, you will can use this [online form](#). Once completed, this will be sent to us, and we shall send this on to the Bank Payroll team for you!

Change of Circumstances

Please notify the Bank if you take a permanent post with the Trust, as we will no longer be liable for your compliance and this responsibility will lie with GOSH Human Resources.

If during your employment with us you receive a disciplinary warning, criminal caution or conviction you must inform the Bank team. Failure to do so may result in your removal from the Bank. You must also inform your professional body.

Remaining compliant on the Bank

As a non-substantive member of staff, you have a responsibility to keep the following compliance requirements up to date. We have automated notifications that will be sent to the email we have on file, reminding you to complete these. If your compliance expires, we will remove your ability to book shifts until this has been completed.

Visas - If you are working in the UK on a visa, you will not be able to book in for any shifts after your visa expiry date. If you obtain a new visa, the Bank team will need to obtain a new Right to Work check and you will not be able to work any Bank shifts until this document is in your file and the Bank records updated.

Professional Body Registration – We have an automated system that will check the NMC or HCPC register, upload the certificate on to our system, and then we will update your Health Roster. However, you will not be able to book shifts until this check has been completed.

Mandatory Training – This applies to:

- Paediatric Life Support Level 2
- Manual Handling Level 2
- NHS Core Skill Training Framework modules, all available on the GOLD LMS platform
- GOSH Competencies, dependent on role, all available on the GOLD LMS platform.

Paediatric Life Support must be completed annually and Manual Handling every two years. If you have renewed your training with another Trust or other organisation, then please notify the Bank who will request a copy of the certificate from you or an email from the training facilitator verifying completion.

Remaining active on the Bank

If you don't work for a period of 12 weeks or more, the payroll team will automatically send your P45 to your nominated email address. If you work a shift after this period, you will be re-enrolled to payroll as if you were a new starter, which means you will be re-enrolled to the workplace pension automatically after working a further 12 weeks.

If you do not **work for six months or more**, Bank Partners will engage with you to review your CV, and to obtain references for the period you have not worked. They will wait a period of two weeks to hear back, and if they do not they will mark you as archived on the system and remove your access to Health Roster.

If you are archived and then wish to work again, you will need to go through the recruitment and compliance process to ensure you remain a good match for the role. Please see section in Policies for the Temporary Staffing Policy.

NHS Pension

Unlike many other NHS staff Banks, we allow non-substantive staff to continue to pay into their NHS pension. You will just need to make sure you select this option on the payroll/ new starter form, which is part of the application pack.

Sick Pay

Bank workers may be eligible for SSP (Statutory Sick Pay) after their 4th day of sickness, and on completion of a self-certification form. After 7 days, you would need to submit a doctor's note.

Documents must be sent to the Bank Payroll team at the following email address: bankpayroll@pulsejobs.com

Maternity Pay

Pregnant Bank workers must provide the original of their MATB1 form to assess their entitlement to Statutory Maternity Pay at approximately 6 months into their pregnancy. This must be sent to the following email address: gosh.support@bankpartners.co.uk

Any enquiries relating to maternity pay should be directed to this team.

Paternity leave

Individuals planning to take paternity leave should contact the Customer Support no later than 2 months before the due date for information on how to apply and what their entitlement would be. This team can be contacted emailed as above.

Policies

GOSH have an A-Z of policies which would be beneficial to read over time. However, there are few policies we have outlined here that we request you read as soon as possible.

- Uniform Policy
- Social Media Policy
- Temporary Staffing Policy
- Procedure for managing complaints against Bank Workers [Managing Complaints about Bank and Agency Workers Procedure](#)

All relevant policies can be accessed here when using a Trust Network [All Trust policies A-Z - Our GOSH \(interactgo.com\)](#)

Recommending someone to join the Bank.

If you know someone who would be interested in joining the GOSH Nursing and HCA Bank as an external applicant, please ask them to contact us via joingoshbank@bankpartners.co.uk. All candidates will be subject to an initial telephone call to assess their suitability, and only those who meet the criteria specified by the Trust will have their application progressed.

Employee On-line

Employee online (EOL) is our online electronic time sheet and self-booking system. The system is used for all electronic time sheet submissions, self-booking of shifts and providing availability. Please refer to the EOL user guide for full details.

The deadlines are Tuesday at 10:00 for Ward Managers finalising shifts.

If a ward misses the shift finalisation deadline, your payment will unfortunately be delayed by a week. If you spot that your shift hasn't been finalised by the ward by the following Monday, please get in touch with them.

Payment is made into the nominated bank account every Friday (except for when Friday is a Bank Holiday, in which case it will be the Thursday). Payment is subject to income tax and national insurance deductions.

Providing Availability

To get the best out of working with the GOSH Nursing and HCA Bank, please provide your availability as far in advance as possible. This will allow you to view any suitable available shifts (through EOL) and conveniently self-book on your preferred ward. This will also mean that Bookings will contact you once shifts are put out according to your availability if they were not on the system previously. You can add and amend your availability either via EOL or via the bookings team on the phone.

Shift Cancellations

Working shifts through the Bank allows for a large degree of flexibility, however this cannot compromise service to patients. The Bank therefore requires that if you are booked to work a shift and are no longer able to do so, that you contact the Bookings team **no less than 72 hours** before the shift is due to start so that an alternative member of staff can be found.

Instances where staff cancel at short notice (less than 72 hours) will be flagged by our Bookings team. Any member of staff found to be cancelling shifts repeatedly without satisfactory explanation could be subject to disciplinary proceedings.

If due to extenuating circumstances the client cancels, the below parameters are in place with regards to a cancellation fee for you:

- Cancelled more than 2 hours prior to start time> No cancellation fee.
- Cancelled between 2 hours and start of shift> 2 hours cancellation fee.
- Cancelled on arrival, no alternative work offered> 6 hours cancellation fee.
- Cancelled on arrival, alternative work offered but staff declined> No cancellation fee.

Ward Moves

To ensure the smooth functioning of the Trust, there will be occasions when you will be requested to offer your assistance to another department either upon your arrival or during your shift. It is expected that you will be adaptable and willing to support the hospital where the demand is most critical unless there are exceptional circumstances such as a lack of requisite skills or past concerns.

When you are required to transition to another department, kindly send a prompt email to the Bookings team. This is crucial for updating your work location in the system and maintaining accuracy on EOL once the department finalizes the arrangements.

There may also be situations where your current assigned ward no longer requires a staff member from the bank. In these cases, the ward will inform our team, who will then contact

you by phone and follow up with an SMS if there is no response. You will be asked to report to the Operations Hub for reassignment at the start of your shift. We kindly request that you do not cancel these shifts or decline to move to another ward when requested, as it may result in recording a Late Cancellation/Did Not Attend mark on your profile, unless there are exceptional circumstances.

Important information regarding working through the Bank

Please read this section very carefully to ensure that you are aware of the expectations of working through the Bank.

1. Before you work in a ward / department, please ensure you know where it is based and what it specialises in (the Bank can provide you with a ward information if requested).
2. If you are working on a new ward for the first time, you must inform the nurse in charge and ensure you receive a Local Induction (see above). It is important to ask any relevant questions that would enable you to fulfil your role to the best of your ability and at the standards required.
3. You are required to act in a manner that promotes and safeguards the interests of patients, service users, other staff, the Trust, and the Bank always.
4. You are required to acknowledge any limitations in your knowledge and competence and to decline any duties or responsibilities unless you can perform them in a safe and skilled manner.
5. You are required to keep up to date any documentation (such as patient care plans) and ensure all are completed and that you have provided a detailed hand over before you finish your shift.
6. Use of personal mobile phones or other technical equipment is prohibited whilst on duty. These may only be used during break times or in extenuating circumstances with the permission of the Nurse in Charge.
7. You are required to report any incidents or issues to the relevant senior member of staff.

Uniform

It is important to consistently wear the correct uniform, and all clinical staff must ensure that their arms are bare below the elbow, including avoiding false nails, nail varnish, and jewellery.

Scrubs are only to be worn in designated areas and not in the general wards. Only on Mildred Creak Unit are you permitted to wear casual clothing, please speak to the ward before attending a shift to confirm.

Please remember that it is not permitted to wear scrubs outside the main hospital buildings, including car parks, and they must not be taken home. Clinical uniform, including scrubs, must not be worn outside the Trust on public transport, on the journey to and from work (unless travelling directly between GOSH-owned residences in the immediate environment); in or to shops, cafes, restaurants, banks or other non-GOSH premises. Staff must change out of clinical uniform in these circumstances.

Please always ensure that your Trust ID Badge is visible while on the hospital premises and remember to remove it when leaving the site.

Please find the link to the uniform policy [here](#) and review as soon as possible.

Working Time Regulations – maximum weekly working hours

You must not exceed an average of 48 working hours per week over any 17-week period in line with European Working Time Directives, whether a combination of your contractual hours or through the Bank. Bank Partners receive a weekly report to monitor the number of working hours staff are completing, on a rolling 17week period.

- If you are found to have exceeded an average of 48 hours a week, then a member of the Bank team will contact you to discuss and issue a first warning. Bank Partners will inform the Trust of this.
- If your name shows up again for a 2nd time in a 17-week period, Bank Partners may remove the ability to self-book shifts and ask you to contact them when you would like to book. They will inform the Trust of this.
- If your name shows up again for a 3rd time in a 17-week period, you may be temporarily restricted from booking shifts for a period of two weeks. They will inform the Trust of this.

There are rules and restrictions in place as part of the Working Time Regulations relating to mandatory rest periods. You must have an 11-hour rest period between shifts.

Reporting of sickness or other absence

If under any circumstances you are unable to attend your shift, you must inform the Bookings team at your earliest opportunity. It is not acceptable to only contact the ward / department you were scheduled to work in although you may choose to do this as well.

It is important for your own health and that of the patients that you are fit to practise when working through the Bank. Please do not agree to a shift or arrive for work if you are experiencing signs of illness, especially vomiting, diarrhoea or ear, nose or throat infections.

Out of hours contact.

The core hours teams work between 06:00 and 18:00 for Bookings, and between 09:00 and 18:00 for Customer Support.

If you need to cancel a shift that is due to start in the next 24 hours, please call the Bookings telephone where their out of hours team will pick up between 18:00 and 22:00. Please note they cannot action anything that is not related to a shift in the next 24 hours.

If you call the telephone after 22:00, you will be able to leave a voicemail which will be picked up at 06:00 when the core hours team starts again.

If an incident is reported

The Bank team are here to support you and ensure you are able work to the best of your ability. If a ward or department make an allegation against you, you will be contacted by the Bank Coordinator who will discuss this with you and let you know what next the steps are.

If it has been advised that you be withheld from a ward/department pending an investigation, the Bank Coordinator will notify you and make sure you understand why. Depending on the nature of the incident reported you might be asked to provide a statement of events from your perspective and come in for an informal meeting.

For complaints against non-substantive members of staff, the following process shall be followed.

- Feedback or a complaint is made against you. A feedback form will have been completed.
- Bank Partners will reach out to you and explain the feedback/complaint. They will send you an email containing documentation for you to complete a reflective statement. If you need support with this, then please contact them to discuss. This statement is to be returned to Bank Partners with 24hours.
- Bank Partners will send the feedback/complaint, reflective statement, and any other supporting information to the deputy chief nurse for review.
- Where possible, all complaints should be resolved within 7 days.
- If a formal hearing is required, this and a date shall be communicated to you.
- An outcome shall then be confirmed in writing.

For full guidance, support can be found in the Policies section of this document.