

AUTUMN WINTER 2016

Nursing & Midwifery Staff Bank Services Newsletter

WELCOME : Autumn / Winter Newsletter : 30/11/2016

This newsletter shares with you key information from the Nursing and Midwifery Staff Bank

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NHSGGC - use of Agency and Premium Rate Agency for supplementary staffing

From 1st December 2016 NHS Boards across Scotland will be tightening controls around the use of agency nurses and midwives for supplementary staffing with a specific focus on eliminating 'off contract' premium rate agency staff.

With National strategies in place to tighten controls around use of agency it is anticipated that current volume of available work via agency and specifically premium rate agency will diminish.

I would like to advise NHSGGC substantive staff wishing to undertake supplementary work can do so by joining NHSGGC Nursing & Midwifery Staff Bank. You can do this via a straight forward process by completing an internal application supported by your line manager.

Internal applications are available from: adminstaffbank@ggc.scot.nhs.uk

As you hold an NHSGGC substantive post, **where your substantive post and bank post are the same band** your bank salary will be matched to the salary paid in your substantive post. Increments will be awarded to your bank post on the same date that applies in your substantive post until you reach the maximum of the pay band of your bank post.

Festive Pay Arrangements

Due to the Public Holidays, amendments have been made to the dates that shifts are required to be signed off, and dates that payments will be received, they are as follows:

Shifts worked between the 09th and 16th of December

Shifts worked during the above dates, must be signed off, by the ward on BSMS, by **3pm** on Friday the 16th, and will be processed for payment on the 23rd December 2016.

Shifts worked between the 16th and 21st of December

Shifts worked during the above dates, must be signed off by the ward on BSMS by **8am** on Thursday 22nd December 2016, and will be processed for payment on Friday the 30th December 2016.

(N.B Payments will not include night shifts worked on Wednesday the 21st December, unless worked and signed off before 8am on 22nd December 2016.)

Shifts Worked between the 22nd and 28th of December

Shifts worked during the above dates, must be signed off by the ward on BSMS by **8am** on Thursday 29th December 2016, and will be processed for payment on Friday the 6th January 2017.

(Please note payment for night shifts worked Wednesday 28th December will not be included in this pay, unless worked and signed off before 8am on 29th December 2016)

We Need Your Availability

The contact centre is open for business from 8am until 8.30pm, 7 days a week. We are anticipating a busy winter and during these hours we endeavour to meet the requirements of the service and fill as many shifts as possible to help support our colleagues and patients.

You may find that you receive texts, phone calls and e-mails encouraging you to contact us with your availability; we then match you to available shifts. If you are looking for additional shifts, regardless of the time of day, we welcome your call to our centre. Whether you're considering shifts in the immediate future, or providing your availability for upcoming shifts, we're always keen to hear from you. Please call the Staff Bank on 0141 278 2555, and book your shifts for over the winter months!

Supporting your colleagues

The staff bank aims to deliver a consistently high quality service to our wards and departments; this is achieved through the maximum level of bank worker attendance. Once a shift is accepted/ allocated there is an obligation on the bank worker to attend for work. If for any reason you can no longer carry out the shift you must give the Contact Centre adequate notice to allow an opportunity to refill the shift. Bank workers who regularly cancel shifts or fail to give adequate notice of cancellation may not be offered further work; this may also result in a formal process which could lead to removal from the bank register.

In order to fully support clinical areas it is imperative that all bank workers are flexible, bank workers may be required to move to another ward or department before or during the course of a shift. If asked to move to another ward or hospital the expectation is that the bank worker will comply with the request. Refusal to move may have a negative impact on patient care and could lead to formal disciplinary procedures being initiated.

Learn Pro

The Staff Bank are currently updating all bank workers mandatory training records. In order for you to continue to undertake bank work for NHS GGC you must have updated evidence of all mandatory training. Statutory and mandatory training for all bank workers is accessed on the induction page via staff net:

www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Learning%20and%20Education/Induction/Pages/Step3-.aspx

Learn pro registration is mandatory for all bank workers in order to complete Corporate Induction and access the e-learning provided via learnpro. To access the training you will require to register for an e-learning account on LearnPro. You can register on any internet accessible device, using any login you choose, you will need your NHS GGC payroll number to register. When registering identify yourself as a bank worker, this allows the staff Bank Nurse Managers to track your progress. As the information on your learnpro account may affect your suitability to take shifts in the future it is important that this information is accurate. If you require any support or further information about learn pro please speak to a staff bank Nurse Manager. <https://nhs.learnprouk.com>

Social media and mobile devices

What are Bank worker's responsibilities whilst at work?

As a general rule, NHSGGC bank workers are not allowed access to social media sites such as Facebook and Twitter on the NHSGGC network unless authorised for business purposes (see Policy on Corporate Use of Social Media). Where bank workers bring their own personal mobile devices into the workplace, they must limit their use of these devices in relation to personal use of social media to official rest breaks, such as lunch-times.

What are Bank worker's responsibilities when not at work?

All bank workers are responsible for any information they make available on-line whether this was posted during work hours, during breaks or when not at work. The Board considers bank workers to be responsible and accountable for information contained on their social networking page or blog. Bank workers need to be aware of what is posted/uploaded to sites they control and that they would be expected to manage any inappropriate material responsibly. Bank workers must not...

- Send information, forward e-mails or send images (e.g. photos, cartoons, graphics) on-line about NHSGGC, its services, facilities, staff, patients or third parties, which are confidential, defamatory, discriminatory, harassing, illegal, threatening, intimidating or which may incite hatred (e.g. sectarianism/racism/homophobia).
- Direct defamatory, threatening or intimidating comments on-line towards other NHSGGC bank workers. If they do so, this will be judged in terms of the amount of harm caused and the size of the audience who will see the comments (e.g. how many people would actually see the comments on-line and just how bad were those comments considered to be?).
- Send or post images/photos of patients, services users or employees in the workplace, that would not otherwise be considered to be a public place, unless the express authority of the subject has been secured and that consent is based upon a full understanding of how the image will be used.
- Bank workers will inevitably discuss aspects of their working day with others, either face-to-face, over the telephone or on-line. Employees must however be cautious about discussing work-related issues and complaints in a manner which could cause reputational damage to individuals, their own reputation or that of the Board as their employer. Legitimate concerns should always be addressed through the appropriate Board policies e.g. [NHSGGC Grievance Policy](#), [Dignity at Work Policy](#) and/or [local whistle-blowing procedures](#).
- Use their work e-mail address to register on a social network or e-commerce website (e.g. eBay, Amazon, Group on)

Breaches of the Personal Use of Social Media Policy

Any breaches of this policy may be subject to the Board's Disciplinary Policy and other associated policies such as Dignity at Work.

Bank workers should be aware...

That if they disclose the name of the Board as their employer, they should make it clear when publishing their opinions on-line, that these are their own personal views and that they do not represent the views of NHSGGC

Care Assurance System - CAS

In order to consistently ensure and assure safe and effective practice and person - centred approaches to the delivery of care, NHS Greater Glasgow and Clyde is currently implementing a '**Care Assurance System**' across the organisation. The care assurance system provides clinical teams with clear expectations of standards of care and encourages a team approach to service improvement. As key contributors to safe, effective, person centred care delivery within NHSGGC it is vital that all bank nurses are fully aware of the Care Assurance standards in order that they can support colleagues when undertaking bank shifts across the organisation. Further information can be found at <http://www.nhsggc.org.uk/about-us/professional-support-sites/cas/>

Throughout 2017 NHSGGC Nursing & Midwifery Staff Bank Nurse Managers will be holding sessions for bank only workers on the last Thursday of every month to raise awareness of CAS and other quality assurance updates.

The first 3 dates are:-

26.01.2017; 23.02.2017;30.03.2017. Venues will be notified via SMS and posted on :

<http://www.nhsggc.org.uk/about-us/professional-support-sites/nurses-midwives/nhsggc-nurse-bank/>

Happy Christmas!

We would like to take this opportunity to thank you for all your support throughout the year, and to wish you and your family a Merry Christmas and a Happy New Year.

Merry Christmas

