



Nursing and Midwifery Staff Bank

Operational Protocol

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Responsible Director	Director of HR & OD
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1. Introduction

1.1 Purpose and Scope

- 1.1.1 The purpose of this document is to determine the frame work Managers and Senior Nursing & Midwifery staff will use to ensure efficient and effective use of temporary nursing staff across NHS Greater Glasgow and Clyde (NHSGGC) and within Health and Social Care partnerships(HSCP). In addition this document provides NHS GGC Bank workforce with clear guidance relating to their registration with the Staff Bank.
- 1.1.2 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.
- 1.1.3 Bank staff are workers who are registered with NHSGGC Nursing and Midwifery Bank and are available to work to fill short term short falls in manpower resource. Bank workers 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 this shift will be honoured.
- 1.1.4 This protocol outlines recommendations for managers, service users and bank workers on the use of NHS GGC Nursing & Midwifery Staff bank service and should be read by all staff responsible for requesting a bank worker and bank workers accepting shifts. The contents provide clear guidance on:
- The principles of using the Nursing & Midwifery Staff Bank
 - Recruitment Process for Nursing and Midwifery Bank workers
 - Procedures for the booking of 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
- 1.1.5 This protocol sets out the processes for the operational management of all NHSGGC Nursing & Midwifery Staff Bank workers. The protocol is informed by organisational policy and national guidance as it relates to supplementary nursing staff and is designed to comprehensively describe the application of the relevant polices and provide a single consistent framework both for bank



workers and operational managers within NHSGGC. This protocol was revised and developed in partnership with staff side colleagues and senior nursing colleagues from acute, mental health and partnerships.

2. Guidance

2.1 Staff Bank Function

The Nursing and Midwifery Staff Bank service provides a central coordinating booking, recruitment and management service for NHSGGC. The function of the Staff Bank is to provide registered and unregistered nurses to supplement short to medium term absence in the established work force. In assessing the need for a bank worker the following options must first be considered.

- Is there any flexibility in the staff roster?
- Can staff be deployed from another area within sphere of competence?
- Can excess hours be utilised?

<http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/Health%20Information%20Technology/Intranet/Human%20Resources/Policies/Documents/NHSGGC%20NM%20Rostering%20Policy%2017%2002%2016%20V2.pdf>

The purpose of the Staff Bank is not to provide supplementary staffing for long term sickness, maternity leave or vacancy cover. Bank workers should **NOT** be booked to cover annual leave or study leave.



3. Requesting a Bank Worker

- 3.1 The Staff Bank Service is primarily a telephone based service which provides additional Nursing and Midwifery staffing cover for our hospital wards, outpatient clinics, and health centres. We are a critical link between NHS bank workers and front line health care professionals commissioning staffing requests for their services to source bank shifts for registered nurses and nursing assistants.
- 3.1.2 All requests for a bank worker should be approved by the Senior Charge Nurse and/or Authorised deputy of the clinical area. Any local authorisation arrangements should be adhered to. Prior notice of an anticipated shortfall in the nursing establishment creates more options for the Staff Bank Service and improves the balance and alignment of demand and supply. Reduction in short notice shifts i.e. less than 12 hours to shift commencing, will increase transactional time frame which in turn will improve success rate to fill shifts therefore optimising the workforce. Supplementary staffing should be monitored as a percentage of the total nurse staffing establishment.
- 3.1.3 When the Senior Charge Nurse is satisfied that there is a need to request a bank worker the following will apply:
- All wards and Departments must submit requests via the online booking system, Bank Staff Management System (BSMS). The Contact Centre operate 10 days in advance to process all shifts, when requesting bank shifts clinical areas should submit shifts as soon as identified. To allow the staff bank contact centre to allocate staff to the specific requests, all fields should be completed clearly indicating any specific skills and reasons for requests.
1. Ward Staff requesting bank nurses must be authorised requestors. To register additional 'Authorised Requester' please phone the Staff Bank Contact Centre for advice.
 2. When requesting a bank worker via BSMS all mandatory fields have to be completed.
 3. When booking a bank worker directly i.e. at ward/department level the nurse requester must ensure that the bank nurse identified is available and agrees to undertake the shift.
- 3.1.4 Once the Staff Bank Contact Centre has received a request, call handling staff will begin to allocate the shift requirements as per booking to the requested nurse.
- 3.1.5 The booking information is recorded on BSMS this generates a unique Booking Reference Number which is available for wards and departments via



the BSMS system. The directly booked bank worker should be provided with the shift reference number for any payment enquires.

- 3.1.6 The 'Outstanding shifts' which have no requested nurse attached to them will be allocated by the Staff Bank Contact Centre and therefore **must not** be allocated at ward level. Up to date information regarding outstanding shifts can be viewed via BSMS. Once these shifts have been allocated then the name of nurse and reference number can be viewed via the BSMS system. If offering one of these shifts at ward level please ensure that the shift has not already been filled by the Staff Bank Contact Centre as **once a nurse has been allocated this must be honoured**.
- 3.1.7 If there is a need to allocate nurses at ward level this information **must** be passed back to the Staff Bank to prevent duplication with the request/allocation.
- 3.1.8 Shift requests over 24 hours in advance should be requested via BSMS, shifts requested less than 24 hours of shift start time should be passed to Staff Bank Contact Centre staff directly.
- 3.1.9 At the beginning of each shift, confirmation and photo identification should be checked by the nurse/midwife in charge of the shift.
- 3.1.10 Each operational service will have local authorisation processes for booking bank, overtime, excess and agency. Please refer to the local guidance before submitting a bank request. Responsibility for approving the use of bank workers lies with the Budget holder.
- 3.1.11 Each operational service must have a clear process for timely authorisation of bank shifts worked to ensure weekly payment.



4. European Working Time Directive

4.1 Working Time Directive

- 4.1.1 All staff registered on the Staff Bank must be compliant with Working Time Regulations (WTR). These regulations include:
- 4.1.2 Working Time Limits (48 Hour Week) – Adult workers (over 18), should not work more than 48 hours per week on average over a 17 week referencing period. Clinical areas are responsible for monitoring staff compliance with the regulations.
- 4.1.3 Staff wishing to work in excess of 48 hours in a working week must sign a waiver which is supported by their line manager and copy shared with Nurse bank service. The waiver will be reviewed every 6 months.
- 4.1.4 Rest breaks - a break during the working day- An adult worker (over 18), is entitled to a 20 minute rest break when they work more than six hours continuously. This should not be taken at the beginning or end of the shift. Bank workers are entitled to the same minimum break times as substantive staff.
- 4.1.5 Daily rest - Adult workers should have a break of at least 11 hours between working days/shifts. This means as an adult worker, if you finish work at 8.00 pm on Monday you should not start work until at least 7.00 am on Tuesday.
- 4.1.6 Weekly rest - Adult workers should have an uninterrupted 24 hours clear of work each week or an uninterrupted 48 hours clear each fortnight. Further guidance available via link below to NHS GGC Nursing & Midwifery Rostering Policy.

[http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/Health%20Information%20Technology/Intranet/Human%20Resources/Policies/Documents/NHS GGC%20NM%20Rostering%20Policy%2017%2002%2016%20V2.pdf](http://www.staffnet.ggc.scot.nhs.uk/Corporate%20Services/Health%20Information%20Technology/Intranet/Human%20Resources/Policies/Documents/NHS%20GGC%20NM%20Rostering%20Policy%2017%2002%2016%20V2.pdf)



5. Pay and Related Matters

The Terms and Conditions of Service of all NHS Scotland staff are contained within the Agenda for Change Terms and Conditions Handbook. Bank staff should note that some terms of their employment as a bank member of staff differ from nurses employed in a substantive role. For example in certain circumstances bank nurses who have no other employments have different rules to those applying to a bank nurse who additionally holds a substantive post.

Some rules are also different depending on whether the substantive post is held with NHSGGC or with another employer. The paragraphs below describe these special terms. For additional information see link to National AFC guidance; Comparator table appendix 1.

<http://www.google.co.uk/url?url=http://www.nhsemployers.org/~media/Employers/Documents/Pay%2520and%2520reward/AfC%2520Handbook%2520Version%25202.pdf&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwiLqbDzp5PNAhVdOMAKHYITCJMqFggZMAE&usg=AFQjCNFgPJStPssZDr5wrRMVnBxyl6UvTQ>

5.1 Salary on commencement and incremental progression

Where a bank nurse contract is held in addition to a substantive nursing post:

- 5.1.1 If your substantive post is in the same grade as your bank post, your bank salary at commencement will be matched to the salary paid in your substantive role.
- 5.1.2 If your substantive post is in a higher grade than your bank post, your bank salary at commencement will be matched to the salary paid in your substantive post up to the maximum salary of the pay band of the bank contract.
- 5.1.3 Increments will be awarded on 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 contract.
- 5.1.4 If your substantive post is with another Health Board you will be required to provide payslip evidence to support the matching process at commencement and you must also provide a copy payslip annually in the period after your increment has been applied in the substantive role.
- 5.1.5 If your substantive post is with The National Waiting Times Centre (The Golden Jubilee National Hospital) you are not required to provide copy payslips as the Pay Department can access your National Waiting Times Centre details thus enabling both the initial match and subsequent pay band progression to be carried out as at 5.1.3 above.



5.2 Where only a bank nurse contract is held:

5.2.1 Starting salary on commencement will be the minimum of the pay band.

5.2.2 Incremental credit may be awarded for previous nursing service in the same or higher pay band. You must provide details of previous nursing posts held when completing the engagement paperwork.

- Increments will be awarded annually or on completion of 391 hours, whichever comes later. If, for example, you have worked 300 hours after one year you must work another 91 hours in order to qualify for incremental progression to the next point on the pay band. First time appointments to pay band 5 will receive a first increment after 6 months or 196 hours, whichever is later with the next after a further 6 months or 196 hours. Thereafter increments will be applied annually or after 391 hours, whichever is later.
- Bank Midwives as per AFC Annex T will progress from Band 5 to Band 6 within one year or completion of 391 hours and following completion of Flying start.

5.3. Pension Scheme Membership

5.3.1. If you have a substantive post which is whole-time with NHSGGC and you are a member of the NHS Scheme in that employment you will not be eligible to contribute to any workplace pension scheme in your bank contract.

5.3.2 If you have a substantive post which is part-time with NHSGGC you may be eligible to join the NHS Scheme in your bank contract.

5.3.3 If you have a substantive post which is whole-time with another NHS employer and you are a member of the NHS Scheme in that employment you will not be eligible to join the NHS Scheme in your bank contract however you will be enrolled into NHSGGC's alternative scheme, NEST, subject to age and earnings criteria being met.

5.3.4 If your substantive post is part-time with another NHS employer you may be eligible to join the NHS Scheme in your bank contract.

5.3.5 If you are in receipt of an NHS pension (as a result of ill health or age retirement) or you have already accrued maximum service in the NHS Scheme but have not drawn your pension you must declare this when completing the engagement paperwork. In the majority of cases you will not be eligible to re-join the NHS Scheme and instead will be enrolled in NHSGGC's alternative scheme, NEST, subject to age and earnings criteria being met.

5.3.6 Age retirement: bank nurses who are NHS scheme members and who additionally hold a substantive post must stop working in the substantive post to claim their pension. In these circumstances the bank nurse can continue to



work in the bank after retirement but must not continue their NHS scheme membership. Bank nurses who are members of NEST should take instruction from the NEST website on how to claim pension after they have stopped working in the bank.

5.4. Entitlement to Statutory Payments for Sickness, Maternity and Adoption Leave

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.
<https://www.gov.uk/maternity-pay-leave/pay>
- 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.

5.5 Timesheets and Payment

5.5.1 NHSGGC Nursing & Midwifery Staff Bank use online electronic timesheets which means that timesheets will be completed by the authorising nurse via the web based system BSMS at end of a shift. The bank worker will therefore have no paper copy of their timesheet. It is advisable in these circumstances to note when and where you worked and also shift times.

5.5.2 Timesheets run from Friday to Thursday of each week. Timesheets must be electronically signed off no later than 1500hr every Friday. Bank workers should ensure ward staff are aware they require authorising electronic timesheets after each shift. Bank workers are paid weekly via BACS payment.

Please note cut off times will be earlier when a Public Holiday occurs, or when it is at the end of the financial year.



6. Annual Leave Guidance for Bank workers.

- 6.1 Scottish Government CEL 15 2011: The maximum leave entitlement for bank/casual workers is 28 days (210hrs) pro rata to actual hours worked. Annual leave is set at 12.07%. Therefore for each 8.29 hours worked 1 hour of paid annual leave is accrued up to a maximum of 210 hours.
http://www.sehd.scot.nhs.uk/mels/CEL2011_15.pdf

In order to monitor annual leave entitlement of bank workers, hours accrued will be monitored in accounting periods and given/taken retrospectively. At the end of each quarter a review will be undertaken of the hours worked and entitlement agreed for the following periods:

1st period – 1 April to 30 June – Leave to be taken between 1 July and 30 September

2nd Period – 1 July to 30 September – Leave to be taken between 1 October and 31 December

3rd Period - 1 October to 31 December – Leave to be taken between 1 January and 31 March

4th Period – 1 January to 31 March – Leave to be taken between 1 April and 30 June

Leave may be taken in instalments but only within the accounting period in which it is due. No more than 37.5 hours will be carried forward from the 4th period into the 1st period of a new year. Substantive staff are not permitted to work bank shifts during the first 5.6 weeks/210 hours of paid annual leave.

Annual leave is accrued at 12.07%, no payment in lieu of annual leave will be permitted except where registration with the bank comes to an end and there is WTR holiday entitlement outstanding.

6.2. Annual Leave - Responsibility of Bank Workers

Annual Leave should be submitted with a minimum of 10 days notice. All Annual Leave requests will be automatically granted (within the scope of this guidance).

To request Annual Leave send an email to Staff Bank specific annual leave in box annualleave.staffbank@ggc.scot.nhs.uk with the following information:

- Full name
- Date of birth
- Bank Payroll number
- Annual leave dates



- Number of requested hours

6.2.1 A call handler will record the annual leave dates and you will receive a confirmation email. Bank staff must not accept or work any shifts on any dates that annual leave has been requested.

6.2.2 Where annual leave is not requested it will be allocated in the next quarter by the staff bank and the bank worker will not be allowed to work for the duration of the allocated annual leave.

6.2.3 Bank workers who have a substantive post must take annual leave from both substantive and bank post at the same time for 5.6 weeks/210 hours of the Annual Leave year.

7. Minimum Shift Requirement

- 7.1.1 If a bank only worker has not undertaken work within a 6 month period they will be contacted by the Staff Bank Office via letter or email to confirm whether they intend to remain registered on the staff bank and undertake shifts in the future. Bank workers who are not actively working due to maternity leave or other authorised absence may request to remain registered with the staff bank for this period.
- 7.1.2 If you wish to remain registered for work with the bank we require you to undertake a shift within a 4 week period following receipt of correspondence. If by the stated date no bank work has been undertaken your details will be removed from the Staff Bank register. For substantive staff with a bank post this process will be carried out every 12 months.
- 7.1.3 If applicable, staff who have not accepted any work in the previous quarter can be removed from NHSGGC Nursing & Midwifery Staff Bank register.
- 7.1.4 This process ensures that the Staff Bank Service has access to workers available to accept work in line with service demand.

8. Recruitment of Nursing and Midwifery Bank Staff

The process for recruiting both registered and non-registered nurses and midwives to the Nursing and Midwifery Staff Bank follows the same robust recruitment and selection processes as required for substantive posts.

There is both an internal and external process:

8.1 Internal Application

- 8.1.1 Nursing and Midwifery staff that holds substantive post within NHSGGC can join the Staff Bank by completing an Internal Application. This process must be fully supported by their substantive line manager; however the line manager is under no obligation to support a substantive member of staff to join the Staff Bank. See appendix 2 - Managers Responsibilities.
- 8.1.2 An internal application form is completed and is available on the Nursing and Midwifery Bank Web Page on Staff net.
<http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Resourcing%20Recruitment%20and%20Workforce%20Planning/StaffBanks/Pages/NHSGGCStaffBanks.aspx>
- 8.1.3 The internal applicant's line manager i.e. Senior Charge Nurse acts as the sponsor of the internal applicant and continues to vicariously manage the nurse/midwife whilst they are undertaking bank work. The Senior Charge Nurse and Lead Nurse or Clinical Service Manager must complete and sign a reference supporting the individual's application. Before completing and signing the reference managers acting as the individuals sponsor are asked to give due consideration of the suitability of the individual to undertake bank work i.e. reliability, competency, absence record, requisite mandatory training. Managers are under no obligation to support an internal application request for a substantive staff member.
The reference must have signatures of both the line manager i.e. Senior Charge Nurse and the Lead Nurse/Professional Lead before it can be processed. The line manager must inform the Staff Bank of any changes in the staff members circumstances/conditions of employment
- 8.1.4 NHSGGC staff will not be permitted to undertake work for an external agency within the organisation.

N.B. Shifts should not be booked prior to confirmation of appointment. New Bank Staff will be advised by the Nurse Bank recruitment team when the recruitment process has been completed.



8.2 External Application

8.2.1 External applicants to the Nursing and Midwifery Staff Bank will be subject to NHS Greater Glasgow & Clyde recruitment and selection process, which adheres to NHS Scotland PIN Guidelines.

- Application short listed in line with PIN guidelines
- Short listed applicants interviewed
- Successful interviewees are progressed subject to the following checking standards: Occupational Health Clearance, Criminal record checks and membership of the Protecting Vulnerable Groups (PVG) scheme, Employment history and 2 satisfactory reference checks, Verification of identity checks and right to work in UK checks.

8.2.2 On completion of the above to a satisfactory standard the successful applicant will be required to attend mandatory induction training before being allowed to book shifts in wards/departments. Successful non registered applicants will also be required to comply with Healthcare Support Workers (HCSW) Standards while working in NHSGGC. This requires the service to assist in signing off certain mandatory standards in the HCSW standards workbook.

9. Newly Qualified Bank Nurses/Midwives

- 9.1 NHSGGC staff bank service annually recruits a cohort of newly qualified nurses and midwives (NQN/M) to support clinical areas. Following pre-employment checks, registration with NMC and mandatory nurse induction training a newly qualified bank nurse is placed in a nominated clinical area for a minimum period of 4 months.
- 9.1.2 The newly qualified nurse/midwife functions as a 1 WTE member of staff (as roster allows) covering approx 37.5 hours per week.
- 9.1.3 Notwithstanding that the NQN/M is a bank worker the terms of their engagement with the staff bank (for NQN/Ms acute only) requires that they complete a 4 month period of supervision. It is therefore a condition of their registration that they will cover shifts as per the service need and not on an as and when basis. This includes, nights weekends and public holidays. The NQN/M has been made aware of this as part of the recruitment/selection process.
- 9.1.4 The clinical area hosting the newly qualified nurse will allocate a mentor to support them during the 4 month placement; the NQN/M will have access to a local competency programme and be supported with Flying Start.
- 9.1.5 Newly registered band 5 midwives are not considered autonomous until they have advanced through the first gateway following 12 months of support and supervision. Therefore Band 5 Bank midwives should not be booked in advance to take charge of a ward/department.
- 9.1.6 At the end of the 4 month placement the clinical mentor will liaise with a Staff Bank Nurse Manager to confirm competence prior to NQN/M being released to take shifts in clinical areas across NHSGGC. There is an expectation that the NQN/M will continue to be remotely supported by identified mentor. If the NQN/M has no substantive employment 12 months following registration to the staff bank the NQN/M must meet with a Staff Bank Nurse Manger to sign off flying start and complete a practitioner completion proforma for PEF records.

10. Bank staff no longer in a substantive post.

(See Comparator table - appendix 1)

- 10.1 Bank workers that register with the staff bank are permitted to do so through an internal application process, by virtue of existing employment, in a nursing role, with NHSGGC. This is on the basis that the bank worker is vicariously managed by their substantive line manager in delivering high standards of care to patients whilst undertaking bank work.
 - 10.1.1 The Staff Bank Nurse Management team will undertake a reassessment process to transfer managerial responsibility to Staff Bank Nurse Management i.e. satisfactory OH, reference, PVG assessment, and mandatory training update. As this process can take up to 3 months to conclude, it is advisable that bank workers notify Staff Bank Nurse Management a minimum of 3 months in advance of leaving their substantive post in order to apply for continued registration with the Staff Bank.
 - 10.1.2 The Staff Bank Service will not be in a position to offer bank work until the reassessment process has been satisfactorily completed.
 - 10.1.2 The line manager must inform the Staff Bank of the staff member's intention to leave their substantive post at the earliest opportunity.
 - 10.1.3 It is the responsibility of the individual bank worker to inform the Staff Bank Management team of their intention to leave their substantive post a minimum of 4 weeks prior to resignation/ 3 months prior to retirement.
 - 10.1.4 If the substantive post holder is transferring roles within the organisation it is the new line manager's responsibility to inform the Staff bank of continued support/vicarious management.
 - 10.1.5 Once the Staff Bank Nurse Management team have been notified of the intention to transfer managerial responsibility to the Staff Bank Nurse Management a reassessment process must be undertaken at the earliest opportunity.
 - 10.1.6 Bank workers who fail to satisfactorily complete the reassessment process may be removed from the nurse bank register.

11. Registered Bank Nurses/Midwives - Revalidation

- 11.1 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. In addition, they must complete 12 hours of professional education. 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.
- 11.1.2 NHSGGC Nursing & Midwifery Staff Bank in conjunction with service colleagues have set up a process of planned events throughout each year to support bank only registrants with the process of revalidation. Bank registrants will be scheduled to meet a senior nursing colleague who will facilitate a professional reflective discussion and confirm sign off as per NMC revalidation requirements. The events will run quarterly and bank nurses will be scheduled approximately 3 months in advance of their revalidation date.

12. Unauthorised Absence - Cancellations & Did Not Attend (DNA)

12.1 Guidance for Bank workers

- 12.1.1 The staff bank service is seeking to create and maintain a culture in which maximum attendance at work is the expectation. This will be facilitated by effective data monitoring and procedures to identify situations where a workers attendance falls below the expected standards, as set out below. The guidance will enable the delivery of consistently high quality services by achieving the maximum possible level of attendance at work. The guidance ensures everyone is dealt with in a fair and consistent manner. Cancellation and DNA guidance is applied as per NHSGGC Attendance Management Policy:
<http://www.nhsggc.org.uk/media/235427/attendance-management-policy-reviewed-may2011-upd-app.pdf>
- 12.1.2 Once a shift has been accepted / allocated the bank worker has an obligation to attend for work.
- 12.1.3 The bank worker must inform the Contact Centre and Staff Bank Nurse Manager of any absence as early as possible; the staff bank expects a minimum of 12 hours notice of cancellation of a shift.
- 12.1.4 If cancelling a shift the bank worker should contact the Contact Centre in the first instance; an exception to this is out with office hours. In this case the bank worker should inform the clinical area then update the contact centre at the earliest opportunity.
- 12.1.5 Shift cancellations will be monitored by the Staff Bank Nurse Managers. Bank workers who persistently cancel shifts may not be offered further work. Failure to give adequate notice i.e. 12 hours may result in a more formal process being initiated. Bank workers who cancel shifts on 4 or more episodes within a 12 month period may trigger a formal process, in line with the existing Attendance Management Policy
- 12.1.6 Bank workers that persistently DNA for shifts may not be offered further work. Bank workers who have not attended on 2 or more occasions within a 6 month period may trigger a formal process. A meeting with a Staff Bank Nurse Manager will be arranged and disciplinary proceedings may commence.
- 12.1.7 The bank worker must comply with documented reporting procedures. If required to do so the bank worker must attend a management meeting to discuss attendance.
- 12.1.8 The Staff bank service must ensure all workers have been issued with cancellation/DNA management guidelines.



12.1.9 Staff Bank Nurse Managers must ensure that absence reporting procedures are documented and confidentiality is maintained throughout all discussions and relevant documentation relating to attendance

12.2 Sickness/Absence Reporting – Guidance for Bank Workers

12.2.1 Bank workers unable to attend a pre-booked shift due to sickness have an obligation to inform the Staff Bank office and ward area at the earliest opportunity, a minimum of one hour prior to shift commencing, in order to comply with sickness absence reporting procedures.

12.2.2 Reporting of sickness absence allows Staff Bank Nurse Management to offer support such as Occupational Health where necessary.

12.2.3 If the sickness is 4 or more calendar days, the bank worker is required to submit a self certificate.

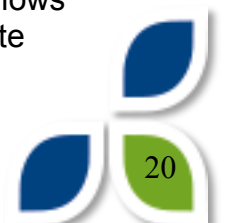
12.2.4 If a bank worker falls ill whilst undertaking a bank shift or has to go home due to sickness or other reasons the bank worker must discuss this with the nurse in charge before leaving. The bank worker must then inform Staff Bank Nurse Management at the earliest opportunity.

12.3 Guidance for Managers / Clinical Areas

12.3.1 The ward or department must not cancel a bank nurse/midwife/HCSW directly they must cancel the shift via the Staff Bank Contact Centre who will then manage the cancellation process. Cancellations of bank shifts by the ward must be made a minimum of 4 hours in advance of the shift start time. Cancellations of bank shifts by the ward of less than 4 hours will incur the full cost of the nurse/midwife/HCSW to the Sector/Directorate/IJB, if suitable redeployment is not possible.

12.3.2 On arrival at the ward if for any reason the bank nurse/midwife/HCSW is no longer required, the ward must inform the Staff Bank Contact Centre who will be able to reallocate the bank nurse to an area with an outstanding shift request, Staff Bank Contact Centre Opening Hours, 0800-2030. If there is no suitable alternative work available, the Sector/Directorate/IJB will incur the full cost of the nurse/midwife/HCSW. Ward staff should not send or allow a bank nurse home without a discussion with a senior member of hospital staff with regards redeployment of the bank worker.

12.3.3 Out of hours, i.e. 20.30-08.00 on arrival at the ward if for any reason the bank nurse/midwife/HCSW is no longer required, in consultation with the bank worker and senior nurse/clinical coordinator the bank nurse should be deployed to another area within scope of competence and capabilities. The ward must inform the Staff Bank Contact Centre of the reallocation, this allows the nurse to be paid appropriately and ensure all work records are accurate for audit purposes. If there is no suitable alternative work available, the Sector/Directorate/IJB will incur the full cost of the nurse/midwife/HCSW.



12.3.4 If reallocation to another site is required, the bank nurse must be transported safely and be returned to original site by the end of the shift. Again, if the nurse is unable to be re deployed the Sector/Directorate/IJB will incur the full cost of the nurse/midwife/HCSW.

13. Staff Governance

13.1 Mandatory Training and Essential Skills

- 13.1.1 All newly appointed Bank workers will undertake Mandatory Nursing Induction and if applicable Moving and Handling training prior to commencing Bank shifts. (This does not apply to substantive staff/ internal applicants). Following discussion with a Staff Bank Nurse Manager, some Bank Nurses may require other relevant training specific to the areas where they are practising.
- 13.1.2 NHSGGC is a paper light organisation, the primary platform for inputting and extracting patient information is electronic, i.e. via Trakcare and Clinical Portal, this therefore requires all bank nurses to have an active email account, an IT application is completed on engagement.
- 13.1.3 Mandatory training modules are accessed via Learnpro an easy to use workplace web based system where you can build up evidence needed to demonstrate knowledge and understanding.
<https://nhs.learnprouk.com/lms/login>.
- 13.1.4 All Bank workers must update mandatory training 3 yearly and provide evidence of Learnpro completion
- 13.1.5 For up to date information on all aspect of nursing and midwifery practice NHSGGC Nursing & Midwifery Portal sits within the main NHS Greater Glasgow and Clyde website and is accessible to everyone from any device at any time. www.nhsggc.org.uk/our-performance/nurses-midwives/
- 13.1.6 As a part of NHSGGC organisation all bank workers have access to library services. There are 8 libraries across NHSGGC open 24 hours a day. To contact the library services email: GG-UHB.Libraries@nhs.net or web link: nhsggc.org.uk/LibraryServices
- 13.1.7 Bank Nurses and Midwives are eligible to attend any of the NHSGGC training and development programmes. This should be arranged following discussion with a Staff Bank Nurse Manager. Bank workers undertaking any relevant training development programme do so without remuneration.

13.2 Bank Nurses/Midwives being in-charge

- 13.2.1 Bank nurses/midwives should not be booked in advance to take charge of a ward/department, unless they have been identified as having the required knowledge and skills.
- 13.2.2 Bank Nurses and midwives who hold substantive contracts may be booked to take charge of their own ward/department. For bank workers who hold a Substantive post if required to function at this level within a bank shift a time sheet adjustment form can be completed by the authorising manger to ensure payment as substantive band and pay point.



13.2.3 Due to unforeseen circumstances, the bank nurse/midwife may at times be required to take charge of the clinical area. In this situation the nurse in charge/senior nurse within the department should ascertain if the bank nurse feels they have the required knowledge and skills. If the bank nurse does not feel they have sufficient experience the Senior Nurse must contact the Clinical Co-ordinator to make alternative local arrangements, the bank nurse/midwife can then be deployed to cover other areas within the hospital/directorate and within the bank nurses scope of competence and capability.

13.3 Maternity Leave

13.3.1 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.

13.3.2 If the bank worker has another post with NHSGGC they are require to inform Staff Bank Nurse Management that a risk assessment has been carried out in their substantive post.

13.3.3 In certain circumstances bank workers may be eligible to receive maternity pay. This is determined on an individual basis. (See section 5.4.2)

13.3.4 Bank workers who have substantive employment with the Board cannot work on the Bank during maternity leave.

13.4 Health and Safety

13.4.1 NHS Greater Glasgow & Clyde places the health, safety and well being of their employees/workers as an utmost priority. There is a health and safety management system in place across the Board this is in line with the NHS GGC Health & Safety Policy which is available in all areas and can be accessed via link below

<http://www.nhsggc.org.uk/working-with-us/hr-connect/policies-and-staff-governance/policies/>

Learnpro induction modules covering Health and safety, violence reduction and incident reporting can accessed via link below

<http://www.staffnet.ggc.scot.nhs.uk/Applications/TrakCare/Documents/LearnPro%20Induction%20Platform%20User%20Guide%20v6.pdf>

13.4.2 All incidents/accidents should be reported on the DATIX system. All Datix reports are read by a Health & Safety Advisor and investigated fully if required. In the unfortunate event of a bank worker suffering a work related illness, all staff should ensure the following procedures:

11. Any injury should be reported immediately to the nurse in charge within the clinical area you are working, this will then be recorded on Datix, if you attend



the emergency department or have to go off shift early this must also be recorded on the Datix.

12. Notification to Staff Bank Contact Centre should be as prompt as possible.
13. Following any period of unavailability for work through illness or injury the bank worker will be required to provide evidence such as a medical certificate of fitness to return to work prior to booking a shift.
 - 13.4.3 In certain circumstances, a bank worker may be eligible for statutory sick pay; eligibility is dependent on a number of factors and will be determined on an individual basis. Assistance and support for bank workers is available via Occupational Health and the Employee Counseling Service.
 - 13.4.4 In certain circumstances a bank worker may be eligible for injury allowance; eligibility is dependent on a number of circumstances and will be determined on an individual basis. For guidance and support with Injury Allowance application bank workers should contact the Staff Bank Nurse Management at the earliest opportunity.

13.5. Capability & Conduct Management

- 13.5.1 Whilst undertaking shifts within NHSGGC the conduct and competence of the bank worker is the direct responsibility of the Nurse in Charge of the clinical area, any immediate issues should be raised and dealt with locally during the shift. Should there be any concerns in relation to a bank worker undertaking shifts within a clinical area that cannot be resolved locally in the first instance; this should be reported to the relevant Staff Bank Nurse Manager for the clinical area and the relevant line manager. Please refer to Incident reporting procedure located on nurse bank staff net page.
<http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Resourcing%20Recruitment%20and%20Workforce%20Planning/StaffBanks/NursingMidwiferyBank/Pages/InformationforBankStaff.aspx>
- 13.5.2 Bank workers may require to be deployed to another ward or department before or during the course of a shift. If requested to move to another ward the expectation of the Staff Bank Service is that the bank worker will comply with the request. The request to move to an alternate area must be within the scope of competence and capability of the bank worker. In order to respond to the clinical demand it is imperative that the bank worker is flexible to support this. Refusal of a reasonable request to move within scope of competence and capability may result in formal disciplinary procedures to be initiated.
- 13.5.3 Where a bank worker is involved in a clinical incident, competency or conduct issue that requires to be managed through a formal process, bank 'only' workers will be managed by the Staff Bank Nurse Management Team. Bank workers that also have a substantive post and are undertaking bank shifts within their own area will be managed through their existing line management structure with support from Staff Bank Nurse Management if required/



appropriate. For bank workers with a substantive post under taking shifts out with their own area any investigations will be jointly managed by substantive line manager and Staff Bank Nurse Management team.

- 13.5.4 Where a bank worker is subject to formal proceedings/suspension in their substantive post under the NHSGGC Disciplinary Policy a risk assessment should be carried out by the substantive Line Manager to the impact of this on their bank post. The matter should be discussed with the relevant Staff Bank Nurse Manager at the earliest opportunity to agree an appropriate course of action. This is subject to review on an ongoing basis.
- 13.5.5 Whilst subject to formal investigation Staff Bank Nurse Management will carry out a risk assessment on the impact of the bank worker continuing to undertake work. Bank workers subject to a formal investigation will be notified in writing of the Staff Bank's decision to offer or not to offer work whilst this process is ongoing. This is subject to review on ongoing basis.
- 13.5.6 NHSGGC Staff Bank Management aim to complete all formal investigations within a two month time period, in order to ensure the investigation is timely it is essential that the investigating manager has full access to clinical notes as required, has names contact details and planned duty roster of all witnesses involved, see appendix 1.
- 13.5.6 Where a bank worker is subject to formal proceedings under the NHSGGC Disciplinary Policy in their substantive post, it is the responsibility of the substantive line manager to inform the Staff Bank Nurse Management team of the progress and outcome of these proceedings.
- 13.5.7 Bank workers have a responsibility to report any concerns they have in relation to patient safety to the senior nurse on duty in the service area they are undertaking shifts. It is however appreciated that bank workers may not be comfortable to approach a manager regarding their concerns; bank workers are therefore required to report this to Staff Bank Nurse Management at the earliest opportunity to allow concerns to be investigated.

13.6 Bank workers are not permitted to undertake shifts for the Bank when:

- 13.6.1 Sick or absent from their substantive employment, or any other employment.
- 13.6.2 On maternity leave from any other employment or if Bank only, within 6 weeks after birth of child.
- 13.6.3 Where a bank worker is subject to formal proceedings/suspension in their substantive post and under the NHSGGC Disciplinary Policy a risk assessment was carried out by their line manager and Staff Bank Nurse Manager which has shown there is an impact of this on their bank post.
- 13.6.4 NMC registration has lapsed and until registration is confirmed.



13.6.5. Bank workers who also have a substantive post must ensure that no bank hours are worked during the first 5.6 weeks/210 hours of paid statutory annual leave entitlement.

13.7. Values, Attitudes and Behaviours

NHSGGC is committed to being a progressive health organisation with core values that focus on putting patients first, working as one team and treating each other with respect. These values are endorsed by NHSGGC Staff Bank service and are applicable for all Bank workers. As part of NHSGGC work force, bank workers have a right to work in an environment where they are treated fairly and consistently. Equally whilst undertaking shifts bank workers must demonstrate the same core values and behaviours as set out in the organisations Dignity at Work Policy <http://www.nhsggc.org.uk/working-with-us/hr-connect/policies-and-staff-governance/policies/>

13.7.1 Where bank workers experience any disrespectful behaviour either to themselves or others the bank worker is encourage to deal with it immediately at local level by raising it with the individual involved or the nurse in charge of the area. It is, however, appreciated that bank workers may not be comfortable to approach the manager regarding their concerns; bank staff are therefore required to report this to a Staff Bank Nurse Manager at the earliest opportunity to allow concerns to be investigated.

13.8 Incident Reporting

13.8.1 Incidents relating to bank workers conduct/ competence should be recorded in writing using the Nurse Bank Incident Reporting Form located on staff bank staff net page.

<http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Resourcing%20Recruitment%20and%20Workforce%20Planning/StaffBanks/NursingMidwiferyBank/Pages/InformationforBankStaff.aspx>

13.8.2 This form is intended as an immediate record of events following an incident involving a member of the nurse bank workforce. To support an investigation a fully completed form should be sent and Staff Bank Nurse Management within 7 working days of the incident. Staff Bank Nurse Management may contact the clinical area at a later stage to discuss the incident in more detail. **The Bank Incident form should always be used in conjunction with the NHSGGC Datix Reporting System.**

13.8.3 Should non attendance or late attendance require to be reported the contact centre should be contacted in the first instance. The call will be formally logged and appropriate action taken to ensure that such instances are dealt with promptly.



13.9. Proof of Registration

13.9.1 It is the responsibility of the individual nurse/midwife to maintain their registration. Prior to appointment the Staff Bank Nurse Management Team will confirm valid NMC registration for their records. Information on managers and employees responsibilities in regard to registration can be found in NHS GGC Employment of Statutory Registered Professional Policy.

<http://www.nhsggc.org.uk/working-with-us/hr-connect/policies-and-staff-governance/policies/employment-of-statutory-registered-professionals/>

13.9.2 Staff Bank Nurse Management team will notify all bank only registrants in writing one month prior to renewal.

13.9.3 Confirmation of NMC registration, renewal and revalidation date will be verified and held on the Nurse Bank data base. Shifts cannot be allocated if registration has expired. Registered Nurses and Midwives with lapsed registrations will be removed from the Staff Bank register as this is in breach of NHSGGC Nursing and Midwifery Staff Bank terms and conditions.

13.10. Uniform Policy

13.10.1 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 Staff Bank Nurse Manager. All non substantive Bank workers are issued with two uniforms on appointment. To access the full NHSGGC Uniform Policy go to HR Connect:

<http://www.nhsggc.org.uk/working-with-us/hr-connect/policies-and-staff-governance/policies/>

13.10.2 Qualified bank workers that hold a substantive post within NHSGGC must wear cornflower blue tunics in compliance with uniform policy when undertaking bank work. Unqualified Bank workers that hold a substantive post within NHSGGC must wear light blue tunics in compliance with uniform policy when undertaking bank work.

13.11 Leaving the Staff Bank

Should your circumstances change and you are no longer able to work within NHSGGC Bank you must submit your written resignation to the Staff Bank Office. This will allow any relevant documentation to be forwarded to you. If removed from or leaving the Nurse bank uniforms and ID badge must be returned to the Staff Bank Office.



14. How to contact us

NHS Greater Glasgow & Clyde, Nursing & Midwifery Bank Offices are located at:

2nd Floor
West Glasgow ACH
Yorkhill
Glasgow

To contact us:

Phone Number: 0141 278 2555

OR contact us by e-mail staff.bank@ggc.scot.nhs.uk

Contact Centre

For bookings, ward requests and for bank workers to provide their availability the Nurse Bank Contact Centre is open from 0800-2030hrs.

Nurse Bank Administration

The Nurse bank office is open Monday – Friday, 0900hrs – 1700hrs. For enquiries about pay, annual leave and recruitment contact us on 0141 278 2555 and choose the relevant option.

NHSGGC Nursing Portal and HR Connect pages accessed via the NHS GGC web page are the best way of keeping up to date with any news, information and ongoing developments.

<http://www.nhsggc.org.uk/our-performance/nurses-midwives/nhsggc-nurse-bank/>

<http://www.nhsggc.org.uk/working-with-us/hr-connect/>

Nurse Bank Management Team

Name	Title	Contact details
Julie Tomlinson	Professional Lead	Julie.tomlinson@ggc.scot.nhs.uk 01412782659
Neil McGhie	Contact Centre Manager	Neil.mcghie@ggc.scot.nhs.uk 014128782656
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Audrey Rowan	Nurse Manager	Audrey.rowan@ggc.scot.nhs.uk 01412782562
Karen McCoubrey	Nurse Manager	Karen.mccoubrey@ggc.scot.nhs.uk 01412782560
Kelly Smith	Contact Centre Team Lead	kelly.smith2@ggc.scot.nhs.uk 01412782640

Appendix 1

Comparator Table:

The following table describes the key differences between NHSGGC Bank Nurse Terms and Conditions and NHSGGC Substantive employees.

Bank Post	Substantive Post
<p>Formal Investigation: Bank workers involved in a formal investigation may not be offer work during this process. The bank worker is not entitled to receive any payment whilst not undertaking work.</p>	<p>Formal Investigation: Employee may be suspended on full pay pending outcome.</p>
<p>Statutory pay entitlements: Bank Nurses are not entitled to receive occupational payments for sick leave, Maternity leave or adoption leave, but maybe entitled to statutory payments (see Operational Policy section 5.4 for details)</p>	<p>Statutory pay entitlements: Employee may be entitled to receive all occupational payments depending on length of service.</p>
<p>Payment: Bank workers are paid weekly in arrears using online electronic timesheets which must be authorised by nurse in charge of the shift.</p>	<p>Payment: Employees are paid monthly via SSTs.</p>
<p>Annual Leave: Maximum leave entitlement is 210 hours pro rata. Annual leave is accrued at 12.07%.</p>	<p>Annual Leave: Annual leave entitlement for employees starts at 262.5 hours and progresses in line with length of service.</p>
<p>Recruitment: Workers with bank only Terms and Conditions join NHSGC through the external recruitment process (see Operational Protocol section 8.2)</p>	<p>Recruitment: By virtue of substantive employment staff are permitted to join the Staff Bank through an internal application process which is fully supported by their line Manager (see appendix 2; Manager Responsibilities). Staff resigning from their substantive post must undergo a reassessment process to remain registered with the Staff Bank. The Staff Bank Service will not be in a position to offer bank work until the reassessment process has been satisfactorily completed.</p>

Appendix 2.

Managers Responsibilities

In order to ensure robust governance of NHSGGC Staff Bank nursing workforce all Managers who sponsor a substantive member of staff to join the Staff bank should be aware of the following areas of responsibility:

Internal Applicants:

Substantive staff that register with NHSGGC staff bank are permitted to do so through the internal application process, by virtue of existing employment, in a nursing role, with NHSGGC. This is on the basis that as bank workers they are fully supported by their substantive line manager in delivering high standards of care to patients within their bank role. The internal applicant's line manager i.e. Senior Charge Nurse/Midwife/ Nurse Team Lead acts as the sponsor of the internal applicant and continues to vicariously manage the nurse/midwife whilst they are undertaking bank work. The Senior Charge Nurse/Midwife / Nurse Team Leader and Professional Lead or Clinical Service Manager must complete and sign a reference supporting the individual's application. Before completing and signing the reference managers acting as the individuals sponsor must ensure the applicant has an up to date mandatory training record and consideration should be given to the suitability of the individual to undertake bank work in areas other than their own. The manager should also consider the applicants i.e. reliability, competency, and absence record before supporting an internal application. Managers are under no obligation to support an internal application request for a substantive staff and reasons for this should be fully disclosed to the staff member. NHS GGC Nursing & Midwifery Staff Bank reserves the right to reject an internal application.

Staff no longer in a substantive post:

Bank workers planning to leave their substantive employment within the organisation e.g. retirement and wish to continue to undertake bank shifts will no longer have sponsorship of the substantive line manager and therefore no means for the bank nurse's competence to be assessed within the responsibilities of the role and job description.

It is the responsibility of the line manager to inform the Staff Bank Nurse Management team of their staff member's intention to leave. This will allow the Staff Bank to undertake the reassessment process timeously. It is advisable that the line manager notifies Staff Bank Nurse Management a minimum of 3 months in advance of leaving their substantive post in order to apply for continued registration with the Staff Bank.



Internal transfers

Line managers employing an existing member of NHSGGC who also hold a bank position are now responsible for their staff member within their bank role.