

# NHS Wales Collaborative Bank: Frequently Asked Questions

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## 1 What is the Collaborative Bank Partnership?

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The Collaborative Bank Partnership is an arrangement between Health Boards in Wales under which NHS Wales Shared Services Partnership (NWSSP) hosts a Staff Bank to provide nursing staff in response to temporary or short-term staff shortages.

In addition to improving patient care, the proposed arrangement will bring additional benefits for nursing bank staff. These include the functionality to book shifts electronically via a smart phone app and the provision of weekly pay. Collaborative Bank shifts require the worker to comply with the policies and procedures of the Health Board where the shift occurs.

The model evolves from the 'local' Bank Office recruiting workers and will facilitate the sharing of bank workers across NHS Wales with NWSSP hosting the staff and their engagement across NHS Wales.

## 2 What is the 'Pilot'?

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The initial pilot of the Collaborative Bank is between Cwm Taf Morgannwg University Health Board (CTMUHB) and Swansea Bay University Health Board (SBUHB). Phase 1 will commence April 2020 with the recruitment of Registered Nurses, closely followed by other health care professionals and then widening to include other Health Boards.

## 3 How do I join the Collaborative Bank?

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1. Ensure you are enrolled (with an active assignment) on the Bank at Cwm Taf Morgannwg or Swansea Bay.
2. Request your local Bank Office to enrol you onto the Collaborative Bank Partnership and receive a 'welcome note' and information leaflet.
3. After 10 days you will receive; confirmation of your enrolment, instructions on how to download Me-App (to view and book shifts) and your ESR Login Details

## 4 What is my 'home/local' Bank/Health Board?

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The 'home' Bank or 'home' Health Board is where the worker has their original assignment (substantive or bank) or where they work most of their shifts. The 'home' bank is responsible for worker administration and providing uniform and training etc.

## 5 Who is my employer for Collaborative Bank shifts?

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You will be a worker and not an employee. You will be engaged via the Collaborative Bank Partnership which is part of NWSSP which is hosted by Velindre University NHS Trust.

## 6 When will the Collaborative Bank Partnership be available for HCSWs?

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After successful delivery of the pilot for Registered Nurses, we will look to expand in summer 2020 to HCSWs.

## 7 How do I book Collaborative Bank / cloud shifts?

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Please follow the below guide that provides step-by-step instructions on how to access 'cloud shifts' on your smart phone.



A Welsh version of the document is available upon request from [Collab.Bank@wales.nhs.uk](mailto:Collab.Bank@wales.nhs.uk)

Please note, to receive weekly pay for shifts, you must book the Cloud shifts. These shifts are marked with the following symbol



If you do not have a smartphone then you can view and book on the Collaborative Bank via Me Web - [me.allocate-cloud.co.uk/Web/](https://me.allocate-cloud.co.uk/Web/). This website will work in the same way that the mobile App does.

Additional support is available from your local Health Board Bank Office.

## 8 How much will I be paid?

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You will be paid at the rate the shift is advertised on the roster aligning with your current increment point.

## 9 Is it ok for me to combine my monthly pay role and weekly pay?

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The Collaborative Bank Partnership is designed to supplement your existing substantive or existing bank role with weekly pay. NWSSP payroll will ensure all tax, pensions and deductions are calculated accurately.

## 10 When do I get paid?

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Cloud shifts completed by Saturday are paid the following Friday.

## 11 Is it now possible for overtime to be paid weekly?

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Only 'cloud shifts' are paid weekly

## 12 Where is my payslip?

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You will receive a separate online payslip via ESR Self Service for your Collaborative Bank shifts. You will be paid via Velindre University NHS Trust.

## 13 What about holiday allowance?

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Your annual leave entitlement will be calculated on a regular basis in accordance with the statutory minimum entitlement. The current statutory entitlement to paid annual leave under the Working Time Regulations is 5.6 weeks.

Entitlement to annual leave is accrued as hours are worked. The holiday entitlement of 5.6 weeks is equivalent to 12.07 per cent of hours worked over a year. For example, 10 hours worked gives an entitlement of 72.6 minutes paid holiday ( $12.07/100 \times 10 = 1.21$  hours = 72.63 minutes).

## 14 What about my pension?

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Collaborative Bank Partnership pay is pensionable.

You may join the NHS Pension Scheme only if eligible, but if not you will be automatically enrolled into the nominated pension provider, the Government's National Employment Savings Trust (NEST scheme).

If you are a full time pensionable employee at a Health Board in Wales and you work via Collaborative Bank Partnership, you will be automatically opted out of the NHS Pension Scheme but will be enrolled into a NEST scheme if your earnings on the Collaborative Bank Partnership are above the relevant threshold.

## 15 Can I change my bank account details?

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We will use your existing bank account details but you can change them via ESR Self Service.

## 16 What if I need to cancel a Collaborative Bank Shift already booked?

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Please contact the Health Board Bank Office where the shift is booked as soon as possible. Please review your Terms of Engagement for the Collaborative Bank Partnership bank workers.

## 17 Do I need to have a working time opt-out?

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In accordance with the Working Time Regulations, you are not expected to work more than a total of 48 hours per week. There may be exceptions where you may choose to work above these hours as long as Health and Safety requirements are met and you have completed and submitted to Collaborative Bank Partnership an opt out form in Appendix 1 in the Terms of Engagement.

## 18 What shifts will I be able to view and book?

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Collaborative bank workers will be able to view and book vacant shifts that they are qualified for at multiple Health Boards (who are part of the Collaborative Bank Partnership) via the Me-App.

## 19 Who gets first pick of the shifts?

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Health Boards adopt the following release cascade of shifts: 1 week local bank, 3 weeks collaborative staff bank then finally out to agency.

## 20 What about agency work and the Collaborative Bank?

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Collaborative bank workers will not be able to work agency shifts in Health Boards which form part of the Collaborative Bank Partnership.

## 21 What do I do on my first shift at a new ward in a different Health Board?

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Inform the ward that this is your first shift at this Health Board and request an induction.

## 22 Do I need a new staff ID or uniform?

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Use your existing uniform and ID badge.

## 23 Will I have to complete training twice?

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No, you will only need to complete training once at your 'home' Health Board.

## 24 Will I need two sets of employment checks?

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When you enrol on the Collaborative Bank, NWSSP Recruitment Services will check your records and provide you with a Conditional offer letter. If NWSSP Recruitment Services identify missing or out-of-date documents, they will request you present a valid document.

You will be able to start work with incomplete checks but have up to 90 days to provide the required evidence or risk being removed from accessing the Collaborative Bank.

## 25 Who should I contact if I have an issue whilst working a shift via the Collaborative Bank?

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Contact the Health Board Bank Office where the issue occurs or [Collab.Bank@wales.nhs.uk](mailto:Collab.Bank@wales.nhs.uk)

## 26 Can I have further information regarding working bank shifts?

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Please contact your local Health Board Bank office with any queries.

## 27 Who do I contact if I have an issue with booking shifts via the smart phone app?

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Contact your 'home' Health Board Bank Office.

## Further information

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For more information visit the Collaborative Bank webpage:

**[nwssp.nhs.wales/ourservices/digital-workforce-solutions/collaborative-bank-partnership/](https://nwssp.nhs.wales/ourservices/digital-workforce-solutions/collaborative-bank-partnership/)**

Alternatively, please contact your local Health Board's bank office:

### **Cwm Taf Morgannwg**

[CTT\\_staffbank@wales.nhs.uk](mailto:CTT_staffbank@wales.nhs.uk)

01685 726900

### **Swansea Bay**

[ABM.NurseBank@wales.nhs.uk](mailto:ABM.NurseBank@wales.nhs.uk)

01639 684401

### **NWSSP**

[Collab.Bank@wales.nhs.uk](mailto:Collab.Bank@wales.nhs.uk)