Accessing Additional Workforce through the NEL NHS RESERVIST

EAST LONDON NHS FOUNDATION TRUST

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**What is NEL NHS Reservist?**

A NHS Reservist is an individual who is passionate about patient care, and who can work within diverse teams to help the NHS during peak times and emergency situations, to create pipelines for short and long-term workforce needs across the system and develop new talent attraction and pipelines.

**Accessing Additional Workforce through NHS Reservist**

East London NHS Foundation Trust (ELFT), in their role in the NHS Reservist Model for North East London, will continue supporting NHS Trusts, PCNs and Community Pharmacies in North East London by supplying Clinical & Admin staff. ELFT will ensure that appropriate recharge mechanisms are re-established for the workforce being deployed to support primary care and community pharmacy providers.

**What you can expect from us**

NHS Reservist can provide a team of skilled, experienced, trained and prepared individuals who are ready to react at times of increased demand and crisis.

Dedicated Team Leader, Nayema Begum, ([elft.staffingrequests@nhs.net](mailto:elft.staffingrequests@nhs.net)), will coordinate with other specialist members of our team to provide you with a first-class service.

**If the workforce is requested from the NHS Reservist pool, we will:**

* Offer weekly staffing review meetings with the Temporary Staffing Manager calling on other specialist members of the team as required.
* Suggest timings to maximise available resources and set up your rotas
* Facilitate access and training on the Temporary Staffing system called HealthRoster/Bankstaff so you can manage and roster temporary staff
* Offer a simplified invoicing process. Please see the details on our pricing schedule.

**NHS Reservist are available under the following role categories:**

* NHS Reservist – Assistant Administrator Band 3
* NHS Reservist – Administrators Band 3
* NHS Reservist – Support Worker/HCA Band 3
* NHS Reservist – Registered Nurse Band 5

**Process for Requesting Staff from the NHS Reservist**

**STEP 1 Establish Workforce Gap**

* Establish the workforce gap in your service with **non-covid roles.**

**STEP 2 Send Request to the NEL Staffing Request Inbox**

* Complete all fields as required on the ‘Staffing Request form’ template. Please complete each row in full and give as much detail of your requirements as possible
* Completed forms to be returned to [elft.nelstaffingrequests@nhs.net](mailto:elft.nelstaffingrequests@nhs.net)
* Please give sufficient notice (minimum 1 week) or as soon as workforce issues are identified to give us the best chance to accommodate your request. At different times of the year, certain roles, i.e., Nurses may take longer to fill due to the increased demand on their services.

**STEP 3 Requests Acknowledgement**

* We will consider requests and liaise directly with the provided lead contact to confirm bookings and arrange access to our online booking system, Allocate BankStaff for all future requests.
* All requests for staff must be uploaded onto the system and managed by yourselves in order for them to be considered an official request. This is due to the funding/costs involved. The Temporary Staffing Team cannot take responsibility for adding or cancelling duties on your behalf.
* The Temporary Staffing Team will endeavour to arrange training with you at the earliest possible convenience after receiving your request form in order to give ample time to fulfil the request.

**Cancellation Policy & Process**

* It is a requirement that a period of over 48 hours’ notice be given to our Temporary Staff of any cancelled duties. Should it not be possible to give sufficient notice, any duty cancelled within 48 hours, will be paid to the staff member at 50% of the duty, which will be charged back to you and any duty cancelled within 24 hours will be paid to the staff member at 100% of the duty, which will also be charged back to you.
* Should the staff member cancel a duty themselves, the Temporary Staffing Team will notify you as soon as possible and immediately start work to backfill the vacant duty. This will not be charged back to you as the staff member will not be paid in this circumstance.
* Please notify [elft.nelbank@nhs.net](mailto:elft.nelbank@nhs.net) as soon as you become aware that you need to cancel a duty. The Temporary Staffing Team will notify the staff member as soon as possible and will try and re-allocate duties to the affected member of staff.
* You must log onto BankStaff at your earliest convenience and recall/cancel the duty with the appropriate ‘cancellation reason’ (you will learn this in your training session). It is essential that duty cancellations are recorded accurately as this will affect the payroll for staff and management information reporting figures.

**Considerations and Further Information**

* NEL Reservist Staff should not be expected to use their own devices for work carried out at your site. It is expected that staff are provided with all the tools and equipment required to undertake their role.
* Staff will be provided with Smartcards
* Staff are Provided with NHS.net email addresses
* Please remind staff of their responsibilities under GDPR about patient information and ensure that if they are using personal notepads that pages are removed before leaving your premises.

**Booking Process Flow**

**Bankstaff System**

Our temporary staffing solution called Bankstaff is a system that is used all over the UK for workforce deployment.

It is uniquely integrated with the main rostering system, HealthRoster, to enable the filling of gaps in rosters and rotas in the safest and most cost-effective manner, saving time and money and providing visibility to all stakeholders. The system enables you to manage workers, ensuring employees have professional registration (registered staff) and training/certification. Our workforce can self-manage by providing us with their bank availability, book shifts, view schedules and view their timesheets via the app or web portal.

With our unique infrastructure, we now can send improved communications and be able to engage with our workers via a new app we have launched called Loop.

The idea of the app is to keep our workforce in the Loop and appraised of key programme updates.

In addition to our conventional approach of sending emails and SMS to our workforce, we now have the added ability to send push notifications directly via the app into the hands of our workers.

**Pricing Schedule (First Point of Agenda for change Pay scale)**

|  |  |  |
| --- | --- | --- |
| **Category of Staff** | **Band** | **Covid-19 Bank/Cloudstaff charge rates including all on costs \*\*\*\*** |
| Admin/HCA Day | 3 | \*\*£19.58 plus VAT (Outer London Sites)  \*\*£20.12 plus VAT (Inner London Sites) |
| Admin/HCA Night & Saturday | 3 | \*\*£24.16 plus VAT (Outer London Sites)  \*\*£24.70 plus VAT (Inner London Sites) |
| Admin/HCA Sunday & Bank Holidays | 3 | \*\*£28.61 plus VAT (Outer London Sites)  \*\*£29.15 plus VAT (Inner London Sites) |
| RHCP Days | 5 | \*\*£23.69 plus VAT (Outer London Sites)  \*\*£24.58 plus VAT (Inner London Sites) |
| RHCP Night & Saturday | 5 | \*\*£28.57 plus VAT (Outer London Sites)  \*\*£29.47 plus VAT (Inner London Sites) |
| RHCP Sunday & Bank Holiday | 5 | \*\*£33.46 plus VAT (Outer London Sites)  \*\*£34.36 plus VAT (Inner London Sites) |

\* Please note that 20% VAT will be applied when shifts are filled by NEL Temporary Staff for Primary Care and Community Pharmacies.

\*\* Subject to pension status, there may be a slight reduction to the rate charged

Please contact our Temporary Staffing Manager on [elft.nelstaffingrequests@nhs.net](mailto:elft.nelstaffingrequests@nhs.net) for further information on this service.

# Staffing Request Form

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **IMPORTANT INFORMATION** | | | | | |
| If this is your first request, please contact elft.nelstaffingrequests@nhs.net with the completed form. You will then be trained on how to submit subsequent request via the ELFT booking system. Please give sufficient notice (minimum 1 week).  It is also advisable that this form be completed with clinical guidance. | | | | | |
| **Temporary Staffing - Vaccination Staff Request Form** | | | | | |
| **Site Name:** | | | | | |
| **Borough:** |  | | | | |
| **Site address:** |  | | | | |
| **Contact Name for this request:** |  | | **Contact name for site lead:** |  | |
| **Email address:** |  | | **Email address:** |  | |
| **Phone number:** |  | | **Phone number:** |  | |
| **Please provide a brief summary of your service/overview of your clinic (If applicable)** | | | | | |
|  | | | | | |
| **Please Indicate which staff you required** | Admin Band 3 | Healthcare Support Worker Band 3 | | | Nurse (RNA) Band 5  Nurse (MH) Band 5 |

**For the purposes of transparency of the requesting process, it is important that the person completing the form fully familiarises themselves with the policies outlined above**

Please confirm you have read the policy and procedure before submitting this form

Please confirm that you have read the cancellation process and understand your responsibilities

Please confirm that you are happy with the pricing structure as this will be re-charged back to you