

# NHS SHETLAND DOCUMENT DEVELOPMENT COVERSHEET\*

<b>Name of document</b>	Nurse Bank Policy		
<b>Registration Reference Number</b>		<b>New</b> <input type="checkbox"/>	<b>Review</b> <input checked="" type="checkbox"/>
<b>Author</b>	Ryan Sandison / Janice McMahon		
<b>Executive Lead</b>	Kathleen Carolan		

Proposed groups to present document to:				
Nursing and Midwifery leadership Forum (SCNs)				
Strategic Nurse meeting				
CSMT				
Staff Governance committee				
Date	Version	Group	Reason	Outcome
28/11/2012	Version 3	Nursing and Midwifery leadership Forum	(C/S) (PO)	(CS) (PO)
30/11/2012	Version 6	Strategic nursing group	(C/S) (PO)	(CS)( PO)
January 2013	Version 6	CSMT	(C/S) (PO)	No comments
25 April 2013	Version 6 + version 7 updated	Staff Governance committee	For approval	Minor editing, changes approved. Version 7

Examples of reasons for presenting to the group	Examples of outcomes following meeting
<ul style="list-style-type: none"> <li>• Professional input required re: content (PI)</li> </ul>	<ul style="list-style-type: none"> <li>• Significant changes to content required – refer to Executive Lead for guidance (SC)</li> </ul>
<ul style="list-style-type: none"> <li>• Professional opinion on content (PO)</li> </ul>	<ul style="list-style-type: none"> <li>• To amend content &amp; re-submit to group (AC&amp;R)</li> </ul>
<ul style="list-style-type: none"> <li>• General comments/suggestions (C/S)</li> </ul>	<ul style="list-style-type: none"> <li>• For minor revisions (e.g. format/layout) – no need to re-submit to group (MR)</li> </ul>
<ul style="list-style-type: none"> <li>• For information only (FIO)</li> </ul>	<ul style="list-style-type: none"> <li>• Recommend proceeding to next stage (PRO)</li> </ul>

\*To be attached to the document under development/review and presented to the group  
Please record details of any changes made to the document on the back of this form

DATE	CHANGES MADE TO DOCUMENT
12/11/2012	the index is out of sync uniforms page 13 item 18 now.
20/11/2012	<p>2.3 - I would suggest removing references to 'bank staff' and replace with 'bank workers.'</p> <p>4.1 - 'training' is a bit generic – what about 'specific training as set out in 4.2.'</p> <p>4.4 – 'Bank Nurse contract' should be replaced with 'bank working agreement.' How will this be monitored / communicated to HR and the individual?</p> <p>4.7 - I would suggest removing references to 'bank staff' and replace</p>

with 'bank workers.'

4.8 – Can you detail whose responsibility this is?

5.1, 5.3 - I would suggest removing references to 'bank staff' and replace with 'bank workers.'

6.1 – I know what this is trying to say, but it needs re-writing to be clearer: Bank shifts should only be worked by bank workers, that is those who have been selected to join the bank, signed a bank working agreement and completed all of the necessary pre-employment checks and training. Existing employees may join the bank and should talk to their line managers to facilitate this if appropriate.

6.2, 6.3 workers needs an apostrophe.

6.4 suggest this should be 'for the Board or any other employer.'

6.5 Is this automatic termination if registration lapses or is there a period where bank workers will not be used and will be given a grace period to reinstate their registration? Who is responsible for monitoring this?

7.0 – is there not an electronic means of approval to make this more lean?

9.6 – does this mean salary bands? We don't currently have a means of making this happen easily – they would need to complete further paperwork be allocated another payroll number.

10.1 – what about 'Cancellation of a previously agreed bank working shift' rather than 'cancellation of a bank worker?'

10.2 – who covers the other half?

10.7 – domestic/family emergencies should be covered here, not just sickness absence. How will this be monitored / communicated to HR and the individual? 'Made inactive' – does this translate to terminated? If so it should be explicit.

11.3 Boards needs an apostrophe. Lorraine/Janette – are you happy that the attendance and capability procedures apply to bank workers?

12.2 - workers needs an apostrophe.

15.3 – specify who does this. Please refer to 'termination of bank working agreement', not 'termination of contract.'

17.2 - Boards needs an apostrophe.

18.2 + 18.3 – Suggest changing 'employees' to 'workers'

18.4 - individuals needs an apostrophe.

19.1 – not sure we can terminate a worker agreement at any time for any reason – there are still limited employment rights and the right not to be discriminated against. Lorraine / Janette – any thoughts?

	<p>19.2 - How will this be monitored / communicated to HR and the individual?</p> <p>20.1+ 20.2 – Suggest ‘Bank worker performance forms’ rather than ‘staff performance forms’ and ‘workers’ rather than ‘staff.’</p> <p>20.5 – I think this should be that the ‘manager concerned has the discretion if appropriate to...’</p>
20/11/2012	<p>Add in that paper forms for recording will be available in the Senior Nurse folder OOH's .</p>
19/04/2013	<p>13.0 – 13.4 re-written to reflect new changes in annual leave payments</p> <p>Original Appendix 7 removed as it relates to annual leave forms</p> <p>7.7 changed to ‘Appendix 7’ as appendix 8 now renamed (see above)</p> <p>Appendix 5 –‘Bank booking process for Community’ flowchart re-written</p> <p>Minor edit to formatting on section 2.0 onwards</p> <p>Minor edit to text on 2.3 now says ‘bank workers’ instead of ‘bank workers members’</p> <p>Minor edit to formatting in 5.3</p> <p>Minor text edit to 7.1 – ‘must be made electronically’ is now ‘must be made via email or telephone or in person’</p> <p>7.9 added to reflect the Community flowchart in appendixes</p> <p>12.5 changed to reflect SSTS and input of training Orientation by Bank Nurse Office and Bank Manager for Authorisation.</p>

	<p>In 5.3 'New Bank workers will be offered 3 separate Nurse Bank shifts as orientation. These are normally half shifts.'  Possibly could say <u>'New Bank workers will be offered 3 separate nurse bank shifts as orientation with the possibility of more orientation hours depending upon specific orientation requirements and/or personal development needs.'</u>  <u>Orientation shifts are normally half shifts.'</u></p>
<p>24<sup>th</sup> April 2013  Version 7</p>	<p><b>Changes To Bank Policy – April 2013</b></p> <ul style="list-style-type: none"> <li>• 13.0 – 13.4 re-written to reflect new changes in annual leave payments</li> <li>• Original Appendix 7 removed as it relates to annual leave forms</li> <li>• 7.7 changed to 'Appendix 7' as appendix 8 now renamed (see above)</li> <li>• Appendix 5 –'Bank booking process for Community' flowchart re-written</li> <li>• Minor edit to formatting on section 2.0 onwards</li> <li>• Minor edit to text on 2.3 now says 'bank workers' instead of 'bank workers members'</li> <li>• Minor edit to formatting in 5.3</li> <li>• Minor text edit to 7.1 – 'must be made electronically' is now 'must be made via email or telephone or in person'</li> <li>• 7.9 added to reflect the Community flowchart in appendixes</li> <li>• 12.5 changed to reflect SSTS and input of training Orientation by Bank Nurse Office and Bank Manager for Authorisation.</li> </ul>
<p>25<sup>th</sup> April 2013  Version 7</p>	<p>Minor editing and inclusion of Monitoring of Bank hours via APF group Section 21 Page 17</p>



# **Bank Nurse Policy**

<b>Date</b>	<b>April 2013</b>
<b>Review Date:</b>	<b>December 2015</b>
<b>Author: Coordinator</b>	<b>Ryan Sandison, Bank Nurse Janice McMahon</b>
<b>Responsible Officer:</b>	<b>Assistant Director of Nursing (Hospitals)</b>

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## **Appendices**

### **Appendix 1 Acceptance of Bank Membership**

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### **Appendix 3 Young Workers Directive Information**

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### **Appendix 5 A/L Forms**



## **Bank Nurse Policy**

### **1.0 Introduction**

1.1 The Nurse Bank provides an effective, efficient and flexible nursing resource to Wards and Departments within NHS Shetland Board, enabling the organisation to maintain continuous high quality service delivery.

1.2 Bank workers are not contracted employees of Shetland NHS Board and therefore there is no obligation to offer work and no obligation on the worker to accept work via the Nurse Bank Office

### **2.0 The Purpose of the Nurse Bank Office**

2.1 To support a standardised practice in line with national direction for the bank office.

2.2 To ensure that a robust system of monitoring is in place and ensuring governance of the workforce.

2.3 The Nurse Bank Office provides support for Bank Workers with regards to pay issues, induction, advice and help etc.

2.4 The Nurse Bank Office will be available during normal office hours.

2.5 All out of hours contact is to be made through the Senior Nurse for the Gilbert Bain Hospital.

2.6 Within the Gilbert Bain Hospital all Nurse Bank requests are to be made via the Nurse Bank Office.

2.7 Within Community, Nurse Bank Requests are to be made via the Clinical Team Leader who will then contact the Nurse Bank Office.

2.8 The Nurse Bank Coordinator is available via telephone as well as by bleep and email. (See Appendix 1)

### **3.0 Recruitment and Selection**

3.1 All recruitment and selection to the Nurse bank will be in line with NHS Shetlands Policy on recruitment and selection.

<http://shb-intranet/healthcare/support/hr/Documents/RecruitmentandSelection.pdf>

### 3.2 Interviews

Interviews for Nurse Bank will take place regularly throughout the year in order to maintain appropriate staff levels to enable efficient staff cover to be provided where necessary.

Interviews will be held by the Nurse Bank Manager and Nurse Bank Coordinator or other appropriate staff members from Nursing/HR

3.3 Any details of candidates interviewed for substantive posts who are unsuccessful and that are suitable for a Nurse Bank position can be after discussion with the candidate in question, passed onto the Bank Manager for consideration to join the Nurse Bank directly.

3.4 All Bank staff members are required to complete an 'Acceptance of Bank Staff Membership' form (Appendix 2)

## **4.0 Induction and Training**

4.1 All new employees on the Nurse Bank who do not already hold a substantive position within NHS Shetland will attend specific training prior to commencement of work on the Nurse Bank as set out in 4.2

4.2 In line with the Induction of New Employees procedures, as a minimum training level prior to commencement of work each Bank Staff member must complete the following:

- Corporate Induction Day
- Moving and Handling

4.3 In addition to the mandatory basic training above, the following mandatory training must be undertaken as soon as possible:

- Basic Life Support
- Fire Lecture
- Paediatric life support
- Learn pro mandatory online Training Module

4.4 Failure to attend the appropriate training will result in the Bank member being marked as 'Inactive' whereby no shifts will be offered until training is complete. Monitoring of attendance at specific training is the responsibility of the Bank Nurse Manager for the area e.g. community nursing, sexual health, general nurse bank. If booked Induction or Training sessions are not attended on two separate occasions the Bank worker agreement for the individual will be terminated this will be communicated in writing to the bank worker.

4.5 Bank workers will be paid to attend mandatory training sessions.

4.6 Training needs for specialist areas/duties will be assessed as need arises in line with effective ward/area management. All Bank workers are encouraged to attend any further appropriate training sessions, however this will be in their own time unless specifically agreed with their Nurse Manager

4.7 It is the Individual Bank workers responsibility to ensure that their training is up to date and current for their workplaces.

4.8 The 'Induction of new employees Induction Checklist' must be completed within 2 weeks of start date. And it is the responsibility of the Nurse Bank Manager to ensure this is completed.

<http://shb-intranet/healthcare/support/hr/Documents/InductionforNewEmployees.pdf>

4.9 The 'Mandatory Induction Standards for Health Care Support Workers' booklet must be completed by any Health Care Support Worker. Health Care Support Workers must provide evidence that the standards have been met within 3 months if working full time, or if part time on a pro rata basis. The workbook will be provided at induction with advice on completion.

In addition all non registered nursing staff will receive clinical induction in their places of work. A mentor will be allocated to help achieve competence in a range of essential skills.

## **5.0 Orientation**

5.1 Upon job start Individual departmental orientation shifts will be provided. Each orientation shift will be organised between the Nurse Bank coordinator, Ward/Area and the Bank worker.

5.2 Each orientation shift will be recorded and details kept in the Nurse Bank Office

5.3 New Bank workers will be offered 3 separate Nurse Bank shifts as orientation. These are normally half shifts.

## **6.0 Who can 'work' a Bank Shift**

6.1 Bank shifts should only be worked by bank workers that are those who have been selected to join the bank, signed bank working agreement and completed all of the necessary pre-employment checks and training. Existing employees may join the bank and should talk to their line managers to facilitate this is appropriate.

6.2 It is the Nurse Bank workers' responsibility to ensure that all training is up-to-date prior to covering a shift

6.3 It is the Nurse Bank workers' responsibility to ensure that any relevant change in circumstances is notified to the Nurse Bank Office.

6.4 It is the Nurse Bank workers responsibility to ensure that they do not exceed the working time limits set out in the Working Time directive policy for a maximum of 48hours working per week. If a Nurse Bank worker has alternate work alongside the Bank work performed for the Board or any other employer they must advise Human Resources of this in order to comply with WTD regulations. (Appendix 3)

<http://shb-intranet/healthcare/support/hr/Documents/WorkingTimeAgreement.pdf>

6.5 Following the Young workers Directive certain provisions will be made for Bank Nurses who are under the age of eighteen. (Appendix 4)

6.6 It is the responsibility of each individual Bank Nurse to ensure that their professional registrations are up to date and current in line with their current work allocation. Failure to do so will result in a termination of employment from the nurse bank. Professional registration is monitored by the Human Resources department.

## **7.0 The Process of Booking a Shift**

### **(a) Gilbert Bain Hospital**

7.1 All Bank Nurse Bookings must be made via email, telephone or in person through the Nurse Bank Office.

7.2 Requests must be made by an authorised member of staff, the ward Senior Charge Nurse, person in charge of the ward/area/department, or Senior Nurse

7.3 All Bank requests for Gilbert Bain Hospital must be authorised by signature by the Bank Nurse Manager or Senior Nurse. Signatures are collected through the 'Bank Authorisation Request Form'. The Bank Nurse Request Form is completed by the Bank Nurse Coordinator at the time of request as set out by the Bank Booking Process (Appendix 5)

7.4 Out of hours cover will be provided by the Senior Nurse and will follow a set process as outlined in (Appendix 6) paper forms for recording are available in the Senior Nurse folder for use OOH's

### **(b) Community Nursing**

7.6 Once shift need is identified staff will discuss this with their Community Team Leader.

7.7 Community Team Leader sends request for by completing Community Bank Form (Appendix 7) and sends to ADN(C) for authorisation

7.8 ADN(C) confirms authorisation and passes on Bank form to Nurse Bank Office.

7.9 Bank Nurse cover in Community areas is initially sought within their own group initially so as to facilitate exact skill mix cover in a timely manner.

## **8.0 Feedback from Nurse Bank Office**

8.1 The Bank Nurse Office will feed back information regarding shift cover to the ward/area needed during the process of covering shift.

8.2 If it is felt that it is unlikely that a shift will be covered then this will be communication to the relevant persons.

## **9.0 The Process of Allocating Work to Bank Workers**

9.1 The Nurse Bank Office provides no guarantee of shift cover for the requests made.

9.2 Bank Nurse availability will be matched against ward/area cover needed in order to efficiently cover shifts.

9.3 If a shift is accepted by a Bank worker the worker will be committed to undertake the shift.

9.4 Any changes to cover needed by the wards/areas should be notified to the Nurse bank Office.

9.5 Bank workers will be allocated to areas of preference as circumstances allow.

9.6 If a shift cannot be covered with the Band of cover required the area will have the option to change the Band of the staff requested.

9.7 When allocating a Bank Nurse the Nurse Bank Office will take into account any special requests or information given by the ward/area

## **10.0 Cancellation of Shifts**

### **(a) By Ward/Area**

10.1 Cancellation of a previously agreed shift must be made at least 4 hours prior to the start of the booking and the Nurse Bank Office must be informed of the cancellation and reason.

10.2 Where cancellation of the Bank shift cannot be made within 4 hours prior to shift then cost of the shift will be incurred to the requesting department.

10.3 In the event of a cancellation cover will be sought elsewhere within the Board if possible. This will be done via the Bank Nurse office in normal working hours and via Senior Nurse out of hours.

10.4 If on arrival the Bank Nurse is surplus to requirements the ward/area must contact the Bank Nurse Office during office hours or Senior Nurse out of hours who will review need elsewhere in the hospital/community.

10.5 If shift cancellation out of hours is required by ward/area staff need to contact the Bank Nurse directly to inform of this cancellation and inform the Bank Nurse Office.

10.6 In normal office hours an cancellation by ward/area, staff need to contact the Bank Nurse Office to complete this.

### **(b) By Bank Nurse**

10.7 Cancellation should be notified to the Bank Nurse Office as soon as possible, for reasons other than sickness/ domestic/ family emergencies it should not be less than 24 hours prior to the start of the shift.

When a Bank worker cancels a shift within 24hrs of the start of shift for reasons other than sickness then the following will apply:

- One incidence of Short Term Notice: The Bank worker will receive a call from the Nurse Bank Office to explain the implications of the cancellation.
- Two incidences of Short Term Notice: The Bank worker will be asked to meet the Nurse Bank Manager to discuss the reason for cancellation.
- Three incidences of Short Term Notice: The Bank worker will be made inactive on the bank and a further meeting with the Bank Nurse Manager will take place.

10.8 If a Bank worker has to cancel a shift at short notice due to sickness domestic/ family emergencies the Ward/area AND Nurse Bank Office

should be notified as soon as possible so that further cover can be made where possible.

10.9. The Nurse Bank Manger will monitor any periods of absence following the following policies:

- NHS promoting attendance policy  
<http://shb-intranet/healthcare/support/hr/Documents/PromotingAttendancePolicy.pdf>
- NHS Capabilities procedure  
<http://shb-intranet/healthcare/support/hr/Documents/CapabilityProcedure.pdf>
- NHS Shetland disciplinary Procedure  
<http://shb-intranet/healthcare/support/hr/Documents/DisciplinaryProcedure.pdf>

10.10 Any short term cover for cancellations will be made where possible.

## **11.0 Attendance**

11.1 If a Bank Nurse fails to attend for duty the senior nurse and ward/area manager must be informed immediately.

11.2 The Bank Nurse Coordinator will contact the Bank Nurse to review the cause for non-attendance. A record will be kept for monitoring purposes. A valid reason for non-attendance must be given.

11.3 If a Bank Nurse fails to attend for duty, without first notifying the relevant persons or if poor attendance is apparent, the Bank Nurse Manager will review the situation. The NHs Shetland procedures on promoting attendance and capability procedure will be followed where poor attendance is identified.

## **12.0 Payment**

12.1 Bank members are only entitled to payment for hours actually worked, any non attendance for shifts booked cannot be passed for payment



12.2 The Nurse in charge of the area must clearly sign against each shift on the Nurse Bank worker's timesheet. They are responsible for accuracy of any information contained.

12.3 The person signing the form must have authority to do so, this must be the nurse in charge of the ward/department at the time the shift is worked.

12.4 In the process of initial setup of the SSTS payment system, all Bank Nurse timesheets must still be returned to the Nurse Bank Office by the second day of the month to ensure payment and accuracy of reports.

12.5 All Bank Shifts are rostered and authorised for payment at ward level through the SSTS payment system. This is except for any Training and Orientation shifts which are rostered and authorised for payment through SSTS via the Nurse Bank Office and Bank Manager.

12.6 Bank Workers are paid monthly. Work done in the current month will be passed for payment at the beginning of the next month. Payment usually being two business days from month end.

12.7 Any non-complete or inaccurate timesheets will not be passed for payment until the necessary corrections have been made.

12.8 Any Bank Nurse timesheets received which do not have a corresponding booking number will be reported to the Bank Nurse Manager.

### **13.0 Annual leave**

13.1 Any member of the Nurse Bank is entitled to receive annual leave payments based on hours worked.

13.2 Annual leave entitlement is calculated at 12.07% of actual hours worked, which reflects the current statutory annual leave entitlement of 28 days.

13.3 Annual Leave is paid via automatic quarterly payments based on the hours worked in the preceding 3 months.

13.4 Records of leave will be kept by the Nurse Bank office to ascertain that all Nurse Bank workers receive the appropriate payments, and that statutory and national terms and conditions are met.

## **14.0 Availability**

14.1 To ensure continuity of service and to enable effective and efficient nurse cover Bank Nurses need to make the Nurse Bank Office aware of any availability to work shifts on a regular basis

14.2 With regards to availability and contact, notification must be made to the Nurse Bank Office of any changes to telephone numbers, email addresses, and house addresses.

14.3 Availability may be passed onto the Nurse Bank office in person, by telephone, in writing and via the online Bank Nurse calendar

14.4 All Nurse Bank members must be in compliance with the European Working Time Directive

## **15.0 Professional registration**

15.1 It is the responsibility of the Bank Nurse to maintain their professional registration.

15.2 It is a requirement that all registered professionals provide evidence for all qualifications upon appointment.

15.3 Professional registrations will be checked on a monthly basis by NHS Shetland Human resources department. Lapses in registration will result in the Bank worker being made inactive or termination of bank working agreement until registration is made current by the Nurse Bank Manager.

15.4 Any Bank Nurse with registration lapsed will meet with the Nurse Bank Manager to discuss registration issues.

15.5 All registered Bank Nurses are accountable for their practice.

15.6 It is the responsibility of the registered Bank Nurse to maintain the theoretical and practical standards for NMC registration and to provide a record of this to the Bank Nurse Office.

## **16.0 Drug Administration**

16.1 Any registered Nurse undertaking IV drug administration must produce evidence of training and must do so following NHS Shetland procedures.

## **17.0 Communication/email accounts**

17.1 Each bank worker will receive access to an NHS email account

17.2 All communications will be done in line with the NHS Shetlands Communication Strategy

<http://shb-intranet/documents/pphandbook/documents/CommunicationsStrategy2010.pdf>

## **18.0 Uniforms**

18.1 All Bank Nurse Uniforms will be provided free of charge. Each Bank Nurse will receive 2 uniforms.

18.2 Nurse Bank workers must contact the Sewing Room located in Gilbert Bain Hospital for issue of uniforms following approval of a uniform, by the nurse bank office.

18.3 All workers on the Nurse Bank must comply with the NHS Shetland's Uniform Policy

<http://shb-intranet/documents/pphandbook/documents/UniformPolicy.pdf>

18.4 Any breach in uniform policy may result in use of the Disciplinary procedure where necessary and could result in the termination of the individual's Nurse Bank contract.

## **19.0 Termination**

19.1 Membership of the Nurse Bank can be terminated by either party at any time for any reason without formal notice from either party.

19.2 If a situation is reached where no work assignments are either offered by NHS Shetland or accepted by the Bank worker for a period of six (6) months, without prior notification of intended absence, membership of the Nurse Bank will be terminated. Compliance will be monitored by the Nurse Bank Coordinator and the nurse bank worker and NHS Shetland Human resources department will be notified of the intention to terminate the bank working agreement.

19.3 On the termination of membership for whatever reason, or at the earliest request of the Board, members must immediately return to the Board all, minutes, records, lists, files, papers, books, agreements and other documents and data of the Board in his/her possession or under his/her control together with any and all notes and memoranda relating to the business of the Board made or received by him/her during the course of his/her work. The bank worker will be offered an exit interview following NHs Shetland Exit procedure

<http://shb-intranet/healthcare/support/hr/Documents/ExitProcedure.pdf>

## **20.0 Performance Monitoring**

20.1 In order to assist the Bank Nurse Manager, Bank worker performance forms will be distributed to the wards/areas on a regular basis to request an assessment of the Bank Nurses performance (Appendix 7)

20.2 The Bank Nurse Manager will monitor the Bank workers performance forms and will identify staff that require additional training and support

20.3 The Bank Nurse Manager will meet with the Bank Nurse annually to undertake appraisal and provide feedback on performance. This will be in line with the Boards appraisal system.

20.4 In the event of a complaint or incident which involves a Bank Nurse the Bank Nurse Manager will arrange a formal meeting to discuss any issues arisen

20.5 If they are any issues which affect a particular ward/area the manager concerned has the discretion if appropriate to request the individual is not allocated work until the concerns are addressed.

20.6 Any substantive staff working as Bank workers will be treated as a Bank Nurse in respect of Bank nursing issues. Any affect on their substantive position will be treated on an individual basis subject to Board Policies and Procedures. Any cause for concern will be passed onto relevant line managers where needed.

20.7 The Bank Nurse Office will keep a record of any communication regarding incidents and complaints and will only book the staff member if appropriate following advice from the Nurse Bank Manager.

20.8 Follow up meetings may be arranged to offer further support

## **21.0 Bank Hours Monitoring**

21.1 A monthly Bank hours report shall be produced by the Bank Nurse Office

21.2 The Bank Hours Report shall be sent to all Hospital and Community Nurse Wards/Areas and Area Partnership Forum (APF).

21.3 The Bank Hours report shall also be sent to the Senior Charge Nurse/Sisters/Team leaders Meeting and CSMT Meeting via the Director of Nursing for discussion.

21.4 Monitoring of Nurse Bank usage will continue through a monthly report of utilisation to APF meeting.

## **22.0 Acceptance of Bank Membership**

22.1 Each member of the Bank will be required to read the operational policy and to confirm acceptance by signing the Acceptance Form (Appendix 2)

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Appendix 1

## **Bank Nurse Contact Details**

### **Bank Nurse Coordinator**

Name: Ryan Sandison

Telephone: 01595743636

Bleep: 07623954171

Email: [shet-hb.nursebank@nhs.net](mailto:shet-hb.nursebank@nhs.net)

### **Bank Nurse Manager**

Name Janice McMahon

Telephone: 01595743020

Bleep via switch

Email: [Janice.mcmahon@nhs.net](mailto:Janice.mcmahon@nhs.net)

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Appendix 2

**SHETLAND NHS BOARD**

**BANK WORKING ARRANGEMENTS  
OPERATIONAL POLICY**

**FORM OF ACCEPTANCE OF BANK MEMBERSHIP**

I have read the Operational Policy and confirm my understanding and acceptance of the terms and conditions of membership.

Signed.....

Dated.....

Name.....



Appendix 2

**EMPLOYMENT DETAILS**

\* Please delete as appropriate

\* I confirm that this is my only regular employment

or

\* I confirm that I have other regular employment with another employer(s)/ self employed basis but that my average hours of work do not exceed 48 per week.

or

\* I confirm that I have other regular employment and my total hours of work with all multiple employers / work on a self-employed basis exceeds an average of 48 per week. I confirm that this is of my own voluntary individual choice. I believe that I am fit to undertake these hours of work and I am not overtired.

Signed:.....

Name:.....

Date:.....

Details of Alternative Employment:

Employer.....

Type of work.....

**INDIVIDUAL OPTION TO WORK MORE THAN 48 HOURS PER WEEK**

Employees may choose to work more than the 48-hour average weekly limit provided that they agree this with their Head of Department in writing.

This form is intended for this purpose and should be completed by both the employee and their Head of Department and kept with the employee's personal file.

Name .....

Job Title .....

Contracted Hours .....

Period of the Agreement ..... to .....

Reason for the Agreement .....  
(if applicable)

.....

.....

If the employee is working for another employer the terms on which the employee is to provide their Head of Department with details of the additional hours they are working within another job, must be stated below:-

.....

.....

.....

Period of notice terminate .....  
this agreement

Signed (Employee) .....

Date of signing .....

Signed (HOD)  
.....

Date of signing .....

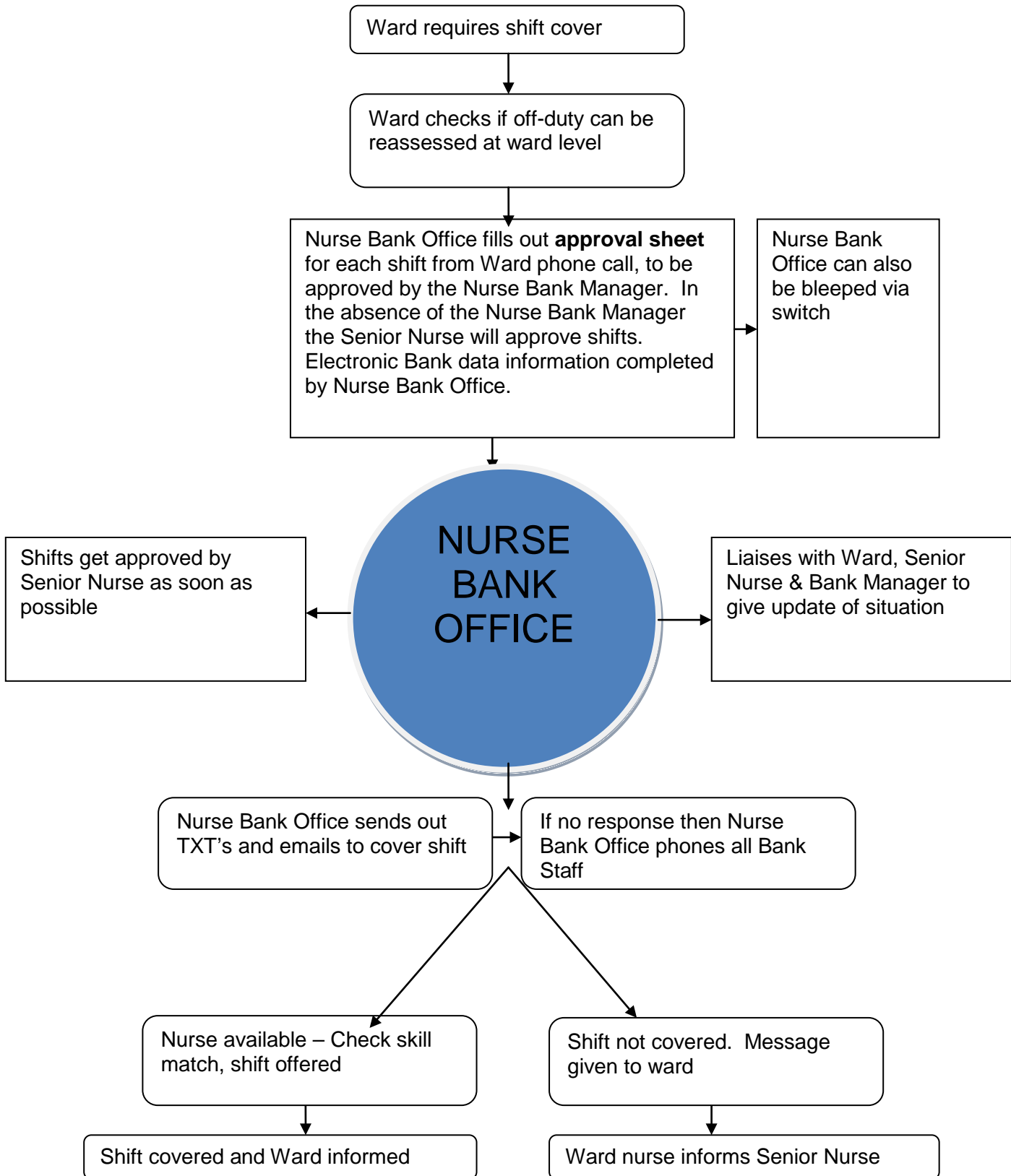
Appendix 3

Following the Young Workers Directive 94/33/EC, as implemented by the Working Time (Amendment) Regulations 2002, certain provisions relate to 'young workers' (ie those over school-leaving age but under the age of 18):

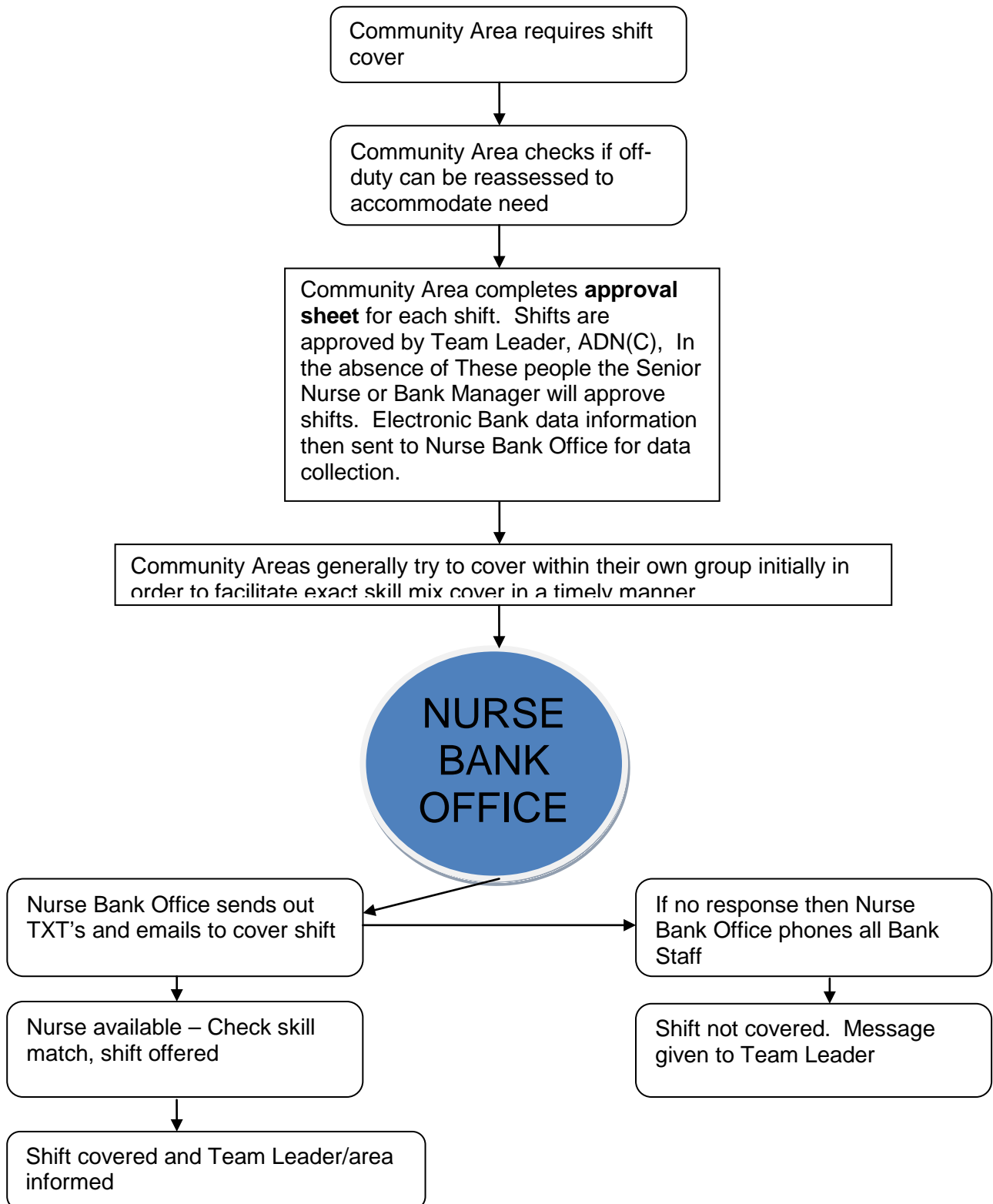
- o A limit on the hours of work to eight per day.
- o A maximum working week of 40 hours per week.
- o An uninterrupted rest period of 30 minutes where their normal working day is more than 4.5 hours.
- o A rest period of not less than 48 hours in a seven-day period and this cannot be aggregated over a 14 day period.
- o There is no provision for averaging working weekly time over a reference period.
- o There is no opt-out.
- o Night work is permitted up to 22 00 or 23 00, but the worker will not be able to work again before 6 00 or 7 00, depending on the terms of the contract. This is known as the 'restricted period'.
- o Night work is prohibited during the restricted period unless there is a need to maintain continuous service or production, or to respond to a surge in demand.

There are very limited exclusions to Regulation 6 of the Working Time Regulations (the length of night work) for young workers; these include employment in a hospital or similar organisation, or in cultural, sporting or advertising activities. A partial exemption is available for workers in agriculture, retail, postal work, catering, hotels, pubs or bakeries. Where work is required in the restricted period, there is a requirement to grant an equivalent period compensatory rest.

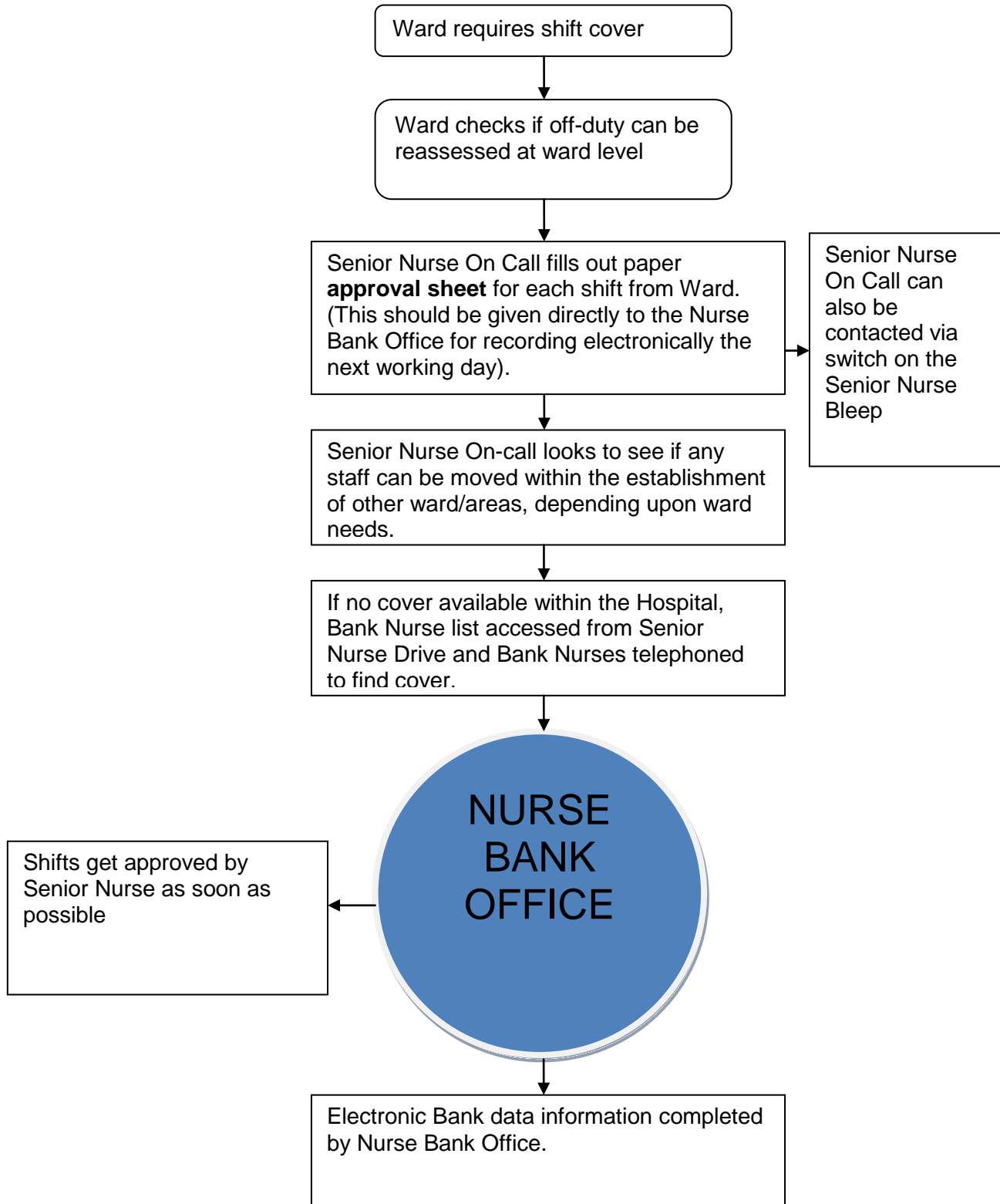
## BANK BOOKING PROCESS FOR GBH




## BANK BOOKING PROCESS FOR COMMUNITY



## OOH BOOKING PROCESS FOR GBH



## NHS SHETLAND NURSE BANK STAFF PERFORMANCE

Name of Bank Staff Member		Location		
Grade				
Date of Shift		Shift times	Start	Finish

	Please tick	Please provide example(s) of the member of staff that illustrate the issue highlighted. Continue overleaf if there is insufficient space below.	
<b>RELIABILITY</b> e.g. timekeeping, short notice cancellation, failure to report for a booked shift			
<b>APPROACH TO WORK</b> e.g. appropriate initiative, aware of role boundaries, team working, followed instructions, organisation of workload			
<b>COMMUNICATION</b> e.g. written, verbal, content, tone, reporting back, with patients and colleagues			
<b>SKILLS AND COMPETENCIES</b> e.g. assisting patients with personal care, safe use of equipment, skills and competencies specific to qualification and the clinical area (venepuncture, administration of medication)			
<b>OTHER</b>			
Issues highlighted to member of staff and discussed	Yes	No	If <b>NO</b> please provide explanation
Action taken by clinical area e.g. further support to undertake duties, statements requested from staff (list staff names)			
Further action by Nurse Bank Staff e.g. arrange further	Yes	No	Details

Version 7

training/support			
Reported to Manager/Co-ordinator	Manager's Name	Position	Date
Reported to Nurse Bank Office	Name	Position	Date
Nurse completing Feedback Form	Name	Position	Date



Appendix 7

Person Completing This Form	Area worker needed	DATE	MONTH	TYPE: early/late/long day/night	REASON FOR COVER	WHICH BAND Staff Nurse //HCSW	Specialist Skills	Staff Member Name (if known/ covered)	Notes

REASON CODES	
Reason	Reason Type
1	Vacancy
2	Sickness (permanent staff member sickness)
3	Backfill for training
4	NO LONGER IN USE
5	Orientation
6	NO LONGER IN USE
7	Peak in workload
8	Maternity/Paternity leave
9	Training time
10	Sexual Health Bank
11	Air Ambulance/BA Escort
12	Leave cover
13	Cover for phased return
14	Project Work
15	Critical Care

**NEWS:**  
 \* V2.02 - New Version  
 Cancellation Reasons - all shifts are assumed as requests/covered unless cancellation reason given

Clarified reason codes

Increased space for shifts

Simplification of field date, time etc for easy input

No dropdowns so input can be faster

Cancellation Reasons	
Code	Reason
1	Ward Cancelled Shift
2	Bank Nurse Cancelled
3	Bank Nurse sick/abser

# 1. Rapid Impact Checklist

NHS Shetland

## An Equality and Diversity Impact Assessment Tool: Bank Policy

**Which groups of the population do you think will be affected by this proposal?**

**Other groups:**

- Minority ethnic people (incl. Gypsy/travellers, refugees & asylum seekers)
- Women and men
- People with mental health problems
- People in religious/faith groups
- Older people, children and young people
- People of low income
- Homeless people
- Disabled people
- People involved in criminal justice system
- Staff
- Lesbian, gay, bisexual and transgender people

**All**

N.B The word proposal is used below as shorthand for any policy, procedure, strategy or proposal that might be assessed

What positive and negative impacts do you think there may be?

Which groups will be affected by these impacts?

**What impact will the proposal have on lifestyles?**

For example, will the changes affect:

- Diet and nutrition
- Exercise and physical activity
  
- Substance use: tobacco, alcohol and drugs?
- Risk taking behaviour?
- Education and learning or skills?

Positive – impact exposure to the environment of the NHs e.g. healthy working lives, healthy eating. , education and learning new skills.

<p><b>Will the proposal have any impact on the social environment?</b>  Things that might be affected include:</p> <ul style="list-style-type: none"> <li>• Social status</li> <li>• Employment (paid or unpaid)</li> <li>• Social/Family support</li> <li>• Stress</li> <li>• Income</li> </ul>	<p>Positive – providing opportunities for members to undertake Bank work within the NHS</p> <p>Positive – providing opportunities for training and development</p>
<p><b>Will the proposal have any impact on the following?</b></p> <ul style="list-style-type: none"> <li>• Discrimination?</li> <li>• Equality of opportunity?</li> <li>• Relations between groups?</li> </ul>	<p>None The policy ethos is to support equality and diversity for bank workers.</p>
<p><b>Will the proposal have an impact on the physical environment?</b>  For example, will there be impacts on:</p> <ul style="list-style-type: none"> <li>• Living conditions?</li> <li>• Working conditions?</li> <li>• Pollution or climate change?</li> <li>• Accidental injuries or public safety?</li> <li>• Transmission of infectious disease?</li> </ul>	<p>Positive - Bank workers provide supplementary staffing as a flexible workforce when needed and therefore have a positive impact on the environment.</p> <p>Training, support and appraisal are given to the bank worker.</p>
<p><b>Will the proposal affect access to and experience of services?</b>  For example,</p> <ul style="list-style-type: none"> <li>• Health care</li> <li>• Transport</li> <li>• Social services</li> <li>• Housing services</li> <li>• Education</li> </ul>	<p>Bank workers provide a flexible work force to meet the demands of the service and therefore have a positive impact on access to services and service delivery.</p>

Rapid Impact Checklist: Summary Sheet

**Positive Impacts (Note the groups affected)**

All groups  
Positive - providing a flexible work force to meet the demands of the service.

**Negative Impacts (Note the groups affected)**

None

Additional Information and Evidence Required

None

Recommendations

**From the outcome of the RIC, have negative impacts been identified for race or other equality groups? Has a full EQIA process been recommended? If not, why not?**

None