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Cardiff and Vale
University Health Board



Medical and Dental Staff Bank

Welcome Pack FAQs

Welcome to a new way of working!

We're delighted you've decided to join the Cardiff and Vale University Health Board Medical and Dental Staff Bank.

This guide is designed to answer all the questions you may have. If you have further queries or need more information, please reach out to the onsite Staff Bank team:

E: Cav.Medicalbank@wales.nhs.uk

T: [02921 836647](tel:02921836647)

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General bank queries

Why does the health board need a Medical and Dental Staff Bank?

The new Staff Bank will support the health board to better manage gaps in rotas, and reduce staffing costs, with less reliance on agency locums. It will also enable more efficient booking and payroll processes that will benefit doctors and dentists who wish to work additional shifts, as well as rota coordinators and internal management teams. Patients are also expected to benefit from increased staffing levels and improved continuity of care.

Does the Staff Bank apply to all grades - consultants, specialists, juniors, etc?

Yes. All additional shift work for Doctors and Dentists across all levels and grades must be booked and managed via the bank from 16 August 2021. We are aware that consultants often prefer monthly pay to weekly so have provided that option for consultants working via the Staff Bank.

How is it going to be managed and by whom?

The Staff Bank is being established in partnership with Medacs Healthcare, whose onsite teams currently manage all our temporary staffing operations. Medacs is a leading provider of managed healthcare staffing services to the NHS and have proven experience managing similar Medical and Dental Staff Banks.

What are the benefits for members of the Staff Bank?

Doctors and Dentists who work via the Staff Bank will benefit from easier options to take up additional shifts and more opportunities to broaden their experience of working in different departments. Using the new Envoy app, members can easily view and book all available shifts and submit timesheets. Payroll for bank

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shifts will be weekly and the onsite team will be on hand to help bank members to manage their extra shifts, ensuring they get the work they want and are supported to build experience in new clinical areas. Benefits in brief:

- Mobile app to view and book shifts
- First sight of all available shifts – before they are offered to locums
- Online timesheets – submitted via desktop or the mobile app
- Weekly payroll
- Onsite help and support to build skills in new areas

When does the new Staff Bank go live?

The bank will officially go live on Monday 16 August 2021. The onsite team will contact all members in the first few weeks to check your working preferences and availability. Shifts will be available to view and book via the Envoy app from this date.

Who can I contact if I have questions about the Staff Bank?

Please contact the Cardiff and Vale Medical & Dental Staff Bank team on Cav.medicalbank@wales.nhs.uk or 02921 836647

Joining queries

If I do not wish to sign up to Cardiff and Vale Medical and Dental Staff Bank, will I be able to complete additional shifts after the 16th August?

If you 'opt out' of the Cardiff & Vale Medical and Dental Staff Bank, from the 16th August 2021 you will be unable to complete any internal shifts including overtime and WLIs. All bookings post 16th August 2021 will be managed via the staff bank.

If I join the Medical Staff Bank, am I signing up with Medacs the agency?

No. Medacs have been requested to partner with Cardiff and Vale University Health Board to deliver a bank service. By joining the Medical Staff Bank, you will not be signing up with Medacs as an agency.

Medacs will be given access to limited data the health board holds for you within our Electronic Staffing Record (ESR) system. The details that will be provided to Medacs are your full name, contact details including phone and email address, your Date of Birth, NI Number, Grade and Specialty.

This data will be used solely for the purpose of managing your bank work. All banking details will remain within the health board's payroll department ONLY.

I am a trainee Doctor or Dentist; can I join the Staff Bank?

Yes, absolutely. We want our trainee and rotational Doctors and Dentists to work through the staff bank as developing your skills by working across different wards and departments will support your training. You will be paid weekly for shifts worked and you can also choose to remain on the bank when your rotation ends.

Can I join the bank if I am on a Tier 2 VISA?

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Yes, Tier2 visa holders are free to work for an additional 20 hours per week in the following circumstances: *'In another job on the shortage occupation list or a job in the same sector and at the same professional level as the work for which the Certificate of Sponsorship was assigned'*.

Working queries

How do I book shifts via the Staff Bank?

We recommend that you contact the Medical & Dental Staff Bank team each week and provide your availability. You can express your interest in shifts either by using the mobile app or by contacting the Staff Bank team direct. The aim is to provide visibility of shifts at least 6 weeks in advance, so you can plan.

Who do I contact if I am unable to work a bank shift I have booked?

During working hours: If you are unable to work or complete a shift, please contact the onsite team to advise them. Please ensure you give as much notice as possible to allow the team to find a replacement. The onsite team are available between the hours of 8am and 6pm, Monday – Friday, excluding bank holidays.

Out of hours: Outside of these hours, if the shift is due to start before the Medacs team are available, you will need to contact the ward or department directly. You must also send an email to the bank team with the reason for the cancellation.

How will working via the Staff Bank help me to build experience in new areas across the UHB?

The Staff Bank team will proactively work to understand your competencies, finding you the shifts you want in all matching specialties. We will also seek departmental approval to put you forward for shifts in areas where you wish to build your skills and experience.

Are there any restrictions on where I can work?

You can only book onto bank shifts for which you have the necessary skills, and you should not undertake any duties during the shift which you are not competent to perform. You may be subject to restrictions from time to time arising from maximum working hours, rest breaks between shifts, or recent sickness, which may limit access to bank working for a period whilst you fully recover.

Can I access training to enhance my skills to allow me to work in other specialties? If so, how am I clinically approved by the service beforehand?

The workforce solutions consultants in the bank team will work with you and the UHB's Medical Education and L&D teams to access training and induction courses which will allow us to add your additional skills to your profile. On adding your new skills, we will send your CV to the relevant directorate consultant for approval, and on approval, add that specialty to your account so you start to match to those shifts as well as shifts in your own directorate.

Will vacant/available shifts still be sent to agencies to provide cover?

Rosters will be published at least four weeks in advance of the roster start date and shifts will usually be available exclusively to staff bank members until two weeks before it begins. At this point, agencies will have the opportunity to fill the vacant shifts; however, bank workers will still be able to book shifts up until to the shift start time and displace agency workers where possible. Some particularly hard to fill roles will continue to be sourced through agencies before then if there is a low likelihood of filling through the bank.

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Queries on using the app or Envoy online portal

How do I get and access the app?

Envoy by MGG' can be downloaded via Play Store and App Store. Further details on how to download the app via IOS or Android can be found on the [Medical & Dental internet page](#)
Your unique login details will be sent via email.

How do I use the app to book myself onto shifts or submit timesheets?

Using the Envoy app is straightforward but for more guidance, check the Envoy user guide which is available on the Envoy support portal

Can I still submit my timesheets on a desktop, or do I have to use the app?

You can use either the mobile app or a tablet or desktop pc to access your timesheet portal.

When do I have to submit my hours by?

Timesheets must be submitted by midnight on the Sunday to ensure you are paid the following Friday. This means that you will be paid a week in arrears from working your shift.

I am having trouble logging in via a desktop to submit my hours, what should I do?

Firstly, please make sure you are using Internet Explorer as your internet browser. The system is not supported by the Chrome browser. If you are using an Apple Mac, there is a section in the user guide to show you how to select Internet Explorer as your browser before you log in. If you are still encountering an issue with logging in, please contact the onsite team.

Timesheet and payroll queries

What are the pay rates for working via the Staff Bank, are they different?

The current rates offered will not change initially, this is a decision taken by the Medical Director.

How will my timesheets be approved?

Once you have submitted your hours, a notification will be sent to the approval manager that has been assigned to the specialty that you have undertaken the hours for. The approval manager will check that the hours submitted match the hours of the original booking and approve.

What is the frequency of payment?

Weekly - Bank members can choose either weekly or monthly pay, depending on preference.

What day of the week will I receive payment?

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If you have opted for weekly pay you will receive payment on the Friday following the prior weeks worked hours, provided that you submit your timesheets by midnight the Sunday before. If you have opted for monthly, payments will be paid on the usual monthly pay date (21st).

How will I be able to view my payslips?

All payslips will be accessible to view via ESR (online)

Who pays me for the hours I work via the Cardiff and Vale Medical & Dental Staff Bank?

Payment will be made by Cardiff & Vale University Health Board payroll team within shared services.

Does this count as a second employment and carry a different tax burden?

In ESR we will set up a secondary assignment number for you, this allows you to be paid weekly for shifts undertaken through the bank. This will be treated as a second employment by HMRC for income tax purposes. This means that HMRC will review your earnings and issue a separate tax code for your main post and your bank post, but this should not increase your overall tax burden. If you have any queries relating to your tax code or how your tax code is applied, please contact HMRC directly.

Will holiday pay still be paid, and be visible, as before?

Yes, holiday pay will still be included as a separate line on the payslip.

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