



## **Plymouth Hospitals NHS Trust Agencies Guide**

Plymouth Hospitals NHS Trust (PHNT) are working in collaboration with the Devon Wide STP to ensure a consistent application of agency management. All requests to supply into any Trust within the Devon Wide STP will be discussed across the group prior to agreement to onboard. All new enquiries must be directed through either Karen Launder or Holly Willard (contact details below).

All new suppliers into the Devon Wide STP will be framework approved and at the current cap rate as detailed within the NHS Improvement Agency Rules.

### **Onboarding**

Once a supplier has been approved by PHNT to be on the Trust's Agency cascade, the following steps need to be completed to ensure visibility of shifts.

#### **Added to the PHNT Agency Cascade**

- The local NHSP team will request that the NHSP Agency Team action this once an approval form from the Trust Lead is provided. This can take 5 working days from the date the request is sent.

#### **Rate Cards**

- The Agency will need to upload a rate card via the NHSP portal. This will be sent to the Trust Procurement Lead for authorisation. You can access this by contacting the NHSP Agency Team (contact details below).

Once the above steps have been completed, the agency will be able to view shifts and book in workers. Please note that until the above process has completed, PHNT will not accept any worker into a shift.

#### **NHSP System and Booking Shifts**

Once active on the PHNT Agency Cascade, the agency will be able to see shifts across the Trust within the designated time period relating to their place on the Agency Cascade (please see below). Please note that the position on the Cascade is dictated by rates.

Tier 1 – 14 Days (Cap Rate Compliant Agencies)

Tier 2 – 10 Days

Tier 3 – 5 Days

Tier 4 – 48 hours

Tier 5 – 36 hours

If you need any assistance in using the NHSP system, regular training courses are available, please contact the local team on 01752 432098 for further information.





## **Long Term Placements**

Any long term placements or lines of work, which are available within the Trust, will be sent out on a monthly basis by the local NHSP team to those agencies with the lowest rates. Please ensure that the Recruitment Consultants email address and contact details are updated and correct.

Any suitable candidates must be emailed to [SouthWestCRTeam@NHSPProfessionals.nhs.uk](mailto:SouthWestCRTeam@NHSPProfessionals.nhs.uk) along with the dates and patterns of shifts that can be worked. The local team will input the name of the worker into the shifts and communicate the booking reference numbers. Any changes in availability must be communicated to the local NHSP team as soon as possible to ensure that safe levels of staffing are not compromised. Please note that a worker cannot be accepted into any shift without a valid booking reference.

## **Working Time & Breaks**

Long hours, fatigue and lack of rest breaks or time to recuperate between shifts are associated with an increased risk of errors. In line with Royal College of Nursing advice on working hours, agency nurses are not permitted to work in excess of 48 hours in one week. In extraordinary circumstances, whereby a period of work is being followed by a lengthy rest break, this may be waived but only with written agreement from the Trust Lead. This will be monitored to ensure this application of this rule is being adhered to.

## **Refusals**

We understand that there are times where workers are unable to make shifts. Please ensure if this happens that the worker is cancelled through the NHSP system as soon as possible and, if within 24 hours, the ward is also notified. The Trust has developed a cancellation of agency workers policy which will be communicated to you and performance of which will be monitored weekly.

Please note the holding of shifts with workers will not be tolerated and booking behaviour is reviewed on a regular basis. Any indications of this could jeopardise your approval to supply to the Trust.

## **Cancellations**

To ensure that the Trust is adhering to NHS Improvement Agency Rules, where possible, Bank workers are able to cancel out agency workers. Cancellations are communicated via the NHSP portal should this occur. There are plenty of shifts available within PHNT so it would be worth checking availability in nearby areas to ensure the worker is able to carry out a shift.

## **Direct Marketing to Wards**

It is not permitted to directly market workers or agency services to individual wards or sites within PHNT. All shifts are released to agency via the NHSP system allowing the agency to book workers directly to shifts. Any reports of direct marketing will be reported to the Trust Lead and this could jeopardise your approval to supply to the Trust.





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## Retrospective Bookings

Retrospective bookings should be only used in emergency situations at the request of the Trust and will require authorisation from the Trust Lead. If there is a situation where a retrospective shift needs to be added to the system, please contact the local NHSP team who will provide you with the relevant form. This needs to be completed and sent to [SouthWestCRTeam@NHSPProfessionals.nhs.uk](mailto:SouthWestCRTeam@NHSPProfessionals.nhs.uk) who will seek Trust Lead approval for the shifts and then send them off for processing. Please note that shifts will be added on to the system within 5 working days from receipt of Trust approval.

## Useful Contacts

### Trust Leads

Karen Launder – Workforce Manager for Temporary Staffing & Trust Lead for NHSP

Tel: 01752 431331

Email: [Karen.launder@nhs.net](mailto:Karen.launder@nhs.net)

Holly Willard – Category Buyer and Procurement Lead for Temporary Staffing

Tel: 01752 439815

Email: [holly.willard@nhs.net](mailto:holly.willard@nhs.net)

### NHSP Agencies Team

If you have any queries relating to the NHSP portal or invoicing queries please contact the NHSP Agencies team on

Tel: 0333 0143 626

Email: [agencies@nhsprofessionals.nhs.uk](mailto:agencies@nhsprofessionals.nhs.uk)

### PHNT Local NHSP Team

If you have any queries around long term placements or need assistance with retrospective bookings please use the number below.

Tel: 01752 432098

Email: [SouthWestCRTeam@NHSPProfessionals.nhs.uk](mailto:SouthWestCRTeam@NHSPProfessionals.nhs.uk)

### PHNT Locations

Details of PHNT Wards and Department Locations can be found by clicking on the the following link.

[Finding your way around Derriford Hospital](#)

