

# South Tyneside NHS Foundation Trust Service User Reference Guide

Partnership site - <http://stft.nhsp.uk/>

## Contact details

### Trust Liaison Coordinator

For all General Enquiries:

**Lynsey Gardner**      **Tel:** 0191 404 1165  
(Internal extension: 1165)  
**Mob:** 07500 951 895

[Lynsey.gardner@nhsprofessionals.nhs.uk](mailto:Lynsey.gardner@nhsprofessionals.nhs.uk)

For all service delivery queries please email:  
[STFT@nhsprofessionals.nhs.uk](mailto:STFT@nhsprofessionals.nhs.uk)

### Office Locations

#### South Tyneside District Hospital

Monday – Friday: 8am till 4pm  
*Room 47, Old Pathology Unit, Ingham Wing*

#### Clarendon (Community)

Hot desk – TBC  
*Please contact the team via the details above*

#### Sunderland (Community)

Monday – Friday: 8am till 4pm  
*B Floor, Sunderland Royal Hospital*

### National Service Centre 24hrs x 7 days a week for managers

For all bookings & general enquiries for all staff groups (you will be asked for your username and DOB)

Telephone: 03330 143 706

## Our:Bank

Access to the system is via the following link:

<https://bank.nhsp.uk/login>

A user guide to our online booking system can be found on our website at:

[www.nhsprofessionals.nhs.uk/logins](http://www.nhsprofessionals.nhs.uk/logins)

under “User Help Guides”

If you have not yet received your username and password you must contact your Trust Liaison Coordinator.

## Flexible Workers’ support

For all bookings and general enquiries Flexible Workers should call:

Telephone: 0333 240 7552

Opening Hours: 00:00 – 23:59 (Monday – Sunday)

Online Access: If a Flexible Worker needs online access they should contact the Service Centre or email us at: [web.support@nhsprofessionals.nhs.uk](mailto:web.support@nhsprofessionals.nhs.uk)

Flexible Workers’ online guide: A Guide to Flexible Workers’ online booking system can be found at: [www.nhsprofessionals.nhs.uk/logins](http://www.nhsprofessionals.nhs.uk/logins)

NHSP:Mobile Shift Booking System: Flexible Workers’ online booking system for mobile smartphone users can be found at:

<https://mybank.nhsp.uk>

## Feedback (Complaints & Compliments)

At NHS Professionals we value the comments and opinions of our partner organisations, staff, patients and public so that we can further improve our service. You can access our online feedback via the contact us page of the NHS Professionals web site: <https://www.nhsprofessionals.nhs.uk/partners/managing-wards-and-departments/providing-feedback-on-nhsp>



## Nursing & Midwifery - For your information

### Authorising Timesheets

It is a statutory requirement that breaks are taken for shifts of 6 hours or longer. These breaks are unpaid and must appear on timesheets.

Our *Bank* booking system automatically sets default breaks of a minimum of 30 minutes. As with the actual shift times, break duration can be amended when authorising the eTimesheet.

Note: Statutory breaks are a minimum of 20 minutes for shifts of 6 hours or longer.

### Agency cascade

NHS Professionals will always try to fill shifts with an NHS Professionals worker first. However where this is not possible there is a need to work with third party agencies to ensure all staffing requirements are covered.

### Ward changes/Split shifts

Staffing requirements are constantly changing and patient needs can lead to workers being required to move during shifts. If this was to occur there would be a requirement to create a “**split shift**” to ensure that it would come out of the correct budget. There are three methods to complete this:

1. If you are authorised to book for more than one ward you will be able to complete this online. Refer to the web user guide for further information.
2. Contact our Service Centre on: 03330 143 706 24 hours a day 7 days a week with the original shifts reference number and a Placement Officer will be glad to help you.
3. Contact your local site team who will be able to make the move on your behalf.



# South Tyneside NHS Foundation Trust Service User Reference Guide

## Nursing & Midwifery - For your information

### NHS Professionals Assignment Codes

To ensure shifts are only filled by flexible workers who have the required skills and experience, NHS Professionals uses assignment codes for all bookings. Assignment codes consist of two parts, namely **Assignment Type** and the **Area Of Work** e.g. **CSW04**. You will need to quote an assignment code when making a booking request.

#### Selecting Assignment Codes Online

When using Our:Bank booking system you will be presented with a drop down menu of assignment codes.

Type in the first letter of the Assignment Type short code and then scroll down until you see the full Assignment Type you require. The second drop down menu lists the Area of Work codes which apply to that Assignment Type. At this point you can select the combination you require.

| Band | Assignment Description               | Short Code |
|------|--------------------------------------|------------|
| 2    | Care/Community Support Worker        | CSW        |
| 3    | Care/Community Support Worker Higher | CSWH       |
| 6    | District Nurse                       | DIN        |
| 7    | Emergency Nurse Practitioner         | ENPG       |
| 6    | Health Visitor                       | HV         |
| 7    | Health Visitor Specialist            | HVSP       |
| 7    | Midwife Team Manager                 | MTM        |
| 6    | Nurse Practitioner                   | NP         |
| 7    | Nurse Practitioner Higher            | NPH        |
| 8    | Nurse Practitioner Advanced          | NPA        |
| 6    | Nurse Team Leader                    | NTL        |
| 7    | Nurse Team Manager                   | NTM        |
| 6    | Registered Midwife                   | RM         |
| 5    | Registered Midwife                   | RME        |
| 5    | Registered Nurse                     | RN         |
| 5    | Registered Nurse Preceptorship       | RNP        |

| Area of work                    | Short Code |
|---------------------------------|------------|
| General - Acute                 | 00         |
| Accident & Emergency            | 04         |
| Coronary Care                   | 05         |
| Intensive Care Unit             | 08         |
| Palliative Care Medicine        | 15         |
| Endoscopy                       | 16         |
| Day Surgery                     | 43         |
| Theatre Recovery                | 52         |
| Theatre Scrubs                  | 55         |
| Theatre General                 | 59         |
| Paediatrics                     | 60         |
| Neonatal Intensive Care         | 62         |
| Paediatric Accident & Emergency | 63         |
| Maternity                       | 66         |
| Family Planning                 | 68         |
| CAMHS                           | 73         |
| Learning Disabilities           | 77         |
| Medical Education               | 80         |
| Sexual Health                   | 95         |
| Community Child Health          | 100        |
| Continuing Intermediate Care    | 101        |
| Community Care                  | 102        |
| Schools                         | 111        |
| Enhanced Care                   | 119        |



# South Tyneside NHS Foundation Trust Service User Reference Guide

## For your information

### AHP Booking Guide

This guide has been created to provide all booking staff with a reference tool on how to request shifts through NHS Professionals – it contains information on how to contact us, handy tips on requesting Allied Health Professionals flexible workers and how to use our coding system.

#### Request form

Alternatively you can fill out an AHP Request form – this will prompt you for the information that we need to best meet your needs. You can send the form back to [A&C@nhsprofessionals.nhs.uk](mailto:A&C@nhsprofessionals.nhs.uk).

Need a form? Simply go to our partnership site and download the form - <http://stft.nhsp.uk/>

#### By Telephone

For all queries you can contact us on:

0330 144 370- Monday to Friday between 09.00 and 17.00 for AHP requirements

#### What happens next?

1. We will search our bank to fill your request – if we don't have anyone suitable on our bank we can either attempt to fill with approved agencies chosen by your Trust or source suitable candidates for you who will have to go through our registration process.
2. When we have a worker with the correct skills we will contact you - if you accept the worker we will then confirm the booking.

***Remember: If you wish to keep a worker longer than your initial request please let us know – so that the worker can continue to be paid promptly.***



## Allied Health Professionals - For your information

### A Reference Guide to AHP Assignment Types

This table is designed to guide you through the different assignment types to ensure you are requesting the correct band for the skills you need.

These assignment codes all have an area code of **00** e.g. RDA**00**

| Band | Assignment Description                              | Short Code |
|------|---|------------|
| 3    | CSW Higher Level (Dietician)                        | DISW       |
| 5    | Dietician   | DIRP       |
| 6    | Dietician Specialist                                | DISP       |
| 2    | CSW (Occupational Therapy)                          | OTSW       |
| 3    | CSW Higher Level (Occupational Therapy)             | OTSH       |
| 4    | Occupational Therapy Technician                     | OTT        |
| 5    | Occupational Therapy Technician Instructor          | OTTI       |
| 5    | Occupational Therapist                              | OTRP       |
| 6    | Occupational Therapist Specialist                   | OTSP       |
| 2    | Clinical Support Worker (Physiotherapy)             | PYSW       |
| 3    | Clinical Support Worker Higher (Physiotherapy)      | PYSH       |
| 4    | Therapy, Assistant Practitioner                     | THT        |
| 5    | Physiotherapist                                     | PYRP       |
| 6    | Physiotherapist Specialist                          | PYSP       |
| 6    | Physiotherapist Specialist (Experienced Rotational) | PYSE       |
| 2    | Radiography Department Assistant                    | RDA        |
| 7    | Radiographer Advanced                               | RDAP       |
| 5    | Radiographer (Diagnostic)                           | RDRP       |
| 6    | Radiographer Specialist (Diagnostic Therapeutic)    | RSDP       |
| 4    | Assistant Practitioner (Radiography)                | RDST       |

For the following AHP Assignment, the assignment code consists of two parts, namely Assignment Type and **Area Of Work** e.g. TP**40**.

| Band | Assignment Description                  | Short Code |
|------|---|------------|
| 5    | Theatre Practitioner / ODP              | TP         |
| 6    | Theatre Practitioner Higher Level / ODP | TPHL       |

| Area of work         | Short Code |
|----------------------|------------|
| General Anaesthetics | 40         |
| Recovery             | 52         |
| Theatre Scrub        | 55         |
| General Theatres     | 59         |

