



Bank Only Staff (A&E Operations) Standard Operating Procedure (SOP)

Document Author: People & Organisational Development
Date of Issue: May 2022
Version Number: 1

Contents

Section	Contents	Page No.
1.0	Introduction and Background	2
2.0	Scope	2
3.0	Education, Training, Minimum Development Requirements	2
4.0	Health, Safety & Wellbeing	4
5.0	Bank Staff Minimum Compliance Requirements	4

1.0 Introduction and Background

- 1.1 Yorkshire Ambulance Service (YAS) engage staff on a sessional basis; collectively referred to as bank staff. Roles can be clinical roles and non-clinical.
- 1.2. Delivering pre-hospital emergency care is increasingly complex; clinical guidelines change frequently and with an increasing volume of alternative care pathways or service reconfigurations, operational staff are challenged now more than ever in their ability to remain up to date. For bank staff for whom pre-hospital care within an NHS Ambulance Service is an ad-hoc role, this challenge is exponentially increased.
- 1.3 The ability to work safely and effectively relies on the ability to maintain sufficient exposure to the operating environment that allows for staff to be familiar with vehicles, equipment, contemporaneous clinical practice policies, procedures, and guidelines.
- 1.4 There is also a need to ensure all staff working within the Trust in a bank capacity are: compliant with all mandatory and statutory training required for their role, able to satisfactorily demonstrate fitness to practice, are sufficiently experienced to undertake their roles safely and effectively, and the Trust has processes in place to provide assurance for this.
- 1.5 For some staff, undertaking bank shifts within YAS may be the only exposure to patient care or pre-hospital patient care they receive, especially for those whose employed role external to YAS may be in a non-patient facing capacity.
- 1.6 This document therefore sets out the principles and expectations required for all staff working in a bank capacity within A&E Operations.

2.0 Scope

- 2.1 Individuals without an existing substantive contract in A&E Operations who choose to work in direct patient-facing roles for the Trust on an ad hoc basis only, otherwise known as bank only staff, are in scope of this Standard Operating Procedure (SOP). The procedure therefore covers those staff who have substantive contracts in other parts of the Trust i.e. call centres, YAS Academy etc.

3.0 Education, Training, Minimum Development Requirements

- 3.1 Individuals should complete a minimum of 12 operational shifts per year to provide assurance they are achieving regular exposure face to face patient contact, caring for patients in the pre-hospital setting. The BI Team/YAS Academy will provide data to the designated managers within the Clinical Business Unit (CBU) re compliance/minimum requirement.
- 3.2 The break between clinical shifts should not exceed 8 weeks to prevent the risk of skill fade or decline in clinical confidence.
- 3.3 Road staff will be allocated shifts on a DCA or RRV depending on their skill set as assigned in ESR, only those authorised to work on an RRV, will be able to work bank shifts on an RRV. Operational managers and Capacity & Planning Teams will need to work with relevant Consultant and Advanced Paramedics to help determine those

clinically authorised to work on RRVs. This does not apply to bank staff working in EOC.

- 3.4 Designated managers within CBU should ensure that all bank staff comply with the Trust's mandatory and statutory training (MaST), whether this is face-to-face training or mandatory elements of on-line learning (MOLL). This also includes statutory and mandatory Blue Light Driving Practical and Theory assessments.
- 3.5 Additionally clinicians are required to comply with the Trust's standards for clinical refresher training (CR) and any role-specific training that is relevant to the role for which they are employed within YAS. Designated managers within CBU in conjunction with the Scheduling Team will monitor compliance.
- 3.6 Specialist Paramedics in either urgent or critical care are also required to ensure that they are able to demonstrate ongoing competence through portfolio maintenance or other approved CPD and regular clinical practice on frontline and EOC duties. Assurance will be gained through their advanced paramedic.
- 3.7 On request, bank staff must attend any Clinical Case Reviews/internal processes when issues arise.
- 3.8 Bank staff should be encouraged to engage in the Post-Incident Care process to maintain their health & wellbeing.
- 3.9 Bank staff must liaise with the Scheduling team to book onto any training deemed compulsory (i.e., SMT, CRT and MOLL) of which they will receive normal pay for this time. Training must be completed in addition to the requirements for completing clinical shifts and not in lieu of shifts.
- 3.10 YAS takes its commitment to staff training and development seriously and commits to ensuring that statutory, mandatory, and essential clinical training is provided to all bank staff. This compliance will be monitored by the Scheduling team.
- 3.11 In addition to complying with the Trust's compulsory training requirements, staff are expected to take a proactive approach to their own continuing professional development and provide evidence of their CPD log on request. Staff should ensure they recognise areas of skill or clinical exposure which may require further support or development and seek out opportunities to address these, either through their designated manager, area clinical lead or advanced paramedic (where appropriate) within CBU or through external training.
- 3.12 Registered health professionals must ensure they continue to meet the standards for conduct, performance and ethics set by their regulatory body and all requirements for revalidation and registration.
- 3.13 Registered healthcare professionals must maintain their professional registration i.e., HCPC/NMC registration without restrictions or conditions of practice. They must inform their designated manager within CBU if they are subject to investigation. Failure to comply may lead to their bank contract being suspended and, following investigation, subsequently terminated by the Trust. HR Services will notify the Scheduling team if an individual is not registered, and their shift is to be made inactive. Scheduling team will ensure individuals are given a reasonable period of time to re-register in accordance with the [Professional Registration and Membership policy](#).

- 3.14 Designated managers within CBU will be responsible for and/or allocate an appropriate person to observe competence of bank staff. Advanced paramedics are responsible for clinical supervision and assurance of competence of those specialist paramedics who hold a bank contract.
- 3.15 Bank staff where appropriate (and who have been assigned a YAS mobile) should sign up to the JRCALC App (not everyone will be assigned a YAS phone/only personal phone) and demonstrate acknowledgement of clinical alerts.

4.0 Health, Safety & Wellbeing

- 4.1 The Trust is committed to supporting the health, safety and wellbeing of all our staff and patients; our responsibilities equally apply to our bank staff.
- 4.2 Therefore to carry out our duties, bank staff remain under the same health conditions as our substantive staff specifically if the duties of the post include performing ‘exposure prone procedures’ an up-to-date record of Hepatitis B immunisations must be maintained. Where an individual becomes e antigen positive their treatment within the service will be in accordance with the Trust’s [procedures on protecting health care workers and patients from Hepatitis B](#).
- 4.3 In accordance with the Fitness to Work Policy, individuals are responsible for their own health and wellbeing and should wherever possible maintain their own health and wellbeing in such a way that allows them to continue to perform their duties to the required standard..

5.0 Bank Staff Minimum Compliance Requirements

- 5.1 Employees leaving their substantive contract may wish to retain a bank contract with the Trust. This must be requested at the time of resigning and agreed by their manager. Clinicians who request a specialist paramedic bank contract must have agreement with an advanced paramedic prior to seeking authorisation by the designated manager. Conditions for such an arrangement can be found in the table below.

Criteria/Description	Minimum Criteria
General Conduct and Disciplinary record not including any sanctions for absence	Good general conduct Unspent disciplinary sanctions and incomplete investigations/ outstanding issues to be risk assessed.
Performance - appraisal record	No performance management action being progressed at the time of leaving
Sickness Absence record (when considering sickness absence managers must give careful consideration to reasons that would fall into a recognised disability or protected characteristic (e.g., pregnancy and maternity) as defined by the Equality Act	Usually no more than three instances or two episodes of absence totalling 14 calendar days or more in previous 12-month period however full consideration will be given to individual circumstances.

2010. Managers should check reasons for absence carefully, for example injuries at work, and contact HR for advice)	
Tenure	At least 12 months service at Yorkshire Ambulance Service NHS Trust (YAS) immediately prior to joining the bank.
Qualifications and/or job specific certified training course and/or job specific skills required to carry out the role	All essential achieved

- 5.2 A leavers form must be completed as normal. There is an option on the leavers form for 'returning on bank'.
- 5.3 Relevant employment checks will be made (for example ensuring driving licence check and DBS checks are up to date and identification/right to work documents are held on file); these will be completed before the bank contract will be confirmed.
- 5.4 Individuals intending to retain a bank contract after leaving must complete a 14 calendar day break in service before returning to the Trust.
- 5.5 For operational line management purposes bank staff will be allocated an appropriate designated manger from within their CBU determined by their base location.
- 5.6 Designated managers with CBU will be responsible for monitoring the compliance of all their assigned staff undertaking bank shifts and ensuring staff comply with the rules regarding the number and frequency of operational clinical shifts and requirements of compulsory training.
- 5.7 Bank Only Compliance Report will be produced by BI for use by the Capacity Planning and Scheduling Team who will be responsible for escalating concerns in relation to non-compliance of bank staff and ensuring ESR is correctly configured with bank staff skill sets/competencies and rules, so as to ensure that early notification is provided for staff who are at risk of losing their bank role.
- 5.8 Bank staff will be notified within 4 weeks by the Scheduling Team if they risk falling outside of the required number of shifts or if the rules regarding the time between shifts are breached. On receiving such alerts, the bank staff member must liaise with the Scheduling Team to ensure further planning of shifts takes place to avoid termination of their bank contract.
- 5.9 Bank staff are required to regularly login to their NHS.Net email address to ensure they receive relevant YAS updates and automated compliance messages.
- 5.10 Bank staff will receive automated messages when their compliance is due to expire, or when a new training requirement is added and will be expected to liaise with the Scheduling team with regards to planning onto available training dates.
- 5.11 The designated manager within CBU is responsible for the bank staff member will be responsible for ensuring any issues with regards to compliance with the required shift numbers and compulsory training are addressed.
- 5.12 The designated manager within CBU should work closely with the area clinical lead (Or advanced paramedic for bank specialist paramedics) and bank staff member to

positively support their return to clinical practice when fit to return. A return-to-work programme must be completed prior to the bank staff member being permitted to book further bank shifts.

- 5.13 Bank staff must comply with the Overtime SOP. Where this is not the case, the bank contract may be terminated.
- 5.14 Bank staff who do not maintain the required standards of shifts compliance and training will have their bank status temporarily suspended whilst they work with the Scheduling team to address returning to current status.
- 5.15 Bank staff will be required to complete a driving entitlement consent form prior to commencing on Bank and then every year thereafter to enable their licence to be verified by HR Services acting for the Trust or an intermediary company acting on the Trust's behalf, at a frequency determined by the Trust.
- 5.16 Bank staff are responsible for ensuring they remain compliant with the requirements set out within this standard operating procedure:
 - 5.16.1 Engage in any informal or formal investigation processes incl. performance management, as requested by management.
 - 5.16.2 Maintain a valid right to work in the UK.
 - 5.16.3 Maintain a satisfactory DBS (Disclosure and Barring Service) via subscribing to the DBS update services and inform the Trust where arrested/conviction/caution/police action pending.
 - 5.16.4 Inform the Trust of any other employment they undertake and ensure that they do not breach Working Time Regulations and follow the rules with regards to sufficient rest between shifts. Designated managers within CBU and the Scheduling Team are responsible for monitoring compliance with regards to working time and sufficient rest between shifts
 - 5.16.5 Inform the Trust of any external action that may destroy or seriously damage the relationship of confidence and trust between Yorkshire Ambulance Service NHS Trust and the individual i.e., safeguarding issues, action by Social Services, conviction etc.
 - 5.16.6 Use the time and attendance system relevant for the employing department i.e., GRS for accurately recording any time worked or expenses occurred. Claims proven to be fraudulent will result in termination of contract.
- 5.17 Capacity Planning/Scheduling team will be responsible for maintaining GRS and escalating concerns to the relevant designated manager within CBU.
- 5.18 The designated manager, determined by the base of the bank contract, is responsible for monitoring bank staff compliance with this SOP and in addressing issues of non-compliance.
- 5.19 This SOP will be reviewed regularly and updated to reflect current operational working arrangements and the requirements and standards for compliance.