

Thursday 23 February 2023

System Pressures We wanted to begin today's brief by acknowledging the current pressure in the system, notably at ARI, but being experienced across the board. Your efforts and hard work in helping the organisation deal with this are seen and appreciated.

Responding to your feedback - bank workers Several of the feedback items we received focused on bank working. Our thanks to the bank team for providing us with further detail, as follows:

- **Why can't bank workers be offered overtime? Often working alongside agency staff who are paid a much higher fee.**

Our rates of pay are bound by Agenda for Change; therefore, a bank worker must be paid the same rate as a substantive member of staff. Overtime can only be paid once someone works more than 37.5 hours a week. Pay must be equitable across part-time, full-time, and bank workers.

Although agency workers may appear to be paid more, the sum includes a payment to their agency, allowances for tax and national insurance, and an annual leave allowance. They also do not receive any of the employment benefits NHS staff receive, such as a pension, sick pay etc.

- **Could there be more flexibility in bank shifts? For example, splitting a 12-hour shift into two 6-hour shifts, twilight shifts, or school hour shifts?**

School hour shifts for registered nurses in ARI were offered on the bank, however there was little take up. Twilight shifts are offered and are usually filled quickly as they are popular. If there are too many twilight shifts, bank workers may choose these over full nights which leads to a staffing imbalance at 1am when the number of staff across the hospital drops. Split shifts are available across many wards and services, in various hospitals. This comes down to the personal choice of bank workers and where they want to work.

- **There needs to be more reassurance you will stay in the area you have chosen to work in**

It is reasonable for anyone working in the NHS to be asked to work in another area, if there is greater patient need there. The nature of bank working does mean it is more likely they will be asked to work elsewhere at peak periods

- **Bank workers are sometimes treated unfairly or unkindly by permanent staff and aren't always able to access facilities like kitchens.**

Everyone has a right to be treated with dignity and respect in the workplace, regardless of their employment status. Issues like this - and practical matters like accessing kitchen facilities - should be raised locally with the Senior Charge Nurse.

Display Screen Equipment (DSE) and your safety A DSE user is an employee who typically uses DSE for continuous or near-continuous spells of one hour or more daily. It covers office and non-office workplaces and any other location away from an individual's main base. The main risks in working with DSE include musculoskeletal disorders such as back pain or upper limb disorders, visual fatigue, and mental stress. To manage the risks, all DSE users must complete the following e-learning module: [Working Safely at your Computer - A Guide for Display Screen Equipment \(DSE\) Users](#) (requires Turas log-in). In addition, our [Display Screen Equipment policy can be found here](#). The e-learning module and the policy have recently been updated to reflect the increase in hybrid working and alternative DSE such as laptops and tablets.

Updating your contact information and IT Security Questions To help ensure your contact information is kept up to date for the purposes of the telephone directory and IT Service Desk, a prompt will start to appear on first login which will ask you for specific information. A key part of this process will be the creation of security questions and answers which will be used to authenticate staff when the IT Service Desk is called for a password reset. We would encourage you to complete your contact details and security questions as this will improve contact information across the organisation and streamline the password reset process.

[A guide on completing the contact information and security questions and answers is available here](#). (intranet link, networked devices only).

Adult Support and Protection - Spotting the signs of adult self-neglect National Adult Support and Protection Day was on 20 February 2023. Throughout the week the Public Protection team has been drawing attention to how self-neglect and hoarding behaviours are contributing factors to an adult being at risk of harm. When healthcare professionals follow the 5 R's - Recognise, Respond, Report, Record and Reflect - patient outcomes are greatly improved. To achieve this, healthcare professionals are invited to ensure their [ASP Level 1](#) and [Level 2 training](#) is complete. Additional ASP training is available from the [TURAS](#) website (those links require a Turas log-in). Support and guidance for staff can be accessed via the [Public Protection intranet site](#).

UNICEF Baby Friendly Initiative – Going for Gold/Achieving Sustainability sessions NHS Grampian's UNICEF Sustainability Group want to achieve the UNICEF Baby Friendly Initiative Sustainably award (Gold Award) within the next 12 months. We are required to implement and embed all four themes of the UNICEF Achieving Sustainability Standards: Leadership, Culture, Monitoring, and Progression. To support this, a series of sessions have been scheduled over the coming months. For more information, dates, and booking information, [please see this item on the intranet news section](#).

Tune of the day Alison Bain from the RACH physio team makes today's request. They are starting 'Fit Fridays' to increase physical activity among inpatients and have asked for [Let's Go](#) by Calvin Harris, featuring Ne-Yo. Best of luck to them! (EP)

If you want to request a tune, follow up on items included in this brief, or suggest an item for sharing, drop us an email via gram.communications@nhs.scot