

NHS Talking Therapies for anxiety and depression

Staff Bank FAQs

If your question is not answered in this list, please contact the NHS Professionals team via nationalbankrecruitment@nhsprofessionals.nhs.uk.

About the bank

Q1.	Is the staff bank for remote or face-to-face work?
A.	The staff bank offers both remote and face-to-face work, depending on the preference of the member of staff and the needs of the service.
Q2.	Does the bank offer placements, or is it ad-hoc hourly work?
A.	The bank offers placements according to service need – e.g. a service may need a PWP for 4 hours per week for 12 weeks; another service may need a PWP full-time for 6 weeks. The hours and length of placement will be included in each job posting on the bank, so bank workers can choose what works for them. An interview with the service will take place prior to taking up a role with the bank, so this can be discussed in detail.
Q3.	Will evening and weekend work be available through the bank?
A.	The staff bank will offer evening and weekend work, in addition to Monday – Friday 9-5, at the decision of each individual trust/ NHS Talking Therapies Service
Q4.	What is the prospected capacity for the service, will there be a limit on number of sessions you expect to be able to facilitate?
A.	Capacity will be dependent on the number of practitioners that register to work on the bank. As the number of registered practitioners increases, so will capacity.
Q5.	Which therapy modalities does the staff bank offer at Step 3?
A.	This will be dependent on the therapists registered on the bank – we are asking therapists to provide this information when they register so that we can match them to the appropriate vacancies. We expect to recruit therapists covering all modalities to the bank.
Q6.	Are services commissioning supervisory work or purely casework as part of this offer?
A.	At the moment the staff bank provides purely casework. We aim to expand the scope of the bank to offer supervisory work but do not yet have a timeframe for this expansion.
Q7.	If the bank is unable to fulfil a service request, would they ever outsource to a 3rd sector provider?
A.	The bank would not outsource to a 3 rd sector provider. If a service provider is unable to recruit to a vacancy through the staff bank, they may wish to use other staffing options (such as 3 rd sector providers).

Q8.	Does the staff bank include provision of staff to NHS Talking Therapies services in the Health & Justice sector?
A.	Yes, all NHS-commissioned Talking Therapies services can recruit staff through the bank.
Q9.	If the bank is inundated with interested individuals, is there a risk there won't be sufficient work for staff?
A.	Yes, as we develop the staff bank we are working hard to ensure a balance of demand and supply to avoid this issue.
Q10.	When does the staff bank go live? When can we join and see shifts?
A.	<p>We are currently in the pilot phase and building the bank, but practitioners can register to join the bank via the following links:</p> <p>Psychological Wellbeing Practitioner: https://pathway.nhsp.uk/members/?j=1938</p> <p>High Intensity Therapist (CBT): https://pathway.nhsp.uk/members/?j=1939</p> <p>High Intensity Therapist (non-CBT): https://pathway.nhsp.uk/members/?j=1936</p> <p>Services can contact NHS Professionals to discuss our service offering and an implementation timeline for access to the staff bank by contacting Karen Thompson, Senior Customer Manager at NHS Professionals via: karen.thompson@nhsprofessionals.nhs.uk.</p>

Pay, holiday entitlement, and pension contributions

Q11.	What are the rates of pay?
A.	<p>Top of Band 7 - £25.60 per hour for all qualified and accredited high-intensity therapists (plus HCAS where applicable). This includes CBT and non-CBT modalities.</p> <p>Top of Band 5 - £17.69 per hour for all qualified and registered psychological wellbeing practitioners (plus HCAS where applicable).</p>
Q12.	Why are people paid at the top of the band? Is there a risk newly qualified professionals will be attracted to the bank rather than staying in services where they would be paid at the bottom spine point?
A.	Practitioners working on the staff bank are paid at the top of the band in order to be competitive with rates paid by private agencies. Newly qualified professionals may wish to join the bank alongside or instead of substantive work, as many do already with private agencies. We hope that the offer of the NHS Talking Therapies staff bank will encourage individuals who prefer to work in this way to stay within the NHS.
Q13.	If the national bank paid top of the band, our staff may rather book in via the national bank rather than locally if they are not paid top of the band with us. How would this be addressed?
A.	Staff can be members of local banks in addition to the national NHS Talking Therapies bank. Most NHS-commissioned services have a framework contract in place which states that staff should be recruited through internal/ local banks first, before going out to a national bank or other staffing options. Any individual employed

	substantively is unable to work on the NHS Professionals National Bank at their own trust.
Q14.	As a clinician working for an agency, I receive an hourly rate, but this only covers the clinical session, not any admin time. Depending on caseload, this can mean that I end up doing quite a lot of 'unpaid' work. Would this be the case with the national bank?
A.	Work through the bank will be booked by day/ ½ day etc, with expected clinical contact time calculated pro-rata in line with the NHS Talking Therapies manual (up to 20 hours per week for a full-time HIT and up to 18-20 hours per week for a full-time PWP). As such, admin time, supervision, and CPD, would be paid as it is included in the bank 'shift'.
Q15.	If a client cancels or DNA would it still be paid? As it specified attended hours?
A.	Bank staff would not have pay retracted due to patient DNAs but would be expected to re-allocate the time to other work in line with Trust/NHS Talking Therapies service policies. If a Trust/ NHS Talking Therapies service cancels less than 2 hours before the start of the shift, 2 hours of the shift time is paid. If a Bank member does not attend the shift, they will not be paid.
Q16.	Does the rate of pay change if working unsocial hours?
A.	Unsocial hours payments are calculated in line with the Agenda for Change rules. Hours that count as unsocial hours include: <ul style="list-style-type: none"> • Nights - 8:00pm to 6:00am • Saturdays - midnight to 11:59pm • Sundays - midnight to 11:59pm • Bank Holidays - midnight to 11:59pm Services decide what pay rates any assignment code is paid at – including unsocial hours payments. If you want to find out what your pay rate should be, contact nationalbankrecruitment@nhsprofessionals.nhs.uk .
Q17.	How do you accrue the holiday entitlement?
A.	For every hour you work on the staff bank you will accrue annual leave. The standard rate of annual leave accrual for all bank members is 12.07% of the hours worked. This is worked out to allow you to earn up to 28 days (5.6 weeks) annual leave in a year (46.4 weeks) based on a full-time week of 37.5 hours. If you work less than the full-time hours, you will still accrue annual leave at 12.07% of the hours worked.
Q18.	How will the holiday accrued through bank work be taken if a bank worker also has a substantive role elsewhere?
A.	Holiday can be booked on the My Bank App by the worker, they can book holiday at any time as long as it is not on the same day that they have a shift booked. The holiday pay will then be automatically paid to them.
Q19.	Have NHS Professionals considered dropping the pension contributions for the bank and increasing the rate of pay?

A.	Pension contributions are optional. Opting in or out of the NHS Professionals pension does not affect your rate of pay. Rates of pay, as detailed above, are in line with the NHS Agenda for Change pay scale.
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Q20.	Can earnings from bank work link to your NHS pension? i.e., can bank work be used to boost your pension pot?
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A.	NHS Professionals doesn't offer NHS Pensions but does provide a stakeholder pension scheme. Please refer to the NHS Professionals website Help and Support page: https://www.nhsponline.nhs.uk/s/support
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CPD, supervision, and training

Q21.	Will bank staff be able to access CPD/ training from the service that they are on placement with?
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A.	Yes, absolutely. Services can offer their bank staff whatever they feel would be beneficial to them completing their role. There will also be CPD offers available via the bank. Please see our NHS Talking Therapies national bank resource pack for further information on CPD opportunities.
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Q22.	Are practitioners provided with clinical supervision separately to case management supervision when working for the bank?
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A.	Yes, the Trust/ NHS Talking Therapies service is expected to provide clinicians with separate case management and clinical supervision in line with the NHS Talking Therapies manual .
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Q23.	Is it possible to get supervision training with you?
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A.	No, the staff bank is not able to provide supervision training.
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Q24.	How will the staff bank account for training bank members on different services' systems, e.g., where they enter notes etc?
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A.	The service provider is expected train bank staff on any systems that they require the member of staff to use.
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Joining the bank as a practitioner

Q25.	I'm newly qualified and am in the process of gaining registration/ accreditation. Can I join the bank, or would I need to wait until my registration/ accreditation has been confirmed?
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A.	<p>You can register your interest in joining the bank but will not be able to apply for positions until your registration/ accreditation is confirmed.</p> <p>Please register via the link relevant to your role: Psychological Wellbeing Practitioner: https://pathway.nhsp.uk/members/?j=1938 High Intensity Therapist (CBT): https://pathway.nhsp.uk/members/?j=1939 High Intensity Therapist (non-CBT): https://pathway.nhsp.uk/members/?j=1936</p>
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Q26.	What mandatory training am I required to do to work on the national bank?
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A.	You will need to complete all statutory mandatory training online and attend a face-to-face training day(s). However, if you have evidence of in date training that you can provide where possible we will transfer this across to NHS Professionals.
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Q27.	I am an existing bank member as a HCA. How do I pick up shifts as a PWP? Does my manager need to authorise this so I can book shifts?
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A.	Appropriately qualified and accredited PWPs can register to join the bank via https://pathway.nhsp.uk/members/?j=1938 . Your manager does not need to authorise this.
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Q28.	If qualified in IAPT children's, can you still work with adults?
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A.	NHS Talking Therapies interventions must only be delivered by practitioners who have completed an accredited NHS Talking Therapies training course. Training outside of an accredited NHS Talking Therapies programme is not recognised. Specifically, training in the Children and Young People's mental health programme as a Children's Wellbeing Practitioner or Education Mental Health Practitioner does not lead to competence as a PWP for NHS Talking Therapies and is not transferable.
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Q29.	Do EMDR therapists need to be accredited, or trained and working towards accreditation?
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A.	EMDR therapists need to be accredited in order to work on the staff bank. If trained and working towards accreditation, practitioners can register their interest with the bank and will be able to apply for positions when their accreditation is confirmed.
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Q30.	If you dual trained CBT/ EMDR do you have to register twice or can we do this once?
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A.	Practitioners that are trained in more than one therapy modality do not need to register twice. Please register via either: High Intensity Therapist (CBT): https://pathway.nhsp.uk/members/?j=1939 , or High Intensity Therapist (non-CBT): https://pathway.nhsp.uk/members/?j=1936 and list your qualifications on your skills profile. If you are trained in CBT and also other non-CBT modalities, please register via the High Intensity Therapist (CBT) form and list any additional qualifications on your skills profile.
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Q31.	Will Clinical Psychologists be able to join the bank in the future?
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A.	We aim to expand the scope of the bank to other services that deliver psychological therapies, which will mean that Clinical Psychologists will be able to join the bank in the future. However, we do not yet have a timeframe for this expansion. On completion of a BABCP Level 2 accredited training pathway within their Doctorate, clinical psychologists will be eligible to work in NHS Talking Therapies as HITs providing CBT.
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Working on the bank as a practitioner

Q32.	As a clinician, why would I opt to join the bank rather than working privately?
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A.	<ul style="list-style-type: none"> Opportunity to work for NHS Professionals, an NHS organisation that values bank member development.
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	<ul style="list-style-type: none"> • First choice of placements: access to placements before they are available to agency. • Access to placements at any NHS Talking Therapies service in England that is an NHS Professionals client. • Competitive pay rates. • Flexible working to suit your lifestyle. • Work this week, get paid next week. • Robust supervision, professional development, and bespoke CPD opportunities. • In-service placements ensure you are part of the NHS Talking Therapies team you are working with. • Build holiday allowance. • Sick pay. • Pension scheme available. • Book and manage placements online.
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Q33.	Individuals working in full-time substantive roles may wish to undertake additional hours via the bank. How does this work alongside working time directives?
A.	The maximum working week under the Working Time Directive is an average of 48 hours. If you wish to work longer hours than this, you will need to opt-out of the Working Time Directive. For information about working time directives, see the NHS Professionals website: https://www.nhsponline.nhs.uk/s/article/What-is-the-Working-Time-Directive-WTD .

Q34.	If I already work part-time for an NHS service, can I still work within the bank for a different service?
A.	Yes, you can work with the bank on the days and times that suit your schedule.

Q35.	Will it be possible to work single days a week on this bank? And if one day is worked, will admin time be included in this working day?
A.	Yes, it is possible to work one day per week on the staff bank: there is no minimum hours. Regardless of the number of hours worked, pro-rata admin time will be included in the paid working day.

Q36.	Can a member of staff retire from their substantive role in the NHS and return to work on the bank for limited hours, e.g., 1 day wherever there might be a need?
A.	Yes, you can work with the bank on the days and times that suit your schedule.

Q37.	If I have another role, does working for the bank class as secondary work? If so, do I need to get agreement from my primary role to work on the national bank?
A.	You will need to declare on the application form that this will be your secondary job to ensure that you are taxed correctly. Agreement from your primary role is at your discretion: please see Question 7 on working time directives.

Q38.	As a clinician, I have a particular interest in working with a specific disorder/ via a specific delivery method (e.g. digitally enabled therapy; text type, etc). Can this be accommodated via the national bank?
A.	When completing your application form, please specify areas of interest or working preferences in the "Personal Summary" section. These will be made available to

services via your Skills Profile, in order to match you with the most appropriate placement.

Q39.	I speak another language in addition to English. Is this considered by the national bank?
A.	Absolutely! When completing your application form please include this in the "Personal Summary" section, specifying languages spoken. This will be made available to services via your profile, in order to match you with the most appropriate placement.

Q40.	If you are remote working, are you able to do this from abroad?
A.	As part of the registration process, NHS Professionals will need to conduct a face to face document check in the UK. Many Trusts/ NHS Talking Therapies Services are not able to host clinicians working outside England.

Q41.	Does the ending of the bank block of 'shifts' end when the client is discharged and then do you pick up another client from another service?
A.	A block of work on the staff bank would be undertaken within one service – the block of work may be for a set number of weeks/ months depending on service need. When a client is discharged, the practitioner would pick up another client from within the same service.

Hiring staff through the bank as a service provider

Q42.	How can registered bank staff be accessed by NHS Talking Therapies services?
A.	Services that require workforce via the bank will need to register with NHS Professionals, please contact nationalbankrecruitment@nhsprofessionals.nhs.uk . The national NHS Talking Therapies bank has no subscription charge; no implementation fee; and no minimum order. It operates on a 'Pay as you go' model which presents no risk to services as if they don't use national NHS Talking Therapies bank workers, they don't pay anything.

Q43.	What is the hourly cost for services?																		
A.	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>Pay</th> <th>WTD</th> <th>On Costs</th> <th>Fees</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Band 5</td> <td>£ 17.69</td> <td>£ 2.49</td> <td>£ 2.55</td> <td>£ 1.44</td> <td>£ 24.18</td> </tr> <tr> <td>Band 7</td> <td>£ 25.60</td> <td>£ 3.61</td> <td>£ 3.69</td> <td>£ 1.44</td> <td>£ 34.34</td> </tr> </tbody> </table>		Pay	WTD	On Costs	Fees	Total	Band 5	£ 17.69	£ 2.49	£ 2.55	£ 1.44	£ 24.18	Band 7	£ 25.60	£ 3.61	£ 3.69	£ 1.44	£ 34.34
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Q44.	Are there any protocols in place for checking those who apply to work on the bank - i.e., if someone is underperforming in their primary role or on long-term sick how will national bank know/ approach this?
A.	NHS Professionals will request references that will cover a 3-year period.

Q45.	I am a service offering placements to national bank staff. Am I responsible for training them on the systems we use?
A.	Yes, as with any member of staff working within your service, you are expected to provide training on any systems that you require the member of staff to use.

Q46.	When using agencies or outsourcing, there can be contracts which specify certain numbers of sessions or numbers of patients. Will this be the same with the national bank?
A.	The national bank does not set a specific number of sessions or patients. Demand and capacity will be driven by service need.
Q47.	I am a service offering placements to national bank staff. Are these staff expected to follow local policies and procedures?
A.	Yes, as with any member of staff working within your service, bank staff are expected to follow all appropriate local policies and procedures. Please familiarise yourself with the NHS Professionals Code of Behaviour .
Q48.	I am a service offering placements to national bank staff. Am I required to supply staff with equipment (e.g. laptop, mobile phone).
A.	Yes, as with any member of staff working within your service, you are required to provide bank staff with the equipment they require to undertake their role. When staff are working remotely, this equipment can be couriered to and from your organisation, as would have been the case with all new starters during COVID.
Q49.	A bank member of staff would like to apply for a substantive role with our service. Is there a fee?
A.	Staff wishing to move from the bank into substantive NHS Talking Therapies roles do not incur an introductory fee.
Q50.	I am a service offering placements to national bank staff. Do I need to provide staff with line management and clinical supervision?
A.	Yes, as with any member of staff working within your service, you are required to provide staff with line management and clinical supervision in line with the NHS Talking Therapies manual .
Q51.	If my service signs up to the national bank but does not end up using it, do I have to pay anything?
A.	No, the national NHS Talking Therapies bank has no subscription charge; no implementation fee; and no minimum order. It operates on a 'Pay as you go' model which presents no risk to services as if they don't use national NHS Talking Therapies bank workers, they don't pay anything.
Q52.	What if I have concerns about a member of staff that is working for us via the national bank?
A.	There is a feedback process for providing feedback about a member of staff: https://www.nhsponline.nhs.uk/s/article/How-do-I-complain-compliment-or-give-feedback-to-NHS-Professionals .
Q53.	If any issues arise with a member of bank staff, could we cease their employment with us, or does it go to NHSP to investigate? Do people have a contract within service or just with the bank?
A.	NHSP has a complaints and investigation process. A Trust/ NHS Talking Therapies Service can raise any concern they may have with a Bank Member and request that no further shifts are worked with that Trust until an investigation has taken place

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Q54.	If we used agency staff, we would normally interview before taking on. Is this possible or is it just matched with what is needed?
A.	As we build our bank pool, therapists undertake a clinical interview, however for new applicants these can be interviewed by the Trust/ NHS Talking Therapies Service. If a Trust/ NHS Talking Therapies Service would like to review a c v prior to placement, this can be arranged

Q55.	If staff register for the bank and go off sick from their substantive post, take annual leave in terms of their wellbeing, or are not working to expectations, will employers have access to see whether staff have undertaken work for the bank?
A.	Anyone employed substantively are unable to work on the bank back at their named Trust