

TLTP Medical

Candidate Handbook



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TLTP Medical

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Introduction

Thank you for choosing to work with TLTP Medical. The purpose of this handbook is to help you understand the way in which TLTP Medical operates and your role within it. We are committed to providing a quality service to our clients and to you, therefore it is essential you familiarise yourself with the contents of this handbook.

Please keep this handbook as you may find the information useful as a source of reference now and whilst you are working with us. If any of the sections are unclear, or if you have any questions please speak to your consultant. You can also find a copy of this handbook along as well as details of our services, payroll information and more on our website - www.tltpmedical.co.uk

Welcome to TLTP Medical

TLTP Medical is an independent supply agency that specialise in placing medical professionals into both the private and NHS sectors. We are proud to be on the frame works for Allied Health Professionals and Health Sector Staff, Crown Commercial Services (formerly GPS), London Procurement Partnership and National Clinical Staffing frameworks.

TLTP Medical employs over 15 experienced consultants, supplying Allied Health Professionals in the field of Audiology, Biomedical Science, Cardiology, Dieticians, Nurses, Health Care Assistants, Dental, Occupational Therapy, Pharmacy, Physiotherapy, Radiography, Speech and Language, Sterile Services and Medical Office roles.

We are committed to delivering an unrivalled first-class service that is personal, open and honest which enables us to provide a closer match for both the candidates and the medical establishment.



“Welcome to TLTP Medical, I am delighted to have you working with us – you are our most valuable asset and we will take care of you every step of the way. We pride ourselves on working with the most talented and reliable medical professionals who are motivated to make a difference to patients.”

“We have designed this handbook to support you; it sets out some clear guidelines and standards required under the Framework Agreements we have with the NHS. There are useful tips to help you get the most out of working with us and clients, both NHS and private. We look forward to working with you and supporting your medical career.”

Darryl Mydat
Chief Executive Officer, TLTP Medical

Recruitment and Employment Confederation

London Teaching Pool Ltd. is a member of the Recruitment and Employment Confederation (REC), the recognised body for the Recruitment Industry. They provide a Code of Practice and Ethics along with many very useful services for Employers, Agencies and Candidates.



REC members are recognised for their professionalism and the value they provide to clients and candidates.

The REC Code of Professional Practice has been created in consultation with members and industry stakeholders to ensure that all members of the REC conduct their businesses ethically and to the highest standards and to promote good practice within REC membership.

As a member of the REC, we support and uphold both the values set in the Code of Practice and Code of Ethics.

Code of Practice

The REC Code of Practice helps recruiters get it right. It goes further than the legal obligations and makes sure they are always acting ethically and have passed the REC's compliance test.

1. Respect for laws

Members and their staff must comply with all relevant legislation, statutory and non-statutory requirements and official guidance, and any future amendments to such requirements during the course of providing their services to others.

2. Respect for honesty and transparency

a. Members will act honestly in all dealings with work-seekers, clients, members, non-members and others.

b. While representing a work-seeker or client, a member shall not knowingly make a false or inaccurate statement, fail to disclose a material fact, or make a representation as to future matters without having reasonable grounds for making it.

c. Members must adhere to principles of truth in advertising and will only advertise positions, through any medium, for which they have documented permission to recruit.

d. All fees, charges and services provided must be explicitly and fully disclosed to clients prior to the acceptance of an assignment or prior to any work being undertaken for a client.

e. Members should document all key stages of the recruitment process in line with relevant legislation and good practice guidance.

3. Respect for work relationships

a. Members will not undertake actions that may unfairly or unlawfully jeopardize a work seeker's employment.

- b. Members will not undertake actions that may unfairly or unlawfully interfere in work relationships established by others.
- c. Members will not attempt unfairly or unlawfully to prevent a work seeker from seeking work from other sources.
- d. Members will in their dealings with all other REC Members and non-members treat them with respect and aim to work in a fair and open competitive environment.

4. Respect for diversity

- a) Members should adhere to the spirit of all applicable human rights, employment laws and regulations and will treat work seekers, clients and others without prejudice or unjustified discrimination. Members should not act on an instruction from a client that is discriminatory and should, wherever possible, provide guidance to clients in respect of good diversity practice.
- b) Members and their staff will treat all work seekers and clients with dignity and respect and aim to provide equity of employment opportunities based on objective business-related criteria.
- c) Members should establish working practices that safeguard against unlawful or unethical discrimination in the operation of their business.

5. Respect for safety

- a. Members will act diligently in assessing risks to work seekers and clients and will not knowingly put at risk candidates, clients or others.
- b. Members will inform work seekers whenever they have reason to believe that an engagement may cause a risk to health and safety.

6. Respect for professional knowledge

- a. Members will work diligently to develop and maintain a satisfactory level of relevant and current professional knowledge.
- b. Members will ensure that their staff are adequately trained and skilled to undertake their responsibilities in recruitment practice.

7. Respect for certainty of engagement

- a. Members must supply work seekers with full details of the work, conditions of employment, the nature of the work to be undertaken, rates of pay, method and frequency of payment and pay arrangements in accordance with requirements of current legislation.
- b. Members will ensure that any variation to the engagement can only occur with prior notification and agreement of the worker.

8. Respect for prompt and accurate payment

- a. Members will pay promptly and accurately any wages and benefits due in accordance with any agreed terms and legal requirements.
- b. Members should not penalize temporary/contract workers, for example for having been late or failed to attend part or all of an assignment or for poor performance, by making deductions from pay due for time that they have actually worked.

c. Members will not take on assignments that could result in their inability to pay temporary/contract workers.

9. Respect for ethical international recruitment

a. Members must supply all overseas work seekers with the same level of information as set out and implied in Principle 7. In addition, information provided should include details of the likely cost of living in the area the prospective hirer is situated, the likely length of the job in question and the state of the employment market in the field they are being recruited into. All information must be provided at no cost to the work seeker.

b. Members must ensure that in relation to overseas recruitment, they abide by all relevant legislation and Home Office guidelines and provide all relevant and applicable information to work seekers, clients and others.

c. Members recruiting from outside the UK must not use overseas agents who charge for their services, unless that is the legal and normal custom and practice sanctioned by the government of the country of origin. In addition, members must make all reasonable efforts to ascertain such information about any agents used and should be able to demonstrate that they have done so.

d. Members should observe the highest principles of social responsibility, integrity, professionalism, equity and fair practice in their dealings with all overseas work seekers.

10. Respect for confidentiality and privacy

a. Members must observe the highest principles of integrity, professionalism, equity and fair practice to maintain the confidentiality and privacy of candidate and client information and should respect the confidentiality of records in accordance with law and good business practice.

b. Members and their staff must ensure that they have obtained consent or that they have another legal basis which they can rely on (such consent or legal basis to be documented) before disclosing, transferring, displaying, submitting or seeking confidential or personal information.

Code of Ethics

The REC Code of Ethics is the foundation for ethical and transparent recruitment practices.

1. Respect for work relationships

a) In order to establish trust and build productive work relationships, you must exercise due diligence and observe high standards of accuracy of information, advice given and timeliness, to both clients and work seekers.

b) Treat all recruitment professionals with respect and aim to work in a fair and open competitive environment.

c) This standard also seeks to emphasize the importance of applying an ethical and professional approach to customer service standards at all times.

2. Respect for honesty and transparency

a) You must act at all times with integrity, honesty, the highest ethical standards and appropriate behaviour.

b) You will not engage in any activities which would bring the recruitment industry or the REC into disrepute.

3. Respect for confidentiality and privacy

a) You must observe and respect the confidentiality of your clients and jobseekers and ensure this is maintained at all stages of the recruitment process.

4. Respect for laws

a) You must comply with all relevant legislation, statutory and non-statutory codes and official guidance that will impact on your role in recruitment.

b) In particular, you should make sure that you know what steps to take in order to ensure compliance with the Employment Agencies Act 1973, the Conduct Regulations 2003 (and amendments).

5. Respect for diversity

a) You should ensure that you are well informed about recruitment practices, and that you continually seek to improve your knowledge, skills, and qualification base.

b) Use your REC status to encourage clients to trust your professionalism.

c) Use the REC designatory letters at all times and appropriately whilst a member of the REC.

d) Ensure that you regularly review the REC notifications sent to you. This will ensure that you are aware of any information that could impact on the recruitment industry and your day-to-day job.

For more information regarding the REC, visit www.rec.uk.com

Modern Slavery Statement

Modern slavery is a crime and a violation of fundamental human rights.

We have a zero-tolerance approach to modern slavery and are committed to acting ethically and with integrity and transparency in all business dealings and relationships and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in any of our supply chains.

To view our Modern Slavery Policy, click here <https://www.tltpmedical.co.uk/modern-slavery-policy>

Our Commitment to You

We will work hard to provide you with a personal service to ensure we find the right role for you and support you at every stage of the journey.

We will:

- Provide 24-hour contact – our office is open between 7am and 6pm, backed by an on-call service at all other times
- Assign a designated fully trained and experienced consultant who will deliver a highly responsive friendly and honest service
- Promote you to suitable Private and NHS medical sector clients and make you aware of relevant vacancies
- Negotiate pay rates which are both fair and competitive
- Find flexible and varied work which will suit your personal goals and ensure a healthy work/life balance
- Help you prepare for interviews
- Undertake all the necessary child safety checks (Enhanced DBS)
- Provide you with access to occupational health services
- If we require additional information or documents from you, we will let you know what they are
- Once your file has been cleared, we will let you know
- Let you know if your file does not meet our recruitment criteria and the reason(s) why
- Pay you what we say you will get paid
- Work hard to obtain feedback for you after every assignment
- Endeavour to find you suitable roles and in the areas where you want to work
- Offer you work with as much notice as possible and as locally as possible
- Keep in touch with you about job opportunities
- Keep you up to date with changes in the local recruitment market
- Offer you job search skills, advice, and career planning to support you in progressing your career
- Provide references for the dates you worked on assignment with us
- Understand your short and long-term plans and your career aspirations
- Assist any of your colleagues, friends, or family members within the medical field to access great opportunities and reward you for recommending them to work with us (see our Refer and Earn scheme)
- Due to the nature of temporary work, the requirements of our clients may change at short notice. In the event of a booking being cancelled, we will contact you as soon as possible and we will always endeavour to find you alternative work.

Your Commitment to Us

We promise to work hard to fulfil your expectations in finding the right placement for you. However, in return we expect all our staff to act as professional representatives of TLTP Medical at all times. We expect you to:

- Consider TLTP Medical to be your first-choice agency
- Attendance:
 - Make all reasonable efforts to attend your assignment on time, every day
 - If you are ill or otherwise unable to fulfill an assignment, please contact us immediately so we can find a replacement for you. Our office operates a 24-hour service, we will need to know either the night before or first thing in the morning before 7am
- If you anticipate being late for an assignment, we expect you to contact your consultant, so we can keep the client informed. The most common piece of negative feedback we receive from our clients is candidates arriving late to a booking. It is very important for all our medical staff to be on time. This is essential in enabling us to build good relationships with our clients
- Stay in regular contact with your TLTP Medical consultant about your availability for work
- Complete and submit timesheets on time
- Give us feedback on your experiences within medical sectors
- Undertake interviews when requested
- To provide all necessary documentation for your child safety checks
- Ensure you have a map handy particularly for emergency bookings. Your consultant will also be able to assist you with directions if you need them
- One of the best ways to get more work from us is to leave the assignment having made a good impression to both the patients and staff
- Let us know if a Trust offers you a permanent role
- Give us at least one week's notice for any holiday requests / time off / leaving early
- Give us at least one week's notice when your assignment is coming to an end or if you wish to terminate the contract
- Inform us of any new training you have undertaken and update your CV
- Inform us of any disciplinary proceedings, suspensions, or investigations immediately
- Keep your professional registrations up to date
- If the booking is cancelled when you arrive at the client's site, it is important that you call TLTP Medical immediately and notify us
- In some circumstances, the client may approach you directly with work. It is essential that if you are booked in this way you inform TLTP Medical immediately

Our business depends entirely on the good reputation we have worked hard to develop over the years, and we expect all our staff to maintain our high standards with our clients.

Refer and Earn Scheme



The foundation of our business is built on recommendations.

We have been helping medical professionals find jobs since 2006. We have a passion for ensuring we place our highly valued staff in fulfilling careers and very proud of the fact that our reputation for doing so ensures TLTP Medical is regularly recommended to others.

As a thank you, for every person you recommend that we successfully place on an assignment, and that meets our terms and conditions*, we will reward you with **£250** (subject to statutory deductions).

All you need to do is complete the referral form. This can be found at www.tltpmedical.co.uk/refer alternatively call **020 8709 6553** or email info@tltp.co.uk.

**Referral bonus is paid upon completion of the referral working 250 hours through TLTP Medical and is subject to statutory deductions.*

Before You Start Work

Induction and Mandatory Training

All candidates will receive induction training prior to commencing work.

All candidates, appropriate to their profession must complete training on Moving and Handling, CPR and the training listed below on an annual basis. TLTP Medical will facilitate and provide subsidised courses, however candidates can also source their own training courses. It is a contractual requirement that all candidates should undertake an Annual Mandatory Training update.

Induction Training:

- Basic Life Support / Resuscitation (practical)
- Complaints Handling
- Countering Fraud Bribery and Corruption in the NHS
- COSHH
- Epilepsy
- Equality, Diversity and Inclusion
- Fire Safety (practical)
- First Aid in the Workplace
- Food Hygiene
- Handling Medication and Avoiding Drug Errors - Level 2
- Conflict Resolution
- Health, Safety and Welfare
- Infection Prevention and Control (Level 2)
- Information Governance, Data Protection and NHS Digital Security
- Lone Worker
- Manual Handling (practical)
- Mental Capacity Act 2005
- Numeracy and Drug Calculations
- RIDDOR
- Mental Health Act 2007
- SOVA and SOCA Level 3
- Blood Component Transfusion
- Communication
- Consent
- Dementia Awareness
- Duty of Care in Health and Social Care
- Fluids and Nutrition Awareness
- Privacy and Dignity in Health and Social Care
- Promoting Person Centred Care in Health and Social Care
- Your Health Career
- Preventing Radicalisation
- Reducing Restraints in Health and Social Care
- Basic Literacy
- Coronavirus (COVID-19) Infection Prevention and Control

Training modules are dependent on the role.

Risk Incident Reporting

Under the Management of Health and Safety Regulations of 1992 you have a legal duty of care to report all accidents, incidents and near misses. These regulations impose a duty on employers to perform risk assessments on all work activities. If during the course of your work you identify a risk to the health, safety and welfare of your own personal safety, and/or that of your colleagues/patients/clients, you have a duty to report this. In the first instance it should be reported to the person in charge of the establishment to which you are assigned, and also to your consultant at TLTP Medical. An incident report form must be completed at TLTP Medical's head office.

Lone Workers Information

Lone workers are those workers who work by themselves without close or direct supervision. Lone working is not governed by any specific legislation, but a wide range of legislation may apply depending on the nature of the work involved. In all instances the Health and Safety at Work Act 1974 and the Management of Health and Safety Regulations of 1992 will apply.

Generally, within the healthcare industry, lone workers can be regarded as those who work on a peripatetic basis such as community/district nurses, domiciliary homecare workers etc., or those personnel who work outside of normal hours e.g. domestics, porters, security etc.

In all cases where a worker is expected to work alone a risk assessment should be performed by the employer and steps taken to reduce risk to the lowest practicable level.

The risk assessment should address:

- Whether the work can be performed safely by a single person
- What arrangements are required to ensure the lone worker is at no more risk than employees working together

If for any reason you consider yourself to be in a "lone worker" situation, please contact your recruitment consultant immediately so that a further risk assessment can be performed, and arrangements can be made to ensure safe systems of work and your personal safety.

Violence and Aggression

Workers in a hospital setting work within an environment where there is potential for threat, aggression, or violence. Violence and aggression can include (but not limited to) the following circumstances:

- Minor assaults including situations where physical contact and/or injuries occur which require first aid treatment
- Threats with an offensive weapon without physical injury
- Aggravated Assault resulting in injury requiring medical assistance
- Threatening behaviour which could include verbal abuse or threats, and fear arising from damage to the physical environment
- Assault resulting in serious injury and/or death

Any violent, abusive, or threatening behaviour is unacceptable.

You must report any incident immediately to the person in charge at the place that you are working and also to your TLTP Medical recruitment consultant. The establishment where you are working will have policies for dealing with such incidents and an incident report form should be completed both at the place of work and at the TLTP Medical Head Office. All staff and candidates have an obligation under the Health and Safety at Work Act 1974 to have regard for their own health, safety and welfare at work, and that of others who may be affected by their acts or omissions.

The Caldicott Protocols

The Caldicott review was commissioned due to the development of information technology and its capacity to disseminate information about patients/service users both rapidly and extensively.

An essential component of the clinical consultation in the provision of health care is confidentiality. All healthcare workers have stringent requirements with regards to confidentiality of patients within their care. However, information given about patients underpins the efficient operation of the NHS, and it is important that confidentiality does not impede upon the provision of effective patient care. Therefore, the Caldicott review devised protocols and recommendations, which assume the appointment of a Caldicott Guardian who is created to safeguard and govern the users of patient information within the NHS organisations. Caldicott Guardians are senior health professionals.

Local Policies

All TLTP Medical personnel are required to familiarise themselves with the local policy on confidentiality within the establishment/NHS Trust where they are working.

Complaint Handling

During the course of your work with TLTP Medical you may come across complaints from patients/clients. It is the responsibility of TLTP Medical to deal with any dissatisfaction from patients/clients in a professional and precise manner. If you are on an assignment within an establishment, please report any complaints to a senior person and document all details of the complaint. You must also report the complaint to your TLTP Medical recruitment consultant.

All complaints will be investigated within a specified time limit and resolved as soon as possible, and this is the responsibility of the TLTP Medical Managing Director. You may, however, be requested to put details of the complaint in writing on a complaint record form and/or attend an interview to enable us to carry out any further investigations that might be necessary,

If you personally are the subject of a complaint, you will also be asked to record details as part of an investigation and in some circumstances, it may be necessary to suspend you from duty whilst the investigation is in process. Any complaints of misconduct against individuals will be reported to the HPC or other relevant Registration Body.

If you have any complaints about any aspects of your work at TLTP Medical, please do not hesitate to contact us.

Any complaints from individuals will be dealt with in a professional and confidential manner. For more details, please see our complaint policy at <https://www.tltpmedical.co.uk/complaints-policy-and-procedure>

HTE Framework Complaints Policy and Procedure

The complaints and policy procedure below applies to temporary workers supplied under the Health Trust Europe (HTE) Framework. This must be followed as outlined.

Your consultant will be able to tell you which framework you have been supplied under.

1. All complaints made by the client (the authority) to TLTP Medical (the supplier), shall be acknowledged in writing within two (2) working days by TLTP Medical.
2. TLTP Medical shall keep a full written record of the nature of each complaint and details of the action taken as a result of the complaint.
3. TLTP Medical shall use reasonable endeavours to ensure that all complaints are resolved within 10 days of the complaint being notified to TLTP Medical, unless the nature of the complaint requires additional investigation or action by a Professional and Regulatory Body, or other government organisation, the Employment Agency Standards Inspectorate (Department for Business Enterprise and Regulatory Reform), Home Office UK Border Agency, HM Revenue and Customs, the Counter Fraud Service, the Police, Social Services Departments and the Independent Safeguarding Authority, in which case TLTP Medical shall ensure that the complaint is resolved as soon as possible thereafter.
4. The details of how the complaint has been resolved should be notified to the client in writing as soon as possible thereafter and TLTP Medical will on request at any time from the client provide TLTP Medical with an update as to the progress of the resolution of the complaint.

Fitness to Practice

It is important for your own health and of those in your care that you are fit to practice whenever you attend an assignment. You must declare your fitness to practice when registering with us or when you accept an assignment. You must also let us know if you are or have become pregnant, have acquired an illness or injury before or during an assignment including the occurrence of vomiting, diarrhoea, or rashes. It may be necessary to inform the client of a change in your health so that the necessary precautions can be taken. If you are concerned that your assignment involves unnecessary risks to your health or fitness, or that of your unborn child, please contact us. If you are pregnant, we are required to perform a health and risk assessment for all expectant mothers.

Should our Occupational Health service declare you unfit for work then your placement will be terminated until declared otherwise.

You are required to supply TLTP Medical with an update of your occupational health questionnaire on an annual basis, as this is a contractual requirement with the NHS. We will contact you with the new forms when required.

The Working Time Directive

TLTP Medical is required to take responsible steps to ensure that you do not work more than an average of 48 hours a week over a 17-week period. However, you are entitled to choose to work more than the 48-hour limit by opting out of the Working Time Directive.

Immunisation

Without proof of immunisation, we will be unable to offer you assignments.

Please keep the following immunisations up to date:

- Hepatitis B
- Hepatitis B Titre Levels
- Varicella (Chicken Pox)
- Rubella (German Measles)
- Mumps
- Measles
- Tuberculosis
- Hepatitis C (if undertaking exposure prone procedures)
- HIV (if undertaking exposure prone procedures)

Any boosters or new vaccinations must be recorded on your immunisation record. You need to disclose details on your application form and fax or post proof of vaccination to us. Documented proof is required for all immunity status with the exception of Varicella (Chicken Pox) which can be self-declared.

MRSA and C. Difficile

Methicillin Resistant Staphylococcus Aureus (MRSA) is the name given to range of strains of antibiotic-resistant bacteria. MRSA exists on the hands or in the nose of around one third of the healthy population and is usually harmless. It can however prove fatal if it enters the bloodstream of an already weakened patient.

Clostridium Difficile is a bacterium which naturally occurs in two thirds of children and 3% of adults. It does not cause a problem in healthy individuals. When the balance is upset by antibiotics used for other conditions, it produces toxins and causes illness.

In addition, please:

- Use liquid soap and water or an alcohol-based hand rub when washing hands – make sure it comes into contact with all areas.
- Remove wrist and preferably hand jewellery at the beginning of each shift where you will be regularly decontaminating your hands.
- Wear disposable gloves and aprons when attending to dressings or dealing with blood and body fluids (sterile gloves should be worn when performing aseptic techniques).
- Dispose of gloves and aprons after use.
- Cover cuts or breaks in your skin or those of patients/clients with a waterproof dressing.

If you come into contact with a patient who is later found to be contaminated with MRSA, it may be necessary to attend screening sessions at the hospital's Occupational Health Department. During this

time and before you have been declared clear from MRSA, we may be restricted in the assignments we can offer you due to the risk of infections.

AIDS/HIV

Candidates should be aware of and abide by the requirements of HSC 1998/ 226 “Guidance on the Management of AIDS/ HIV Infected Health Care Workers and Patient Notification”

- If you believe you may have been exposed to HIV infection in any way you should seek medical advice from your GP or Occupational Health Department and, where appropriate, undergo diagnostic HIV antibody testing.
- If you are found to be infected, you must again seek guidance from your GP or Occupational Health Department.
- If you are found to be HIV positive and perform or assist with invasive surgical procedures you must stop this immediately and seek advice from your GP or Occupational Health Department regarding what action, if any, should be taken.
- Please be aware that it is the obligation of all health workers to notify their employer and, where appropriate, the relevant professional regulatory body, if they are aware of HIV individuals who have not followed advice to modify their working practice.

Please note the above guidance does not supersede current Department of Health Guidelines (in particular HSC 1998/226) or local practices and procedures.

Medicals

Because of the importance of your fitness to practice, TLTP Medical reserves the right to request a certificate of fitness to practice from your GP or an Occupational Health Service. Our clients may also ask that you undergo a medical examination before commencing work for them. In these cases, future placements may be dependent upon your compliance with this request and its outcome, providing it was made with good reason.

Assignments

Preparing for Your Assignment

Your consultant will support you in preparing for each assignment or interview that you attend.

Every time you work for us you must carry your original DBS disclosure and valid form of photographic identification (such as a driving license or passport) with you.

You will be asked to show these documents when you arrive at the premises. If you are unable to produce these documents, you may be turned away without remuneration.

Ensure you plan your journey in advance to make sure that you arrive at your place of work at the required time. If you are running late, please call to let us know and make your apologies when you do arrive.

Making a good impression

It is very important to make a good impression from the moment you arrive at your assignment. If you are smart, professionally dressed with good personal hygiene, punctual, organised and keen to start work – you will impress immediately.

ID Badges

ID Badges will be issued in line with your professional registration and must be worn at all times whilst on the clients' premises. When we are advised of your registration or re-registration, TLTP Medical will generate new badges and send them to you. Badges must be handed back to us on termination of employment with TLTP Medical.

Uniform/Dress code

TLTP Medical is committed to providing the highest standard of professional staff. With this in mind, all staff undertaking assignments for TLTP Medical will be obliged to abide by the Uniform Policy as set out below.

The uniform requirements of some of our clients differ and will be stated prior to the assignment.

All staff must present themselves in a standard of dress and appearance consistent with a high professional image. This is to ensure that at all times the patient becomes familiar with a particular identity for our staff, and to uphold confidence in the image and professionalism of TLTP Medical.

- **ID Badge** – all staff are required to wear their ID badge whilst on duty
- **TLTP Medical Uniform** – for certain roles a uniform top is provided which will have an embroidered TLTP Medical logo at the front. This must be worn with smart black trousers and is not provided by TLTP Medical. Uniform must always be worn when working on assignments through TLTP Medical. Additional uniform can be purchased at a cost of £30.00 per top.
- For roles that do not require a TLTP Medical uniform, you will be advised of the dress code at the time of booking
- **Shoes** – must be black, clean, presentable, and covered. High-heeled or platform shoes should not be worn due to the potential safety hazards that they can present
- **Jewellery** - for health & safety reasons, no jewellery other than plain wedding rings or plain ear

studs should be worn. Facial jewellery should be of an absolute minimum and of a size that cannot be caught or grabbed by a patient. Any jewellery that is worn should not pose a risk of injury to any person

- **Hair** - must be clean, well groomed, tied up or out of the way appropriately so that it does not interfere with the delivery of care
- **Fingernails** - must be short and clean. No nail varnish and no false fingernails
- It is the responsibility of all staff to launder their uniforms and to ensure they are kept clean, tidy and always look presentable
- **Makeup** – can be worn and must be kept to a minimum. Any enhancements such as fake eyelashes must be secure and not obstruct patient care. When there is a dispute between an agency worker and the client regarding the style and manner in which the makeup is applied the client's decision must be adhered to

At your assignment regardless of grade or the type of role you are undertaking there are certain things you must do before you start, during and at the end of your assignment.

It is your responsibility to ensure that you are given an induction. You must contact the TLTP Medical office immediately if an induction is refused for any reason so that this can be rectified.

At the start of your assignment

- Introduce yourself and why you are there
- Familiarise yourself with the local policies and procedures
Be aware of the following:
 - Crash Call Procedure
 - Hot Spot Mechanisms
 - Violent Episode and Lone Worker Policy
 - Procedure for Alerting Security Staff
 - Policy for Administration and Assistance with Drugs
 - Complaints Handling
- Find out who to report to and your duties
- Names of the head of department / senior team members
- Find out the person responsible for health and safety/first aid emergency/fire drill etc.
- Find out the name of person should complaints arise

During your assignment

- Have the care, wellbeing and safety of patients and clients as your first concern
- Work collaboratively and communicate effectively with the clinical area's or department's own staff
- Treat all patients/clients/visitors with dignity, courtesy, respect and with due regard to their age, gender, race, religion, physical and mental condition
- Only undertake work and tasks you are competent to do, if you need or are asked to do something you are not competent to carry out, you must inform the person supervising you
- Report all complaints, incidents or accidents that you witness to your supervisor, and if you are involved or affected you must also report this to TLTP Medical
- Report to your supervisor or TLTP Medical any concerns you may have regarding possible fraud
- Report to your supervisor in the workplace or to TLTP Medical if you feel you are being treated unfairly or inappropriately during your assignment

- You shall not make unnecessary use of your authority in connection with the discharge of the assignment

At the end of your assignment

- Hand over your work or the care of your patients to your supervisor, or the person taking over from you, and report any adverse incidents that have occurred
- Make accurate and legible records of what you have done and of care you have given before you leave, printing your name, role and identifying yourself as TLTP Medical member in the records
- Return any property or other resources you have obtained during the course of your assignment
- Complete your timesheet and get it signed by an appropriate representative of the Trust

Training and Development

Training

Please ensure that you keep up to date with all relevant clinical guidance as well as attending to your CPD requirements. In particular, you must undergo annual training and refreshers in the training which you were required to undertake as part of the registration process.

Please ensure your training record is kept up to date at all times by bringing it into or sending to our office, together with proof of training completed, after any new course. We will review training completed at appraisals (see below). TLTP Medical facilitates a number of training courses for candidates. For further details of these and training subsidies available please contact your consultant.

Appraisals

Appraisals give us an opportunity to consider and discuss with you your performance at work. They are also an opportunity for you to raise any concerns or issues you may have.

Appraisals are carried out based on feedback received from clients and cover the following areas:

- General levels of service including punctuality, attitude and ability to carry out practical tasks
- Clinical performance
- Training needs
- CPD
- Any other issues, including progress since the last appraisal

Candidate Performance Reports

At the end of every assignment TLTP Medical provide a Candidate Performance Report to the client for completion. Clients are asked to supply feedback on the service they have received from TLTP Medical and also to provide a reference on the candidate.

Candidates are asked to give feedback on the service they have received from TLTP Medical and also feedback on the assignment. This information can then be used to advise future medical professionals. Both positive and negative feedback is actively encouraged to enable us to act upon and to improve our quality of service.

Policies

Whilst this handbook outlines our own policies and standards, these do not supersede the national guidelines of the HPC and other professional candidateship bodies such as the RCCP, COR, RCSLT and BDA.

Further information is available from:

Health Professionals

Council Park House
184 Kennington Park Road
London
SE11 4BU

Tel: +44 (0)20 7582 0866

Website: www.hcpc-uk.org

Royal Pharmaceutical Society of GB

1 Lambeth High Street
London
SE1 7JN

Tel: +44 (0)20 7735 9141

Website: www.rpharms.com

General Medical Council

350 Euston Road
London
NW1 3JN

Tel: +44 (0)161 923 6602

Website: www.gmc-uk.org

Professional Standards

As a TLTP Medical flexible worker you are a representative of both TLTP Medical and the Trust where you undertake your assignment. You are expected to give confidence to the public, patients, and colleagues and to act with honesty and integrity.

Examples of unacceptable behaviors are listed below. Please note most of these are covered by TLTP Medical or local Trusts' policies and guidelines and could lead to disciplinary action being taken against you, this list is not exhaustive:

- Using the e-mail or internet systems for personal use
- Making or receiving personal telephone calls or texts whilst working
- Making comments to patients, clients or visitors that may inappropriately affect their confidence in the care they may receive from the Trust, TLTP Medical or other health providers

- Acting as an "undercover" journalist or in any other covert position
- Smoking, chewing gum or eating when attending to patients or members of the public
- Using foul, obscene, or abusive language, or acting aggressively
- Falling asleep on duty (unless authorised as part of an "on-call" arrangement)
- Making inappropriate use of Trust resources, e.g. consuming food intended for patients or making private journeys in fleet cars
- Attending work under the influence of, or smelling of, alcohol or illegal drugs
- Wearing clothing, badges or other items with statements or insignia that are likely to cause offence
- Take care of your personal hygiene. We do not want to sound insulting but it is not uncommon for us to receive calls from clients concerned about the hygiene standards of our candidates
- Dress appropriately. This will give a good impression to the trust, and they will be pleased with your professional attitude. If you have been provided with TLTP Medical uniform, this must be worn

Code of Conduct

It is important that you know the standards of behaviour expected of you by both TLTP Medical, as your employer, and by those organisations in which you are placed. If you are a registered healthcare worker, this code is supplementary to the code of professional conduct set out by the regulatory body for your profession. You also have the right to know what you may expect of us, and this document describes our commitment to you.

At all times you must:

- Conduct yourself in an appropriate and professional manner.
- Act with honesty and integrity throughout the assignment.
- Keep confidential any information you receive about patients or clients.
- Be honest and act with integrity.

Medication Policy

AHP & HSS temporary locums are not allowed to administer medication without the authority of a senior permanent NHS manager. It is the policy of TLTP Medical that **NO TEMPORARY AHP & HSS WORKER IS AUTHORISED TO ADMINISTER MEDICATION.**

Equal Opportunities

TLTP Medical seeks to offer equality to all our candidates and will treat any allegations of discrimination with the utmost seriousness. In accordance with these principles candidates may not discriminate on the grounds of:

- | | |
|----------------------|----------------------|
| • Race | • Gender |
| • Ethnic Origin | • Sexual Orientation |
| • Nationality | • Marital Status |
| • Colour | • Disability |
| • Religion or Belief | • Age |

Health and Safety

Under the Health and Safety at Work Act 1974, it is your duty to:

- Take reasonable care for the health and safety at work of yourself and any other people who might be affected by your acts or omissions
- Co-operate with your employer and others to enable them to comply with statutory duties and requirements
- Not intentionally or recklessly misuse anything provided in the interests of health, safety, or welfare

The Management of Health and Safety at Work Regulations 1992 further requires you to:

- Use any equipment, etc., provided in the interest of safety
- Follow health and safety instructions
- Report anything you consider to be a danger
- Report any shortcomings in the protection arrangements for health and safety

When on assignment, it is the client's responsibility to familiarise you with their own Health & Safety policy and procedures, and with locations of fire escapes, first aid, contact person etc. At a client's request in writing, TLTP Medical will undertake to train candidates to be supplied in standard workstation safety. We cannot, however, be held responsible for the suitability of workstations used by our clients. If you express concern over the Health & Safety arrangements of your employing client, we will ask the client to investigate.

If you refuse to work for a client on Health & Safety grounds, we will attempt to find you other employment without prejudice.

Record Keeping

Good records are essential to safe and effective patient care and should be:

- Clear, legible and indelible.
- Factual and accurate.
- Written as soon after the event as possible.
- Signed, timed and dated.

Records should:

- Be written with the involvement of the patient, client, or their carer where possible.
- Be written in terms the patient or client can understand
- Be consecutive
- Identify problems that have arisen, and action taken to rectify them
- Show care planned, decisions made, care delivered, and information shared

Please be aware that full records are essential should any questions be raised about the care and standards of care delivered.

Fraud Awareness

TLTP Medical has comprehensive arrangements for countering fraud and corruption and all staff are duty bound to report any suspicions.

Fraud is an act of dishonesty with the intention to make a gain for themselves or another, or to cause a loss to another or to expose another to a loss.

Examples of what might constitute fraud:

- Falsely claiming sick leave which is paid.
- Claiming for hours not worked.
- False expense claims.
- Falsifying records to steal NHS property.
- Failing to declare criminal convictions.
- Falsifying qualifications.

If you suspect that fraud of any type has occurred or is in progress you must not attempt to investigate it yourself. Any genuine concerns about fraud may be reported directly to the Trust's Counter Fraud Specialists. Alternatively, any suspicions can be reported to the NHS Fraud and Corruption Reporting Line – 0800 028 40 60. Lines are open 08:00 – 18:00 Monday to Friday.

Calls to the National Fraud and Corruption Reporting Line are treated in confidence by trained staff and information given will be professionally assessed and evaluated. Callers have the option to remain anonymous should they wish to do so.

All reports of fraud at a Trust will normally be referred to the Trust's Counter Fraud Specialists. Dependent upon the information received, the Counter Fraud Specialists will usually arrange a meeting to obtain more information and to give advice on whether or not an investigation is appropriate. The diverse nature of information received means that it may not always be appropriate to involve the Police and/or the regional NHS Counter Fraud Service Team.

If a criminal investigation is necessary, this will be carried out in accordance with the law and best practice.

Fraud against the NHS is never acceptable. All appropriate legal, civil, and disciplinary action will be taken against those responsible. The government is determined that the fraudster will not benefit and have instructed that, where public money has been defrauded, this will be the subject of recovery procedures in every case.

Wider details on countering NHS Fraud can also be found at <http://www.nhsbsa.nhs.uk/fraud>

Confidentiality

Any patient information obtained by you during the course of your duties is confidential and should not be disclosed to any third party if it is not legitimately in connection with their treatment or any other official investigation.

Please take care with patient records when on assignment to ensure that they are not in undue danger of being accessed by unauthorised individuals.

Patients/clients information should only normally be shared with their consent – you should make sure patients/clients understand that their information may be shared with various candidates of the team providing care. It is a patients/client’s decision what information should be shared with their family or others.

Where a patient/client is considered incapable of giving consent, please consult relevant colleagues. Where a patient/client has withheld consent, disclosures of information may only be made if:

- They can be justified in the public interest (normally where the disclosure is essential to protect the patient/client or someone else from the risk of significant harm)
- They are required by law or court order

You should seek advice in accordance with local and national policies if there is an issue of child protection.

Please also be aware that any information acquired in connection with the provision of the service which concerns the authority, its staff or procedures should not be disclosed to another individual unless it is already in the public domain.

Data Protection

In addition to the above, you must adhere to the requirements of the Data Protection Act 1998.

In brief, any processing personal data must comply with the eight enforceable principles of good practice. Data must be:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Not kept for longer than necessary
- Processed in accordance with the data subject’s rights
- Secure
- Not transferred to countries without adequate protection

For further information, please see <https://www.gov.uk/data-protection>

Computer Use

Where our client’s grant you access to their computer systems, these must only be used as authorised and not to gain access to any other data or programs. In general, please ensure that you:

- Keep any passwords safe
- Keep to the client’s policies and procedures
- Log off immediately after use

Specifically, you must:

- Observe any local policies and procedures regarding passwords, CDs/DVDs and data storage/transfer devices
- Not load or introduce any programs onto the computer
- Not access any information service or bulletin board including the Internet without specific prior authority from your line manager
- Not download any files or connect to any network or other computer equipment without prior authority as above

Consent

In accordance with the HPC and other relevant Professional Bodies, you must obtain the consent of a patient before giving any treatment or care.

Consent must be:

- Given by a legally competent person
- Given voluntarily
- Informed

Patients/clients are assumed to be legally competent (that is they can understand and retain treatment information and use it to make an informed choice) unless otherwise assessed by a suitably qualified practitioner.

The exception to this rule is in the case of an emergency where a treatment is necessary to preserve life and the patient/client is unable to give consent. In all cases, you must be able to demonstrate you are acting in the patients best interests.

If a patient/client is no longer legally competent, decisions should be based on previous consent/non-consent in a similar situation (providing there is no reason to believe they have changed their mind) or their known wishes. Otherwise, treatment should be aware of legislation and local protocol.

It is not usually acceptable to seek consent for a procedure, that you will not be performing yourself unless you have been specifically trained for that area of practice.

All discussions and decisions relating to consent should be documented in the patients/clients' records. Where consent is withheld, you should follow the policy in force at your assignment location.

Safeguarding of Children and Vulnerable Adults

We all have a statutory responsibility to safeguard and promote the welfare of children and vulnerable adults. Safeguarding children and vulnerable adults is about protecting them from harm as well as helping to ensure that children meet their potential and grow up in a safe and caring environment.

Please consult the local policies and procedures at your workplace as these will vary according to the Trusts strategy and how they work with supporting agencies.

Caring for Patients in their Own Homes

Please see below for general guidelines relating to assignments carried out in an individual's private home. For further detailed information please refer to the HPC or the relevant Professional Bodies guidelines.

General Conduct

- Patients and their families should at all times be treated with dignity and respect and due consideration should be taken of their religion, culture and any other preferences
- Patients should be addressed using their preferred name
- Care and support should be offered in the least intrusive manner possible
- The independence of patients should be supported and encouraged where possible through appropriate communication about, and involvement in, their own care. This independence should only be curbed where it is in the patient's best interests and the reasons recorded

Attending and Leaving a Home Visit

- You should announce your identity clearly on arrival and not enter a patient's home without invitation
- Upon arrival at a home visit, you should check whether your patient has any specific needs for this visit
- Please take full care securing a patient's home when leaving including, where appropriate, doors and windows and the safeguard of keys

Carrying out Assignments

- Medication should be kept in a safe place, known and accessible to the patient, or to relatives and other carers where appropriate
- You should not make use of a patient's property (including, for example, their telephone) without their express permission
- You should report any accident or emergency situations as soon as possible to the relevant authorities and to your consultant at TLTP Medical
- All visits, incidents, observations, care and where relevant, financial transactions should be logged on records kept securely in the patient's home
- Records are kept for one month, or until the assignment is over, and are made available to the patient, their relatives and representatives
- If you are unable to attend any specific appointment, please notify us and your line manager

Allegations of Abuse

TLTP Medical will take seriously any allegations of abuse by staff working through us. If we receive complaints of this sort against you, we may not be able to assign you whilst a full investigation is performed.

Ultimately, if allegations are well founded, we may not be able to offer you work in the future. Where allegations are sufficiently serious, we may need to report you to the relevant statutory body and/or the Police depending on the allegation. Appeals against any decision made by our staff in these matters can be made to the Managing Director, whose decision will be final.

Should you in the course of duty suspect that abuse is taking place you should inform your line manager immediately. In the case of caring for service users in their own homes, you must report any suspicions of allegations of abuse immediately to your consultant at TLTP Medical. There are strict guidelines to be followed in reporting abuse under the Department of Health guidance “No Secrets” and a full report will need to be made prior to investigation.

There are many different forms of abuse:

- Physical, including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanction
- Sexual, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting
- Psychological, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks
- Financial or material abuse, including theft, fraud, exploitation, and pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits
- Neglect or acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating
- Discriminatory abuse, including racist or sexist abuse or that based on a person’s disability and other forms of harassment, slurs or similar treatment

Investigations and Prosecutions Reporting

The candidate must inform TLTP Medical of any criminal or professional prosecution or investigations that they are subject to as a matter of urgency. The agency will then consider whether or not there is grounds for suspension. The severity of the accusation will determine if the candidate is suspended, the main criteria being a risk to the health or life of a patient or colleague. The criteria is not exclusive and cases shall be dealt with on an individual basis. The decision is ultimately made by the Managing Director of TLTP Medical. The relevant statutory body shall then be notified of any decision taken, if seen as appropriate.

It is the responsibility of TLTP Medical to inform the candidate that it is not in their best interests to continue with the placement. These situations are dealt with the utmost confidentiality and discretion. It is vital that the credibility of TLTP Medical is not compromised. The health and safety of the patients and colleagues is the primary concern for TLTP Medical in such a situation, influencing our policy.

The candidate must also cooperate with any investigation undertaken by a Trust involving either themselves or another member of staff.

Whistle Blowing

TLTP Medical operates a “Whistle Blowing Policy”, which encourages a culture of openness within our organisation and aims to prevent malpractice. With the introduction of the Public Interest Disclosure Act 1998 all workers now have legal protection from any form of retribution, victimisation or detriment as a result of publicly disclosing certain serious allegations of malpractice. The policy will apply in cases where a candidate genuinely and in good faith believes that one of the following sets of circumstances is occurring, has occurred or may occur within their line of duty:

- A criminal offence has been committed, is being committed or is likely to be committed
- A person has failed, is failing or is likely to fail to comply with any legal obligation to which he or she is subject
- A miscarriage of justice has occurred or is occurring or is likely to occur
- The health and safety of any individual has been, is being or is likely to be endangered
- The environment has been, is being or is likely to be damaged
- Information tending to show any matter falling within any one of the preceding paragraphs has been, is being or is likely to be deliberately concealed

Anyone who wishes to raise or discuss any issues which might fall into the above categories he/she should contact the Managing Director at TLTP Medical's head office in the first instance who will treat the matter in confidence. It is likely that a further investigation will be necessary and he/she may be required to attend a disciplinary or investigative hearing as a witness.

A copy of our full Whistle Blowing Policy is available upon request. Everyone should be aware that if any disclosure is made in bad faith (for example, in order to cause disruption within the organisation), or concerns information which you do not substantially believe is true, or indeed if the disclosure is made for personal gain, then such a disclosure may constitute gross misconduct which will result in a dismissal.

Complaints

General Principles:

- Line managers will handle all verbal and written complaints, reporting to the Operations Director
- In the absence of the Operations Director, another Company Director will handle the complaint
- The line manager is responsible for monitoring the complaints and adhering to the response time detailed in this policy as well as any specific procedures set by the relevant framework, for further details see pages 13-14.
- Complaints are monitored for emerging patterns, as detailed in this policy
- Poor performance issues are addressed in the Policy for Training, Development and Appraisals
- It is within the rights of the client to terminate an assignment if dissatisfied

Complaints raised by a Client, or Locum in respect of a TLTP Medical member of staff

1. The complaint will be acknowledged within 24 hours of receipt
2. The member of staff concerned will be contacted and informed of the matter
3. In all instances the member of staff will be given the right of reply. This should be given in writing and copies supplied to all the relevant parties
4. If the complaint relates to a work permit application, the 'Office of the Immigration Services Commissioner' (OISC) can be contacted at the 5th Floor, Counting House, 53 Tooley Street, London, SE1 2QN, telephone 020 7211 1551
5. On receipt of a written complaint, it will be handled appropriately. Depending on the nature of the complaint this will include deciding on how an investigation would be conducted if an investigation were to be deemed necessary
6. In all cases, the complaint will be recorded on the staff member's file
7. In all cases, TLTP Medical will keep all parties informed of developments at all times

Complaints raised by a TLTP Medical member of staff, a patient or a client's customer against a Client/Locum

In the event of a complaint being raised by a TLTP Medical member or staff, a patient or a client's customer in respect of a work-based problem, the following will be adhered to:

1. In the first instance the complainant should contact their consultant at TLTP Medical
2. Details of any verbal conversation will be recorded
3. Advice will be given, and depending on the nature of the complaint, a written submission of the complaint may be requested
4. A decision will be made in conjunction with the complainer as to the next stage of the complaint if appropriate, for example if an investigation or further action is required
5. In all cases the complaint will be recorded on the Client/Locums records file
6. Where serious complaints are upheld, TLTP Medical will take the appropriate action in terms of reporting responsibilities
7. In all cases, TLTP Medical will keep all parties informed of developments at all times

Monitoring of Complaints:

TLTP Medical operates a system of monitoring complaints to identify patterns or trends. The system will operate as follows:

1. Each time a verbal or written complaint is made about a member of staff, locum or client, a record will be made on the form that is for the purpose of recording such issues
2. The relevant TLTP Medical line manager will check these forms on a regular basis. This will be for the purpose of identifying any trends or patterns that could be otherwise missed
3. There will be a dedicated form for each client, locum and member of staff. This form will be completed regardless of other documentation and correspondence that may be required. These forms will be held in a complaints folder in alphabetical order, and each time an issue arises, the form will be completed. This should enable the manager monitoring the system to detect trends or patterns
4. Should any trends or patterns be noticed, we will take necessary action, depending on the nature of the problem to address the issue
5. If necessary TLTP Medical will seek guidance on how best to take action, from a relevant professional organisation such as ACAS (Arbitration and Conciliation Services), appropriate statutory body, The Police, the Office of the Immigration Services Commissioner (OISC), or the relevant governing body to our individual medical professions

Timescales for Action:

1. Written complaints will be acknowledged in writing within 24 hours of receipt
2. Details of planned investigations or other appropriate action to be taken will be sent within 5 days.
3. The complainant will be kept informed in writing, on a regular basis as to the progress of the investigation/action
4. Upon conclusion of the investigation/action a detailed outcome response will be sent

In the event that any persons involved in a complaint are unsatisfied with the manner in which it has been handled, we would request that further contact is made in writing to the Chief Executive Officer at TLTP Medical.

Darryl Mydat (Chief Executive Officer)
St James House
3rd Floor, North Wing
27-43 Eastern Road
Romford
RM1 3NH

Tel: +44 (0)20 8709 6553
Fax: +44 (0)20 8500 3183
Email: darryl@tlt.co.uk

For more details, please see our complaint policy at <https://www.tltmedical.co.uk/complaints-policy-and-procedure>

The Agency Workers Regulation

What is AWR?

The Agency Workers Regulations (AWR) gives agency workers who, have been in a job for more than 12 weeks, the same employment and working conditions as they would have had if they had been directly recruited by the hirer. The aim of the legislation is for agency workers to be provided with equal treatment in the workplace.

Day One Rights

Under the regulations there are also 'day one rights', which apply from the first day of the employment. These rights include access to onsite collective amenities (such as car parking and canteen), access to information about permanent job vacancies as well as the maternity rights of agency workers. Amenities such as subsidised gym membership and season ticket loans are out of scope as they are considered to be a reflection of the long-term relationship between an employee and a hirer which will not be appropriate for agency workers.

After working for 12 calendar weeks in the same role at the same place of employment, you will be entitled to equal treatment, irrespective of the number of agencies that supplied you or whether you are working on a full or part-time basis. Any time worked during a week will be counted as 'one week'—even if you have only worked a few hours in a week.

The regulations provide that all workers should be entitled to:

- A maximum average working week (inclusive of overtime) of not more than 48 hours (the averaging period to be 17 weeks or longer in some cases) [an absolute maximum of 40 hours a week in the case of young workers and a maximum working day of 8 hours in the case of young workers except where required for continuity of service or a surge in demand, or where no adult worker is available, or where it would not adversely affect a young workers education or training].
- A 20-minute rest break where the working day is longer than 6 hours [30 minutes rest in the case of young workers where the working day is longer than 4 ½ hours].
- A minimum daily rest period of 11 consecutive hours in each 24-hour period [12 hours rest in the case of young workers].
- A minimum of 24 hours rest every 7 days (or 48 hours every 14 days) [48 hours rest in every 7 days in the case of young workers]. This rest period does not have to include a Sunday.
- A restriction of 8 hours night work in every 24-hour period, the restriction of 8 hours to be averaged except where the work involves special hazards or heavy physical or mental strain in which case it can never exceed 8 hours.
- Free health assessments [and capacities assessments in the case of young workers] prior to workers being assigned to night work and at regular intervals thereafter.

- 5.6 weeks paid annual leave - apart from the excluded sectors no opting out of the annual leave provisions, no carrying over of holiday from one annual leave year to the next and no payments in lieu except on “termination of employment.”

The qualifying period can be paused for particular circumstances:

Type of absence affecting the 12 week qualifying period	Effect on the 12 week qualifying period
Any reason where break is less than 6 weeks	Pauses the clock
Sickness absence	Pauses the clock up to 28 weeks
Annual Leave	Pauses the clock
Shutdown i.e. company closure, school holidays	Pauses the clock
Jury service	Pauses the clock up to 28 weeks
Industrial action	Pauses the clock
Pregnancy and maternity-related absence	Clock keeps ticking*
Statutory maternity, paternity or adoption leave	Clock keeps ticking**
Agency worker begins a new assignment with a new hirer	Clock resets
Agency worker remains with the same hirer but is no longer in the same role	Clock resets
Break between assignments of 6 weeks or more(which is not one of “pauses the clock” or “clock keeps ticking”)	Clock resets

*The protected period for a pregnant agency worker begins at the start of the pregnancy and ends 26 weeks after childbirth (or earlier if she returns to work).

**Where an agency worker has a contract of employment with an agency and is entitled to this type of leave.

Disclosure and Barring Service

Enhanced DBS

In order to send you out to work we require a police check (Disclosure and Barring Service certificate - DBS previously referred to as a CRB). It costs £51.00 and we accept all major credit and debit cards, cheque, bank transfer or cash.

An Enhanced DBS check can take from 1 week to 3 months to be completed and it depends entirely on which police force it is sent to and what their caseload is like. Therefore, it is important you apply for one with enough time before you start work.



If you already have a valid DBS

If you have a valid DBS that is registered on the update service, we do not need to process a new one, but we will need to see your certificate and your signed permission to check it.

DBS Update Service

What is the DBS update service and how can it benefit me?

You can register your DBS certificate on the update service for £13.00 a year, this then means your details are on a register that gets up dated weekly by the police. So instead of paying £51.00 every time you join a new organisation for another certificate, they can just check the update service which will say if your DBS certificate is still current. You only have 19 days to do this from the issue date on your certificate. Once applied for this cannot be refunded.

Also, if you have a gap in your medical career but your DBS is on the update service, we can recheck the certificate to ascertain that you are still suitable to work with children and young adults.

For more information visit the DBS update service at www.gov.uk/dbs-update-service

Payroll

You can choose to be paid via an Umbrella Company or via PAYE. Your consultant will discuss your options in more detail when you register.

PAYE

Pay as You Earn (PAYE) is the UK's system of paying Income Tax and National Insurance contributions. This is handled by us; you would submit your timesheet to us and we will deduct the relevant percentage from your wages each time before paying you and send this contribution on to HM Revenue & Customs.

Umbrella

An Umbrella company is an intermediary that acts as your employer to process your pay, rather than us. You would submit your timesheet to us, and we will pay your chosen Umbrella company who would then transfer your pay to you after handling their deductions.

Umbrella Companies

We only use umbrella companies who have been approved by Professional Passport and those that are FCSA members.

Professional Passport

<https://www.professionalpassport.com/Approved-Providers/Approved-Providers>

FCSA

<https://fcsa.org.uk/fcsa-accredited-members/>

It is worth doing some comparison work to make sure you choose the one that will work best for you. If you are still unsure about how to proceed, your consultant at TLTP Medical will be more than happy to help.

Key Information Document – PAYE

This document sets out key information about your relationship as a work-seeker with us, as an employment business, including details about pay, holiday entitlement and other benefits. You can find more information at www.tltpmedical.co.uk/payroll

The Employment Agency Standards (EAS) Inspectorate is the government authority responsible for the enforcement of certain agency worker rights. You can raise a concern with them directly on 020 7215 5000 or through the ACAS helpline on 0300 123 1100, Monday to Friday, 8am to 6pm.

General Information

Your name:	<i>An Example</i>
Name of employment business:	London Teaching Pool Ltd
Your employer (if different from the employment business):	
Type of contract you will be engaged under:	Contract for services
Who will be responsible for paying you (if different from your employer):	Not Applicable
How often you will be paid:	Weekly
Expected or minimum rate of pay:	No less than national minimum wage'
Deductions from your pay required by law:	PAYE tax, employee NI contributions, employee pension contributions (i.e. auto enrolment) and student loan (if known).
Any other deductions or costs from your pay (to include amounts or how they are calculated):	Not Applicable
Any fees for goods or services:	Enhanced DBS, DBS Update Service, training and immunisations where applicable.
Holiday entitlement and pay:	5.8 weeks/29 days for full time employees or for part time workers will be pro-rated accordingly.
Additional benefits:	Access to collective facilities provided by a hirer on day one of an assignment under the Agency Workers Regulations 2010 though this may vary from client to client

Representative example of your pay

Example rate pay:	£380.00 per week which is NLW x 40 hours.
Deductions from your wage required by law:	Tax £25.05 National Insurance £25.18 Pension £13.00
Any other deductions or costs from your wage:	Not Applicable
Any fees for goods or services if required:	Enhanced DBS £51.00 Update Service £13.00 Training from £51.00 - £82.80 Immunisations from £133.00
Example net take home pay:	£316.77

Key Information Document – Umbrella Company

This document sets out key information about your relationship with us and the umbrella company or other intermediary used in your engagement, including details about pay, holiday entitlement and other benefits. You can find more information at www.tltpmedical.co.uk/payroll

The Employment Agency Standards (EAS) Inspectorate is the government authority responsible for the enforcement of certain agency worker rights. You can raise a concern with them directly on 020 7215 5000 or through the ACAS helpline on 0300 123 1100, Monday to Friday, 8am to 6pm.

General Information

Name of worker:	<i>An Example</i>
Name of employment business:	London Teaching Pool Ltd.
Name of intermediary or umbrella company:	Orange Genie
Your employer:	Orange Genie
Type of contract you will be engaged under:	Contract of Employment
Who will be responsible for paying you:	Orange Genie
How often the umbrella company and you will be paid:	Weekly

Umbrella company or other intermediary pay information

You are being employed by an umbrella company or other intermediary: a third-party organisation that will calculate your tax and other deductions and then pay you for the work undertaken for the hirer. We will still be finding you assignments.

The money earned on your assignments will be transferred to the umbrella company or other intermediary as part of their income. They will then pay you your wage. All the deductions made which affect your wage are listed below. If you have any queries about these please contact us.

Your payslip may show you as an employee of the umbrella company or other intermediary listed below.

Name of umbrella company or other intermediary:	Orange Genie
Any business connection between the umbrella company or other intermediary, the employment business and the person responsible for paying you:	None
The gross or minimum amount that we will transfer to the umbrella company or other intermediary:	As per National Minimum Wage.
Deductions that we will make to the gross amount paid to the umbrella or other intermediary required by law:	<ul style="list-style-type: none"> • Apprenticeship Levy- As a large employer we are required to pay the UK's Apprenticeship Levy. • Employers National Insurance (NIERS)- The amount umbrella pays HMRC as your employer for National Insurance. Company • Employer's pension contribution if applicable can you please provide method of calculation or 3%
Any other deductions that we will make to the gross amount paid to the umbrella or other intermediary's income:	£5.00 Umbrella's Margin

Expected or minimum rate of pay to you from the umbrella or other intermediary:	Minimum Rate of Pay = The hours you've worked multiplied by National Minimum Wage. (For example: £327 for 37.5hrs per week, assuming you are 25 years old and over)
Deductions from your wage required by law:	<ul style="list-style-type: none"> • Employees National Insurance Contribution • Income Tax • Employee's Pension Contributions – if applicable can you please provide method of calculation or 5%
Any other deductions or costs taken from your wage:	<ul style="list-style-type: none"> • If relevant – student or postgraduate loan deductions • If relevant – earnings attachment orders
Any fees for goods or services:	None
Holiday entitlement and pay:	Accrual Basis 12.07%
Additional benefits:	Smart Rewards

Example Pay

	Umbrella or other intermediary fees	Worker fees
The gross or minimum amount that we will transfer to the umbrella company or other intermediary:	£40 hour a week @ £12.50 per hour = £500.00 Gross Funds	
Deductions that we will make to the gross amount paid to the umbrella or other intermediary required by law:	<ul style="list-style-type: none"> • Employers National Insurance - £34.14 • Apprenticeship Levy - £2.01 • Employers Pension - £8.46 • Holiday Provision - £48.51 	
Any other deductions that we will make to the gross amount paid to the umbrella or other intermediary's income:	£5.00 Umbrella's Margin	
Example rate of pay to you from the umbrella or other intermediary:		Hours - 40 Rate £10.05
Deductions from your pay required by law:		<ul style="list-style-type: none"> • Tax - £29.00 • Employees National Insurance - £28.07 • Employees Pension - £14.09
Any other deductions or costs taken from your pay:		None
Any fees for goods or services if required:		Enhanced DBS £51.00 Update Service £13.00 Training from £51.00 - £82.80 Immunisations from £133.00
Example net take home pay if required:		£330.72

Conduct Regulations opt out

Agency workers placed in roles working with, or caring for, vulnerable persons cannot opt out of the Conduct Regulations.

Timesheets

However, you choose to be paid each week, a timesheet will be generated on our online portal for you to complete. Your line manager will need to authorise the timesheet to enable us to pay you on time.

Account creation

An account is created for you on our payroll software (Merit). An automated email is sent to you to activate an online account, you will then need to:

1. Click on the link contained in the email and this will take you to the online portal where you will be asked to 'create a password'



The screenshot shows a web form titled "Account Activation" with a computer and padlock icon. Below the title, it says "Please enter a password to be used for your logon and click Activate". The form contains the following fields and values:

Name	Fred Jones
Username	fred.jones
Password	<input type="password"/>
Confirm Password	<input type="password"/>

At the bottom of the form is a button labeled "Activate Account".

2. Create a password and click 'activate account' the following message will then be displayed if the account activation has been successful.



The screenshot shows a message titled "Account Activation Successful" with a padlock icon. Below the title, it says "You may now click the link to [Login](#)".

At this point you will be able to click on 'Login' to the online timesheet portal.

3. You will then be asked to enter your password and be able to access the portal account



The screenshot shows a web form titled "Login" with a computer and padlock icon. Below the title, it contains the following fields:

User ID	<input type="text"/>
Password	<input type="password"/>

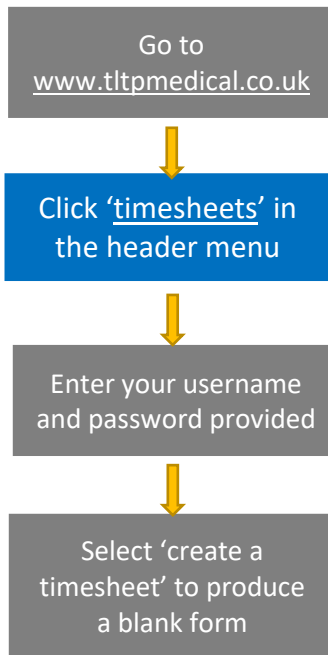
At the bottom of the form is a button labeled "Login".

[Forgotten Username OR Password - click here](#)

To create a timesheet please refer to the step-by-step guide on the next page.

Guide to Creating and Submitting a Timesheet

Once you have activated your account, follow the step-by-step guide to create and submit a timesheet.



Timesheet Entry

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Total
Start	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
End	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Breaks	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Total	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	0
Band 5 Day	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

[Back](#) [Save Timesheet](#)

Notes

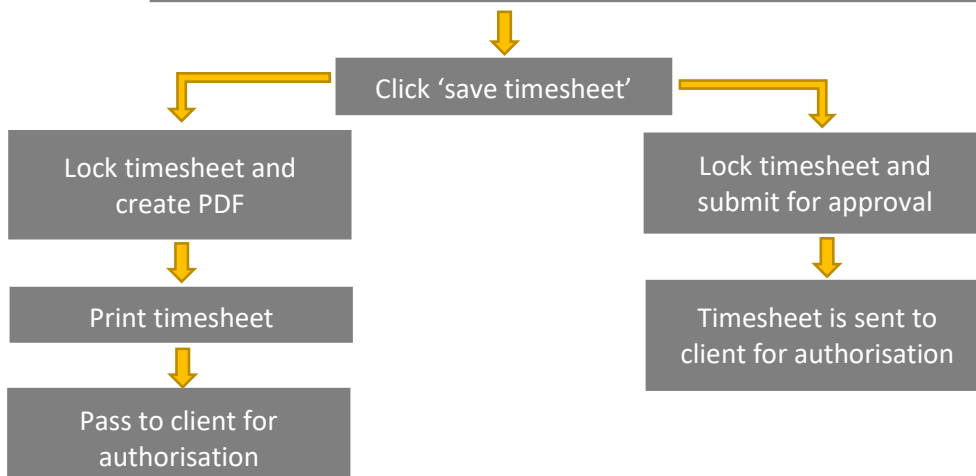
If you are hourly paid please input your hours above using the 24 hour clock. Once the total is calculated please input the total hours into the basic pay boxes.

- Step 1: For each day worked input the time your shift starts and ends using the 24 hour clock format, i.e. 5.30pm should be entered as 17:30
- Step 2: Calculate your breaks incrementally and enter the total amount for each day worked

15 minutes break = 0.25	45 minutes break = 0.45
30 minutes break = 0.50	60 minutes break = 1.0

i.e. x2 15 minute breaks and x1 60 minute lunch would be entered as 1.50

A figure in the total box will automatically populate
- Step 3: Copy the figure that is in the total box into the correct band rate box for each day worked



Timesheet FAQs

Timesheet will not save

- Check you have entered a figure in the start, end, and breaks box for the days you have worked.
 - Check you have not entered 0 for the days you have not worked. If you have not worked on a particular day leave the box blank.
 - Check you have entered the correct figure in the band rate box.
 - Check you are using the 24-hour clock format when entering your start and end times.
 - Check breaks are entered in increments of 0.25.
 - › 15 minutes break = 0.25
 - › 30 minutes break = 0.50
 - › 45 minutes break = 0.45
 - › 60 minutes break = 1.0
- i.e. x2 15 minute breaks and x1 60 minute lunch would be entered as 1.50*

After saving a timesheet there is not a 'lock timesheet and submit for approval' button

If the 'lock timesheet button and submit for approval' is not available, the client has not created an online account.

You will have to save your timesheet as a PDF, print it and pass to your line manager for signing. The timesheet can then be faxed to the number detailed on the timesheet or emailed back to the online portal, also detailed on the timesheet.

What happens after selecting 'lock timesheet and submit for approval'?

This sends an email to the authoriser to log on to their account and approve the timesheet. This will then come back into our payroll software for reviewing and bringing into the system for processing.

If the timesheet is incorrect the authoriser will have the option to reject it and give a reason for rejection. You will receive an email advising that the timesheet has been rejected and that you need to access your portal account to review and update accordingly.

What is the link to the online portal account?

<https://secure.onlinets.co.uk/meritportal/>

Alternatively, you can access the portal via the TLTP website www.tltpmedical.co.uk then click on 'timesheets'

Forgotten username / password

If you forget your username or password, it is possible to have a reminder sent to your registered email address. On the log in screen click on 'Forgotten Username OR Password' and follow the onscreen instructions.

Remember

Your timesheet needs to be completed and authorised by 12pm on each Tuesday of every week for the previous week, to enable us to pay you on the following Friday.

It is your responsibility to ensure you complete your timesheet and have it authorised on time- otherwise payments may be delayed.

If you continue to have problems, please call payroll on 020 8709 6544 or email payroll@tltp.co.uk

The TLTP Medical Community

When you join TLTP Medical, you will be a part of an active community of medical locums, support staff and consultants.



Like us on Facebook

@TLTPMedical - <https://www.facebook.com/TLTPMedical>



Follow us on Twitter

@TLTPMedical - <https://twitter.com/TLTPMedical>



Follow us on Instagram

@TLTPMedical - <https://www.instagram.com/tltpmedical>



Connect with us on LinkedIn

@TLTPMedical - <https://www.linkedin.com/company/tltp-medical>



Watch us on YouTube

<https://www.youtube.com/watch?v=spuBoMpWMjk>

Evaluation and Feedback

Feedback

We believe that the only way for us to continually improve and update our services is by listening to honest feedback from the people who work with us and for us. It is important you tell us what you think of us, and we have made it as easy as possible for you to send us your opinions.

Evaluating our service

Please feel free to discuss any issues with your TLTP Medical Consultant. On a more formal basis, you will occasionally be asked to complete an 'Evaluating Our Service' form. This form is part of our ongoing Quality Assurance Program and gives you the chance to grade different aspects of our service. The form includes the opportunity for you to add your own comments and suggestions. We would like to encourage you to be as honest as possible in order to help us improve our service to you and our clients.

Complaints Policy

TLTP Medical treat any complaints in a prompt and efficient manner. To assist in this process, we have a clear escalation policy should you feel that any issue is not resolved at any stage. Your contact in the first instance will be your consultant.

If you need any further support, please speak to your consultant. For further information please see our complaint policy at <https://www.tltpmedical.co.uk/complaints-policy-and-procedure>.

Acknowledgement

I acknowledge that I have received and read the TLTP Medical handbook. In doing so I understand the rules of the company and also the conduct and behaviour expected of me while undertaking work through TLTP Medical.

I will sign the two copies of this Acknowledgment, retain one copy for myself, and return one copy to TLTP Medical.

I understand that any personal data held by TLTP Medical is liable to be inspected as part of an audit procedure.

I understand that this form will be retained in my personnel file.

.....
Name

.....
Profession

.....
Registration No.

.....
Date

.....
Sign

Please complete this copy and retain it for yourself.

Acknowledgement

(COPY)

I acknowledge that I have received and read the TLTP Medical handbook. In doing so I understand the rules of the company and also the conduct and behaviour expected of me while undertaking work through TLTP Medical.

I will sign the two copies of this Acknowledgment, retain one copy for myself, and return one copy to TLTP Medical.

I understand that any personal data held by TLTP Medical is liable to be inspected as part of an audit procedure.

I understand that this form will be retained in my personnel file.

.....
Name

.....
Profession

.....
Registration No.

.....
Date

.....
Sign

Please return this copy to TLTP Medical
either by email or postal.

Email: info@tltpl.co.uk

Address:
Medical Managing Director
TLTP Medical
St James House
3rd Floor, North Wing
27-43 Eastern Road
Romford, RM1 3NH

Payment Details

Please provide your payment details below, as accurately as possible, in order for our accounts team to process your pay according to your preference.

P.A.Y.E

Name of Account Holder:

Name of Bank/Building Society:

Account Number:

Sort Code:

Umbrella Company

Name of Umbrella Company:

Phone Number:

If you choose to be paid via an umbrella company, please read, and complete the 'Consent to Contact Umbrella Company' form on the next page.

Please return this copy to TLTP Medical
either by email or postal.

Email: info@tltp.co.uk

Address:
Medical Managing Director
TLTP Medical
St James House
3rd Floor, North Wing
27-43 Eastern Road
Romford, RM1 3NH

Consent to Contact Umbrella Company

As an employment business our job is to find job seekers (you for example) and match them with roles our clients have. To do this, we engage with umbrella company suppliers. If we find a role for you our umbrella company supplier will then contract with you and us separately. Our supplier will have a contract with us to provide services (to us) and a contract with you which confirms the terms of your engagement with them.

So that our umbrella company supplier can contact you to agree terms we would like to send the umbrella company some of your personal information. We believe we have a legitimate reason for doing this but have decided in the spirit of full disclosure to ask you to consent to us sending this information to our umbrella company supplier.

The consent is below and before agreeing to it we would like to make the following points:

- You do not have to consent.
- If you would like to consent, you must (in addition to ticking the box) sign, print your name and insert the date where indicated.
- You can withdraw your consent at any time.
- We will only send your personal information for the reasons stated in this document.
- We will not send any Special Categories of Personal Data (this is particularly sensitive information).
- Our payroll company will use the information we send them only to contact you to discuss how they can engage with you.
- Our payroll companies Privacy Policy together with their Data Protection Policy can be found on their website.

Consent

I,.....do / do not (please cross accordingly) consent to the processing of my personal data to be transferred to our payroll companies.

.....
Name

.....
Date

.....
Sign

Please return this copy to TLTP Medical
either by email or postal.

Email: info@tlt.co.uk

Address:
Medical Managing Director
TLTP Medical
St James House
3rd Floor, North Wing
27-43 Eastern Road
Romford, RM1 3NH

Consent to Contact References

For potential employees and volunteers

I hereby authorize TLTP Medical to contact my references that I have provided to them so that they may attain any information which in their opinion, be able to attest to my suitability, qualifications and work history.

.....
Name

.....
Date

.....
Sign

TLTP Medical will protect any information collected pursuant to the Data Protection Act. The information will be used only for the purpose of determining the candidate’s suitability for the position they have applied for.

Please return this copy to TLTP Medical
either by email or postal.

Email: info@tltp.co.uk

Address:
Medical Managing Director
TLTP Medical
St James House
3rd Floor, North Wing
27-43 Eastern Road
Romford, RM1 3NH