

Subject: Important information about the timing of Medical temporary staffing claims

The recent introduction of enhanced medical workforce controls to provide greater consistency and equity in our temporary staff usage has identified that there is variation in the processes and timeliness of temporary staffing claims. Timely claims are essential to ensure staff are paid on time and to maintain an accurate record of temporary work undertaken across the Trust. Currently there are examples of claims being submitted for work up to 6 months in the past.

From **1st October 2023**, the following deadlines for claims will be rolled out:

Bank and Agency – All shifts must be confirmed and signed off in Allocate by the Monday for any Bank and Agency work undertaken in the previous week (Mon – Sun).

ACC – Time worked must be recorded in the pre-approved ACC form no later than 48 hours after it has been worked and submitted to medical.roster@liverpoolft.nhs.uk no later than the 6th of the month after it was worked.

WLI - Time worked and activity undertaken must be recorded in the pre-approved WLI form no later than 48 hours after it has been worked and submitted to medical.roster@liverpoolft.nhs.uk no later than the 6th of the month after it was worked.

Please see attached slides for summary diagrams of the revised claim processes.

What do you need to do?

- Ensure you are using the latest versions of the temp staffing request forms where required. The forms are located on the Staff Hub. This includes separate forms for WLI requests (additional waiting list activity) and ACC requests (other additional cover).
- Ensure prospective approval has been acquired for the temporary work in line with the new controls.
- Ensure processes are in place within your Care Groups to enable claims to be submitted in line with the new deadlines.
- For those individuals who prefer monthly payments, this can be set up within the payroll system. To do this, please email your details and request to medical.roster@liverpoolft.nhs.uk

Next steps

Please review and familiarise yourselves with the latest request forms and approval and claims processes as compliance will be monitored.