

Working on the Bank

Booking shifts

- You can book shifts on the bank once you have a uniform, ID badge, computer access and have completed (and had verified) any induction shifts
- Our preferred method of booking shifts is through Employee on Line (EOL) - guidance notes on how to access and use EOL will be shared via the Recruitment team once your Bank post is active
- Staff can book direct with the ward manager of their chosen area as soon as the roster is fully approved (6 weeks before roster period)
- If you are unable to book into a shift via EOL then please contact the Bank office by phone 01723 385343 or via email at Nurse.BankMailbox@york.nhs.uk

Points to note

- If you have provided availability through EOL we will look at this to contact you to see if you are available for short notice shifts via text/email. Please update EOL with any changes to your availability. If you do not wish to receive text messages then please let the Bank office know and we can remove this as an option on your profile. We also ask that you to check your emails as regular updates will be emailed out to you.

Cancelling shifts

If you accept a shift and are then unable to work it because of sickness or an emergency then please contact the Bank Office **as soon as possible** so that we can try and find alternative cover on 01723 385343. Our Office is open 0830 -1700 Monday to Friday, if you need to cancel a shift at short notice due to sickness on the day etc. and the Bank Office is not open please contact **the Bed Office** on:

Scarborough & Bridlington: (01723) 385010 or (01723) 236181

York: (01904) 725986

Community Inpatient Sites: Please contact the ward directly

Please note that we monitor bank workers attendance, for more information please take a look at the Bank Reliability Process.