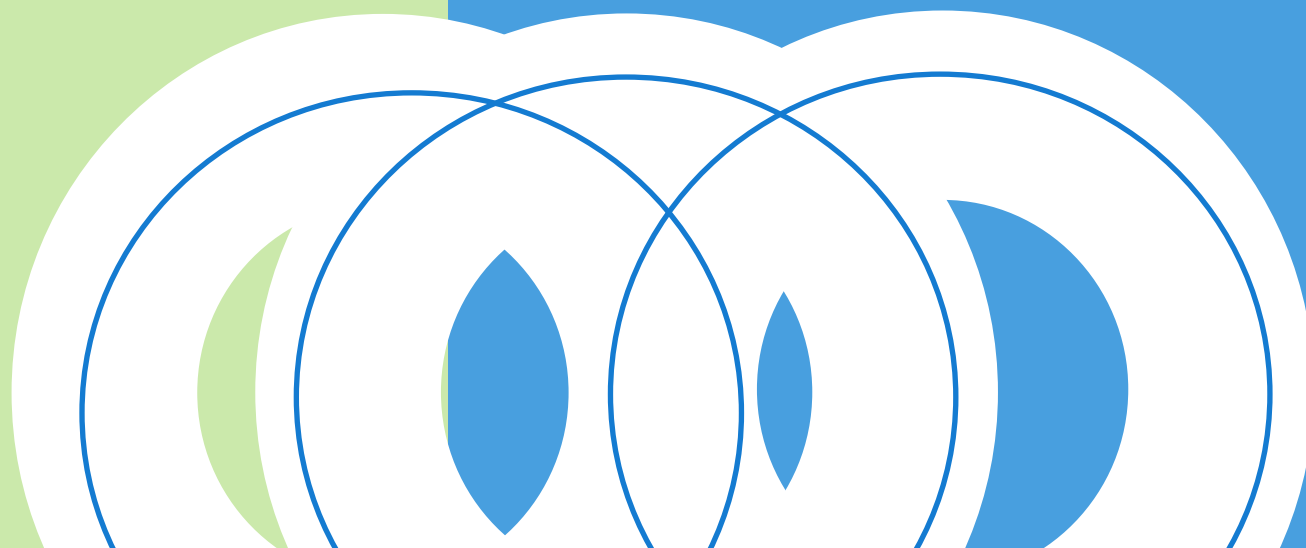




**Herefordshire General Practice**

**Taurus Healthcare**

**FLEXIBLE NURSE AND ANP WORKFORCE POOL  
FREQUENTLY ASKED QUESTIONS**



## FREQUENTLY ASKED QUESTIONS - AND ANSWERS

**Thank you for your interest in the Herefordshire Flexible Nurse and ANP Workforce Pool.**

<b>What is the purpose of the pool?</b>	To strengthen the resilience of 24-7 General Practice by having a workforce pool that is happy, well supported and trained and that is easily accessible to practices.
<b>What is the ethos behind the pool?</b>	<ul style="list-style-type: none"><li>• That there is one recruitment process to give you a 'HR passport' to work in the general practice system.</li><li>• That there is a simple mechanism to pick up some additional hours to support a neighbouring practice or your federation, even if this isn't a regular part of your income</li><li>• That those who want or need to work flexibly, can still have a fulfilling and supported role and feel a valued part of the Herefordshire General Practice workforce</li></ul>
<b>Who can join the pool?</b>	Whether you are engaged to Taurus, a practice, or a self-employed locum, we want it to be easy to pick up additional work flexibly to support Herefordshire services.
<b>What is the benefit of working in the pool?</b>	<ul style="list-style-type: none"><li>• HR passport</li><li>• Online, remote and face to face training and mentorship – covering mandatory areas, system priorities</li><li>• 360° feedback – rate the practice, rate the flexible worker</li></ul>
<b>What is the method of employment in the pool?</b>	There are two ways you can work through the pool – as a self-employed locum (making use of the Herefordshire HR passport but otherwise making all the other arrangements yourself directly with the practice) or as a flexible worker on a zero hours contract with Taurus.

## FREQUENTLY ASKED QUESTIONS - AND ANSWERS

	<b>Flexible Worker (Zero Hours)</b>	<b>Locum (independent Contractor)</b>
<b>I'm a salaried Nurse/AHP with Taurus or a GP practice. How do I join the pool?</b>	<p>If you wish to have your tax and NI deducted at source, you will be issued with a zero hours contract.</p> <p>This means that your hours worked in the pool accrue annual leave (up to a maximum total of 37.5 hours per week) at the rate of 12.07%/28 days.</p>	<p>If you want to bill your hours to the practice as a locum you must declare this when you join the pool.</p> <p>Locums make an independent financial relationship with the practice. You agree the financial remuneration.</p> <p>You invoice the practice directly.</p>
<b>How am I paid for work in the flexible pool?</b>	<p>Submit a flexible pool time sheet by the 7<sup>th</sup> day of the following month to the pool co-ordinator and the hours will be paid one month in arrears.</p>	<p>You make an independent relationship with the practice and invoice them directly.</p>
<b>What about my tax and pension and NI contributions?</b>	<p>As a PAYE role, all will be deducted at source. If you are part of the NHS pension scheme, your hours will benefit from the employer's contribution to your pension.</p>	<p>You are responsible for making your own arrangements.</p>
<b>What is my pay for work carried out in the pool?</b>	<p>There is an agreed rate for hours worked. Your rate will be included in your contract.</p>	<p>As agreed between you and the practice.</p>

## FREQUENTLY ASKED QUESTIONS - AND ANSWERS

	<b>Flexible Worker (Zero Hours)</b>	<b>Locum (independent Contractor)</b>
<b>Is mileage covered?</b>	<p>We are a Herefordshire based organisation with our main site in Hereford. We do not pay mileage for Taurus services (unless we move the location of your shift unexpectedly).</p> <p>Those working in the pool for practices can claim mileage (45p per mile) from your home to the practice – up to a maximum of £40 per day of work.</p>	This is for you and the practice to discuss.
<b>Is annual leave covered?</b>	<p>Annual leave is accrued – so for every hour worked this contributes to an annual leave allowance – up to a maximum of 28 days leave for pro-rata 37.5 hours per week. Due to the irregular nature of the work Taurus will pay you for the holiday entitlement you accrue (at the rate of 12.07% for every hour worked).</p> <p>If you already work full-time in a Taurus contract or other contract, your annual leave will accrue separately in your zero hours contract. You will need to be mindful of guidance on Working Time regulations.</p>	No

## FREQUENTLY ASKED QUESTIONS - AND ANSWERS

	<b>Flexible Worker (Zero Hours)</b>	<b>Locum (independent Contractor)</b>
<b>How is annual leave accrued?</b>	Annual leave on a zero hours contract is essentially paid time off – you receive your annual leave paid in your salary the following month based on the hours worked the previous month. For example, if you have worked 10 hours, you will have accrued 1.7 hours of holiday entitlement (10 hours x 12.07%).	
<b>How much notice do I need to cancel a session I have booked?</b>	<p>For everyone’s benefit, the more notice the better. We do understand that sometimes unexpected things happen and we will try our best to support. For fixed work (eg your usual salaried shift or a fixed term cover) 4 weeks notice is required. For all other work, 2 weeks notice is required.</p> <p>If the session was booked with less than 1 week’s notice, no cancellation will be accepted unless in times of sickness, emergency/unplanned absence.</p> <p>Please note, practices will provide feedback based on reliability, punctuality, clinical work and team-work.</p>	This is between you and the practice.

## FREQUENTLY ASKED QUESTIONS - AND ANSWERS

	<b>Flexible Worker (Zero Hours)</b>	<b>Locum (independent Contractor)</b>
<b>How will I get work through the pool?</b>	<p>Practices make requests to the pool online.</p> <p>Requests are then sent to the whole pool via email (in time this will be via our Rotamaster booking system). The sessions are offered on a first come, first served basis, if the offered worker is acceptable to the practice.</p> <p>The co-ordinator will confirm that your session is booked.</p>	<p>Practices make requests to the pool online.</p> <p>Requests are then sent to the whole pool via email (in time this will be via our Rotamaster booking system). The sessions are offered on a first come, first served basis, if the offered worker is acceptable to the practice.</p> <p>The co-ordinator will provide the locum and the practice with an introductory email and then the next steps are determined by the practice and locum.</p>
<b>What is the benefit of working through the pool ?</b>	<ul style="list-style-type: none"> <li>• Easy way to pick up flexible work, without the challenges of self-employment.</li> <li>• 360 degree feedback – useful for appraisals and personal developments</li> <li>• Access to training and development provided by Taurus and by Training Hub</li> <li>• Teamnet access and training</li> <li>• Taurus support</li> </ul>	

	<b>Flexible Worker (Zero Hours)</b>	<b>Locum (independent Contractor)</b>
<b>How do I continue in the pool?</b>	<p>Once you have your HR passport, you will need to provide evidence that your training and certificates are up to date.</p> <p>You will be given one month's notice that items need renewal and will continue in the pool if these are provided. Otherwise access to pool work will be paused.</p> <p>In the event of concerns regarding performance or reliability, you will be invited to an informal discussion with an appropriate member of the team to understand challenges, offer support and determine next steps.</p>	



# Ok, I'm sold! How do I sign up?

If you are already a Taurus employee, contact [workforcepool@taurushealthcare.co.uk](mailto:workforcepool@taurushealthcare.co.uk) to discuss adding a Flexible Pool contract to your employment.

If you are not an employee, please visit our website [www.herefordshiregeneralpractice.co.uk](http://www.herefordshiregeneralpractice.co.uk), Flexible Workforce Pool, Wider Team Roles and click [Apply Here](#).

We will arrange an informal chat with a member of the team and if you wish to proceed, we will arrange an interview and begin the HR process



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I still have unanswered questions?  
Who should I contact?

Contact the pool co-ordinator  
[workforcepool@taurushealthcare.co.uk](mailto:workforcepool@taurushealthcare.co.uk)  
who will arrange a call with the most appropriate person for your query.

