

Pertemps Medical Professionals Temporary Worker Declaration

This handbook has been designed to provide you with information and guidance that will be relevant to your time with Pertemps Medical Professionals. We hope that you find the content of our staff handbook useful and informative.

If you have any questions regarding the contents of the handbook please either give your recruitment consultant or compliance officer a call and they will be more than happy to assist you.

Please sign below and return to Pertemps Medical Professionals to show that you have read and accepted the contents of this handbook.

***I have received and agreed to abide by the contents of the Pertemps Medical Professionals Temporary Worker Handbook.*

Full Name: _____

Profession: _____

Professional Registration Number: _____

Signature: _____ Date _____

I understand that any personal data held by Pertemps Medical Professionals is liable to be inspected by NHS Governing Bodies, Private Sector Clients and appointed audit teams.

Signature _____

Date: _____

Welcome

Welcome to Pertemps Medical Professionals. We are delighted that you have decided to join our agency and are looking forward to working with you to find your ideal locum or permanent placement. We have a duty of care to all temporary workers that join our agency and as such this handbook has been designed to give you a clear idea of what you can expect from your time with us.

Please read the contents of the handbook carefully, it contains a number of guidelines and national standards that we are required to adhere to.

As a new candidate registering with Pertemps Medical Professionals we hope that you have a successful and enjoyable career with us.

Please feel free to contact us at any time.

Where to find us:

Pertemps Medical Professionals
134 Church Hill,
Loughton,
Essex, IG10 1LH
Tel: 0203 2255 999
Fax: 0208 711 2237
Generic Email: ahp@pertempsmedical.co.uk; nursing@pertempsmedical.co.uk;
Timesheets: Timesheets@pertempsmedical.co.uk

Pertemps Medical Professionals
Suite 4, Cornwall House
Station Road
Princes Risborough
Bucks, HP27 9DN
Tel: 01844 345 956
Fax: 0208 711 3551
Generic Email: nursing@pertempsmedical.co.uk;
Timesheets: PRTimesheets@pertempsmedical.co.uk

Working with Pertemps Medical Professionals

From the moment you register with us we will assist you in finding your ideal assignment. We will support you through our registration and compliance process and assist you in every way that we can to ensure that you are able to work as soon as possible.

In order for us to find you your perfect assignment, please confirm with your recruitment consultant your preferred specialty, banding, location and your availability. If there is anything that you would like to clarify with us at anytime, we have a dedicated 24 hour help line. 0203 2255 999

What happens when we find you your ideal position?

When we find a booking requirement based on the parameters that you have given us, your dedicated recruitment consultant will contact you either by phone, text or email to inform you of the position and await your confirmation regarding sending your CV forward for the post.

What happens when you get accepted for a position?

When you get accepted for a position, your dedicated recruitment consultant will contact you to find out whether you would like to accept the role and commence work. Your recruitment consultant will confirm all the booking details with you such as reporting instructions, shift patterns, pay rates and any other information you would require to commence work. i.e Accommodation and Travel

What happens if I need to cancel a position?

If for any reason you need to cancel a booking that you have accepted, please contact your recruitment consultant via telephone as soon as you are able to.

Where do I send my timesheets?

Once you have completed your assignment/shift please send your timesheet via fax to **0208 711 2237** or email your timesheet to our accounts department timesheets@pertempsmedical.co.uk. Any queries that you may have regarding payment should be taken up with your recruitment consultant to deal with or in emergencies with our accounts department on: 0203 2255 999 press option 4

Before You Start Work

Before you start your assignment, as well as briefing you on general procedures and issues we will provide you with induction training that covers the following:

- Moving and Handling (Practical Annually)
- Health and Safety (
- Caldicott Protocol
- Complaint Handling
- POVA and POCA (Safeguarding Levels 1,2 and 3)
- Risk incident reporting
- Infection Control
- Fire Procedures (Practical Course)
- Equality and Diversity
- Handling violence and aggression

In addition you will be required to have completed Food, COSHH, RIDDOR and Information Governance courses on an annual basis.

Your recruitment consultant will provide you with the relevant login detail for the online induction training and provide you with any assistance that you may require.

Mandatory Training

All candidates should complete the above training on an annual basis. We regularly facilitate and provide course information on the following courses:

- Immediate/Advanced Life Support
- Control and Restraint
- Basic Life Support (Annually)
- CPR Training

Please note that not all courses are applicable to all specialties, for more information please speak to your recruitment consultant or your compliance officer who will be more than happy to assist you.

Face to Face Interview

Pertemps Medical Professionals will arrange a face to face interview with you once we have received your registration form and up to date CV.

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 clients to perform risk assessments on all activities. If during the course of your assignment you identify a risk to the health, safety and welfare of your own personal safety, and/or that of your patient/clients/others, 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 to your Recruitment Consultant.

Violence and Aggression

It has been recognised that workers in a hospital setting work in an environment where there is a potential for harm, aggression and violence. Violence and aggression can be defined including the following circumstances:

- Minor assault 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 to damage to the environment around you
- Assault resulting in serious injury or death

Any violent, abusive or threatening behaviour is unacceptable. You must report any incident immediately to the person in charge and to your dedicated recruitment consultant. The establishment where you are working the assignment will have policies in place for dealing with such incidents, and an incident report form should be completed both at the place of work and at Pertemps Medical Professionals office. All staff 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 actions or omissions.

Compliant Handling

During the course of your assignment with Pertemps Medical Professionals you may come across complaints from patients and clients. It is the policy of Pertemps Medical Professionals to deal with any expression of dissatisfaction in a professional and precise manner.

You must also report the Complaint to your Recruitment Consultant or their Manager. All complaints must be investigated within a specified time limit and resolved as soon as possible and this is the responsibility of a Pertemps Medical Professionals Manager. You may however, be requested to put details of the complaint in writing on a complaint record form and/or attend an interview to investigate details further. 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 HCPC/NMC or other relevant Registration Body.

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

Any complaints from individuals will be dealt with in a professional and confidential manner

Local Policies

All Pertemps Medical Professionals agency workers are required to familiarise themselves with the local policy on confidentiality within the establishment/NHS Trust where they are working. Local Inductions are carried out in most workplaces however if you feel the need for additional Induction Information, let us know and we will arrange this with your line manager.

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 regard 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 NHS organisations. Caldicott guardians are senior health professionals.

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 or otherwise 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 Pertemps Medical Professionals 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.

Immunisations and Vaccinations

All medical temporary workers are required to keep an up to date immunisation and vaccination record. Pertemps Medical Professionals can assist all temporary workers in achieving this. In accordance with the Immunisation against infectious diseases DH 2006, healthcare workers applying for employment through an agency must be assessed for immunity for Varicella, TB, MMR, Hep B and Hep C regardless of whether they are working in the NHS or not.

Pertemps Medical Professionals requires a full immunisation report containing evidence of your immunity to the following:

- Varicella
- Measles and Rubella
- Tuberculosis
- Hepatitis B
- Hepatitis C
- HIV

MRSA

Methicillin Resistant Staphylococcus Aureus (MRSA) is the name given to a 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. It is usually transmitted by touch. The single most effective measure for preventing MRSA contamination is washing hands before and after every patient contact.

Handwashing:

- 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 only 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 waterproof dressings

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 risks of infection.

HIV/ AIDS

Agency workers 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 positive individuals who have not heeded 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, Pertemps Medical Professionals 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.

Criminal Convictions

Pertemps Medical Professionals is an Equal Opportunities organisation and as such, undertakes to treat all temporary workers in a fair manner and do not discriminate on the basis of conviction or other information revealed.

You will be asked at the point of registration whether you have been convicted of a criminal offence, been bound over or cautioned or whether you are currently the subject of a police investigation which might lead to a conviction or an order binding you over in the UK or any other country. If you respond positively, you will be required to provide additional information including the date, the offence and the authority and the country that dealt with the offence.

Non disclosure of any conviction or caution, which is subsequently shown to exist, will lead to the immediate removal from the Pertemps Medical Professionals System.

PAY

Timesheet

Pertemps Medical Professionals timesheets run from a Monday to Sunday. Please submit your timesheet by 10.00am on a Wednesday morning. Please ensure that timesheets are:

- Completed with the correct week ending date
- The correct date and times that you have worked
- The hour columns are correct
- That the timesheet has been stamped and signed by an Authorised person.
- The timesheet is dated and legible
- PO/Booking Numbers where required
- Breaks to be deducted where applicable

Please encourage your line manager to complete the 'tick box' reference where possible

Legislation dictates that 20 minute breaks must be taken every 6 hours. In some NHS Trusts this will automatically be deducted from your timesheet regardless of whether a break is taken or not.

Please fax your signed and dated timesheet to **0208 711 2237** or email: timesheets@pertempsmedical.co.uk

Payment

Our payroll is run on a Monday and Wednesday (Mental Health Workers) and paid via BACS payment into your account. Payment should reach your account on a Wednesday and a Friday. In order to ensure that payment is made promptly please provide us with a copy of the following documents:

- **LTD Company** – Copy of your certificate of incorporation, a copy of your LTD company bank details, if you are VAT registered a copy of your VAT certificate.
- **PAYE** - A P46/ P45 and a copy of your bank details
- **Umbrella Company** – Full details of your Umbrella provider including their 'starter packs'

Prevention of Excessive Working

Under Working Time Regulations, temporary workers working should not exceed 48 hours per week (averaged over a period of 17 weeks). Night duty hours should not exceed 8 hours in 24 hours (averaged over 17 weeks). However, if a temporary worker should wish to waive this right, they are required to declare this upon joining Pertemps Medical Professionals by signing the Working Time Temporary workers Declaration within the Pertemps Medical Professionals registration pack.

Holiday Pay – FOR PAYE CANDIDATES

As a PAYE agency worker you start accruing holiday pay as soon as you begin to work with us. Holiday entitlement is pro-rata for all part time workers. The holiday year ends 31st December each year. Please inform your recruitment consultant if you are going to be taking holiday during an assignment.

Continuing your Professional Development

CPD (Continuing Professional Development) is a fundamental part to the development all health practitioners and to enhance the quality of patient care. As a Pertemps Medical Professionals temporary worker, you will be responsible for updating your clinical skills and knowledge and maintaining your CPD portfolio.

All Temporary workers will need to maintain portfolio of all your professional experience and professional development courses attended. This should include your written and agreed “Personal Development Plan” outlined in your most recent appraisal

Your Assignment

Requirements of Assignments

Please attend all assignments with your Pertemps Medical Professionals ID badge and uniform. When relevant please bring your statutory registration certificate and CRB Disclosure. Mobile Phones are to be switched off during your assignment unless you are working in the community.

Uniforms – The uniform requirements differ from client to client and will be stated prior to the assignment. If you have any questions regarding dress please contact your recruitment consultant.

Uniforms can be ordered directly at: http://www.matrixuniforms.co.uk/PertempsMedicalProfessionals/PertempsMedicalStaffing_1.aspx

ID Badges – Pertemps Medical Professionals will issue you with an ID badge before your assignment. Please ensure that your ID Badge is visible during your assignment. ID badges will be issued with your professional registration number. Please ensure that your ID badge is handed back to us upon termination of your assignment.

Timekeeping

Please make every effort to ensure you arrive at and leave all bookings at the agreed time confirmed in your contract. If you are unable to attend a booking, please inform your recruitment consultant as soon as you are able.

Arriving for work

Upon arrival at your new booking, where possible please take the opportunity to familiarise yourself with the local policies and procedures, in particular please be aware of the following:

- Crash Call Procedure
- Hot Spot Mechanisms
- Violent Episodes and Lone Worker Policy
- Procedure for alerting security staff
- Policy for administration and assistance with drugs
- Complaints Handling
- Fire Safety

Where possible, we encourage Candidates to visit their potential workplace prior to starting work. If you have any queries regarding correct local procedures, or are uncomfortable carrying out any of the duties you have been asked to perform, please raise these issues with your line manager in the first instance.

Notice Period

When possible, you should let Pertemps Medical Professionals know when your assignment is coming to an end, allowing us time to organise your next assignment if necessary. Agency workers and Clients, according to our Terms of Business, are asked to give at least 1 week's notice (except in exceptional circumstances when each case will be looked at individually) and subsequently inform Pertemps Medical Professionals of the end date.

Candidate Performance Reports

At the end of every assignment Pertemps Medical Professionals provide a Candidate Performance Report to the Client for completion, (also on our timesheets). Clients are asked to supply feedback on the service they have received from Pertemps Medical Professionals and also to provide a reference on the Candidate. Candidates are asked to give feedback on the service they have received from Pertemps Medical Professionals and also feedback on the assignment. This information can then be used to advise future locums. Both positive and negative feedback is actively encouraged so Pertemps Medical Professionals can act upon it to improve its quality of service.

Training and Development

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

Appraisals

Appraisals give us an opportunity to consider 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 carryout practical tasks
- Clinical performance
- Training needs
- CPD
- Any other issues, including progress since the last appraisal

Pertemps Medical Professionals Policies

Pertemps Medical Professionals Mission Statement

- To actively promote personal and professional development within our teams and for individual staff members.
- To promote a professional and friendly environment for our staff to work and prosper in and an environment in which they can fill their full potential.
- To recognise and reward successes and to work closely with employees to ensure that the required standards of work are met and maintained.

Pertemps Medical Professionals Group Values

Pertemps Medical Professionals firmly believes that our success comes from supporting our staff whilst working alongside our clients and candidates. We value the relationship we maintain with our clients and candidates and therefore see them as partners. This is reflected in our core values:

Honest, Effective Communication

Pertemps Medical Professionals prides itself on its ability to provide both customers and employees alike with an open and clear approach to communication. The transparency of the way we conduct our work has proven to be and will continue to be a true business enabler.

Innovative, Bespoke Solutions

Because no two hospitals are the same, at Pertemps Medical Professionals we use our specialist industry experience to fulfil partners' requirements. We undertake a partnership approach to recommend the most effective solution that meets their specific needs, thereby optimising results.

Win-Win Partnerships

We have an absolute commitment to helping individuals to grow and develop their careers, and to contributing to the growth and success of our clients' businesses by ensuring that they recruit people who will add value to their bottom line.

Embracing Quality

We realise that embracing quality in all aspects of the company is a key factor to building lasting relationships with our partners.

Passionate about Success

At Pertemps Medical Professionals we are passionate about what we do and this is evident in the way that we conduct our business. We continuously strive to improve our service offering in order to maintain our status as a well respected company within the industry.

Complaints Policy

Pertemps Medical Professionals is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards. Our Standard complaints procedure is in line with the department of Health Guidelines HSC2003/012, maintaining high professional standards in the Modern NHS.

Complaints Procedure

If you have a complaint against a member of Pertemps Medical Professionals staff, please direct them to the Managing Director. You can write to Daren Reisman at:

134 Church Hill, Loughton, Essex, IG10 1LH

Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within [2-5] days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next.
4. We will then start to investigate your complaint. This will normally involve the following Steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 15 days of our request;
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them.

5. Pertemps Medical Professionals will then invite you to meet him/her to discuss and hopefully resolve your complaint.

6. Within 2 days of the meeting the Company Representative/ Managing Director will write to you to confirm what took place and any solutions he/she has agreed with you. If you do not want a meeting or it is not possible, the Company Representative/ Managing Director will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. S/he will do this within 5 days of completing his/her investigation.

7. At this stage, if you are still not satisfied you can write to us again. Another Director of the company will review the company representative/ managing director within 10 days.

Pertemps Medical Professionals. Meriden hall, Main Road, Meriden CV7 7PT

8. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Enterprise & Regulatory Reform or the REC, the industry trade association, of which we are a member by writing to the following:

Professional Standards Team, REC, 15 Welbeck Street, London W1G 9XT

If we have to change any of the time scales above, we will let you know and explain why.

Referral and reporting a temporary worker

Where there is evidence of malpractice, the Company Representative/Managing Director shall formally assess if the complaint requires further investigation or action by a professional, government organisation or the police and refer the complaint appropriately. In instances of uncertainty, the appropriate professional or government organisation will be contacted for advice and the temporary worker reported as necessary.

All referrals are diarised to ensure the complaint is monitored through to satisfactory outcome.

File maintenance

The Company Representative/Managing Director will be responsible for maintaining the Complaint Log and Register during the course of the investigation. The Complaint Record will be a comprehensive record containing all details of the complaint.

This will include internal and external letters or other written correspondence. The records will include times, dates and agreed action including telephone conversations in the management of the complaint. The Complaint Record will be retained in the temporary worker's electronic file, highlighting that a complaint investigation has taken place, the nature and date of the investigation and the outcome

Placement assessment form

In instances where a poor Placement Assessment Form is received, the Company Representative or Managing Director is to clarify further with the Trust and investigate appropriately.

Confidential reference

In instances where a poor Confidential Reference is received, the temporary worker should not be placed with the Hospital/Trust again until the issues have been resolved and the Hospital/Trust has put in writing that they are satisfied with the outcome.

Fraud

Instances of fraud will be investigated as above and, where necessary, the NHS Counter Fraud and Security Management Service (England and Wales), the NHS Scotland Counter Fraud Service or the Northern Ireland Central Services Agency Counter Fraud Unit (CFU) and/or the Police will be informed.

Fraud is taken very seriously by Pertemps Medical Professionals and the NHS. If you provide false information it may result in disciplinary action and you may be liable to prosecution and civil recovery proceedings. Any questionable timesheets will be brought to the attention of the Local Counter Fraud Specialist.

Fraudulent activity manifests itself in many different ways including deception, bribery, forgery, counterfeiting, extortion, corruption, theft, conspiracy, collusion, and embezzlement, misappropriation of assets, false representation and concealment of material facts.

Some examples of fraud in the NHS include:

- Timesheet fraud (e.g. staff and professionals claiming money for shifts they have not worked)
- False expense claims (e.g. false travel or subsistence claims)
- Fraudulent job applications (e.g. false qualifications or immigration status)
- Working whilst sick (e.g. usually working for another organisation without informing the Trust)
- Working two places at once (e.g. failing to declare they are working for another organisation)
- Excess Study Leave
- Advertising scams (e.g. false invoices for placing adverts in publications)
- Patient fraud (e.g. false travel claims, fraudulently claiming exemptions for pharmaceutical charges)
- Misappropriation of assets (e.g. falsely ordering goods for own use/ to sell)
- Procurement fraud (e.g. the ordering and contracting of goods and services)
- Fraud by professionals (e.g. Pharmacists – constitutes specific types of fraud such as false claims for treatment, unauthorised use of NHS facilities/equipment)

Confidentiality

In the course of the Employment you may be given or come across Confidential Information and you accept that Pertemps Medical Professionals has a legitimate business interest in protecting its established customers, personnel, candidates and Confidential Information.

You must keep confidential and not disclose or use any Confidential Information (except in the proper course of your duty) both during the course of the Employment and after the termination of it.

You must use your best endeavours to prevent the disclosure of any Confidential Information.

All information stored in a tangible form containing any Confidential Information or summary, abstract or précis of the same which you acquire or make during the employment belongs to Pertemps Medical Professionals. When the employment ends (or at any time during the employment should any Director so request), you must promptly hand over the information to someone duly authorised by the Directors to receive them and no copies may be retained.

These restrictions do not apply to any confidential Information which, at the date of its disclosure to you, is public knowledge or it subsequently becomes public knowledge other than by an act or failure to act on the part of the employee or is required to be disclosed by law or in order to take professional advice or by a court of competent jurisdiction.

Equal Opportunities

Pertemps Medical Professionals embraces diversity and will seek to promote the benefits of diversity in all of our business activities. We will seek to develop a business culture that reflects that belief. We will seek to widen the media in which we recruit to ensure as diverse an employee and candidate base as possible. We will strive to make sure that our clients meet their own diversity targets.

Pertemps Medical Professionals is committed to diversity and will promote diversity for all employees, workers and applicants and shall adhere to such a policy at all times. We will review on an on-going basis all aspects of recruitment to avoid unlawful or undesirable discrimination. Pertemps Medical Professionals will treat everyone equally irrespective of sex, sexual orientation, gender reassignment, marital or civil partnership status, age, disability, colour, race, nationality, ethnic or national origin, religion or belief, political beliefs or membership or non-membership of a Trade Union or spent convictions, and places an obligation upon all staff to respect and act in accordance with the policy. Pertemps Medical Professionals is committed to providing training for its entire staff in equal opportunities practice.

Pertemps Medical Professionals shall not discriminate unlawfully when deciding which candidate/temporary worker is submitted for a vacancy or assignment, or in any terms of employment or terms of engagement for temporary workers. Pertemps Medical Professionals will ensure that each candidate is assessed only in accordance with the candidate's merits, qualifications and abilities to perform the relevant duties required by the particular vacancy.

Pertemps Medical Professionals will not accept instructions from clients that indicate an intention to discriminate unlawfully.

Harassment/bullying

Pertemps Medical Professionals is committed to creating a working environment where you are treated with dignity and respect and where each person's individuality and sense of self worth within the workplace is maintained.

You have a duty to treat those alongside whom you work with respect and dignity and to take all steps necessary to ensure that harassment does not occur. Whatever the form of harassment (whether by direct contact, written correspondence, the spoken word or by use of email/intranet) behaviour of this nature can be objectionable and will not be tolerated by Pertemps Medical Professionals or any of the institutions we service.

Any temporary worker AHP, who is considered, after proper investigation, to have subjected a patient, another temporary worker or anyone else alongside whom they work to any form of harassment or bullying will be dealt with in an appropriate manner and includes removal from our Register

Dealing with allegations of abuse

In all cases of suspected abuse, you should immediately follow the policies and procedures of the Hospital/Trust in which you are working, including the reporting procedures. All cases of suspected abuse should be reported to your Senior Manager, who, in conjunction with the relevant department and other appropriate agencies, will instigate.

The Mental Health Act

The Mental Health Act 1983 covers the assessment, treatment and rights of people with a mental health condition. It is a legal requirement that anyone working alongside patients considered to be suffering from a mental disorder or with learning difficulties is able to demonstrate an understanding of the Mental Health Act

Safeguarding Children

All temporary workers have a duty under the Children Act 2004 to make arrangements to safeguard and promote the welfare of children and young people. You should know what to do if you have any concerns.

Pertemps Medical Professionals wants to ensure that you are able to meet this requirement. We understand that there are different training needs to fulfil your duties dependent upon your level of contact with children and young people and level of responsibility.

The following documents should assist you with your generic knowledge: Safeguarding Children and Young People: Roles and Competences for Health Care Staff - published by the Royal College of Paediatrics and Child Health April 2006 (www.rcpch.ac.uk).

This document clarifies the competencies required by temporary workers and other health Pertemps Medical Professionals and supplements the information set out in Working Together to Safeguard Children, 2006.

It can be found online at: <http://www.rcpch.ac.uk/Publications/Publications-list-by-title>

AWR Day One Rights

From the first day of your assignment, you are entitled to:

- access to shared facilities and amenities or services provided by your hirer
- information on job vacancies with the hirer

Your rights are based on those of someone doing a comparable (similar) job. A comparable employee is someone doing the same job or broadly similar work to you usually at the same workplace (but may be located elsewhere). This entitlement applies if you are working part time as well as full time.

If there are no comparable workers or employees there is no entitlement to equal treatment.

Access to Collective Facilities

From your first day of your assignment, you should have the same access to shared facilities and amenities as comparable employees or workers.

- Facilities and amenities can include:
 - access to a canteen or other similar facilities
 - a workplace crèche (subject to the same waiting lists or conditions as comparable employees or workers)
 - transport services (local pick up service, inter-site transport)
 - toilet/shower facilities
 - a staff common room
 - a mother and baby room
 - a prayer room
 - car parking (subject to the same restrictions as comparable employees or workers)
 - a waiting room
 - food and drinks machines

These facilities are usually on-site where you are working but may be elsewhere. The hirer may provide information on facilities to your agency as part of the information about the assignment. Hirers can only refuse you access to facilities if they can objectively justify denying you access.

Cost alone is unlikely to be a sufficient reason to exclude you. Even where there is objective justification, you might be offered partial access to certain facilities rather than being excluded altogether.

Pension

Pertemps Medical Professionals are not solely responsible for your Workplace Pension. If you are a PAYE worker please indicate if you wish to Opt in or Opt Out of the pension scheme on our registration form.

If you have your own Limited Company it is your responsibility to have your own pension. If you work via an Umbrella Company it is their responsibility to have a pension scheme for you. Contact them for details about Opting In or Out and for further information.

Information on Job Vacancies

From day one of an assignment you are entitled to be treated no less favourably than a comparable employee or worker in relation to information about relevant job vacancies.

Your consultant will tell you how to get information on vacancies.

For further detailed information please go to:

http://www.direct.gov.uk/en/Employment/Understandingyourworkstatus/Agencyworkersandemploymentagencies/DG_198917