



Mersey and West Lancashire
Teaching Hospitals
NHS Trust

LEAD EMPLOYER...

Mersey and West Lancashire Teaching Hospitals NHS Trust

leademployer.merseywestlancs.nhs.uk



Who are we?

Lead Employer support approximately 13,000 colleagues-in-training

The Lead Employer Model is dedicated to enhancing the working lives of our colleagues-in-training. We provide a comprehensive range of support services including HR, Payroll, Occupational Health, and Wellbeing, to ensure all colleagues-in-training feel valued, supported, and empowered throughout their training journey.





Lead Employer Model

Our model is a collaborative one, with the responsibilities of the traditional employer shared between three major stakeholders, who are:

- **Mersey and West Lancashire Teaching Hospitals NHS Trust - Lead Employer** - Employer
- **Host Organisation** - NHS Trusts / GP Practice / Hospices / Dental Practices and any other approved training placements are the host organisation location where the colleague-in-training works and carries out their training. They provide day to day supervision
- **NHS England, Education** - Oversees the education for colleagues-in-training





Role of NHS England, Education

- Approves and provides post & programme details to us
- Provides details of rotation placements to Annual Review of Competence Progression (ARCP) or college
- Notifies issues emerging from the ARCP or college exams and reviews or other factors which impact on Certificate of Completion of Training (CCT) dates to Lead Employer
- Processes Out of Programme (OoP) requests
- Deals with requests for and manages Less than full Time Training (LTFT)
- Manages Inter-Deanery transfers (IDTs)
- Manages all study leave requests and expenditure





Role of Host Organisations

- NHS Trusts / GP Practice / Hospices / Dentists and any other approved training placements are the Host Organisation location where you work and carry out your training
- To facilitate your local induction
- Produces, issues and monitors contract complaint rotas / work schedules
- Liaises with Guardian of Safe Working (GoSW) as required
- Provide 'day to day supervision' in line with our Policies e.g.
 - Absence e.g. reporting, self-certificates, return to work (RTW) interviews and holding sickness meetings
 - Conducts local investigations in line with our policy as required
 - Maternity / Paternity / Special Leave etc.
 - Expenses (*please note that it is your host who approve your expenses*)







The Lead Employer Medical Director



Professor Andrew Rowland OBE (Andrew) has a wide and varied portfolio career as our Medical Director, as a Consultant in Children's Emergency Medicine, as Honorary Professor (Children's Rights, Law, and Advocacy) at the University of Salford, as the Chair of the Board of Trustees of a charity, and as a Non-Executive Director of a non-governmental organisation (NGO) in Cambodia (where he is also registered to practice medicine and where he undertakes humanitarian work).

His role is to provide advice and support to our colleagues-in-training on professional matters including regulatory guidance and requirements.

He also works with our HR team to ensure appropriate mechanisms are in place for any of our colleagues-in-training who require additional support during their training.

Andrew has a huge amount of experience supporting colleagues in difficulty at various points in their careers. If you find yourself in need of extra support please contact our HR team in the first instance.



Lead Employer Overview

Management

Senior Leadership Team

- Provides strategic direction and oversight to ensure we deliver high-quality employment services.

HR Operations

Data & Onboarding Team

- Manages the seamless onboarding of all colleagues-in-training. Oversee the collection, processing, and analysis of workforce data.

Employment Operations Team

- Handles day-to-day employment matters, including contracts, rotations, and compliance, ensuring a smooth and consistent employee experience.

Helpdesk Team

- Acts as the first point of contact for queries, offering prompt advice and solutions on a wide range of employment-related topics.

HR Governance Team

- Ensures employment practices align with legal, regulatory, and policy standards, supporting consistency, and accountability across the workforce.

HR

HR Business Partnering and Advisory Team

- Provides tailored HR guidance and strategic workforce support to healthcare partners, enhancing local employment solutions and outcomes.





Lead Employer Overview - continued...

Stakeholder Engagement

Communications Team

- Manages internal and external communications, ensuring clear, consistent messaging that supports engagement and service awareness.

Service Development Team

- Drives innovation and continuous improvement by leading projects that enhance our services and systems.

Business Support

- Delivers essential administrative and operational support across the organisation, enabling teams to function efficiently and effectively.

Wellbeing

HWWB Team (Health, Work and Wellbeing)

- Supports the physical and mental wellbeing of colleagues by delivering proactive health interventions, referrals, and workplace adjustments.

Payroll

Payroll Team

- Processes accurate and timely salary payments, ensuring colleagues are paid correctly and queries are resolved efficiently.

Finance

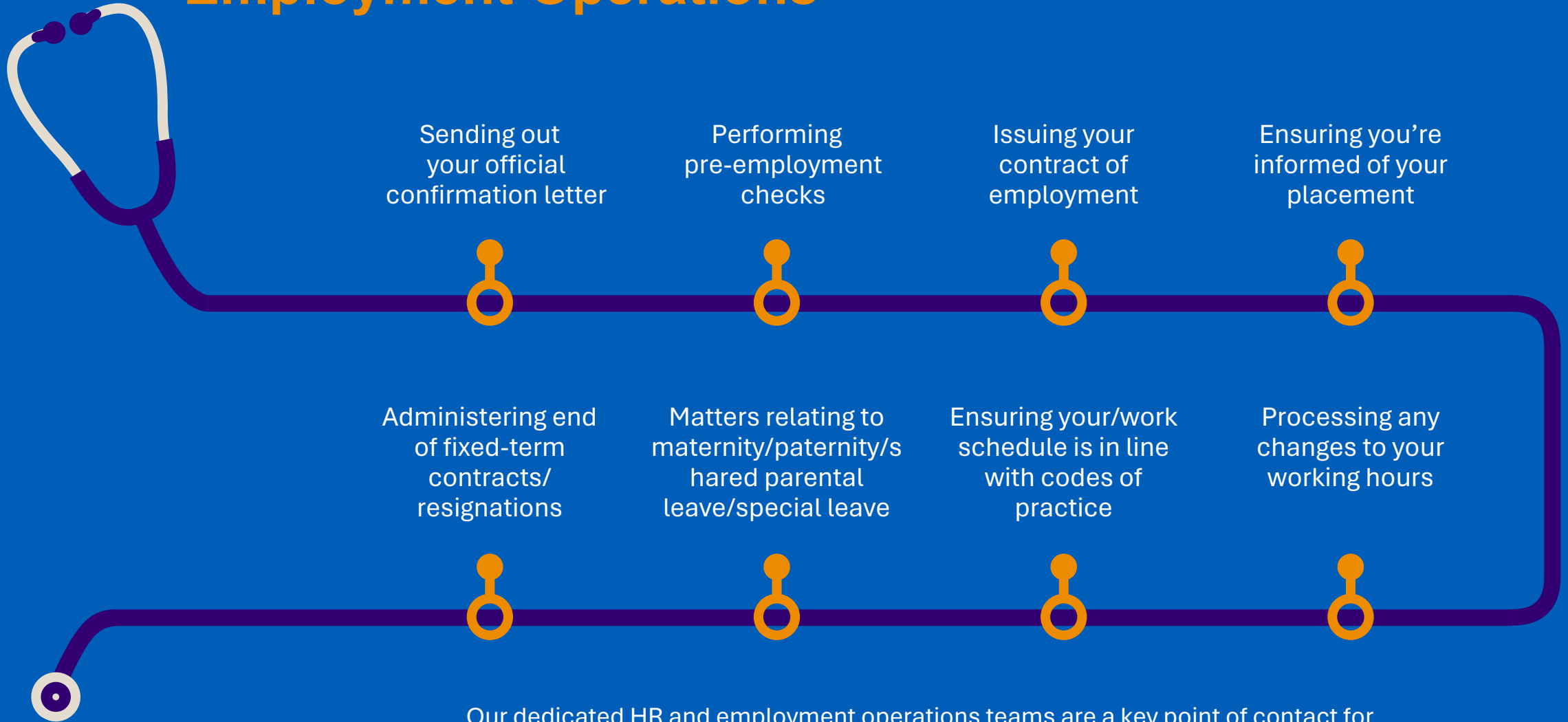
Finance Team

- Oversees budgeting, financial planning, and reporting to ensure responsible use of resources and support for service delivery.





Employment Operations



Our dedicated HR and employment operations teams are a key point of contact for colleagues-in-training from the start of their employment through to the completion of their training programme.



HR Business Partner & Advisory Team

- Provide HR advice and support
- Process Health, Work and Wellbeing (HWWB) referrals
- Support with the implementation of reasonable adjustments
- Provide guidance about key HR policies including attendance management, conduct, grievance, dignity at work
- Manage long term sickness cases in line with Trust policy
- Link in with NHSE regarding the on-going management and support of colleagues-in-training
- Focus on prevention and identification of trends and themes alongside our Medical Director





Working in the NHS

Cultural differences are important (medical and social culture), values vary between cultures, including ethical values underlying professional codes like 'Duties of a doctor' and 'unprofessional' behaviour can reflect lack of familiarity with current UK professional codes and the values underlying them.

We are committed to creating a safe and fair working environment where everybody is treated with dignity and respect. Bullying and harassment of our colleagues-in-training is completely unacceptable.

Each colleague-in-training should take personal responsibility for their own behaviour, treating both colleagues and patients with respect ensuring that you comply with our values and behaviours.

Some colleagues-in-training may be used to a more hierarchical medical culture - so adjusting to the NHS Culture can take some time. Be supportive - and remember, you're also showcasing the strengths of your own culture.





Our values



**We are
KIND**

We:

- Treat every individual with respect
- Are compassionate in our support of patients and colleagues
- Are friendly and welcoming
- and always introduce ourselves
- Care for each other as we care for our patients
- Are polite and value each other's thoughts and ideas



**We are
OPEN**

We:

- Are always listening and learning
- Encourage and support two-way communication
- Are honest, fair and open with others
- Take responsibility for our actions and always aim to improve
- Develop our services in the best interests of our communities



**We are
INCLUSIVE**

We:

- Value everyone's cultural, social and personal needs
- Celebrate our differences and support each other
- Listen to all voices
- Work as a team and learn from each other
- Challenge prejudice and promote acceptance



Freedom to Speak up (FTSU)

- We takes all colleagues-in-training concerns seriously and our Respect and Dignity at Work policy details how to raise any concerns, as well as how these will be managed
- All NHS Trusts now have FTSU Guardians in place and they are tasked with supporting staff to effectively raise and respond to public interest concerns
- There is also a number of FTSU Guardians available to our colleagues-in-training to discuss any concerns with - should they feel they are not able to discuss these concerns with the our HR Team
- There will be local Trust FTSU Guardians for colleagues-in-training working in secondary care placements. For colleagues-in-training who are working in GP placements, concerns can be confidentially raised via our hotline and website
- This role is different to the Guardian of Safe Working (*for more information on this visit our website*)

Do it confidentially

Speak to your Line Manager or call the Raising Concerns Hotline on:

0151 430 1777

SPEAK UP!

Do it anonymously

Contact: Speak in confidence
www.speakinconfidence.com/sthk





NHS Sexual Safety Charter

The NHS Sexual Safety Charter - includes a comprehensive roadmap to promote staff safety.

The NHS Sexual Safety Charter - asks all employers to commit to a zero-tolerance approach to any unwanted, inappropriate and/or harmful sexual behaviour towards the workforce.

01

In **October 2023** MWL Trust joined the NHS Sexual Safety Charter.

02

The Charter is made up of **10 Principles** which aim to eradicate sexual harassment and abuse in the workplace.

03

The Trust has implemented the principles of the charter in line with the **NHS guidelines**.





What steps have we taken?

- Developed a Mersey and West Lancashire Teaching Hospitals NHS Trust (MWL) Sexual Safety Pledge based on the charter principles
- Action plan created focusing on the principles of the charter
- Policy reviews and introduction of sexual safety web page outlining the principles of the sexual safety charter and how to raise concerns
- Sexual Harassment and Sexual Safety training for all our team
- Provision of wellbeing support for all staff





Examples of actions that may breach workplace standards

- **Conduct outside the workplace involving external authorities**
e.g. incidents under investigation by the police or other third-party agencies that may impact professional registration
- **Incidents raising safeguarding or duty-of-care concerns**
Including any actions or omissions that may place patients, colleagues, or the public at risk
- **Unprofessional behaviour within the clinical or workplace environment**
Such as breaches of respect, dignity, or professional boundaries
- **Substance misuse impacting fitness to practise**
Including the use of drugs or alcohol that affects performance or safety
- **Acts of dishonesty or fraudulent behaviour**
Such as falsifying records, misreporting hours, or misusing resources
- **Misuse of social media or digital platforms**
Including posts or interactions that breach confidentiality, damage professional reputation, or violate organisational policies
- **Information Governance breaches**
Unauthorised access to personal, family, or patient medical records
- **Failure to adhere to host organisation policies and procedures**
Such as non-compliance with the chaperone policy, infection control protocols, or escalation procedures





Mersey Internal Audit Agency (MIAA)

MIAA is an NHS shared service that provides internal audit, counter fraud, and assurance services to NHS organisations and other public sector bodies.



[General Fraud Awareness](#)



[Working while sick](#)





Payroll Services

- Pay
- Pensions
- Business mileage
- Removal expenses and excess mileage
- Salary Sacrifice Schemes

Information on the above services is available on our website:

[Resident Doctor Hub](#)



[Dental Foundation Hub](#)



[Dental Core Hub](#)



[Public Health Hub](#)





FAQs – Pay & Expenses

- Salaries are paid on the **28th** of each month (*or the Friday before if this falls on a weekend*)
- Your pay will be as per the work schedule issued by your placement. Work schedules are to be received no later than 8 weeks prior to your rotation date (*as per TCS Code of Practice deadlines*)

Further information regarding work schedules and understanding your payslip can be found via our website:

<https://leademployer.merseywestlancs.nhs.uk/work-schedules>



- We administer expenses claims and approval on behalf of NHS England Education

For further information regarding expense claims and to obtain a copy of the policy please visit:

<https://Leademployer.merseywestlancs.nhs.uk/online-policies?policy=16>





FAQs - Annual Leave

- You are entitled to annual leave and public holidays. These entitlements will vary dependent upon certain factors which are explained in the annual leave policy
- It is your responsibility to ensure that your annual leave is approved and recorded in Electronic Staff Record (MyESR)
- You are required to provide a minimum of six weeks notice of annual leave to be approved in accordance with local policies and procedures. This leave request should be made to your host organisation
- Annual Leave for less than full time colleagues-in-training is calculated on a pro-rata basis. So, for example, a less than full time trainee working 60% of a full-time rota should receive 60% of the full-time entitlements of annual leave, plus 60% of the entitlement to Bank Holidays. Bank holiday hours should only be deducted if this is the trainee's normal working day
- Please refer to our website for additional information including the annual leave policy, toolkit and to access the [Annual Leave Calculator Tool](#)





Working Hours

- As an employee in the UK you are protected by certain minimum statutory employment rights. You cannot work more than 48 hours per week on average (*normally averaged over 17 weeks*). This law is called the **working time directive** or also known as **working time regulations**
- You can choose to work more hours by opting out of the **48 hour week**
- If you wish to undertake locum shifts in addition to your contracted working hours then you will be required to have a discussion regarding this with your Training Programme Director (TPD), you are then required to inform us, we will then ask you to sign an **opt out** form
- Please remember that working additional locum shifts should not cause a detriment to your training
- Less than full time (LTFT) working - if you wish to reduce your working hours then you will need to apply to the LTFT team within NHSE. Please speak to your TPD about the application process





Exception Reporting (MD 2016 Contract)

Exception reporting provides colleagues-in-training with the opportunity to inform their employers when their day-to-day work varies significantly and/or regularly from their work schedules.

This may include:

- Differences in hours of work
- Differences in the pattern of hours worked
- Differences in the educational opportunities and support available (*please note this will be dealt with by the Director of Medical Education (DME) and not the Guardian of Safe Working Hours. For GP colleagues and others, in the absence of a DME this role is fulfilled by the Head of School*)
- Differences in the support available during service commitments





Exception Reporting - continued...

Colleagues-in-training and their trainers should have access to the **Allocate system** for processing exception reports. When based at a host trust, log ins will be provided locally. We will provide log in details for those based within a GP Practice, Hospice or community placements.

If you do not have a login please contact lead.employer@merseywestlancs.nhs.uk 

(when placed within a GP Practice, Hospice or community placement)

<https://leademployer.merseywestlancs.nhs.uk/exception-reporting> 





Guardians of Safe Working (GoSW)

Guardians of Safe Working ensure compliance with safe working hours under the 2016 Resident Doctor contract. Their role protects both patients and doctors by ensuring colleagues-in-training are not working unsafe hours. Guardians receive exception reports and escalate concerns to enable timely decisions and action.

We have two Guardians for colleagues-in-training, in specialty training who monitor working arrangements under the 2016 contract.

If you're placed within a hospital Trust, you'll fall under that Trust's Guardian and be informed during your local induction. Your host trust should also provide access to its Resident Doctor Forums (RDFs).

Date	Region
Mon 1st September	Thames Valley & Palliative Care East of England
Mon 8th September	North West
Mon 8th September	East, West Midlands, Yorkshire & Humber
Mon 1st December	Thames Valley & Palliative Care, East of England
Mon 8th December	North West
Mon 8th December	East, West Midlands, Yorkshire & Humber

Upcoming Resident Doctor Forums 2025



Guardians of Safe Working (GoSW) - continued...



Mr Michael Chadwick is guardian for MWL and Lead Employer, for colleagues in specialty training within acute Trusts and other organisations with 10+ colleagues.



Dr Peter Arthur is the Lead Employer Guardian for those in General Practice, Public Health, and Palliative Care Hospices.

Resident Doctor Forums (RDFs) offer a safe space for colleagues-in-training to raise concerns around work conditions, education, and training. Those under Dr Arthur's remit will be invited to RDFs to share feedback, represent views to management, and collaborate on improving working life.

Further information can be obtained via our website:

[Guardians of Safe Working](#)



[Resident Doctor Forums](#)





Lead Employer Helpdesk

Whether you are a colleague-in-training, a practice manager or an educational supervisor, our Helpdesk is here to support you.

Call: **0151 478 7777** *(Monday-Friday / 9am-5pm)*

Email: lead.employer@merseywestlancs.nhs.uk



Web: www.leademployer.merseywestlancs.nhs.uk





Stay Connected

How do we communicate with you?

We communicate with you primarily over email, so it is vital that your contact details are updated regularly in ESR.

You will receive our updates via email on a monthly basis. This communication will share key updates and important messages to support you with your specialty training. We also include useful wellbeing resources and upcoming events that are relevant to you as an NHS colleague.

Lead Employer colleague App - download the Lead Employer colleague app today and receive employment updates direct to your phone. Search MWL Lead Employer via your app store, register with the email address we have on file for you (*your email address on ESR*) and start receiving news, updates and alerts via your mobile device.



SCAN ME



SCAN ME



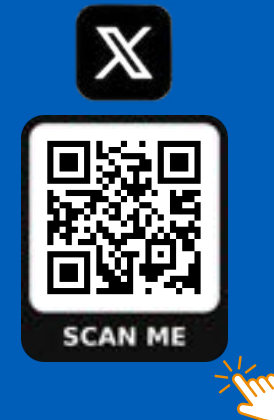
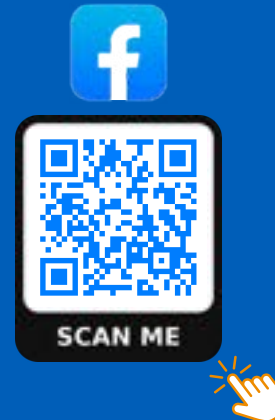
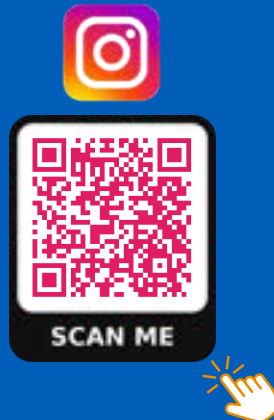
Social Media

- Social Media provides a great way for colleagues-in-training to maintain or enhance communication
- The amount and type of information, however, can leave trainees open to certain risk
- We recommended that you review MWL Social Media policy along with the GMC Social Media guidance if you have any queries:

[MWL Social Media policy](#)



[GMC Social Media guidance](#)



We love to engage with our trainees and learn more about how we can best support you so please get in touch. If you have any queries regarding communication, please email: lead.employercommunications@merseywestlancs.nhs.uk





Knowledge Sessions

You may benefit hearing directly from our specialist teams about important topics relating to your employment

Sign up to any of our virtual knowledge sessions to learn more about key policies and processes you need to know. All sessions delivered are interactive, so you will walk away with the answers you need.

Date	Region
Tue 9th September	Overview of attendance management and leave policies
Wed 17th September	Understanding your work schedule
Mon 22nd September	Overview of maternity, paternity and adoption processes
Tue 23rd September	Overview of neurodiversity support
Wed 24th September	Less than full time (LTFT) process overview
Tue 7th October	Dignity at work - raising concerns including freedom to speak up guardian overview
Wed 22nd October	Understanding your payslip
Wed 29th October	Less than full time (LTFT) process overview
Wed 29th October	Overview of expenses and process for claiming
Mon 17th November	Understanding your contract of employment including exception reporting
Wed 19th November	Understanding your work schedule
Tue 9th December	Overview of neurodiversity support
Wed 10th December	Less than full time (LTFT) process overview
Wed 10th December	Understanding your payslip

2025 Knowledge Sessions calendar: <https://leademployer.merseywestlancs.nhs.uk/knowledge-sessions>





FAQs - Wellbeing

Health, Work & Wellbeing (Occupational Health Service)

- Self-Referral facility
- Management Referral facility
- 0151 430 1985

HWWB.Admin@merseywestlancs.nhs.uk



Practitioner Health Programme

www.practitionerhealth.nhs.uk



Employee Assistance Programme – Vita Health

- Password: **STHKWELL**

The whole network of LE support services can be found at:

<https://leademployer.merseywestlancs.nhs.uk/welcome-booklet>





NHS Collaborative Bank - MWL

Mersey and West Lancashire Teaching Hospitals NHS Trust

Information for Resident Doctors



What is the NHS Collaborative Bank – MWL

Lead Employer partners with Patchwork Health and currently **23 Trusts** to deliver a bank service across the North West region.

The **NHS Collaborative Bank - MWL** is the UK's largest resident doctor collaborative bank and is available to all our resident doctors. It enables you to work flexibly across all 23 Trusts without having to duplicate any pre-employment checks.





Benefits of Joining the NHS Collaborative Bank – MWL



Flexibility to work across
multiple Trusts



Access to book shifts instantly and keep
track of shifts and payments via the
Patchwork Health app



No requirements to repeat
pre-employment checks



Payment vis your substantive
post employer (MWL)



Annual leave payments pair
on top of the hourly rate for each
shift worked



Activation within 48 hours



How do I join?

To Join the NHS Collaborative Bank please follow the simple steps below:

- **Download** the Patchwork Health app
- Select **NHS Collaborative Bank - MWL** as the organisation, complete the required fields and upload your CV
- Your application will come through to the team and will be processed within 48hrs



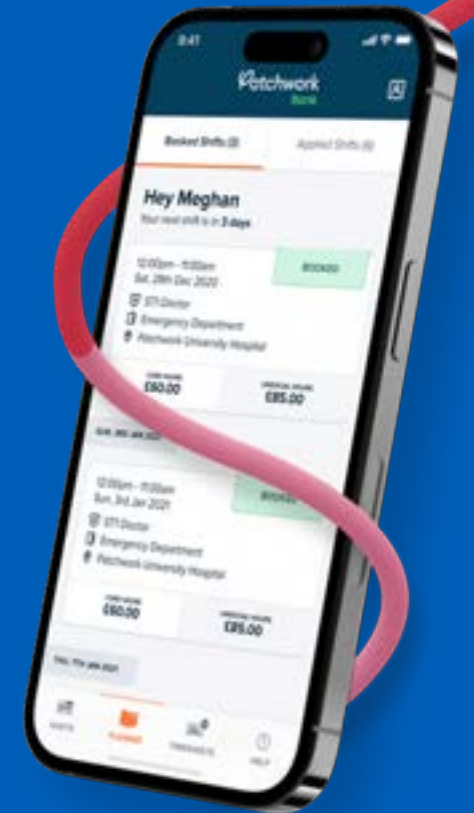
SCAN ME



App
download



SCAN ME



Patchwork



Contact your NHS Collaborative Bank Team

Call: **0151 478 7777** *(Monday-Friday / 9am-5pm)*

Email: nhs.collaborativebank@merseywestlancs.nhs.uk



Further information regarding working with the Bank can also be found on our website below:

<https://leademployer.merseywestlancs.nhs.uk/nhs-collaborative-bank-mwl>



Patchwork

