



# LEAD EMPLOYER

## Dental Foundation Welcome Booklet

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# Welcome to Lead Employer

Hello and welcome to Lead Employer. Firstly, we would like to say congratulations on commencing your pre-employment journey for your specialty training programme.

As you begin your time in training with Lead Employer, we would like to introduce you to our Medical Director, Professor Andrew Rowland OBE.



Professor Andrew Rowland has been the Lead Employer Medical Director since early 2019, working closely with NHS England as well as Post Graduate Deans across the country to make sure that we, as your employer, are providing the correct support and guidance during your time in training. Here he wishes all new Lead Employer colleagues the best of luck as you commence your time in training.

"I would like to send you all a friendly and genuine welcome to the Lead Employer. We're really pleased that you'll be training with us over the next few years of your programme and want to reassure you that we will be here for you every step of the way throughout your training journey.

We have an incredibly experienced team here at Lead Employer, with experience in HR, pay, wellbeing support plus so much more and we can't wait to support you so that you are able to fully progress in your future careers.

Our pre-employment booklet will provide you with useful information and resources as you start your pre-employment journey so please take some time to read through and take note of important contact details.

Once again, I would like to wish you the best of luck as you embark on your training and please remember, we are your employer and we are here to support you!"

**Professor Andrew Rowland OBE**





# Your training with Lead Employer

**A very warm welcome to Lead Employer.** Part of Mersey and West Lancashire Teaching Hospital Trust, Lead Employer currently employs circa 13,000 colleagues-in-training who are based across eight regions within the UK, including the North West, West Midlands, East Midlands, East of England, Thames Valley, London and the South East, South West and Yorkshire and Humber.

**During your time in training, we will be your only employer and that means one contract, one point of contact for all employment queries and therefore one less thing for you to worry about!**

Throughout your training we will support you with:

- A range of HR queries
- Policies and forms
- Pay support
- Wellbeing support
- Plus so much more!

**We liaise with both your host organisation and NHS England to ensure you are supported in the right way.**

Your host organisation will provide your training environment, as well as local supervision and management.

**NHS England** will provide supervision and monitor progress of your training, ensuring consistency with the handling and resolution of concerns relating to capability and health.

Please note, throughout your training, Lead Employer will communicate important updates to you **via email**. It is therefore imperative that the most up to date email address for you to receive updates from us is **accurate and up to date within our Trac and ESR** (Electronic Service Record) systems.

For more information and guidance on this process, **please visit our [website](#)**.





# Supporting You

## Lead Employer Helpdesk

### Here for you!

Here at Lead Employer we have a dedicated team of professionals ready to support you with any query, issue or concern you have relating to your specialty training.

The Lead Employer Helpdesk will be your first point of call should you need to contact us. Made up of colleagues who have many years experience of supporting our doctors and dentists-in-training, rest assured that you are in safe hands should you need to speak to us.

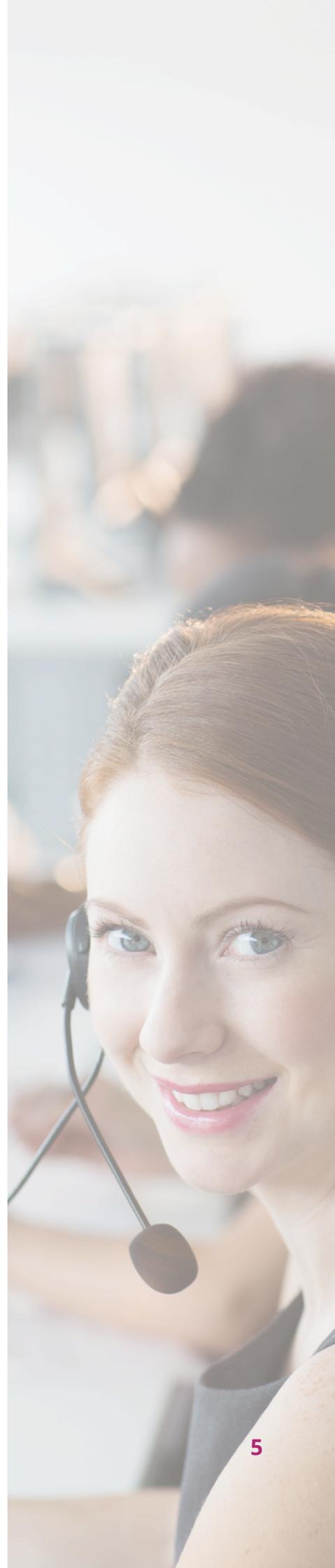
Our Helpdesk team works with all departments across Lead Employer such as Payroll, HR and Health, Work and Wellbeing to enable timely support and resolution to your queries.

You can contact the Helpdesk team via phone or email:

- Call the Helpdesk Team on: **0151 478 7777** (Mon-Fri / 9am-5pm)
- Email: [lead.employer@merseywestlancs.nhs.uk](mailto:lead.employer@merseywestlancs.nhs.uk)

**Top Tip:** We strongly advise that you familiarise yourself with these contact details and even pop them in your phone so that we are simply a swipe away should you need to get in touch with us.

The Helpdesk team will work hard to resolve your query directly over the phone but in some instances, they may need to be escalated to another team. We aim to respond to all escalated queries and email correspondence within 48 hours.





# Supporting International Colleagues

## Welcome to our overseas colleagues!

For those of you who have chosen to join us from outside of the UK, we want to say hello and welcome - we wish you all the best as you start your career in the NHS.

We understand and appreciate that moving to a new country can at times be quite stressful so please see below some useful information and resources to help you adjust and settle into life in the UK in addition to our dedicated [International Colleagues page](#).

- The [BDA](#) and [GDC](#) represents, supports and negotiates on behalf of all UK dentist, doctors and students. They are member-run and led, fighting for the best terms and conditions as well as lobbying and campaigning on the issues impacting the medical profession. Take a look at their websites and see how you can become a member.
- The General Dental Council is a public body that maintains the official register of medical practitioners within the United Kingdom. Take a look at their guidance on [Insurance indemnity](#).
- Need some help understanding how the NHS Pensions Scheme works? The take a look at the [NHS Business Services Authority website](#) that will outline everything you need to know.
- For any other queries. concerns or guidance you might need as you settle into working life here in the UK, please don't hesitate to contact the Lead Employer Helpdesk team via email or phone. The team are here to offer support and guidance to all of our new colleagues.
- [The British Dental Association](#) are the voice of dentists and dental students in the UK. They bring dentists together, support members through advice and education, and represent their interests

For any other queries. concerns or guidance you might need as you settle into working life here in the UK, please don't hesitate to contact the Lead Employer Helpdesk Team.

Email: [lead.employer@merseywestlancs.nhs.uk](mailto:lead.employer@merseywestlancs.nhs.uk) or call - **0151 478 7777** (Monday - Friday, 9am - 5pm).





# Your Details

## Updating ESR

### Your Electronic Staff Record

ESR is your Electronic Staff Record and is a platform that is used by all NHS colleagues throughout England and Wales. Each employee has their own personal ESR account and it is the responsibility of YOU the employee to keep your details up to date so that you are able to receive vital communications from Lead Employer during your training.

For more information and guidance on this process, please visit our website [here](#).

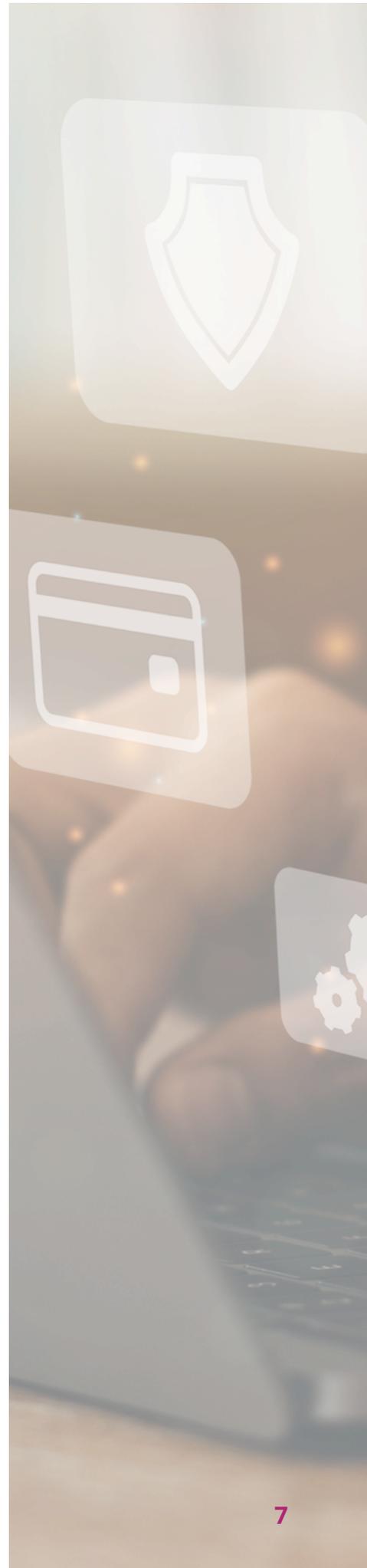
The **Employee Self-Service Portal** (which forms part of ESR) allows you to do the following:

- View and update any personal information and your contact details so that you can receive communications - **It is vital that you keep your email address updated throughout your training so we can communicate with you**
- View and print copies of your payslips and P60s. (You can also view your Total Reward Statement)
- Enrol and complete your E-learning content, view your training compliance matrix (allowing you to take responsibility for your own compliance for training)
- View and participate in any personal development plans and check any revalidation details held on your record
- View any leave taken including annual leave and sickness, annual leave booked and remaining annual leave

**Top Tip:** Log in to ESR as soon as possible and check all of your details are up to date - especially your email address as this is how we will communicate with you.

**Emergency Contact:** An emergency contact is the first person medical personnel will get in touch with in an emergency but your emergency contact may not have the legal authority to act on your behalf unless you explicitly provide that power.

**Next of Kin:** (Can be based in UK or overseas) Next of Kin is usually defined as a persons closest living blood relative or spouse, someone who may have inheritance right and obligations.





# Your Pay

## Payroll Support

During your time in specialty training, you will be paid on the 28th of each month - if this date falls on a weekend or bank holiday, you will be paid the last working day before the 28th of each month.

You can usually access your monthly payslip via your ESR portal (Electronic Staff Record) this is available a few days before you are due to be paid.

Top Tip: Once logged into ESR you can select an email reminder which will automatically send you an email notification when your payslip is available.

Please take a look at our Payroll FAQs and Understanding Your Payslip web pages, which will help to support you with any queries you may have relating to your pay before needing to reach out and contact us:

- [Payroll FAQs and Understanding your Payslip](#)

The Lead Employer Payroll department provides a range of support on queries relating to your pay, pensions and salary sacrifice schemes.

Although the Helpdesk team can support with the majority of your queries, when it comes to payroll queries you may find the following contact information useful:

- ESR Enquiries: [ESR.helpdesk@sthk.nhs.uk](mailto:ESR.helpdesk@sthk.nhs.uk) - (this is for login details / forgotten password)

Electronic Submission of Expenses (EASY Expenses):

- [e-expenses@merseywestlancs.nhs.uk](mailto:e-expenses@merseywestlancs.nhs.uk) - Expenses for Excess mileage, Business mileage and Home to Work mileage submitted via e-expenses only) - [More information](#)

Pension Enquiries:

- [leademployer.pension@merseywestlancs.nhs.uk](mailto:leademployer.pension@merseywestlancs.nhs.uk)

Pay Enquiries - Tax Only:

- [leademployerpayroll@merseywestlancs.nhs.uk](mailto:leademployerpayroll@merseywestlancs.nhs.uk)

Please note:

all other pay queries other than tax related queries should be directed to the Helpdesk Team **0151 478 7777**

[lead.employer@merseywestlancs.nhs.uk](mailto:lead.employer@merseywestlancs.nhs.uk)





# Supporting Your Wellbeing

## Here for you when you need us

Our Health, Work and Wellbeing department's main purpose is to support you, our colleagues-in-training throughout your time in training with Lead Employer, ensuring that you stay healthy and safe whilst within the work environment. The department helps to support the health and wellbeing of all of colleagues through providing a large number of specialised services that treat a whole range of physical and mental health conditions.

We understand how challenging it can be working as a doctor or dentist-in-training, with demanding work and training schedules, frequent rotations and the additional pressures of life outside of work. We therefore believe that you should be fully aware of the wide range of support services we can offer, so that you are able to achieve success in your chosen career path.

You will find all of our available support and resources on our [Wellbeing Hub](#).

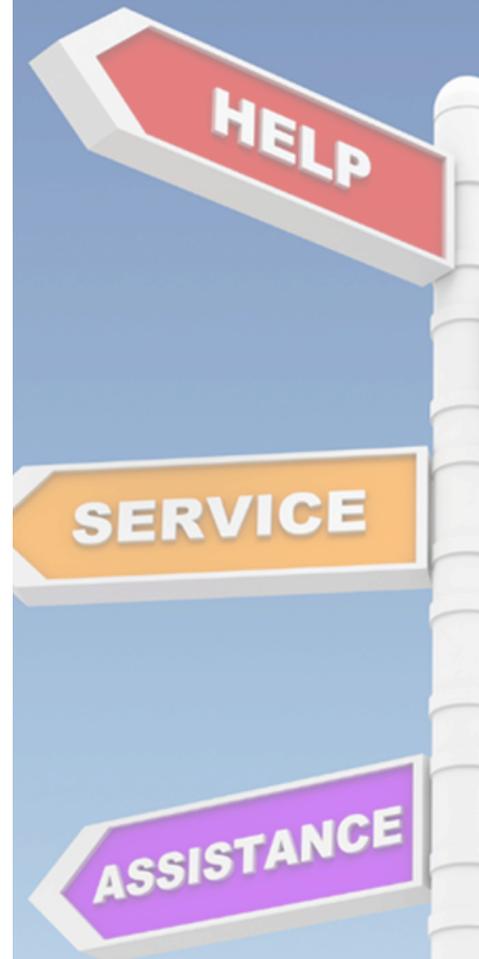
Alternatively, take a look at our [wellbeing resources booklet](#) that features support that is currently available to all NHS employees. Our booklet covers a range of resources currently available on topics including: mental health, financial struggles, domestic abuse and more.

## Making a Wellbeing Referral

It is important that you make time for your own wellbeing and mental health to support both your work and life balance.

During your training you may feel the need to make a self-referral through to our health, work and wellbeing team. Should you need to do so, you can find all the details of how to do this on [our website](#).

Alternatively, you can email [hwwb.recruitment@merseywestlancs.nhs.uk](mailto:hwwb.recruitment@merseywestlancs.nhs.uk) and a member of the department will be happy to assist.





# Our Values and Behaviours

Lead Employer promote a culture where all colleagues-in-training are treated with fairness and respect through the course of their work.

We aspires to the highest standards of corporate and personal conduct. The conduct expected of individuals is set out within Our Values and Behaviours which can be found on our website [here](#).

These are broken down into:

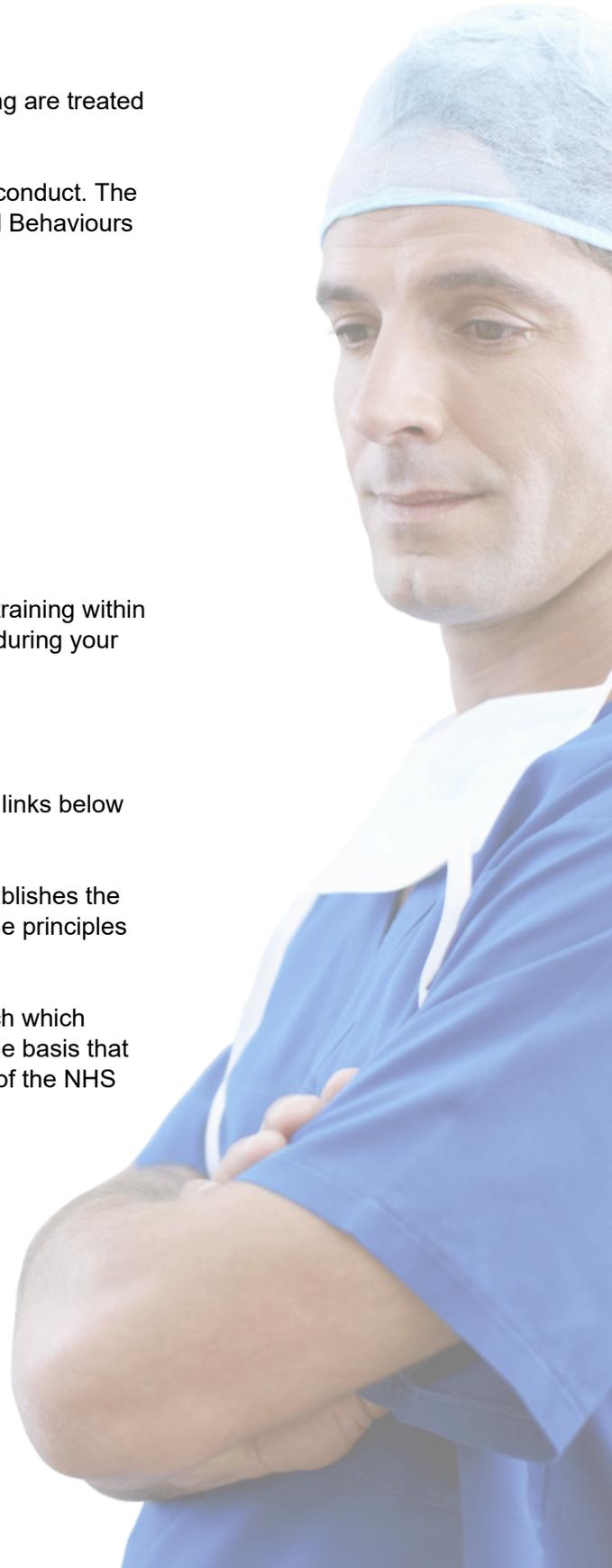
- **We are kind**
- **We are open**
- **We are inclusive**

Our Values and Behaviours apply to all staff and colleagues-in-training within Lead Employer and detail the behaviours that are to be upheld during your employment.

## Further Information

For further information on this subject, please take a look at the links below that explore and explain these standards in more detail:

- **[The NHS Constitution for England](#)** - The Constitution establishes the principles and values of the NHS in England and explains the principles that guide the NHS
- **[NHS England's 'Values Based Recruitment'](#)** - An approach which attracts and recruits students, trainees and employees on the basis that their individual values and behaviours align with the values of the NHS Constitution





# BDA / GDC

The British Dental Association      General Dental Council



People working in dentistry spend their lives and careers helping others but are sometimes in need of assistance themselves. The BDA and GDC have trade unions with a collective voice of dentists and dental students which is also led and managed by members. Being a member of the association means that you will have free access to many resources like:

- **Employment and career advice**

Specialist employment advisers can help with any query about your working life including pay and working hours.

- **Legal Advice**

The BDA work with a law firms that specialise in immigration to provide legal advice relevant to International doctors and medical students.

- **Learning and Development resources**

As a member you will have access to several webinars and E-learning modules. They can also support on your exams to show you what you can expect and offer guidance on how to get a clinical attachment.

- **Wellbeing support services**

The BDA have support services that dentist, doctors and medical students can confidentially contact, free of charge. You can call their helpline or have the choice to speak to a counsellor.

- **Contract Checking Service**

The BDA offer a "contract checking" service. Whether you are starting a new job or changing roles, the BDA recommend you have your contract checked to ensure it is fair.

**Visit the BDA and GDC websites today for more information on the different memberships you can join.**

**BDA website**

You can also contact their team through email: [membership@bda.org](mailto:membership@bda.org)  
Or call the BDA on **020 7563 4550**.

**GDC website**

You can also contact their team through an [online contact form](#)  
Or call the GDC on **020 7167 6000**.



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Or call the GDC on **020 7167 6000**.





# Stay Connected

## Follow Us

### How do we communicate with you?

Here at Lead Employer we communicate with you primarily over email so it is vital that your details are updated regularly in ESR.

You will receive our Lead Employer update via email on a fortnightly 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.

Be sure to follow us on social media too - 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](mailto:lead.employercommunications@merseywestlancs.nhs.uk)

### You can follow us on:



[@mwl\\_LeadEmployer](#)



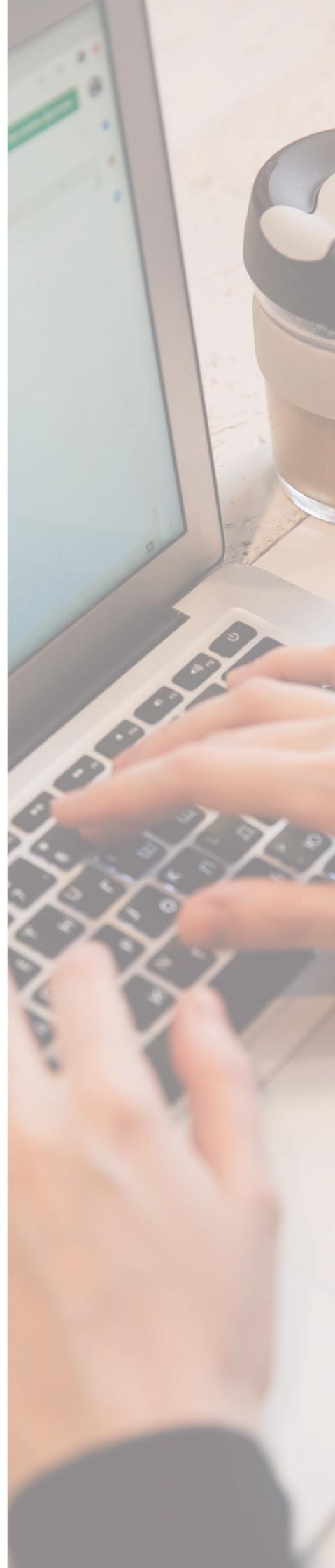
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# Contact Us

## Key Contacts

The Lead Employer Helpdesk should be your main point of contact in relation to all of your work based needs and queries.

**Lead Employer Helpdesk: 0151 478 7777**

**Email: [lead.employer@merseywestlancs.nhs.uk](mailto:lead.employer@merseywestlancs.nhs.uk)**

Available Monday - Friday between 9am - 5pm

**Please note:** When you call our Helpdesk Team, there are five options to choose from depending on the nature of your query. Find out more [here](#).

### Additional Contacts

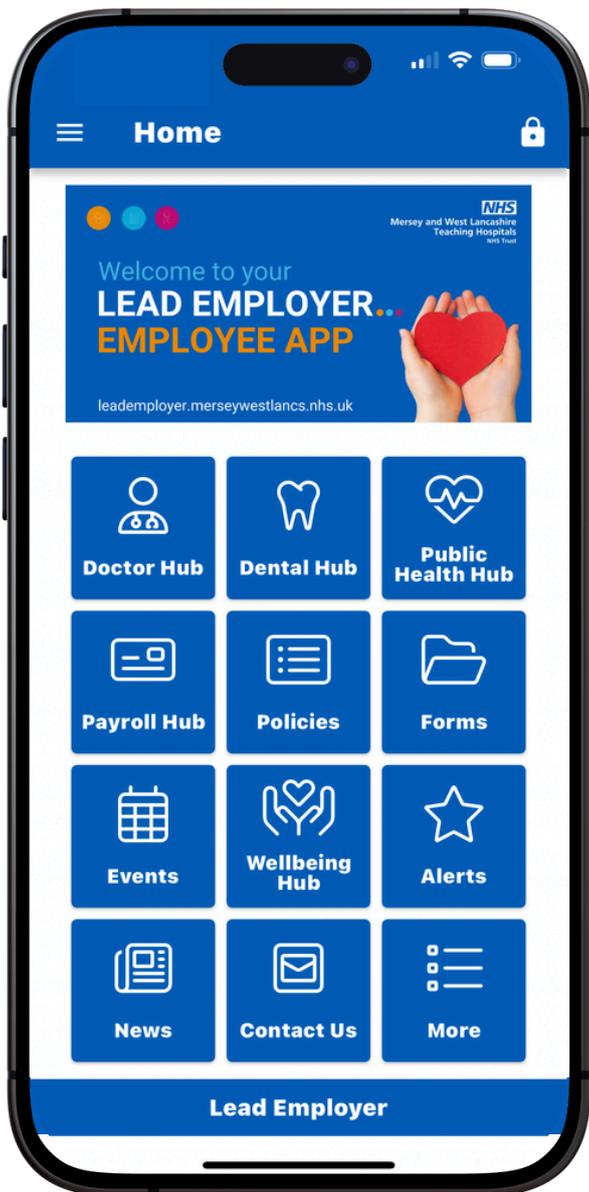
- **ESR enquiries**  
Email: [esr.helpdesk@merseywestlancs.nhs.uk](mailto:esr.helpdesk@merseywestlancs.nhs.uk)  
(login details, forgotten password etc)
- **Electronic submission of expenses (Easy Expenses)**  
Email: [e-expenses@merseywestlancs.nhs.uk](mailto:e-expenses@merseywestlancs.nhs.uk)  
(Expenses for excess mileage, business mileage and home to work mileage submitted via e-expenses only)
- **Health, Work and Wellbeing**  
Phone: **0151 430 1985**  
Email: [hwwb.recruitment@merseywestlancs.nhs.uk](mailto:hwwb.recruitment@merseywestlancs.nhs.uk)
- **Pay enquiries**  
Email: [leademployerpayroll@merseywestlancs.nhs.uk](mailto:leademployerpayroll@merseywestlancs.nhs.uk)  
(Tax queries only, other pay queries will be addressed by the Helpdesk)
- **Pensions enquiries**  
Email: [leademployer.pension@merseywestlancs.nhs.uk](mailto:leademployer.pension@merseywestlancs.nhs.uk)
- **Sponsorship Team**  
Email: [england.sponsorship@nhs.net](mailto:england.sponsorship@nhs.net)





# Lead Employer

## Colleague App



## Download Today!

- 1 Search for MWL Lead Employer in your App store
- 2 Click the padlock icon and register with the email address we have on record for you
- 3 Start using today!

You must register for the app using your Electronic Staff Record (ESR) email address. Please be aware it could take a couple of weeks after your start date for your ESR email address to be processed for app registration purposes.

Should you have any app-related queries, please get in touch with the below:  
[lead.employercommunications@merseywestlancs.nhs.uk](mailto:lead.employercommunications@merseywestlancs.nhs.uk)



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