



LEAD EMPLOYER

Colleagues-in-training 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

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 You

Lead Employer Helpdesk

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 **BMA** represents, supports and negotiates on behalf of all UK doctors and medical 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 **website** and see how you can become a member
- The BMA have also produced a **Toolkit for doctor's new to the UK** that offers advice on how to maintain a social life, how to settle in at work, a guide to the types of doctors you will come across and how the NHS is structured, plus how to communicate with patients and your colleagues, and what customs and practices might be different in the UK than to your home country
- The General Medical 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 and medico-legal support**
- 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
- **The General Dental Council** is an independent organisation which regulates dentists and dental care professionals in the UK
- **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 or call - 0151 478 7777



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.

USERNAME
NAME
PASSWORD



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 - (this is for login details / forgotten password)

Electronic Submission of Expenses (EASY Expenses):

- 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

Pay Enquiries - Tax Only:

- 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



EXPENSES

EASY System

Lead Employer Trainees employed by Mersey and West Lancashire NHS Trust are entitled to claim various types of expenses relating to their training programme.

EASY Expenses is the system used to claim excess mileage, GP Home to Base Mileage, Business Mileage and related business expenses.

You are required to set yourself up with an EASY account to claim, and can do so at the following: [EASY | Login \(giltbyte.com\)](#)

Claims should be submitted electronically for approval on a regular monthly basis and a maximum of a 3-month period. Reimbursement for claims over 3 months old will not be paid.

Approving Manager

Please note: for all expense claims submitted via EASY Expenses, an approving manager will need to be set up on the system (this would be your Line Manager, Practice Manager, Medical Staffing Manager, Educational Supervisor or Consultant).

As a colleague-in-training, it is your responsibility to identify your approving manager, and they will need to complete a New Approver Form, which can be located at [Lead Employer - MWL | Expenses](#) and emailed to E-expenses@merseywestlancs.nhs.uk for processing.

Please note: the Lead Employer is NOT your approving manager for EASY Expenses claims. *

For further information and FAQs, please check out our [website](#).



Bank Service

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 is the UK's largest resident doctor collaborative bank and is available for resident doctors employed by Lead Employer. The NHS Collaborative Bank enables you to work flexibly across all 23 trusts without having to duplicate any pre-employment checks.

Why join?



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 via your substantive post employer (MWL)



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



Activation within 48 hours

Participating Trusts

Work in any of our 23 partner trusts across the north west without having to duplicate any further pre-employment checks. For a full list of these trusts, please visit the [NHS Collaborative Bank - MWL webpage](#).

How to join?

Once your pre-employment checks are complete and you have commenced your employment with Lead Employer please follow the simple steps below.

1. Download the patchwork Health app
2. Select NHS Collaborative Bank – MWL as the organisation complete the required field and upload your CV
3. Your application will come through to the team and will be approved within 48hrs

For further information please contact the team at:
nhs.collaborativebank@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 and a member of the department will be happy to assist.





Guardians of Safe Working

Guardians of Safe Working are in place to ensure that issues of compliance with safe working hours are addressed in line with the 2016 junior doctor contract. The introduction of the Guardian role helps to protect both patients and doctors by making sure doctors are not working unsafe hours. Acting as a champion of safe working, the Guardian receives your exception reports and escalates any discrepancies as necessary to enable a decision and relevant action to take place.

We have two Guardians of Safe Working Hours for our speciality colleagues, who are responsible for monitoring arrangements under the 2016 junior doctor contract as follows:

- If, during your placement you are based within a hospital Trust, you will fall under the Guardian of that Trust and will be informed of this during your local induction
- Colleagues within General Practice, Public Health and Palliative Care Hospices, fall under the remit of the Lead Employer Guardian, Dr Peter Arthur

Our Guardians

Mr Michael Chadwick is the designated Guardian for Mersey and West Lancashire Teaching Hospitals NHS Trust (MWL), and overarching Guardian for Lead Employer in relation to specialty colleagues working in acute trusts and other organisations with 10 or more colleagues-in-training. Exception reports which initially got to the local trust's Guardian can be escalated to Mr Chadwick at: michael.chadwick@merseywestlancs.nhs.uk or call **0151 478 7777**

Dr Peter Arthur is the designated Guardian for colleagues in GP Practice, Public Health and host trusts with less than 10 colleagues -in-training and hospices. peter.arthur@merseywestlancs.nhs.uk or call on **0151 478 7777**

For colleagues who fall under the remit of Dr Arthur, you will receive separate login details for the Lead Employer Allocate system in order to submit exception reports if necessary. If you do not receive this information then please notify: le.enquiries@merseywestlancs.nhs.uk

Exception reporting provides a mechanism to inform **MWL - Lead Employer** as your employer and also to inform your host organisation if your day to day work varies significantly and/or regularly from your work schedule.



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



BMA

The British Medical Association

People working in medicine spend their lives and careers helping others but are sometimes in need of assistance themselves. The BMA is a trade union with a collective voice of doctors and medical 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

- The BMA's team of specialist employment advisers can help with any query about your working life including pay and working hours

Legal Advice

- The BMA's team of specialist employment advisers can help with any query about your working life including pay and working hours

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

Visit their [website](#) today for more information on the different memberships you can join.

You can also contact their team through email: support@bma.org.uk or call the BMA on **0300 123 1233**



BDA

The British Dental Association

The British Dental Association (BDA) 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.

As the trade union and professional body, BDA represent all fields of dentistry including general practice, community dental services, the armed forces, hospitals, academia, public health and research.

BDA Believe:

Dentists are critical to the health of the nation and we want to see better oral health for all. BDA stand up for dentists, so they can deliver the very best care for their patients.

BDA's Mission:

- Promote the interests of members
- Advance the art, science and ethics of dentistry
- Improve the nation's oral health

BDA are committed to:

- Supporting members throughout their professional lives
- Using influence for the benefit of members, the dental profession and patients
- Sharing collective knowledge and expertise
- Placing members at the heart of everything they do
- The principle that together, we are stronger

Check out their [website](#) today for more information.

You can also contact their team through email: advice.enquiries@bda.org / membership@bda.org or call 020 7563 4550



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

You can follow us on:



@mwl_LeadEmployer



@mwl Lead Employer



@mwl_LeadEmployer



@mwl_LE





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

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

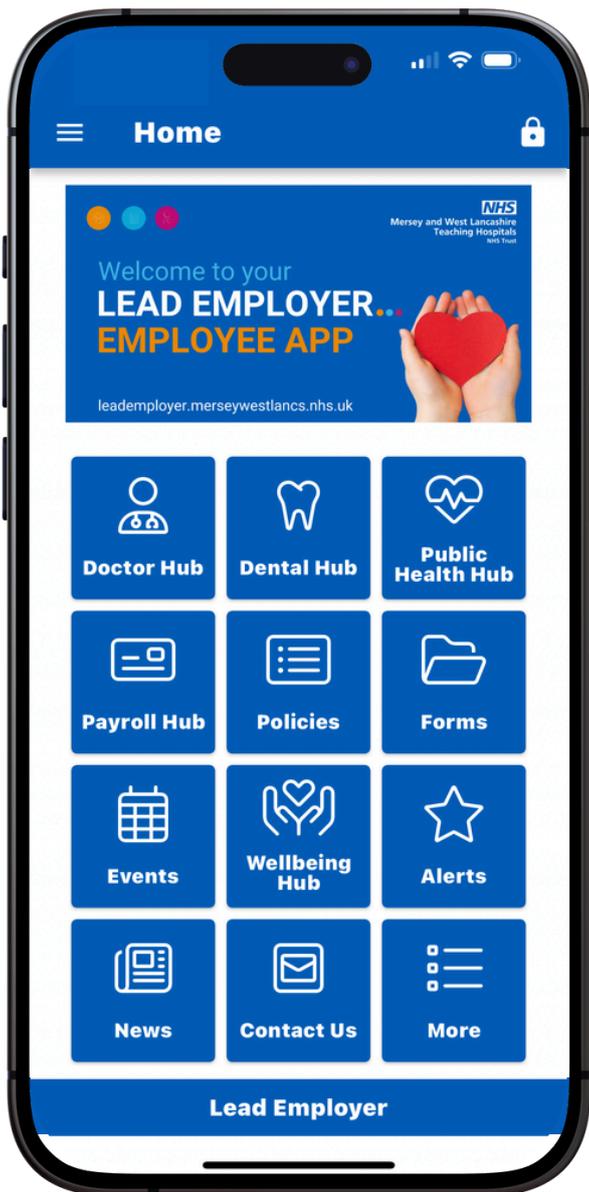
- **ESR enquiries**
Email: esr.helpdesk@merseywestlancs.nhs.uk
(login details, forgotten password etc)
- **Electronic submission of expenses (Easy Expenses)**
Email: e-expenses@merseywestlancs.nhs.uk
(Expenses for excess mileage, business mileage and home to work mileage submitted via e-expenses only)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



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