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INTRODUCTION

Thank you for choosing to work with Madison Medical Professionals.

We are committed to providing a quality service to you and to our clients, therefore it is recommended that you familiarise yourself with this handbook as it contains a number of standards and guidelines which are relevant to your employment. It has been developed to provide you with essential information to enable us to work successfully together.

Madison Medical Professionals was founded in 2009 by Geoffrey Weatherilt. Since its inception we have expanded to include an increasing number of services to both our candidates and clients. The combined years of medical recruitment experience that our team brings makes it possible to address and solve any medical staffing issues that may arise.

Our recruitment consultants are dedicated to meet all requirements by carefully selecting the right candidate for the job every time whether is it General Practice, Out of Hours, Walk in Centres, HMP work or other specialist needs.

As a Locum Worker there is no obligation for Madison Medical Professionals to offer you or provide you with temporary work. Equally, you are not obliged to accept any work which has been offered to you.

All job offers that are made by Madison Medical Professionals are conditional subject to the successful completion of pre-employment checks as determined by The NHS Employment Check Standards. We may withdraw the offer if it becomes apparent that the information supplied is false or misleading, or that information has been knowingly withheld.

If you have any queries relating to any part of this booklet, please speak to your Recruitment Consultant.

Madison Medical Professionals Limited
Ground Floor, Sovereign House
Stockport Road
Cheadle, Stockport
SK8 2EA

T: 0161 641 3716

F: 0161 884 1010

E: info@madisonmedical.co.uk

W: www.madisonmedical.co.uk

Your Registration

'The NHS Employment Check Standards apply to all applications for NHS positions, prospective employees and staff in ongoing NHS employment. This includes permanent staff, staff on fixed term contracts, volunteers, students, trainees, contractors NHS, highly mobile staff, temporary workers (including Locum doctors), those working on a trust bank and other workers supplied by an agency'.

To ensure we are working in line with NHS standards we must check the following;

- Verification of Identity
- Right to Work
- Professional Registration and Qualification
- Employment History and References
- Criminal Record and Barring Checks
- Work Health Assessments
- English Language Competency Tests
- Appraisal and Revalidation Checks

These checks must be carried out at your registration prior to you being placed for work.

Verification of Identity

Identity checks are designed to;

- Determine the identity is genuine and relates to a real person
- Establish that the individual owns and is rightfully using that identity

To comply with NHS Employment Check Standards we must check two elements, attributable and biographical. Therefore we will ask to see either;

- Two forms of photographic personal identification and one document confirming current address, or,
- One form of photographic personal identification and two documents confirming current address

All documents supplied must be original, valid, dated within three months and from a trustworthy and reliable source. At least one document should show your signature. Where original documents cannot be supplied we would request that candidates obtain official statements from their bank and/or utility provider.

We are only able to accept documents in a previous name if you have supporting documentary evidence of the name change, for example;

- Marriage or civil partnership certificate
- Divorce or civil partnership dissolution papers
- Deed poll certificate

Identification documents such as passports and driving licences will be verified using an electronic ID scanner. Anyone presenting fraudulent documentation will be referred to the relevant authorities.

Madison Medical Professionals will take copies of all documents presented to store on your personnel file.

Right to Work

Madison Medical Professionals are legally responsible for checking the 'Right to Work' for all prospective employees. We will;

- Request Right to Work documents
- Validate them in your presence
- Take copies and store documents on your personnel file.

All documents must contain an expiry date, be valid, current and original.

You must supply one original form of evidence from the list below;

- A passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK
- A passport or National Identity Card showing that the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area (EEA) country or Switzerland.
- A Registration Certificate or Document Certifying Permanent Residence issued by the Home Office to a national of a European Economic Area (EEA) country or Switzerland.
- A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area (EEA) country or Switzerland
- A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK
- A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK

The documents listed below can be accepted where produced with an official document giving the individuals permanent National Insurance number and name. This could be a P45, P60, NI card or a letter from a Government agency or previous employer;

- A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK
- A full Birth or Adoption certificate issued in the UK, which includes the name(s) of at least one of the holder's parents or adoptive parents
- A Birth or Adoption certificate issued in the Channel Islands, the Isle of Man or Ireland
- A certificate of registration or naturalisation as a British citizen.

If you are able to provide evidence from the above list we do not need to see these documents again, until they expire and a new document is issued.

If you are unable to provide evidence from the list above, please contact the team at Madison Medical Professionals on 0161 641 3716 to discuss our requirements further.

Identification documents such as passports will be verified using an electronic ID scanner. Anyone presenting fraudulent documentation will be referred to the relevant authorities.

Professional Registration and Qualification

Madison Medical Professionals are obliged to carry out registration and qualification checks to ensure that a prospective employee has the right qualifications to carry out the job they have applied for safely.

There are eight regulatory bodies covering the Health professions;

- General Medical Council (GMC)
- Nursing and Midwifery Council (NMC)
- Health and Care Professions Council (HCPC)
- General Dental Council (GDC)
- General Optical Council (GOC)
- General Osteopathic Council (GOSC)
- General Pharmaceutical Council (GPhC)
- General Chiropractic Council (GCC)

Their four main functions are;

- Establishing standards of competence, ethics and conduct
- Establishing standards for training
- Keeping a register of those who meet the standards
- Dealing with registrants who fall short

To meet NHS standards we must check;

- That the individual is registered to carry out the proposed role
- Whether the individual is subject to anything current on their registration that might affect their duties
- If the individual's fitness to practise is being/or has been investigated and the regulatory body has a duty to disclose this information

If you are a member of a Professional body and we have been able to validate your registration we will not require documentary evidence of qualifications as we will assume that this has been checked and validated by the regulator.

However, we may have to request Qualification documents in addition to carrying out Professional Registration checks if this is a job specific requirement.

It is the duty of every Locum Worker to inform Madison Medical Professionals if they are;

- Under investigation from their Professional body
- Suspended from their Professional register
- In receipt of a caution form their Professional body
- Removed from the Professional register

Employment History & Reference Checks

The purpose of these checks are to ascertain whether a prospective candidate's employment and/or training history is suitable for a particular position. When supplying details of referees please ensure there is sufficient information to cover the last three years.

When requesting a reference we will check;

- Place of employment and/or study
- Dates of employment and/or study
- Position held/course undertaken
- Any recent or ongoing disciplinary actions or referrals.

Doctors are considered to have continuous employment where working on rotational training programmes. We may ask to see your most recent Record of In-Training Assessment (RITA) or Annual Review of Competence Progression (ARCP) to validate any references if you are unable to supply three years history.

If you are unable to supply details of employment and/or training history covering a three year period we will ask you to complete a Personal Statement and obtain two Personal References by a person of standing. Persons of standing may include your GP, lawyer, MP or minister of religion etc. Anyone supplying a personal reference must have known you for at least three years and cannot be a family member.

If you have been self-employed we will ask for evidence to confirm dates of employment. This can be obtained from HMRC, your bank, accountant, solicitor or client references.

Personal References must include the full name of the referee and contact details.

Work Health Assessments

The purpose of the work health assessment is to assess whether new employees;

- Have a health condition or disability that requires adjustments in the workplace to enable them to undertake the post offered, or;
- Have a health condition or disability that requires restrictions to their role.

Once a conditional offer of employment has been made, Madison Medical Professionals will ask you to complete a Health Questionnaire and supply evidence of your vaccination history. These documents will then be forwarded to Healthwork Limited, our SEQOHS accredited provider, for assessment prior to a fitness to work certificate being issued.

Criminal Record and Barring Checks

The Disclosure and Barring Service (DBS) carries out criminal record checks for specific positions, professions, employment, offices, works and licences included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and those prescribed in the Police Act 1997 (Criminal Records) regulations.

The NHS Employment Checks Standard states that 'Temporary Workers supplied by an agency are recommended to have DBS checks at least once a year'. It continues to state 'if there is a break of three months or more a new DBS check should be requested'.

Madison Medical Professionals will accept an Enhanced Disclosure previously obtained through another organisation if it has been issued in the preceding twelve months and continuous employment can be proved.

We recommend that you subscribe to the DBS Update Service. This will allow you to keep your records up to date online and allow us to check a certificate online. Your online registration costs £13 per year and registration lasts for one year. It allows you to take a certificate from one job to the next and provides Madison Medical Professionals with permission to check your certificate online.

We will not place any individual in a work placement until the outcome of the DBS is known. You may attend induction training under supervision where you will not be engaging in regulated activity.

For the purposes of clarification, Regulated Activity is defined by the Department of Health as 'Anyone providing personal care to an adult is in regulated activity irrespective of whether that occurs in, say, a hospital, a care home, a day care centre, a prison or sheltered housing. There is no longer a requirement for a person to carry out the activities a certain number of times before they are engaging in regulated activity.'

Any individual that is a member of the following professional regulatory bodies will engage in regulated activity and therefore must have a current and valid Enhanced DBS Disclosure certificate.

- General Medical Council
- General Dental Council
- General Optical Council
- General Osteopathic Council
- General Chiropractic Council
- General Pharmaceutical Council
- Nursing and Midwifery Council
- Health Professions Council

English Language Competency Checks

Madison Medical Professionals are responsible for ensuring that any Healthcare Professional we introduce to a client can communicate effectively in order to promote best practice.

To meet English Language requirements you should;

- Be a national of a majority English speaking country or have worked in an organisation/institution where English was the primary language
- Have pursued part of your education in the United Kingdom
- Hold a degree or relevant qualification taught in English by a recognised institution abroad
- Have lived in a multi-lingual household in which a relative/carer used English as their primary form of communication
- Have passed an English Language Competency Test.

We may request you provide an English Language Competency Test if English is not your first spoken language.

Many Statutory Health regulatory bodies have adopted IELTS as the most appropriate tool for assessing workers in a healthcare environment. As a guide;

The NMC recommend an overall score of 7.0 in the academic IELTS test

The GMC recommend an overall score of 7.5 in the academic IELTS test

The GDC recommend an overall score of 7.0 in the academic IELTS test

Any candidates applying for Speech and Language therapist positions need to achieve an overall score of 8.0 with no single score falling below 7.5

However, all of the above regulatory bodies state the IELTS Report Form must be no more than two years old when submitted.

If you do not have a valid IELTS test and it is deemed necessary that one is required you can arrange one by contacting;

IELTS Manchester on 0161 306 8991 or ielts@manchester.ac.uk

You can find IELTS Manchester at;

University Language Centre

Oddfellows Hall

97 Grosvenor Street

Manchester

M1 7HF

Statutory and Mandatory Training

In accordance with The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, No. 781, Section 7.(1)(a) *'if the service provider is an individual, the individual must undertake from time to time such training that as is reasonably practicable and appropriate to ensure that there are necessary experience and skills available for carrying on the regulated activity'*.

To ensure compliance, Madison Medical Professionals have appointed The Health and Safety Group as our preferred supplier to carry out the Statutory and Mandatory Training of all Locum staff. This certificate is aligned to the Skills for Health UK Core Skills Training Framework.

This is a classroom based course and will cover;

- CSTF Infection Prevention and Control (Level 1 and 2)
- CSTF Information Governance
- CSTF Fire Safety
- CSTF Moving and Handling (Level 1 and 2)
- CSTF Resuscitation – Adults (Level 1, 2 and 3)
- CSTF Conflict Resolution
- CSTF Safeguarding Adults (Level 1 and 2)
- CSTF Resuscitation – Paediatric (Level 2 and 3)
- CSTF Resuscitation – New-born (Level 2 and 3)

The following modules are e-learning modules and included in the price.

- CSTF Health, Safety & Welfare
- CSTF Equality, Diversity & Human Rights
- CSTF Safeguarding Children (Levels 1 and 2)
- CSTF Preventing Radicalisation
- HSG Medication Awareness
- HSG Blood Component Transfusion
- HSG Food Hygiene
- CSTF Safeguarding Children (Level 3)
- HSG Physical Restraint Awareness
- HSG Clinical Skills Training package

Upon completion you will be issued with a Certificate that is to be renewed annually. The cost of this course is £59.00 and we would seek to recover this from your pay.

Madison Medical Professionals see this as an essential requirement to obtain your certificate and request all Locum staff complete these modules in full to comply with Statutory and Mandatory training requirements.

Madison Medical Professionals would be happy to discuss any further training requirements with you. Please contact the office on 0161 641 3716

Appraisal and Revalidation Checks

Madison Medical Professionals are responsible for carrying out regular checks on all Locum staff to ensure Revalidation is current in order to promote safe and effective practise.

For Nurses and Midwives there is a new procedure relating to Revalidation starting in April 2016. Revalidation is required every three years and is designed to allow you to maintain your registration with the NMC. Whilst you are responsible for your own Revalidation process, we will endeavour to support you along the way. For example, if you do not have access to the internet we will allow you to make an appointment to visit our office to use a PC for the purpose of Revalidation. It is our recommendation that you have an NMC online account. You are able to set up an online account with the NMC at <https://www.nmc.org.uk/registration/nmc-online/>

For Doctors, Revalidation is the requirement to demonstrate you are fit to practise and up to date with procedures. Licensed Doctors are required to revalidate every five years but must have an annual appraisal. We recommend that you have an online account with the GMC. This will help you find the designated body that will support you through your Revalidation process. You must revalidate if you hold a licence to practise. Further information on revalidation can be found at <http://www.gmc-uk.org/doctors/revalidation/12385.asp>

Limited company checks

Anyone wishing to be paid via their own Limited Company needs to supply;

- Certificate of Incorporation
- Company Bank Details
- Professional Indemnity agreement

We will carry out checks to ensure that you are the Director of the Limited Company. This will be done via Companies House website. If you are not a named Director of the company we would request that you then choose to be paid via an Umbrella company or PAYE.

You must supply a bank statement for the Limited Company so we can ensure payments are being sent to the correct back account. This helps us to comply with IR35 and Agency Legislation.

You must supply a copy of your Companies Professional Indemnity insurance agreement. Please be advised that some Regulatory bodies provide Professional Indemnity as part of their membership. We would advise you to check with your trade union or any professional memberships prior to entering into a private insurance agreement.

Starting your Placement

Once you have accepted a Temporary Placement you must make sure you;

- Do not cancel once you have accepted the shift
- Have the full details of the shift e.g. location, contact name, date, times and pay rate
- Familiarise yourself with the location of the client and plan your route in advance/check public transport links
- Arrive with plenty of time to start the shift at the agreed time as per your booking confirmation
- Report to the contact on your booking confirmation
- Make yourself aware of and comply with the policies and procedures of the client, for example, with regards to taking breaks
- Make yourself aware of the basic health and safety principles, for example, familiarise yourself with the fire exits.
- Are familiar with the computer system in use
- Have your timesheet signed by an authorised signatory at the end of your shift.

Code of Conduct

Locum Workers may be removed from Madison Medical Professionals register where conduct or standard of work has fallen below the level required by Madison Medical Professionals or the Code of Professional Conduct.

If it is believed that any Locum Worker has acted in an unprofessional manner, we reserve the right to remove you from your assignment and not offer you any further work until the matter has been investigated and resolved.

Examples of such conduct are;

- Failure to attend an assignment having accepted a shift
- Repeated lateness
- Failure to provide care consistent with the professional code of conduct
- Failure to carry out reasonable instructions of the client
- Breach of trust involving Madison Medical Professionals or the client
- Disclosure of confidential information to a third party relating to either Madison Medical Professionals or the client
- Misconduct affecting either Madison Medical or the client. This includes;
 - Substance misuse
 - Being under the influence of alcohol
 - Theft
 - Abusive and/or violent behaviour
 - Harassment

You are advised to read all documents issued in full to ensure you understand what is required of you.

Timesheets

Please read the following instructions regarding the completion and submission of your timesheets.

- Take your timesheet with you to each shift.
- You must deduct breaks taken from the total hours worked column.
- At the end of each shift ask the client's authorised signatory to sign your completed timesheet.
- Submit your completed timesheet no later than midday on Monday to ensure there is no delay in processing your wages.
- Timesheets should be submitted on a weekly basis.
- Timesheets can be submitted via post, email or fax to;

Madison Medical Professionals Limited
Ground Floor, Sovereign House
Stockport Road
Cheadle, Stockport
SK8 2EA

Email: jobs@madisonmedical.co.uk

Fax: 0161 884 1010

If your timesheet is illegible or not fully completed we will return it to you. You are advised that this may cause delay in processing wages payments.

We advise that you retain a copy of submitted timesheets until you are fully satisfied that you have received payment in full.

Payroll

Payment is made to Locum Workers on a weekly basis. You will be paid one week in arrears following the submission of a signed timesheet. Timesheets should be sent to Madison Medical Professionals by midday on Monday to ensure prompt payment of wages that week.

If you are not engaged via your own Limited Company or an Umbrella company, we will pay you PAYE. This means that we are responsible for deducting tax and National Insurance deductions from your pay in accordance with the Income Tax (Earnings and Pensions) Act 2003. We may be required by law to make other deductions from your pay, for example, Court Order deductions, Pension contributions etc.

Payment will be sent via BACS (Bankers' Automated Clearing Services) directly to your nominated bank account each Friday.

A remittance advice will be sent via secure email once your payment has been processed.

If you have any queries with your pay, please contact your Recruitment Consultant who will raise your query with the Finance Team.

Rates of Pay

Each assignment has a different rate of pay dependent on the shift you are booked to work. Details of your pay rate is disclosed on the confirmation email sent to you prior to the commencement of an assignment.

Agency Workers Regulations (AWR)

The Agency Workers Regulations were developed to entitle agency workers to equal treatment during their assignment following twelve weeks employment in the same role. This means a qualified agency worker will be entitled to the relevant terms and conditions they would have been entitled to had they been recruited by the hirer on the first day of assignment other than through a temporary work agency to carry out the same job.

The principle of equal treatment will apply only to certain terms and conditions relating to working time, holiday entitlement and pay.

The right to equal treatment will extend to Terms and Conditions related to:

- The duration of working time
- Night work
- Rest periods
- Rest breaks
- Annual Leave

To ensure continuity, you must work 12 weeks in the same role. The regulations come into effect in the 13th week. Any breaks between assignments of 6 weeks or less shall not break 'continuity' for qualification purposes.

Example 1 – if a direct employee of the hirer is required to join a waiting list before being granted a place at the hirer's crèche, equal treatment is satisfied by an agency worker also having the opportunity to join the waiting list. The same principle would apply to access to a staff car park.

Example 2 – as an agency worker you will also be entitled to be informed of any vacant positions with the hirer. However, this can mean by general announcement such as posting a vacancy list on a notice board or intranet.

Example 3 – if a direct employee of the hirer sees an increase in Annual Leave following one year's service, an agency worker will also be entitled to the same increase as if they had been hired directly.

You are entitled to equal treatment for the duration of the assignment.

Working Time Regulations (WTR)

The Working Time Regulations provides;

- A limit of an average 48 hour working week
- An 'opt-out' agreement for those choosing to work longer than 48 hours per week
- Annual leave of 5.6 weeks per holiday year
- 11 consecutive hours' rest in any 24 hour period
- 20 minute break if the working day is longer than 6 hours
- One day off per week
- A limit of 8 hours (average) for night workers in any 24 hour period
- Night workers with the right to receive regular health assessments

There are special regulations for young workers (those under 18).

Relating specifically to Night Workers;

- Should not work more than an average of 8 hours in a 24 hour period.
- Regular overtime is included in the average and workers cannot opt-out of this limit.
- You will be offered a free Health Assessment prior to becoming a night worker. You do not have to accept it.

If you wish to work beyond the 48 hour limit you must put it in writing – you will find an Opt-Out agreement in your Application pack.

Holiday Entitlement

The holiday year runs from 1st April to 31st March.

Under the Working Time Regulations (1998) workers have the right to 28 days paid leave each year. This includes Bank Holidays.

Holiday Pay is calculated as follows;

5.6 holiday weeks divided by 46.4 working weeks = 12.07%

Therefore PAYE workers will be paid 12.07% of their hourly pay rate each week.

For example,

15 hours x £22.00 per hour = £330.00

12.07% of £22.00 per hour = £2.66 holiday pay per hour

15 hours x £2.66 holiday pay per hour = £39.90

Total Gross Pay = £330.00 + £39.90 = £369.90

The percentage may increase in the 13th week of placement as previously mentioned in the section Agency Workers Regulations.

For example, if after 12 weeks continuity you are entitled to 30 days holiday the calculation would be;

6 holiday weeks divided by 46 working weeks = 13.04%

15 hours x £22.00 per hour = £330.00

13.04% of £22.00 per hour = £2.86 holiday pay per hour

15 hours x £2.86 holiday pay per hour = £42.90

Total Gross Pay = £330.00 + £42.90 = £372.90

This is the recognised industry standard for calculating holiday pay.

As Self Employed workers are not entitled to paid Annual Leave this calculation is only applicable to PAYE workers.

Absence due to Sickness

All Locum Workers have a duty to attend work as per the booking confirmation you have received from your Recruitment Consultant. In the event that you are unexpectedly unable to attend work due to sickness you should contact your Recruitment Consultant at the earliest possible opportunity.

You should Self Certify for the first seven days of absence. If your absence is expected to last beyond one week you are expected to obtain a Fit to Work note from your GP and submit a copy to Madison Medical Professionals. We will calculate your entitlement to Statutory Sick Pay and keep you updated at regular intervals. If you are not entitled to Statutory Sick Pay (SSP) payable by Madison Medical Professionals, we will provide you with Form SSP1 which will enable you to continue your claim through your local Department for Work and Pensions (DWP).

Maternity Leave and Pay

If you become pregnant, we request that you inform us of your pregnancy as soon as possible. This will help us to ensure you are provided with a safe working environment and you are fully aware of your rights during and after your pregnancy.

You will be asked to supply a copy of your MATB1 which is issued around your 20th week of pregnancy.

You will be entitled to Maternity Leave regardless as there are no minimum restrictions based on number of hours worked or length of service. However, you must meet qualifying criteria set by HMRC to qualify for Statutory Maternity Pay payable by Madison Medical Professionals.

If you are not entitled to Statutory Maternity Pay (SMP) payable by Madison Medical Professionals, we will provide you with Form SMP1 which will enable you to continue your claim through your local Department for Work and Pensions (DWP).

You must give 8 weeks' written notice of your intended return to work date.

Paternity Leave and Pay

To submit a request for Paternity Leave and Pay we would ask you to complete Form SC3 issued by HMRC. You have to give Madison Medical Professionals 28 days' notice of your intended leave date.

You will be entitled to Paternity Leave regardless as there are no minimum restrictions based on number of hours worked or length of service. However, you must meet qualifying criteria set by HMRC to qualify for Statutory Paternity Pay payable by Madison Medical Professionals.

If you are not entitled to Ordinary Statutory Paternity Pay (OSPP) payable by Madison Medical Professionals, we will provide you with Form OSPP1 which will enable you to continue your claim through your local Department for Work and Pensions (DWP).

Adoption Leave and Pay

To submit a request for Adoption Leave and Pay we would ask you to supply proof of the adoption.

You must give Madison Medical Professionals 28 days' notice if the placement date changes.

We will calculate your entitlement to Statutory Adoption Pay and keep you updated during the process.

We will retain a copy of any documents submitted on your personal file.

Safeguarding Policy

Safeguarding is aimed at upholding a persons' fundamental rights to be safe, at the same time as respecting people's rights to make choices. Safeguarding involves empowerment, protection and justice.

Madison Medical Professionals Safeguarding policy requires all Locum Workers to raise concerns relating to abuse promptly.

If a case of abuse is disclosed to you;

- Listen
- Remain calm
- Reassure
- Inform the person that you need to pass the information on

You must inform the client and/or emergency services immediately.

You should record any concerns and/or disclosures of abuse in writing and make efforts to preserve any evidence that may be relevant to a subsequent investigation by the relevant authorities. Remember to date, sign and time your written report.

You should not;

- Ask leading questions
- Promise to keep it a secret
- Confront the alleged abuser
- Act shocked, horrified, disgusted etc.

Your role as a Locum Worker includes safeguarding the rights and freedom of patients to make informed decisions and choices within their capabilities.

All patients must be treated with respect regardless of their circumstances and should be seen as unique individuals.

If you would like to refresh your knowledge of Safeguarding, please contact Madison Medical Professionals on 0161 641 3716 to discuss your requirements further.

Health and Safety Policy

The Health and Safety at Work Act (1974) provides detailed guidance about the responsibilities towards providing and maintaining a safe and healthy place of work.

Madison Medical Professionals reminds all Locum Workers that it is imperative you familiarise yourself with the Health and Safety policies and procedures of each client you are placed with. You have a duty to ensure your work activities do not endanger yourself or others.

You are responsible for ensuring that all incidents or accidents that relate to the provision, control and maintenance of a safe and healthy workplace are reported to the client and to Madison Medical Professionals. You should observe the reporting procedure of the client e.g. completing an entry in the accident report book.

If you feel there is a risk to anyone's health and safety you should raise your concerns with the client and advise Madison Medical Professionals at the earliest available opportunity.

You will be advised of any specific hazards relating to your place of work which has been notified to us by the client.

Madison Medical Professionals reminds all Locum Workers that the Health and Safety policy is unlikely to succeed without your active involvement and participation.

Use of Computers & Systems

Whilst placed in a temporary assignment we expect all Locum Workers to observe our Clients policies and procedures in respect of computer systems and usage.

Data and documents must always be saved to the appropriate place in the correct format.

All Locum Workers must use the computer resources, including the internet, in a professional, lawful and ethical manner. You are not permitted to access, display or download information in the form of text or images which could be regarded as offensive material. Offensive material includes, but is not limited to, information that is sexually or racially offensive, abusive, pornographic or contains inappropriate language.

Failure to observe these policies may lead to your assignment being terminated and removal from Madison Medical Professionals register.

Record Keeping

Maintaining records is an essential and integral part of providing care.

It is the Locum Workers responsibility to ensure that patient records are updated prior to the completion of each shift.

All registered professionals are personally accountable for their own professional practice and must adhere to the Professional Code of Practice issued by their Registered Body.

Gifts and Gratuities

It is not uncommon for a patient to offer a voluntary gift as a mark of appreciation for the care they have received. Madison Medical Professionals believes that giving and/or receiving of gifts is generally not appropriate to the provision of care.

Under no circumstances should the Locum Worker seek any other money, gifts, favours or rewards for services rendered.

Any offer of a gift should be politely refused with an explanation that acceptance would be against Company policy.

If refusal is likely to cause serious offence to the patient, you should consult the Client's policy relating to gifts and adhere to their standard procedure.

Confidentiality Policy

All Locum Workers whilst undertaking assignments will at some point encounter information which is of a confidential nature. Patient details are a matter of complete confidentiality and must not be disclosed to any third party.

Each Client has the absolute right to confidentiality and privacy regarding the service they are receiving in accordance with the Data Protect Act (1998), Human Rights Act (1999) and in your agreement with Madison Medical Professionals.

If you have any concerns regarding Confidentiality you should discuss this with us at the earliest opportunity.

Whistleblowing

The Public Interest Disclosure Act 1998 prevents you from suffering a detriment or having your contract terminated for 'whistleblowing'. We will take any concerns you raise under this legislation very seriously.

Madison Medical Professionals encourage you to follow this procedure if you are concerned with any wrong doing at work. However, if the procedure has not been invoked in good faith (e.g. malicious reasons or in pursuit of a personal grudge), you will be liable to be terminated from your assignment and removed from our register.

If you believe that there is any form of wrongdoing, such as;

- Committing a criminal offence
- Failure to comply with a legal obligation
- Endangering the health and safety of an individual
- Concealing information relating to the above

You should in the first instance report your concerns to your Line Manager and the Human Resources team at Madison Medical Professionals. The concerns you raise will be treated in complete confidence. If you are not satisfied with the response given to you, you should raise the matter with the appropriate organisation or professional body e.g. the Police, Health and Safety Executive or Social Services Department.

Medication Policy

If you have been prescribed any medication that may affect your ability to practise safely, it is important that you disclose that information to us. Your welfare and the welfare of your colleagues and those you may come into contact with remains paramount.

All Locum Workers are personally accountable for their own professional practise and must adhere to their Professional Code of Conduct with regard to the administration of medicines or prescribing. It is essential that you familiarise yourself with the client's policies and procedures and sign any relevant documentation prior to administering any medications.

All dispensed/prescribed medication should be accurately documented.

If you experience any problems regarding the dispensing/prescribing of medications it should be highlighted to the client and Madison Medical Professionals.

Data Protection & Confidentiality Policy

For the purposes of the Data Protection Act 1998 you give your consent to the holding and processing of personal data provided by you to the Company or other third party on behalf of the Company. Holding or processing may be made for all purposes relating to the performance of this contract, including but not limited to:

- Administering and maintaining personal records
- Paying and reviewing salary
- Maintaining sickness and absence records
- Providing references and information to future employers and if necessary to Governmental bodies for social security and other purposes e.g. HMRC and NI contributions office.

Madison Medical Professionals commit to keeping your personal data secure and will not use it for any purpose other than those specified above.

Personal Information and Access to Personal Records

It is essential that we are able to contact you at all times, including in an emergency. You will be asked to supply emergency contact details when you complete your application form. If your contact details, or those of your emergency contact change during your employment through Madison Medical Professionals you must ensure you inform us immediately.

You have the right to ask to see your personal data and receive copies of requested documents in line with the Data Protection Act. Please be advised, Madison Medical Professionals are not obliged to supply this information should it involved the disclosure of information of another employee. We would seek to obtain written confirmation to agree to the disclosure of information.

Should you wish to access your personal data, please put your request in writing specifying the documents you require. We shall supply the required information within fourteen days from receipt of your request.

Madison Medical Professionals treat all personal information with the strictest of confidence.

Equal Opportunities Policy

Madison Medical Professionals operates an equal opportunities policy in line with the Equality Act 2010 meaning you will be treated equally regardless of your age, disability, gender, race, religion, beliefs or sexual orientation.

The information you supply is voluntary and will be used solely for monitoring purposes. Your details will be kept confidential but we may be required to release group statistics to relevant authorities such as The Office for National Statistics (ONS).

Complaints Policy

Madison Medical Professionals are committed to providing an excellent level of customer service to all of our workers and clients twenty four hours a day, seven days a week. However, if you feel unsatisfied with the service you received we need you to tell us about it.

Please address your complaint to Geoff Weatherilt and post to;

Madison Medical Professionals Limited
Ground Floor, Sovereign House
Stockport Road
Cheadle, Stockport
SK8 2EA

We will acknowledge receipt of your complaint within three business days.

We endeavor to resolve your complaint within fifteen business days (unless the nature of the complaint requires additional investigation from a Professional body and/or relevant third party egg. HMRC or the Police).

Our response will be in writing and will detail;

- How your complaint has been resolved
- The measures we have taken to ensure it does not happen again

A record of your Complaint will be kept in our Action Log and discussed at the monthly Management Review Meeting.

Candidate Handbook Declaration

I confirm that I have read and understood this document in full. If I have any queries I will contact my Recruitment Consultant prior to signing. I acknowledge that a copy will be saved to my file.

Print Name:

Signature:

Date: