

Guide to  
Employee Self Service  
and  
Total Reward Statements

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# Overview

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## ***Electronic Staff Record (ESR)***

ESR is the NHS-wide Payroll/HR/Training system. It holds detailed information about employees. It can only be accessed by staff in relevant corporate departments, for example Payroll can see payroll information and the Academy can see Training information.

## ***Employee Self Service (ESS)***

Employee Self Service allows employees to log in to ESR to see some of the information held about them (payslips, mandatory training, absence) and in some cases to update this information (home addresses, next of kin, bank details). It can be accessed from any NHS computer via the internet.

## ***Total Reward Statement (TRS)***

Total Reward Statements are annual statements showing your Total Reward Package, including pay, pension contributions and any local benefits such as staff nursery, staff discounts, travel health clinic and eye test vouchers.

# Logging in to Employee Self Service and Total Reward Statements

## HOW TO LOG IN

Click the link below or copy and paste it into your browser

[https://esr.mhapp.nhs.uk/OA\\_HTML/AppsLogin](https://esr.mhapp.nhs.uk/OA_HTML/AppsLogin)

You will see the login screen below.

*Note – although it looks very similar, this is NOT the SBS Finance system so it will NOT be the same login details.*

The screenshot shows the login interface for the NHS ESR system. At the top, there is a blue header bar with the NHS logo. Below the header, there are two input fields: one for 'User Name' and one for 'Password'. Both fields have placeholder text indicating examples: 'example: 999JSMITH01' for User Name and 'example: 4u97v26x' for Password. A 'Login' button is positioned below the password field. At the bottom of the page, there is a note about legal acceptance and audit, followed by links to 'Terms and Conditions' and 'Password Policy'. A copyright notice at the very bottom states 'Copyright (c) 2006 Oracle. All rights reserved.'

If you know your Username and password, enter the details in the appropriate boxes and click the **Login** button.

*Note - Usernames will begin with 249 which is our Trust number.*

Once you have logged in you will see the screen below.

The screenshot shows the Oracle Applications Home Page. At the top is a blue header with the NHS logo. Below it is a white navigation bar with the title "Oracle Applications Home Page". A green checkmark icon followed by the text "TIP You have 1 open notifications in your Worklist. Please use the Workflow Worklist to view and respond to your notifications." is displayed. On the left, there is a "Navigator" section containing a link to "249 Employee Self Service (Limited Access)". To the right of the navigator is a "Favorites" section with a "Personalize" button. The bottom of the page features a blue footer with links for "Logout", "Preferences", "Help", and "Switch to Mobile", along with the copyright notice "Copyright (c) 2006, Oracle. All rights reserved."

Click on the link for 249 Employee Self Service (Limited Access)

*Note – Remember not to write down your username and password anywhere that could be accessible to others.*

You will then see the **Navigator** screen – details of each of the sections are to be found later in this guide.

The screenshot shows the Navigator screen. It has a blue header with the NHS logo. Below it is a white navigation bar with the title "Oracle Applications Home Page". A green checkmark icon followed by the text "TIP You have 1 open notifications in your Worklist. Please use the Workflow Worklist to view and respond to your notifications." is displayed. On the left, there is a "Navigator" section containing a link to "249 Employee Self Service (Limited Access)". To the right of the navigator is a "Favorites" section with a "Personalize" button. The main area contains a list of service categories: "My ESR", "Notifications", "All Actions Awaiting Your Attention", "My Personal Information" (with sub-options like Personal Information, Contacts, Qualifications, Sexual Orientation, Religious Belief, Registrations and Memberships, and Disability Information), "My Pay & Rewards" (with sub-options like Payslip, Opt Out of Printed Payslip/P60, Online P60, Bank Account, and Total Reward Statement), "My Learning" (with sub-option Learning), and "My Compliance & Competency" (with sub-options like Compliance Matrix and Competency Profile).

# I DO NOT KNOW MY USERNAME

If you do NOT know your Username then click the link that says **Forgotten Username or Password**.

The screenshot shows the 'Forgot Username' section of the NHS Electronic Staff Record login page. It includes fields for 'Email' and 'Date of Birth' (with dropdown menus for day, month, and year), and a 'Forgot Username' button.

**Forgotten Username**  
Enter the email address associated with your account and your date of birth, your username will be emailed to you.  
Email  
(Example : first.last@domain.com)  
Date of Birth  
1 | 1 | 2016 |  
Date Month Year  
Forgot Username

In the bottom half of the screen, enter your Email address in the **Email** box and complete your **Date of Birth** then and click the **Forgot User Name** button. You will see the screen below, informing you that you will be emailed your username in the next 10-15 minutes – it is normally much faster than that.

*Note your email address will, in most cases, be your @gwh.nhs.uk email address or in a few cases @salisbury.nhs.uk or @nhs.net. If you do not have an NHS email address, see FAQs section.*

The screenshot shows a confirmation message: 'Your request to retrieve your username has been submitted. An email will be sent shortly. Please contact the System Administrator if you do not receive an email within the next 10-15 minutes.' It includes an 'Ok' button and a note about the Computer Misuse Act.

Confirmation  
Your request to retrieve your username has been submitted. An email will be sent shortly. Please contact the System Administrator if you do not receive an email within the next 10-15 minutes.  
Ok  
You are attempting to access the NHS Electronic Staff Record system (ESR). By entering a password you are confirming your acceptance that you are bound by the Computer Misuse Act. 1990 and any local policies/procedures as defined by your Employer. Usage and access to the ESR solution is audited and action may be taken against any individual attempting inappropriate activity.

Click the **OK** button

You will receive an email from [esr.wfmPROD@nhs.net](mailto:esr.wfmPROD@nhs.net) detailing your username and also giving you the link to login or to reset your password if you are not sure of your password.

*Note – Remember not to write down your username and password anywhere that could be accessible to others.*

If you do NOT see the confirmation screen but get an error message, then the email address you have entered is not the one we have recorded for you on the system. If you have another NHS email address, try that, otherwise you will need to contact us so that we can record your correct email address on the system. To contact us, please email [AskHR@gwh.nhs.uk](mailto:AskHR@gwh.nhs.uk) confirming your full name, date of birth and NHS email address.

*Note - If you see the following message in red, this will be because you use a smartcard to login in to ESR already and you therefore need to login with your smartcard instead. If you get this message but are not an ESR Smartcard user or do not know how to login with your smartcard, please email AskHR@gwh.nhs.uk and we will send you further instructions.*

The screenshot shows a web page titled "NHS Electronic Staff Record". A red horizontal bar at the top contains the text: "You have requested a Password Reset or User Name Lookup, this is not available to your user. For more information, please contact your local System Administrator." Below this, there are two sections: "Forgotten Username or Password" and "Forgot Username". The "Forgotten Username or Password" section contains fields for "Username" and "Email", with a note below stating "(Example : first.last@domain.com)". A blue "Forgot Password" button is located to the right of these fields. The "Forgot Username" section contains a note: "Enter the email address associated with your account and your date of birth, your username will be emailed to you." Both sections are enclosed in a light gray box.

# I DO NOT KNOW MY PASSWORD

If you do NOT know your password, then click the link that says **Forgotten Username or Password**.

The screenshot shows the NHS Electronic Staff Record login page. At the top left is the NHS logo and the text "Electronic Staff Record". Below it is the "NHS Electronic Staff Record" title. There are two main sections: "Forgot Username or Password" and "Forgot Username". The "Forgot Password" section contains fields for "Username" and "Email", with a note about receiving instructions via email. The "Forgot Username" section contains fields for "Email" and "Date of Birth", with a note about receiving a username via email. Both sections have a "Forgot Password" or "Forgot Username" button at the bottom.

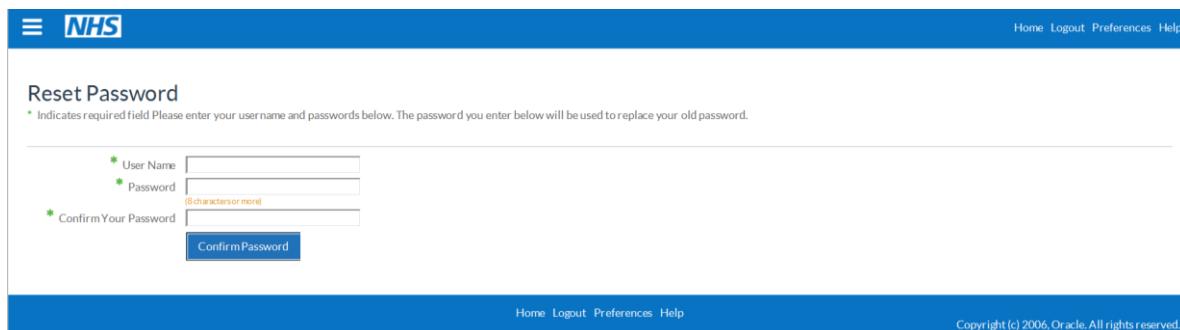
Enter your Username into the **Username** box and your email address into the **Email** box. Then click the **Forgot Password** button. You will see the confirmation screen below, informing you that you will be emailed a password reset link in the next 10-15 minutes – it is normally much faster than that.

*Note your email address will, in most cases, be your @gwh.nhs.uk email address or in a few cases @salisbury.nhs.uk or @nhs.net. If you do not have an NHS email address, see FAQs section.*

The screenshot shows a confirmation message: "Your password-reset request has been submitted. An email with instructions will be sent shortly. Please contact the System Administrator if you do not receive an email within the next 10-15 minutes." A blue "Ok" button is at the bottom. The page also includes the standard legal disclaimer at the bottom.

*Note the link that you will be sent is only active for 4 hours so if you do not use it in that time, you will need to request another password reset by entering your username again and clicking the Forgotten Password button again.*

The email will be sent from esr.wfmPROD@nhs.net. When you click the link provided in the email, you will be taken to the **Reset Password Screen**



The screenshot shows the 'Reset Password' page. At the top right are links for Home, Logout, Preferences, and Help. Below that, a sub-navigation bar includes Home, Logout, Preferences, Help, and Copyright (c) 2006, Oracle. All rights reserved. The main content area is titled 'Reset Password' and contains instructions: 'Indicates required field. Please enter your username and passwords below. The password you enter below will be used to replace your old password.' It features three input fields: 'User Name' (with a red asterisk), 'Password' (with a red asterisk and a note '(8 characters or more)'), and 'Confirm Your Password' (with a red asterisk). A blue 'Confirm Password' button is at the bottom.

Enter your **User Name**, then choose a new **Password** and then reconfirm your password. Then click the **Confirm Password** button.

You will see the Confirmation screen.



The screenshot shows the 'Confirmation' page. At the top right are links for Home, Logout, Preferences, and Help. Below that, a sub-navigation bar includes Home, Logout, Preferences, Help, and Copyright (c) 2006, Oracle. All rights reserved. The main content area is titled 'Confirmation' and contains the message: 'The password has been reset; use the new password to login to the system.' A blue 'OK' button is visible on the right.

*Note – passwords must be a minimum of 8 characters (including at least 1 capital letter, 1 lower case letter and 1 number. They cannot be the same as your username, cannot have sequential/repeating numbers or letters and cannot be reused until you have had 5 different password changes in between).*

*Note – Remember not to write down your username and password anywhere that could be accessible to others.*

# My ESR

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## NOTIFICATIONS

This section can be ignored as we are not currently using notifications

## ALL ACTIONS AWAITING YOUR ATTENTION

In this section you will find any actions that you saved part way through, for example if you were updating your mobile phone number but wanted to double check it was correct so you saved it rather than submitted it, you will find that action listed here and you can click the **Update** (pencil) icon to complete it and save it.

If you do not save any actions part way through then you will not need to use this section.

Click **HOME** (top right) to return to the **Menu**.

# My Personal Information

## PERSONAL INFORMATION

Click the **Personal Information** Link and you will be taken to the following screen (click **Home** at the top right to return to the menu at any time)

The screenshot shows the NHS Personal Information interface. At the top, there is a blue header bar with the NHS logo and a back arrow icon. Below the header, the page title is "Personal Information". A sub-header "Basic Details" is visible. Under "Basic Details", there is a table with the following data:

Employee Name	Leese21, Mrs. Vivian
Employee Number	20058508

Below the table, there is a "View" button. A note says: "TIP To view further basic details including e-mail address, gender and nationality, click the 'View' button." There is also a "Phone Numbers & Personal E-Mail" section with an "Add" button. In the "Addresses" section, there is a table with the following data:

Address Line 1	Unknown
Address Line 2	
Address Line 3	
Town	
County	
Post Code	
Country	United Kingdom
Type	Home

Below the addresses, there is an "Update" button, an "Add" button, and a "Back" button. At the bottom of the page, there is a blue footer bar with links to "Home", "Logout", "Preferences", "Help", and "Switch to Mobile". The footer also includes the copyright notice: "Copyright (c) 2006, Oracle. All rights reserved."

### Basic Details

If you click the **View** button you will see further personal information held on the Electronic Record System about you.

Click **BACK** on the top or bottom right to return to the previous screen.

### Phone Numbers and Personal E-Mail

You will see the phone numbers and/or personal email address we hold for you. You can update this information if it is incorrect or out of date.

Click the **Add/Update** button. You will then see this screen

**NHS**

Phone Numbers: Enter and Maintain

Type	Number	Delete
Home	01234 567890	

Employee Name: Leese21, Mrs. Vivian  
Employee Number: 20058508

**Add Another Row**

**Cancel** **Next**

To delete a line, click the trash can icon at the end of the line.

To add a line, click the **Add Another Row** button, choose the relevant phone/email type from the dropdown list (which will have defaulted to Home) and then enter the phone number or email address in the blank Box.

To amend a line, make the necessary changes in the appropriate boxes.

If you do not wish to make any changes, click **Cancel**.

When you have finished updating this screen, click the **Next** button. This will take you to the Review page.

**NHS**

Personal Information: Review

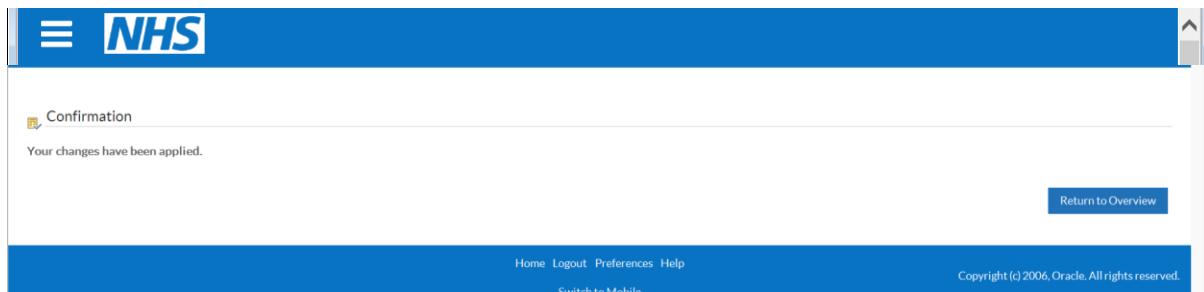
Employee Name: Leese21, Mrs. Vivian		Employee Number: 20058508							
<small>Review your changes and, if needed, attach supporting documents.</small> <small>• Indicates Changed Items.</small>									
<b>Phone Numbers</b> <table border="1"> <thead> <tr> <th>Current</th> <th>Proposed</th> </tr> </thead> <tbody> <tr> <td>Home 01234 567890</td> <td>01234 567890</td> </tr> <tr> <td>Personal E-Mail</td> <td>vleese@hotmail.co.uk </td> </tr> </tbody> </table>				Current	Proposed	Home 01234 567890	01234 567890	Personal E-Mail	vleese@hotmail.co.uk
Current	Proposed								
Home 01234 567890	01234 567890								
Personal E-Mail	vleese@hotmail.co.uk								
<b>Additional Information</b>									
<b>Attachments</b>									
<small>To help approvers understand the request, you can attach supporting documents, images, or links to this action.</small>									
<input type="button" value="None"/> <input type="button" value="Add"/>		<b>Cancel</b> <b>Printable Page</b> <b>Back</b> <b>Submit</b>							

[Home](#) [Logout](#) [Preferences](#) [Help](#)  
[Switch to Mobile](#)

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*Note - Ignore the attachments section.*

If anything is incorrect, click **Back** otherwise click **Submit**. If you click **Submit** you will then see a confirmation page.

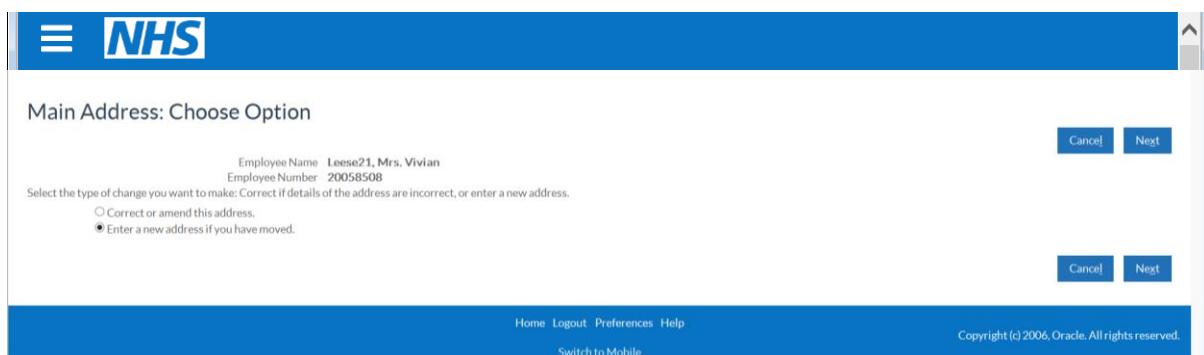


Click the **Return to Overview** button, this will take you back to the Personal Information Page.

## Addresses

You will see the current home address that we hold for you. You can update this information if it is incorrect or out of date.

Click the **Update** button. You will then see this screen



Click the radio button to select the type of change you would like to make.

- **Correct or amend this address** – this will correct the existing information, for example if something is spelled wrong.
- **Enter a new address if you have moved** – this will add a new address.

Click the **Next** button

If you are correcting an address you will be shown the current address and can just amend the relevant bits.

If you are entering a new address, all the fields will be blank.

**Effective Date** should be the date you moved to this new address

**Type** – this will default to **HOME** – please do not change

Click the **Find Address** button to pick your address

Find Address - Internet Explorer provided by IBM Corporation

Building number or name (eg. 12)

Postcode (eg. BS40 5SJ)

Country United Kingdom

If you're unsure of some of the information requested, click here.

Cancel Next

Enter the **Postcode** and if you want the name, number of the house too

Click **Next** and pick your address from the list

Click **Next** and then **OK**

If you do not wish to make any changes, click **Cancel**.

When you have finished updating this screen, click the **Next** button. This will take you to the Review page.

**NHS**

### Personal Information: Review

	Current	Proposed
Effective Date	07-Nov-1995	17-Jan-2017
Country	United Kingdom	United Kingdom
Address Line 1	Unknown	100 The Road
Town		Swindon
County		Wiltshire
Post Code		SN1 1AA
Type	Home	Home

Review your changes and, if needed, attach supporting documents.

Indicates Changed Items.

Main Address

Employee Name Leese21, Mrs. Vivian  
Employee Number 20058508

Additional Information

Attachments

To help approvers understand the request, you can attach supporting documents, images, or links to this action.

None Add

Cancel Printable Page Back Submit

*Note - Ignore the attachments section.*

If anything is incorrect, click **Back** otherwise click **Submit**. If you click **Submit** you will then see a confirmation page.

 Confirmation

Your changes have been applied.

[Return to Overview](#)

[Home](#) [Logout](#) [Preferences](#) [Help](#)

[Switch to Mobile](#)

Copyright (c) 2006, Oracle. All rights reserved.

Click the **Return to Overview** button, this will take you back to the Personal Information Page.

Click **Home** (top right) to return to the menu

## CONTACTS (Next of Kin)

You will see the current emergency contact(s) that we hold for you. You can update this information if it is incorrect or out of date.

The screenshot shows the 'Contacts' page for an employee named Leese21, Mrs. Vivian. The 'Emergency Contacts' section displays a table with columns: Select Name, Home, Primary Contact, Work Number, and Mobile Pager. A message indicates 'No results found.' The 'Dependents and Other Contacts' section also shows a similar table with 'No results found.' buttons. Navigation links at the bottom include 'Home', 'Logout', 'Preferences', 'Help', 'Switch to Mobile', and a copyright notice: 'Copyright (c) 2006, Oracle. All rights reserved.'

To Add an Emergency Contact, click the **Add** button. You will then see this screen.

The screenshot shows the 'Emergency Contact: Create' page. It includes fields for General Information (Title, First Name, Middle Name, Last Name, Suffix, Prefix, Email Address, Relationship, Relationship Start Date, and Primary Contact checkbox), Main Address (checkbox for 'Use my address for this person'), and Phone Numbers (a table with columns: Type, Number, and Delete). Buttons for 'Cancel' and 'Next' are visible at the top right.

Complete the details of your new emergency contact.

We do not need their email address.

Pick a **Relationship** from the list so we know how they are related to you.

Enter the **Start Date** from which you want this person to be recorded as your Emergency Contact

Tick the box if this person is your **Primary Contact**

Note you can only have one primary contact so if you have someone else marked as primary, you will need to Update their record and untick the Primary box before you can make this new person primary.

**Main Address** – tick if they live at the same address as you, otherwise untick the box and you will be able to enter an address for them. You can use the **Find Address** button to search by post code.

**Phone Numbers** – you can also add, update or delete any phone numbers held for the Emergency Contact.

Click **Next** and you will be taken to the Review Page

The screenshot shows a web-based application interface for managing contacts. At the top, there's a blue header bar with the NHS logo. Below it, the main title is 'Contacts: Review'. On the right side of the header, there are four buttons: 'Cancel', 'Printable Page', 'Back', and 'Submit'. The main content area has a form titled 'Contact' containing the following data:

Proposed	
Relationship Type	Mother
Title	Baroness
First Name	Maria
Last Name	Von Trapp
Primary Contact	Yes
Relationship Began On	17-Jan-2017
Emergency Contact	Yes
Resides With Me	Yes

Below the contact details, there are sections for 'Additional Information' and 'Attachments'. Under 'Attachments', it says 'To help approvers understand the request, you can attach supporting documents, images, or links to this action.' There are two buttons: 'None' and 'Add'. At the bottom of the page, there are navigation arrows and a status message: 'Your changes have been applied.'

If anything is incorrect, click **Back** otherwise click **Submit**. If you click **Submit** you will then see a confirmation page.

The screenshot shows a confirmation page with a blue header bar and NHS logo. The main title is 'Confirmation'. A message states 'Your changes have been applied.' In the bottom right corner, there is a 'Return to Overview' button. At the very bottom of the page, there is a footer with links: 'Home', 'Logout', 'Preferences', 'Help', 'Switch to Mobile', and a copyright notice: 'Copyright (c) 2006, Oracle. All rights reserved.'

Click **Return to Overview** to return to the Contacts Page.

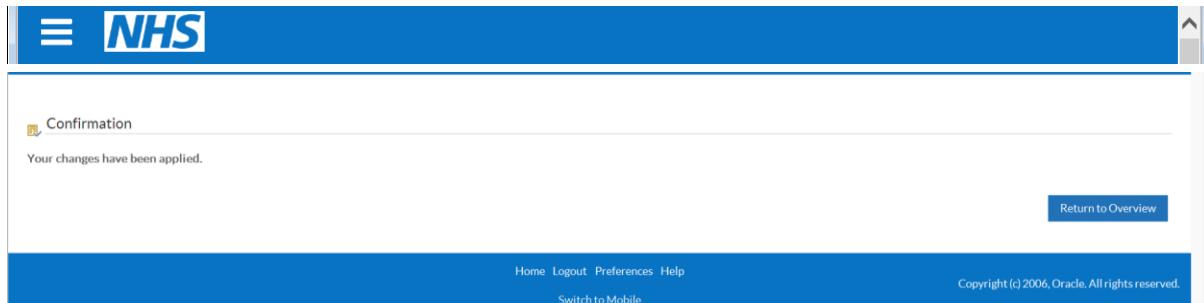
To Delete an Emergency Contact, click the dot on the left of the relevant row and then click the **Remove** button.

Tick the **Remove Relationship Also** box

Choose an **End Date** by clicking the calendar icon  - this is the date you want this person to stop being your emergency contact.

Click **Next** and you will be taken to the Review Page

If anything is incorrect, click **Back** otherwise click **Submit**. If you click **Submit** you will then see a confirmation page.



Click **Return to Overview** to get back to the Contacts screen and then click **Home** (top right) to return to the menu

### Dependants and Other Contacts

Please ignore this section

Click **HOME** (top right) to return to the **Menu**.

## QUALIFICATIONS

Click the **Qualifications** Link and you will be taken to the following screen

The screenshot shows a web interface for managing qualifications. At the top, there's a blue header bar with the NHS logo. Below it, the main title is "Education and Qualifications". Underneath, it displays employee details: "Employee Name: Leese21, Mrs. Vivian" and "Employee Number: 20058508". A "Back" button is located in the top right corner of this section.

The main content area is titled "Qualifications" and contains a table with columns for Type, Title, Start Date, End Date, Status, and School. A "Export Qualifications" button is positioned above the table. A message "No results found." is displayed below the table. In the bottom right corner of this area, there's another "Back" button.

At the very bottom of the page, there's a footer bar with links for "Home", "Logout", "Preferences", and "Help". It also includes a "Switch to Mobile" link and a copyright notice: "Copyright (c) 2006, Oracle. All rights reserved."

*Note we don't always record qualifications and you will only see qualifications listed on here if we have recorded the School/University details against them. If your qualifications are not shown here it does not matter and you do not need to contact us.*

Click **HOME** (top right) to return to the **Menu**.

## SEXUAL ORIENTATION

Click the **Sexual Orientation** Link and you will be taken to the following screen which shows the information you have supplied to us previously (if any).

The screenshot shows a web page titled "Sexual Orientation: Extra Information". At the top, it displays the employee details: Employee Name - Leese21, Mrs. Vivian and Employee Number - 20058508. Below this, a message says "Click Update or Add to make changes to the sections below. Click Next to continue this action, click Back to return to the previous page, or click Cancel to cancel this action." A "Religion Sexual Orientation" section follows, containing a table with columns "Add", "Select/Status", and "Sexual Orientation". The table shows one row with the status "No results found.". At the bottom of the page are navigation buttons: "Cancel", "Back", and "Next". The footer includes links for Home, Logout, Preferences, Help, and a copyright notice: "Copyright (c) 2006, Oracle. All rights reserved."

If you wish to amend the data or supply any missing information, you can click the **Add** or **Update** button as appropriate

The screenshot shows a web page titled "Religion Sexual Orientation". It displays the same employee details: Employee Name - Leese21, Mrs. Vivian and Employee Number - 20058508. A message at the top says "Enter any changes below. Click Apply to continue this action, click Cancel to cancel this action and return to the previous page." Below this is a search bar labeled "Sexual Orientation" with a magnifying glass icon. At the bottom of the page are navigation buttons: "Cancel" and "Apply". The footer includes links for Home, Logout, Preferences, Help, and a copyright notice: "Copyright (c) 2006, Oracle. All rights reserved."

Click the magnifying glass icon at the end of the field to see a list to choose from – if there is already any data in the search term box, delete it out and click **Go**, then you will see the whole list to pick from – choose the value you want and click the quick select icon on that row.

Click **Apply** once you have finished updating, this will return you to the first screen.

Click **Next** to get to the Review screen then click **Submit** to save the changes.

You will see a confirmation screen

The screenshot shows a web page titled "Confirmation". It displays the message "Your changes have been applied." At the bottom of the page is a "Home" button. The footer includes links for Home, Logout, Preferences, Help, and a copyright notice: "Copyright (c) 2006, Oracle. All rights reserved."

Click **Home** to return to the menu

## RELIGIOUS BELIEF

Click the **Religious Belief** Link and you will be taken to the following screen which shows the information you have supplied to us previously (if any).

Employee Name: Leese21, Mrs. Vivian  
Employee Number: 20058508

Click Update or Add to make changes to the sections below. Click Next to continue this action, click Back to return to the previous page, or click Cancel to cancel this action.

Religion Sexual Orientation

Select Object:	Update
Select Status	Religious Belief

Cancel Back Next

If you wish to amend the data or supply any missing information, you can click the **Add** or **Update** button

Employee Name: Leese21, Mrs. Vivian  
Employee Number: 20058508

Enter any changes below. Click Apply to continue this action, click Cancel to cancel this action and return to the previous page.

Religious Belief:

Cancel Apply

Click the magnifying glass icon at the end of the field to see a list to choose from – if there is already any data in the search term box, delete it out and click **Go**, then you will see the whole list to pick from – choose the value you want and click the quick select icon on that row.

Search and Select List of Values - Windows Internet Explorer

Search and Select: Religious Belief

Search

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By: Religious Belief  Go

Results

Select	Quick Select	Religious Belief	Description
<input type="radio"/>		Atheism	
<input type="radio"/>		Buddhism	
<input type="radio"/>		Christianity	
<input type="radio"/>		Hinduism	
<input type="radio"/>		I do not wish to disclose my religion/belief	
<input type="radio"/>		Islam	
<input type="radio"/>		Jainism	

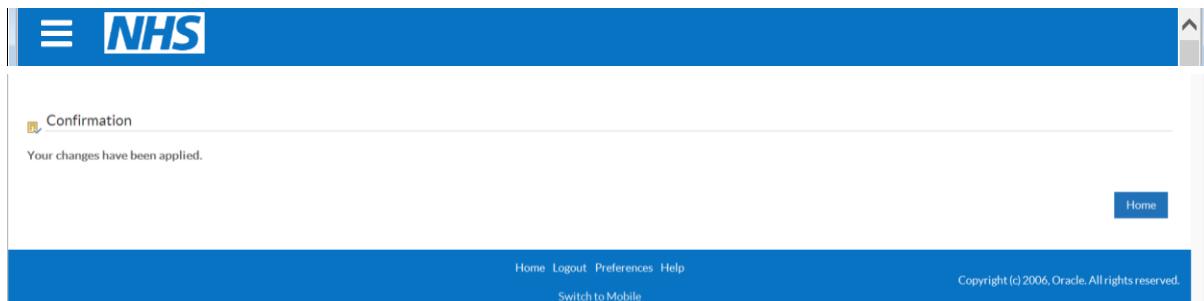
Cancel Select

125%

Click **Apply** once you have finished updating, this will return you to the first screen.

Click **Next** to get to the Review screen then click **Submit** to save the changes.

You will see a confirmation screen



Click **Home** to return to the menu

*The Equality Act (2010) prohibits discrimination in relation to certain protected characteristics.*

- age
- disability
- religion or belief
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race (ethnicity)
- sex (gender)
- sexual orientation

*To enable the Trust to monitor, review and report on the effectiveness of the Equality and Diversity Policy, we need to record the above information about members of staff and applicants. Most of the protected characteristics have been standard in the HR/Payroll (ESR) system for some time but Religious Belief and Sexual Orientation were added more recently which is why they are separate on this new screen.*

## REGISTRATIONS AND MEMBERSHIPS

Click the **Registrations and Memberships** Link and you will be taken to the following screen

The screenshot shows a web page titled "Registrations and Memberships: Extra Information". At the top, there is a blue header bar with the NHS logo. Below the header, the page title is displayed. Underneath the title, there is a table with columns for Employee Name and Employee Number, showing "Leese21, Mrs. Vivian" and "20058508" respectively. A "Back" button is located in the top right corner of this section. The main content area is titled "Registrations and Memberships" and contains a table with columns for Select, Status, Registration/Membership Body, Professional Registration Number, Expiry Date, First Registered Date, and Revalidation Date. A message "No results found." is displayed in the first row of the table. In the bottom right corner of the main content area, there is another "Back" button. At the very bottom of the page, there is a footer bar with links for Home, Logout, Preferences, Help, and a "Switch to Mobile" option. The footer also includes a copyright notice: "Copyright (c) 2006, Oracle. All rights reserved."

This section will show any Professional Registration details such as NMC, GMC, GDC, HPC, CIPD that are a requirement of your job.

You cannot amend this section – if anything is incorrect, please email [recruitment@gwh.nhs.uk](mailto:recruitment@gwh.nhs.uk)

Click **HOME** (top right) to return to the **Menu**.

# DISABILITY INFORMATION

Click the **Disability Information** Link and you will be taken to the following screen

Disability Information: View

Effective Date	Category	Status	Update	Delete
No results found.				

Name: Leese21, Mrs. Vivian  
Employee Number: 20058508

Business Group: NHS Business Group  
Email:

Home Logout Preferences  
Switch to Mobile  
Copyright (c) 2006, Oracle. All rights reserved.

If you wish to add a new record then click the **New** button.

Choose an **Effective Date** (date you want the disability to be recorded from), and then click the magnifying glass icon next to the **Category** field then click **GO** – this will show you the list of categories you can choose from. **If you do not consider yourself disabled, you can pick No.**

Search and Select List of Values - Windows Internet Explorer

Search and Select: Category

Cancel Select

Search

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Advanced Search

Search By Category Go

Results

Select	Quick Select	Category
<input type="radio"/>		Learning disability/difficulty
<input type="radio"/>		Long-standing illness
<input type="radio"/>		Mental Health Condition
<input type="radio"/>		No
<input type="radio"/>		Not Declared
<input type="radio"/>		Other
<input type="radio"/>		Physical Impairment
<input type="radio"/>		Sensory Impairment
<input type="radio"/>		Prefer Not to Answer
<input type="radio"/>		Yes

Cancel Select

Click the **Quick Select** icon next to the relevant category

Click the **Apply** button to save the record.

You will see a confirmation at the top of the screen that the record has been saved successfully.

Click the **Cancel** button to go back to the original screen or **Home** (top right) to return to the menu.

To **Delete** a record click the dustbin icon at the end of the row.

Click **YES** to confirm deletion

You can also update a record by clicking the pencil icon.



# My Pay & Rewards

## PAYSLIP

Click the **Payslip** Link and you will be taken to the following screen

The screenshot shows the NHS ePaySlip search interface. At the top, there is a blue header bar with the NHS logo. Below it, a search form is displayed with the following fields:

- Assignment Number: 20058508
- Position Name: 88438|Director of Nursing|NOA|Administration
- Year: 2017
- Payslip: A dropdown menu showing "Payslip".

Below the form, a message states: "If blank, payslip is not produced for this period. Please contact your payroll administrator." There are two buttons at the bottom: "View Payslip" and "Clear All".

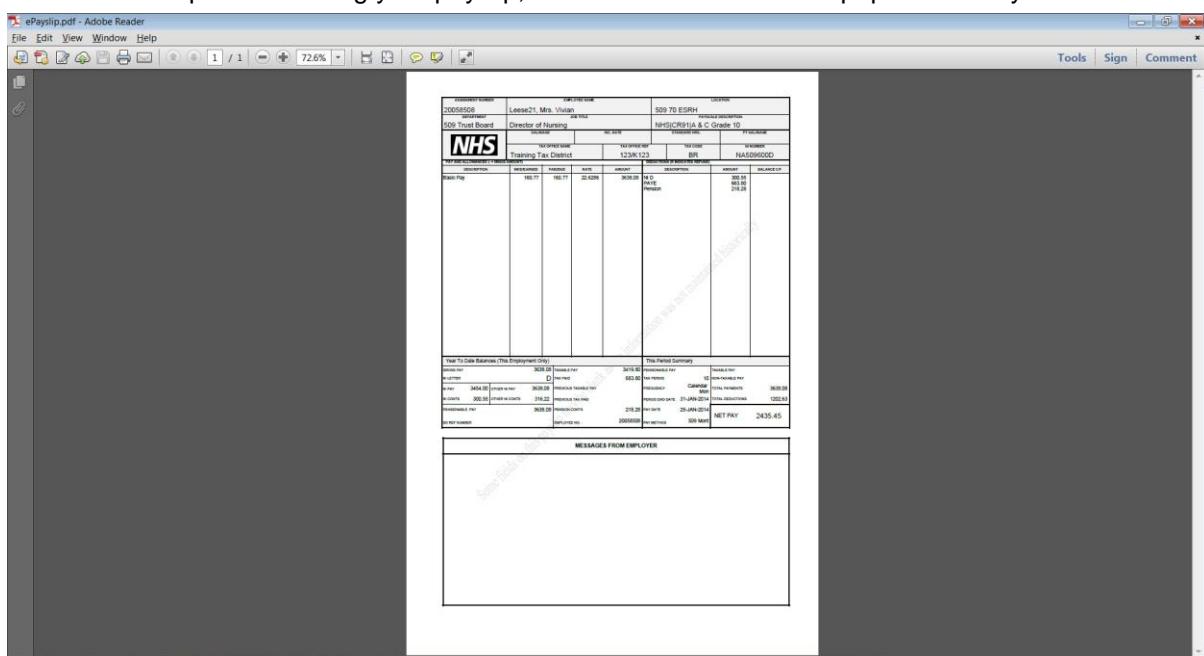
At the bottom of the page, there is a navigation bar with links for Home, Logout, Preferences, and Switch to Mobile. A copyright notice at the bottom right reads: "Copyright (c) 2006, Oracle. All rights reserved."

Pick an **Assignment** (if you have more than one), **Year** and **Payslip** from the dropdown list and then click the **Go** button.

Click **Open** (or **Save** if you wish to save a copy) when prompted at the bottom of the screen.



A PDF will be opened showing your payslip, in the same format as the paper version you receive.



You can save or print this using the menu items.

Click the small red cross at the very top right to close the payslip.

Click **HOME** (top right) to return to the **Menu**.

## OPT OUT OF PRINTED PAYSLIP/P60

It is now possible to opt out of receiving printed payslips and P60s – you can see them yourself online and print or save them as you wish. Note you can only opt out via Self Service – if you do opt out but then wish to opt back in you would need to contact Payroll.

Click the **Opt out of Printed Payslip/P60** link and the following screen will open

Opt Out of Printed Payslip/P60: Extra Information

Employee Name: Leese21, Mrs. Vivian  
Employee Number: 20058508

**TIP:** Please note you can only opt out of Printed Payslips and P60s via Self Service. If you need to opt back in you must contact your HR/Payroll Dept.  
Click Update or Add to make changes to the sections below. Click Next to continue this action, click Back to return to the previous page, or click Cancel to cancel this action.

Print Payslip and P60

Add

Select Receive printed payslip/P60?  
No results found.

Cancel Back Next

Click **Add** button and the following screen opens

Print Payslip and P60

Employee Name: Leese21, Mrs. Vivian  
Employee Number: 20058508

Enter any changes below. Click Apply to continue this action, click Cancel to cancel this action and return to the previous page.

\* Receive printed payslip/P60?

Cancel Apply

Type Yes or No in the box – No will mean you no longer get sent printed copies of your P60 and payslips.

Click the **Apply** button



Opt Out of Printed Payslip/P60: Extra Information

Employee Name: Leese21, Mrs. Vivian  
Employee Number: 20058508

TIP Please note you can only opt out of Printed Payslips and P60s via Self Service. If you need to opt back in you must contact your HR/Payroll Dept.  
Click Update or Add to make changes to the sections below. Click Next to continue this action, click Back to return to the previous page, or click Cancel to cancel this action.

**Print Payslip and P60**

Select Object:

Select  Receive printed payslip/P60?  
 No

Home Logout Preferences Help  
Switch to Mobile

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Click the **Next** button

Click the **Submit** button

Click the **Home** button

## ON-LINE P60

Click the **On-Line P60** Link and you will be taken to the following screen

Employee Name: Leese21, Mrs. Vivian  
Employee Number: 20058508

Organization Email Address: NHS Business Group  
Business Group Name: NHS Business Group

View Report

Choose the Tax Year and Assignment for which you wish to view the eP60 and click the View Report button

Tax Year

2014-1 Assignment Number: 21569465 (RTI P60 Archiver)  
 2015-1 Assignment Number: 21569465 (RTI P60 Archiver)  
 2016-1 Assignment Number: 21569465 (RTI P60 Archiver)

View Report

Preferences Close Window

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Switch to Mobile

*Note – P60s will be available from Tax Year ending March 2014 onwards. Prior to that, they were not held on line.*

Pick a tax year from the list and then click the **View Report** button. Click **Open** (or **Save** if you wish to save a copy) when prompted at the bottom of the screen. You can also print the P60 once you have opened it.



You will see your P60 – for example

## P60 End of Year Certificate

Tax year to 5 April 2014

This is a printed copy of an eP60

### To the employee:

Please keep this certificate in a safe place as you will need it if you have to fill in a tax return. You also need it to make a claim for tax credits or to renew your claim.

It also helps you check that your employer is using the correct National Insurance number and deducting the right rate of National insurance contributions.

**By law you are required to tell HM Revenue & Customs about any income that is not fully taxed, even if you are not sent a tax return**

HM Revenue & Customs

The figures marked **★** should be used for your tax return, if you get one

### Employee's details

Surname STEELE

Forenames or Initials KERRY

National Insurance number NB986532C

Works/payroll Number 20000748

### Pay and Income Tax Details

	Pay	Tax deducted
In previous employment(s)	£ 0 00	£ 0 00
In this employment	★ £ 5159 49	£ 1031 40
Total for year	£ 5159 49	£ 1031 40

If refund mark 'R'

Final tax code BR M1

### National Insurance contributions in this employment

NIC table letter	Earnings at the Lower Earnings Limit (LEL) (where earnings are equal to or exceed the LEL)	Earnings above the LEL, up to and including the Primary Threshold (PT)	Earnings above the PT, up to and including the Upper Accrual Point (UAP)	Earnings above the UAP, up to and including the Upper Earnings Limit (UEL)	Employee's contributions due on all earnings above the PT
D	£ 1419	£ 519	£ 3221	£ 0	£ 334 20
<b>Statutory payments included in this pay 'In this employment' figure above</b>	Statutory Maternity Pay	£ 0 00	Ordinary Statutory Paternity Pay	£ 0 00	Additional Statutory Paternity Pay
		£ 0 00			£ 0 00
	Statutory Adoption Pay	£ 0 00			

### Other details

Your employer's full name and address (including postcode)  
Dummy Statutory Name

Dummy Stat Address

Student Loan deductions in this employment (whole £s only)

Employer PAYE reference 999 Z9999

### To employee

STEELE KERRY MRS. 20000748  
1 High Street  
Warwick  
CV34 6NZ United Kingdom

Certificate by Employer/Paying Office:

This form shows your total pay for Income Tax purposes in this employment for the year.  
Any overtime, bonus, commission etc, Statutory Sick Pay, Statutory Maternity Pay, Ordinary Statutory Paternity Pay, Additional Statutory Paternity Pay or Statutory Adoption Pay is included.

When you have finished looking at your P60, click **File** then **Exit** to close it.

You can now either look at a different tax year if available or you can click **Home** to return to the menu.

## BANK ACCOUNT

Click the **Bank Account** Link and you will be taken to the following screen (click **Home** at the top right to return to the menu at any time)

Employee Name: Leese21, Mrs. Vivian  
Employee Number: 20058508  
Use these pages to specify how you wish to be paid. Click Continue to proceed to submit your changes or Cancel to return without change.  
\* Indicates required field

Employee Payments

Add Bank Payment	Amount (£)	Priority	Delete	Update
Amount Type Remaining Pay	1			

TIP Payments will be made in the order listed up to the value of Pay only. Where the next payment type exceeds remaining pay then only the outstanding amount of Pay will be processed. Any payment types remaining after Pay has been allocated will be ignored.

Cancel Continue

Home Logout Preferences  
Switch to Mobile Copyright (c) 2006, Oracle. All rights reserved.

If you **DELETE** your bank account and do not add a new one, you will **NOT** receive your pay.

The functionality to split pay between two or more bank accounts is not currently used or supported, so we advise you not to use this.

If you want to **AMEND** the bank account which your pay is paid into, click the **Update** icon at the end of the row. (changes should be made before 15<sup>th</sup> of the month to guarantee they will affect this month's pay). Remember if you have got married or divorced you may need to change your name on your bank account.

Employee Name: Leese21, Mrs. Vivian  
Employee Number: 20058508  
\* Indicates required field  
 TIP This payment is used to handle any pay remaining after all other payments have been made.  
 TIP Please take care to ensure that you enter all information correctly, and that any new or updated information is entered in time for the next payroll pay date. Entering incorrect information or updates after the payroll has been processed may result in payment delays. If you are in any doubt please contact your payroll department for advice.  
Payment Method: 509 Monthly BACS

\* Account Name: VLEESE  
\* Account Number: 12345678  
\* Sort Code: 309845   
Bank Name: 309845 LLOYDS BANK PLC  
Branch: TAUNTON 31 FORE ST  
Bld Society Account Number: \_\_\_\_\_

Cancel Apply

Home Logout Preferences  
Switch to Mobile Copyright (c) 2006, Oracle. All rights reserved.

Amend the **Account Name**, **Account Number** and **Sort Code** (and **Building Society Number** if applicable) as required.

The Bank name and Branch will be shown automatically from your sort code.

**Click Apply**

Click **Continue** – you will then see the review screen

The screenshot shows a 'Bank Account: Review' page with a blue header containing the NHS logo. Below the header, there's a table comparing current and proposed bank account details. The table has two columns: 'Current' and 'Proposed'. Under 'Current', the employee name is Leese21, Mrs. Vivian, and the employee number is 20058508. Under 'Proposed', the employee name is changed to Tavistock (309846). Other fields like payment type, currency, amount, sort code, bank name, branch, account number, and account name remain the same. Below the table, there's a section for 'Additional Information' and 'Attachments'. The 'Attachments' section indicates 'None' and has a 'Add' button. At the bottom right, there are 'Cancel', 'Printable Page', 'Back', and 'Submit' buttons.

Current	Proposed
Priority 1	1
Payment Type Deposit	Deposit
Currency Pound Sterling	Pound Sterling
Amount Remaining Pay	Remaining Pay
Sort Code 309845	309846 <a href="#">(309846)</a>
Bank Name 309845 LLOYDS BANK PLC	309846 TSB BANK PLC <a href="#">(309846)</a>
Bank Branch TAUNTON 31 FORE ST	Tavistock (309846) <a href="#">(309846)</a>
Account Number 12345678	12345678
Account Name V LESE	V LESE

Check the new details are correct.

*Note – accuracy of the data is the responsibility of the employee and any mistakes could result in a delay in getting paid, so please check the bank account details very carefully before submitting.*

When you are happy with the details, click **Submit** – you will see a confirmation screen

The screenshot shows a 'Confirmation' page with a blue header containing the NHS logo. The main content area displays a message: 'Your changes have been applied.' At the bottom, there's a navigation bar with links for 'Home', 'Logout', 'Preferences', 'Help', and 'Switch to Mobile'. On the far right, there's a copyright notice: 'Copyright (c) 2006, Oracle. All rights reserved.'

Click **HOME** to return to the **Menu**.

# Total Reward Statement

## TOTAL REWARD STATEMENT

Click the **Total Reward Statement** Link and you will be taken to the following screen

The screenshot shows the 'Total Reward Statement - Mr. First01 Last01' page. At the top right are the 'Total Reward Statements' logo and the NHS logo. Below the logo is the slogan 'Totally about you'. The main content area has tabs for 'Personal Details', 'Employer Benefits', and 'Pension Benefits', with 'Personal Details' selected. Under 'Personal Details', it says 'This statement is based upon information available for financial year 2011/2012'. It lists Name: Mr. First01 Last01, Date of Birth: 27/05/1981, NI Number: AB 12 34 01 A. Under 'Address', it lists House Number 5, Street Number 85, Zone 25, Cardiff, Warwickshire, PB11 5M. In the 'Financial Summary' section, it says 'This summarises the payments you have received and any pension contributions made by your employer for the financial year 2011/2012.' It lists payments: Acting Up Adj BP Arrs (£100.00), Other Allowances (£50.00), and Employer Pension Contributions (£173,338.99). The total reward package is £173,488.99. To the right is a green donut chart representing the breakdown of these payments.

A Total Reward Statement is a personalised summary that shows employees their full employment package including:

- Basic pay
- Allowances
- Local Benefits
- Pension benefits (for NHS Pension Scheme members)

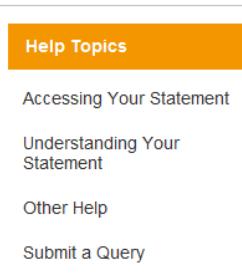
The information is shown under three tabs:

- Personal Details (with financial summary)
- Employer Benefits
- Pension Benefits

The three sections can be downloaded as separate .pdf files via the 'Download/Print Statement' link on the left hand side.

*Note - only the most recent statement can be accessed. Each year it will be replaced by a newer version so if you want to keep previous versions, you will need to save a copy or print them off.*

Guidance regarding your statement can be found via the 'Need Help?' link at the top of the page.



## Need Help?

### Accessing Your Statement



This section contains information about how to securely access and retrieve your Total Reward Statement, including logging in / registering to use the site, retrieving your statement and printing etc.

### Understanding Your Statement



This section provides more information about what has been included on your Total Reward Statement, how the information has been gathered, what it relates to and what it does and does not show.

### Other Help



This section contains additional information about the Total Reward Statement, this site, the NHS Pension Scheme and other related information and links to other useful sites and calculators.

### Submit a Query



This section provides details about how you can make an enquiry concerning your statement information.

## EXAMPLE OF A TOTAL REWARD STATEMENT

Totally about you

Total Reward  
Statements  
Totally about you

NHS

### Personal Details

This statement was generated using information available at the end of the financial year 2011/2012

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ 1977 NI Number: \_\_\_\_\_

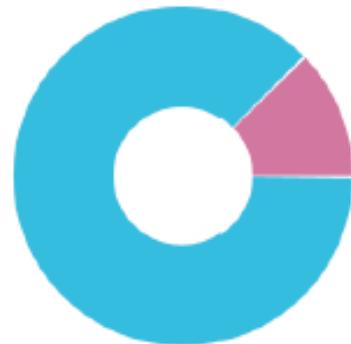
Address: \_\_\_\_\_

### Financial Summary

This summarises the payments you have received and any pension contributions made by your employer for the financial year 2011/2012.

The names used to describe the individual payment types are the same as those on your payslip. If you do not understand the meaning of a payment name, please refer to the [NHS TRS Information website](#) or contact your employer.

Basic Pay	£14,165.44
Employer Pension Contributions	£1,983.13
<b>Total Reward Package</b>	<b>£16,148.57</b>



For further information visit: <http://wwwnhsbsa.nhs.uktrs>

## 358 University Hospitals of Leicester NHS Trust

University Hospitals of Leicester 

As a leading teaching Trust we aim to provide a wide range of staff benefits to improve the experience of working at UHL. Building on our existing range of benefits, this year we will see the development of our 'Salary Maxing' programme, introduction of Listening into Action as well as enhancing our Well Being programme, Amica and our Occupational Health services.

### Job Title:

This statement was generated using information available at the end of the financial year 2011/2012.

Job title

Basic whole time salary £14,258.00

Pay scale Non Review Body Band 2

### Annual progression

Grade increment date 05/07/2012

Anticipated whole time salary £15,279.00

### Payment breakdown

This summarises the payments you have received and any pension contributions made by your employer for the financial year 2011/2012.

The names used to describe the individual payment types are the same as those on your payslip. If you do not understand the meaning of a payment name, please refer to the [NHS TRS Information website](#) or contact your employer.

Allowance	Benefit
Basic Pay	£14,165.44



Your employer contribution towards your NHS pension for the financial year was £1,983.13

### Address

For further information visit: <http://www.nhsbsa.nhs.uk/trs>



## Employee Benefits

University Hospitals of Leicester NHS Trust offer a wide range of benefits and services to its employees. We also offer a range of opportunities and activities to promote your health and well being.

### 'Salary Maxing' Employee Benefits

'**Salary Maxing**' is University Hospitals of Leicester's range of employee benefits which have been designed to make an employee's salary go further by typically reducing tax, National Insurance and where appropriate, pension contributions.

Within this range of employee benefits, we have a number of Salary Exchange schemes (often referred to as salary sacrifice schemes) and these are available to employees with contracted hours.

Extensive information on our '**Salary Maxing**' range of employee benefits is available via the Trust's intranet InSite which can be accessed by typing InSite/SalaryMaxing into a Trust computers web browser (normally Internet Explorer).

Schemes currently on offer include the following:

- 'UHL's *Childcare Voucher Scheme*' offers the opportunity to have childcare vouchers. Childcare Vouchers can be used to pay for all types of childcare and are accepted at thousands of registered carers.
- 'Park and Save' is a workplace car parking scheme.
- '**Salary Maxing**' for Accommodation offers living accommodation which the Trust owns.

A range of accommodation is available to our employees, from shared flats to 3 bed houses.

Details of our Accommodation is available via the Trust's intranet InSite which can be accessed by typing InSite/Accommodation into a Trust computers web browser (normally Internet Explorer).

- UHL's '**Salary Maxing**' Car Scheme offers a brand new, insured and serviced vehicle for three years of worry free motoring and also provides a complete, fully inclusive motoring package.

### Health and Wellbeing Employee Benefits

- Well-being at Work offers discounted therapies and free activities to all UHL staff to help achieve a healthier lifestyle. Activities include:

- o exercise classes
- o complementary therapies
- o gym discounts
- o weight Management Services

Extensive information on Well-being at Work is available via the Trust's intranet InSite which can be accessed by typing InSite/Wellbeing into a Trust computers web browser (normally Internet Explorer).

- Staff Welfare Services which include:

o Amica is a staff counselling service that provides a confidential telephone counselling service, 365 days a year,

For further information visit: <http://www.nhsbsa.nhs.uk/trs>

# Totally about you

Total Reward  
Statements  
*Totally about you*

NHS

8.30am to 8.30pm. Face to face counselling is also available on all three hospital sites. Access to Payplan (free debt counselling service) is also provided alongside recommended solicitors with discount if needed. Telephone helpline number: 0116 2544388.

o Occupational health provides confidential and impartial advice to staff on aspects of the relationship between work and health. The service is provided by a multidisciplinary team consisting of specialist occupational physicians, specialist nurses, nurse advisors and clerical staff.

For further information, please visit the Trust Intranet InSite.

- Purchasing Additional Annual Leave

Employees are able to purchase additional annual leave with the agreement of their line manager. The cost is simply spread across the remaining pay days until the end of the current holiday year.

For further information, please visit the Trust Intranet InSite.

For further information visit: <http://www.nhsbsa.nhs.uk/trs>

## Employment - Glossary

### **Address**

This is your designated home address as held by your employer. If it is not correct please advise them of the correct information.

### **Annual progression**

This section provides some information about your next salary review.

### **Anticipated whole time salary**

This is the whole time value for the next incremental point on the scale.

### **Basic whole time salary**

This is the Whole time Annual Basic Pay taken from your current point on scale. It does not take account of other recurring pay items such as High Cost Area Allowance.

### **Grade increment date**

The date of your next pay increment review.

### **Job title**

This is your job title as shown on your pay slip and will also show whether you are part time.

### **Pay scale**

This is the description of the Pay Grade or Agenda for Change banding you are currently paid on.

## Annual Benefit Statement 2008 Section



### Membership Number

Date first joined NHS Pension Scheme 05/07/2010

Pensions

Normal Pension Age 65

Pay £13,943.79

Updated To 31/03/2012

### Standard Benefit

	Current benefits on 31/03/2012	Projected Benefits at normal pension age
Pension	£1,980.78	£8,924.03
Lump Sum	-	-
Survivor Pension	£742.79	£3,346.51
Reckonable Membership	8 years, 191 days	38 years, 146 days
Calendar Length Membership	-	-
Hypothetical Annuity Cost	-	-
Practitioner Remuneration	-	-

The current value of your benefits is there to provide an indication only. You are not able to claim these benefits until normal pension age. If you do want to take them earlier the benefits shown would be reduced. They are only payable once the appropriate application has been made. Members can find further information about when NHS pension benefits can be payable from by viewing the [NHS Pension Scheme Guide](#).

Note: If you work part time your membership will be scaled accordingly.

### Benefits if you take the maximum lump sum

	Current benefits on 31/03/2012	Projected Benefits at normal pension age
Pension	£1,273.36	£5,736.88
Lump Sum	£8,489.06	£38,245.84
Survivor Pension	£742.79	£3,346.51

At retirement you may be able to exchange some of your annual pension to provide a lump sum /larger lump sum as allowable under HMRC rules. (This is not applicable to NHS members who left their NHS employment before 1st April 2008). For more information please visit the [NHS TRS Information website](#).

### Death Benefits

For further information visit: <http://www.nhsbsa.nhs.uktrs>

Totally about you

Total Reward  
Statements  
Totally about you

NHS

Life Assurance Lump Sum at	31/03/2012
Calculated using actual pay of	£13,943.79
Lump Sum	£27,887.58

In the event of your death the Scheme may provide a lump sum and / or pension benefits to your spouse, civil partner or nominated qualifying partner. The benefits payable will depend on the circumstances at the time of your death and change significantly depending on whether you are a contributing member or a former member of the NHS Pension Scheme. The information shows the current value of these benefits. Any benefits payable following death in retirement will be significantly less. For more information please visit the [NHS TRS Information website](#).

#### Pensions Contributions as at 31/03/2012

These figures relate to the contributions that you and your employer have paid into your NHS Pension.

Employee annual contributions	-
Employer annual contributions	-

#### Address

#### Statement Disclaimer

Please be aware this is an estimate and shown for guidance only. You should check that the amount of Reckonable Pay quoted is consistent with your current pay or what would be the full-time equivalent pay if you currently work part-time. If the figure is significantly different you should contact us via the [Need Help?](#) section. Figures are based on known information and have been projected using your current pay and service pattern. Exact retirement figures cannot be given until final pay and service details are known.

If this estimate projects retirement benefits to a future date, please be aware that benefits for membership after 2015 may change. All changes to NHS Pension Scheme Regulations are subject to the approval of Parliament. Further information is available on the [Department of Health website](#)

For further information visit: <http://www.nhsbsa.nhs.uktrs>

# My Learning

## LEARNING

Click the **Learning** Link and you will be taken to the following screen

The screenshot shows the NHS Learning interface. At the top, there's a blue header bar with the NHS logo and navigation links for Learning, Course Catalog, and Learning History. Below the header is a search bar with dropdown menus for 'Course' and 'Exact Phrase', and buttons for 'Go' and 'Advanced Search'. A welcome message 'Welcome, Leese21, Mrs. Vivian!' is on the right. The main content area has several sections: 'Announcements' (with a note about new notifications), 'Competence Requirements' (with a note about competencies being up to date), and a 'Compliance Matrix' button. On the right, the 'E-Learning Enrollments' tab is selected, showing a table with columns for Course Name, Certification due date, Status, Item in, Enrollment Status, Completion Date, Score, Move to History, Unenroll, Evaluate, and Play. The table shows 'No results found.' Below the table is a 'Show Key Notation' link. At the bottom of the page are links for Home, Logout, Preferences, Help, and a copyright notice: 'Copyright (c) 2006, Oracle. All rights reserved.'

The **Enrollments** tab will show your current enrolments on any GWH courses

This screenshot is similar to the previous one but focuses on the 'Enrollments' tab. The 'Enrollments' tab is highlighted with a blue oval. The table below shows the same columns as the previous screenshot, but it includes an additional column 'Evaluate' and a 'Add to Outlook' link. The table again shows 'No results found.' Below the table is a 'Show Key Notation' link. The rest of the interface is identical to the first screenshot.

Note we do not use **Certifications**, **Learning Paths**, **External Learning** or **E-Learning Enrollments** so these will be empty although External Learning may include some courses from previous Trusts you have worked at.

You can also click on Compliance and Competency at the bottom left and see your current compliance for statutory and mandatory training.

*Note the green tick above the button shows this person is currently compliant with everything.*

See the next section for more information on COMPLIANCE AND COMPETENCY.

## Booking Classes

You are now able to **Book (and Cancel) some Courses** - you will be able to see which dates have availability and will receive instant confirmation of your booking via email.

The courses you can book are

- **249 Clinical Mandatory Training** – clinical and medical staff
- **249 Fire Awareness Training** – non clinical staff only
- **249 Conflict Resolution - Level 2** – staff in high risk areas
- **249 Appraisal Workshops** – anyone who carries out appraisals

For further information about who these courses are for please see [http://gwh-intranet/media/1013085/esr\\_self\\_service\\_self-enrolment\\_guide.pdf](http://gwh-intranet/media/1013085/esr_self_service_self-enrolment_guide.pdf)

To book on a course, in the search for course section at the top of the screen enter 249 and the first few letters of the course you want to attend (from the list above), then click **GO** button. You will see the course listed below.

E.g. 249 Appra (you must put a space after 249)

The screenshot shows the NHS Learning Management system. At the top, there's a blue header bar with the NHS logo and navigation links for Home, Logout, Preferences, etc. Below the header, there are three tabs: Learning (selected), Course Catalog, and Learning History. A search bar is present with the text '249 appra' entered. Below the search bar, there's a link 'Learning: Current Learning >'. The main content area is titled 'Courses' and contains a table with one row for '249 Appraisal Workshops'. To the right of the table, there's a small envelope icon. Below the table, a note says 'Click the envelope icon on the relevant row to Enroll.'

Click the envelope icon on the relevant row to Enroll.

You will then be shown a list of dates that have spaces for this training.

### Offering: 249 Appraisal Workshop- Classroom

Use this page to view and enroll in a class. To cancel your enrollment, click the class name, then click Unenroll. [Show Key Notation](#)

#### Classes

The screenshot shows a table of training sessions. The columns are: Class Name, Info, Location, Training Center, Start Date, Start Time, Time Zone, Duration, Class Status, Enrollment Status, and Enroll. There are four rows of data:

Class Name	Info	Location	Training Center	Start Date	Start Time	Time Zone	Duration	Class Status	Enrollment Status	Enroll
249 Appraisal Workshop- 28-Apr-2017- GWH		249 Great Western Hospitals NHS Foundation Trust	249 The Academy - 01793 605912 or 01985 220724	28-Apr-2017	13:30	GMT	1 Hour (s)	Normal	Withdrawn	
249 Appraisal Workshop- 05-May-2017- C.ham(09:00-10:30)			249 The Academy - 01793 605912 or 01985 220724	05-May-2017	09:00	GMT	1 Hour (s)	Normal	Not Enrolled	
249 Appraisal Workshop- 05-May-2017- C.ham(11:30-13:00)			249 The Academy - 01793 605912 or 01985 220724	05-May-2017	11:30	GMT	1 Hour (s)	Normal	Not Enrolled	
249 Appraisal Workshop- 09-			249 The Academy -	09-Jun-	09:00	GMT	1 Hour	Normal	Not Enrolled	

Again click the envelope icon at the end of the row for the date you wish to book

You will be shown the details of the session you are booking on to.

The screenshot shows the 'Learning' tab selected in the top navigation bar. A search bar at the top contains 'Course' and '249 app'. Below it, a breadcrumb trail shows 'Learning: Current Learning > Courses > Offering >'. The main content area displays the following information:

**Enroll: 249 Appraisal Workshop- 05-May-2017- C.ham (09:00-10:30)**

**Show Key Notation**

**Class Summary**

Delivery Mode: Classroom  
Course Name: 249 Appraisal Workshops  
Class Name: 249 Appraisal Workshop- 05-May-2017- C.ham (09:00-10:30)  
Start Date: 05-May-2017 09:00  
End Date: 05-May-2017 10:30  
Time Zone: GMT  
Training Center: 249 The Academy - 01793 605912 or 01985 220724  
Location:   
Language: English

**Enrollment Details**

Special Instructions: [Empty text area]

**Cancel** **Apply**

At the bottom, there are links for 'Close Window', 'Preferences', 'Help', 'Copyright (c) 2006, Oracle. All rights reserved.', and 'Switch to Mobile'.

In the special instructions box please type the following information:

- Your managers name
- A contact telephone number for yourself (so we can contact you in the event of the course being cancelled at short notice)

To book your place click **Apply**.

*Note your confirmation email will not include the location of the training so please make a note of this at this stage*

You will receive an email confirming that your place has been booked. The email will be sent to your work email address. You can also check you are booked on by looking in the **Enrollments** tab on the table in the **Learning** page. This will show you any training that you have booked on to.

The screenshot shows the 'Learning' tab selected in the top navigation bar. Below it, a secondary navigation bar includes 'Current Learning', 'Requested Learning', and 'Forums and Chats'. A search bar at the top contains 'Course' and '249 app'. The main content area features three tabs: 'E-Learning Enrollments', 'Enrollments' (which is circled in blue), and 'Certifications'. The 'Enrollments' tab is active, displaying the following message:

Enrollments include all current enrollments, including certification or learning path

**IMPORTANT** - It is your responsibility to ensure you inform your manager of any training you have booked to ensure this is reflected in the off duty. If you are booking a course that is more than 6

weeks away you can request it as a study day on R-Roster or Employee Online. If the training is less than 6 weeks away or you are not currently on R-Roster or Employee Online you will need to speak to your roster manager/ward manager to ensure you can attend the training.

If you need to change the date of an enrolment you will need to cancel the original one and then book a new date.

### **Cancelling/Changing Classes**

To **Cancel an Enrolment**, go to the **Enrollments** tab as above, find the relevant row for the class you wish to cancel and click the unenrol icon .

Choose a **Reason** for cancellation from the drop down list and then click **Finish**.

You will receive another email confirming that your place on the class has been cancelled.

### **Learning History**

If you click **Learning History** at the very top of the screen you will see a screen showing you all classes you have attended, completed, withdrawn, DNA etc.

Click **Home** to return to the menu

# My Compliance & Competency

## COMPLIANCE AND COMPETENCY

Click the **Compliance Matrix** Link and you will be taken to the following screen which shows your current compliance for statutory and mandatory training.

The screenshot shows a web-based application for managing compliance and competency. At the top, there are three tabs: 'Compliance' (selected), 'All Competencies' (disabled), and 'Awaiting Approval'. Below the tabs, there is a note about viewing compliance for additional assignments. A dropdown menu is open, showing '21569465 - HR Systems Manager' and a 'Go' button. The 'Compliance Percentage' is listed as '100.0%'. There is also a checkbox for 'Required Competencies Only' and a note about viewing required competencies only. The main area displays a table of competencies with columns for Details, Competency Name, Competence Level, Min Req, Essential, Expiry Date, Compliance Status, and Find Learning. The table lists various mandatory and statutory training requirements. The 'Competence Level' column includes options like 'Attended and Competent', 'Opted Out', and 'Non-Compliant'. The 'Essential' column indicates if the competence is mandatory ('Y') or optional ('N'). The 'Expiry Date' column shows when each competence needs to be renewed. The 'Compliance Status' column uses color coding to indicate current status: green for compliant, yellow for non-compliant, and blue for non-expired. The 'Find Learning' column contains search icons. Navigation buttons at the bottom include 'Previous 10', '11-18 of 18', and 'Next'.

Details	Competency Name	Competence Level	Min Req	Essential	Expiry Date	Compliance Status	Find Learning
Show[249 CSTF PREVENT Level 1/2]	1 - Attended and Competent	0 - Opted Out	Y	21-Dec-2018	<span style="background-color: green;"></span>		
Show[249 CSTF Safeguarding Vulnerable Adults including Learning Disability Awareness]	1 - Attended and Competent	0 - Opted Out	Y	18-May-2017	<span style="background-color: yellow;"></span>		
Show[249 CSTF The Equality Act 2010 and Diversity Awareness]	1 - Attended and Competent	0 - Opted Out	Y	18-May-2017	<span style="background-color: yellow;"></span>		
Show[249 LOCAL Blood Transfusion and PBARS Competence]	1 - Attended and Competent			09-Aug-2017	<span style="background-color: blue;"></span>		
Show[249 LOCAL Customer Service Awareness]	1 - Attended and Competent			No Expiry	<span style="background-color: blue;"></span>		
Show[249 LOCAL Diversity Awareness]	1 - Attended and Competent			No Expiry	<span style="background-color: blue;"></span>		
Show[249 LOCAL Fraud and Corruption Awareness]	1 - Attended and Competent			No Expiry	<span style="background-color: blue;"></span>		
Show[249 MAND Consent, Mental Capacity Act 2005 and Deprivation of Liberty Safeguards]	1 - Attended and Competent			18-May-2017	<span style="background-color: blue;"></span>		

If you have more than one assignment, you can choose them from the drop down at the top. It may be that one assignment requires you to have different mandatory training to another one.

You will also see a % compliance rate at the top for how compliant you are.

You can ignore the **Level** columns and the **Essential** column, the only columns you need to look at are the **Competence Name** and the **Expiry Date**.

There is also a colour coded column that shows whether you are compliant, about to expire, non-compliant etc. See the colour key at the bottom by clicking **Show Key**.

To see more detail about each of the courses/competencies such as when you completed them historically, click the All Competencies tab. Choose a competence in the top half of the screen by clicking the little circle at the start of the line and more detail about this competence will open in the bottom half of the screen.

This will show all the competencies you have achieved (through both face to face training and e-learning on Training Tracker).

[Compliance](#)   [All Competencies](#)   [Awaiting Approval](#)

TIP: This page displays all competencies, including historic

Select Competency Name	Competence Level	Start Date	End Date
<input checked="" type="radio"/> 249 CSTF Fire Safety Awareness	1 - Attended and Competent	16-Aug-2016	15-Aug-2017
<input type="radio"/> 249 CSTF Infection Prevention and Control incl Hand Hygiene	1 - Attended and Competent	16-Aug-2016	15-Aug-2017
<input type="radio"/> 249 CSTF Information Governance and Record Keeping Refresher	1 - Attended and Competent	16-Aug-2016	15-Aug-2017
<input type="radio"/> 249 CSTF Health and Safety incl Major Incident, Accident Reporting and Minor Incident Investigation	1 - Attended and Competent	26-Apr-2016	25-Apr-2018
<input type="radio"/> 249 CSTF Manual Handling Theory	1 - Attended and Competent	26-Apr-2016	25-Apr-2018
<input type="radio"/> 249 CSTF PREVENT Level 1/2	1 - Attended and Competent	22-Dec-2015	21-Dec-2018
<input type="radio"/> 249 LOCAL Blood Transfusion and PBARS Competence	1 - Attended and Competent	10-Aug-2014	09-Aug-2017
<input type="radio"/> 249 CSTF Local Induction	1 - Attended and Competent	01-Jul-2014	
<input type="radio"/> 249 CSTF The Equality Act 2010 and Diversity Awareness	1 - Attended and Competent	19-May-2014	18-May-2017
<input type="radio"/> 249 LOCAL Fraud and Corruption Awareness	1 - Attended and Competent	19-May-2014	

Previous    1-10    Next 10

**249|CSTF|Fire Safety Awareness|**

Details	Competence Level	Status	Start Date	End Date
Show 1 - Attended and Competent	Achieved	16-Aug-2016	15-Aug-2017	
Show 1 - Attended and Competent	Achieved	25-Aug-2015	15-Aug-2016	
Show 1 - Attended and Competent	Achieved	19-May-2014	19-May-2015	
Show 1 - Attended and Competent	Achieved	25-May-2011	05-Mar-2013	
Show 1 - Attended and Competent	Achieved	15-Jun-2010	24-May-2011	

Previous    1-10    Next 10

If you have any queries about your Mandatory Training Record, please email [MTreport.Questions@gwh.nhs.uk](mailto:MTreport.Questions@gwh.nhs.uk).

If you wish to book onto a face to face training course, please email [Academy.Training@gwh.nhs.uk](mailto:Academy.Training@gwh.nhs.uk).

Click **Home** (top right) to return to the menu

# My Absence

## ABSENCE CALENDAR

Click the **Absence Calendar** Link and you will be taken to the following screen which shows any absence you have had for the last 12 months. This could be sickness, annual leave, maternity, paternity, special leave etc.

The screenshot shows a web-based absence calendar for the NHS. At the top, there's a blue header bar with the NHS logo and a menu icon. Below it, the title "Absence Calendar" is displayed, along with the employee name "Leese21, Vivian" and number "20058508". There are two tabs at the top: "Full Year" (which is selected) and "Month". To the right are buttons for "Printable Page" and "Absence Summary". The main area is a large grid representing a 12-month period. The grid has columns labeled with the days of the week (M, T, W, T, F, S, S, M, T) and rows labeled with dates. Many cells in the grid are colored according to a legend at the bottom left. The legend includes: Annual Leave (blue), Sickness (red), Training / Development (green), Maternity / Paternity / Adoption (pink), Special Leave (orange), Other Leave (grey), Mixed Leave (purple), and Public and Bank Holidays (light blue). A note next to the legend says "Chequered Edges: Absence is pending approval".

There is a colour key at the bottom of the screen if you click **Show Key**.



You can also click on the Month tab if you want to see just one month.

The screenshot shows the NHS Absence Management system's Leave Planner module. At the top, there are tabs for 'Full Year' and 'Month'. Below these, the 'Effective Date' is set to '17-May-2016' with a calendar icon and a 'Go' button. The main area is a calendar for May 2016, showing days from Monday to Sunday. Specific dates are highlighted in blue: May 4th, May 17th, and May 18th, all labeled 'Annual Leave Hours'. To the right of the calendar, a summary table provides leave details:

Annual Leave Hours 1 NHS (21569465)	
Entitlement	112.25
Carry Over	0
Include Bank Holidays	Yes (As they fall)
Taken	79.5
Remaining	32.75

Click the calendar icon next to the **Effective Date** field. Choose a date – click on any actual day in that month and then click the **GO** button.

We are currently not using the **Entitlements** section so they may be showing incorrectly.

You can click **Absence Summary** button (see below) or click **HOME** (top right) to return to the **Menu**.

## ABSENCE SUMMARY

The **Absence Summary** shows a list of all your absences and you can use the search boxes at the top to filter the list

The screenshot shows the Oracle Absence Summary interface. At the top, there is a search bar with dropdowns for 'Absence Type' (set to 'Annual Leave') and 'Approval Status' (set to 'Approved'). Below the search bar are buttons for 'Go' and 'Clear'. There are also links for 'Export Absences' and 'Individual Calendar'. A navigation bar indicates 'Previous 1-10' and 'Next 10'. The main table lists various absence episodes. The columns include Start Date, End Date, Absence Type, Duration (in Days/Hours), Approval Status, and three icons for Details, Print, and Email. The table shows entries from September 2016 to December 2012, with the most recent entries being sickness absences. At the bottom of the table, there are links for 'Export Absences' and 'Individual Calendar', along with a navigation bar for 'Previous 1-10' and 'Next 10'. The footer contains links for Preferences, Help, Close Window, and Switch to Mobile, along with a copyright notice: 'Copyright (c) 2006, Oracle. All rights reserved.'

Start Date	End Date	Absence Type	Duration Days/Hours	Approval Status	Details	Print	Email	
13-Sep-2016	14-Sep-2016	Annual Leave Hours 1	Annual Leave	16	Approved			
29-Aug-2016	29-Aug-2016	Annual Leave Hours 1	Annual Leave	7.5	Approved			
23-Aug-2016	23-Aug-2016	Annual Leave Hours 1	Annual Leave	8	Approved			
12-Jul-2016	13-Jul-2016	Annual Leave Hours 1	Annual Leave	16	Approved			
17-May-2016	17-May-2016	Annual Leave Hours 1	Annual Leave	8	Approved			
04-May-2016	04-May-2016	Annual Leave Hours 1	Annual Leave	8	Approved			
19-Apr-2016	19-Apr-2016	Annual Leave Hours 1	Annual Leave	8	Approved			
13-Apr-2016	13-Apr-2016	Annual Leave Hours 1	Annual Leave	8	Approved			
02-Feb-2016	02-Feb-2016	Annual Leave Hours 1	Annual Leave	7.5	Approved			
17-Dec-2012	18-Dec-2012	Sickness	Sickness	2	Approved			

For example if you pick Sickness in the Absence Type box and then click **GO**, it will show you just the sickness absences.

If you wish to see further details about the absence episode such as the reason for sickness, click the **Details** icon towards the end of the relevant line.

The **Export Absences** button will allow you to export the absence list to Excel.

We are currently not using the **Entitlements** section so they may be showing incorrectly.

# My Employment

## EMPLOYMENT INFORMATION

Click the **Employment Information** Link and you will be taken to the following screen

The screenshot shows a web-based application interface for employment information. At the top, there is a blue header bar with the NHS logo. Below the header, the user's name is displayed as "Leese21, Mrs. Vivian". A note states: "The following section displays the summary as of today's date." Under this, the effective date is listed as "Effective Date 17-Jan-2017". The assignment number is "20058508". The assignment start date is "07-Nov-1995" and the end date is "21.19". The job title is "Director of Nursing Nursing and Midwifery Registered|Director of Nursing". The organization is "509 Trust Board" and the location is "509 70 ESRH". The supervisor is "Leese30, Mrs. Vivian". The email address is "Applications Exist? No". Below this, there is a table titled "Employment" with columns for Details, Assignment Number, Assignment Start Date, Assignment End Date, Primary Assignment, Position, Job, Grade, Organisation, Location, and Assignment Category. The table shows one row with the values: Show/20058508, 07-Nov-1995, Yes, Director of Nursing Nursing and Midwifery Registered|Director of Nursing, CR91, 509 Trust Board, 509 70 ESRH, Permanent. At the bottom of the page, there are links for Home, Logout, Preferences, Help, and Switch to Mobile, along with a copyright notice: "Copyright (c) 2006, Oracle. All rights reserved."

You cannot amend anything in this screen, you can only view information about yourself

The top white section shows some information about your current job (assignment).

Manager is only used for expenses purposes, so unless you claim expenses you do not need to worry if your manager is showing an incorrect name or is blank.

The **Employment** table shows the history of your assignment. There will be multiple lines showing because any change, such as an increment, will have resulted in a new line. If you have any queries about dates, payscales etc, please check the data with your manager as a first point of call.

Click **HOME** (top right) to return to the **Menu**.

# My Property Register

## **PROPERTY REGISTER**

We do not use the property register so it will be blank

# My Talent Profile

## TALENT PROFILE

Click the **Talent Profile** Link and you will be taken to the following screen

The screenshot shows the NHS Talent Profile interface. At the top, there's a blue header bar with the NHS logo and navigation links for 'Talent Profile' and 'Personal Actions'. Below the header, the page title 'Talent Profile' is displayed, along with a 'Printable Profile (Full)' button. A dropdown menu shows the user is logged in as 'Leese21, Mrs. Vivian'. The main content area is divided into several sections:

- Contact Details:** Shows phone numbers (Work: 01234 567890), address (100 The Road, WIL, Swindon, SN1 1AA, GB), and email.
- Employment Details:** Shows organization (509 Trust Board), job title (Nursing and Midwifery Registered), position (Director of Nursing), supervisor (Leese30, Mrs. Vivian), and location (509 70 ESRH). There's also a link to 'Show More Employment Details'.
- Competencies:** A section with a grid icon and a 'Show' button.
- Learning Certifications:** A section with a clipboard icon and a 'Show' button.
- Performance Objectives:** A section with a pencil icon and a 'Show' button.
- Qualifications:** A section with a graduation cap icon and a 'Show' button.
- Learning Path:** A section with a 3D cube icon and a 'Show' button.
- Learning:** A section with a computer monitor icon and a 'Show' button.
- Other Professional Qualifications:** A section with a wrench icon and a 'Show' button.
- Job History:** A section with a briefcase icon and a 'Show' button.
- Previous Employment:** A section with a folder icon and a 'Show' button.
- Appraisals & Reviews:** A section with a clipboard icon and a 'Show' button.
- Registrations & Memberships:** A section with a book icon and a 'Show' button.
- Other Information:** A section with a magnifying glass icon and a 'Show' button.
- Performance Ratings:** A section with a bar chart icon and a 'Show' button.

At the bottom, there's a footer with links for 'Home', 'Logout', 'Preferences', 'Help', and 'Copyright (c) 2006, Oracle. All rights reserved.' A 'Switch to Mobile' link is also present.

The Talent Profile screen allows you to see various types of information all in one place. The different regions display a summary of the full details available for the Employee. They include -

- **Competencies** – this will include any face to face or e-learning competencies that you have achieved. Note you can see further detail on Competencies in the Compliance and **Competency** section of this guide.
- **Learning Certifications** – this section is not used
- **Performance Objectives** – this section is not used
- **Qualifications** – qualifications will show here if we have your school/university recorded
- **Learning Path** – this section is not used

- **Learning** – this section will show any face to face training you are enrolled on or have completed since mid 2011. Note you can change the filter from Enrolled to All or Completed.
- **Other Professional Qualifications** – qualifications will show here if we do not have your school/university recorded against them. We do not always record qualifications and if they are not showing here, you do not need to contact us.
- **Job History** – this will show a small amount of information – much more can be found in the **Employment Information** section of the guide
- **Previous Employment** – this section may list your previous employers but do not worry if no data is listed.
- **Appraisals** – your appraisal history should be shown here. Reviewer may be blank if they have now left the organisation.
- **Registrations & Memberships** – this will show details of your professional registration if you have one, such as NMC, GMC, HPC
- **Other Information** – this section is not used
- **Performance Ratings** - this section is not used

The **Show** link will expand the region to display the summary data – for example if you click **Show** on Competencies it will open out as below

Competencies				<a href="#">More</a>	<a href="#">Hide</a>
Competency Name	Current Proficiency Level	Status	Start Date	End Date	
NHS (KSF) Health, Safety and C3 Core	2 - Level 2	Achieved	01-Apr-2012		
NHS (KSF) Communication C1 Core	2 - Level 2	Achieved	01-Apr-2012		
				<a href="#">More</a>	<a href="#">Show</a>
<b>Qualifications</b>				<a href="#">More</a>	<a href="#">Show</a>
<b>Other Professional Qualifications</b>				<a href="#">Show</a>	
<b>Appraisals</b>				<a href="#">Show</a>	
<b>Learning Certifications</b>				<a href="#">More</a>	<a href="#">Show</a>
<b>Learning Path</b>				<a href="#">More</a>	<a href="#">Show</a>
<b>Job History</b>				<a href="#">Show</a>	
<b>Registrations &amp; Memberships</b>				<a href="#">Show</a>	
<b>Performance Objectives</b>				<a href="#">More</a>	<a href="#">Show</a>
<b>Learning</b>				<a href="#">More</a>	<a href="#">Show</a>
<b>Previous Employment</b>				<a href="#">Show</a>	
<b>Other Information</b>				<a href="#">Show</a>	
<b>Performance Ratings</b>				<a href="#">More</a>	<a href="#">Show</a>

Click **HOME** (top right) to return to the **Menu**.

# Internet Access

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## **Request Internet Access**

We are not currently using this so please do not request access as your request will be declined.

# FAQs and Contact Information

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## FREQUENTLY ASKED QUESTIONS

### 1. I do not know my login details

See the [I Do Not Know My Username](#) section

### 2. I have an NHS email address but when I try to get my username and password details I get an error message.

Please email [AskHR@gwh.nhs.uk](mailto:AskHR@gwh.nhs.uk) confirming your full name, date of birth and NHS email address.

### 3. I do NOT have an NHS email address

Please call Payroll Systems Admin on 01793 605618

### 4. I do not have access to an NHS computer

Please check with your line manager whether there is a computer anywhere that you could use to log on. If they confirm that there is NOT, please call 01793 604160 or 01793 605911

### 5. What does the information in my Total Reward Statement mean?

If you're unsure what any of the information in your statement means visit the 'Need help?' section of the Total Reward Statement website [www.totalrewardstatements.nhs.uk](http://www.totalrewardstatements.nhs.uk)

### 6. How long will my Total Reward Statement be available online?

Your statement will be available to view online for a year and will be updated annually. Only the current year's statement will be available to view so we advise you to print or save a copy for your records.

### 7. Why haven't I received a Total Reward Statement?

The Total Reward Statements are based on the data the Pensions Agency holds for employees on 31 March this year. If you started working for us after 31 March this year then it is not possible to produce a statement for you. You will be able to access a statement when they are produced next year.

### 8. Why haven't I received the NHS pension information?

The statements are produced based on data held on 31 March. If you joined the pension scheme after this date your pension information will therefore be shown this year. You will, however, see pension information next year.

There are some employees we cannot automatically produce pension information for. If you joined the Scheme before 31 March this year and haven't received any pension information you can contact the NHS Pensions member helpline on 0300 3301 346.

If Great Western Hospitals Foundation Trust is not your primary employer then you may receive your pension statement from your primary employer rather than us.

## **CONTACT INFORMATION**

For queries about your Mandatory Training Record, please email [MTreport.Queries@gwh.nhs.uk](mailto:MTreport.Queries@gwh.nhs.uk)

If you wish to book onto a face to face training course, please email [Academy.Training@gwh.nhs.uk](mailto:Academy.Training@gwh.nhs.uk)

If you have a query about Training Tracker (online training), please email  
[Academy.Training@gwh.nhs.uk](mailto:Academy.Training@gwh.nhs.uk)

If you have any other queries that are not answered in this guide, please email [AskHR@gwh.nhs.uk](mailto:AskHR@gwh.nhs.uk)

# Glossary

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TERM	MEANING
<b>ESR</b>	Electronic Staff Record system
<b>TRS</b>	Total Reward Statement
<b>Assignment</b>	The assignment is your position with the Trust including information such as job title, grade/band, department and cost centre, hours worked etc. You may have more than one current assignment, for example if you also work on the bank
<b>Assignment Number</b>	Each assignment has a unique number, the first 8 digits will be your employee number then if you have had more than one assignment the assignments will be distinguished by -2, -3 etc. eg 12345678-2
<b>Assignment Status</b>	Whether the assignment is active, terminated or on maternity leave etc
<b>Employee Number</b>	Your unique 8 digit number that you will see on your payslip.
<b>Job</b>	A staff grouping used to group staff together for reporting purposes only
<b>Organisation</b>	Department name and cost centre
<b>Position</b>	This is made up of a unique number, job title, occupation code and area of work. You do not need to contact us if the information here is not exact. We are working on updating the system with actual job titles.
<b>Primary Assignment</b>	Your current assignment with the most hours