

Staff Bank Newsletter

Did Not Attend (DNAs)



The function of the Staff Bank is to provide efficient and reliable staffing to support all services across the Greater Glasgow & Clyde area.

The bank office continually monitors the attendance and booking management of Bank staff. We have identified a rise in the number of shifts where a Bank staff member has booked but fails to attend (Did Not Attend or DNA). Whilst some of these cases are due to staff being unable to make contact, many are due to staff booking shifts, then not following or understanding the correct process to advise the bank they can no longer commit to the shift.

No contact from staff who book shifts, results in understaffed wards and compromises patient care. It also places additional workload on the wards, as they investigate why you have not turned up, as there are concerns for your wellbeing.

To support staff and our wards, we will be implementing a new process from the 25th of October to ensure that there is clear communication and understanding if staff are unable to attend a booked shift.

If you are unable to attend a booked shift

If we are open when you realise you are unable to attend, please call us on 0141 278 2555. The contact centre is open from 8am until 8.30pm 7days per week.

Out with our opening hours, please follow the below steps -

- Contact the ward you are scheduled to work in to advise them that you are not able to attend. Ward contact details can be found at [Our Hospitals - NHSGGC](#)
- Please then call the contact centre when they open at 8am.

If you are unable to reach the ward, please contact the main hospital switchboard and report your absence to the page holder/bed manager. Please ask for the name of the person you speak with.

New Process for Managing Staff Bank DNAs

If you have not made contact and not turned up for your shift;

- You will receive a link to a Webropol survey asking you to explain why you did not attend and reflect on the impact this has on the clinical area. Until this has been received and reviewed, you will not be able to book further shifts. When the Webropol has been reviewed and assessed, your access to shifts may be restored.

Tips to self-manage bank shift bookings:

- Please do not book a shift unless you are certain you can attend
- Avoid booking too far in advance, as it is possible to book right up until the start time of a shift
- Avoid block booking
- Do not over-commit while thinking you can always cancel at a later date
- If you wish to discuss a change to the start time/finish time of a shift, call the Contact Centre.

Support

Please know that the Staff Bank Management Team are here to support you in any way we can. If you feel you require support or have any concerns, please get in touch.

Thank You

We would like to thank every one of our Staff Bank workforce for your continued support.