

Standard Operating Procedure (SOP)

Adding a New Bank Request – Ward Users

System: BankStaff

Audience: Ward & Service Users

Purpose: To provide a clear, step- by- step guide for creating a new bank request using the BankStaff system.

1 Access the System

1. Log in to **BankStaff** using your NHS credentials.
2. From the home screen, select **Requests**, then **Add Request**.

Bank Staff Home / Requests Screen

Requests Timesheets

Requests Status Filled Requests

☆ Requests Status + Add Request 0 Records PDF X III

Unit Status	Active	▼	Fulfillment Type	Bank & Agency	▼	Allowed for Agency	-	▼
Unit	-	▼	Staff Group	-	▼	Worker Type	Please select	...
Booking Status	Unfilled	X ...	Registration Category	All	X ...	Worker Status	Active	▼
Date Type	Shift Date	▼	Grade Type Category	-	▼	Person		
Period	Next 7 Days	▼	Grade Type	-	▼			
Recently Added	<input type="checkbox"/> Newly Added (within past 48 Hours)		Grade	-	▼			

Clear Extract

2 Create a New Request

The **Add Request** screen is divided into five sections to guide you through the process:

- **Where** – Select the ward/unit
- **When** – Choose date, shift type, and time
- **Booking Details** – Choose request reason
- **What** – Define the role and grade required
- **Who** – Optional direct booking of a named staff member

Complete each section to ensure the request is accurate

New Request Screen

Add Request

Where		What	
Unit *	QEUH - ARU Pod 1	Grade Type *	-
Unit Description	QEUH - ARU Pod 1	Grade *	-
		Secondary Grade & Type	-
		Secondary Grade	-
		Request Skills	Please select
		Unit Skills	-
		Who	
		Allow Agency Staff	<input checked="" type="checkbox"/>

3 Where – Select the Unit

1. Use the **Unit** drop-down menu to select the appropriate ward or unit.
2. The **Unit Description** will auto-populate once selected.

Where

Unit *	QEUH - ARU Pod 1
Unit Description	QEUH - ARU Pod 1

4 When – Date and Shift Details

Date & Time Fields

1. Enter the **Date** of the shift.
2. Confirm **Shift Group** (This will auto-populate)
3. Select the **Shift Type** (e.g. Day, Night, Twilight).
4. Adjust **start and end times** if they differ from the default shift type.

When

Date *	02-Feb-2026
Shift Group *	QEUH - ARU Pod 1
Shift *	Long Day (07:30 - 18:30)
Duration *	07:30 - 1930
Block?	<input type="checkbox"/>

Block Booking (Optional)

- Tick **Block?** to create multiple shifts with the same details.
- Enter the **final date** for the block booking.

Shift Group *	QEUH - ARU Pod 1	▼
Shift *	Long Day (07:30 - 18:30)	▼
Duration *	07:30 - 1930	🕒
Block?	<input checked="" type="checkbox"/>	
Until	28-Feb-2026	 <button>Remove Days</button>

Removing Undesired Days

If you do not want certain days included (e.g. weekends):

1. Select **Remove Days**.
2. Choose **Daily** or **Weekly pattern**.
3. Tick the days you want to exclude (e.g. Saturday and Sunday).
4. Click **OK** to confirm.

Remove Undesirable Days

☐ Daily Pattern
☒ Weekly Pattern

Cancel Continue

Remove Days

☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☒ Saturday
☒ Sunday

Cancel OK

5 Booking Details

1. Select the **Request Reason** (e.g. Vacancy).
2. The following fields are optional and can be left blank unless required:
 - Request Method
 - Bank Notes
 - Duty Notes
 - High Priority

3. **Gender** may be selected if a specific requirement applies.

Booking Details	
Request Reason *	Vacancy
Request Method *	Web
Bank Notes	
Duty Notes	
High Priority	<input type="checkbox"/>
Gender	Female

6. What – Role and Grade Details

1. Select the **Grade Type**.
2. Select the **Grade**.
3. Choose a **Secondary Grade & Type**, if applicable.
4. Select the required **Request Skill**.

Example: A request for a **Registered Band 5 Nurse** will show “Bank Nursing Services – Band 5 RN”.

What	
Grade Type *	BANK Nursing Services
Grade *	BANK Nursing Serv.B5
Secondary Grade & Type	RN
Secondary Grade	Band 5 RN
Request Skills	RN
Unit Skills	

7. Who – Direct Booking (Optional)

This section is **only required if you are directly-booking a named member of staff**.

1. Enter the staff member’s name and select them from the list.
2. Tick **Confirmed**.
3. Enter your name in **Confirmed By**.

If you are **not** direct booking, skip this section.

Who	
Allow Agency Staff	<input checked="" type="checkbox"/>
Preferred Staff	<input type="checkbox"/>
Person	Wallace Kelly (10443036) ×
Confirmed	<input checked="" type="checkbox"/>
Confirmed By	David Dougan

8. Saving the Request

1. Select **Save** to submit the request.
2. A confirmation message will appear once the request has been successfully added to the system.

Add Request

Request 0226794931 has been successfully added for QEUH - ARU Pod 1