

It is important that you know the standards of behaviour expected of you by both NHS Professionals, as your employer, and also by those organisations in which you are placed. This Code sets out those expectations for all NHS Professionals flexible workers. If you are a registered healthcare worker, this Code is supplementary to the code of professional conduct set out by the regulatory body for your profession. You also have the right to know what you may expect of us and this document also describes our commitment to you.

At all times you must:

- Conduct yourself in an appropriate and professional manner - see reverse for guidance on what may be not 'appropriate'
- Keep confidential any information you receive about patients or clients
- Be honest and act with integrity

Prior to your assignment you must:

- Keep NHS Professionals informed of your availability
- Inform NHS Professionals if you book a shift yourself and obtain a booking reference number
- Keep your mandatory training up to date
- Inform NHS Professionals as soon as you can if you are unable to attend a booked shift

On arrival at your assignment you must:

- Be punctual and ready to commence work at the start time of your assignment
- Present yourself in a professional manner in line with the local uniform policy or dress code for the organisation you are working in
- Identify who your supervisor is and what your duties will be
- Orientate yourself to your environment for the safety of yourself and those around you, and familiarise yourself with patients you may be caring for
- Wear your name badge and confirm your identity with your supervisor

During your assignment you must:

- Have the care, wellbeing and safety of patients and clients as your first concern
- Work to NHS Professionals' policies, standards and guidelines, except where local arrangements take precedence
- Work collaboratively and communicate effectively with the clinical area's or department's own staff
- Treat all patients/clients/visitors with dignity, courtesy, respect and with due regard to their age, gender, race, religion, physical and mental condition
- Only undertake work and tasks you are competent to do, if you need or are asked to do something you are not competent to carry out, you must inform the person supervising you
- Move to a different area during your assignment if asked to do so by the Trust due to patient need, making the Trust aware if you are concerned that you may not be competent to work in the new area
- Report all complaints, incidents or accidents that you witness to your supervisor, and if you are involved or affected you must also report this to NHS Professionals
- Report to your supervisor or NHS Professionals any concerns you may have regarding possible fraud
- Report to your supervisor in the workplace or to NHS Professionals if you feel you are being treated unfairly or inappropriately during your assignment

At the end of your assignment you must:

- Hand over your work or the care of your patients to your supervisor, or the person taking over from you, and report any adverse incidents that have occurred
- Make accurate and legible records of what you have done and of care you have given before you leave, printing your name, role and identifying yourself as an NHS Professionals member in the records
- Return any property or other resources you have obtained during the course of your assignment
- Complete your timesheet accurately and thoroughly, and get it signed by an appropriate representative of the Trust

Guidance on 'Appropriate and Professional Behaviour'

As an NHS Professionals flexible worker you are a representative of both NHS Professionals and the Trust where you undertake your assignment. You are expected to give confidence to the public, patients and colleagues and to act with integrity.

Different behaviours are acceptable in different environments (for example in clinical as opposed to office environments or in general hospital compared with mental health settings) so it is not possible to set rules of what is acceptable in all areas. Therefore this section gives you a few ideas of what is likely to be unacceptable in most settings. If you are unsure, then always adopt a higher standard of behaviour.

Examples of unacceptable behaviours are listed below. Please note most of these are covered by NHS Professionals or local Trusts' policies and guidelines and could lead to disciplinary action being taken against you. This list is not exhaustive.

- Using the e-mail or internet systems for personal use
- Making or receiving personal telephone calls or texts whilst working
- Making comments to patients, clients or visitors that may inappropriately affect their confidence in the care they may receive from the Trust, NHS Professionals or other health providers
- Acting as an "undercover" journalist or in any other covert position
- Smoking, chewing gum or eating when attending to patients or members of the public
- Using foul, obscene or abusive language, or acting aggressively
- Falling asleep on duty (unless authorised as part of an "on-call" arrangement)
- Making inappropriate use of Trust resources, eg, consuming food intended for patients or making private journeys in fleet cars
- Attending work under the influence of, or smelling of, alcohol or illegal drugs
- Wearing clothing, badges or other items with statements or insignia that are likely to cause offence

NHS Professionals' Commitment to its Flexible Workers

NHS Professionals will

- Offer you first choice of shifts before they are offered to agency flexible workers unless the Trust instructs us otherwise
- Make it as simple as possible for you to make your availability known to us
- Pay you in a timely manner following submission of your accurate time sheet countersigned by the Trust
- Offer you suitable placements that are available in line with your training and experience
- Provide up to date clinical guidelines to inform your practice
- Provide you with an identity badge
- Treat you with dignity and respect in our communication with you
- Support you if you feel you have been treated unfairly in your placement
- Deal with any complaints and issues you raise within a reasonable time-frame
- Provide you with induction to NHS Professionals and with guidelines you can use to orientate yourself when you arrive at your assignments
- Provide you with professional support and guidance
- Keep you up to date with any changes of NHS Professionals guidelines and procedures
- Provide you with access to occupational health services
- Let you know about any complaints about you and investigate them in an objective and fair way, offering the necessary support based on the findings