

## 1.19.7 Staff working patterns

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Please describe for all Medical and Nursing Staff you propose to employ details of:

Planned working patterns and Contractual hours

The percentage of non-clinical (administration) time included in the total working time,  
intended pay policy and proposed levels of pay for each grade of medical/nursing staff

(Maximum Word Count – no limit but be concise)

#### 1.19.7.1-Planned working patterns and contractual hours

The following table shows the working patterns and contractual hours for our clinical roles on this contract.

Role title	Working patterns	Contractual hours
GP	Weekday 18:30-00:00 00:00-08:00 Weekends & Bank Holidays 08:00-16:00 16:00-00:00 00:00-08:00 + Various as needed based on demand patterns	Sessional & Salaried offers from 0-37.5 hours
ANP	Weekday 18:30-00:00 20:00-08:00 Weekends & Bank Holidays 08:00-16:00 16:00-00:00 20:00-08:00 + Various as needed based on demand patterns	Salaried 0-37.5 Hours
Urgent Care Practitioner	Various from 7.5-12 hour patterns based on demand	Salaried 0 Hours to 37.5 Hours
Clinical Shift Lead	Mon-Fri 17:00-00:00 00:00-08:00 Weekends & Bank Holidays 08:00-16:00 16:00-00:00 00:00-08:00	Salaried 24-37.5 hours

#### a)-Rationale for the working patterns

The shift patterns identified have been selected based on the forecasted demand for the service. These demand patterns ensure there is adequate capacity to deal with the forecasted demand while still protecting some surge capacity

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The basic shift patterns we plan to deploy on the rota are supported by colleagues working additional shifts deployed on an intra hour basis against the predicted demand.

#### **b)-Rationale for the contractual hours**

Colleagues will be engaged on a number of contract hours bases from 0 hours sessional/salaried colleagues to full-time (37.5 hour weeks) salaried members of staff.

This approach is across all roles with the exception of Clinical Shift Leads who will be engaged on contract hours of 24 upwards to 37.5, thus ensuring that this critical role is completed by colleagues who are working in the service on a regular basis and can effectively manage the service in line with role expectations.

As a compassionate and inclusive employer, Vocare is mindful of colleagues working regularly in and out of hours' periods. We always work to plan our rosters to accommodate a work life balance for our colleagues, as well as balancing service levels and managing the needs of our service users.

We target recruitment campaigns to attract a workforce that is looking to work in the out of hours and weekend period around their personal circumstances and to be as family friendly as possible.

We regularly review our salaried clinical and medical colleagues working patterns and rotations to balance patient care and personal flexibility. An example 3-week rota will incorporate a full weekend with a Saturday or Sunday shift, as well as mid week working rotations. Where possible, we join days off to ensure appropriate work/home balance.

#### **1.19.7.2-Percentage of non-clinical (administration) time included in total working time**

All our frontline roles are 100% clinical in their time.

Management and admin work is completed by the Clinical Service Manager and governance teams, supported by non-clinical operational colleagues where appropriate.

The clinical management roles are 100% managerial/clerical, which provides additional flex if services become pressurised. To maintain clinical experience, these clinicians pick up additional shifts to support the services and maintain clinical practice (via a separate contract).

### 1.19.7.3-Intended pay policy and proposed levels of pay for each grade of medical/nursing staff

#### a)-Intended pay policy

Vocare's Pay and Remuneration Policy links with our reward model and aims to attract, retain and engage exceptional people to deliver high performance. We provide fair and consistent frameworks that are designed with the principles of Equality, Diversity and Inclusion in mind.

Our principles ensure that our remuneration approach is consistent with and promotes effective risk management, most specifically affordability. We have flexible frameworks to reward colleagues according to their performance and contribution to the business, as part of a total rewards approach providing the right mix of financial and non-financial rewards.

We have begun to evaluate our roles using an external, industry recognised classification system to enable us to measure/evaluate and compare roles in a fair way. We aim to create reward framework that ensure that our employees feel valued and rewarded in the right way.

We endeavour to set pay levels for roles at the market rate, using external data and information on total reward/remuneration in other companies of comparable scale. We have implemented a job evaluation process, to balance internal equity, and external competitiveness to recruit and retain talent.

We will develop a culture of appreciation and recognition that is underpinned by our values.

#### b)-Proposed levels of pay for each grade

Role title and grade	Proposed levels of pay
GP Salaried	
GP Sessional / PSC	
ANP / Clinical Shift Lead	
Sessional / PSC	
UCP Salaried	
UCP Sessional / PSC	