

Improving payroll issues for doctors

Employers have reported that elements of the Terms and Conditions of Service for NHS Doctors and Dentists in Training (2016), such as pay protection, have resulted in issues with payroll and doctors being paid incorrectly or not on time. Here are points to consider to minimise this happening, and how to support doctors if it does.

Coaching of staff and extra resources around changeover

Each trainee that transfers to the new contract should be individually assessed for pay protection and issued with a conditional offer, a contract of employment and a general work schedule. Those who are training less than full time will need their pay individually calculating. [Guidance](#) on this can be found on our website.

With the increase in workload leading up to changeover, employers should consider pooling resources and ensure that staff are informed of processes and any existing pay protection the doctor is bringing with them from their previous employer.

Collaborative working

It's beneficial to develop productive relationships between HR and payroll to minimise delays and inaccuracy in payment, and quickly resolve any issues. Working together, review the processes to ensure they are clear and effective.

Employers could provide a payment helpline in the months after changeover to support doctors with resolving payment issues.

Work schedule templates

Liaise with departments, Health Education England and the Medical Royal Colleges, for information on generic work schedules.

Develop general work schedule templates including curriculum mapped outcomes that can be achieved while in the placement, together with the formal and informal learning opportunities available to the post-holder. Work schedules should be issued to the doctors eight weeks in advance with advice to personalise these with their educational supervisors when they commence their rotation. [Template work schedules](#) can be found on our website.

Non-resident on call hours

The requirement to predict hours worked in advance and include on the work schedule is proving problematic for employers. NHS Employers is working with the BMA on good rostering guidance to simplify elements of calculating predicted hours and communicating these to the doctors.