

**Band 2/3 Nursing Clinical Support Worker Review**  
**Staff Bank**  
**Frequently Asked Questions**

**Q1 What are the key differences between a band 2 and a band 3?**

A1 **Band 2**

Undertakes personal care duties for patients in hospital or similar settings

Reports patient condition to registered staff

**Band 3**

Undertakes a range of delegated clinical care duties in hospital, community, or other settings

Records patient observations and changes to patient clinical conditions

**Q2 What is the effective date for posts that are reviewed and result in a Band 3 outcome.**

A2 The agreed implementation date is 22 November 2017

**Q3 What if I do not want to be part of the process?**

A3 This is a completely voluntary process. NHS Highland wishes to ensure that staff are correctly banded and that they are appropriately remunerated for the work they do. If staff wish to remain a Band 2 Clinical Support Worker, there is no further action that you need to take.

**Q4 What is the salary difference from a Band 2 and a Band 3?**

A4 Pay Scales as per PCS(AFC)2023/2

Incremental Point	Band 2	Band 3
1	£23,362	£25,468
2	£23,362	£25,468
3	£25,368	£27,486

**Q5 What is the difference in unsocial hours enhancements?**

A5

Pay Band	All time on Saturday (midnight to midnight) and any weekday after 8pm and before 6am	All time on Sundays and Public Holidays (midnight to midnight)
2	Time plus 44%	Time plus 88%

3	Time plus 37%	Time plus 74%
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**Q6 What point on the band 3 will I move to?**

A6 A normal promotional increase will be applied in line with Agenda for Change terms and conditions, which means that you will be moved to the minimum of the Band 3 scale effective from 22 November 2017. It is important to note however, the difference in unsocial hours enhancements between Band 2 and Band 3 which are noted above, if you are undertaking a Bank shift that attracts unsocial hours payments.

**Q7 Will my incremental date change?**

A7 Yes, your incremental date will be re-set to 22 November. As is current practice, you will receive an annual increment if you have worked a minimum of 390 hours in that year, otherwise your increment will be deferred until you reach the 390 hours.

**Q8 What are the timescales for undertaking this exercise?**

A8 For those staff who only have a Staff Bank contract, completed forms should be returned, where possible by the end of **March 2024**. New pay bands and arrears of pay where applicable, will be processed for all Bank staff **during pay periods from June 2024 onwards**. **Ongoing communication of progress will be distributed monthly**. If you have not received your new rate of pay or where applicable arrears of pay by the end of **October 2024** you should contact the Payroll Department.

**Q9 If I have not been on the Staff Bank as far back as 22 November 2017 what is the effective date of payment?**

A9 If you have not been on the Staff Bank as far back as 22 November 2017 then the effective date for application of any up banding to Band 3 would be the date that you commenced Bank shifts.

**February 2024**