

Employee Service Desk

We've got you covered. Raise and track enquiries via our online Self Service portal accessible 24/7, call an advisor or download our free payroll app, MySBSPay

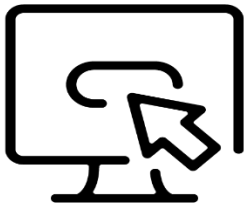
Shared vision. Better together

NHS

Shared Business Services

Contacting Us About Your Pay or Pension

There are a number of different ways that you can get in touch with us about your pay or pension. You can choose from the options below.



Access Our 24/7 Employee Self Service Portal

Log-on to our Self Service Portal at www.sbs.nhs.uk/contact-self-service-portal to raise and track any queries directly with our payroll and pensions teams, plus we have a range of available information and FAQs.



Call Our Employee Service Desk

We are keen to ensure your query reaches the right person, first time. Call and speak to an advisor on **0303 123 1144** for pay, pension and any other enquiries.

Open 8am – 5pm Monday to Friday
(except Bank Holidays)



Download Our Free Pay App, MySBSPay

Over 100,000 employees have been enjoying the accessibility and flexibility of our free pay app, MySBSPay, where you can view and download your payslips and access FAQs.

The app is available for Apple and Android devices:



Don't forget you can follow us on LinkedIn and Twitter too.



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Employee Self Service Portal

Our Self Service portal is secure, and that's because only registered users can access it. Therefore, your personal data is safe. You will need to enter your email address and eight digit assignment/employee number to set up your profile, before adding a username and password to the account.

The portal can be used to access our comprehensive FAQ section on anything Payroll and Pension related, as well as logging any queries.

The Benefits



- Accessible 24/7 to suit you and fit in around your work and personal life
- Secure, flexible and easy to use: log, view and track your pay or pension enquiries when you need to
- Personalised profile
- Provides support with a comprehensive FAQ section and other key information.

www.sbs.nhs.uk/contact-self-service-portal

Enquiry Priorities and Timescales



Enquiries will be prioritised based on the type of subjects and services times specified below:

Priority 1 24 Hours	Priority 2 3 Working Days	Priority 3 10 Working Days
<ul style="list-style-type: none">▪ Non receipt of pay▪ Receipt of less than 75% of basic pay▪ Overpayments▪ Court orders▪ Mortgage and letting requests	<ul style="list-style-type: none">▪ Deductions▪ Claims▪ Absence, maternity, paternity and adoption▪ Underpayments of overtime, enhancements etc.▪ MySBSPay app enquiries	<ul style="list-style-type: none">▪ Requests for replacement payslips and statements of earnings▪ Pension enquiries

Note: please call HMRC on [0300 200 3300](tel:03002003300) or visit www.gov.uk/tax-codes for more information on personal tax. NHS SBS are unable to amend any tax code without the instruction of HMRC.



HM Revenue
& Customs

Go online with HMRC

Your Personal Tax Account takes less than 5 minutes to set up and you can deal with HMRC online at a time that suits you.

How do I get started?

1 Go to
www.gov.uk/personal-tax-account

2 Sign in
If you already have Government Gateway Credentials, use your user ID and your password.

If you don't have a user ID, it's not a problem

- Choose the option 'Don't have a Government Gateway account' and follow the instructions.
- So we can securely identify you **make sure** you have a telephone number, your NI number and details of your, P60, payslips or passport to hand.
- **Remember** to make a note of your user ID as soon as you get it.

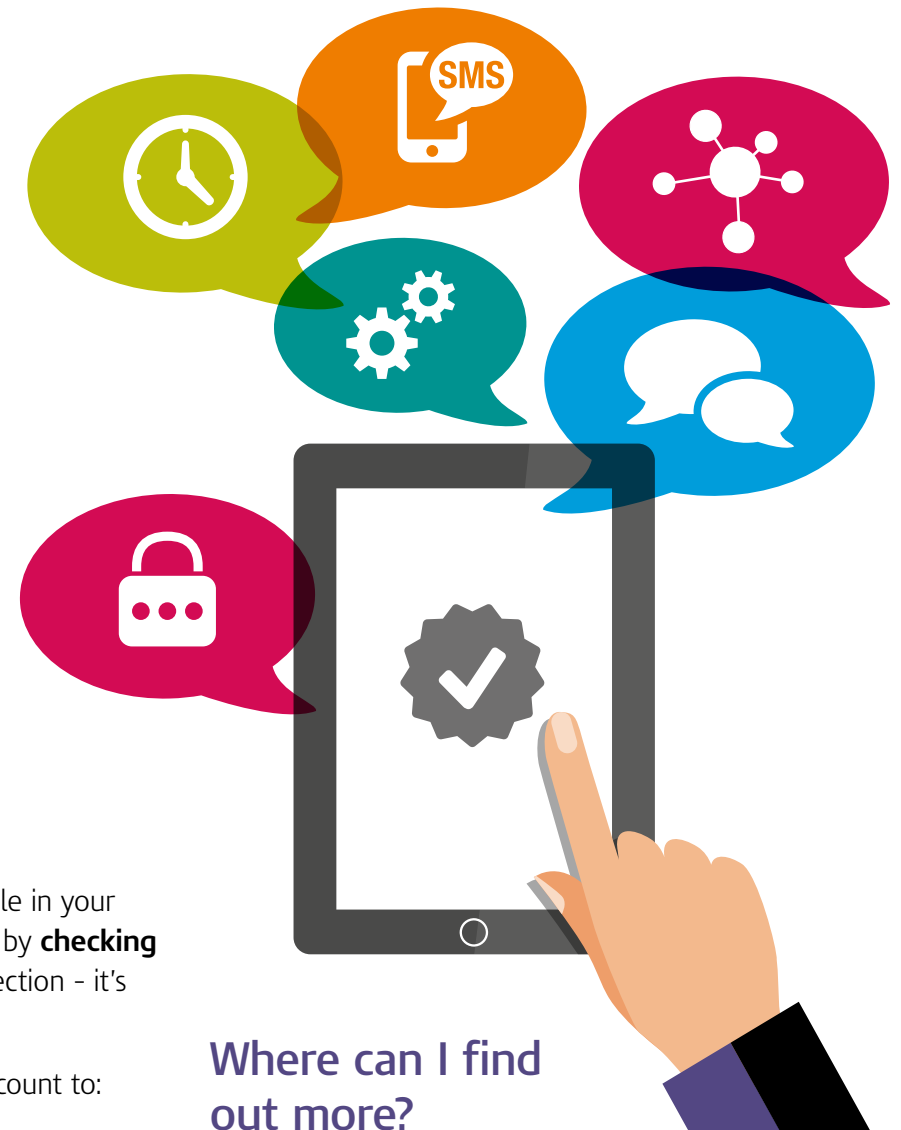
What can I do online?

There are more than 30 services available in your Personal Tax Account. Get started today by **checking your address** in the 'Personal details' section - it's quick and easy to update your details.

You could also use your Personal Tax account to:

- check your Pay as You Earn (PAYE)
- see your State Pension forecast
- manage your tax credits including renewing online and reporting changes
- apply for Marriage Allowance - and more.

More services will be included, so keep coming back to see what's new.



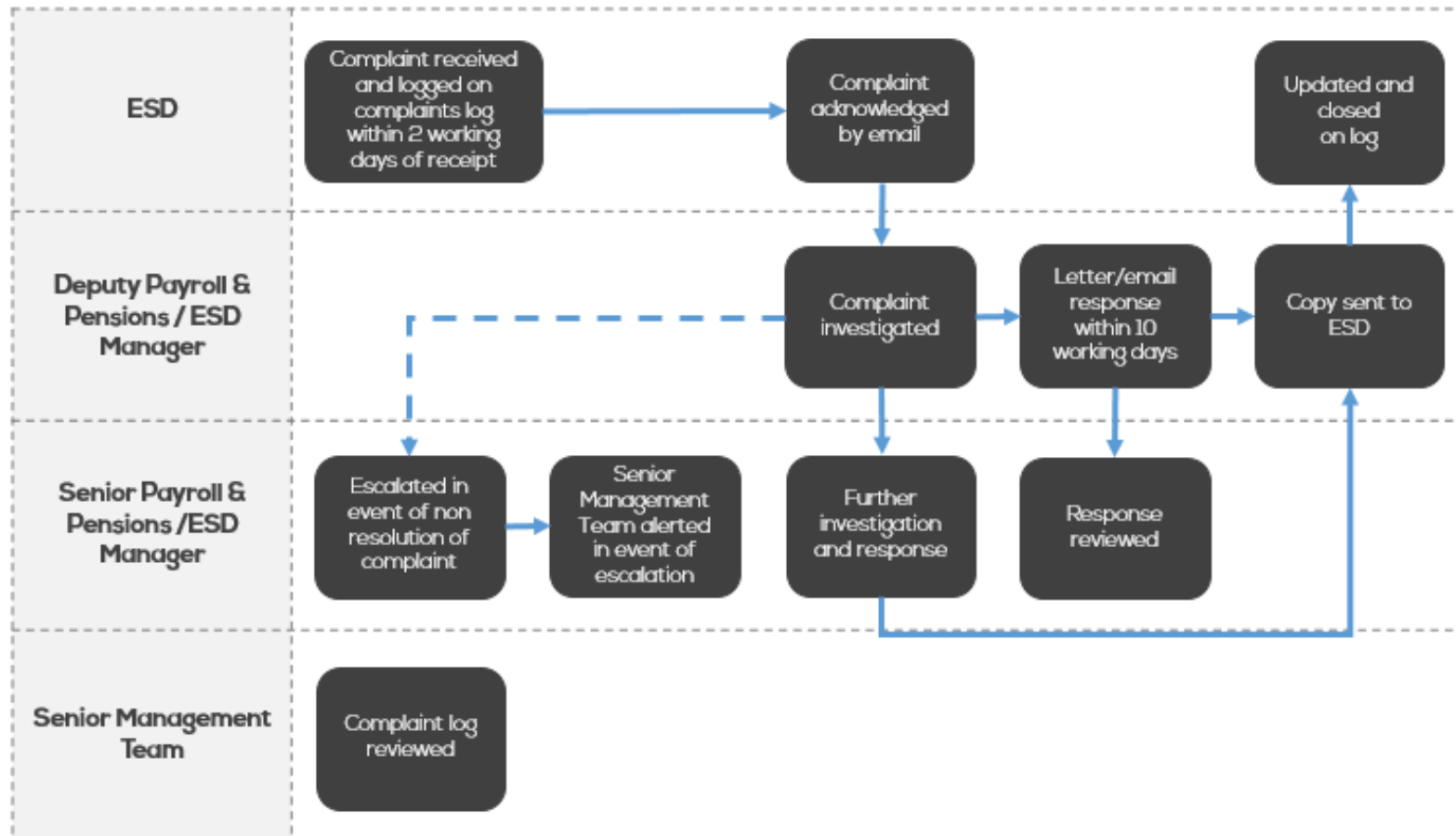
Where can I find out more?

Our YouTube video, 'Personal tax accounts - HMRC's online service for individuals' guides you through the process. You can find this and other useful online guides by searching YouTube for our 'HMRCgovuk' account.

We're always updating and improving our services based on what you tell us. Use the feedback service to let us know about your experience before you logout.

Complaints Procedure

NHS Shared Business Services is here to support you in delivering your payroll and pensions, however sometimes there may be something you are unhappy about with the service. In these instances, you can follow our complaints procedure. All complaints in the first instance should be sent to SBS-B.EScomplaints@nhs.net



Why NHS SBS Employment Services

Our solutions are designed specifically for the NHS and its employees, adding value in the areas which really matter – enabling the NHS to recruit, retain and support the very best employees to provide outstanding levels of frontline patient service whilst driving down costs and streamlining processes.

Why NHS Shared Business Services

Set up by the Department of Health and Social Care as the national provider of back office service, NHS Shared Business Services delivers leading-edge finance and accounting, procurement and employment services solutions to the rest of the NHS family. We work with 100% of commissioners and around 40% of providers, managing billions of pounds of NHS money, processing millions of transactions, and paying hundreds of thousands of NHS employees. This scale and scope means we have unparalleled specialist expertise and can deliver a minimum 20% cost savings compared with in-house service management.

We invest continually in corporate services on behalf of our clients to provide them with faster and more accurate ways of working, enabling their organisations to save time and money, so they can focus on the delivery of world-class patient care.

www.sbs.nhs.uk

For any queries on our employment services, please contact us on:

02380 711 000

sbs.employmentservices.enquiries@nhs.net



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