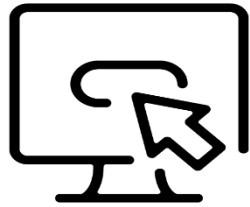


# Employee Service Desk

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

# 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](http://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.



Shared Business Services

# 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](http://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:



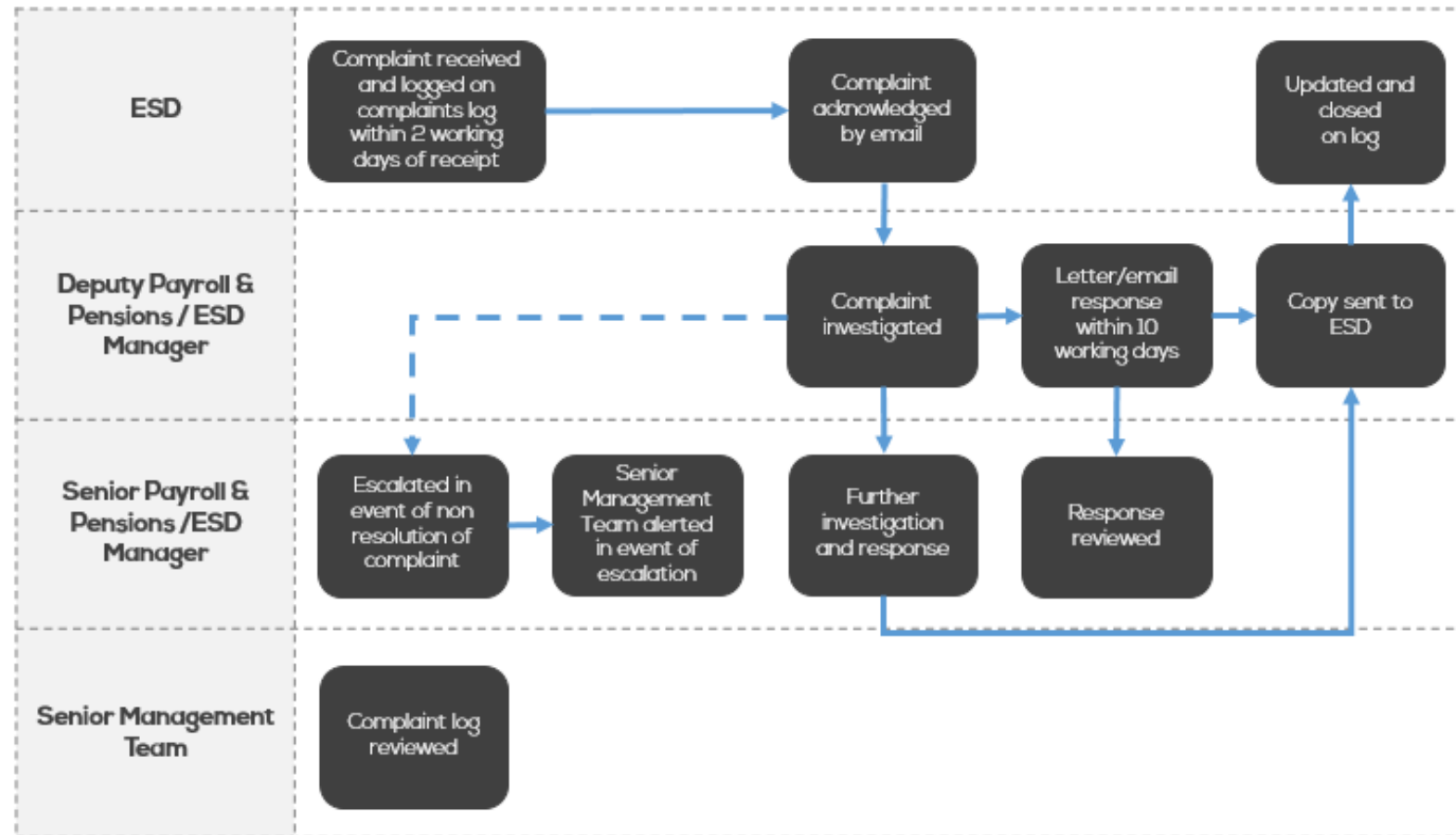
Priority 1 24 Hours	Priority 2 3 Working Days	Priority 3 10 Working Days
<ul style="list-style-type: none"><li>▪ Non receipt of pay</li><li>▪ Receipt of less than 75% of basic pay</li><li>▪ Possible overpayment</li><li>▪ Court orders</li><li>▪ Mortgage and letting requests</li></ul>	<ul style="list-style-type: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

**Note:** please call HMRC on [0300 200 3300](tel:03002003300) or visit [www.gov.uk/tax-codes](http://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.



# Our 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](mailto: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](http://www.sbs.nhs.uk)**

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

**02380 711 000**

**[sbs.employmentservices.enquiries@nhs.net](mailto:sbs.employmentservices.enquiries@nhs.net)**



Shared Business Services