

December
2017



App Manual

DELTA NURSES 24 HRS APPLICATION MANUAL v1.10

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INTRODUCTION

SYSTEM REQUIREMENTS

Delta Nurses 24 Hrs App is available for Apple and Android phones.



Requires

iOS 9.0 or later

*Compatible with iPhone,
iPad, and iPod touch*

Requires

Android 4.4 or later.

Recommended min.
5.0

*Compatible with all Android
Phones and Tablets*

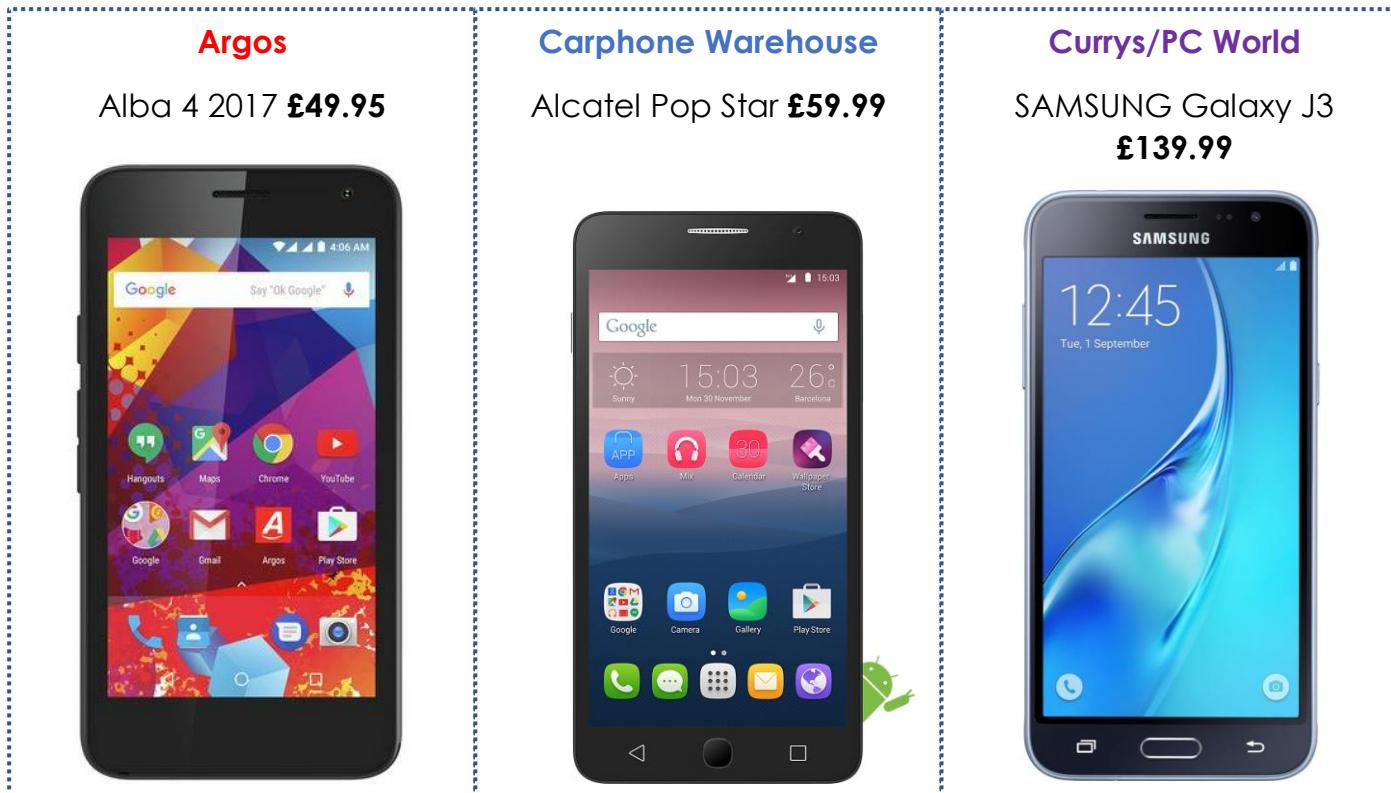
*(Samsung, HTC, LG, Sony,
Alba, Alcatel, Moto Droid,
Nexus, Pixel, Huawei, HP,
Lenovo, etc.)*

INTRODUCTION

RECOMMENDATIONS

Phone

In the case that some of our workers require to purchase a phone in order to use the app we recommend following budget options:



Affordable phone also can be found on online retailers such as www.amazon.co.uk and www.ebay.co.uk

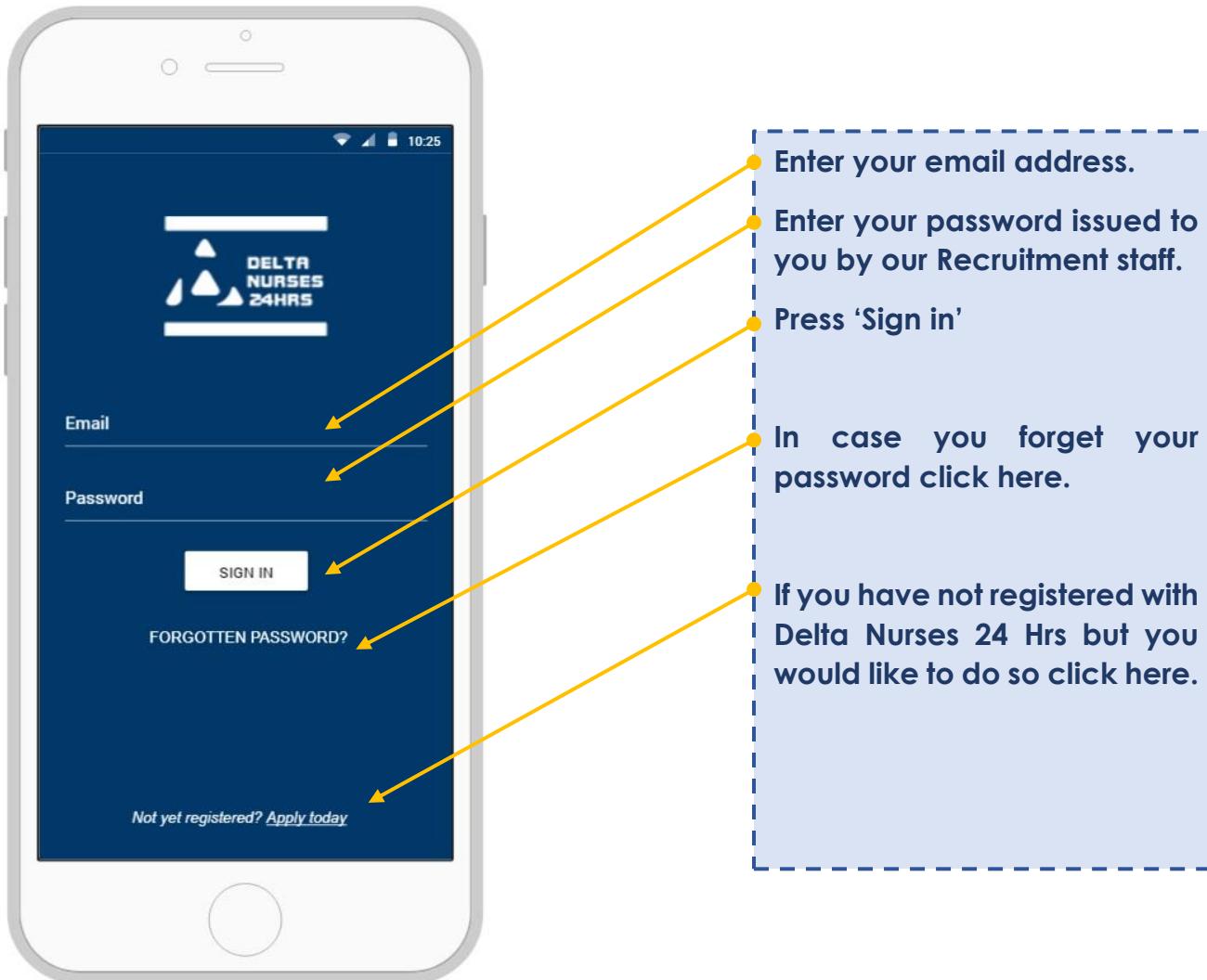
Data

We recommend data plans with minimum **1GB** of data

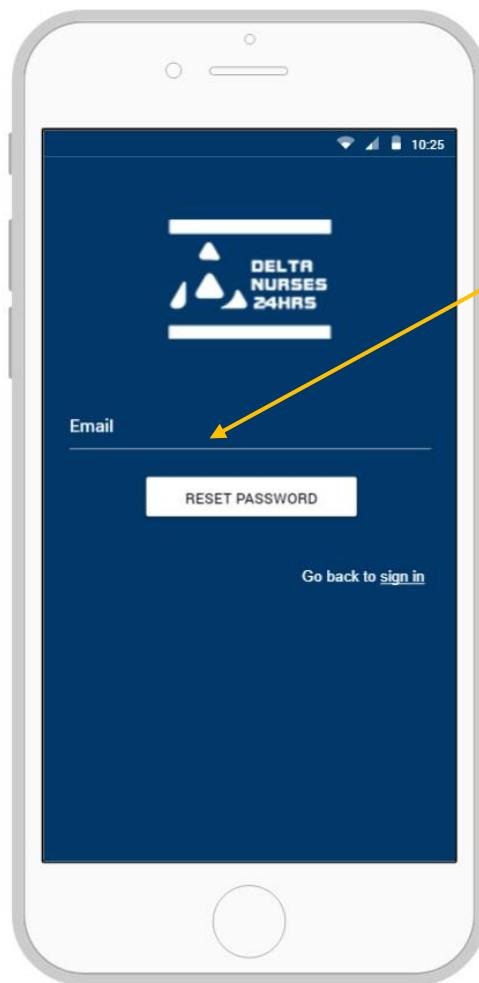
BENEFITS OF USING APP

- ✓ No need to call, email or visit our office
- ✓ Access to all live shifts
- ✓ Book your own shifts at your own time and comfort
- ✓ Provide your availability
- ✓ Easy tracking of completed and upcoming shifts
- ✓ Compliance Reminders
- ✓ Update your compliance
- ✓ Book your training
- ✓ Upload documents
- ✓ Contact us via Instant messaging incorporated into the app
- ✓ **NEXT DAY PAY**

HOW TO USE APP - LOGIN



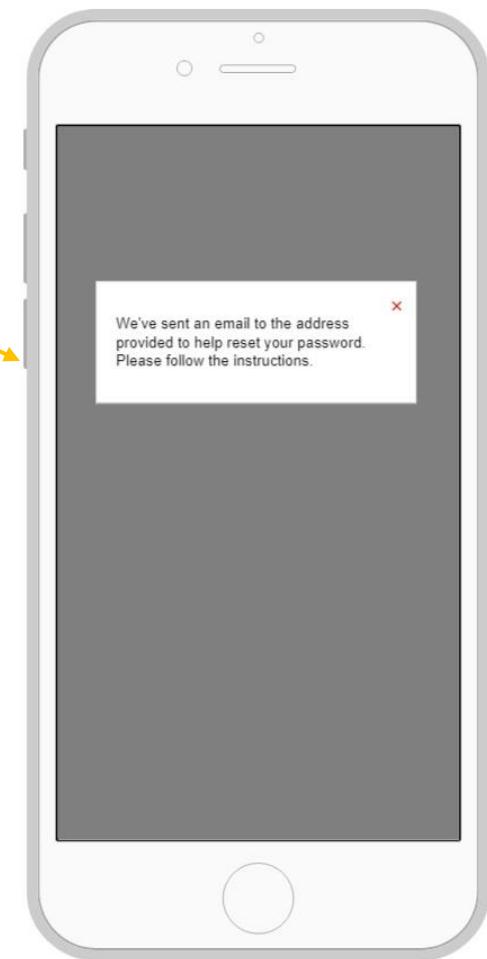
HOW TO USE APP - PASSWORD RESET



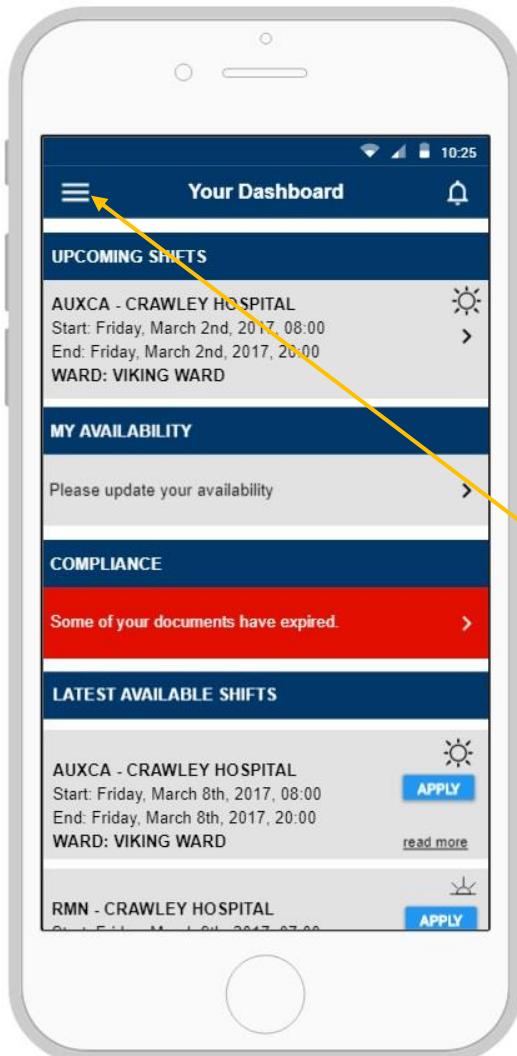
If you have forgotten your password, simply enter your email address here.

You will receive a notification like this.

The app will send you an email with a link to create a new password.



HOW TO USE APP – DASHBOARD & NAVIGATION



When you login into the app, the first thing you will see is Dashboard which consists of the summary of latest used functionalities.

Because this is your first login, the page will be blank which is normal. It will be populated with data once you start using the app.

To access all app functionalities, known as Navigation Menu, click here.

This is how Navigation Menu will display all functionalities.

We will explain them in more details below.



HOW TO USE APP – ID CARD



'ID CARD'

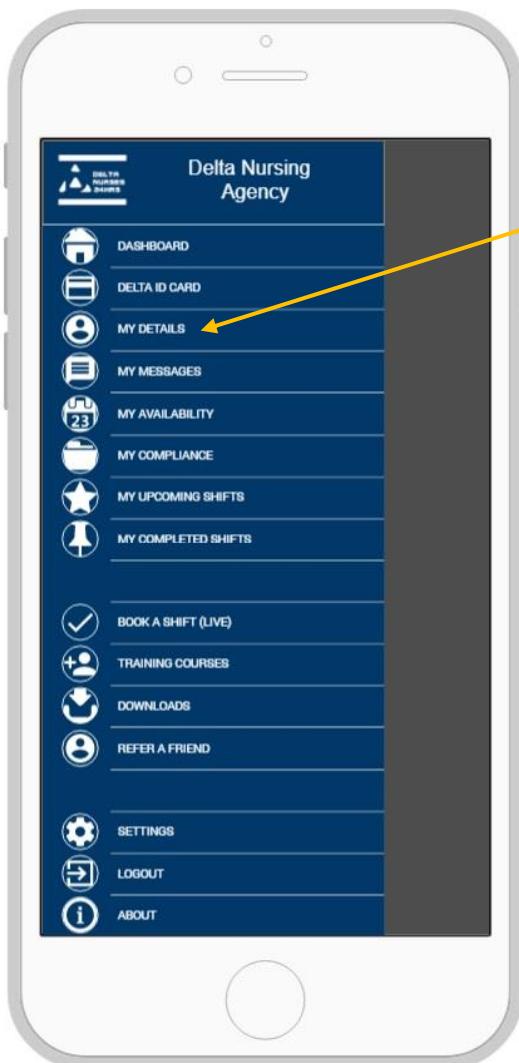
The first option in Navigation Menu.

This section will enable you to see your ID card. It can be used in case of emergency if you lose or damage your plastic card and you are about to start your shift.

It will also enable you to upload your most recent picture if your ID card is expired and pending renewal.



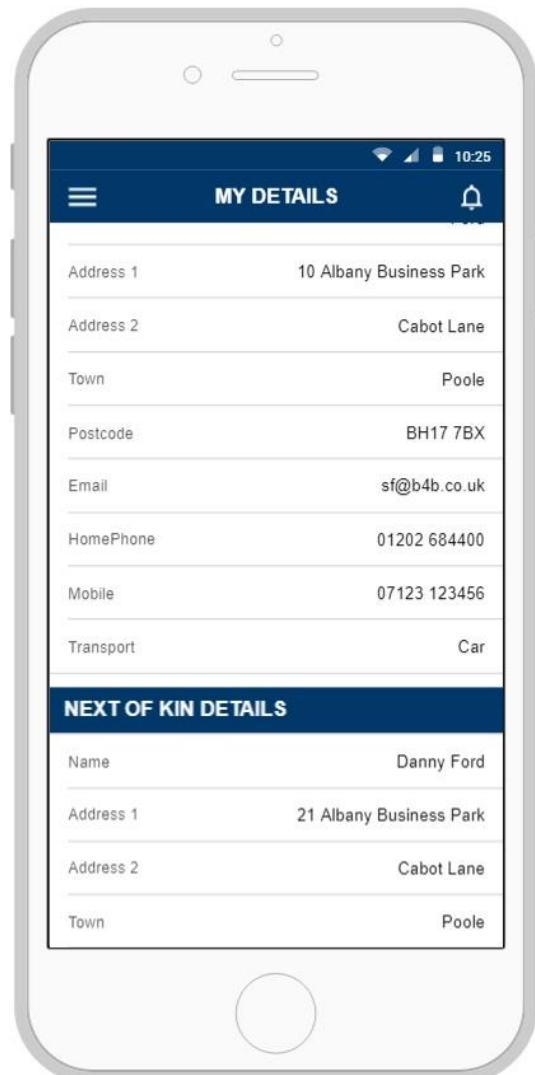
HOW TO USE APP – MY DETAILS



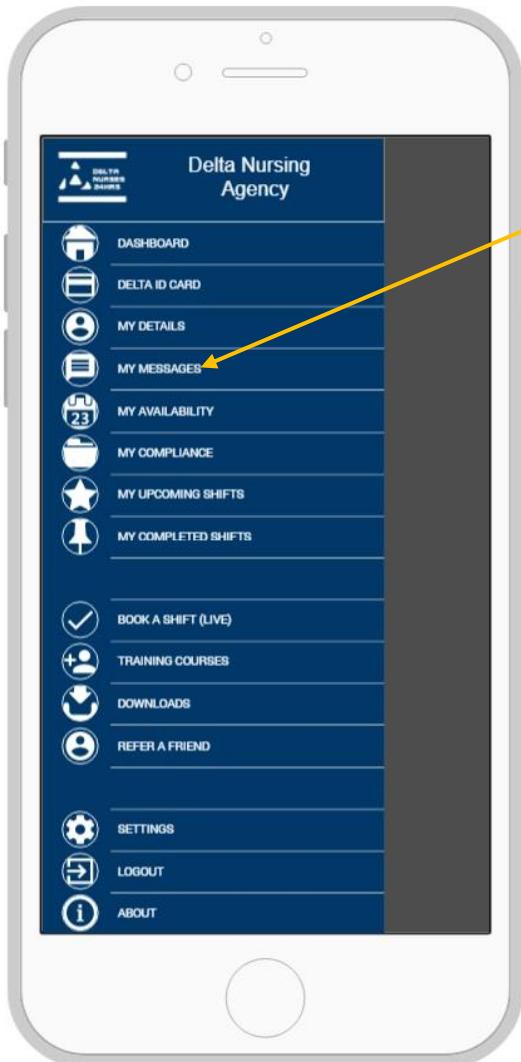
'MY DETAILS'

This section will display the current details we have in the system about you, such as address, email, contact phone number and next of kin.

As your details might change over the time, this section will also enable you to update your details and keep your information up to date.



HOW TO USE APP – MY MESSAGES

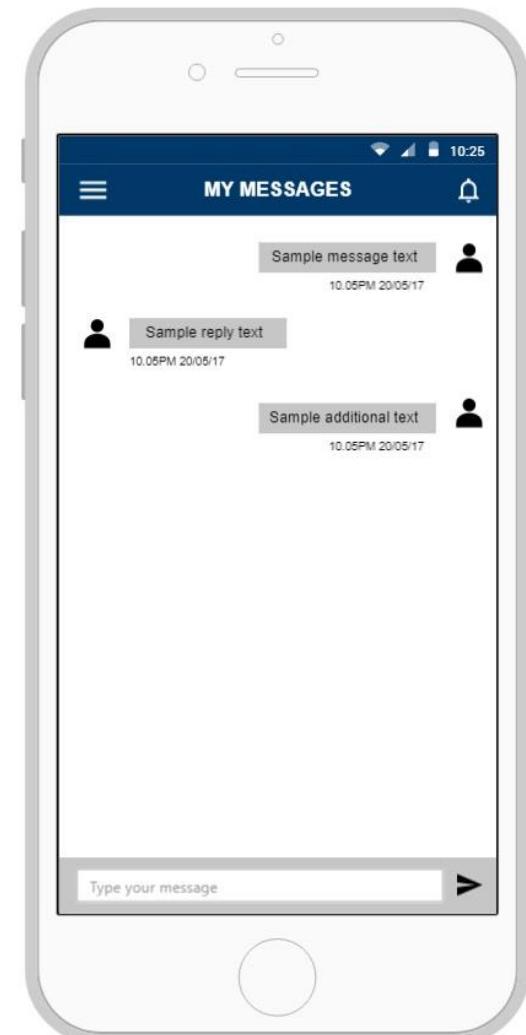


'MY MESSAGES'

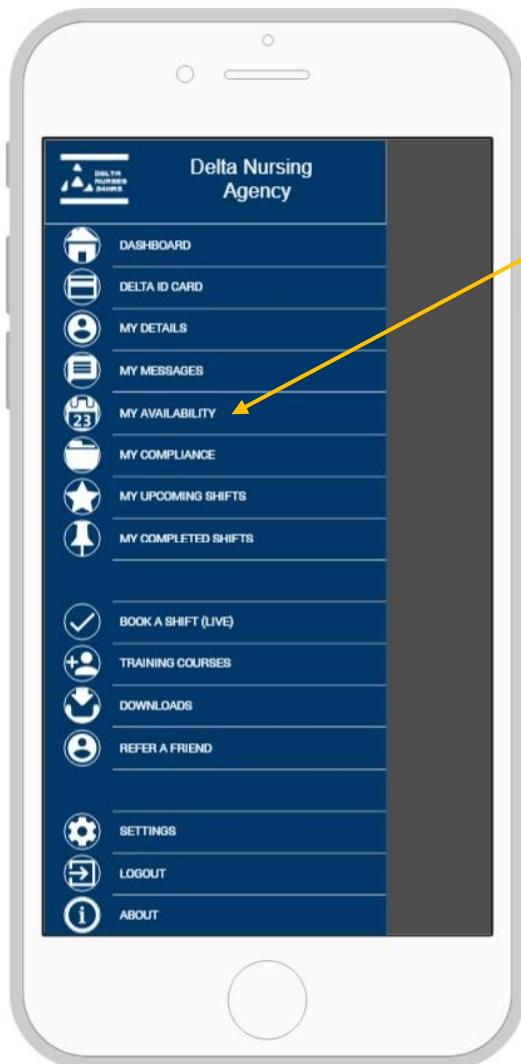
In this section, you are able to send and receive messages instantly.

You can contact our office in regards to any queries you might have about your Compliance or Shifts bookings.

It is a convenient and easy way to communicate with us.

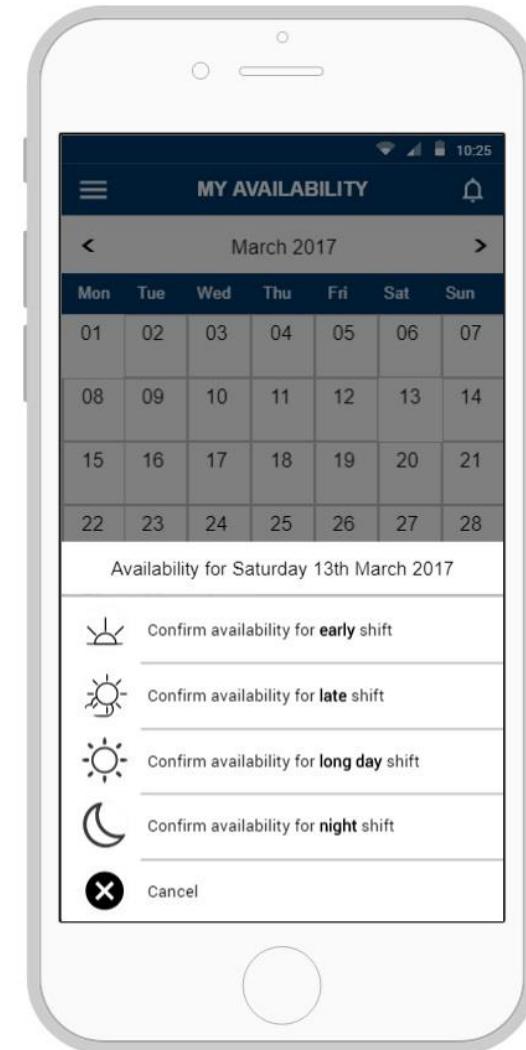


HOW TO USE APP – MY AVAILABILITY

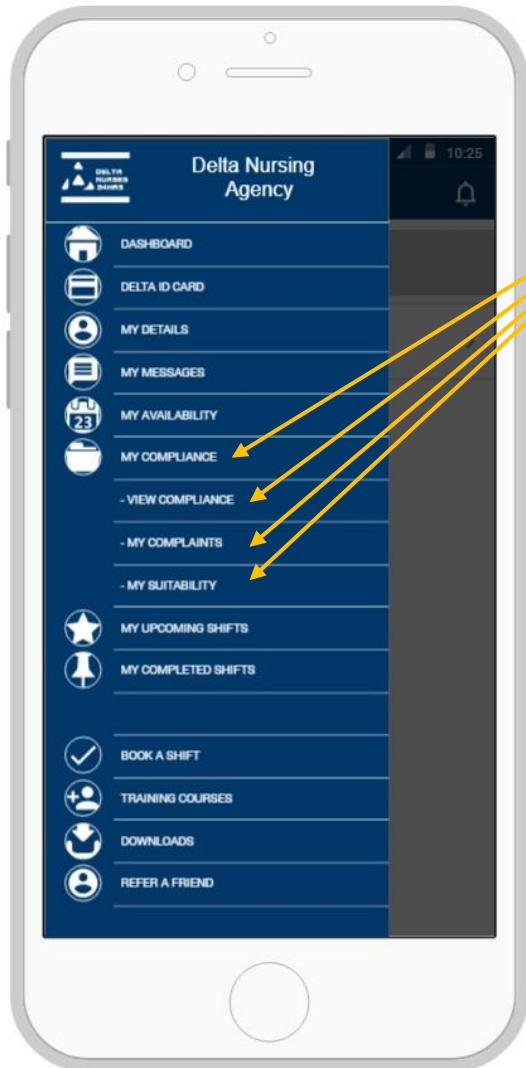


'MY AVAILABILITY'

In this section, you are able to provide your availability by simply clicking on the date in the calendar and choosing shift types such as early, late, long date and night.



HOW TO USE APP – MY COMPLIANCE PART 1



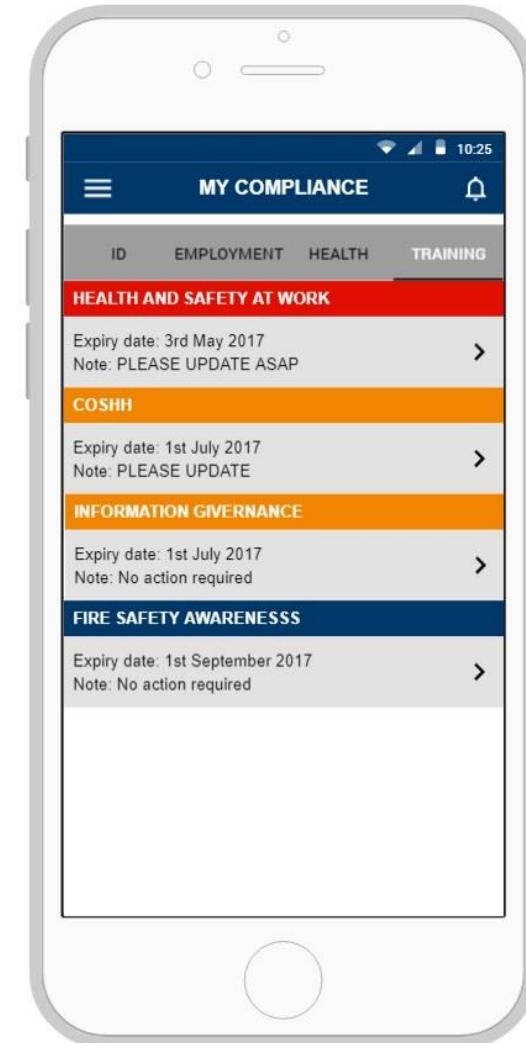
'MY COMPLIANCE'

This section is divided into 3 categories: **View Compliance, My Complaints & My Suitability**.

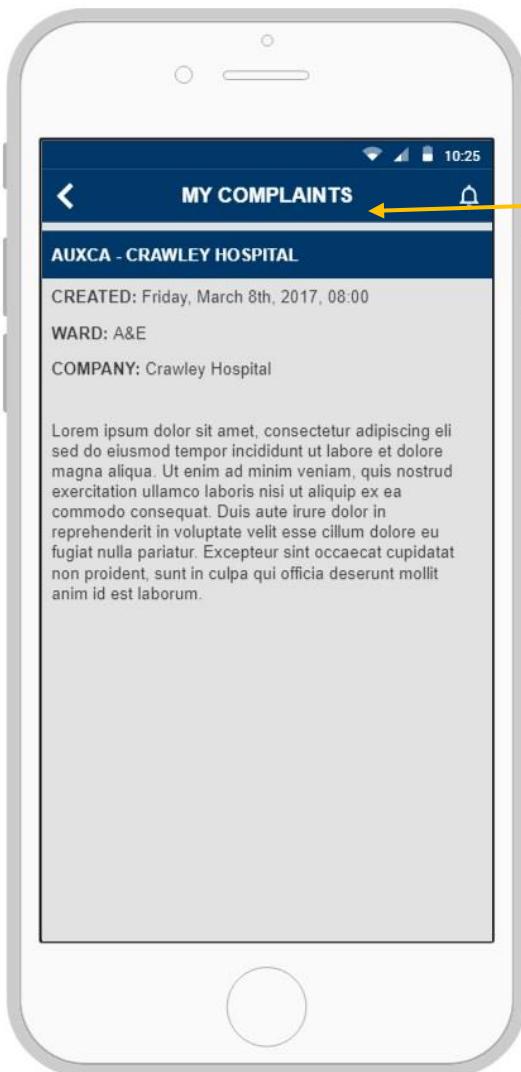
We will explain each section separately.

1) View Compliance

All mandatory requirements such as ID, DBS, OH & Annual Training are included in this section. You will receive reminders when documents are due to expire and by a simple click on any section, you will be able to upload an image of new a document.



HOW TO USE APP – MY COMPLIANCE PART 2



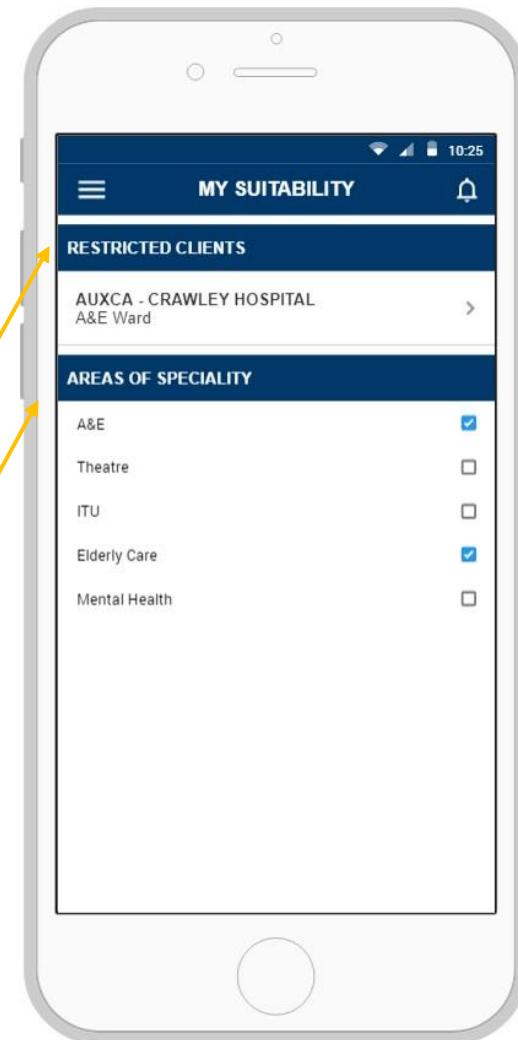
2) My Complaints

This section shows any clients complaints we have logged in the system against you. You will be able to monitor status and outcome of the complaint.

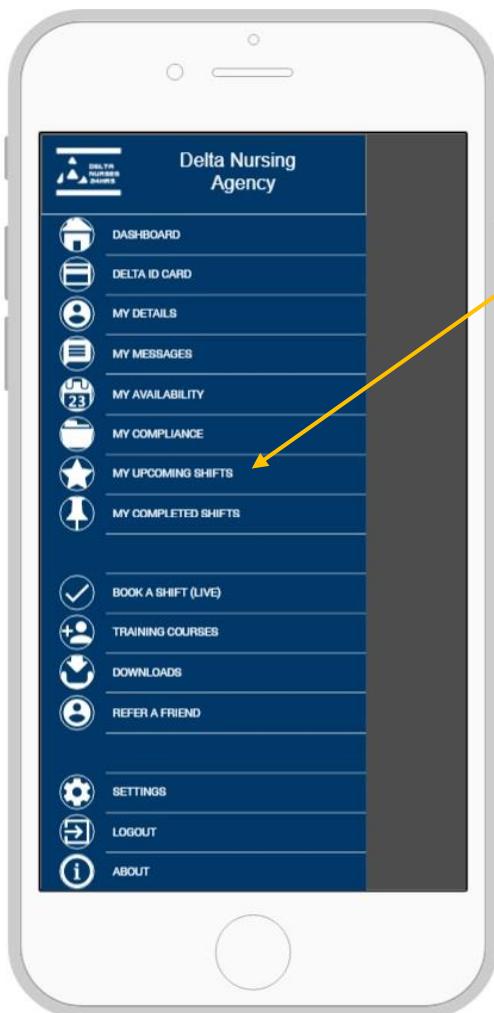
3) My Suitability

Restricted Clients – you will be able to see all clients you are banned from.

Areas of Speciality – this section shows all areas of your speciality. I.e. clinical areas you are able to work in.



HOW TO USE APP – MY UPCOMING SHFTS

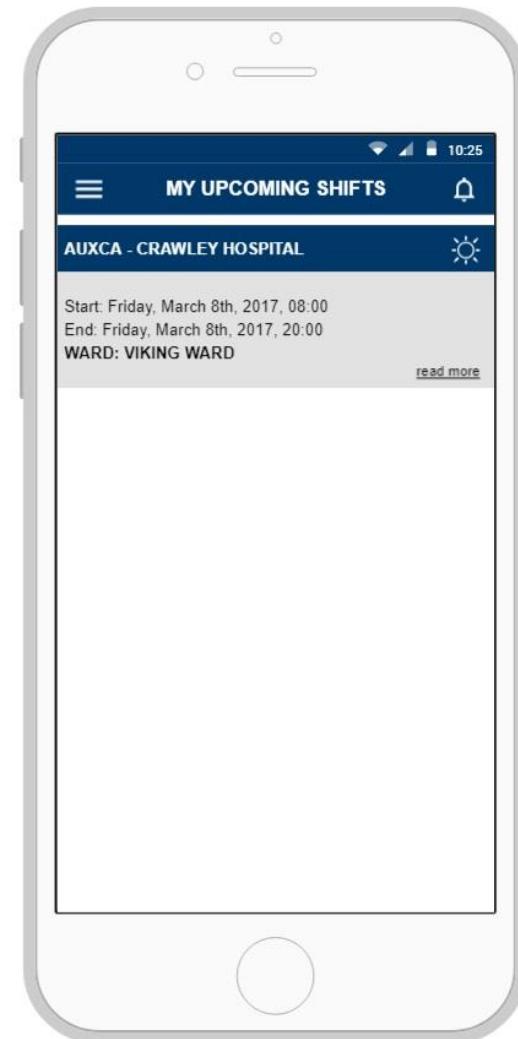


'MY UPCOMING SHFTS'

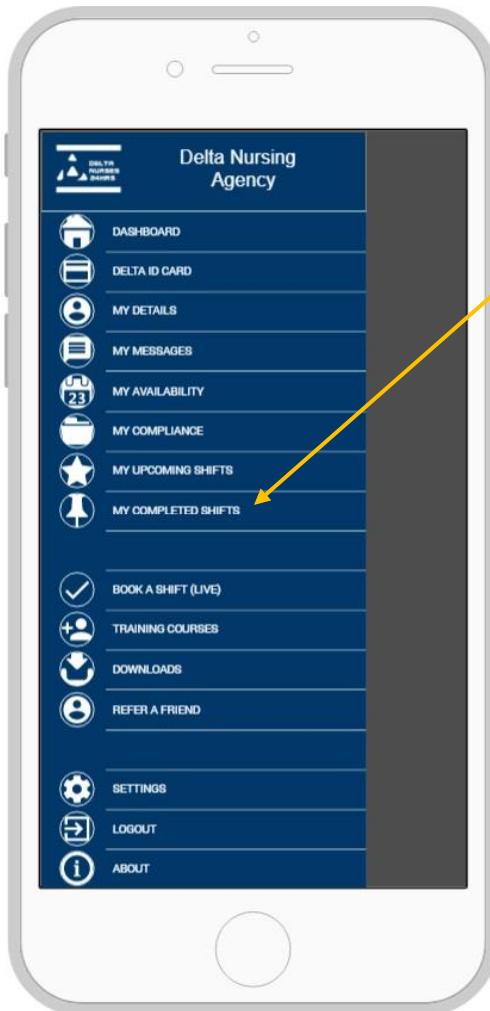
This section will show a list of all your upcoming booked shifts.

By click on the shift will be able to see details such as location, start and finishing time, ward, etc.

You will also receive reminders for all your upcoming shifts.



HOW TO USE APP – MY COMPLETED SHFTS PART 1



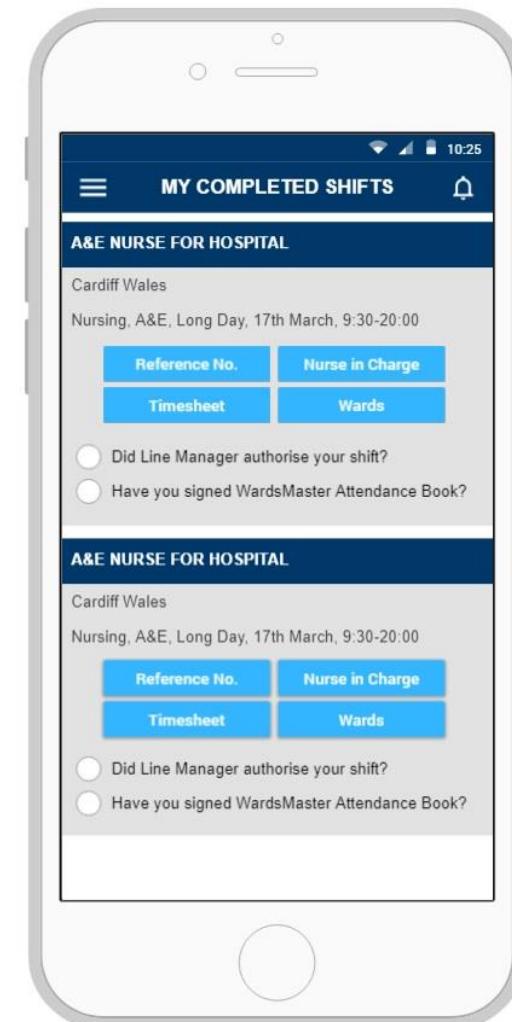
‘MY COMPLETED SHIFTS’

This section will display all shifts you already completed.

It will also require you to enter additional information so we can effectively bill the client and pay you.

By clicking on each blue button, you will be able to enter Reference No, Nurse in Charge, Upload Image of Timesheet and Ward details.

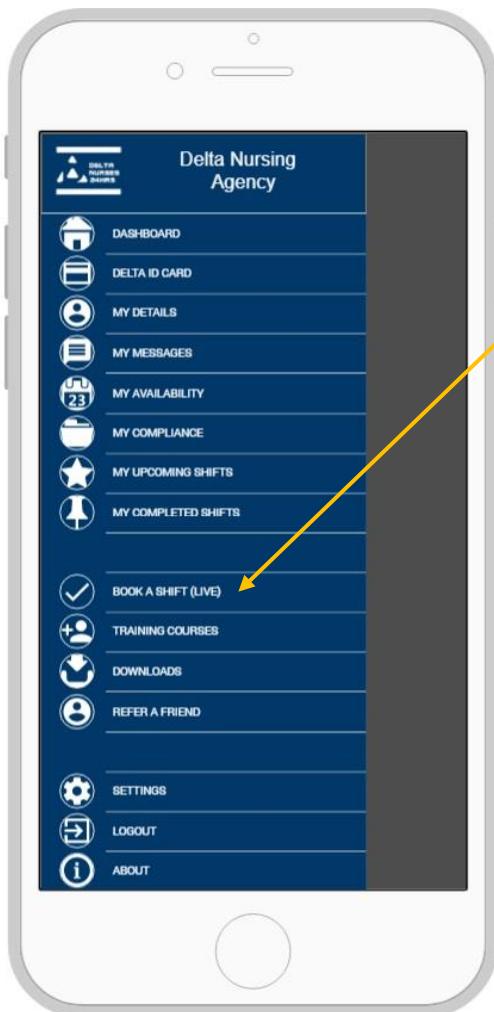
All sections are displayed below.



HOW TO USE APP – MY COMPLETED SHFTS PART 2



HOW TO USE APP – BOOK A SHIFT PART 1



'BOOK A SHIFT (LIVE)'

This section will show a list of all Live Shifts available in our system. You can scroll through them or narrow your search by using the search field.

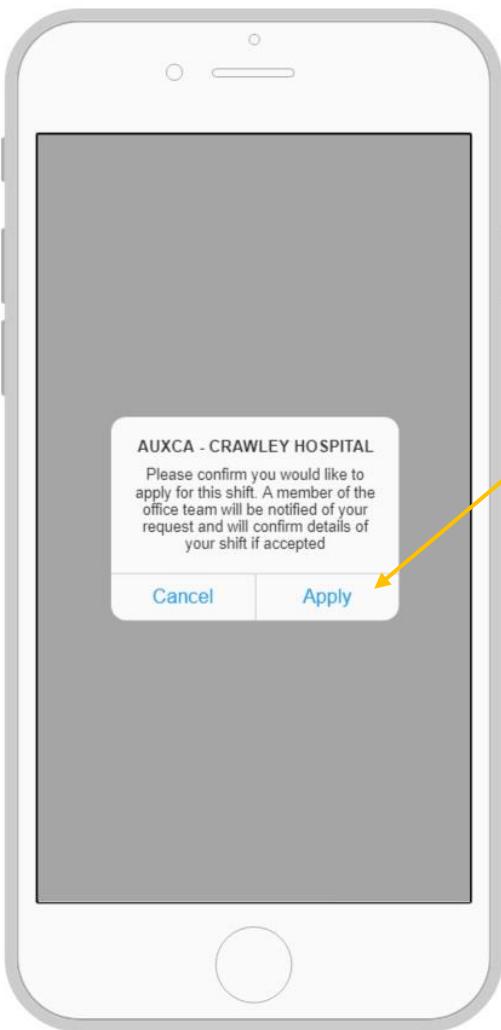
To read more details about the shift click 'read more'.

To apply for the shift, click on the blue button.

See below how to proceed further.



HOW TO USE APP – BOOK A SHIFT PART 2



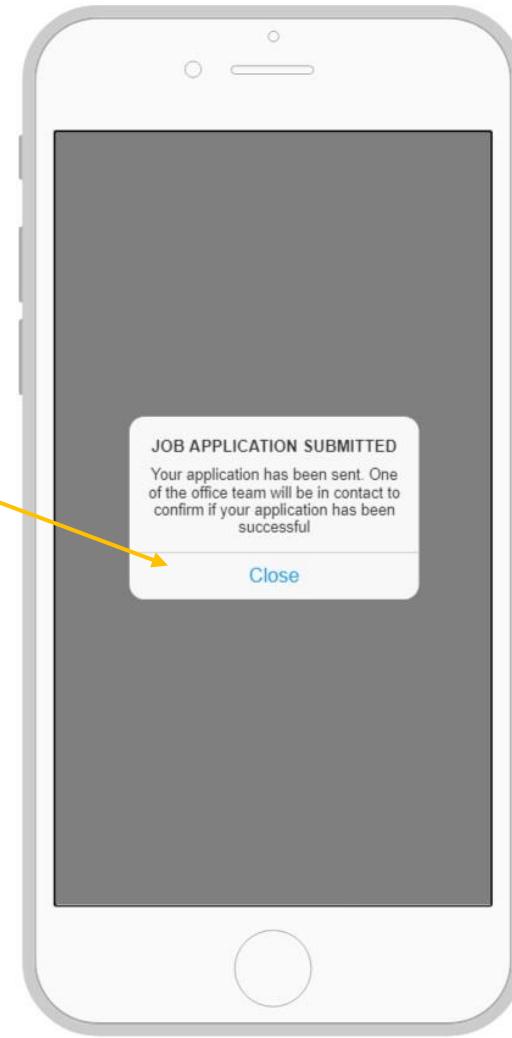
The system will then ask you to confirm second time if you would like to apply for that particular shift.

You simply need to click apply again.

You will then receive notification confirming that your request has been sent.

You need to close notification window and a process is now completed.

You will receive notification via app once your shift has been confirmed by our office.



HOW TO USE APP – TRAINING COURSES PART 1



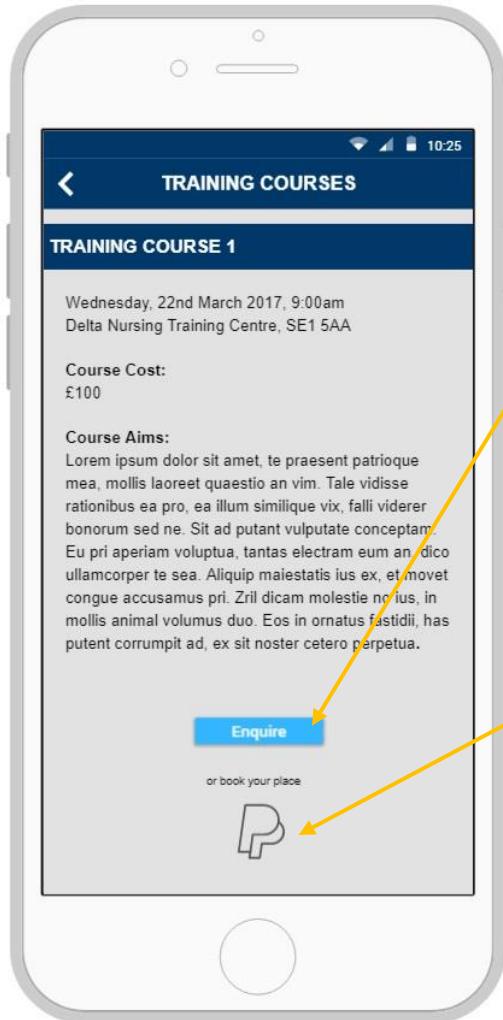
'TRAINING COURSES'

This section will show list and dates of all upcoming **Mandatory Training sessions**, as well as training for workers who wish to expand their skills.

To book yourself for the training, follow steps below.



HOW TO USE APP – TRAINING COURSES PART 2

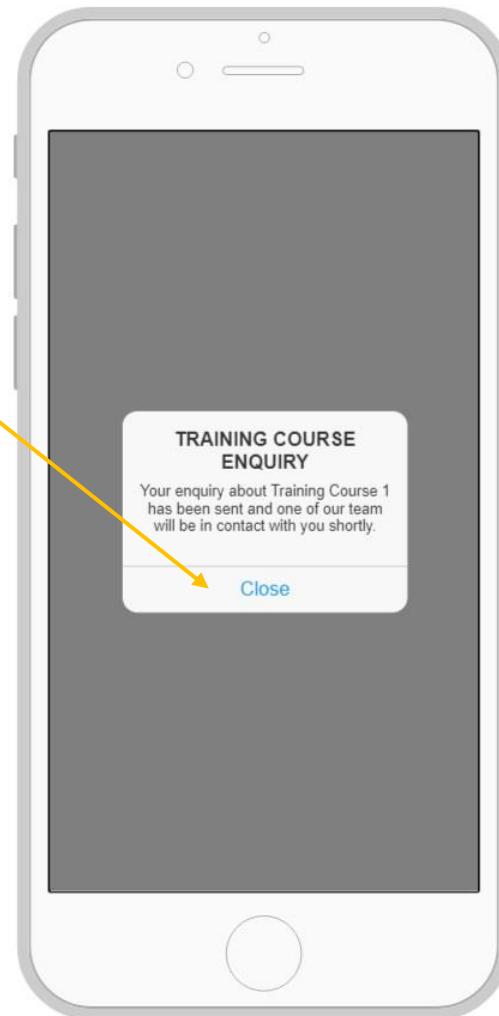


To book yourself for the training, simply click blue enquire button.

You will receive messages confirming that your enquire about training has been sent.

Our office staff will confirm your training booking and will confirm it via app messaging service.

You can also pay for the training via the app using PayPal button.



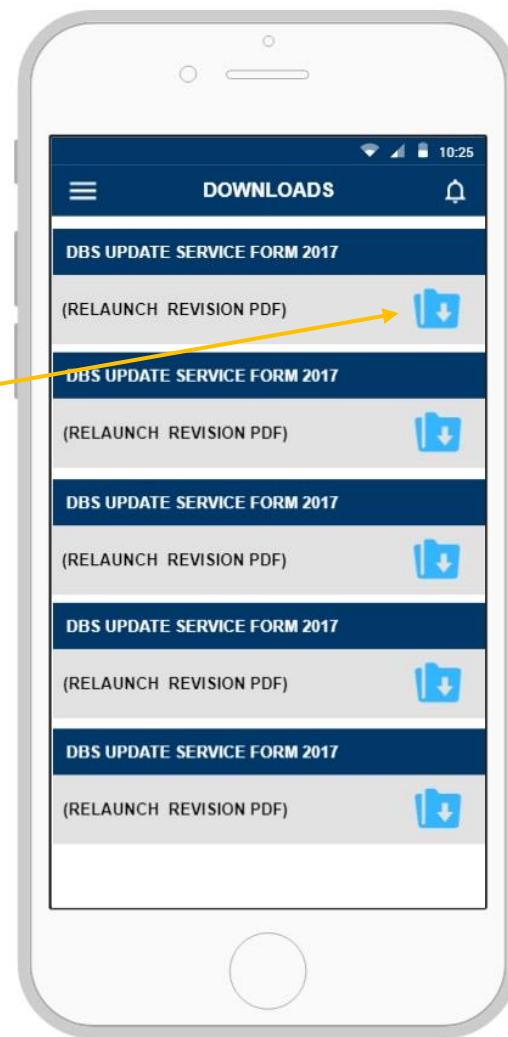
HOW TO USE APP – DOWNLOADS



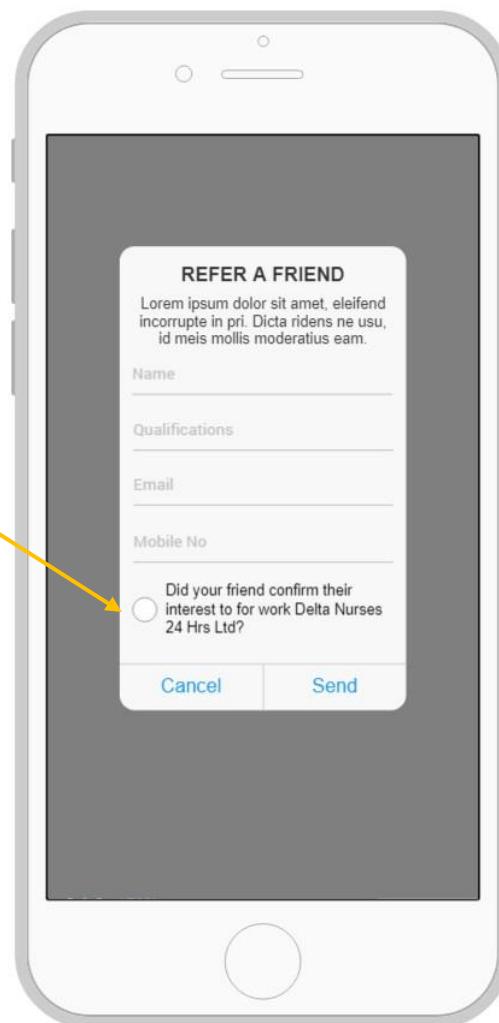
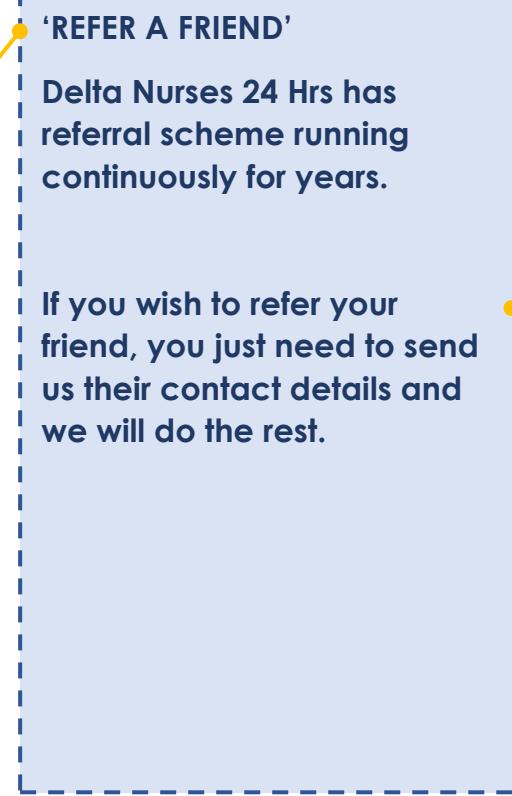
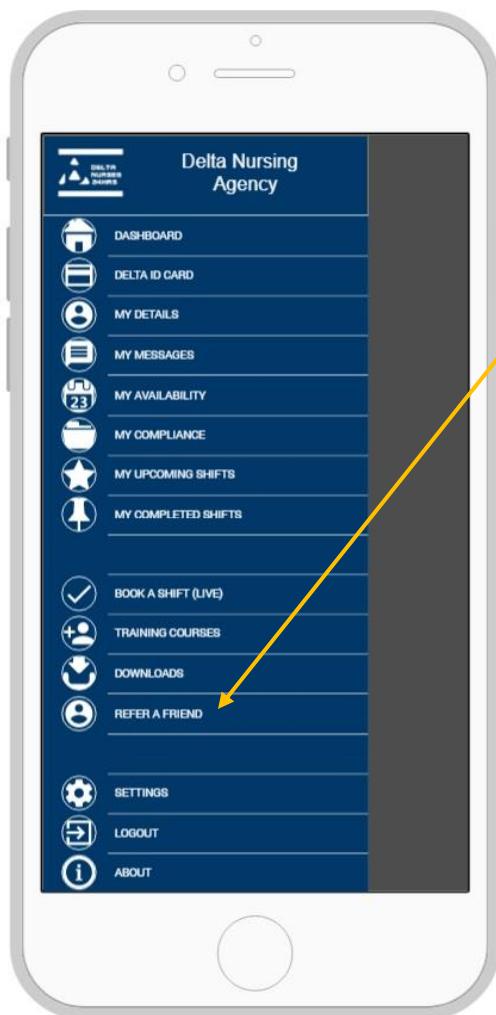
'DOWNLOADS'

This section provides downloads of all forms required to be completed or updated.

To download the desired document, simply click blue folder icon and download to your device will automatically start.



HOW TO USE APP – REFER A FRIEND



HOW TO USE APP – SETTINGS

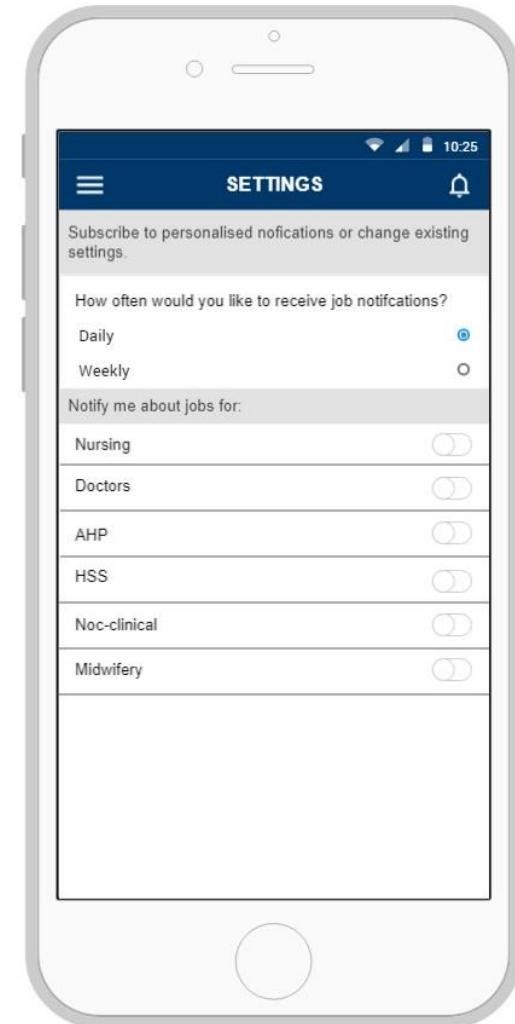


'SETTINGS'

In this section you can adjust your settings.

You can choose how often you want to receive the summary of job notifications or which kind of jobs you can be notified about.

Note that our system will automatically filter shifts as per your qualifications so you will not be overwhelmed with notifications not relevant to you.



HOW TO USE APP – LOGOUT & ABOUT

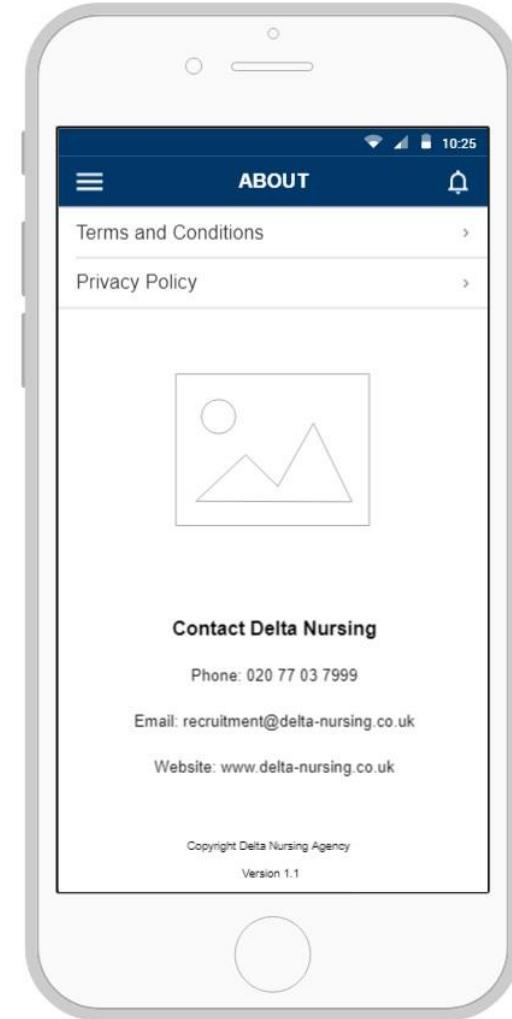


'LOGOUT'

There is no need to logout, as the app will run in the background without disturbing your other activities on the phone.

If you still wish to logout simply click 'Logout' section.
'ABOUT'

In this section you are able to see Terms & Conditions, Privacy Policy and our contact details.



IMPORTANT

In order to get your payment quickly, make sure that all fields below are completed with correct details:

Shift Details

COMPLETE JOB INFORMATION

Reference Number

Timesheet File
fileindex-5a157610e9875.jpg

Did line manager authorise shift?

Did you sign the WardsMaster Attendance book?

Nurse in Charge Name

Nurse in Charge Job Title

Nurse in Charge Email

Nurse in Charge Telephone Number

Shift Details

Ward Number

Did you work on the expected ward?

If no, please specify why

Additional Ward Numbers

Ward #1

Ward #2

Ward #3

Ward #4

When you upload timesheet, make sure that image is clear and sharp and all text is readable. Below are examples:

DELTA NURSING AGENCY LTD
358 Old Kent Road, London SE1 5AA
Tel: 0207 703 2992 | Fax: 0207 183 6495
Email: payroll@delta-nursing.co.uk | Website: www.delta-nursing.co.uk

TIME SHEET 715677

BLOCK CAPITAL LETTERS

NAME: *ROYAL SURRY*

BAND/GRADE/SPECIALTY: *2*

NAME OF HOSPITAL/HOME/HIRER: *ROYAL SURRY*

ADDRESS: *PREAS HAM*

WARD/UNIT/DEPARTMENT: *PREAS HAM*

DAY	DATE	Start Time	Finish Time	Hours Day	Hours Night	Grade/Band	Dept/Ward	General	Psychiatric	Shift Reference No.	Signature of Person in Charge
MON		Am	Am								
TUE	28/11/17	7:50am	8:00am	12 1/2							
WED		Am	Am								
THU		Am	Am								
FRI		Am	Am								
SAT		Am	Am								
SUN		Am	Am								

TOTAL HOURS EXCLUDING BREAKS *11 1/2*

DECLARATION SIGNED BY AGENCY STAFF

I declare that the information I have given on this time sheet is correct and complete and that I have not claimed elsewhere for the hours/shifts detailed on this time sheet. I understand that if I knowingly provide false information this may result in disciplinary action and I may be liable to prosecution and civil recovery proceedings. I consent to the disclosure of information from this time sheet to and by the Healthcare Provider/NHS Body/Hirer and the NHS CFSMS (Where Applicable) for the purpose of verification of this claim and the investigation, prevention, detection and prosecution of fraud.

Induction - I can confirm that I undertook the Healthcare Provider/Hirer Induction/Orientation prior commencement of my first shift at the Healthcare Provider/Hirer stated on this timesheet.

AGENCY STAFF SIGNATURE *[Signature]* **DATE** *29/11/17*

AUTHORISATION SIGNED BY HEALTHCARE PROVIDER/HIRER

I am an authorised signatory for my ward/unit/department/Healthcare Provider/NHS Body/Hirer. I am signing to confirm that both the band/grade/specialty of agency staff and the hours/shift that I am authorising are accurate and I approve payment I consent to the disclosure of information from this time sheet to and by the Healthcare Provider/NHS Body/Hirer and the NHS CFSMS in England (Where Applicable) for the purpose of verification of this claim and the investigation, prevention, detection and prosecution of fraud.

HOURS WORKED BY AGENCY STAFF *11 1/2 HRS OUT*

AUTHORISING NAME *[Signature]*

POSITION *SSN*

SIGNATURE *[Signature]* **DATE** *29/11/17*

TERMS & CONDITIONS APPLY TO THIS ASSIGNMENT

Delta Nursing Agency Ltd Registered in England & Wales 3550367 | Registered Office: 358-363 Old Kent Road, London SE1 5AA | VAT: 53006842

DELTA NURSING AGENCY LTD
358 Old Kent Road, London SE1 5AA
Tel: 0207 703 2992 | Fax: 0207 183 6495
Email: payroll@delta-nursing.co.uk | Website: www.delta-nursing.co.uk

TIME SHEET 715677

BLOCK CAPITAL LETTERS

NAME: *ROYAL SURRY*

BAND/GRADE/SPECIALTY: *2*

NAME OF HOSPITAL/HOME/HIRER: *ROYAL SURRY*

ADDRESS: *PREAS HAM*

WARD/UNIT/DEPARTMENT: *PREAS HAM*

DAY	DATE	Start Time	Finish Time	Hours Day	Hours Night	Grade/Band	Dept/Ward	General	Psychiatric	Shift Reference No.	Signature of Person in Charge
MON		Am	Am								
TUE	28/11/17	7:50am	8:00am	12 1/2							
WED		Am	Am								
THU		Am	Am								
FRI		Am	Am								
SAT		Am	Am								
SUN		Am	Am								

TOTAL HOURS EXCLUDING BREAKS *11 1/2*

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HOURS WORKED BY AGENCY STAFF *11 1/2 HRS OUT*

AUTHORISING DATE *29/11/17*

POSITION *SSN*

SIGNATURE *[Signature]* **DATE** *29/11/17*

TERMS & CONDITIONS APPLY TO THIS ASSIGNMENT

Delta Nursing Agency Ltd Registered in England & Wales 3550367 | Registered Office: 358-363 Old Kent Road, London SE1 5AA | VAT: 53006842

**case you are experiencing any problems with using our app contact us: In
Delta Nurses 24 Hrs Ltd**

358 Old Kent Road

SE1 5AA London

TEL: 0207 703 7999

EMAIL: app@delta-nursing.co.uk

www.delta-nursing.co.uk

