

# Digital Staff Passport

## Clinical Networks

A step-by-step guide to implementing the interim (COVID-19) Digital Staff Passport within a Clinical Network

Version 1.4

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## 1. Introduction

This pack provides NHS clinical leaders with all the information, guidance and advice on the Covid-19 Digital Staff Passport. It is designed to help them to identify how the passport can support the movement of clinicians across NHS organisations to support the delivery of patient care during the Covid pandemic and recovery period.

In addition, the pack provides key information and advice to **clinical networks** on how the passport can be adopted across a number of NHS organisations within a clinical network to support a collaborative approach in delivering patient care.

There is also a wide range of resources within the pack to help you best build awareness amongst your clinicians and your wider workforce, to help ensure the passport system is used to its full potential in the response to Covid and the recovery of clinical services.

## 2. Supporting Clinical Delivery

As outlined in the recently published NHS England '2021/22 priorities and operational planning guidance', local systems are encouraged to make use of interventions to facilitate flexibility and staff movement across systems including staff digital passports and are encouraged to access available support to help deploy the innovative approaches to optimising workforce capacity.

Clinical staff movement from one NHS organisation to another has proved invaluable to meet the care needs of our population during the COVID-19 pandemic. To support this and aligned to the NHS People Plan's ambition to support flexible working and movement of staff between NHS organisations, last year NHS England and NHS Improvement published the Staff Movement toolkit. This provided essential information and guidance, sought to break down unnecessary bureaucracy, promoted standardisation of policies, processes, and systems, and reduced the burden on HR teams. A new refreshed version of the toolkit is to be released shortly which includes more useful case studies and templates that can be used for NHS to NHS workforce sharing and we have included a template for NHS workers who need to be deployed into care providers for short periods.

The next step of our journey to support the delivery of care and save valuable time is the **COVID-19 Digital Staff Passport**, this builds upon the Staff Movement Toolkit and provides the technical solution to workforce sharing.

This interim digital staff passport enables the quick and efficient movement of staff between NHS organisations within and across ICS and regional boundaries by



providing a service to securely transfer NHS staff's employment details using a highly secure smartphone app.

The technology that underpins the **COVID-19 Digital Staff Passport** is simple to use, safe and puts clinicians in control of their information, empowering them to decide who they share their data with and enabling them to support and work in other NHS organisations.

The COVID-19 NHS Digital Staff Passport registration process includes all the required underpinning legal agreements and warranties, as recommended in the previously mentioned toolkit. It builds upon the principle of workforce sharing agreements and will not affect any local or regional workforce sharing agreements or memorandums of understanding (MOUs) already in place and can be used in addition to, or, in place of these.

### 3. Key Messages

- The COVID-19 Digital Staff Passport is designed to enable staff to move temporarily and safely between NHS organisations within the NHS in England.
- Around 100 NHS providers have already registered to use the COVID-19 Digital Staff Passport service. A full list of registered organisations can be seen at [Registered Organisations](#).
- It enables staff to be deployed rapidly to respond to the urgent clinical demands of the pandemic, winter pressures, recovery and elective care by reducing the time it takes to be onboarded into a new organisation.
- The Digital Staff Passport can provide a simple solution to urgent clinical response teams and clinical networks such as Major Trauma and Critical Care to enable the rapid and safe deployment of staff to meet urgent clinical demands.
- It includes a legal framework to enable workforce sharing between NHS provider organisations anywhere in England, whether or not local MOUs or other workforce agreements already exist.
- Organisations can spend less time onboarding new staff by eliminating the need to repeat employment checks and by reducing the need for further documentation such as honorary contracts, enabling staff to start their duties sooner.
- The Digital Staff Passport presents digitally verified identity and employment data, issued by the current employer, and provides essential assurance to other NHS organisations where the employee or bank worker has agreed to temporarily work.



- Enables NHS staff to be in control of an encrypted, verified record of their essential personal and employment information, to enable them to move with ease.
- The COVID-19 Digital Staff Passport has been developed collaboratively by NHS England and NHS Improvement, NHSX and Blackpool Teaching Hospitals NHS Foundation Trust with technology partners.
- Further information for employers and staff can be found on the [NHS England website](#) or by visiting [www.beta.staffpassports.nhs.uk](http://www.beta.staffpassports.nhs.uk).

#### 4. An enabler for Clinical Networks

“We need to rapidly and securely deploy clinicians, with less paperwork”,

During the pandemic we have liaised with a number of clinical networks and a clear theme is the need to rapidly deploy clinicians safely and securely to respond to urgent clinical need, to reduce the administrative burden on HR teams and to improve the experience of the clinician. In a number of networks, the COVID-19 Digital Staff Passport has been providing the response to this request.

By working collaboratively as a clinical network, you have the opportunity to identify potential staff movement across your region or ICS. Movements can happen because of an emergency or major trauma event, or as direct responses to changes in patients' needs. Having the staff that would respond to these requests signed up with their own Digital Staff Passport will enable them to quickly and simply respond to the request without the need for honorary contracts, the repetition of preemployment checks and mandatory training.

The networks can be regional, cross regional or national to benefit from the passport system. In order to release staff or receive staff the organisations must be registered with the Digital Staff Passport. Registration is a simple process involving HR and IG teams (see section [8. How to register](#)) and can be completed in a matter of days. For further information on how to adopt the passport for your clinical network please see section [7. Recommended Adoption Plan](#) of this pack.





## 5. Deployment User Cases

With several hundred Digital Staff Passports now having been issued, the stories from users of how these have helped meet service and patient needs are coming through. Here are some examples from clinicians, HR teams and those moving into vaccination centres. These hopefully will help you to think through how your organisation can best make use of this, simple and easy to use technology.

### **South East London and Kent and Medway Major Trauma Network**



The introduction of the COVID-19 Digital Staff Passports is helping during the current pandemic and creating a lasting legacy for other major incidents such as terrorist attacks.

These can often require the rapid deployment of staff from various organisations to treat critical patients in a timely fashion.

Mr Robert Bentley works as Consultant Craniofacial and Oral and Maxillofacial Surgeon at Kings College Hospital NHS Foundation Trust and is the National Clinical Director for Major Trauma and Burns Network and he tells of his experience of using the COVID-19 Digital Staff Passports.

“We often need our trauma consultants to move quickly from one organisation to another to respond to an individual patient emergency or occasionally for much



larger emergency situations, like the London Bridge terrorist attack. Historically this has involved completion of lots of paperwork, including memoranda of understanding and honorary contracts, which clearly is not practical in such an emergency so the opportunity to replace all of that with the COVID-19 Digital Staff Passport has made this so much easier.”

### **Deploying clinical staff from one NHS organisation to another**

The COVID-19 Digital Staff Passport is helping NHS staff who wish to volunteer to work at their local vaccination centre, directly supporting the national mass vaccination programme.



Fiona Hibbits works as Head of Workforce Transformation for the North East and Yorkshire region with NHS England and NHS Improvement, but originally started her NHS career as a trained nurse. She wished to support the mass vaccination programme and in particular, to work as a vaccinator at her local vaccination centre in Bradford at the weekends. Fiona was issued with a COVID-19 Digital Staff Passport which enable her to fulfil her wish swiftly and easily.

“I volunteered in the rollout of COVID-19 Digital Staff Passport in Yorkshire and the North East. The process was very fast and, in my case, took less than seven minutes to be issued a passport and even less to be verified. I was comforted by the fact this is a national solution and that I would be covered wherever I agreed to be deployed. The COVID-19 Digital Staff Passport has the added benefit that when I turned up at the new organisation I could quickly prove my identity and the role I can do without having to carry around my driving license or any other employment documentation. It took away all the paper management that we used to do.”





## National deployment of military personnel to work at Mass Vaccination Centres



The pace and demand to be able to move military personnel nationwide to support the COVID-19 response was identified in early January 2021. The need to move these teams of military personnel seamlessly to reinforce vaccine delivery models in the regions as a Quick Reaction Force to “Super Charge” a region was high priority.

NHS England and NHS Improvement worked closely with Major Shaun McGarry, Military Planning Officer - COVID-19 at NHS Headquarters Skipton House and his team to issue two large cohort of Vaccination Quick Response Force (VQRF) military personnel with a COVID-19 Digital Staff Passport to enable them to be deployed safely and rapidly to vaccination centres. The first team was deployed in early February to a vaccination centre in Sherwood using the passport.

“The COVID-19 Digital Staff Passport has not only allowed for the Vaccination Quick Response Force (VQRF) to be deployed quickly and safety, to start supercharging areas where it is most needed, but it has also paved the way for future NHS clinical teams to move across regional borders to meet the demands of future emergencies”

### 6. Quotes/testimonials from HR teams

*‘It was unbelievably easy!’*

Kelly Stannard, HR User verifying the passport for a Trauma Consultant

*‘Now that all our provider trusts are registered within our ICS, the COVID-19 Digital Staff Passport provides us with a quick, easy and secure way of enabling staff to work in different organisations when they volunteer to do so. This will help support health services across the Lancs & South Cumbria Integrated Care System, during a time of enormous pressure due to COVID-19.’*

Simone Martland, Project Officer at Workforce Mobility Healthier Lancashire and South Cumbria

*‘By using the COVID-19 Digital Staff Passport effectively and as part of the recruitment process, onboarding time for new temporary staff can be reduced significantly’*

Saira Hussain, Assistant Director HR Resourcing & Operations at London North West University Healthcare NHS Trust

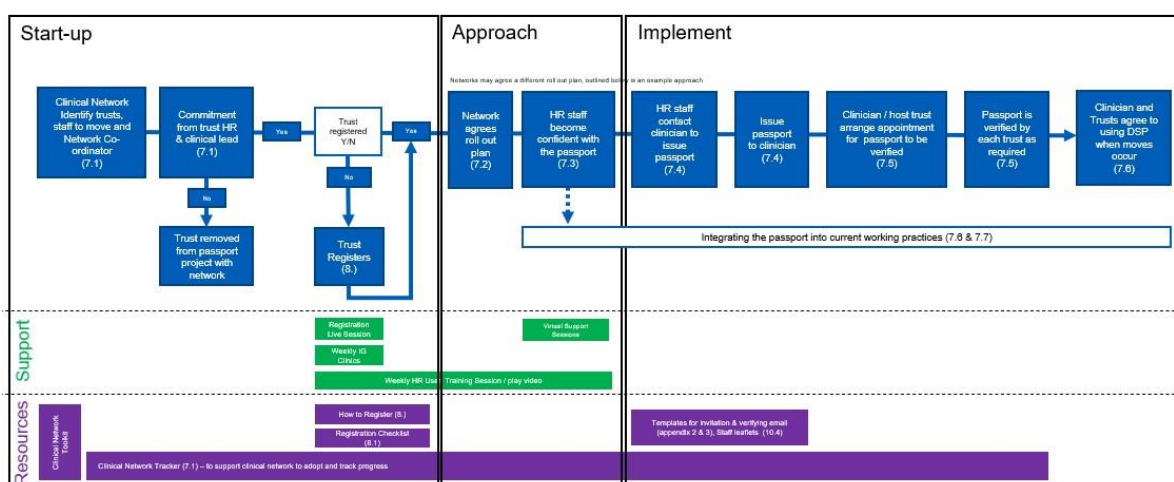
*‘I’m keen to encourage others to uptake the Digital Staff Passport. There are many benefits for the staff member and NHS organisations whether they are releasing or*



receiving staff during this challenging time. The service is under pressure, so to do something that is easy and supports reducing staffing pressures is immense for both.'  
 Dr Manreet Nijjar, Infectious Diseases and General Medicine Physician and Acute Medicine Associate at Barts Health NHS Trust

## 7. Recommended Adoption Plan

The recommended adoption approach for clinical networks is outlined in the diagram below. See the diagram in full size in [appendix 1](#)



### 7.1 Identify NHS organisations, staff to move and Network Co-ordinator

The clinical network needs to identify the NHS organisations that are part of the network, obtain commitment from the HR Director and identify the list of staff that are expecting to move.

During this set up period it is recommended a Network Co-ordinator is identified to help co-ordinate and record the activity on the Clinical Network Tracker, this is available in the zip folder alongside this guide.

COVID-19 Digital Staff Passport

#### COVID-19 Digital Staff Passport – Clinical Network Tracker

**Purpose:** This tool is designed to help guide clinical networks through the steps for issuing and verifying passports between registered organisations.

**Contents:**

- Instructions (this page)
- Trust Contacts
- List of Movers
- Employee Movement Plan
- Help and Support

**Implementation Steps for Clinical Networks:**

**STEP 1**

Identify all the organisations involved in the clinical network.

Identify all the key contacts and complete **Trust Contacts** sheet

**STEP 2**

1) Identify staff members that will be moving. Complete **List of Movers** sheet by:

1a) Identify which organisations is the main employer and where they will be going to.

1b) Invite these staff to attend an appointment to be issued their passport.

**STEP 3**

Passport can prepared 5 days in advance of appointment if required.

1) Issue passports to staff members at the appointments.

2) Complete Employee Movement Plan and send to staff member.

**STEP 4**

Staff member to liaise with Trusts as outlined in Employee Movement Plan to arrange verification of passport.

1) Passports verified by all organisations as per plan (once-only)

2) Recommended - Passport verified as and when move occurs

**Passport Issuance Table:**

Issued by team	Issuance Start (Insert Date)	Scheduled Appt (Insert Date)	Passport Issued (Insert Date)	Passport Issuance		
				Trust 1	Trust 2	Trust 3
				0	0	0
				Lead Contact Email	Lead Contact Email	Lead Contact Email
				0	0	0

To transfer the list of trusts for a staff member onto the Employee Movement Plan.



Each organisation that plans to release or receive staff using the COVID-19 Digital Staff Passport must be registered with the passport system. You can check if your organisation is already by visiting the [Registered Organisations](#). NHS organisations that wish to participate but are not registered must follow the guidance in [section 8](#) on how to register. Once registered please follow sections 7.3 – 7.7 outlined below:

## 7.2 Network agrees roll-out plan

The network needs to review their Clinical Network Tracker to agree their roll-out approach. It is suggested networks firstly concentrate on the trusts that are employing the staff, so the staff can all be issued their passport at the earliest opportunity, shortly followed by verifying only trusts. The network may decide to focus its efforts on trusts that have a higher frequency of staff moves or where clinical need is more likely or may decide to parallel run all trusts to roll out at the same time. Their roll-out approach is flexible to suit the needs of the network.

## 7.3 HR staff become confident with the Digital Staff Passport

It's important your HR teams and in particular your digital staff passport administrators are confident and practiced at using the passport system, so they feel empowered to issue the passports to the clinician identified in the network. To achieve this please ensure they complete the following 3 steps:

- a. Request a **HR User Training** session. For new HR Users, we offer the live 60-minute HR User training session, to request a full session please email [nhsi.digitalstaffpassport@nhs.net](mailto:nhsi.digitalstaffpassport@nhs.net). For a refresher, please watch the 20 minute HR User training demo video [Detailed training demo video](#)
- b. Click on the [network check](#) to ensure the work station where the passports will be issued and verified is able to connect successfully and that individuals can either has sufficient mobile coverage or public Wi-Fi connections that can access the Connect Me Wallet.
- c. **Request a Training Support session** - If your HR Users would like support when If your HR Users would like support when issuing/verifying the first credential to a staff member, please email [nhsi.digitalstaffpassport@nhs.net](mailto:nhsi.digitalstaffpassport@nhs.net) to request a session. If you have not received a response within 2 working days, please check your Junk folder before contacting again

## 7.4 HR staff contact clinician to issue passports

In section 7.1 you identified the staff you are expecting to move and recorded this on the Clinical Network Tracker. With this information take the following action:

- a. Invite identified staff to receive their digital staff passport ([Invitation email template appendix 2](#)) and attach the 2 staff leaflets (see [section 10.4](#)).



- b. At appointment with clinician, check photo ID and issue passport.
- c. At appointment with clinician, advise them which trusts they need to get their passports verified at, we recommend you follow this up with an email to confirm the details ([verification instructions email template appendix 3](#)) and include a bespoke Employment Movement Plan (template within Clinical Network Tracker).

### **7.5 Verify passports of receiving clinician**

Once a clinician receives their passport, as per 7.4.c outlined above, you will advise them of the trusts that they will be required to verify their passports with. To ensure this is simple and seamless process for clinician and HR teams please ensure you HR teams have following in place:

- a. HR teams are prepared ready to receive these requests.
- b. Clinician & HR Team arranges an appointment and verifies the passport at each NHS organisation

### **7.6 Integrating the passport into current working practices**

As outlined in 7.5 above the clinician is required to initially verify their passport with all the NHS organisations that they are expecting to work with across the clinical network. In addition, it is recommended the clinician also verifies their passport each time they move to work at any of the organisations. This will provide assurance to the organisations that the passport is valid at time of use.

Therefore, please ensure your HR teams and your Digital Staff Passport Administrators are ready to verify a passport as and when a clinician works at your organisation. The contact email address included on the Employee Movement Plan (contained within the [Clinical Network Tracker](#)) in who the clinician will contact, so please ensure this inbox is activity monitored.

### **7.7 Wider use of the Digital Passport**

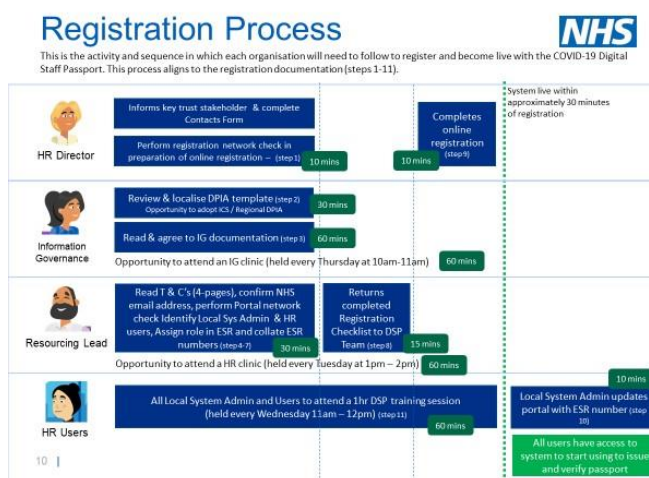
To help organisations consider if the passport can be used further it is recommended your HR team issues passports to HR leaders, HR managers and HR business partners so that they can experience just how simple and easy digital staff passports are to receive. This will help your HR department to think through what workload will be eliminated (e.g. no more NHS to NHS honorary contracts needed) and any process and policy changes that you might want to make.



Your HR team is recommended to issue digital staff passports to clinical leaders so they too can experience the process, and this will stimulate them to consider which staff might be best suited to receive their own digital staff passport.

## 8. How to register

The Registration process ([appendix 4](#)) outlined below is the activity and sequence in which each organisation will need to follow to register and become live with the COVID-19 Digital Staff Passport. The steps shown and outlines in section 8.1 - 8.5 are detailed in the Registration Checklist (see [section 8.1](#)).



### 8.1 Project Lead – Prepare for registration

In the Registration Live session below, we will guide you through the registration process and in particular the Registration Checklist which we will help you to partially complete live within the session. In advance of this session please download the [Project Lead Registration Pack](#), which contains all the documentation you require, including the Registration Checklist.

Please contact [nhsi.digitalstaffpassport@nhs.net](mailto:nhsi.digitalstaffpassport@nhs.net) with any queries.

### 8.2 Engage with your Information Governance lead

Your Information Governance lead is responsible for reviewing and agreeing with a collection of IG documentations, and the completion on a Data Protection Impact Assessment (DPIA). The [Information Governance Registration Pack](#) contains all the relevant documentation and guidance.

Please contact [nhsi.digitalstaffpassport@nhs.net](mailto:nhsi.digitalstaffpassport@nhs.net) with any queries.

### 8.3 Register

Complete all stages of the registration checklist and contact sheet (tab within registration checklist) and return completed checklist to [nhsi.digitalstaffpassport@nhs.net](mailto:nhsi.digitalstaffpassport@nhs.net). Upon receipt a bespoke link will be sent to the organisations to enable the registering user to complete the online registration.



## 8.4 Include Digital Staff Passport in HR processes

It's important your HR teams and in particular your digital staff passport administrators are confident and practiced at using the passport system, so they feel empowered to issue the passports to the clinician identified in the network. To achieve this please ensure they complete the following 3 steps:

- a. Request a **HR User Training** session. For new HR Users, we offer the live 60-minute HR User training session, to request a full session please email [nhsi.digitalstaffpassport@nhs.net](mailto:nhsi.digitalstaffpassport@nhs.net) . For a refresher, please watch the 20 minute HR User training demo video [Detailed training demo video](#)
- b. Click on the [network check](#) to ensure the work station where the passports will be issued and verified is able to connect successfully and that individuals can either has sufficient mobile coverage or public Wi-Fi connections that can access the Connect Me Wallet.
- c. **Request a Training Support session**  
If your HR Users would like support when issuing/verifying the first credential to a staff member, please email [nhsi.digitalstaffpassport@nhs.net](mailto:nhsi.digitalstaffpassport@nhs.net) to request a session. If you have not received a response within 2 working days, please check your Junk folder before contacting again

## 8.5 Start issuing and verifying passports

You can use the passport to enable your staff to temporarily move out of your organisation to another, or to receive staff into your organisation too.



## 9. Communicating with your clinical leaders & networks

The below text has been developed for you to share with clinicians within your trusts and networks to raise awareness of the Digital Staff Passport.

### 9.1 Internal Bulletin Text

Provided below is suggested narrative that can be used for your internal communications channels.

#### Staff movement made easier with the COVID-19 Digital Staff Passport

As outlined in the recently published NHS England '2021/22 priorities and operational planning guidance', local systems are encouraged to make use of interventions to facilitate flexibility and staff movement across systems including staff digital passports and are encouraged to access available support to help deploy the innovative approaches to optimising workforce capacity.

NHS England and NHS Improvement have introduced a [COVID-19 Digital Staff Passport](#), to enable the safe and rapid temporary movements of staff between NHS organisations in response to the COVID-19 pandemic.

The movement of clinical staff from one NHS organisation to another has proved invaluable to meet the care needs of our population during the COVID-19 pandemic. To support this, building upon the guidance in the Staff Movement Toolkit, the COVID-19 Digital Staff Passport provide the technological solution that enables the quick and efficient movement of staff between NHS organisations within and across ICS and regional boundaries by providing a service to securely transfer NHS staff's employment details using a highly secure smartphone app.

The technology that underpins the **COVID-19 Digital Staff Passport** is simple to use, safe and puts clinicians in control of their information, empowering them to decide who they share their data with and enabling them to support and work in other NHS organisations. Clinicians will hold their own encrypted, verified record of their digital identity, employment, and clearance information on their own smartphone, in a tamper-proof format.

[Click here to find out how a COVID-19 Digital Staff Passport can help you and your staff](#)



## 9.2 Internal Meetings Text

Text to be used once an organisation is registered with the Digital Staff Passport:

We are pleased to inform you the trust is now a live registered site for the COVID-19 Digital Staff Passport. This means we now have the technology and processes in place to support the safe and secure temporary deployment of clinical staff to other NHS organisations during the COVID-19 pandemic.

NHS England and NHS Improvement commissioned NHSX to develop and build the passport, in collaboration with Blackpool Teaching Hospitals NHS Trust.

This solution builds on the work of workforce sharing agreements and MOUs to digitally enable the secure transfer of an NHS worker's employment checks which helps speed up the onboarding process, providing a more efficient experience for staff. The passport also enables staff who agree to be deployed between organisations to hold their own encrypted, verified credentials on their smartphone, in a tamper-proof format.

For more information visit [www.beta.staffpassports.nhs.uk](http://www.beta.staffpassports.nhs.uk) or to discuss how you or your clinical teams can be issued with a passport for deployment, please contact your HR team.





## 10. Resources for NHS Trusts

Download the [Communication Resources for NHS Trusts](#), which contains the following communication material. These can be used in NHS trusts to promote the COVID-19 Digital Staff Passport.

### 10.1 Internal Poster

**COVID-19 Digital Staff Passport**

Are you considering a voluntary deployment to support the COVID-19 response? If so, the **COVID-19 Digital Staff Passport** can help you move your information more easily:

- ✓ Secure transfer of employment checks to your host organisation
- ✓ Securely held on your smartphone
- ✓ For fast on boarding

For more information contact:  
Insert trust contact details here...

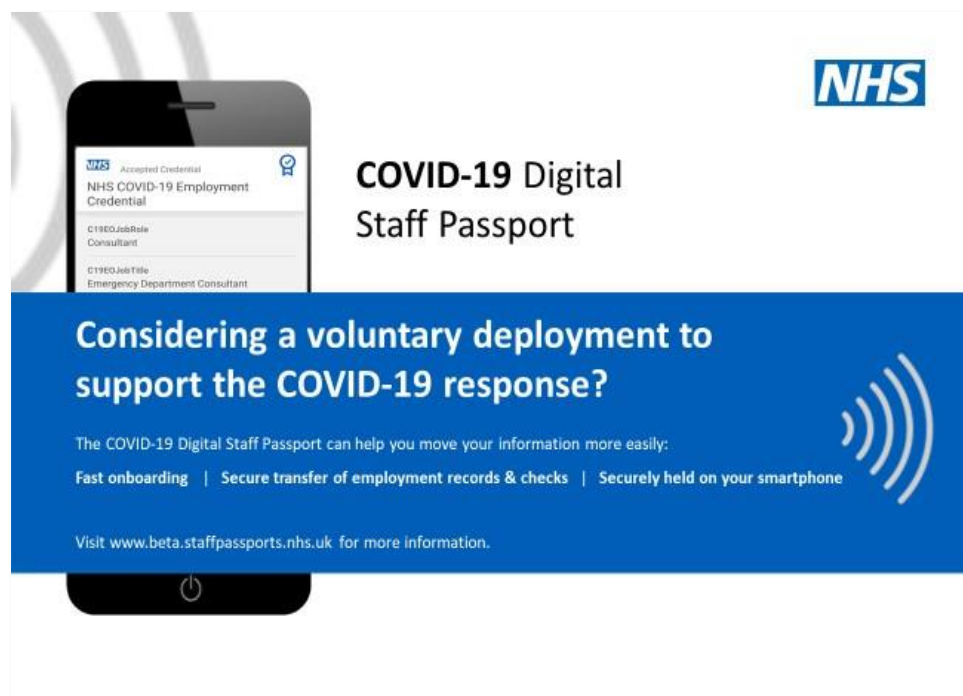
Scan me to visit  
[www.beta.staffpassports.nhs.uk](http://www.beta.staffpassports.nhs.uk)

Ability to insert trust contacts details and save as a PDF ready for sending.



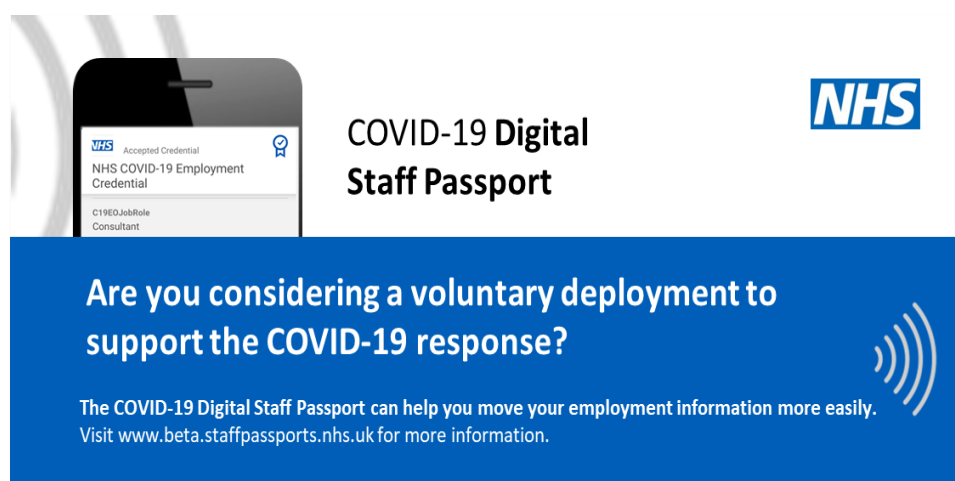
## 10.2 Screensaver

The screensaver is a signposting tool which can be used on trust computers to promote the system to managers and staff.



## 10.3 Banner

The banner is a signposting tool which can be used on local intranet sites and bulletins to promote the system to managers and staff.



## 10.4 Staff Information

There are two resources available to help you communicate with your staff, they are as follows:

### 10.4.1. General Staff Information Leaflet

A general information leaflet which provides useful information on how the Digital Staff Passport works and how employee data is used. This leaflet contains a section which enables you to insert your trust contact details before saving as a PDF, which can be used for sending via email or hosting on your intranet site.

**Are you considering a voluntary deployment to support the COVID-19 response?**  
If so, the COVID-19 Digital Staff Passport can help you. It is a solution that enables the secure transfer of employment records to a host organisation.

**It is:**

- ✓ A verified record of identity and employment
- ✓ Securely held on your smartphone
- ✓ Supported by a national workforce sharing agreement
- ✓ Simple, user friendly and gives you control of your own verified information
- ✓ An interim passport for COVID-19, a significant step towards our ambition for digital staff passports.

**For more information, visit**  
[www.beta.staffpassports.nhs.uk](http://www.beta.staffpassports.nhs.uk)

**Where is my information held?**  
The Connect.Me app holds your information in a digital wallet on your smartphone.

The app puts you in control of how you manage your data and who you share it with.

You can download the Connect.Me app via Google Play or the Apple App Store (your mobile phone needs to be on either iOS or Android).

**How do I receive my information?**  
Your information is provided as a set of data items, known as 'Credential' which is passed to you through the Connect.Me app by your local HR team.

**Your local trust contact:**

**How do I transfer my information to my temporary organisations?**  
Once you have your information (credential), you will transfer this electronically to the HR team at your temporary host organisation using the Connect.Me app.

**COVID-19 Digital Staff Passport**

**What data will be processed?**  
Only staff data which is held by your employing organisation will be processed through the COVID-19 Digital Staff Passport. The information collected will be the minimum necessary to populate your digital passport and will all be relevant for creating your staff profile at your next organisation.

**This will include:**

- Basic personal details about you - name, date of birth, National Insurance number; a recent photo of you
- Basic details relating to your work status - Employment checks such as DBS information, right to work, information (freedom, status) if appropriate.
- Your professional registration details (GMC/NMC/GDC/HCPC where appropriate)
- Basic details relating to your current employment - employer organisation, job role, staff number, department, start date (optional), end date, if appropriate, pay band, work email address, smartcard number
- Limited healthcare information relating to your employment, specifically occupational health clearance status

**What is the purpose of processing my data?**  
The data processed through the COVID-19 Digital Staff Passport is all information which is currently processed by your existing employer to meet NHS employment checks standards requirements. It is required by your temporary host organisation for the same purpose.

**How long will you keep my data?**  
COVID-19 Digital Staff Passport will only be valid for the duration of the current COVID-19 response. Once this has ended and there is no longer a need for the scheme, all COVID-19 Digital Passport credentials will be revoked by the issuing organisation.

Further information on the how your data is managed is available in the privacy notice within the COVID-19 Digital Staff Passport.

**For more information, visit**  
[www.beta.staffpassports.nhs.uk](http://www.beta.staffpassports.nhs.uk)

**Insert trust contacts details here and save as a PDF ready for sending.**

### 10.4.2 'How does the process work' Guide

This provides a step-by-step guide for staff, outlining the process of being issued a passport and how their passport will be verified by their new organisation.



**COVID-19 Digital Staff Passport**

**How does the process work?**  
 Please view the video explaining how to use the COVID-19 Digital Staff Passport to move between NHS organisations.  
 The first step is to discuss and agree with your line manager your temporary deployment between your employing organisation and new host organisations.  
 To use the passport both organisations will need to be registered with the COVID-19 Digital Staff Passport, view the list of registered organisations.

**Before registration:**

- Download and set up the Connect Me App on your smartphone. It can be accessed in the Play Store for Android devices and the App Store for Apple.
- Contact the HR Department at your employing NHS organisation and arrange a short appointment to receive your COVID-19 Digital Staff Passport credential.

**At the appointment with employing NHS organisation:**

- You will need your smartphone containing the Connect Me App, your photo ID, and a recent photo.
- The HR Team will check your ID and save the photo. Note a photo can be taken during the appointment to be used on your credential.
- You will be asked to make a digital connection on Connect Me App via a QR code or SMS message.
- You will receive your COVID-19 Digital Staff Passport credential via a notification in which you can check the information and if correct accept on the app.
- You will receive an email containing the 'License to Attend' outlining what terms you are agreeing too when you share your credential with another NHS organisations.
- You will need to contact the HR Department of the host NHS organisations and make a short appointment to verify your passport credentials.

**COVID-19 Digital Staff Passport**

**At the appointment with host NHS organisations, you will:**

- Need to open the Connect Me app and scan the QR code presented to you by your host NHS organisations to make a digital connection.
- Once connected, be asked to share your COVID-19 Digital Staff Passport credential via the app.
- Receive an email containing the 'License to Attend' outlining what terms you are agreeing to when you share your credential with the host NHS organisations.
- Complete any induction required by the host NHS organisation and start work.

**Being deployed using the COVID-19 Digital Staff Passport enables you to move quickly, securely and with ease, by providing digitally secured and verified credentials. Thereby providing secure information to host organisations and negating the need to repeat unnecessary pre-employment checks.**

**Did you know your COVID-19 Digital Staff Passport credential can be used multiple times at multiple NHS organisations (registered with the passport), thereby allowing you to move quickly, securely and with ease.**


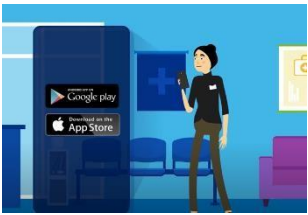
Further information on the how your data is managed is available in the privacy notice within the COVID-19 Digital Staff Passport.  
 For more information, visit [www.berta.staffpassports.nhs.uk](http://www.berta.staffpassports.nhs.uk)

## 10.5 Social Media

To assist with a trust social media campaign, we have compiled a series of social media message that you could consider using via your trust communication channels.

Message	Image
<p>We've made it simpler to temporarily move between NHS organisations using the interim Digital Staff Passport</p> <p><a href="https://youtu.be/P6vf956Yvc">https://youtu.be/P6vf956Yvc</a></p> <p>#DigitalStaffPassport</p>	
<p>The interim Digital Staff Passport will make a temporary move from one NHS organisation to another much simpler</p> <p><a href="https://youtu.be/P6vf9-56Yvc">https://youtu.be/P6vf9-56Yvc</a></p> <p>#DigitalStaffPassport</p>	
<p>We've developed the interim Digital Staff Passport so it's easier for both staff and HR teams</p> <p><a href="https://youtu.be/P6vf9-56Yvc">https://youtu.be/P6vf9-56Yvc</a></p> <p>#DigitalStaffPassport</p>	



<p>We know it's key to get staff onboarded quickly; we have developed the interim Digital Staff Passport so it's easier for both staff and HR teams <a href="https://youtu.be/P6vf9-56Yvc">https://youtu.be/P6vf9-56Yvc</a> to move staff temporarily #DigitalStaffPassport</p>	
<p>The interim Digital Staff Passport is available on the Apple App store or Google Play Store. Just search for "Connect.Me" and your HR team can issue a verified credential to you. <a href="https://youtu.be/P6vf9-56Yvc">https://youtu.be/P6vf9-56Yvc</a> #DigitalStaffPassport</p>	



## 11. Help and Support

There is a wide range of information, guidance and support available on our website: [www.staffpassports.nhs.uk](http://www.staffpassports.nhs.uk) or our [FutureNHS](#) workspace

If you have any questions or need further support, please contact:

For general queries - [nhsi.digitalstaffpassport@nhs.net](mailto:nhsi.digitalstaffpassport@nhs.net)

For technical queries - [passport@sitekit.net](mailto:passport@sitekit.net) or 0800 640 4269

Opening hours: 9am to 5pm, Monday to Friday (including Bank Holidays)

**NHS**  
COVID-19 Digital Staff Passport

Home For Employers For Staff Registered Organisations Help and Support About Passporting Contact Us

An interim COVID-19 Digital Staff Passport is now in **beta testing** to enable safe staff movements between NHS organisations

### Enabling NHS staff movement to support the NHS response to coronavirus (COVID-19)

What is the NHS Covid-19 digital staff passport

Watch on YouTube

NHS staff undergo rigorous pre-employment checks before they begin work to ensure they are able to provide safe care for patients.

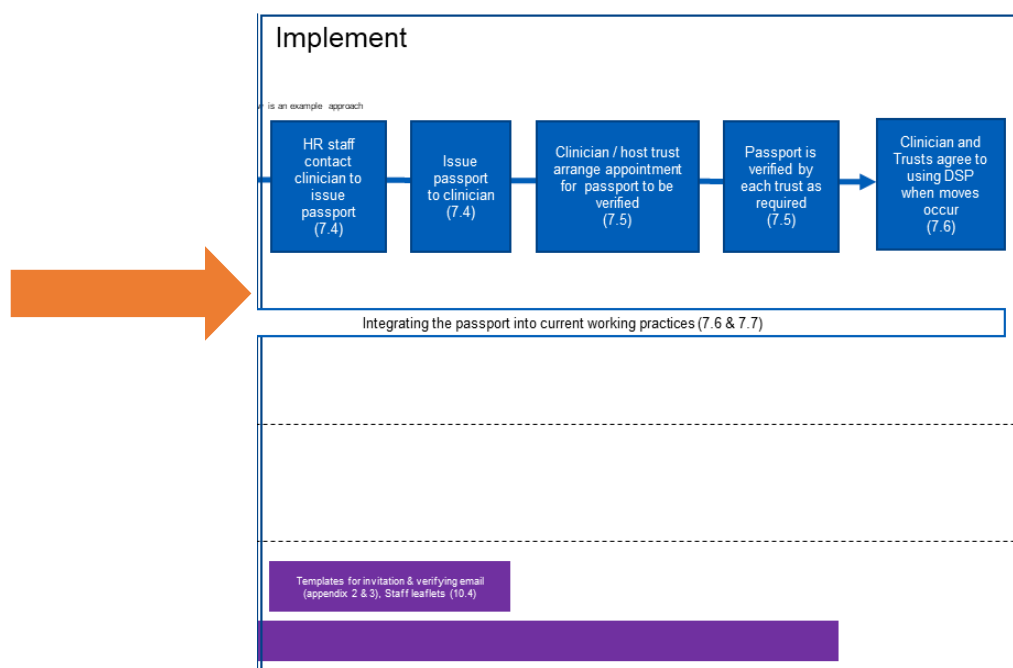
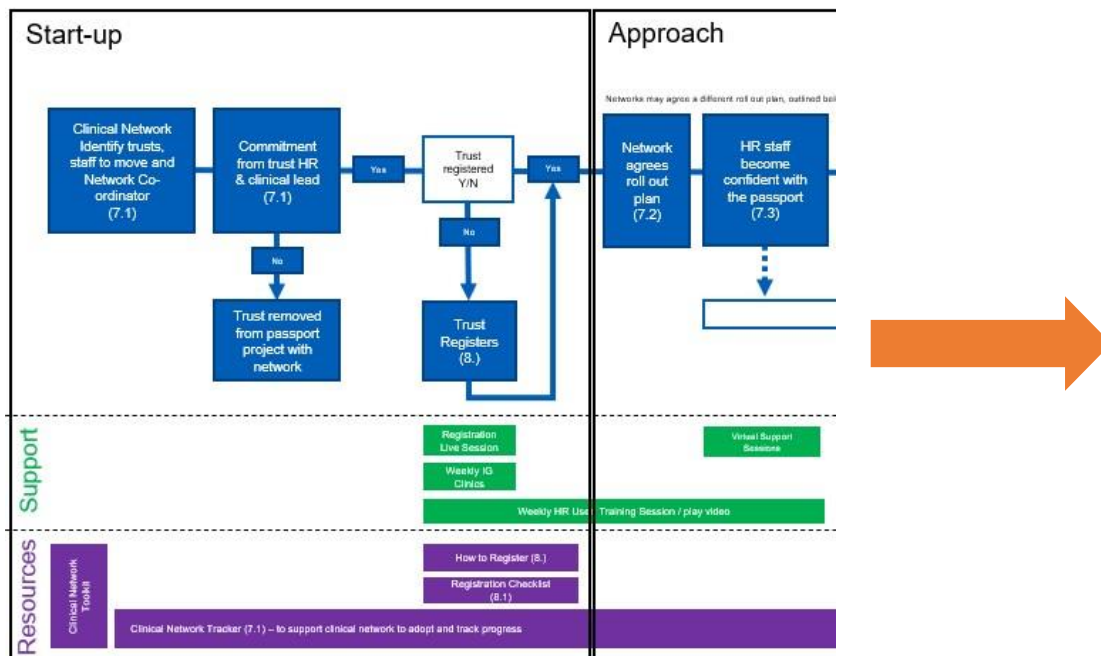
To support the COVID-19 response, staff movement between NHS organisations need to be swift and efficient, with evidence available that checks have been completed before staff move.

The new COVID-19 Digital Staff Passport provides a solid legal framework for staff and bank workers to be deployed into other NHS organisations and streamlines and speeds up the sharing of information, allowing staff to move promptly and with ease. The information is transferred securely by the staff member through their own smartphone, putting them in control.



## Appendices

### Appendix 1. Recommended Clinical Network Adoption Plan



## Appendix 2. Invitation to receive a COVID-19 Digital Staff Passport email template

Subject: Receive your Digital Staff Passport with the XXX clinical network

Dear (insert employee name),

We are writing to invite you to arrange an appointment with your HR team, to receive your **COVID-19 Digital Staff Passport**. This passport will enable you to work as required at other trusts within your (insert name of clinical network) clinical network. You can also use this passport to work temporarily at other NHS trusts, as part of Covid-19 recovery.

We are pleased to inform you that the (insert name of clinical network) network has chosen to use the COVID-19 Digital Staff Passport to support the temporary movement of staff across all the organisations within the network, during the COVID19 pandemic and recovery period.

The passport enables you to securely transfer a specific set of personal and employment information using your own smartphone, thereby helping to speed up your onboarding process and avoiding paper processes that often lead to duplication and delays. Please see a short [video](#) for more information.

Through a simple face-to-face or virtual appointment, which is expected to take less than ten minutes, you will be issued with your own encrypted passport containing a verified 'credential' onto your smartphone, in a tamper-proof format.

**To arrange your appointment please contact: (insert HR teams contacts details)**

Please see attached 2 leaflets; the first provides useful information on how the Digital Staff Passport works and how employee data is used, and the second provides a step-by-step guide for staff, outlining the process of a passport being issued and how the passport will be verified by the new organisation.

The technology being used for the COVID-19 Digital Staff Passport is highly secure and whilst this passport has been designed specifically to meet the COVID-19 need, we envisage that this is the beginning of how all staff transfers will be simplified across the NHS in the future. This is a great opportunity for you to trial this easy-touse product and we would welcome your feedback.

For more information, support or to provide feedback please visit [Help and Support](#).

Thank you for your support,





### Appendix 3. Verification instructions for clinical network staff email template

Subject: Verify your COVID-19 Digital Staff Passport at other NHS organisations

Dear (insert employee name),

Thank you for attending the appointment so we could issue you with your COVID-19 Digital Staff Passport. You are now able to use your passport when moving NHS organisations on a temporary basis to support the work of the clinical network, and you will have received your automatically generated confirmation email from your current employer.

**The next step is to verify your passport with each of the NHS organisations in which it has been identified that you may move to as part of the clinical network.**

Please see below your Employee Movement Plan, which outlines the NHS organisations you will need to contact to arrange your passports to be verified.

#### Employee Movement Plan

Clinical Network	
Clinical Network Lead Contact	(insert email address)
Employee Name	

Trust Name	Contact	Passport Verification needed Y/N
Trust 1	(Insert contact email address)	
Trust 2	(Insert contact email address)	
Trust 3	(Insert contact email address)	
Trust 4	(Insert contact email address)	
Trust 5	(Insert contact email address)	
Trust 6	(Insert contact email address)	
Trust 7	(Insert contact email address)	
Trust 8	(Insert contact email address)	
Trust 9	(Insert contact email address)	
Trust 10	(Insert contact email address)	

Example - Replace with Employees Movement Plan

The verification of a passport is very quick and simple, taking approximately 5 minutes and can be completed face-to-face or virtually.

In addition, it is recommended you also verify your passport each time you move to work at any of the NHS organisations. This will provide assurance to the NHS organisations that the passport is valid at time of use.

If you have any questions please contact your employing organisations or visit [Help and Support](#) for more information.

Thank you for your support.



## Appendix 4. COVID-19 Digital Staff Passport Registration Process Map

