

1. Introduction and Who Guideline applies to

This guidance is designed to enable staff to take time off from their workplace in a manner that does not compromise the provision of the Pharmacy service whilst providing a fair and consistent approach across all services and staff.

This includes booking leave evenly throughout the year avoiding undue pressure on the service in the last few months of the year or at times of increased demand and pressure.

This guidance should be followed in conjunction with the Trusts Non-Medical Staff Annual Leave Policy (B22/2013) and Staff Rostering Policy (B5/2013), copies of which can be found on INsite.

The contents of this guidance may be subject to change should the service be at risk from short staffing due to emergency circumstances that affects the Pharmacy's ability to offer effective patient care e.g. in the event of a major incident, pandemic or other pressure on the Trust / department when staff may be requested to cancel leave. NB this is anticipated only in exceptional circumstances and any decision to cancel authorised leave would be voluntary.

2. Guideline Standards and Procedures

2.1 Working Shift Patterns

- a) Unless as an agreed exception approved by the pharmacy workforce group staff working shifts greater than 6 hours but less than 9 hours will adopt UHL Trust policy of a minimum of a 30 minute unpaid break.
- b) Staff working greater than 9 hour shift will adopt the European Working Hours Directive of an unpaid break of a minimum of 60 minutes.
- c) Foundation pharmacists may work over the Trust recommended max number of days / hours within a period but will still be within European Working Hours Directive

2.2 Leave allocation

- a) Annual leave and Bank holiday leave allocation is as per Trust policy; the annual leave year allocation runs from 1st April to 31st March, annual and bank holiday leave entitlement is calculated and administered by the site admin team.
- b) **NB:** There is an exception in place in the case of Trainee Pharmacists as this staff groups leave year runs from, e.g. 1st August to 31st July their allocated annual leave is split into two allocations (August to March and April to July) with agreement that one week can be carried over from March to April each year if required. This is to facilitate preparation for the registration exam and this week of leave can be carried over without needing agreement of the pharmacy workforce group.
- c) Leave is calculated in hours and staff should take responsibility for checking their leave entitlement is correct and ensure changes due to long service or adjustments in hours have been correctly accounted for at the start of each leave year.
- d) Bank Holiday allocation for all staff will be calculated and added to annual leave hours at the start of each financial year. Bank holidays will be booked for individual members of staff according to contracted hours and any balance calculated and adjusted for all staff by the administration team.

- e) For other groups of staff on fixed term contracts where processes for managing annual leave may need to be bespoke; these cases should be discussed on an individual basis with final agreement coming from the pharmacy workforce group.

2.3. Requesting leave

- a) Requests for annual leave and lieu leave must be submitted via Employee Online which every staff member will have access to.
(<https://uhleol.allocate-cloud.com/EmployeeOnlineHealth/UHLLIVE/Login>).
- b) Where possible 6 weeks' notice should be provided when requesting full weeks or multiple weeks annual leave. Requests can be made at any point up to the required leave date and flexibility will be shown in relation to shorter timescales; requests will be considered in line with service needs.
- c) Periods of leave in excess of 2 weeks are to be requested in writing and submitted to line managers or nominated authoriser for leave in that area in the 1st instance. Once approved this must be communicated to the pharmacy workforce group by the authorising manager (this is for noting only) However the overall service is priority so the pharmacy workforce group would need to step in if service likely to be affected due to high staff absence). This process provides a fair, consistent and transparent approach to these requests across the whole department.
- d) Annual leave will be granted according to the leave criteria on a first come first served basis except during periods of high demand which will be approved as per section 2.5
- e) It is important to note that Employee Online does not automatically notify line managers or nominated team authorisers of leave requests. Leave approvers must proactively check Health Roster for leave requests within their team; for most teams it is suggested that checking weekly is sufficient but this may vary depending upon team size.
- f) Staff must not commit themselves to annual leave plans before receiving notification from Health Roster that leave has been approved.
- g) Staff who require urgent review / approval of their leave must ensure their leave is approved prior to being off. In the absence of the direct line manager an alternative senior person with appropriate authority can approve the leave.
- h) No leave should be taken which has not been approved – unapproved leave which is taken will be treated as unauthorised leave
- i) Request for emergency leave (as defined by the Trust Special Leave policy A18/2002) e.g. carers leave and special leave must be dealt with differently on Employee Online. All requests for this type of leave must be:
- Approved by the line manager or appropriately authorised person
 - Record on Employee Online, due to the nature of this it may be recorded retrospectively

2.4 Using annual leave entitlement

- a) As per section Trust Annual leave policy staff must:
- Ensure that annual leave is planned and evenly distributed throughout the leave year. This is important for the individual's health and wellbeing as well as the pharmacy service.

- Avoid using the majority of annual leave in the last three months of their leave year (unless there is prior agreement with manager), placing undue pressure on the service and not allowing the individual adequate rest throughout the rest of the year.
 - Notify their manager as soon as possible where it becomes apparent that it is difficult to take annual leave.
- b) As per Trust Annual Leave Policy where staff work varied shift patterns, at least a quarter of their annual leave entitlement must be booked on their longer working shifts.
 - c) Under no circumstances can annual leave be bought forward from the next year's annual leave entitlement.
 - d) It is not expected that staff carry over any leave into the next financial year, however in exceptional circumstance to be agreed by the pharmacy workforce group one week of basic hours may be authorised to carry over. This leave must consequently be planned to be taken within the first month of the new holiday year as specified in the Trust leave policy.
 - e) Staff who work over more than one area/team need to obtain approval from all teams they work within. For rotational staff leave authorisers must consider department staffing levels in the areas the rotational member will be working in at the time of the leave and liaise with team leaders in those areas prior to agreeing leave requests.

2.5. Requests during periods of high demand for leave

- a) Annual leave will be granted according to the leave criteria on a "first-come, first served" basis except in the following circumstances which are based on high demand for leave and a need to maintain a core pharmacy service:
 - Christmas/New Year, Eid and the Easter holiday period (see below)
 - Where a planned project requires the restriction of leave (i.e. major refurbishment/installation of ICT etc.).

Special arrangements exist for the Christmas/New Year/Easter/Eid period.

- On the 1st of September leave requests can be submitted for Christmas/New Year period
 - On the 15th January leave requests can be submitted for Easter period
 - All leave requests 12 weeks prior to either Eid ul Fitr & Eid ul Adha (Islamic calendar is a lunar calendar consisting of 12 lunar months in a year of 354 or 355 day, therefore both Eid's are brought forward by 10 days each year)
 - The above special arrangements are not inclusive of all other faiths. Whilst we recognise a wide range of faiths are celebrated by staff across the department, the current demand does not require any special arrangements to be put in place for booking other dates off. This will be reviewed by the pharmacy workforce group on an annual basis.
 - The date range will include Bank Holidays/Statutory days and Weekends if immediately preceding these periods
 - A decision will be made by the team's annual leave lead person and the outcome will be communicated to staff by the end of the following month as outlined above.
- b) Rotational staff must submit their requests to the department where they will be working. Records must be shared with the site where the majority of time is spent working so that staff records are kept up-to-date.

- c) For specialist teams that work across sites a request form must be submitted with a supporting e-mail for the specialist leave before it can be reviewed centrally. This is the responsibility of the relevant team lead.
- d) If there are more staff from a particular staff group requesting annual leave over these periods than the department can manage then priority will be given to those not having had leave during the previous year(s).
- e) Any member of staff wishing to make a firm booking where there is a need for a deposit to be paid for a holiday over any of these periods and requires a response to their request for leave before these dates should make the request in writing directly to their Service Lead for approval at Pharmacy Workforce Group
- f) Consideration of leave at certain times will need to be viewed as a wider department decision to ensure effective provision of service.
- g) Requests for annual leave can be submitted on a rolling year basis, please note this excludes periods of high demand for leave outlined in 2.5(a). In exceptional circumstances i.e. planning for wedding, leave can be authorised outside of the rolling year at the discretion of the pharmacy workforce group.

2.6 Lieu Leave

2.6.1 Accruing Lieu

- a) As a service we must aim to keep accrued lieu to a minimum. However, we acknowledge that at times lieu will occur but this must be managed appropriately.
- b) Staff staying over their contracted hours when working late, weekend and bank holiday shifts is sometimes necessary to maintain the pharmacy service, this is voluntary and is greatly appreciated by the Trust.
 - This time can be claimed as time back as lieu.
 - Extra time worked should be documented and witnessed on the daily e-Rostering staff log.

Staff **choosing** to work over their contracted hours to complete any other work must seek authorisation from a General Manager, Service Manager, Deputy Chief Pharmacist, Principal Pharmacy Technician CMG Lead Pharmacist or Principal Pharmacist prior to staying (with the exception of staying for lates /weekends). Please note the aforementioned staff groups cannot authorise leave for their peers. Staff authorising extra hours for pay should inform relevant member of PLT (Pharmacy Leadership Team) as good practice due to budgetary impact and financial accountability. Staff working more than 37.5 who have been authorised to claim pay for additional hours (more than 24 hours in advance) will need to ensure they have a bank contract set up. In some circumstances cover may be required with less than 24 hours notice. In these circumstances a claim for overtime can be submitted (up to band 7), but must be authorised by the budget holder.

- c) Any extra hours worked without prior authorisation will not be authorised as a valid claim for lieu or payment.
- d) In exceptional circumstances only, will accrued time be paid as overtime and this must be authorised by a General Manager or Deputy Chief Pharmacist prior to the time worked and recorded on Health Roster.
- e) Staff must not keep more than a rolling 10% of their normal monthly contracted hours as lieu, this is usually kept for emergency use and a plan should be in place to ensure this is

not exceeded; time taken back must be recorded on Health Roster by site department administration team.

2.6.2 Booking Lieu

- a) Accrued lieu leave must be booked and taken back within 3 months of its accrual.
- b) If for operational reasons staff are unable to take this within the time frame, payment will be made and the lieu time deducted in line with Agenda for Change Terms and Conditions. This must be authorised by a General Manager or Deputy Chief Pharmacist
- c) It is the employee's responsibility to make every attempt to book and take the lieu leave within the 3 month timescale, evidence to prove requests have been made and refused will be available via HealthRoster although staff are encouraged to keep their own records for reference.
- d) It is not possible for staff to request lieu time) via EmployeeOnline once the roster period in question has closed to requests (8 – 12 weeks prior to being worked). Staff are therefore encouraged to use their lieu time in advance in a planned way as described above. It is recommended that staff wishing to book off a small amount of time at shorter notice e.g. for a half day or early finish, do so using annual leave as that can be requested within EmployeeOnline for any future date.

2.7 Out of hour's commitment for late clinic, weekend and Bank Holiday shifts

- a) Where service demands allow, staff contributing to late clinics should shift their hours to commence later that day to prevent any unnecessary accrual of lieu leave. Where shifting hours is not possible local arrangement to ensure lieu is not accrued must be in place for all members of the team as per section 2.6.1 of this guidance.
- b) Swaps for all out of hours commitments are acceptable and should be made with colleagues bearing in mind similar and appropriate skill mix.
- c) Staff booking less than their contracted full week's annual leave must swap their late clinic commitment. Pharmacists are expected to swap all their late clinic commitments, even where this falls in a full week of annual leave.
- d) All weekend, bank holiday and on-call shifts must be swapped if rostered during the period of the annual leave request.
- e) Rest days for weekends worked should be requested a minimum of 6- weeks in advance via Employee Online– preferably immediately after previous weekend worked. Due to differences in service demands and capacity:
 - The Pharmacy Technical Team: If no request is made then a rest day will be allocated which fits in with operational service.
 - The Pharmacists: Individuals must manage their rest days to balance clinical commitments and lieu time.

2.8 Authorising annual and Lieu leave

- a) Nominated team leave authorisers must undertake appropriate training on how to use online rostering software prior to authorising leave requests
- b) Nominated team leave authorisers reviewing leave requests for staff working in split posts should ensure leave is appropriate for both areas. The notes functionality within Health Roster can be used to facilitate this, i.e. the first team making an annotation and leaving for

the second team to approve. This process should not be to the detriment of the staff member requesting the leave.

- c) Each team must have a set of guidance for authorising annual and lieu leave.
 - This guidance must take into consideration skill mix and senior presence to provide leadership and advice for the service
 - It is expected that the guidance is reviewed regularly to take into consideration change in the team structure and pressures in workload.
- d) Where possible staff will be given 1 weeks' notice of the date in which the roster finalisation will take place to ensure sufficient time for staff to plan annual leave/toil.

2.9 Forms & Information:

Further information on electronic rostering for pharmacy can be found in the following folder:

\\uhldata02\data\Clinicalservicesdirectorate\pharmacy\electronic rostering

Additional information available on INsite

Future dates for Easter/Eid:

	Easter Sunday	Eid ul Fitr (End of Ramadan)	Eid ul Adha
2021	Sunday 4 th April	Thursday 13 th May or Friday 14 th May	Tuesday 20 th July or Wednesday 21 st July
2022	Sunday 17 th April	Monday 2 nd May or Tuesday 3 rd May	Saturday 9 th July or Sunday 10 th July
2023	Sunday 9 th April	Fri 21 st April or Saturday 22 nd April	Wednesday 28 th June or Thursday 29 th June
2024	Sunday 31 st March	Wednesday 10 th April or Thursday 11 th April	*Monday 17 th June or Tuesday 18 th June
2025	Sunday 20 th April	**Monday 31 st March or Tuesday 1 st April	Friday 6 th June or Saturday 7 th June

*Possible chance of Sunday 16th June

**Possible chance of Sunday 30th March

3. Education and Training

All new staff will be shown how to book and request annual leave or TOIL on induction.

4. Monitoring Compliance

What will be measured to monitor compliance	How will compliance be monitored	Monitoring Lead	Frequency	Reporting arrangements
Amount of lieu remaining at the end of a month per staff member as per 2.6.1e	Health Roster	Pharmacy General Managers	Quarterly	Pharmacy Workforce Group
Amount of annual leave remaining throughout the year as per 2.4a	Health Roster	Pharmacy General Managers	Quarterly	Pharmacy Workforce Group

5. Supporting References (maximum of 3)

- Non-Medical staff Annual Leave Policy (B22/013)
- Staff Rostering Policy (B5/2013),
- Special Leave Policy (A18/2002)

6. Key Words

Annual leave, Toil, A/L, leave, pharmacy

CONTACT AND REVIEW DETAILS	
Guideline Lead (Name and Title) Melanie Cross, Pharmacy General Manager and Pharmacy Workforce Group	Executive Lead CSI Head of Nursing
Details of Changes made during review: Timeframes for leave submission over peak periods for Christmas, New year, Easter and Eid Minor grammatical changes Changes to authorisation of toil/payment arrangements for additional hours Removal of links to documents Updated Monitoring compliance	