

Shared vision.
Better together

Contacting NHS SBS About Your Pay & Pension

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

To find out more visit:
www.sbs.nhs.uk/es-contact-pay-pensions

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 access our Knowledge Centre 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 9am – 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 your payslips, log queries and access FAQs. Search MySBSPay on The App Store and Google Play.



NHS
Shared Business Services

Go Online With HMRC



NHS SBS are unable to amend any tax code without the instruction of HMRC. Please call HMRC on 0300 200 3300 or visit www.gov.uk/tax-codes for more information on personal tax.

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

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 HMRC 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.

There are more than 30 services available in your Personal Tax Account. 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, and to apply for Marriage Allowance.

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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 can use the Portal to raise and track your queries instantly and directly with our dedicated payroll and pensions teams, or to find answers to frequently asked questions.

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.

Enquiry Priorities and Timescales

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

Priority 1 (24 Hours)

- Non receipt of pay
- Receipt of less than 75% of basic pay
- Overpayments
- Court orders
- Mortgage and letting requests

Priority 2 (3 Working Days)

- Deductions
- Claims
- Absence, maternity, paternity and adoption
- Underpayments of overtime, enhancements etc.
- MySBSPay app enquiries

Priority 3 (10 Working Days)

- Requests for replacement payslips and statements of earnings
- Pension enquiries

The Benefits

Our priority is answering your query as quickly, and completely as possible. Using our quick and easy Self-Service Portal delivers you the following benefits:

- Remote, 24/7 access 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 and check on the status
- Personalised profile unique to you
- Additional, instant support with a comprehensive FAQ section and other key information



Shared Business Services

Raising a Complaint

NHS Shared Business Services is here to support you, 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?

Our Payroll and Pensions services are successfully delivered to over 300,000 NHS employees across approximately 90 NHS organisations every month, ensuring they are paid accurately and on time. Our solutions mean NHS employees can focus on patient care, whilst closing the shortage gap, and NHS organisations have help recruiting, retaining and supporting their workforce to provide the highest standards of patient care.

www.sbs.nhs.uk