

Contact Us!

NHS Shared Business Services Payroll and Pension Employee Service Desk

Important contact details for the Employment Services Desk (ESD):

0303 123 1144

Monday – Friday

www.sbs.nhs.uk/esd

8.00am – 5.00pm

Before you contact ESD we will require the following information which can all be found on your payslip:

- Name - Employer - Assignment number - NI Number - Date of Birth

If you cannot provide us with this information we may not be able to log your call for security reasons. Information given to ESD is confidential and please be aware that calls are recorded.

Please be aware that our telephone lines can be very busy around pay day, therefore we recommend you submit your enquiry through our ESD web form at **www.sbs.nhs.uk/esd**.

Your enquiry will be prioritised based on the type of query you have. For more details about response times please view the priority listings below. If you do not receive a response to your call within the agreed timescale, please contact ESD, quoting your original log number and ask them to check the status of your call. The call will then be sent to the NHS SBS Payroll Team within **24 hours and monitored until resolved.**

Priority 1

24 hours

- Received no pay
- 75% of basic pay
- Overpayments
- Non receipt of P45s

Priority 2

3 working days

- Tax queries
- Third Party requests
- Pension queries (not relating to Pension estimates)
- Mortgage application requests

Priority 3

10 working days

- Information requests
- Tax office information
- Pay dates
- Payslip information

Priority 4

6 weeks

- Pension estimates
- Timescale may vary dependent on response from NH Pensions Agency