

FREQUENTLY ASKED QUESTIONS

Buying a subscription/Pay-per-view report

- ***I don't have access to a company/trust credit card. Can you invoice me for a subscription?***
Yes, you can place an order online and we will manually process that and send you an invoice. Understandably this process is more time consuming so you may have to wait a little longer for access (normally within 7 days).
- ***Can I take a trial out for a subscription?***
Contact the Health-Workforce team if you are interested in a 3-month trial on 0208 334 4500.
- ***Is there a special price if I subscribe to more than one newsletter?***
No, we have set our subscription prices as low as we can. We believe they offer value for money and so we don't offer further discounts on bulk buying.
- ***How many reports will I receive with a subscription to Employing Doctors & Dentists, Employing Nurses and Midwives or Employing Allied Health Professionals?***
You will receive 6 special reports reports plus 4 free Employing Health Professionals reports over your 12-month subscription. In addition, you are granted access to the online archive for your report series.
- ***When will access to the online archive end?***
Your access will end when your subscription expires.

Sharing access

- ***Can I share a subscription with another colleague?***
Access to reports and the online archive will be made through one email address and password. We accept that you may share access with colleagues within your team and perhaps department – just as you may have done with a print newsletter. However, please recognise that our business is based on subscriptions and we are a small publishing house offering the best subscription rates we can. So please show some restraint.

Similarly, you may occasionally wish to share one of our articles with a friend or colleague - for us this is great marketing and if you encourage others to subscribe we are all benefiting.

We are happy to authorise library subscriptions. Please contact our team to confirm.

- ***Can I email a pdf of one of my subscription reports to a colleague?***
We ask that you observe copyright laws and not circulate pdf copies of our reports by email.

Problems accessing articles or reports

- ***I have bought a subscription but I still don't have access online - when will I get access?***
The fastest way to ensure access to any of our reports is to pay online by credit card. If you choose only to *order* online (and *not* pay online) there is a delay while we manually process your order. Please be patient as this process can take up to 7 days.
- ***How can I be sure it is safe to buy online with Health-Workforce?***
We use the Worldpay system for all our online sales. Security is always a significant concern for both shopper and retailer during an online transaction. In reality an online transaction is probably more secure than a card transaction in a shop or conducted over the telephone or by fax, as the information transmitted online is highly encrypted using complicated logarithm combinations.

The WorldPay payment system uses a combination of both established and innovative techniques to ensure the security and integrity of all sensitive data. Furthermore, its public web servers are certified by Thawte, a public Certificate Authority, so you can have confidence that nobody can impersonate WorldPay to obtain confidential information.

Data storage on WorldPay systems, and the communication between WorldPay and the worldwide banking networks, is regularly audited by the banking authorities to ensure a secure transaction environment. We also ensure that we stay up-to-date with the latest versions of any third-party code we use, and continually review our own proprietary code.

See <http://www.worldpay.com/shopper/index.php?page=safety> for more tips if you still have any concerns.

- ***It keeps asking me for a password, but I don't think I have one.***

When you are registered onto the site (you may register yourself or be invited to join by our team) you are sent a site password. Don't worry if you have forgotten or mislaid it. Simply type in your email and push the "Remind me" button. Your password will be resent to the email address which is associated with your subscription.

- ***I'm typing in my password but it isn't recognised. What do I do now?***

When this happens it is almost always because there is a problem with the email address you have logged in with. Double check you have typed in the address you access Health Workforce Bulletin from – often people forget they registered with their yahoo address! Don't forget you can also use the password reminder button. If this doesn't solve the problem call our team 0208 334 4500 and we can investigate the problem for you.

Health Workforce Bulletin

- ***What is Health Workforce Bulletin?***

It is our weekly ezine – a summary of the latest health workforce news stories sent by email together with details of the latest reports and events.

- ***When will I receive Health Workforce Bulletin?***

It should be in your inbox every Monday morning before 9am.

- ***My trust firewall won't allow me to receive Health Workforce Bulletin***

Contact your IT team and ask them to put our email on a trust list. Alternatively, you can drop in on our site on Monday morning and take a browse. Please let us know if you experience problems as we are investigating the validity of a text-only bulletin.

About us

- ***How long have Chamberlain Dunn been publishing the Employing newsletters?***

The Employing Nurses and Midwives newsletter has been produced for over 15 years. Employing Doctors and Dentists is just over 7 years old and the baby of the trio Employing Allied Health Professionals was launched in 2002.

All three were available on subscription as hard copy print newsletters until we took our first online steps in January 2007.

With the freedom that online publishing offers we are now able to publish special reports in response to our changing audience. Currently we are investigating a special social care report, but if you have any idea for special reports drop our team a line (health-workforce@chamberdunn.co.uk).

- ***Who publishes the Employing newsletters?***

Chamberlain Dunn (company head office - Gothic House, 3 The Green, Richmond TW9 1PL. Tel 020 8334 4500 Email mail@chamberdunn.co.uk).

Our reports

- ***What topics do the newsletters cover?***

Since we have moved online we have tackled the following subjects:

Employing Doctors & Dentists

Primary Care, Workforce Numbers, New ways of working, Pay and Conditions

Employing Nurses and Midwives

Midwifery, Workforce Planning Report, Pay and Conditions

Employing Allied Health Professionals

Radiography, Physiotherapy, Occupational Therapy

Employing Healthcare Professionals

Productivity, Workforce Planning

Health-Workforce.com Guides

Legal and Regulatory: Employment Law

- ***Do your reports take a UK-wide or England only focus?***

All the reports take a UK-wide focus, with some international updates too.

- ***Who writes for you on the Employing reports?***

We have a pool of talented journalists, academics, NHS professionals and editors contributing to our newsletters and reports including Jeremy Davies, Judith Podmore, Francesca Robinson, Ian Seccombe, Jim Buchan, David Amos and Louise Hunt and Alison Dunn.

If you are interested in writing for us please contact our editor-in-chief Alison Dunn via the Health-Workforce team.

- ***How can I find out what topics will be tackled in coming issues of the newsletter?***

We will be trailing reports on our home page, if you require more detail contact the Health-Workforce team for a guide to future issues.

- ***When will the next EDD report be published?***

Reports are published approximately every 6 weeks, normally available on a Monday. Our editorial team takes a summer and Christmas break so no reports are published during August or January.

- ***Can I buy a subscription to Employing Health Professionals?***

Sorry, no, at the moment Employing Health Professionals reports can only be purchased singly. However, you will receive all 4 reports (effectively a subscription) with any annual subscription to Employing Doctors and Dentists, Employing Nurses & Midwives or Employing Allied Health Professionals.

- ***What happened to Employing Health Scientists?***

We are currently developing a series of reports focused solely on health scientists. If you are interested in contributing contact the Health-Workforce team.

If you can't find the answer you are looking for email Lauren Crawford at Lauren@chamberdunn.co.uk or call 020 8334 4500.