

# FAQ for practice managers and locums

## Signing up

### ***Do I need to be supplied with a password?***

No, when signing up, simply add your email and a password that you would like to use and these will be your details going forward.

### ***If I've previously registered my email address with Lantum will it automatically link to the Suffolk Locum Service portal?***

No, but if you telephone the Lantum help desk on 0203 771 8411, they will manually transfer your details so that you can update your records.

### ***Do I need a DBS obtained through a CCG within the county?***

No, any DBS obtained through the UK government disclosure and barring service is acceptable.

### ***How do I obtain a DBS if my current one has expired?***

Suffolk GP Federation will help in applying for a new DBS.  
Email [hr@suffolkfed.org.uk](mailto:hr@suffolkfed.org.uk) for more information.

## Fees and payments

### ***Will my practice be charged if I use a locum from Suffolk Locum Service?***

No, you will only be charged if you use a locum from outside Suffolk Locum Service. These charges are paid direct to Lantum. Suffolk Locum Service does not charge any fees.

### ***Does the practice have to pay locums via the automated system on the Lantum portal?***

No, this is optional. You need to supply your financial details when creating your profile because you will be invoiced if you choose not to use locums from the Suffolk bank.

The portal offers bite-sized, admin-lite invoicing that saves time and keeps GPs happy. The portal also takes care of your IR35 breakdown.

### ***How is a locum's session fee set?***

When advertising for a locum the practice states the fee that they would like to pay. The practice and locum can then negotiate from this point.

## Who to contact

If you have any further questions or concerns, please contact us at [locums@suffolkfed.org.uk](mailto:locums@suffolkfed.org.uk). Alternatively, you can contact the Lantum help desk on **0203 771 8411**.

## Concerns

***As a practice manager, I am concerned about sharing the locums that I use regularly; as I do not want to risk their availability.***

You can offer priority access to your preferred locums so that they see your sessions first. You can choose whether to share your sessions with your chosen locums or the whole Suffolk bank. You can manage your existing GPs, meet new ones and prioritise those you love to work with. All GPs go through a rigorous, CQC approved, clinical governance check.

***Can I book a short-term and long-term locums?***

You can book a locum for as long or short a period as you like.