



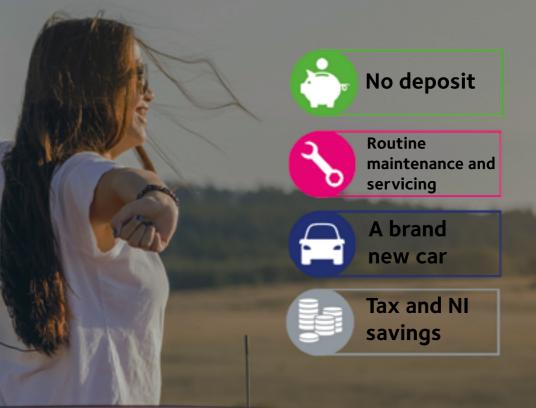
#TeamSFH Colleague handbook



Best NHS Acute Trust in the Midlands (2018, 2019 & 2020 NHS Staff Survey) 🜟 CQC Outstanding hospital (King's Mill)

The Car Benefit Scheme

Your Car Benefit Scheme is the smarter way to run a car. A fixed monthly amount is taken directly from your gross salary and in return, you get the use of a brand-new car.



Visit **www.vivup.co.uk** and then select the **'Car Scheme'** to create an account and view the wide range of cars available.

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Tusker.

Mid-Nottinghamshire Integrated Care Partnership Creating happier, healthier communities together



A great Work

Scan here to find out more about our services and the latest news about Sherwood





King's Mill Hospital

King's Mill Hospital is a world-class facility and one of the most modern hospitals in the NHS. The hospital offers over 550 bed spaces (over half of them in single-occupancy en-suite rooms), treats around 46,000 inpatients and 30,000 day cases, whilst delivering over 3,400 babies each year.

Newark Hospital

The hospital offers an extensive range of consultant-led patient services, planned inpatient treatments, day-case procedures, diagnostics and therapy services as well as an Urgent Care Centre. In 2020 we introduced hip and knee surgery to Newark.





Mansfield Community Hospital

Located just outside of Mansfield town centre, the hospital offers rehabilitative care for patients over three wards. A variety of outpatient clinics are available at the hospital including a CaSH clinic, a multidisciplinary tier two diabetes community clinic, an osteoporosis service and wheelchair services.





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Nelcome from the Director of Human Resources, Clare Teeney

Welcome to Sherwood Forest Hospitals NHS Foundation Trust.

We have two ambitions at Sherwood; we want all patients to receive the level of care we would want our families to receive and we want to treat all our colleagues in the way we want to be treated. We have made excellent progress with this and I hope that with your support we will improve even more.

You are now one of 5,500 colleagues in the Sherwood community and I want you to feel you have a voice and a place in this big team. We need to help you feel like you have the opportunity to shape our culture which will support Sherwood become an even better place to work and to receive care. We hope you enjoy your time with us and I am grateful for your support.



Clare Teeney Director of Human Resources





Develop your career in healthcare at NTU

We offer a range of continuing professional development courses to develop you as compassionate and skilled healthcare practitioners.

Study a professional certificate or postgraduate certificate in:

- Frailty
- Urgent and Emergency Care
- Anaesthetics
- Critical Care
- Renal
- Neonates

All our courses can be topped up to degree and masters level qualifications. We also offer a top-up degree for nurses and paramedics.

Visit www.ntu.ac.uk/sherwoodforesttrust to find out more.



Mid-Nottinghamshire Integrated Care Partnership



How to keep informed and up to date Communications and colleague involvement

We use a variety of methods to keep you up to date on news and developments. These include:

- Weekly Bulletin newsletter
- Team briefing
- Chief Executive's blog
- Social media
- #TeamSFH colleague closed Facebook group



All colleagues must act responsibly when using social media. If you wish to use social media for work, you must read our Social Media policy. You must not share any information related to patients, their families, friends, or other work related information that should remain confidential.

- Facebook: <u>facebook.com/sherwoodforesthospitals</u>
- **Twitter:** <u>@SFHFT</u>
- Instagram: <u>sherwood_forest_hospitals</u>

For more information about receiving our newsletters and keeping up to date, please email <u>sfh-tr.communications@nhs.net</u>

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How to keep informed and up to date

Recognition

We have a variety of awards and recognition events throughout the year to support, reward and congratulate colleagues for their commitment to outstanding care and going above and beyond. These include:

- Annual Staff Excellence Awards
- Recognition week
- Monthly awards

Sherwood Voices

Sherwood Voices are blogs by #TeamSFH colleagues, for #TeamSFH colleagues, and are based on a personal chosen theme or topic. Previous blogs include personal experience, LGBT+ awareness, International Women's Day, COVID reflections and mental health awareness.

These blogs are available on the intranet, here.

Statements to the press

Press enquiries must be referred to your Head of Department and then to the Communications Team via **<u>sfh-tr.communications@nhs.net</u>**.

Only the Communications Team or Directors of the Trust make official press statements or responses to press enquiries.

Mid-Nottinghamshire C



Providing outstanding care

About us and our strategy

We're proud of what we've already achieved and how we've achieved it. We are a great place to work and have an exciting future ahead of us, and we can't wait for you to be a part of it.

About us

Our colleagues rated us as the third best hospital Trust in the country and best in the Midlands to work and to receive care in the latest National NHS Staff Survey (2020). Almost nine out of 10 of our colleagues said that we make patient care a top priority.

In May 2020, King's Mill Hospital, where 90% of our services are based, was rated Outstanding by the Care Quality Commission (CQC) and is the only Outstanding hospital in the East Midlands.

Newark Hospital and Mansfield Community Hospital are both rated Good and all 15 of our services are rated Good for Safety with five Outstanding services.

We were formed in 2001 and gained Foundation Trust status in 2007. We provide

care across three main hospital sites -King's Mill Hospital, Newark Hospital, and Mansfield Community Hospital.

You can find out more about our Board and our Council of Governors on our website at <u>https://www.sfh-</u> tr.nhs.uk/about-us/



We are proud the CQC has rated Sherwood Forest Hospitals NHS FT Outstanding for Caring and Good overall





Providing outstanding care

About us and our strategy

Our strategic priorities

To provi outstanding		support l	note and nealth and being	potent	kimise the tial of our rkforce
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Our vision

Healthier communities and outstanding care for all.

CARE values

We have four CARE values that were developed through engagement with colleagues, patients, service users and volunteers.

Our vision and values set out our ambition to provide outstanding care to the people we service and each other. They are the foundation for the way we work and interact, creating positive behaviours and promoting an open and inclusive culture that embraces diversity within our organisation.

For more information on our Healthier Communities, Outstanding Care for all strategy, please visit our website by clicking **here** or scan the QR code below.



Scan here to read our strategy document

Mid-Nottinghamshire Integrated Care Partnership Creating happier, healthier communities together





Communicating and working together

We will work as one compassionate and inclusive team, involving, informing and listening to all colleagues and local communities.



Aspiring and improving

We will choose to work or be cared for by Sherwood as we focus on improving patient care and colleague wellbeing.



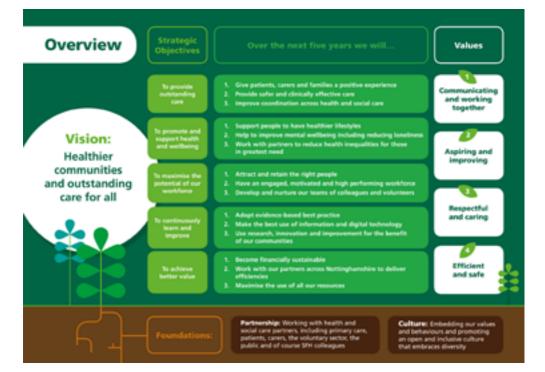
Respectful and caring

We will show kindness to all, embrace diversity and challenge inappropriate behaviours.



Efficient and safe

We will be consistent and do the right thing at the right time, first time.







Providing outstanding care

Trust policies and guidelines

Our policies and procedures form an integral part of our governance and risk management processes and are an established part of everyday practice. Colleagues are contractually accountable and responsible for understanding and complying with policies that are related to their jobs.

Our IG policies and procedures are published on the Trust's website and can be accessed **here**. HR, Finance and Governance policies are also available on the Trust's website **here**.

Other policies and procedures that are not published on the website can be found on the Intranet by using the intranet search engine. Information regarding local specialty/ department) policies, guidelines, and other document types should be available at local level inductions.

Confidentiality

Our Data Protection, Confidentiality and Disclosure **Policy** and **Procedure** informs colleagues that they are:

- bound by a legal and common law duty of confidentiality to protect personal information they process during the course of their work
- provided with guidance on keeping personal information secure and confidential
- aware of the correct procedures for disclosing personal information and the consequences of this for our patients and colleagues.

UK General Data Protection Regulation

The UK GDPR protects the use of information that identifies individuals (patients and colleagues), regardless of the form in which it is held. Requests for copies of **employment records** and **medical records** for patients should be referred to **sfh-tr.sar@nhs.net**.

Any queries in relation to Information Governance please contact the team **<u>sfh-tr.</u> <u>information.governance@nhs.net</u>**.

Data Security

All colleagues must complete annual **Data Security Awareness Training**, which is available on the Trust's E-Learning (E-Academy) platform.

Mid-Nottinghamshire Integrated Care Partnership



Your health and wellbeing Four levels of support

In 2020, we introduced our four levels of welfare and wellbeing support for colleagues. The levels are:

- 1. Looking after yourself
- 2. Looking after others
- 3. Let's talk
- 4. I need help

Each level contains useful guidance, resources and support for improving your wellbeing. Please scan the QR code below for access to the levels.

Sherwood Forest Hospitals

STAFF WELFARE AND Wellbeing Support:

There are a range of materials to support your welfare and wellbeing. Below is a summary of the different levels of support available to you:

LEVEL 1 - LOOKING AFTER YOURSELF

LEVEL 2 - LOOKING AFTER OTHERS

LEVEL 3 - LET'S TALK

LEVEL 4 - I NEED HELP



We are in this together Just do the best that you can do Look out for each other Its ok not to be ok



Nottinghamshire Mind

We're here to provide you with support, information and guidance to improve your mental wellbeing.

We can help you to access: * counselling * local wellbeing services * a listening ear

Maybe you would like to volunteer with us?

How about being a fundraising champion?



nottinghamshiremind.org.uk Registered charity no. 1180346 Nottinghamshire

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We are in this together Just do the best that you can do Look out for each other Its ok not to be ok

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We are in this together Just do the best that you can do Look out for each other Its ok not to be ok

Relationship Support

Citizens Advice

Home, Community, Hospital.

Bereavement Support





Your health and wellbeing Occupational Health

Our Occupational health team is an independent service which helps to ensure your health is not adversely affected by the work you do, and supports you with any work related health problems. Services include:

- A self-referral listening service with signposting.
- Consultations with an Occupational Health physician by manager referral.
- Relevant immunisations.
- Expert advice on needlestick or sharps injuries.
- Support for managers.

Staff counselling

This free, confidential self-referral service offers an assessment appointment and an opportunity to receive six to eight sessions of free counselling. More information is available on the Occupational Health pages on the Trust intranet site.





Scan here to access staff counselling



Take the next ste

Professional Development | Short Courses | U

Whatever stage you're at in your health care career, the University of Lincoln offers a range of programmes to build your skill set.

Choose Lincoln

There are many great reasons why our staff and students love Lincoln.

We've been crowned The Times and Sunday Times Modern University of the Year 2021, are rated GOLD the highest possible standard - in the Teaching Excellence Framework, and have great industry links.

At Lincoln we are proud to be constantly investing in our buildings and specialist facilities. Our Sarah Swift Building features clinical suites and specialist laboratories, designed to simulate hospital wards and home settings.

Undergraduate Degrees

Whether you're looking to become a paramedic or midwife, nurse, or health and social care practitioner making a difference to the lives of vulnerable people, our accredited undergraduate degrees are a fantastic place to start your journey.

Postgraduate Degrees

Develop your knowledge and take the next steps in your career with one of our postgraduate degrees. If you are an experienced health care professional looking to complete a Practice Portfolio PhD, or a graduate looking to move into social work, occupational therapy, or nursing, we'll support you every step of the way.

p in your career.

ndergraduate Degrees | Postgraduate Degrees

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- enquiries@lincoln.ac.uk
- www.lincoln.ac.uk/home/shsc/

School of Health and Social Care, University of Lincoln, Brayford Pool, Lincoln, LN6 7TS

- Guniversityoflincoln
 - 🍠 @unilincoln
 - @unilincoln
- University of Lincoln

in University of Lincoln

Developing your professional career

For qualified practitioners already working in the health care sector, we offer an ever-expanding portfolio of CPD programmes aimed at enhancing key skills, learning, and knowledge.





Your health and wellbeing Offers and benefits

We offer a range of benefits, including salary sacrifice schemes.

Colleagues participating in a salary sacrifice scheme agree to a set reduction in their pay, in return for a benefit of their choice.

This arrangement enables the participant to enjoy the benefit whilst saving tax, National Insurance Contributions and NHS Pension scheme savings. The exact savings vary dependent upon the terms and conditions of the scheme.

These tax efficiencies significantly reduce the cost of the benefit chosen.

To sign up, please visit: <u>https://www.vivupbenefits.co.uk/</u>

On-Site Nursery Salary Sacrifice Scheme

Colleagues using Little Millers Day Nursery for their childcare can save on the cost. An information pack is available upon request from the Nursery Manager at Little Millers Day Nursery on **01623 622515 ext 3885**.







Policies

Our annual leave, sickness absence, maternity/adoption, partner/paternity leave, flexible working, special leave and career break policies are available on the intranet.

Find out more: Policies, Guidance and Local Agreements (nnotts.nhs.uk)

Your wellbeing

Wellbeing information on our intranet offers advice and information on a range of subjects including healthy eating, stopping smoking, fitness, sexual health, alcohol, drugs, stress and mental health, upcoming health events, financial wellbeing and occupational health.

Find out more: Health and Wellbeing (nnotts.nhs.uk)

Smoke free

We have a responsibility to promote health and healthy lifestyles and are committed to providing a smoke free environment on all our sites. Smoking is not permitted on any part of the premises including grounds, car parks and vehicles owned by the Trust or used on Trust business at any time.

Pensions

When you join the Trust you are automatically joined into the NHS Pension scheme, unless you are already a member. You can visit the NHS Pensions website where you will be able to review the scheme guides. There is also more information under Payroll and Pensions on the intranet.





Policies

Expenses/travel claims

To access the system for the first time please go to the EASY Expenses homepage (link available on the SFH intranet). Click the register to create your EASY Expenses account.

This can only be completed if you have been set up on ESR and if your email address is in your record. There is more information on claiming expenses under Payroll and Pensions on the intranet.

Staff survey

We take part in the independently run annual NHS Staff Survey, with questionnaires sent to all Sherwood colleagues via email or paper copies.

We also carry out quarterly staff surveys as a 'pulse check' on how colleagues are feeling throughout the year.



Staffside/unions

We recognise that it is to the mutual benefit of the organisation, and its employees, for colleagues to be represented by trade unions/professional organisations.

The Joint Staff Partnership Forum and Medical Local Negotiating Committee provide opportunities for colleague side/trade union representatives to meet with managers to discuss issues which are of concern to colleagues and receive information on the Trust's priorities and progress.





Facilities

There is a variety of facilities available across our sites including cafes, restaurants and seating areas.

Vending services

A range of vending machines provide hot and cold drinks, snacks and sandwiches across our sites. Available on level 6 at King's Mill Hospital, and in the dining room at Newark Hospital.

WHSmith

Located in the main entrance at King's Mill Hospital, WHSmith sells M&S Food, personal essentials, newspapers, magazines, cards, cold snacks, stamps and lottery tickets. The store also has a cash machine.

Costa Coffee

Available in the main entrance at King's Mill Hospital. Both hot and cold food and drinks are available.

Spice of Life restaurant

A wide choice of hot and cold food, plus seating is available for colleagues and also patients/visitors. Accessible on level 6, King's Mill Hospital.

Daffodil Café

A selection of hot and cold drinks, sandwiches and snacks available. Located in the King's Treatment Centre (near the clinics) at King's Mill Hospital.

Newark Coffee Shop

Open Monday to Friday, 8.30am to 4pm. Cold food and hot or cold drinks available.





Facilities

Cycle locking facilities

Currently there is secure storage for bicycles at King's Mill Hospital, and this is at the rear of the EAU wards. Register to use this facility with the Fire and Security Department on **ext. 3057**.

Car parking

You should have received all necessary paperwork for your car parking permit with your offer letter, and/or at Orientation Day. For any queries regarding car parking, please contact the car parking office via **<u>sfh-tr.carparking@nhs.net</u>**.

A map of colleague car parking at King's Mill Hospital can be found on our website.



Mid-Nottinghamshire



Maximising the potential of our workforce **Appraisals**

It is important for all colleagues to have clear roles and responsibilities in order to provide them with fulfilling jobs and maximise performance.

Managers are responsible for ensuring colleagues have an annual appraisal and a Personal Development Plan, together with the necessary resources for the activities identified. There is a specific policy for the Medical Staff Appraisal Scheme.



Equality and diversity

We are fully committed to the principle of equality, inclusivity and diversity in employment, training and development, and oppose all forms of unlawful or unfair discrimination on the grounds of race, ethnic or national origin, gender, age, sexual orientation, marital status, family responsibilities, disability, religion, beliefs, political affiliation, trade union membership and social and employment status. Please visit our Equality, Diversity and Inclusivity **intranet page** for more information on our staff networks, events and how you can get involved.

Training and courses

Training, refresher sessions, courses and toolbox talks can be found on our course booking system on the intranet.

Book here: SFH Course Booking (nnotts.nhs.uk)

Opportunities for everyone to belong, contribute and thrive!

🌀 Healthy Living Service Service France Service 🕅 Social Responsibility



Visit ymcanewarksherwood.org to discover what's happening near you

Registered Charity 1177774

Mid-Nottinghamshire Integrated Care Partnership



Learning and improving The Patient Experience Team

The Patient Experience Team provides a confidential advice and information service.

They are dedicated to listening to those that use our services, their carers and relatives. Their views are important to us and will enable the us to continually improve the services we provide. The Patient Experience Team can help:

- To make a complaint, compliment or resolve issues patients/relatives may be concerned about.
- Sign post to other services both within and outside of the Trust.
- Collate feedback, comments and suggestions through questionnaires via Family and Friends Survey, face-to-face discussions, comment cards, email or telephone.
- To find independent help and support.

Contact details and more information can be found here.

Freedom to Speak Up



It is safe and acceptable to speak up. We want to enable colleagues to raise any concerns they may have about malpractice at an early stage and in the right way.

We have a Freedom to Speak Up Guardian and over 10 Freedom to Speak Up Champions to help support the culture of openness and transparency, where colleagues feel safe and encouraged to speak up.

For more information, and to find contact details please visit: <u>Freedom to Speak Up - Raising Concerns (nnotts.nhs.uk)</u>







Achieving value Our Partners

In Nottingham and Nottinghamshire, we have three levels of partnerships, each with different responsibilities and tasks according to the size of community it serves.

- At neighbourhood level, we have 20 Primary Care Networks (PCNs) which are led by a Clinical Director (usually a local GP).
- At next level, we have three Integrated Care Partnerships (ICP) Mid-Nottinghamshire, Nottingham City and South Nottinghamshire.
- The top level is the Strategic Commissioner and Integrated Care System (ICS) Board.

Sherwood Forest Hospitals is an organisation, amongst other NHS providers, commissioners and local authorities, involved in the Mid-Nottinghamshire ICP.

The partnership brings together health and social care services across Mansfield, Ashfield, Newark and Sherwood, to focus on health and wellbeing, which allows people to pursue which matters most to them.

More information can be found <u>here</u>.



Scan here to read more about the ICP



Mid-Nottinghamshire Integrated Care Partnership Creating happier, healthier communities together



Achieving value Medirest and Skanska

Medirest provides a range of services for the Trust including domestic services, patient catering, portering, helpdesk, switchboard and reception, security and car parking, laundry and pest control. The services operate 24 hours, seven days a week. Building maintenance is provided by Skanska.

Volunteers and Sherwood's charity

The Trust's hospitals are supported by a range of 'League of Friends' groups and charities. We also have around 700 dedicated volunteers.

To find out more go to the 'Get involved' section of the Trust's website, contact ext 3154 or speak to your line manager about how volunteers support your work area.



Hospitals Charity

Sherwood has always been at the heart of the community, and it is thanks to the kindness of individuals, community groups, businesses and the charitable trust that we have been able to invest in innovative new equipment, development projects and other initiatives over the years and to offer the best possible patient care and medical treatment.





Your Health, Your Way is a **FREE** service designed to help Nottinghamshire residents* lose weight, get active, drink less and quit smoking. Our friendly, well trained staff will support you all the way through your journey to a healthier, happier lifestyle.

For more information or to make a quick, easy self-referral visit <u>www.yourhealthnotts.co.uk</u> today or give us a call on **0115 772 2515** to speak to a member of the team.

Weight Management offer (adults, families, and maternity): Losing weight and keeping it off can be hard. We take a realistic approach to weight management, no strict/expensive diets or exhausting exercise routines but positive, regular, practical, and realistic changes to achieve a healthy weight!

This service is for adults with a BMI between 30 -50 and children over 4 with BMI on or above the 91^{st} centile.

Smoking offer (12 years+ and maternity support): Your Health Your Way's Stop Smoking Service helps individuals quit smoking for good. We provide a full range of free nicotine replacement therapy alongside weekly support from our stop smoking advisors.

Physical Activity offer (18 years+): Your Health Your Way can offer you FREE physical activity support to help kickstart your journey towards a healthier, happier lifestyle. If you make a quick, easy self-referral today you can start to access a range of activities including:

- 1:1 or group exercise sessions
- Support from qualified personal trainers
- Online and digital support and resources
- Gym based exercise groups
- HIIT workouts/Boxercise classes/cardio sessions
- Couch to 5k and community walking groups
- Nutritional advice

Our highly skilled staff also deliver and co-ordinate a range of falls prevention sessions, supporting anyone over the age of 55 who has mobility or stability challenges.

Alcohol offer (18+): We can support with simple, realistic messages to help reduce your alcohol intake. We deliver a range of 1-1 and group sessions that support people to reduce their alcohol intake and drink within the recommended guidelines.

*Excludes city residents, eligibility criteria apply.









the UNION in HEALTH

Sherwood Forest Hospital

Your Health and Professional Union

Whilst you are caring for others Unite will stand up for YOU

Our aim is to get you the best terms and conditions of service and provide advice, information, guidance, support and representation on all work related matters.

Unite Legal and Affiliated Benefits

As a member of Unite you have access to a great range of benefits and services.

- Unite Legal Services
- Unite Life Insurance
- Unite Mortgages
- Unite Prepaid Debit Card
- Unite Home Insurance
- Unite Motor Insurance
- Unite Benevolent Fund

- Unite PPI Reclaims
- Unite Personal Financial Review
- Driver Care
- Unite Credit Union Service
- Workplace Representation
- Free Will writing service
- Free shopping vouchers for introducing new members

IT'S VERY EASY TO BECOME A MEMBER

For further information or to join please call 0800 587 1222 or visit www.unitetheunion.org

For details of your local Workplace Representative please contact the Sherwood Forest Unite office on 01623 622515 ext 3950

ESSENTIAL COVER W

Worried about your job in today's uncertain times? If you work for an organisation that delivers our vital public services – council office or private company, hospital or charity, school or social care – now is the time to join UNISON.

Every member, wherever they work, receives our full range of member benefits and services, which

- advice, support and help when you need it at work
- ▶ a helpline that is open until midnight
- legal help for you at work and your family at home*
- ► financial assistance and debt advice in times of need
- compensation for accidents and injuries at work.

And we offer a range of exclusive member discounts that can save you and your family money when insurance or looking for a holiday. And you get all this from as little as $\pounds1.30$ a month, depending on

UNISON – essential cover for you

*Terms and conditions apply - visit unison.org.uk for more details

UNISON WE'RE HERE

HEREVER YOU WORK



include:

n you are shopping, buying n how much you earn.

If you want essential cover from UNISON it couldn't be simpler:

- > you can join us online at **joinunison.org**
- ► call free on 0800 171 2193

UNISON Office Kings Mill Hospital Mansfield Road Sutton in Ashfield Nottinghamshire NG17 4JL

Telephone 01623 622515 extension 3788 OR External Direct Line 01623 672393

If you're looking for the support of a union



WHEN YOU NEED US



Join 450,000 members in the world's largest nursing trade union and professional body.

We welcome nurses, midwives, health care support workers, assistant practitioners, nursing associates, trainee nursing associates and nursing students.

Join today at www.rcn.org.uk/join or call 0345 772 6100







Want to use your skills in a challenging environment?

Joining the Reserve Forces as a healthcare professional is rewarding and challenging. Use your skills to make a difference: provide medical care to sick and injured military personnel and others in a range of uniquely challenging operational and training environments around the world, whilst contributing to your own personal and professional development. Did we mention that you also get paid for each day's training you do?

The Royal Navy, Army and Royal Air Force are looking for trained healthcare professionals in over 70 medical trades and specialties to serve part time in the Reserve Forces.

Interested? Phone or go online to find out more about current opportunities.



Search 'Royal Navy Reserves' Call 0345 600 3222



Search 'Army Medical Services' Call 0121 633 6450 AIRFORCE Search 'RAF Recruitment' Call 0345 606 9069

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#TeamSFH Colleague handbook

To download a digital version of this booklet scan the QR code below.



Home, Community, Hospital.





PROUD TO BE TRUST OF THE YEAR 2020 The Health Service Journal (HSJ) Awards

Best NHS Acute Trust in the Midlands (2018, 2019 & 2020 NHS Staff Survey) ★ CQC Outstanding hospital (King's Mill)