

Outstanding Care,
Compassionate People,
Healthier Communities



Sherwood Forest Hospitals
NHS Foundation Trust

#TeamSFH Colleague handbook

A great
place to
#TeamSFH

work



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Welcome to Sherwood

At Sherwood Forest Hospitals we have two ambitions; we want all patients to receive the level of care we would want for our families, and we want our colleagues to be treated in a way we want to be treated.

You are now part of the Sherwood family which includes more than 6,000 colleagues.

I'm proud to say that in our latest NHS National Staff Survey 72% of our colleagues voted Sherwood as a great place to work and I sincerely hope you will feel the same.

My team will continue to support you, our people to provide high quality, safe care for patients, ensuring Sherwood is a great place to work and belong. We are committed to empowering and supporting our people to be the best they can be.

Our vision and what this means in practice:

Looking after our people

- Our people are healthy and psychologically safe with the practical and emotional support they need to do their jobs.

Belonging in the NHS

- We have a culture of kindness, civility and respect, where our people feel a sense of belonging and have a voice.

Growing for the future

- We retain and attract talent, supporting our

ambition of being the employer of choice in the local area.

New ways of working and delivering care

- We are leaders in transformation, innovation and partnership working, ensuring we work efficiently.

I hope you settle into your new role well, I personally wish you all the best for a long and enjoyable career at Sherwood Forest Hospitals.



Rob

Rob Simcox
Director of People

Click [here](#) to view contact details for our People Team

About Sherwood

We are an award winning NHS Foundation Trust providing acute and community healthcare services for 420,000 people across Mansfield, Ashfield, Newark, Sherwood and parts of Derbyshire and Lincolnshire. We are working closely with partners in health and social care to take collective responsibility for improving the health of the population we serve, managing resources and reducing health inequalities.

We have much to be proud about, including being the HSJ Trust of the Year for 2020, as well as being the best Acute Trust in the Midlands for staff engagement over the past three years and scoring **Good** in our latest CQC inspection with the Care domain rated **Outstanding** and all 15 of our services rated Good for Safety. King's Mill Hospital is rated **Outstanding** and Newark Hospital and Mansfield Community Hospital are rated **Good**.



Our sites

We have three sites across Nottinghamshire:

King's Mill Hospital

The largest of our three sites, King's Mill Hospital is a modern, clean, and welcoming place to receive treatment, visit or work at. The hospital is conveniently located and has excellent car parking facilities and local transport links. King's Mill is home to our busy Emergency Department, as well as our maternity services, inpatient facilities, clinics and therapy services and many other services.

A map of the Kings Mill Hospital site can be found [here](#).



Newark Hospital

The hospital boasts a range of outpatient clinics, services, surgical and medical day case procedures and operations, inpatient services, rehabilitation plus same-day care of minor injuries and illnesses provided by the Urgent Treatment Centre. The 'Ask for Newark' message is used to increase awareness of services available.

The Trust has recently invested in significant service improvements at the site including the build of a state-of-the-art operating theatre known as Newark Elective Hub which opened in 2023.



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 sexual health clinic, multidisciplinary tier two diabetes community clinic, plus osteoporosis and wheelchair services.

It's also home to Nottinghamshire's first Community Diagnostics Centre which started operating in 2023. Further services will be implemented, with a purpose-built facility due to be constructed and fully operational by March 2025. The centre offers a 'one-stop shop' for various tests and investigations during a single visit.



Trust Board of Directors

The Trust's Headquarters are based at King's Mill Hospital, Mansfield Road, Sutton-in-Ashfield, Nottinghamshire NG17 4JL.

| Board of Directors | |
|--|----------------------|
| Acting Chair | Graham Ward |
| Chief Executive | Paul Robinson |
| Acting Chief Executive | Dr David Selwyn |
| Chief Nurse | Phil Bolton |
| Director of Corporate Affairs | Sally Brook Shanahan |
| Chief Operating Officer | Rachel Eddie |
| Acting Director of Strategy and Partnerships | Claire Hinchley |
| Chief Financial Officer | Richard Mills |
| Acting Medical Director | Dr Simon Roe |
| Director of People | Rob Simcox |

| Non-Executive Directors | |
|---|---------------------|
| Non-Executive Director | Steve Banks |
| Non-Executive Director | Andrew Rose-Britton |
| Non-Executive Director | Dr Aly Rashid |
| Non-Executive Director | Barbara Brady |
| Non-Executive Director | Manjeet Gill |
| Non-Executive Director | Neil McDonald |
| Specialist Non-Executive Advisor to the Board | Andy Haynes MBE |

Divisional Management Structure

There are five clinical management divisions, supported by Corporate Services (People (HR), IT, Finance, Strategy, Communications and Corporate Affairs) as follows:

| | |
|------------------------------------|---|
| Urgent and Emergency Care | Emergency Department Emergency Assessment Unit Urgent Treatment Centre Short Stay Unit Same Day Emergency Care Unit (SDEC). |
| Medicine | Cardiology and Respiratory Gastroenterology / Diabetes and Endocrinology / Clinical Haematology / Geriatrics / Stroke/Rehab and Intermediate Care Dermatology and Rheumatology |
| Surgery | Anaesthetics / Critical Care / Pain Management / Theatres and Day Case / General Surgery and Vascular / Urology and Breast Surgery / Maxillofacial / Plastics / Ear, Nose and Throat and Audiology and Ophthalmology / Trauma and Orthopaedics Sterile Services. |
| Women's and Children's | Maternity and Gynaecology Paediatrics (Acute and Community) NICU |
| Diagnostics and Outpatients | Therapy Services (Occupational Therapy, Speech and Language Therapy, Dietetics, Musculoskeletal Physiotherapy) / Pathology / Radiology / Integrated Sexual Health Patient Services Medical Equipment Management and Devices Out-patient Services (King's Treatment Centre, Newark Hospital and Mansfield Community Hospital) Clinical Illustration Chaplaincy Pharmacy. |

Each Clinical Division is led by a triumvirate of a Clinical Chair, Divisional General Manager and a Divisional Head of Nursing. Divisional specialities are headed by a Service Director or Head of Service. Service Directors/ Heads of Service report to the Clinical Chair who in turn reports to the Chief Operating Officer.

Our Strategy

The Sherwood Forest Hospitals Trust Strategy for 2024 – 2029: Improving Lives can be found [here](#)

Other operational strategies can be found [here](#)

Trust Annual Reports are published [here](#)

All Trust policies can be found [here](#)



Our CARE Values

Our CARE Values were developed through engagement with colleagues, patients, service users and volunteers. They set out our ambition to provide outstanding care to the people we serve and each other.

They are the foundation for the way we work and interact, creating positive behaviours and promoting an open inclusive culture that embraces diversity within our organisation.

C

Communicating
and working
together

A

Aspiring and
improving

R

Respectful,
inclusive
and caring

E

Efficient
and safe

Click [here](#) to find out more about our CARE values including stories from colleagues, how to make a CARE values pledge, plus training and other resources available.

Our Facilities

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 sfh-tr.carparking@nhs.net.

Cycle locking facilities

Currently there is secure storage for bicycles at Kings 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**.

Food and drink

There are a variety of facilities available across our sites including cafes and restaurants that provide hot & cold food plus refreshments:

Kings Mill Hospital

- Spice of Life Restaurant, Level 6
- Deli Marche, Level 6
- Costa, Ground Floor
- Daffodil Café, Ground Floor (opposite the Clinics)
- WHSmith and M&S, Ground Floor (opposite Costa)

Newark Hospital

- Newark Coffee Shop, Floor 1 (near the Chapel)
- Newark Tea Bar, Ground Floor
- Dining Room, Ground Floor

Mansfield Community Hospital

- Tea Bar (near Main Entrance)

Please continue to look after yourself and each other by having regular breaks and rests, making use of our colleague Wellbeing Spaces which are available across all our sites.

Opening times and information on Wellbeing Spaces can be found [here](#)

Smoke free

We are a smoke free organisation which means smoking is not permitted on any part of the premises including grounds, car parks and vehicles owned by the Trust or used on business at any time.



How to keep informed and up to date

Communication platforms

Internal

We use a variety of methods to keep our people updated on news and developments. These include:

- [Weekly Bulletin newsletter](#)
- Looking Forward (Chief Executive's Blog)
- Bi-weekly #TeamSFH Brief (via Microsoft Teams)
- #Team SFH Facebook (closed to colleagues only)

External

The following channels are public facing, keeping our colleagues, partners and the public updated:

Facebook

- Sherwood Forest Hospitals NHS Foundation Trust
- Sherwood Forest Hospitals - Careers

X (Twitter)

- @SFHFT
- @SFH_PeopleHR

Instagram

- sherwood_forest_hospitals



YouTube

- @SherwoodForestHospitals

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

Press enquiries

Press enquiries must be referred to your Head of Department and then to the Communications Team via sfh-tr.communications@nhs.net. Only the Communications Team or Directors of the Trust make official press statements or responses to press enquiries.



Providing outstanding care at the right place at the right time

Our Policies

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. All colleagues must complete annual Data Security Awareness training as part of their roles.

Clinical policies and procedures are available on the Trust's website [here](#).

Non-Clinical policies such as People (HR), Finance and Governance policies and procedures are 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.

Requests for copies of employment records and medical records for patients should be referred to sfh-tr.sar@nhs.net.

If you have any queries in relation to Information Governance, please contact the team: sfh-tr.governance@nhs.net.

Useful links & resources

- [Agile Working Policy](#)
- [Annual Leave Policy - Agenda for Change staff](#)
- [Annual Leave Policy - Medical staff](#)
- [Appraisals Policy - Agenda for Change staff](#)
- [Appraisals Policy - Medical Staff](#)
- [Carers Passport](#)
- [Data Protection, Confidentiality and Disclosure Policy and Procedure](#)
- [Dignity at Work Policy](#)
- [Dress Code and Uniform Policy](#)
- [EASY Expenses](#)
- [Electronic Staff Record \(ESR\)](#)
- [Employee Online \(Health Roster\)](#)
- [Mandatory Training Policy](#)
- [NHIS Customer Portal](#)
- [Sickness Absence & Wellbeing Policy](#)
- [Speaking Up Policy](#)

Empowering and supporting our people to be the best they can be

Our Health and Wellbeing offer

We have four levels of wellbeing support for our people at Sherwood:

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



Scan me

Each level contains useful guidance, resources and support for improving your wellbeing. You could also consider becoming a Wellbeing Champion if you are interested in helping others.

There is a variety of internal and external support available which you can self-refer for:

- Occupational Physiotherapy (provided internally)
- Clinical Psychology (provided internally)
- 24/7 365 days a year for in in-the-moment support (provided by VIVUP)
- Six to eight free Staff Counselling sessions (provided by VIVUP)

With your Manager's support they can refer you for consultations with an Occupational Health physician. Our Occupational Health teams also provide relevant immunisations and vaccinations, as well as expert advice on needlestick or sharps injuries. Scan the QR code above to find out more.

Step 1

Call

03303 800658

24/7 365 days a year for in-the-moment support

Or visit:

For more self-help resources including:

- VIVUP workbooks
- Mindfulness courses
- Money Helper
- Psychology Webinars on Demand
- Thrive App

FREE Mental Wellbeing Support Tiers

Step 2

Staff Counselling VIVUP

Call:

03303 800658

Step 3

Clinical Psychology

Please don't hesitate to contact our internal Health and Wellbeing teams if you require support:
sfh-tr.wellbeing@nhs.net, sfh-tr.occupational.health@nhs.net

Employee Benefits

We partner with VIVUP who offer a range of benefits, including discounts and 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. Exact savings vary dependent on the terms and conditions of the chosen scheme. To find out more visit:

VIVUP benefits

We also have an on-site nursery for colleagues (based at Kings Mill Hospital).

Colleagues using Little Millers Day Nursery can save on the cost of their childcare using our salary sacrifice scheme. An information pack is available on request from the Nursery Manager, please contact the team on **Ext 3885**.

For more information regarding Salary Sacrifice please contact sfh-tr.salary.sacrifice@nhs.net

You can also choose to sign up for a Blue Light Card which is nationally recognised and provides discounts at a variety of retailers. To register click [here](#).



Payroll & Pensions

You will be automatically enrolled into the NHS Pension scheme when you join, unless you are already a member. NHS Pensions are provided by NHS Business Services Authority.

To contact a member of our Payroll & Pensions team:

sfh-tr.pensions.team@nhs.net

sfh-tr.payroll.team@nhs.net

For more information please visit their website: [NHS Pensions | NHSBSA](#).

Recognition

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

- Annual Excellence Awards
- Long service milestone events (25 years and above)
- Other recognition events



Staff Survey and Pulse 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.

Staff Networks

Diversity is a fact of life; gender, age, race; whatever our background, we can't change our lived experience. We have great work environment but also an environment our patients and service users will feel comfortable in.

Our Staff Networks support continued improvements for our people, ensuring we have diverse, equitable and inclusive workplaces where all colleagues can be themselves and bring their best self to work each and every day. You can find out more about our Equality, Diversity and Inclusion agenda [here](#).

To join one of our five Staff Networks please get in contact via the email addresses below:

- Ethnic Minority
sfh-tr.em.support@nhs.net
- LGBTQ+
sfh-tr.lgbt.support@nhs.net
- WAND (for those with disabilities and/or long term health conditions)
sfh-tr.disability.support@nhs.net
- Carers
sfh-tr.carers.support@nhs.net
- Women in Sherwood
sfh-tr.wis.support@nhs.net

Training and courses

All colleagues will be required to complete Mandatory Training when they first join the Trust, then in subsequent years. Courses and frequency will however vary depending on your role. To find out if you have any training due for completion, please log into your [ESR](#) dashboard.

e-Learning is completed via the Sherwood e-Academy [here](#).

All e-Learning is completed via the Sherwood e-Academy. Here you can also enrol on a wide range of face-to-face courses.

Appraisals

All colleagues will have an annual Appraisal with their Line Manager however it is good practice to review this for progress at 6 months and with regular 121s.

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

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.

Trade Unions

A Trade Union is an organisation with members who are usually workers or employees. It looks after their interests at work by doing things like negotiating agreements with employers on pay and conditions or discussing big changes like large scale redundancy.

There are various Trade Unions you could consider joining depending on the role you are in. If you would like to join a Trade Union, you can do this using the links below:

- [Unison](#) – Ext 3788
- [GMB](#) – Ext 4032
- [Unite](#) – Ext 3950
- [The Chartered Society of Physiotherapy](#) – Ext 3788
- [Royal College of Nursing \(RCN\)](#)
- [British Medical Association \(BMA\)](#)

At Sherwood, we have Staff Side representatives for the Trade Unions. To find out more, please contact our representatives on the extension numbers listed.

Continuously learning and improving

Patient Experience

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.
- Signpost 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.

For more information and contact details:

[Patient Experience](#)



Freedom to Speak Up

It is safe and acceptable to speak up. We want to encourage and enable colleagues to raise any concerns they may have about working at Sherwood at an early stage. Concerns may be about patient care and quality of care or your experience in the organisation. This may be experience of poor behaviours, bullying, harassment or feeling our processes and trust values aren't being followed. We want to learn and improve by listening to our people.

We have a Freedom to Speak Up Guardian and over 20 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 contact details:

[Freedom to Speak Up](#)

The Library and Knowledge Service

The Library and Knowledge Service at Sherwood Forest Hospitals provides a range of services to all the staff who work for the trust. These include:

- Training on how to use a range of electronic resources plus sessions covering health literacy and critical appraisal.
- Current awareness bulletins to help you keep up to date.
- A physical library at KMH that has IT rooms and a variety of spaces for you to read or study. We also have small libraries at Newark Hospital and Mansfield Community Hospital.
- An enquiry service to help you use our services and find information.
- An evidence searching service to provide the latest high quality information for your clinical or managerial decision making.
- Supplying book and journal articles both from our own stock and from other libraries. These include "Health and Wellbeing" and "Inclusion and Diversity" collections.
- Access to a range of electronic evidence based resources including the NHS Knowledge and Library Hub, biomedical databases, e-books, e-journals and point of care tools.

You can see more details about our services on our [intranet](#) page (under Library & Knowledge Service in the A to Z) or our [internet](#) page (search for "lks sfht" in Google).

For more details please contact the library on 01623 62515 extension 4009 or library.sfht@nhs.net

Improvement Faculty

The Improvement Faculty is a centrally located single point of contact for all colleagues and teams seeking help and advice in any aspect of improvement, change management and transformation.

They offer help, advice, training and, where required, coordinated support. Their aim is to provide an evidence-based improvement offer, helping the Trust address immediate priorities and longer-term challenges.

The faculty helps embed the principle of quality improvement at the heart of everything we do.

For more information and contact details:

[Improvement Faculty](#)



Working collaboratively with our partners in the community

Our System 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 [here](#).

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.

Medirest Helpdesk – Ext 3005
Skanska / Estates Helpdesk – Ext 3813

Chaplaincy

Chaplains are employed by the NHS and other healthcare organisations for their expertise in providing spiritual, pastoral and religious care. Chaplains come from many different religions and beliefs but are united by their compassionate concern to support those who are challenged by illness and injury.

We have a Chaplaincy service based in our multi faith centre at Kings Mill Hospital. You can contact them on:

sfh-tr.chaplaincy@nhs.net

Volunteers

Our fantastic team of approximately 400 volunteers donate their time to support patients, visitors and staff across our 3 hospital sites. We currently have volunteers working in over 30 roles within the hospital including way-finding and escorting, clinic support, ward activities and in our busy refreshment areas.

All volunteers are reference and DBS checked, attend interview and induction plus annual update training. Department specific training is provided by Specialist Nursing Teams.

If you're interested in volunteering or would like to discuss how volunteers can support your department, please contact the Community Involvement Department:

sfh-tr.voluntary.services@nhs.net
or 01623 676011



Sherwood Forest Hospitals Charity

Sherwood Forest Hospitals NHS Foundation Trust has always been at the heart of the local community. It is thanks to the kindness of individuals, community groups, businesses that the Sherwood Forest Hospitals Charity has been able to invest in innovative new equipment, development projects and other initiatives which enable us to offer outstanding care.

Your support makes a difference to our patients, their families and visitors by enabling us to fund projects and services above and beyond what the NHS can fund, for example:

- Environmental changes that enhance patient facilities enabling us to provide a welcoming and supporting setting.
- Purchasing the latest state of the art medical equipment ensuring that our patients receive the best possible care and treatment.
- Supporting staff to attend a variety of courses ensuring that our teams are kept up to date with medical knowledge and skills to enable them to provide high quality care.

Donations can be restricted for a specific purpose or unrestricted for general use in support of the overall mission of the organisation and for public benefit.

If you wish to support the charity or discuss how you can access charitable funds, please contact the Community Involvement Department:

sfh-tr.charity@nhs.net
or on 01623 676011



Contact our People Team

Please don't hesitate to contact the People Team if you need support:

| People Team | |
|---|--|
| People Partners sfh-tr.hrbpteam@nhs.net | Wellbeing sfh-tr.wellbeing@nhs.net |
| Occupational Health sfh-tr.occupational.health@nhs.net | People Operations sfh-tr.operationalhr@nhs.net |
| Recruitment sfh-tr.recruitmentqueries@nhs.net | Medical Workforce sfh-tr.medical.workforce@nhs.net |
| Temporary Staffing sfh-tr.temporary.staffingoffice@nhs.net | Rostering Services sfh-tr.healthrostdteam@nhs.net |
| Learning and Development sfh-tr.learninganddevelopment@nhs.net | e-Learning sfh-tr.e-learning@nhs.net |
| Leadership and Management Development sfh-tr.leadershipdevelopment@nhs.net | Education Centre sfh-tr.kingsmillconferencecentre@nhs.net |
| People Information sfh-tr.peopleinformation@nhs.net | Organisational Development sfh-tr.odenquiries@nhs.net |