STAFF

HANDBOOK

If you require a hard copy of the handbook or to request an alternative format, please contact Human Resources.

Please note that the Intranet is only accessible internally to employees of the Trust and not available via the external website.
Contents

1. Welcome
2. Introduction
   2.1 The NHS Constitution
   2.2 About the Trust
   2.3 How the Trust is run
   2.4 Membership of the Foundation Trust
   2.5 The Trust’s Vision & goals
   2.6 Staff Charter
   2.7 The Patient, the Service and You
   2.8 Equality & Diversity
3. Employment arrangements
   3.1 Your contract of employment
   3.2 P45 – Income tax form
   3.3 How you are paid
   3.4 NHS Pension scheme
   3.5 Annual Leave
   3.6 Sick leave
      a) Occupational Health
      b) Sick pay entitlements
   3.7 Professional Registration
   3.8 Use of IT in the Trust
   3.9 Work Life Balance
      3.9.1 Voluntary Reserve Forces (VRF)
   3.10 Termination of Employment
4. Developing Our Staff
   4.1 Training Department
   4.2 Professional Development
   4.3 IT Training
5. Health and Welfare
   5.1 Dress Code
   5.2 Health and Safety
   5.3 Manual Handling
   5.4 Fire Safety
      a) Fire alarm testing
   5.5 Security
6. Staff Facilities & Benefits
   6.1 Occupational Health
   6.2 Staff Benefits Scheme
   6.3 NHS Discounts
   6.4 East Dorset NHS Library Service
   6.5 Chaplaincy
   6.6 Catering
7. Policies, Procedures & Guidelines
   7.1 Major Incident & Continuity Plans
   7.2 Code of Conduct for Staff
   7.3 Confidentiality & Data Protection
   7.4 Employee Relation Policies
   7.5 Adverse Incident Reporting (AIR) Policy
   7.6 Public Interest Disclosure
   7.7 Communications & Consultation
   7.8 No Smoking Policy
8. Useful Contacts
Welcome

It is my pleasure to welcome you as a member of staff to The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust (the ‘Trust’).

You are joining an organisation which, simultaneously, held accolades for patient safety and the Acute Organisation of the Year. We strive to put our patients first while delivering quality healthcare.

The information contained here aims to introduce you to the service, outlining some of the facilities available to staff and the necessary policies for the protection of you and our patients.

The information is intended to be informative but cannot be fully comprehensive. You will find further information from your line manager or the Trust’s intranet. Your contractual obligations are given separately and are set out in your main terms and conditions of service.

The details provided have been designed to answer some of the practical queries raised by new employees to the Trust. Should you have any questions that are not answered here, please refer to your Manager in the first instance and please ensure that you regularly visit our intranet which will have the most up to date information.

I hope you enjoy your time with us.

Tony Spotswood
Chief Executive
2. Introduction
2.1 The NHS Constitution
The NHS Constitution has been developed as part of the NHS Next Stage Review led by Lord Darzi. It outlines the roles that staff and patients play in protecting and developing the NHS and will help you understand our rights, pledges, values and responsibilities.

For you as a member of staff, it covers the pledges the NHS has made to staff to help them deliver better quality care and make the NHS a better place to work. It is clear about the expectations the NHS has of its staff and their rights as employees.

A full copy of the Constitution can be found at: www.dh.gov.uk

2.2 About the Trust
The Trust includes the Royal Bournemouth and Christchurch Hospitals, which are located about three miles apart and a Sterile Supply Department in Poole.

The hospitals provide health care for the residents of Bournemouth, Christchurch, East Dorset and part of the New Forest with a total population of around 550,000. Some specialist services cover a wider catchment area, including Poole, the Purbecks and South Wiltshire.

The Royal Bournemouth Hospital
The Royal Bournemouth Hospital is an acute hospital site which opened in 1992 and gained Foundation status in 2005.

The hospital has a 24-hour Emergency Department, which sees around 60,000 patients a year, and a large Day of Surgery Admissions Unit (the Sandbourne Suite). A purpose built Ophthalmic Unit is located on site as well as a state-of-the-art Cardiology Unit and the award winning Derwent Unit (an orthopaedic service providing hip and knee replacements).

The Royal Bournemouth Hospital also provides district-wide services for cardiac interventions, vascular surgery and urology. Outpatient clinics are provided for oral surgery, paediatrics, plastic surgery, ENT (ears, nose and throat), cardiothoracic and neurology.

Christchurch Hospital
Christchurch Hospital provides a pleasant environment for rehabilitation and a range of outpatient services. The rehabilitation service has been developed and incorporates the award winning, newly refurbished Day Hospital. There is an excellent infrastructure to support rehabilitation with superb physiotherapy and occupational therapy facilities.

Outpatient clinics have expanded over recent years and include gastroenterology, breast, oncology and Medicine for the Elderly. Dermatology and rheumatology outpatient services are also provided at Christchurch Hospital together with phlebotomy (blood taking) services, diagnostic services and the Macmillan Unit (palliative care).
2.3 How the Trust is run
The Trust’s Board of Directors is made up of Executive Directors and Non-Executive Directors. The Board formally meets once a month, except in August. Its role is to determine the overall corporate goals for the Trust and be responsible for ensuring they are delivered.

As a Foundation Trust we are accountable to Monitor, the regulator who ensures the governance and performance of the organisation is sufficient and in line with their terms of authorisation. The Trust is also accountable to local people through a Council Governors and its membership. In addition there are a large range of inspection and regulatory bodies, including the Care Quality Commission (CQC) to whom the Trust is accountable.

The Board of Directors works closely with the Council of Governors which represents the Trust’s membership. Governors ensure members’ views are heard and that they are kept up to date with developments within the hospitals.

2.4 The Trust’s vision and goals
The Trust’s vision for everyone in the organisation to aspire to is:

“Putting patients first while striving to deliver the best quality healthcare.”

We also have seven strategic goals which give the organisation direction in achieving its vision:

- To offer patient centred services through the provision of high quality, responsive, accessible, safe, effective and timely care.
- To promote and improve the quality of life of our patients.
- To strive towards excellence in the services and care we provide.
- To be the provider of choice for local patients and GPs.
- To listen to, support, motivate and develop our staff.
- To work collaboratively with partner organisations to improve the health of local people.
- To maintain financial stability enabling the Trust to invest in and develop services for patients.

2.5 Membership of the Foundation Trust
All new members of staff who join the Trust either as a permanent member of staff, or on a fixed term contract which is for at least 12 months, will automatically become members of the Foundation Trust, unless they choose to opt out. Opt out forms are available from the Trust Secretary’s Office (email: ftmembers@rbch.nhs.uk).

By becoming a Member you show your support for the Trust’s efforts to provide the best possible hospital services for local people. It costs nothing and gives you the right to vote for your staff representative on the Council of Governors and even stand for appointment to the Council of Governors if you wish.

More information is available on the intranet under Foundation Trust.

2.6 Staff Charter
The Trust is committed to creating a culture where staff are valued and supported. It supports a culture of openness and mutual respect in which a healthy work life balance can be achieved in an environment where staff can develop to their full potential.
The Staff Charter sets out your rights and responsibility to reward and benefits; opportunity for growth and development; effective management and support; communication and involvement; dignity, courtesy and respect and to a safe working environment.

2.7 The Patient, the Service and You
All staff are employed ultimately to provide a quality service for our patients. Patients must always come first and be given respect whatever their condition or status.

We try to encourage a relaxed and friendly atmosphere throughout the Trust and you can achieve this in your daily contact with patients, visitors and other members of staff.

All staff are expected to act in courteous, considerate and professional manner. We all work under pressure at times but we must always be understanding and sympathetic to the needs of others.

2.8 Equality and Diversity
In its vision, values and goals the Trust describes its desire to deliver the best quality healthcare, respecting the dignity and interests of patients whilst empowering and supporting staff.

To achieve its visions and goals and to act in accordance with its values, the Trust Board recognises the need to promote diversity and equality.

Diversity is about respecting and valuing differences in a way that adds value to our understanding and approaches to work. Equality is about fairness and not discriminating, directly or indirectly, against individuals or groups because of characteristics such as race, age, gender or disability.

The Trust Board is aware that it is vital to recognise and understand the mix of people and communities who work within the Trust and who use our services, and to know their different needs in order to be patient centred, the provider of choice for local patients and a model employer.

3. Employment arrangements
3.1 Your contract of employment
As a new member of staff, you will receive a statement of the terms and conditions of employment (contract of employment) relating to your particular post. Please ensure that you read and understand your contract and return one signed copy to the Human Resources Department with the Additional Personal Information (API). Any delay in returning these documents would in all likelihood delay payment of your salary.

Should you consider that any of the specific details are incorrect or if you would like clarification of a particular point, please contact either your manager or the Human Resources Department for advice.
3.2 P45 – Income tax form
If you have previously been employed, your last employer should have given you a P45. Please bring this with you with your contract of employment and API. If you do not have a P45, inform Human Resources when completing contract formalities in order that you may be issued with an alternative tax form.

3.3 How you are paid
All staff are paid by credit transfer. Salaried staff are paid by credit transfer on the last working day of each month. Slight variations may occur due to Bank Holidays, weekends and the Christmas season.

Pay slips are collected from a central point within each Directorate/Ward/Department. Please refer to your manager for departmental arrangements.

Should you have any queries relating to your pay, you should first contact your manager about the matter. Should the problem still not be resolved, you or your manager should contact the Payroll Department. Contact details are in Section 8 – Useful Numbers.

3.4 NHS Pension Scheme
All new members of staff are automatically enrolled in to the NHS Pension Scheme. The NHS Pension scheme is one of the few remaining final salary schemes available and as a member you will become entitled to an excellent package of pension benefits.

You may opt in and out of the Pension scheme at any time and upon commencement, when completing contract formalities, you will be required to express your option. If you choose to opt out of the scheme you will be required to complete an SD 502 opt out form.

As a member of the NHS Pension scheme you will also be automatically covered by life assurance which is usually a Tax free lump sum worth 2 x your annual pensionable pay, and is payable to anyone you would like to nominate. (Nomination forms are available from the pensions dept)

You will be given an NHS Pension scheme guide on commencement with the Trust which will provide you with information regarding the scheme. Please study this booklet. If you require any further information please contact the Trust’s Pension Department.

3.5 Annual Leave
Staff on Agenda for Change terms and conditions are entitled to the following annual leave entitlement:

<table>
<thead>
<tr>
<th>Length of NHS service</th>
<th>Annual leave plus bank holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>On appointment</td>
<td>27 days plus 8 days</td>
</tr>
<tr>
<td>After 5 years service</td>
<td>29 days plus 8 days</td>
</tr>
<tr>
<td>After 10 years service</td>
<td>33 days plus 8 days</td>
</tr>
</tbody>
</table>

Your leave entitlement is set out in your contract of employment and is calculated in hours. For the majority of staff the annual leave year commences on 01 April until the 31 March. The annual leave date of commencement may differ if you are on a flexible working contract e.g. term time only.
3.6 Sick leave
The Sickness Absence Management Policy sets out the objectives; principles and responsibilities of you to attend work in line with your contract of employment and to adhere to reporting procedures and submitting self certificates or fit notes.

The Trust is committed to promoting and maintaining the health, safety and welfare of all employees. The Trust’s approach towards employees on sick leave is intended to be understanding and supportive and will take into consideration individual circumstances in the application of its policy and procedures.

If you are unwell and unable to attend work, you must contact your manager in the first instance in accordance with local reporting arrangements. Whilst on sick leave you are expected to behave in a manner that will assist your recovery and return to work. A ‘Return to Work’ interview will be conducted by your manager on return from sick leave.

Sickness absence of all employees is regularly monitored by directorates/wards/departments and both short and long term absence will be managed in line with the policy and procedure.

a) Occupational Health
Occupational Health provide assistance with management and employee self referrals. OH will offer the appropriate advice, guidance and support to improve attendance levels; facilitate a return to work with any necessary adjustments or phased returns.

b) Sick pay entitlements
Employees are usually entitled to Statutory Sick Pay (SSP) when they are absent from work. The Trust also operates an occupational sick pay scheme which provides sick pay to employees who are genuinely unfit for work in accordance with their service entitlements. The entitlement to paid sick leave is stated in the Trust and Agenda for Change terms and conditions of service.

3.7 Professional Registration
Qualified Nurses, Medical Staff, Dentists, Opticians, Allied Health Professionals and Pharmacists are required, contractually and in many cases legally, to be registered with an appropriate Registration body.

If you are any of the above and not registered, you will not be allowed to practise. If you are allowed to continue to practise when unregistered, such action may have serious implications for you, patient care and the Trust.

Therefore, notwithstanding the responsibility of the Trust, primarily, you are responsible for ensuring that you maintain your Professional Registration in accordance with the individual regulatory body.

3.8 Use of IT in the Trust
You will be issued with passwords for access to the Trust computer systems which you need. These must not be divulged to other people and any attempts to gain unauthorised access or misuse of systems will be regarded as a serious disciplinary offence. Modern systems allow the detailed auditing of computer use, and such facilities will be used to investigate breaches of security.
PCs in the Trust are able to access the Internet and as a member of Trust staff you are subject to the guidelines and rules laid down in the Internet Access Policy. Any abuse of this policy is a disciplinary offence.

**Will you have access to personal records?**
You may have seen or read in the media recently cases where NHS staff have faced criminal charges after accessing personal records at work, which was not required as part of their normal work duties. This also includes accessing personal information about yourself.

All staff are reminded:

You should **never** leave a PC without logging out of a password-accessed application.
You should **never** allow anyone else to know your password/use your login unless it is a member of the Trust’s IT staff (if they need it in order to resolve a problem for you. In this instance, you should change your password as soon as the issue is resolved).
You should **never** look at your own record.
You should **never** ask a colleague to look up your records for you, or the records of anyone personally known to you, as they could also be subject to disciplinary action for doing so.
You should **never** look up records for a friend, colleague or relative unless you know it is within your work remit, but even then it is best to ask your manager’s advice in writing.
You should always avoid accessing any records of someone who is personally known to you, even if they are attending the department you work in.
If you ever want to look at your own record you should apply in writing to the Information Governance/Caldicott guardian for the Trust.

### 3.9 Work Life Balance
The Work Life Balance policy aims to provide guidance and procedures that will provide acceptable solutions to help staff achieve a fair work-life balance, while meeting the service needs of the Trust.

The Trust aims to ensure that a high quality workforce is recruited and retained in order to meet the ever increasing demands on its service. The policy will assist in meeting the demands of family life while ensuring that the care of patients and service delivery is not compromised at any time.

The policy applies to all staff on substantive contracts to support them in achieving an appropriate balance between home and work. Not only for those with family or caring responsibilities but also those who wish to create a better balance in all aspects of their lives.

The policy should be referred to in order to guide you on the following procedures and confirm qualifying conditions:

- Maternity Pay and Leave
- Adoption Pay and Leave
3.9.1 Voluntary Reserve Forces (VRF)
The VRF consists of the Royal Navy Reserves, the Royal Marines Reserves, the Territorial Army (TA) and the Reserve Air Forces.

Since 01 April 2004 the employee (or the Ministry of Defence) should notify their employer that they are a member of the VRF.

TA Reserves are set to play a greater role in the UK military due to defence budget cuts, with fully trained reservists expected to double to 30,000 and regular troops falling from 102,000 to 82,000. The Government are due to publish a consultation paper in autumn 2012 setting out its proposals for reservists and calling for employer views on implementation.

Please contact Human Resources with your name, job title and department if you are an existing member of the VRF or join subsequent to your initial employment. This will facilitate future workforce planning, major incident and continuity plans.

3.10 Termination of Employment
Should you wish to resign, you must write to your manager giving the period of notice laid down in your contract of employment. You should agree a final day of service with your manager and ensure you have returned all items of Trust property before leaving including your I.D. badge, car park pass, keys etc.

4. Developing Our Staff
As part of the Trust’s vision, we strive towards excellence in the services and care we provide. We can help to achieve this by giving you the opportunity for growth and development. We therefore offer various training courses through our Training and IT departments and Professional Development.

4.1 Training Department
We aim to promote learning and assist staff in achieving their full potential. We facilitate mandatory, clinical, non-clinical and diversity training. We also offer NVQ’s and Distance Learning Packs. A full list of all our courses is available on the Intranet but here are some examples:

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Aid</td>
<td>Intravenous drug administration</td>
</tr>
<tr>
<td>Food Hygiene</td>
<td>Venepuncture &amp; Cannulation</td>
</tr>
<tr>
<td>Deaf Awareness</td>
<td>Infusion Pump Training</td>
</tr>
<tr>
<td>Recruitment &amp; Selection</td>
<td>Counselling Skills</td>
</tr>
<tr>
<td>Medical Terminology</td>
<td>Assertiveness Training</td>
</tr>
</tbody>
</table>
4.2 Professional Development
As a team we are all committed to promote an educational culture that facilitates releasing the potential of all individuals which is consistent with the values of the trust.

We are all dedicated to improve the quality of care through empowered and safe practice directed by and through visible education.

We therefore offer:
- Access to post graduate courses
- Clinical Supervision
- Continued Professional Development (CPD) advice & courses
- Mentor programmes & updates
- Preceptorship
- Clinical skills education & training
- Distance learning packages

4.3 IT Training
The IT department provides a varied range of IT training courses incorporating clinical and non-clinical systems along with courses from which nationally recognised qualifications can be obtained. A full list of all IT Training courses is available on the Intranet, but here are some examples:

<table>
<thead>
<tr>
<th>Clinical</th>
<th>Non-Clinical</th>
<th>Qualifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>eCaMis</td>
<td>Microsoft Office Applications</td>
<td>European Computer Driving Licence (ECDL)</td>
</tr>
<tr>
<td>PMS</td>
<td>ESR</td>
<td>RSA text/word processing &amp; eType</td>
</tr>
<tr>
<td>Symphony &amp; Tomcat</td>
<td>The Accuracy Programme</td>
<td>Microsoft Office Specialist (MOS)</td>
</tr>
<tr>
<td>Medview (PACS)</td>
<td>eProcurement</td>
<td>Essential IT Skills Programme (EITS)</td>
</tr>
</tbody>
</table>

5. Health and Welfare
5.1 Dress code
The Dress Code Policy refers to all staff in a clinical and/or non-clinical role and whether a uniform is provided or own clothes are worn. The dress code helps portray a corporate and professional image throughout the organisation and helps reinforce the confidence of patients, visitors and staff and sets appropriate standards. It also adheres to infection prevention and control policies and guidelines and allows for identification for security and communication purposes.

The code sets out the standards that all staff are expected to achieve in regard to how they present themselves; their personal hygiene; hand hygiene; accessories that can or cannot be worn; footwear; tattoos and piercings.

Uniforms for most staff are available from the linen room. Any protective clothing required for your role will also be supplied. Staff are responsible for ensuring that their uniform is clean, presentable and well maintained at all times. Any defects should be reported to your line manager immediately.

Staff leaving the Trust or changing roles must return uniforms to the linen room or the appropriate place as defined by their line manager/department.
5.2 Health and Safety
As an employee of the Trust you are required under the Health and Safety at Work Act to take reasonable care of your own and other people’s health and safety, report any defects at work or inadequate precautions which may be putting anyone’s health and safety at serious risk, follow the training you have received when using any work items your manager has given you and fully co-operate with your managers/supervisors and colleagues. We are all responsible for ensuring that health and safety standards are adhered to at all times.

Your manager or departmental Health and Safety Representative will inform you about any risks associated with your work and the appropriate risk control measures put in place to protect you from harm at work during local induction and on going training.

You can get advice on general health and safety from the Trust’s health and safety advisor or if you are worried about health and safety in your work area, talk to your manager, supervisor, or health and safety representative.

Information on health and safety policies and detailed guidance can be found on the under ‘risk management’

You can also look at the Health and Safety Executives (HSE’s) website for general information at work www.hse.gov.uk

5.3 Manual Handling
In January 1993 the Manual Handling Operations Regulations (1992) came into force. This extended the scope of the Health and Safety at Work Act (1974) to reduce the risk of manual handling related injuries to employees. It is therefore essential that the risks from any potential hazardous tasks are assessed. All employees should follow the safe systems of work that have been put in place by the Trust to minimise the risk of injury to themselves and patients.

About 30% of workplace injuries are associated with manual handling tasks. These injuries may result from poor posture; how we manoeuvre objects, staying in one position for long periods and not learning how to relax. This could result in loss of flexibility and poor physical condition.

You will receive manual handling training on commencement, if new equipment is being introduced into your work area, and then on a mandatory annual basis. The Trust’s local Manual Handling Link Trainers will assist with local moving and handling issues. For further complex scenarios the Manual handling Risk Advisor should be contacted.

5.4 Fire Safety
The Trust requires that all staff know how to respond to an outbreak of fire and be aware of the need for fire safety.

Staff action procedure if you discover a fire:

1. Get out and close the door behind you
2. Raise the alarm! Break the glass on a fire alarm point. Ring the switchboard on 2222. Inform them of the exact location of the fire
3. Move people to safety
4. Tackle the fire if it is safe to do so
5. Go to the fire assembly point

If you hear the fire alarm:

1. If sound is continuous the fire is in your area
2. If sound is intermittent the fire is nearby:

Do exactly what you are told by person in charge

**a) Fire alarm testing**
The fire alarm is tested weekly at 8.30 am. The tests may take up to 1.5 hours. If you discover a fire during this period raise the alarm as normal by breaking the glass of the nearest fire alarm point and dialling 2222.

For full and detailed information regarding the above, how to prevent fire; how to help keep people safe and to evacuate quickly and safely; fire signs and extinguishers please refer to the Fire Safety booklet received on commencement. You will also receive corporate and local induction programmes and fire training annually.

**5.5 Security**
Crime affects hospitals perhaps more than any other place as, by the very nature of our business, unidentified people are able to mingle amongst us in many areas and only by adopting a responsible attitude for the security of our personal property, as well as that of the trust and patients, can we hope to reduce the effect of upon us all.

The NHS has instigated a dedicated response to this by the introduction of a Local Security Management Specialist in all NHS Hospitals who has responsibility for issues such as this.

Unfortunately, petty theft of hospital and personal property can and does occur but with your help and dedication these incidents will be reduced. Obviously the Trust cannot accept responsibility for your personal property (and you may wish to insure yourself against theft at work) but we do provide facilities for storage of personal property where possible. We do advise you to bring as little cash and valuables to work as possible.

We ask your help in being alert to the possibility of theft and report any suspicious circumstances to your manager. It is our policy to dismiss any member of staff for theft.

You should be aware of the need to report any suspicious incident on an Accident/Incident Reporting Form. Copies are held on all wards and departments and should be sent to risk management.

Patient property is also at risk of being lost or stolen so the patient’s property policy must be followed. Any patients who indicate their intention to keep their property with them must be informed of the risks and they must be asked to complete a disclaimer form which is placed in the patients notes.

**6. Staff Facilities and Benefits**
In a report by Dr Boorman’s into Health and Wellbeing 2009, which was commissioned by the Department of Health, it was shown that in Trusts with a good staff health and wellbeing commitment patient care is also improved. As a result the Trust launched its Health and Wellbeing initiative in 2009 and has introduced First
Friday Fitness sessions each month in the Staff Restaurant. Topics so far have included:

- Healthy eating
- Weight management
- Smoke stop advice
- Cycle to work
- Blood pressure advice
- Breast Cancer Awareness
- Stress Management
- Know your points – alcohol awareness
- GU Medicine (sexual health services)
- Health and Fitness clubs

The Trust also has various facilities and benefits to support, motivate and achieve its commitment to staff as set out its Staff Charter.

6.1 Occupational Health (OH)
The central mission of the OH department is to promote and maintain the highest degree of health, safety and well-being of all who work on behalf of the Royal Bournemouth and Christchurch NHS Trust by working in partnership with staff to achieve a healthy working environment for all. Their services include:

- Counselling service
- Chiropody
- Chiropractor
- Free eye test voucher for those staff who spend a significant part of their working day using a VDU
- Accelerated care for staff
- Stress at Work
- Support following a traumatic/stressful incident complaint or claim at work
- Needlestick information
- Vaccinations

6.2 Staff Benefits Scheme

The Staff Benefits Programme allows you to sign up to receive benefits such as accommodation, car parking permits and professional subscriptions in return for a proportion of your salary, before tax and reduced National Insurance deductions are made from your wages. This means that, as an employee, you make a saving on tax and both the Trusts, as your employer, make savings on National Insurance (NI) and, sometimes, pension contributions.

The Programme is known as a salary sacrifice scheme and is regulated by Her Majesty's Revenue and Customs (HMRC). It requires a change in your employment contract, which you agree to as part of the terms and conditions when you sign up to a benefit scheme.

There are a range of benefit schemes that employees can sign up to including:

- Car parking: permit holders only
- Accommodation: residents only
- Childcare vouchers
• Bike 2 Work
• Car Lease Scheme

If you have any queries about the schemes and what other benefits may be available please email staff.benefits@rbch.nhs.uk

6.3 NHS Discounts

NHS Discounts is an independent discount retailer resource for NHS employees and their families.

The benefits package that they have developed brings all NHS employees free access to a number of trusted retailers and suppliers who are discounting their products and services in recognition of the job that all NHS employees do.

Full details can be found on the NHS Discounts website:

www.nhsdiscountsdaily.com

Other discounts available internally include:

• Dry cleaning service with 15% discount
• Travel wise – various discounts on cycle accessories plus information on cycle maps, bus timetables and staff parking

External benefits include:

• Bournemouth & Poole College – reduced prices on certain therapeutic treatments
• Enterprise – 5% discount for staff with online booking
• Dell – buy now with employee purchase program from laptops to LCD TV’s up to 10% discount
• Corporate Membership at selected gyms/leisure centres/fitness organisations

6.4 East Dorset NHS Library Service

Located on the ground floor of the Education Centre, the Trust Library helps support the information needs of NHS staff and students on clinical placement within the East Dorset region. The Library is staffed from 8.30 – 5pm Monday to Friday with access outside those times by Trust ID swipe card. There is also a small unstaffed Library at Christchurch.

Qualified and experienced health librarians are available to provide help and training in using all the resources and retrieving good quality information from reliable sources, including those available with an NHS Athens account. They can be contacted on ext 4270 or email library@rbch.nhs.uk. There is also a Blog with the latest Library news: http://eastdorsetnhslibrary.wordpress.com

Other services and facilities include:

• Current awareness alerts
• Information and literature searching
• Document supply
• Access to health information resources on the internet
• Access to over 15,000 books and journals including electronic copies
• Quiet and comfortable study space
• Self-service photocopier and scanner

6.5 Chaplaincy
The Chaplaincy offers guidance, support and information for all religious groups and beliefs and is available to patients, relatives and staff. There is a chapel in each of our Hospitals. As well as a place of public worship these are open at all times for private reflection and prayer. Quiet rooms are available for private devotions of other non-Christian denominations. A Wudu is also available at Bournemouth Hospital for ritual cleansing.

Services of public worship are held in the Chapel of St Luke, Bournemouth and Christchurch Hospital Chapel. All patients, visitors and members of staff are welcome to all of these services.

Should you wish to contact the Chaplain or a religious leader for further information or service times, please dial the Co-ordinating Chaplain’s Office on ext 4221 or out of hours via the Hospital switchboard.

6.6 Catering

The Royal Bournemouth Hospital has an attractive restaurant, the Shelley Restaurant located on the ground floor. It offers a comprehensive service throughout the day. The Oasis is a seating/meeting area available for staff and official visitors only. Although no food servery is available the adjoining Shelley restaurant provides a full range of services throughout the day. The Oasis is a tranquil setting allowing staff to enjoy a break away from the hustle and bustle.

Christchurch Hospital offers the Courtyard Restaurant. Both restaurants provide a comprehensive service and our aim is to make sure that the right food reaches the right place, at the right time, at the right quality, at the right quantity and at the right temperature.

So, if you’re looking for a fully cooked breakfast, a hot main meals, desserts, filled Jacket Potatoes, sandwiches, baguettes, filled panini’s and wraps as well as a Call Order Menu then look no further than the catering facilities at Bournemouth and Christchurch Hospitals. We also provide a selection of freshly made salads offering excellent value for money and a selection of cakes and beverages available daily. A vending service is also available.

For full details of what is on offer and at what time, please contact Catering for a schedule or visit their Intranet pages.

A Catering Loyalty Scheme is offered which allows staff to earn points for purchases made at any of the catering department’s outlets. Points earned can be used for future purchases and with the promotion of a healthier and balanced diet, will earn you more points to be redeemed. The catering department can be contacted for more information and to register to collect a loyalty card.
Other facilities, benefits and rewards

- Beach hut facilities at Bournemouth and Boscombe beaches
- Help and Care contact
- Mapped walks
- Weight loss programmes
- Tennis court facility at Bournemouth Hospital
- Funding towards Christmas functions
- Vouchers for Christmas celebrations
- Long Service Award
- Staff Excellence Awards
- Bright Ideas Scheme includes a Monthly Improvement Award and Idea of the Year

7. Policies, Procedures and Guidelines

Access to all of the Trust’s policies and procedures are available on the Intranet, via Communications, your manager or Human Resources. You should become familiar with those policies and procedures relevant to your role and your line manager can provide guidance on how to follow them appropriately. However, it is important that you are formally made aware of the items referred to below.

7.1 Major Incident and Continuity Plans

Major incidents are thankfully unusual occurrences but when they do happen it is often with little or no warning. The Trust must be prepared to provide an organised and practiced response to any major emergency we might reasonably face.

Emergency planning is a key part of the Trust’s corporate governance arrangements. The Major Incident Plan is intended to inform those that are likely to lead any emergency response of the procedures and considerations that they may need to follow. It also serves to demonstrate the Trust’s preparedness for dealing with a major incident, which is a which is a requirement of the Civil Contingencies Act 2004 and the Healthcare Commission Standards.

The Business Continuity Plan is only activated where the situation demands and is designed to ensure that actions are taken to minimise, as far as possible, the effects of the major incident or emergency situation and ensure timely and effective management of business recovery.

The decision to activate this phase of the plan is based on the loss of life or serious injury; the scale of the disruption; the need to protect the organisation reputation.

7.2 Code of Conduct for Staff

As a public body the Trust may be subject to public scrutiny and is accountable for all of its actions. It therefore has a duty to ensure that all its dealings are conducted to the highest standards and to ensure that its outstanding reputation remains intact.

The Code aims to be a statement and description of required behaviours and actions expected you as our employee. It focuses on promoting good business practice and staff behaviour to the benefit of the Trust, its employees and service users.

The Code must be adhered to by all employees in the course of their employment with the Trust, whether permanent, temporary or in an honorary capacity.
7.3 Confidentiality and Data Protection
All employees of the Trust have a legal duty to keep information about patients/clients confidential and there are strict rules governing the way information can be shared and used. Unauthorised disclosure or resource of information contributes a serious breach of discipline and could lead to dismissal.

All staff must be aware of and comply with the following legal requirements:

- Data Protection Policy
- Safe Haven Policy
- IT Security Policy
- Computer Misuse Act
- Confidentiality NHS Code of Practice
- Volunteers Code of Conduct
- Data Protection Best Practice Guidelines

7.4 Employee Relation Policies
The Trust’s Employee Relation Policies have been drawn up in full consultation with the relevant Trade Unions. To ensure the safe and effective operation of the Trust, all staff, management and unions should be aware of their rights and obligations in respect of disciplinary, grievance and bullying and harassment policies, procedures and appeal machinery. Any actions taken by the Trust will be fair and consistently applied whilst maintaining high standards of professionalism. The Trust recognises that agreed and effective policies can contribute to the creation and maintenance of good working relationships as well as satisfactory resolutions.

Any questions you may have should initially be directed to your line manager. Alternatively, you may contact Human Resources for further advice and guidance.

7.5 Adverse Incident Reporting (AIR) Policy
The Trust’s procedures for reporting and investigating incidents has been designed so all members of staff can report in confidence, any incident which presents significant risk and gives them cause for concern.

All employees have a duty to report:-
- Something that has happened that is contrary to the Trusts specified standards of care.
- An incident in which an individual has been or could have been injured.
- An incident that places or has placed individuals at unnecessary risk.
- An incident that could put the Trust in an adverse legal or media position.

All employees have a responsibility to inform their line manager of an adverse incident as soon as possible. Employees are also responsible for completing the appropriate sections of the adverse incident report form, assisting with any incident investigation and, taking all reasonable steps to minimise risk. The AIR forms are available from all wards and departments. Once the relevant sections have been completed these must be forwarded immediately to your Line Manager and the Clinical Governance & Risk Management Department.

7.6 Public Interest Disclosure
The Trust has a Public Disclosure Policy which enables members of staff to raise any concerns they might have about malpractice. The policy should be followed for any misgivings relating to unlawful conduct, financial malpractice or issues related to the delivery of care which might affect the welfare of patients or staff. A copy of the
Policy can be obtained from Departmental Managers, Human Resources Department or the Intranet.

7.7 Communications and Consultation
Communications within the organisation is led by the Communications Department but is the responsibility of everyone within the organisation.

The Communications Team deals with all aspects of internal and external communication, including media relations, managing the Trust’s website and planning events and campaigns.

Internal Communication
There are over 4,000 members of staff working for the organisation across three different sites. There are a number of ways we keep staff up to date with what is going on within the Trust while also giving them the opportunity to give feedback to our Directors:

- Staff newsletter – Buzzword keeps staff up to date every other month with key messages about the organisation, the NHS and what our staff have been up to.
- Core Brief – Core Brief is a monthly bulletin that goes to staff from the Chief Executive Tony Spotswood
- Ask the Execs – Ask the Execs is an opportunity for all staff to come along and ask our Executive Directors any thing they would like on any topic! It is a great opportunity for staff to ask questions on a current topic give feedback and find out work going on in other areas of the hospital. The questions and the responses are then circulated for all members of staff to read.

Media Relations
All media enquiries during core office hours (8am to 4.30pm), including condition checks, should be made to the Communications Department on 726172.

During out of hours (evenings, weekends and Bank Holidays) all media calls are directed to the duty manager via the Switchboard. Any member of staff who received a call from the media should refer them to the Communications Team.

All of the Trust’s media releases can be found online at www.rbch.nhs.uk. If you would like to be added to our distribution list to receive the latest news automatically then please contact the Communications Team on ext 6172.

Under no circumstances may filming or photography be carried out on or around Trust sites without the prior permission of the communications team. Please contact the Communications if you receive a filming or photography request or you have concerns about someone onsite seen filming.

The Trust has both a Media Relations Policy and Filming and Photography Policy which can be found via the intranet or by contacting the Communications Department on ext 6172.
E-Communications
The Communications Team is responsible for the Trust’s website – www.rbch.nhs.uk. It aims to provide information to our users which is timely, relevant, accurate and easy to find. To add content to the site please contact the team on 726172.

Events and Campaigns
Throughout the year we hold a number of events for staff and the public. Each spring we hold an open day at the Royal Bournemouth Hospital where staff can showcase their services and how they are putting patients first. We also arrange regular health talks given by consultants which are very well attended by members of the public. All of our events are led and supported by a health campaign calendar.

Staff and Public consultation
We are continually talking to staff and patients about their experiences of our services so that we can continue to improve and make them better. At least once a year we carry out a formal 12 week public consultation on our plans for the year ahead.

After the consultation period we publish a summary of the feedback we have received. All of our public consultations are carried out in line with our Consultation Policy which can be found on the intranet.

7.8 No Smoking Policy
Smoking is NOT allowed on site except for within the designated smoking areas and shelters for staff and patients.

The Trust will not tolerate smoking in undesignated areas and there is a zero tolerance approach to all staff who continue to do so. We will continue to provide support to staff, patients and visitors who want to give up smoking.

The locations of the smoking areas and shelters together with a copy of the Smoking Policy can be found via the intranet or from your line manager.
8. Useful Contacts
A comprehensive list of contact numbers for staff and departments can be found on the intranet or by telephoning the switchboard on ‘0’

<table>
<thead>
<tr>
<th>Name</th>
<th>Extension</th>
<th>Internal Post Point</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catering</td>
<td>01202 704996</td>
<td>F12</td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>01202 704221</td>
<td>B21/1</td>
</tr>
<tr>
<td>Clinical Governance &amp; Risk Management</td>
<td>01202 704910</td>
<td>F02</td>
</tr>
<tr>
<td>Communications</td>
<td>01202 726172</td>
<td>B43</td>
</tr>
<tr>
<td>Human Resources</td>
<td>01202 704252</td>
<td>F37</td>
</tr>
<tr>
<td>Information Governance</td>
<td>01202 704461</td>
<td>B35</td>
</tr>
<tr>
<td>IT Helpdesk</td>
<td>01202 704222</td>
<td>F17</td>
</tr>
<tr>
<td>IT Training</td>
<td>01202 704285</td>
<td>B20</td>
</tr>
<tr>
<td>Library</td>
<td>01202 704270</td>
<td>F14</td>
</tr>
<tr>
<td>Medical Staffing</td>
<td>01202 704462</td>
<td>F37</td>
</tr>
<tr>
<td>Occupational Health</td>
<td>01202 704217</td>
<td>B19</td>
</tr>
<tr>
<td>Payroll</td>
<td>01722 336262 x2784</td>
<td>-</td>
</tr>
<tr>
<td>Pension</td>
<td>01202 705147/5407</td>
<td>X8</td>
</tr>
<tr>
<td>Professional Development</td>
<td>01202 704231</td>
<td>F15</td>
</tr>
<tr>
<td>Security and Portering</td>
<td>01202 704731</td>
<td></td>
</tr>
<tr>
<td>Switchboard</td>
<td>01202 303626 or ‘0’</td>
<td>C10</td>
</tr>
<tr>
<td>Training Department</td>
<td>01202 704530</td>
<td>F19</td>
</tr>
<tr>
<td>Travelwise</td>
<td>01202</td>
<td>C13</td>
</tr>
</tbody>
</table>