

Blackpool Teaching Hospitals



NHS Foundation Trust

2023/2024 Staff Handbook



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Staff Handbook 2023/2024

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This handbook is also available in electronic format and can be accessed on our intranet. To download this handbook to your phone, please log on to www.myark.co.uk.

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Hello and welcome to Blackpool Teaching Hospitals NHS Foundation Trust. Congratulations on your new role, we're delighted to have you on the team.

I know starting a new job is both exciting and daunting so hopefully this booklet and the Trust's induction process will help you settle in. The NHS nationally is a large and complex organisation but there are lots of people here at the Trust, across a range of services and settings and in the wider health and social care system, who are fantastic and I know will help with any questions you have.

You will see me around our hospitals, community settings and right across Blackpool, Fylde and Wyre and I want to say right from the off – feel free to stop me and say hello or get in touch via email or social media channels if you prefer. I truly believe that having open and honest conversations is one of the most important things we can do and that listening and taking all feedback seriously cannot be underestimated.

Please, if you have concerns, if something doesn't feel right, if you're uncomfortable with a plan or decision, a behaviour or an action, tell someone. There are a range of ways you can do this and it's OK to use whichever feels best for you. The most important thing is that you find the courage and voice to speak up.

I believe staff are our biggest asset and I want to include and work with everyone equally.

When I first started in the NHS, I had no particular aspirations or clear career pathway but I worked hard and took up opportunities to develop and grow, which enabled me to work in a variety of roles and make progress to become Chief Executive.

I firmly believe that everyone should have the same chances to improve and progress, regardless of who they are or where they started. The Trust is values-driven and together we can encourage openness, honesty, transparency and learning. Here are things that keep me focused on this – but if you have others I'd love to know:

- Treat others the way we would want ourselves or our families to be treated
- Do the right thing for patients, even when it may not be the easy thing
- Ensure every colleague believes they have a valuable contribution to make and that will make a difference to the people we serve
- Always strive for inclusion, recognising 'differences' and embracing them
- Support and nurture talent within the organisation and in our communities
- Recognise what it is like to be on the receiving end of yourself

I am delighted you have chosen to join the Trust at what I believe is an exciting time – welcome to the team and good luck in everything you do.

Trish

Trish Armstrong-Child, MBE

Chief Executive Blackpool Teaching Hospitals NHS Foundation Trust

The Staff Handbook

This handbook has been prepared by the People and Culture Division to provide you with information about the key policies, services and facilities of Blackpool Teaching Hospitals NHS Foundation Trust. It aims to answer some of the questions most frequently asked by staff and serves as a reference for you throughout your employment with the Trust. It is not intended to substitute other Trust Policies and Procedures, which you will find on the Trust's OneHR site.

NHS CONSTITUTION

The NHS belongs to the people.

It is there to improve our health and wellbeing, supporting us to keep mentally and physically well, to get better when we are ill and, when we cannot fully recover, to stay as well as we can to the end of our lives. It works at the limits of science – bringing the highest levels of human knowledge and skill to save lives and improve health. It touches our lives at times of basic human need, when care and compassion are what matter most.

The NHS is founded on a common set of principles and values that bind together the communities and people it serves – patients and public – and the staff who work for it. The NHS Constitution sets out those principles and values including rights to which patients, public and staff are entitled, and pledges which the NHS is committed to achieve.

Staff rights and pledges

Staff have extensive legal rights embodied in general employment and discrimination law. Although the pledges detailed in the NHS Constitution are not legally binding, our compliance with them demonstrates the Trust's commitment. The People and Culture Division have incorporated these pledges within the Trust's Vision and Values.

The staff pledges are:

- To provide a positive working environment for staff and to promote supportive, open cultures that help staff do their job to the best of their ability.
- To provide all staff with clear roles and responsibilities and rewarding jobs for team and individuals that make a difference to patients, their families and carers and communities.
- To provide all staff with personal development, access to appropriate education and training for their jobs, and line-management support to enable them to fulfil their full potential.
- To provide support and opportunities for staff to maintain their health, well-being and safety.
- To engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.
- To have a process for staff to raise internal grievance.
- To encourage and support all staff in raising concerns at the earliest reasonable opportunity about safety, malpractice and wrongdoing at work, responding to and, where necessary, investigating the concerns raised and acting consistently with the Employment Rights Act 1996.

Further information about the NHS Constitution and staff rights and pledges can be found at <https://www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england>



2 Vision, Values and Strategy

The Trust's vision is: -

In January 2022 we invited staff, patients, carers, the local community and partners to be involved in the development of our 2022-2027 Strategy. This allowed us to develop our mission vision, aims and priorities and from that, set out our direction for the next five years.

Our key aims are focussed on three themes and under each theme we have three key priorities, these are as follows:

Our People

- Grow our own
- Happy and healthy workforce
- Learning culture

Our Population

- Integrated Care
- Health inequalities
- Prevention and health promotion

Our Responsibility

- Get the basics right
- New ways of working
- Investing in our community

Summary of our strategy

Our mission

Why are we here?

To deliver safe, effective, sustainable care for everyone, everyday.

Our vision

What do we want to achieve?

We will improve the lives of people who live, work and volunteer on the Fylde Coast and beyond.

Our aims

How will we achieve this?



Our people

We will widen access to job opportunities, becoming the **employer of choice** within our community, with an empowered, diverse and engaged workforce

- Grow our own
- Happy and healthy workforce
- Learning culture



Our population

We will work with our population to co-produce high quality services, with a key focus on preventative care and reducing health inequalities

- Integrated care
- Health inequalities
- Prevention and health promotion



Our responsibility

We will work with partners to deliver high quality, financially sustainable services and reduce our environmental impact

- Get the basics right
- New ways of working
- Investing in our community (Anchor)

Our priorities

What is important to us?

Our Values

To ensure that we are delivering our strategy in the right way, the way we behave matters to us. Our four values underpin our behaviours and are detailed below with indicators for each one around how we 'live' them too.

| | |
|-----------------------|--|
| People Centred | <ul style="list-style-type: none">• Serving people is the focus of everything we do |
| Excellence | <ul style="list-style-type: none">• Continually striving to provide the best care possible |
| Compassion | <ul style="list-style-type: none">• Always demonstrating we care |
| Positive | <ul style="list-style-type: none">• Having a can do response whatever the situation |

How we will live the values...

3 Blackpool Teaching Hospitals NHS Foundation Trust Membership

As a staff member, you are automatically made a member of the Foundation Trust.

We have members because as a Foundation Trust we are accountable to our local community. We listen to our members and involve them fully in the life of the Trust to ensure we meet local needs. Staff and public members of the Trust are literally its foundation because it is their opinions, electing of governors and participation in activities which can influence our services.

As a member you will receive information about our services and our future plans, and have the opportunity to have a say in decisions we make about the way we work. You can have as much or as little involvement as you want.

As a member you will receive invitations to members' events and seminars, a dedicated members email address (bfbwh.members@nhs.net), the chance to vote for the Governors who will represent you or the chance to stand to be a Governor if you wish, and a dedicated members section of our website at www.bfbwh.nhs.uk.

We are always looking to recruit new members to the Trust, especially members who wish to be more involved. If you have friends or family who are interested, they can become a public member by completing a form online at www.bfbwh.nhs.uk/members/ or by contacting the Membership and Governor's Office on 01253 956673.

If you do not want to be a staff member of the Trust, you can opt out by contacting the Membership and Governor's Office.

Following the commencement of your employment with the Trust you will receive a contract of employment, which contains all the main details of your pay and conditions of service. This contract of employment is supported by a set of policies and procedures. Brief details of some of the Trust's key policies are provided within this handbook. However, copies of all policies and procedures can be found on the Trust's [oneHR](#) site, which can be accessed via the front page of the Trust's Intranet or the Trust's libraries again via the Trust's Intranet page on Sharepoint . You should be able to access these documents freely, but if you experience any difficulties, please contact your line manager or the Workforce Advisory Service.

Confidentiality

In the course of your employment you are likely to have access to information, including computer data and manual records, relating to the medical or personal affairs of patients and/or staff as well as sensitive information relating to the business of the Trust. All such information is to be regarded as confidential and must never be divulged or discussed with anyone (including members of your family) except in the performance of your normal duties. Breaches of confidentiality will be dealt with under the Trust's Disciplinary Procedure.

Standards of Business Conduct

There are some simple messages about the acceptance of gifts, hospitality, legacies for example: -

- If in doubt say no
- If you do accept anything ensure that it has been agreed with your line manager and documented
- Do not allow yourself to be placed in a position where your honesty/integrity could be called into question

Full details of the Trust's policies on Standards of Business Conduct, Standing Financial Instructions, Standing Orders and the Scheme of Delegation are available on the Trust Intranet site.

Fraud & Corruption

If you have reason to suspect a colleague, patient or other person of a fraud or an offence involving the Trust, you should discuss it in the first instance with your manager – unless you suspect the manager of involvement in the fraud, in which case you should go to the next more senior person. Alternatively you may discuss the matter confidentially with the Workforce Advisory Service or directly with Counter Fraud. The national Fraud and Corruption Helpline can be contacted on 0800 0284060.

Statements to the Press

Any press enquiries must be referred to your Head of Department and then to the Communications Team. Official press statements or response to press enquiries are made by the Communications Team or Directors of the Trust only.

Hours of Work

Details of your contracted hours are included in your contract of employment. You will be informed by your line manager of normal starting and finishing times and also times for meal breaks.

Annual Leave

Your entitlement to annual leave is specified in your contract of employment. Annual leave must be agreed in advance with your line manager as annual leave must be authorised in line with service needs.

Work for other employers including self-employed status

Members of staff are only allowed to undertake paid work outside of the Trust when:

- You have signed an annual declaration of interest
- It is outside of your contracted time with the Trust
- It does not conflict with your obligations to the Trust
- It does not break working time regulations. If in doubt, please ask your manager or someone from the Resourcing and Transformation team

Please note, working whilst off sick from the Trust is not permitted except in certain circumstances. Staff should refer to their line manager for advice.

Leaving the Trust

If you wish to terminate your employment with the Trust, you must give the appropriate notice in writing to your manager. The amount of notice you are required to give is detailed in your contract of employment. When you leave the Trust's employment, you are required to return your ID badge, car parking permit, any keys, uniform or other Trust property. You will also be asked to participate in a face to face discussion to help us to understand your reasons for leaving the Trust.

Deductions from salary

The Trust has a right to deduct from pay any overpayment made to an employee.

Single overpayments will automatically be recovered in the next payment. If this causes undue hardship individuals should contact Payroll for further assistance.

In the case of significant or multiple overpayments, the timing and amounts of repayments will be discussed with you before any action is taken.

5 Policies and Procedures

Full copies of all Trust Policies and Procedures that affect you at work can be found on the Trust Intranet Site, accessible through [oneHR](#) or via www.bfwh.nhs.uk/onehr

Disciplinary

All members of staff are responsible for their own behaviour at work in accordance with Values of the Trust.

The Trust works in accordance with the principles of Just Culture to ensure that staff adhere to the Trust's standards, policies and/or procedures and are treated in a fair and equitable manner. Just Culture encourages accountability and responsibility. Where staff have made a mistake, error or a misjudgement, truthfulness and admission is fundamental.

The Trust has a Disciplinary Policy in place to deal with formal cases of serious misconduct or repeated cases of minor misconduct which enables such situations to be dealt with fairly, equitably and effectively.

At all formal stages of the disciplinary process an employee is entitled to be accompanied by a trade union/professional association representative recognised by the Trust, or a work colleague of their choice. At each stage of the formal procedure, employees have the right to appeal.

Performance Improvement

There will be occasions when employees fail to perform to the required standard of the Trust and this may be due to a lack of capability to do the job. This means where an employee is lacking in some area of knowledge, skill or ability, and is unable to carry out their required duties to an acceptable standard.

The Performance Improvement Policy is to ensure a fair and consistent approach for those employees who are experiencing difficulties in performing the duties of their role and unable to carry these duties out to an acceptable standard.

Attendance Management

The Trust values the contribution made by our employees and recognises that a high level of attendance at work is a vital factor in the efficient operation of services and patient safety. The Attendance Management Policy is to promote an attendance culture and provides a framework for managers and employees. The Trust recognises the importance of a positive and pro-active approach to the management of attendance, to provide the necessary support to employees and to ensure that employees are treated in a fair and consistent manner. For this reason, sickness absence is carefully managed throughout the Trust.

Notification Procedure

You must inform your line manager or person in charge (not the switchboard or a colleague) as soon as possible by telephone. Local arrangements are in place for reporting sickness and you should familiarise yourself with these as part of your local induction. You should explain the reason for your absence and provide an indication of the length of time you expect to be off. You must maintain regular contact as agreed with your manager.

Certification of sickness

If you are sick for between one and seven consecutive days, you must complete a self-certification form, available from OneHR.

If you are sick for more than seven calendar days (including weekends, days off/rest days), you must obtain a medical certificate (Fit Note) from your GP and forward it to your manager, as soon as possible.

Upon your return to duty, from any period of absence, you will be required to attend a return to work interview with your Line Manager.

Monitoring sickness absence

Managers monitor sickness absence records on a continuous basis and complete return to work interviews with staff following periods of sick leave. The Attendance Management Policy details trigger points for possible management action.

Occupational Sick Pay is calculated over the duration of your absence and does not reflect your working hours i.e. an individual who is full time and absent for two weeks will be recorded as fourteen days, as opposed to ten days which would be their normal working pattern. The same applies to part time staff.

You should report to your manager when you are fit to return to work, even if this is not your normal working day. Your sickness record will be amended accordingly. On your return to duty you will be required to attend a return to work interview with your manager.

Failure to follow the Attendance Management Policy could result in loss of pay and may result in disciplinary action.

Grievance Procedure

The Trust wishes to ensure that all of its employees are treated fairly. If you have problems or concerns about your work, working environment or working relationships the Trust wishes to see these problems resolved before they develop into more serious situations.

The Trust takes employees' grievances seriously and would encourage you to raise any concern at an early stage so that they may be resolved fairly and swiftly. In many cases, it will be possible to resolve such issues informally, by talking them over with your line manager.

Every employee has the right to seek redress from grievances relating to their employment. This procedure aims to ensure that such grievances, whether individual or collective, are dealt with in a fair and consistent way. Managers, employees and staff representatives share a common interest in ensuring that any grievance is settled fairly and quickly in line with the Trust's commitment to delivering a 'Great place to work'.

Bullying and Harassment

The Trust is committed to maintaining a culture that provides a healthy working environment where all individuals are treated with respect and dignity.

As an employee the Trust requires you to behave appropriately in the workplace, and to treat other staff with the same respect and dignity you would expect. Any form of harassment is unacceptable and the Trust will not tolerate any inappropriate behaviour, abuse of power or position.

If you witness any bullying or harassment you have a duty to report it to your Line Manager, HR Manager, or Trade Union Representative

If you are subject to bullying and/or harassment, but do not feel able to talk about it, contact a HR Manager or Trade Union Representative for advice and support.

Freedom To Speak Up / Raising Concerns

Speaking up about any concern you have at work is really important. In fact, it's vital because it will help us to keep improving our services for all patients and the working environment for our colleagues. You may feel worried about raising a concern, and we understand this. But please don't be put off. In accordance with our duty of candour, our senior leaders and entire board are committed to an open and honest culture. We will look into what you say and you will always have access to the support you need.

We hope you will feel comfortable raising your concern openly, but we also appreciate that you may want to raise it confidentially. This means that while you are willing for your identity to be known to the person you report your concern to, you do not want anyone else to know your identity (anonymity). Therefore, we will keep your identity confidential, if that is what you want, unless required to disclose it by law (for example, by the police). You can choose to raise your concern anonymously, without giving anyone your name, but that may make it more difficult for us to investigate thoroughly and give you feedback on the outcome.

The Trust has in place a Freedom to Speak Up Policy to enable everyone to raise concerns safely so that such issues are raised at an early stage and in the right way. Details of whom to contact if you have a concern are detailed within the policy.

Concerns can also be raised via the Trust's Freedom to Speak Up Guardian – Lauren Staveley. The Freedom to Speak Up Guardian works closely with a team of Freedom to Speak Up Champions and together they provide help and support to colleagues who have concerns about risks, malpractice or wrongdoing. All issues are treated confidentially and further details on how to raise a concern can be found on the Freedom to Speak Up section of the Trust's intranet home page. Alternatively the Freedom to Speak up Guardian can be contacted on 07814463497 or lauren.staveley@nhs.net.

Equal Opportunities

The Trust seeks to ensure equality of opportunity for all in the access to recruitment, selection, training and development, promotion and all other employment related issues.

Everyone who works in the Trust, or applies to work in the Trust must be treated fairly, with respect and valued equally. All terms and conditions of service and job requirements should fit the needs of the Trust and its employees regardless of age, disability, race, nationality, ethnic origin, gender, religion, sexual orientation, domestic circumstances, social and employment status and gender reassignment. The Trust endeavours to ensure that it is free from both direct and indirect discrimination through its employment policies, procedures and practices. Breaches of these procedures may result in disciplinary action.

Work Life Balance Policy

The Trust recognises the importance of having a work-life balance for its staff. Achieving a balance between home and work is not always easy and it requires a proactive, creative approach from everyone. The main aim must always be to meet our service needs and financial accountabilities whilst trying to meet the needs and preferences of employees.

There is wide range of flexible working options available to all staff. The following flexible working options are described within the Work Life Balance Policy:

- Part-Time
- Job Share
- Staggered Hours
- Temporary Reduced Hours
- Compressed Hours
- Annualised Hours
- Term Time Only Working
- Homeworking (occasional/temporary and long term arrangements)
- Non-Standard Working Patterns
- Employment Break Scheme (formerly known as Career Break)

All staff are entitled to make reasonable requests for flexible working through the Trust's Work Life Balance Policy. Managers need to take into account the needs of the service when considering flexible working applications and therefore it may not always be possible to agree to these requests.

Family Policy

This policy provides details of the statutory and occupational entitlements for all employees of the Trust in relation to Maternity, Maternity Support (paternity) Adoption and Shared Parental leave.

Please note that in line with the Family Policy, you should advise your line manager of a pregnancy or adoption placement as soon as possible. In the case of pregnancy, a risk assessment of your work environment will need to be undertaken by your line manager.

The Staff Benefits and Expenses Team can provide support and advise in relation to Pay and Leave and can provide information about the Trust's on-site nursery and salary sacrifice options.

Special Leave

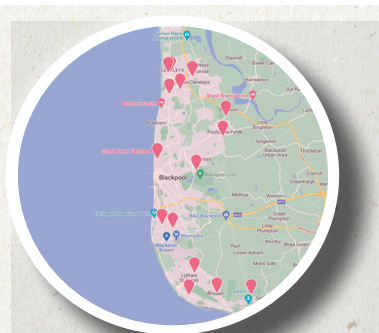
The Trust is committed to helping staff balance their family, personal or domestic responsibilities with the obligations they have to the Trust.

The aim of the Special Leave policy is to provide a fair, compassionate and consistent approach to assist staff and management in dealing with unforeseen circumstances. This policy makes provision for staff to request special leave paid or unpaid.

The Special Leave policy also covers:

- Bereavement Leave
- Hospital, Dental and GP Appointments
- Religious holidays and holy days
- Public And Other Duties

All Special Leave must be applied for via the application form within the Policy and this will be considered by your Line Manager.



Kids Planet Day Nurseries

We are in your area, providing quality, child-centred care and learning for children aged 0-5.



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www.kidsplanetdaynurseries.co.uk



Retirement

The Trust does not operate a general policy for compulsory retirement. Employees who return to work will continue to be employed under their existing terms and conditions of employment and where possible continue to contribute to the Pension Scheme regardless of age. This can be checked prior to the retirement process starting.

If you are considering retirement, the Trust has a number of flexible retirement options available to staff. Flexible Retirement offers employees greater choice and, in some cases, offers employees the opportunity to take advantage of their Pension in addition to the remuneration they would receive from working. Within the rules of the NHS Pension Scheme there are a range of alternatives available for people as they approach retirement. Further information regarding this can be found within the Retirement Policy, via the Payroll Department or by looking at the NHS Pension website at www.nhsbsa.nhs.uk/pensions.

6 Health, Safety and Security

The Trust is required to ensure conditions are safe for staff, patients and visitors. The Trust is committed to conforming to all standards and legal requirements. This is achieved by identifying and managing risks, having safe systems of work and by everyone following these systems all of the time.

The Trust is a safe place to work, but incidents and ill health are important factors, which have to be managed in our daily lives. Members of staff achieve this by:

- Applying an element of "common sense" to what they do.
- Reading and following guidance and policy information.
- Looking after their own, and others' health and safety whilst carrying out their duties.

We learn from instances when things go wrong. It is a legal duty to report any Untoward Incident or indeed, near miss so we may learn from these events.

The Trust encourages a culture of openness through continuous support and feedback to staff involved in incidents. It is important that staff understand that the purpose of reporting an incident is not to apportion blame, but to identify problems and remedy them.

Employee's Responsibility

All employees have a duty to take reasonable care of themselves or other persons who may be affected by their activities. They also have a duty to co-operate with the Trust in complying with relevant statutory duties. Employees must not recklessly interfere with anything provided for the health and safety of themselves and others. Any deficiencies in health and safety should be reported to your manager. All employees are required to ensure that all personal information held by the Trust remains up to date at all times. The use of Employee Self Service is highlighted during Induction with the Trust and further training is available by request by contacting the ESR Helpdesk by email.

Security

The Trust uses CCTV, keypad and swipe card locks in certain areas to aid security. However, all staff have a security role to play. Please ensure that:

- Personal property is not left lying around
- Trust property is locked away when not in use
- If you feel confident and safe to do so, challenge strangers
- Report suspicious behaviour

ID badges must be worn at all times with the photograph and written details visible. ID badges must not be defaced.

If you should lose your ID badge, contact the ID Badge Reception, ext 56932. Do not lend your ID badge to anyone else or allow anyone other than yourself to use it for swipe access to secure areas.

The Trust does not accept responsibility for any personal property including motor vehicles that are lost or damaged on its premises.

Violence & Aggression towards staff

The Trust has a duty to ensure, so far as is reasonably practicable, the health and safety of staff when working alone or in potentially violent situations. Employees have a duty to take reasonable care of themselves in these situations and should ensure that their Lone Working Devices are in good order prior to going on duty.

The Trust takes seriously all incidents of violence within hospital premises and will take whatever action is appropriate to deal with such incidents.

In addition the Trust is committed to providing the necessary information, instruction, training and physical measures to protect all who use the hospital premises from violence.

Protective Clothing/Personal Protective Equipment (PPE)

The Trust provides protective clothing/PPE for staff where this is necessary. Staff will be expected to check the items of protective clothing/PPE and obtain replacements if they are faulty.

Protective clothing must only be worn at your place of work and kept in a designated place when not in use.

All items of work wear issued to you remain the property of the Trust and should be returned when you leave the Trust's employment.

Please refer to CORP/POL/116 for when PPE is needed within the clinical setting along with other corporate communications.

All staff should ensure that PPE is worn correctly, appropriate for the task and had the relevant training of its use.

All staff wearing respiratory PPE must be FIT tested prior to use.

Waste Disposal

It is essential that waste be disposed of in the approved manner. This will ensure that the risk of injury or harm is minimised and costs are kept as low as possible. Therefore, disposal should be as follows:

- Yellow bag for clinical waste
- Orange bag for infectious waste
- Tiger bag for non-infectious, offensive hygiene waste
- Sharps box for sharps only
- Clear bag with black writing for domestic waste
- Clear bag for mixed recyclables
- Glass disposal box for glass/aerosols
- White bag for confidential waste and recycling of paper (Confidential waste must be kept secure at all times)

Clinical waste should be kept in a secure place until collected by the portering service.

Please refer to CORP/MAN/007 Waste Management Manual for further information.

IT Data Security and Passwords

User data must not be stored locally on any Trust PC. All users are provided with a home drive (H) and a shared resource drive (S) to store data. These data areas are automatically backed up by the Trust.

It is a serious breach for users to attempt to download and install any software on a Trust owned PC, or to copy data to removable media for use outside the Trust. Floppy discs, USB sticks and other forms of removable media are not recommended for transporting data due to the high risk of data corruption and virus infection. All PCs in the Trust are connected to the network – data should be transferred using this network.

IT equipment must be moved by the IT department. This can be arranged through the IT Helpdesk.

User names and passwords are issued to individuals and it is strictly forbidden for staff to share this information with anyone, staff or otherwise. It is also forbidden for passwords to be left in an obvious manner next to PCs.

PCs that are logged in to any application must not be left unattended.

IT Health & Safety

All staff should make themselves aware of Health and Safety issues surrounding the use of computer equipment to minimise the risk of back pain, eyestrain and repetitive strain injury (RSI).

No Smoking

The Trust is a no smoking employer and smoking is not permitted on Trust premises. This is fundamental to the Trust's desire to set an exemplary health promotion example as a health care organisation.

Infection Prevention

The Infection Prevention Team provides expert knowledge, direction and education in infection prevention and control across the Trust. The team liaise with all levels of clinical and non-clinical staff to:

- Produce policies and guidelines for the prevention, management and control of infection across the organisation.
- Communicate information relating to communicable disease to all relevant parties in the Trust.
- Educate and train relevant staff in the principles of infection prevention and control.
- Work with clinicians to improve surveillance and to strengthen infection prevention and control within the Trust.
- Provide appropriate advice, taking into account national guidance and policy.
- Management and reporting of outbreaks.

7 Pay & Pensions

The payroll department is based in Home 15 and has core opening hours of 9am to 5pm, Monday to Friday. A full list of contact details is available on the Trust's OneHR site.

The department provides a comprehensive service to Staff and Managers and is available for queries and pay-related advice and guidance.

Staff are paid by BACS transfer directly into a bank or building society account. From March 2023 monthly paid staff will be paid on the 28th of the month. Weekly paid staff are paid every Friday. Any variation to payday will be notified as appropriate.

All staff can view and print their payslip detailing all earnings and deductions from pay via Employee Self Service. As well as the mandatory deductions of tax and National Insurance, staff can elect to have deductions from pay for the following reasons:

- Pension Scheme and any Additional Voluntary Contributions
- Donations to Charity
- Car parking charges
- Union subscriptions
- Credit Union membership

The Trust offers staff the opportunity to participate in various salary sacrifice schemes through which items such as laptops, PC's, bikes and lease cars can be obtained

More information about these schemes and other benefits available to staff can be found on the benefits page of OneHR page or by clicking the following link [benefits on oneHR](#)

Pensions

Most NHS Employees, whether full time or part time, are eligible to join the NHS Pension Scheme. The Trust operates NEST as an alternative pension scheme for those staff not eligible to join the NHS Pension Scheme.

It is policy to opt staff into the Pension Scheme however you may opt out at any time. Pension benefits are defined linked to your pay and length of service in the scheme. Contributions are linked to pay.

The main benefit is an index-linked pension and the option to commute some of this pension into a lump sum payable at normal retirement age. Included within the benefits of the scheme is the provision for ill-health treatment, life assurance cover, dependents' and redundancy benefits.

The NHS Pensions Scheme web site has the most in depth and up to date information on all aspects of the Pension scheme: www.nhsbsa.nhs.uk/pensions.

8 Electronic Rostering

The e-Rostering Team are available between 9am and 5pm Monday – Friday to answer any queries and provide additional training as required. We also have a page on OneHR that has our contact details along with some frequently asked questions and step by step user guides.



There are three key systems we use at the Trust: Healthroster, Employee online and Safecare:

Healthroster

- Healthroster is the system used by Managers to record working days for their staff
- E-Rostering takes into account the Trusts own rules as well as legislation such as the Working Time Regulations
- The system provides 'Real Time' information and should always reflect the availability and deployment of all staff at any given time
- Healthroster enables the alignment of staffing levels with patient needs and available resource in each Dept, it helps to drive effective staff management ensuring the right people are in the right place at the right time whilst improving the management of planned and unplanned non-working time (A/Leave, Sickness etc) which reduces the need for temporary staff
- The rosters themselves provide fair and transparent platforms across services and activities, facilitating the payment of staff including unsocial and bank payments without the need for paper timesheets

Employee Online

- Employee Online can be accessed via the Trust intranet or the link on the external hospital website and enables staff to view their personal rosters online, submit requests for annual leave and request duties or days off. It also allows staff to self-book bank shifts. The system provides access to electronic timesheets so that staff can see details of enhancements, payment for bank duties etc
- It is important that all staff who are responsible for entering their own times on the system ensure this is done daily to enable the manager to finalise (lock down) the roster in a timely manner and prevent issues with staff pay

Temporary Staff

Temporary Staffing is a dedicated team assisting temporary staff with their daily needs and is based on the first floor of Home 15 at Blackpool Teaching Hospitals site.

Our office hours are 9am and 5pm Monday to Friday, contact details below :

Telephone : 01253 953134

e-mail bfwh.bank@nhs.net

Facebook : <https://www.facebook.com/bank.pool.5648>

The Temporary Staffing Team support the temporary workforce by :

- Providing support & advice to Temporary workers
- Appointment management for Temporary workers
- Provide filled reports to Managers in all Divisions
- Assist and coordinate the booking systems
- Provide data for monthly and ad hoc reports
- Manage social media site
- Assist in the coordination of the Temporary workers
- Ensuring all wards are staffed accordingly to maintain patient safety

Useful Links

The following links to employee on line and the Me App, where you can manage your bank shifts – view available shifts, book onto shifts and view confirmed shifts.

Employee Online

<https://bfwheol.allocate-cloud.com/EmployeeOnlineHealth/BFWHLIVE/Login>

Allocate Me Web

<https://me.allocate-cloud.co.uk/Web/>

Safecare

- Safecare gives Nursing Directors visibility of staffing levels across wards and departments, allowing them to maintain safe and compliant patient care based on patient numbers and acuity and dependency. The solution is part of HealthRoster, enabling day-to-day operational changes to the roster in real time and facilitating the redeployment of staff across wards to avoid under- or over-staffing. As a result, the solution allows more efficient use of temporary personnel by ensuring the optimum use of substantive staff

- The Safecare real-time view enables nursing teams to re-deploy staff across wards, increase or reduce temporary personnel numbers and make the best possible use of substantive staff. For example, if one ward is under-staffed based on patient acuity & dependency while another is over-staffed, changes can be made in Safecare that are immediately updated on the rosters to reflect where those staff have been deployed

9 Communications and Staff Involvement

Communications Strategy

The Trust's Communications Strategy sets out short-term objectives and long-term goals and aims to improve communication with staff, patients and other stakeholders. Methods of communication include team briefings, email, intranet, newsletters, notice boards, staff bulletins and face-to-face meetings. The Communications Strategy can be viewed on the Intranet.

Team Brief

On a monthly basis, following the Trust Board meeting, every member of staff should receive a verbal team brief from their line manager or a member of their department. This should include information from the Core Brief as well as a Local Brief relevant to the department.

Social Media

The Trust has Facebook and Twitter profiles in an effort to better engage with staff, current and future patients and the general public. These sites provide easy access to information about the Trust's events and services and can be used as an interactive forum for health related topics. The Trust's official Facebook page can be found at: <http://www.facebook.com/BlackpoolHospitals>. The Twitter site can be found at: <http://www.twitter.com/BlackpoolHosp> both of which can be found on the front of the Trusts Intranet site.

Please remember all staff must also act responsibly when sharing information through these channels outside of working hours.

Intranet

The Trust intranet pages are available to all staff and contain information about the Trust including Team Brief, policies and procedures, phone book, recruitment information, Improving Working Lives, host system access, library services access and many more useful resources. All staff are encouraged to make use of this resource.

Equality Diversity and Inclusion

The Trust has several policies for supporting staff with a range of protected characteristics: Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

The Trust has developed a Staff Health and Well-being Passport to support those with a long-term condition or disability continue in work.

Staff Networks

Culturally Diverse and Faith Network

Disability and Long-term Conditions Network

LGBTQ+ Network

Women's Network

Veterans Network



NHS OFFER

£28.00 per month / 1st month just £5.00

(1 year contract - no time restrictions - all ages)

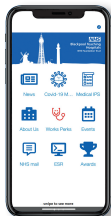
- **FITNESS CLASSES**
- **SHOP - MERCHANDISE / SUPPLEMENTS**
- **BESPOKE MEAL PREP**

Unit Y3 Beacon Road, Poulton-le-Fylde FY6 8JE

01253 206156 | www.fortitude-fit.co.uk

If you would like to get involved with any of the networks or require further information on ED&I please contact the Trust's Equality Diversity Inclusion Lead, Tina Daniels – tina.daniels1@nhs.net

Staff App



The Trust app allows staff to access a range of tools such as e-rostering, oneHR site, special offers from local businesses and latest news.



It can be downloaded free and easily onto a smart phone via either of the QR codes.



← Apple

Android →

Email, Internet and other Electronic Communication

Email is the single most-used technology within the Trust. Over a million emails are sent and received each week and this figure is growing significantly.

Staff must abide by the policies and procedures governing email, internet usage and the communication of other information. In particular, Patient Identifiable Information must be securely transmitted. If you are in any doubt, please speak to the IT Helpdesk.

Misuse of any system or breaches of confidentiality are viewed very seriously. Disciplinary action may be taken against staff that do not adhere to the relevant policies and procedures.

Trade Unions, Staff Organisations & Professional Bodies

The Trust recognises and has developed a positive working relationship with a number of trade unions, staff organisations and professional bodies. Staff are encouraged to join a trade union however the Trust does recognise that it is the right of each individual employee to choose whether to do so or not. Trade Unions, staff organisations and professional bodies have the right to elect individuals to represent the interests of their members. These elected representatives can provide advice and guidance in a number of areas including:

- Working conditions and pay
- Disciplinary and Grievance issues
- Health & Safety
- Harassment & Bullying
- Legal Services
- Improving Working Lives

Joint Negotiating Consultative Committee (JNCC) and Local Negotiating Committee (LNC)

The JNCC and the LNC provide a forum for discussion, negotiation and consultation on matters relating to policies, procedures and terms and conditions for both non-medical (JNCC) and medical (LNC) staff. JNCC meets monthly, LNC meet on a bi-monthly basis and both meetings reflect partnership working between management and trade unions.

Staff Survey

The Trust recognises the importance of staff opinions and is keen to receive feedback on all aspects of employment. All staff are invited to participate in the annual NHS National Staff Survey as well as having the opportunity to take part in the Trust's quarterly 'Staff Satisfaction and Engagement' survey. These surveys give all staff the opportunity to share their thoughts, comments and any concerns, confidentially on a wide range of topics. The results of the survey highlight any areas of concern and provide a platform for the Trust to establish an action plan to address key issues and make necessary improvements. Further information can be found on the Trust's OneHR page or from the Organisational Development Team.

10 Medical and Clinical Education

The Trust recognises the value of education, training and development and acknowledges that its staff need to be appropriately trained and skilled to ensure the delivery of high-quality patient care.

The Clinical Education team are here to support all clinical staff and comprises of the following teams:

- Medical Education: Undergraduate and Postgraduate Education
- Library and Knowledge Management Services
- Clinical Skills and Simulation team
- The Education Centre team
- Practice Education Facilitator team
- Workforce Development Team.

Practice Education and Workforce Development Team

The Practice Education and Workforce Development Team are responsible for education, training and development of the Non-Medical clinical workforce. This includes non-clinical roles; widening participation; apprenticeships; healthcare support workers; professional roles governed by the Nursing and Midwifery Council (NMC), Health and Care Professions Council (HCPC) and General Pharmaceutical Council (GPC). As a teaching hospital, we are committed to developing our local community and creating a sustainable future workforce via Grow Your Own initiatives.

There are four main functions within the Team. These are;

- Widening Participation and Career Engagement/Development
- Apprenticeships
- Practice Education- Pre-Registration
- Practice Education- Post-Graduate

Widening Participation

The Trust provides in excess of 300 work experience placements every year and also works with Local Authorities; Business and Enterprises; as well as Schools and Further Education Colleges to provide Work Experience opportunities and support individuals to achieve nationally recognised qualifications. Examples of this work include the Health Academy delivered in partnership with St Mary's Catholic Academy, the Sector Based Work

Academy formed in collaboration with the Job Centre, and the T Level programme run in partnership with Local Colleges and the Lancashire and South Cumbria Integrated Care Group.

The Practice Education and Workforce Development Team can also support any member of staff who wish to improve their skills and qualifications in maths and English. The development of this skill set is achieved through the completion of a Functional Skills course. The completion of these nationally recognised qualifications can be completed in 3-6 months and is offered in partnership with Blackpool & Fylde College. The workshops offer both face to face and virtual learning opportunities and can be flexible to meet the needs of the individual.

Apprenticeships

The Trust also offers an extensive apprenticeship programme with over 300 employees currently undertaking an apprenticeship in the Trust. Apprenticeships are open to both internal staff who want to improve their career prospects, and for new employees to the Trust, possibly starting out on their career journey for the first time. Apprenticeships on offer start at Level 2 (GCSE equivalent) and move through to a Master's degree at Level 7. With over 700 apprenticeships currently on offer and more under development, the Workforce Education team can advise on a suitable pathway to enhance your team.

Practice Education Pre-Registration

The Practice Education Facilitators work closely with the Higher Education Institutes (HEIs), in supporting Pre-Registration Students on both Direct Entry and Apprenticeships routes

Practice Education Post Graduate

The Practice Education Facilitators support staff to continue to develop Post Registration. A robust Preceptorship Programme mapped to national standards supports newly qualified professionals and also supports individuals that would like to Return to Practice. There are also development opportunities available to become a Clinical Supervisor.

The Practice Education Team also supports the continued development of Advanced Clinical Practitioner (ACP) roles; Community Specialist Practitioner (CSP) roles including District Nursing, Paediatric CSP; Health Visitor role, School Nurse role and the Non-Medical Prescribing (NMP) role.

Continuing Professional Development

Continuing Professional Development is a keystone of the Trust's commitment to Lifelong Learning. CPD is not simply about attending courses, it embraces all forms of learning at the heart of which lies work-based or 'learning-on-the-job' activities. Frequently these types of learning are recorded in a personal portfolio.

Career Conversations

Career conversations or CPD can be discussed via the Appraisal system. However, the Workforce Development Team is available to discuss any career opportunities or development opportunities available. Career Conversation with Learners are also being developed as part of the Trusts Grow Your Own initiatives, and commitment to Enhancing the Learner Experience and Recruitment and Retention drivers.



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Lytham Office

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Tel: 01253 734253

Email us at: info@rrefsolicitors.com



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Fentons LLP**
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For further information on Career Development and Apprenticeships please visit the OneHR page or email apprenticeandworkexperience@nhs.net

For further information on Practice Education please visit the OneHR page or email bfwh.practiceeducation.facilitators@nhs.net

Medical Education

There are three main functions within Medical Education: Undergraduate, Postgraduate, and Educator and Medical Staff Development.

The Undergraduate function oversees the placements of students from the various Higher Education institutions with which we have links. We currently host 3rd, 4th and 5th year students from the University of Liverpool who gain experience in all the core specialties including Surgery, Medicine, Paediatrics, Obstetrics and Gynaecology, Emergency Department, Critical Care and also placements in the local area in Palliative Care and General Practice. Furthermore they gain experience in Clinical Skills and Simulation within the Hospital Trust. We additionally accommodate 2nd, 3rd, 4th and 5th year students from the University of Lancaster who undertake placements in General Surgery and Medicine, Women's and Children's and Cardiothoracic Surgery respectively. We also have links with the University of Central Lancashire: we provide community-based placements in Paediatrics for first and second year medical students; and we provide placements for first and second year student Physician Associates in a range of specialties including Cardiology, Acute Medicine, Stroke Medicine, Care of the Older Person, Surgery, Women's and Children's, A&E, Diabetes and Endocrinology, and Respiratory Medicine.

The Undergraduate Team are responsible for organising induction for students, arranging placements with Departments, arranging teaching, arranging social and peer support groups and much more.

Postgraduate Education is responsible for the education and training of 220 trainee doctors across 30 different specialties within the Trust. The remit of the postgraduate function includes organising Induction for new trainees, overseeing the teaching programme for trainees; offering careers support and facilitating clinical attachments for overseas trainees.

We offer essential pastoral support to students and trainees with an open-door policy as well as support through our Trainee and Student Support Committee.

The department has a faculty of engaged, motivated and enthusiastic Trainers to support the students and trainees and a key function of the Medical Education Team is to develop and support those trainers. Our trainers are recognised by the GMC in accordance with their standards and their knowledge and skills are refreshed regularly. The Medical Education Team facilitate an Educator Development Programme for trainers as well as offering guidance and support to manage trainees in difficulty.

We provide support to SAS doctors through our SAS Tutor and SAS Development Programme.

We also provide support to Locally Employed Doctors and International Medical Graduates by providing an enhanced induction programme, teaching sessions and careers advice provided by our Trust Lead.

Our quality assurance programme underpins all aspects of undergraduate and postgraduate education and comprises of a system of evaluations and feedback in order to identify areas for improvement as well as areas of good practice. The outcomes are shared with the Training Leads from each specialty to implement and monitor improvement plans in order to enhance the quality of medical education.

Medical Education is committed to the continual improvement of the quality of education and the learning experience provided by Blackpool Teaching Hospitals as a Local Education Provider. It is our mission to work with trainers and trainees in developing a stimulating and diverse learning experience underpinned by quality and to ensure that trainee doctors are equipped with the necessary skills and behaviours to provide the highest standards of patient care.

Simulation & Clinical Skills Centre

The centre is based on the main Victoria Hospital site and is available to **all staff** within the Trust as well as pre and post graduate medical staff. We operate a rolling program of clinical skill courses and these can be accessed via the Clinical Skills and Simulation area of the Trust intranet.

The gold star in our facilities is the simulation training unit which comes equipped with A/V feedback capabilities, and an immersive room to enhance and develop individual and team skills. The unit also has 4 VR sets which can be used by staff with prior booking and 4 HoloLens2 headsets. This unit is one of only a handful of units in the UK that is accredited by the national accrediting body i.e. the Association for Simulated Practice in Healthcare (ASPiH). The simulation and skills team are always on hand to help and advise you as to the most appropriate area for your training, and to help you develop your own unique training program. Please feel free to contact any of the team to discuss your training needs.

Library and Knowledge Service

The library can be found within the Education Centre and is **accessible 24 hours a day** (bring your ID Badge to the library desk to have it activated) The library is staffed between 8.30am and 4.00pm daily

Borrowing books – you may borrow up to 10 books for a period of four weeks (fines are payable on books not returned on time). You can renew your books online via the library catalogue, by telephone or app, or in person.

Services

- Digital and Health Literacy support
- Study space and PCs (including three quiet study rooms)
- Print and digital books, journals and databases
- Inter-Library loans
- Literature searching service
- OpenAthens registrations to enable online access to a range of resources and apps
- Information skills training, in particular: accessing databases, undertaking literature searches and critical appraisal of research
- Current awareness bulletins on a range of specialist topics
- Printing, photocopying, scanning, binding and laminating facilities

ClinicalKey - a collection of more than 600 journals (including The Lancet) 1,200 books (including Davidson's Principles and Practice of Medicine and Macleod's Clinical Examination) and many thousands of procedural and education resources such as videos, images, topic summaries and drug monographs and is an extremely useful resource for education and evidence based practice.

MAH Complete – Nursing, Midwifery and healthcare Journals to support professional practice, revalidation and CPD

Dynamed DynaMed combines the highest quality evidence-based information, expert guidance and a user-friendly, personalized experience to deliver accurate answers fast at the point of care. With DynaMed, clinicians can easily search, browse, and follow the topics and specialties that matter most to them, and get fast, actionable answers to their clinical questions. <https://www.dynamed.com/>

BMJ Best Practice is an evidence-based generalist point of care tool, uniquely structured around the patient consultation with advice on symptom evaluation, test ordering and treatment approach. The clinical decision support tool is particularly useful for medical students, junior doctors, multidisciplinary team members (such as nurses and pharmacists), specialists working outside of their specialty, and primary care practitioners. BMJ Best Practice includes 1000+ evidence-based condition and symptom topics across 32 clinical specialties which provide the user with guidance throughout the full patient journey, from determining diagnosis and treatment approach to follow-up support.

Dynamic Health, covers diseases & conditions; thorough overviews of diseases and conditions for the interprofessional team. Signs & symptoms; guidance on abnormalities that can indicate a medical condition. Tests & labs; explore imaging tests, lab tests, assessments, and diagnostic procedures care interventions; guides to treatments and actions to be performed on behalf of patients. Skills; to explore nursing skills, health profession skills, transcultural care skills, and patient instruction skills drug guide.

Some of the online resources you may find particularly useful during your time here at our website, Library and Knowledge Services | Blackpool Teaching Hospitals NHS Foundation Trust ([bfwh.nhs.uk](https://www.bfwh.nhs.uk))

<https://www.bfwh.nhs.uk/our-services/library/>

Library and Knowledge Services Manager - Linda Kalinda (l.kalinda@nhs.net / ext. 53832) Monday-Friday

Electronic Services and Outreach Librarian - Laura Sims (laura.sims2@nhs.net / ext.56688) Tuesday, Wednesday, Thursday

Electronic Services and Training Librarian - Naomi Hall (naomi.hall6@nhs.net / ext.54718) Monday and Friday

Clinical Deputy Librarian – Anita Wong (yuet.wong1@nhs.net / ext.54742) Monday-Friday

Digital Library Trainee - Christopher Gupta (christopher.gupta2@nhs.net / ext.58304) Tuesday-Friday

Library Assistant - Elizabeth Guffogg (elizabeth.guffogg@nhs.net / ext. 53831) Wednesday and Thursday

Library Apprentice - Jack Doherty (jack.doherty1@nhs.net / ext. 53831) Monday-Friday

ALL OUR RESOURCES ARE ALSO AVAILABLE FROM YOUR PHONE, TABLET OR HOME COMPUTER

Internurse – Nursing, Midwifery and Healthcare Journals to support professional practice, revalidation and CPD

Royal Marsden Manual of Nursing Procedures – Latest edition of the all-in-one resource to ease your nursing patrons' stress and ensure they have the latest information. NMC verified.

The Library Team is here to help and support you.

Contact us: bfwh.library.services@nhs.net

Tel: 01253 953831 or 53831

Follow us on Twitter @BTH_Library

"The staff are very welcoming and helpful. The library has a great range of resources"



Library staff are here to help you!

Information Technology Training

The IT Training Department provides both general and specific IT training for staff. This includes training in all applications within the Microsoft Office suite (Introduction to Advanced).

The IT Training Department is an accredited ECDL (European Computer Driving Licence) testing centre and as such can offer all staff the opportunity to achieve certification in ECDL.

Appraisals

Every employee can expect to have an annual appraisal. The purpose of the appraisal is to:

- Review work performance and receive feedback on that performance
- Set jointly agreed and measurable work objectives for the year ahead
- Discuss training and development needs, how they may best be met, and agree these within a Personal Development Plan
- Discuss career aspirations and the support you may need in achieving these aspirations

Leadership/Talent Management/Succession Planning

We strive to ensure that our biggest asset, our people, can be at their best. Our Learning, Development and Leadership offer has been designed to help you maximise your performance and potential.

As part of our commitment to develop confident and compassionate leaders, we commit to reviewing our leadership and management development offer regularly to keep it current and interesting. Using our workforce transformation strategy as the platform and compassionate leadership as our focus, we ensure that our offer is relevant, stretching and inspires leaders within our Blackpool family to be at their best for our patients and staff. Our leadership offer is mapped across all different levels to support progression. For information about our courses, contact the Organisational Development team / Anna Hobson.

To ensure that we have a flexible, skilled and motivated workforce, we place a lot of importance on identifying and managing talent. Our appraisal process incorporates talent conversations which provide an excellent platform to establish the aspirations and potential of individuals, ensuring that we can support them to progress in their chosen careers. Talent conversations also allow us to identify successors for the future; investing in succession plans across services and divisions is a vital people process, to ensure we can continue to deliver our services whilst giving us a level of confidence in continuing to provide excellent patient care every day.

11 Health and Wellbeing

To support staff health and wellbeing and keep people well and in work, the Trust offers a number of initiatives via its Occupational Health service. Occupational Health is the branch of medicine concerned with the interaction between work and health. The department was SEQOHS accredited in July 2012.

The Department provides managers with:

- Impartial medical advice on sickness absence and medical conditions that may be caused or aggravated by work
- Advice on the best ways of helping people back into work, for example, phased returns
- Advice about the implications of the Equality Act 2010 and reasonable adjustments, and to aid the manager in their decision making process

The Department provides employees with:

- Advice if they have medical problems made worse by work, including work related stress
- Advice and support on ill health retirement where appropriate
- A confidential therapy service which includes counselling and hypnotherapy where staff can refer themselves by contacting the department and can be seen whether the underlying problem is work-related or not. Cognitive behavioural therapy is also offered to staff (through their Manager requesting an appointment initially with a member of the clinical team.)
- Immunisations to help protect workers from hazards in their workplace.
- Health lifestyle checks and organises healthy activity classes e.g. zumba. yoga and weight management
- The department also has Physiotherapy service for staff to access direct or be referred by their Managers.

The Department also advises on control of infection issues and assists with the management of staff involved in needle stick injuries.

Occupational Health supports the promotion of a range of preventative health and wellbeing initiatives through the healthier workforce agenda, working with the Well Team, to further enhance the health and wellbeing of staff. This includes health and wellbeing initiatives and educational campaigns to help staff improve their own health and wellbeing, whilst providing opportunities within the workplace for staff to get involved in a variety of interventions focused on improving their psychological and physical wellbeing. More information can be found on the [OH Portal](#).

Staff are also able to self-refer initially to an Occupational Health Nurse Advisor if they have a medical condition that they feel is being made worse by work or is affecting their work. If appropriate the Nurse will refer on to an Occupational Health Doctor.

Occupational Health **does not:**

- Provide a treatment or referral service
- Offer second opinions on medical matters
- Issue sick notes
- Tell managers what to do
- Have anything to do with Occupational Therapy

Advice is independent and impartial. The normal rules with regard to doctor-patient confidentiality apply.

Employee Assistance Programme (EAP)

The Trust's [Employee Assistance Programme](#) is a free service which staff can access 24 hours per day and 7 days per week. It is designed to help staff deal with any personal or professional problems which can be impacting on staff health and wellbeing. Staff can access a range of services including: -

- Counselling
- Legal advice and guidance
- Bereavement assistance
- Mini health checks

Vivup are the providers of this service and they can be found at [Vivup - Login: Benefits Schemes](#). The site includes self-help guides, blog and podcasts about a range of subjects from financial wellbeing to mental health support. Vivup can also be contacted on 0330 380 0658.

12 Staff Facilities

Pastoral Care

In each of the Trust hospitals, the Chaplaincy provides a confidential service for patients, relatives and staff offering spiritual and religious care. Their approach is open and gentle as they seek to affirm the dignity of each individual. Chaplains are not here to judge, to condemn or to convert.

Chaplaincy offers a friendly, listening ear to everyone, of any faith or none, and especially to those struggling with personal difficulties. They can provide an opportunity for people to share their deep feelings and anxieties in a safe environment.

The Chaplaincy is interdenominational and multi-faith, including a Rabbi and an Imam. They can also contact a representative of any of the faith groups represented locally, or a person's own Priest, Minister or Faith Leader.

Members of the Chaplaincy Team are around during the day for non-urgent visits, and provide a 24-hour on-call service for emergencies - contact through switchboard.

Staff Vacancies

All vacancies within the Trust are advertised in the vacancies section on Blackpool Teaching Hospital's website. <https://www.bfwh.nhs.uk/current-vacancies/>
We also advertise via a range of social media channels including Twitter, Facebook and Linked in.

Twitter: @BTH Jobs

Instagram: @BTHJobs

Facebook: "Blackpool Teaching Hospitals – Jobs"

Linkedin: [Blackpool Teaching Hospitals NHS Foundation Trust](#)

Many of our roles can also be found on the NHS jobs website <https://www.jobs.nhs.uk/>

Restaurants

Staff restaurants/cafes exist on most Trust sites and provide a range of food and beverages. Discounted prices are available for staff. For opening times and details of menu options, please see the Trust's Intranet site.

Vending machines are available in a number of locations around the hospitals.

Car Parking and Travel

The Trust has a Healthy Transport Plan and encourages staff to use public transport, cycle or walk, where appropriate. Staff who must come by car should apply for a car-parking permit to park in one of the designated staff parking areas. Applications will be evaluated and when spaces are available priority will be given to those staff with the greatest need. Staff are not permitted to park in areas designated for patients and visitors. The Travel page on the Trust Intranet site provides full details of car parking arrangements and healthy transport incentives.

Switchboard & Telephone system

Please make a note of the internal emergency numbers:

| | |
|---------------------------------|------|
| Cardiac Arrest | 2222 |
| Security | 5555 |
| Major Incident | 4444 |
| To contact the Switchboard dial | 0 |

The Trust's internal telephone directory is available on the Intranet, along with the national BT directory enquiry service.

The telephone system has a call logging device that keeps a record of numbers dialled, duration and costs of calls from each extension. The information is checked routinely and unauthorised calls are investigated.

Private calls must be authorised by your line manager before they are made and should be kept to an absolute minimum. Special arrangements are in place to invoice staff living in hospital accommodation.

Internal Bleep System

To access the Internal Bleep system dial 50 and then dial in the Bleep number you are contacting, followed by your telephone Extension and the # key.

Discounts

There is a website which offers exclusive discounts to NHS employees. The site provides information about hundreds of discounts available from some of the country's largest businesses, plus many other features.

All you need to do is log on to www.healthservicediscounts.com and register.

Credit Union

As an employee of the Trust you are entitled to join the Blackpool, Fylde and Wyre employer led credit union, which exists to promote financial responsibility through regular saving and affordable borrowing. Employers can set up a payroll deduction. Further details can be found on the Trust's intranet site.

13 Useful Contacts

| Service | Telephone |
|---|-----------------------------------|
| Cardiac Arrest | 2222 |
| Chaplaincy | 01253 953876 or 53876 |
| Clinical Skills and Simulation Team | 01253 955668 or 55668 |
| Communications | 01253 953538 or 53538 |
| Counselling Service via Employee Assistance Programme | 0800 030 5182 |
| Counter Fraud | 01253 953232 or 53232 |
| Health & Safety – Physical Risk | 01253 951216 or 51216 |
| Human Resources – Workforce Advisory Service | 01253 951600 or 51600 |
| Infection Prevention | 01253 953874 or 53874 / bleep 837 |
| IT Helpdesk | 01253 951016 or 51016 |
| Learning & Development | 01253 951600 or 51600 |
| Library Services | 01253 953831 or 53831 |
| Major Incident | 4444 |
| Mandatory Training/OLM Helpdesk | 01253 951600 or 51600 |
| Medical Education Team | 01253 957838 or 57838 |
| Occupational Health | 01253 951600 or 51600 |
| Payroll Team | 01253 951600 or 51600 |
| Resourcing & Contracts Team | 01253 951600 or 51600 |
| Security (hospital security) | 01253 953063 or 53063 |
| Smartcard queries | 01253 951016 or 51016 |
| Switchboard | 0 or 01253 300000 |

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Blackpool Council

ACTIVE BLACKPOOL

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