Welcome to our Trust

I am pleased to welcome you to our Trust and hope that your time here is both enjoyable and rewarding.

This book will give you a brief introduction to the Trust and importantly the things that matter most to us. It describes the way we work and what we aim to achieve on behalf of our patients, their families and you, our staff. It is full of information about the services and facilities available, which I very much hope will support you to succeed in your new role. If there are obvious gaps, things that you’d have liked to have seen in here – please do give us your feedback.

Patients are at the centre of all we do, and providing them with safe, effective care that meets, and even exceeds their expectations, is our aim – we have captured this essence in our vision which we express through Best Care For Everyone. Equally, we recognise that to deliver best care, our staff need to feel valued, be fully engaged in the planning and delivery of their services and feel empowered to bring about the change that they see will benefit their patients.

I am immensely proud to be part of the NHS and in particular our Trust. We will not get everything right all of the time, but by working together we will give ourselves the very best chance of succeeding.

One of the most important things for me, as Chief Executive, is never to lose touch with what it feels like to be a patient, or a member of staff, in one of our hospitals and as such you will see me “out and about” around the hospital; please do stop and talk, and if you have suggestions or comments on how we can improve the lives of our staff or our patients, please do share them – fresh eyes always bring fresh perspectives, in my experience.

Finally, congratulations on choosing to work in this great organisation, I do hope that you enjoy your time with us and are able to contribute to our success.

Deborah Lee
Chief Executive
Welcome to the Trust!

We are delighted you have chosen to work with us and look forward to you helping Gloucestershire Hospitals NHS Foundation Trust deliver our vision.

This handbook contains useful information, including maps and phone numbers and will signpost you to where you can access further information relating to our services.

If you have a question this handbook doesn’t answer please speak to your manager / supervisor who will be happy to help. It is important you settle into your new role easily and to help you to do that you are asked to complete a Local and Departmental Induction within the first few weeks in your new role.

The next two pages in this handbook will introduce you to our Corporate Identify and six values of our Trust. We are very proud of the services we provide and this is underpinned by our values which are intrinsically linked to the values of the NHS Constitution.

If we all live by these values we will provide services that are better for our patients and better for each other – therefore delivering Best Care For Everyone.

Emma Wood
Deputy Chief Executive and Director of People
Our Strategic Goals

Our Journey to Outstanding 2019–2024

Our Vision: Best Care for Everyone

Our Purpose: To improve the health, wellbeing and experience of the people we serve by delivering outstanding care every day

Our Values:

Caring
Delivering individualised care that meets the needs of each patient; doing this with respect and compassion

Listening
Acknowledging someone, actively listening to their views, responding appropriately and clearly

Excelling
Doing the very best you can and going that extra mile to make sure we deliver against our vision of Best Care For Everyone
Our Strategic Objectives for 2019–2024

Outstanding care
We are recognised for the excellence of care and treatment we deliver to our patients, evidenced by our CQC Outstanding rating and delivery of all NHS Constitution standards and pledges

Compassionate workforce
We have a compassionate, skilful and sustainable workforce, organised around the patient, that describes us as an outstanding employer who attracts, develops and retains the very best people

Quality improvement
Quality improvement is at the heart of everything we do; our staff feel empowered and equipped to do the very best for their patients and each other

Care without boundaries
We put patients, families and carers first to ensure that care is delivered and experienced in an integrated way in partnership with our health and social care partners

Involved people
Patients, the public and staff tell us that they feel involved in the planning, design and evaluation of our services

Centres of Excellence
We have established Centres of Excellence that provide urgent, planned and specialist care to the highest standards, and ensure as many Gloucestershire residents as possible receive care within the county

Financial balance
We are a Trust in financial balance, with a sustainable financial footing evidenced by our NHSI Outstanding rating for Use of Resources

Effective estate
We have developed our estate and work with our health and social care partners, to ensure services are accessible and delivered from the best possible facilities that minimise our environmental impact

Digital future
We use our electronic patient record system and other technology to drive safe, reliable and responsive care, and link to our partners in the health and social care system to ensure joined-up care

Driving research
We are research active, providing innovative and groundbreaking treatments; staff from all disciplines contribute to tomorrow’s evidence base, enabling us to be one of the best University Hospitals in the UK
What to do in an emergency

Actions in an emergency

→ Phone 2222
→ Give your exact location
→ Give brief details of what has happened
→ Request the help you need
→ Where possible, please use 2222 and not 999 as this is a NHS agreement with the police service and therefore the response is prioritised to meet the perceived threat
Appraisal

Your annual appraisal (known as your “Development Conversation”) is an important meeting which can help you to perform the very best in your job, and will support your future professional and career development.

The annual Development Conversation is an opportunity to formally discuss and record an assessment of:

→ Your performance
→ Your current level of potential to develop beyond the role you are doing now
→ Your strengths, interests and aspirations
→ Your readiness for career opportunities that you would like to access or be considered for in the future

We have a wide range of resources to support you in completing and getting the most out of your Development Conversation.

We also have an Accelerated Development Pool (ADP). The ADP is an opportunity for individuals to access tailored support and development which can help to accelerate career development and progression. It is one of a wider range of learning opportunities which are already available to all staff.

Contacts and more information

Intranet  Appraisal; Talent Development
Phone    0300 422 6066 (Leadership & OD)
Since 2012 all Medical Staff have been and continue to be required to revalidate.

All doctors will need to have an annual appraisal in line with the GMC (General Medical Council) document “Good Medical Practice” and a 360 MSF which complies with GMC standards every five years.

Medical Staff will be informed when they are due to revalidate. The Responsible Officer is the Medical Director Dr Sean Elyan. All documents for appraisal can be found on the intranet, under appraisal, postgraduate medical education and Local Negotiating Committee pages.

**Contacts and more information**

<table>
<thead>
<tr>
<th>Intranet</th>
<th>search “Post-graduate Medical Education”</th>
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<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:ghn-tr.chelt.postgrad@nhs.net">ghn-tr.chelt.postgrad@nhs.net</a></td>
</tr>
<tr>
<td></td>
<td>(Postgrad Cheltenham)</td>
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<tr>
<td></td>
<td><a href="mailto:ghn-tr.glos.postgrad@nhs.net">ghn-tr.glos.postgrad@nhs.net</a></td>
</tr>
<tr>
<td></td>
<td>(Postgrad Gloucester)</td>
</tr>
<tr>
<td>Phone</td>
<td>0300 422 5301</td>
</tr>
<tr>
<td></td>
<td>(Senior Medical Staff Appraisal Administrator)</td>
</tr>
</tbody>
</table>
Bank and Temporary Staffing

The aim of our Trust’s Temporary Staffing Team is to fill the unavoidable gaps we encounter due to vacancies and unforeseen circumstances such as illness. We are always keen to welcome more staff onto the Bank to provide working opportunities in new areas and deliver consistent care to our patients.

As a Trust that strives to deliver Best Care For Everyone, we want to keep reducing what we spend on expensive agencies and ensure that patients are cared for by staff that know them, our organisation and systems. The Bank is key to this, offering further working opportunities and competitive hourly rates.

The Temporary Staffing Team is available Monday to Friday 07.30 – 19.30 and Saturday and Sunday 07.30 – 15.30.

Contacts and more information

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<tr>
<th>Intranet</th>
<th>search &quot;Temporary Staffing&quot;</th>
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</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:ghn-tr.glos.nursingbank@nhs.net">ghn-tr.glos.nursingbank@nhs.net</a></td>
</tr>
<tr>
<td>Phone</td>
<td>0300 422 6223</td>
</tr>
</tbody>
</table>
Behaviour Standards: Kindness and Respect

Our behaviour standards describe the manner in which we expect staff to behave towards patients and their families or carers and towards each other.

You will have received a copy of the Kindness and Respect Behaviour Standards as you start in the Trust.

The behaviours have been developed for staff, by staff in order that:

→ We are all clear about what is acceptable behaviour at work
→ Positive behaviour is recognised and rewarded
→ We all know that our manager or a senior colleague will pick us up on consistently poor behaviour

Most staff behave in a compassionate and polite manner; however there are some ‘repeat offenders’ who do not behave in an acceptable manner, and for these people there is an agreed process by which managers can address this behaviour.

The NHS Constitution

The Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and pledges which the NHS is committed to achieve, together with responsibilities, which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively.

Contacts and more information

Info  www.gov.uk/government/publications/the-nhs-constitution-for-england
Benefits

Working for our Trust entitles you to a great range of benefits which are designed to help all of our employees enjoy their time both inside and outside of work.

Some of the benefits available to staff include the following:

- Excellent pension scheme, including life assurance
- Generous, paid holiday entitlement
- Opportunity to buy annual leave
- Lease car salary sacrifice scheme
- Home electronics salary sacrifice scheme
- Gym membership salary sacrifice scheme
- On-Site nurseries & childcare vouchers scheme
- Cycle to work scheme
- Flexible working opportunities
- Staff Excellence Awards
- Free bus shuttle service (Route 99) & discounted Stagecoach travel
- Staff accommodation & staff restaurants
- Long Service Awards
- Occupational Health & Staff Support services
- Various local and National discounts on products & services

Please note many of these benefits are provided by external suppliers, and they reserve the right to withdraw the benefit at anytime. For up to date information on current benefits please visit the Human Resources intranet pages.

Contacts and more information

Intranet  search "benefits and discounts"
Phone    0300 422 6393
## Catering

### Cheltenham General Hospital

**Blue Spa Café (Main Corridor)**  
Mon–Fri: 07:30–19:30; Sat–Sun: 07:30–19:00

<table>
<thead>
<tr>
<th>Time</th>
<th>Menu</th>
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<tbody>
<tr>
<td>07:00–11:30</td>
<td>Full English breakfast and selection of freshly made sandwiches, snacks, hot and cold drinks</td>
</tr>
<tr>
<td>12:00–14:00</td>
<td>Hot lunches, salad bar and selection of freshly made sandwiches, snacks, hot and cold drinks</td>
</tr>
<tr>
<td>14:00–19:00</td>
<td>Selection of freshly made sandwiches, snacks, baked potatoes, salads, soup, hot and cold drinks</td>
</tr>
</tbody>
</table>

### Glass House (St Pauls)

Mon–Fri: 07:30–18:30, Sun: 08:30–15:30

<table>
<thead>
<tr>
<th>Time</th>
<th>Menu</th>
</tr>
</thead>
<tbody>
<tr>
<td>All day</td>
<td>Selling freshly made fair trade barista coffee, teas and hot chocolate, sparkling and still cold drinks, cakes, paninis, sandwiches, toasted sandwiches, traybakes and treats</td>
</tr>
</tbody>
</table>

### Gloucestershire Royal Hospital

**Fosters Restaurant**  
Mon–Fri: 07:30–18:30; Weekends: 8:00–14:30

<table>
<thead>
<tr>
<th>Time</th>
<th>Menu</th>
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<tbody>
<tr>
<td>07:30–11:30</td>
<td>Full English and continental breakfast selection of freshly made sandwiches, snacks, hot and cold drinks</td>
</tr>
<tr>
<td>12:00–14:00</td>
<td>Hot lunches, salad and deli selection, jacket potatoes, soup and selection of freshly made sandwiches, baguettes, snacks, cakes and confectionary, fruit, hot and cold drinks.</td>
</tr>
<tr>
<td>14:00–17:00</td>
<td>Selection of freshly made sandwiches and baguettes, panini’s, jacket potatoes, cakes and confectionery, fruit, snacks, hot and cold drinks</td>
</tr>
</tbody>
</table>
Redwood Education Centre (GRH) & Sandford Education Centre (CGH)

Counter service open Monday to Friday from 8:00am–3:30pm (CGH) and 9:00am–3:30pm (GRH) daily offering freshly made sandwiches, hot soup and salads, fresh fruit, cakes and confectionary.

Catering for meetings and events is also available inside and outside of normal hours by arrangement through the Education Centres by contacting the respective Education Centres: sandford.reception@nhs.net (for CGH) and redwood.reception@nhs.net (for GRH)

Clinical Skills Department

This small team offers practical training to nurses, junior doctors, medical students and AHPs in a number of skills including:

- Intravenous Drug Administration
- Venepuncture; Cannulation
- Train the Trainers

We also offer practical advice to other trainers and have some mannequins which can be loaned out by arrangement.

Contacts and more information

Intranet search "Clinical Skills"
Phone 0300 422 5667

Contacts and more information

Intranet search "Catering"
Phone 0300 422 4493
Cheltenham and Gloucester Hospitals Charity raises funds to make a real difference for our patients, their families and the staff who treat them and work at Gloucestershire Royal and Cheltenham General Hospitals as well as the Stroud Maternity Unit.

The support we receive enables us to invest in projects that make the hospitals better for everyone. Our aim is to create a comfortable and positive environment for all of our patients and staff, investing in improvements to our buildings, in state of the art equipment and extra care over and above that provided by the NHS.

→ You can get involved by taking part in one of our events, or by creating your own fundraising challenge – from cake bakes to half marathons there are many ways to join in!

→ We are registered with JustGiving and Virgin Money Giving to make fundraising as easy as possible – see our website for details.

→ The money raised through events, donations and gifts in wills to the charity can be dedicated to particular wards of the hospital – so any funds raised can make a direct difference to patients in your area.

→ Donations to the charity can be made using our charity leaflets, found across the hospitals, which also allow supporters to make their donation go 25% further at no extra cost to them through Gift Aid.

To find out more about how you can get involved, or if you have any questions, please get in touch with the Charity team.

**Contacts and more information**

| Address        | Cheltenham Office:  
|                | Sandford Road Pillar Entrance, Cheltenham  
|                | General Hospital: 0300 422 3825  
|                | Gloucester Office:  
|                | Ground floor of the Tower Block,  
|                | Gloucestershire Royal Hospital: 0300 422 6706  
| Email          | ghn-tr.fundraising@nhs.net |
Cheltenham and Gloucester Hospitals Charity, registered charity no. 1051606
Communications

The Communications Team provides support and advice to departments and individuals on a range of internal and external communications needs.

How will the Trust communicate with you?
There are a variety of ways we communicate with our staff. They include:

Involve
Monthly meetings with the Chief Executive which are open to any staff member. Dates of the meetings and the short written Involve paper can be found on the Trust Intranet.

Outline
The Trust’s online and printed staff magazine. We welcome your contributions to Outline which is a mixture of serious Trust news, features, events and staff news. It can also be seen on the Trust website at www.gloshospitals.nhs.uk

This Week
A weekly round-up of all the latest news with an introduction from the Chief Executive. Please share this with colleagues who do not have access to a PC. If you’d like to submit something for This Week please complete the form on the intranet.

Intranet and Website
The Trust intranet and website have recently been refreshed. Both the internal and external sites contain a large amount of reference information as well as news items, department profiles and project updates relevant to both public and staff.
Social Media
We have several social media accounts and regularly publish our news, celebrate successes, support national campaigns and respond to queries from patients, staff and the wider public. Follow us and join the conversation @gloshospitals on Facebook, Twitter, YouTube, Pinterest and Instagram. Please also ensure you are familiar with our Internet & E-Communications Policy and your own professional guidelines to help you navigate the pitfalls of social media.

Email
Important Trust announcements will be circulated by global email, as well as other methods. Content of global emails is carefully considered and reviewed regularly.

Media
All media queries come through the Communications Team. If you have something that you believe would make a good news item, please call us to talk it through. We call on experts from many departments to assist in answering media enquiries and to support other areas of media work.

Campaigns
We can advise you on all-round communications including production of printed materials, photography, newsletters, digital communication and events.

Contacts and more information

| Intranet    | search "Communications" |
| Email       | ghn-tr.comms@nhs.net     |
| Phone       | 0300 422 3563 / 4722     |
The Patient Advice and Liaison Service (PALS) are here to help patients and their families to resolve any concerns they have about their experience of using our services, as well as to receive complaints, comments and compliments.

The PALS team provides impartial help & support and also works with frontline staff in dealing with the 4Cs. There are PALS offices at CGH (Open 10am–3pm, Monday to Friday) and GRH (Open 9am–5pm Monday to Friday). More information about PALS and Complaints can be found on the intranet under Patient Experience.
The aim of the Gloucestershire Local Counter Fraud Service is to ensure NHS resources are not lost to fraud and the Trust is protected from bribery.

We would like to hear your concerns relating to any individual who may be defrauding the NHS, taking or receiving a bribe (be that a member of staff or a member of the public) or any system that is weak and may be allowing fraud to take place. Please report information directly to the LCFS; you do not have to go via your line manager. It will be received in the strictest confidence and your identity will not be disclosed to anyone without your authority.

Please also contact the LCFS to seek information and guidance on any aspect of fraud, counter fraud, bribery or corruption within the NHS.

Contacts and more information

- **Intranet**: search "Counter Fraud"
- **Email**: 01452 318826
  (24hr service with out of hours confidential answer phone)
- **Address**: Victoria Warehouse,
  The Docks,
  Gloucester,
  GL1 2EL
Critical Incident Support Network (CISN)

CISN offers professional support to all staff during and after any difficult or distressing incident at work.

The network includes: Staff Support, Occupational Health, Spiritual Care, Human Resources, Legal Services and the Risk Department.

Contacts and more information

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<tr>
<th>Intranet</th>
<th>search &quot;CISN&quot;</th>
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<tr>
<td>Email</td>
<td><a href="mailto:ghn-tr.staffsupport@nhs.net">ghn-tr.staffsupport@nhs.net</a></td>
</tr>
<tr>
<td>Phone</td>
<td>0300 422 8523 (CISN Co-ordinator, Staff Support Service Lead)</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:ghn-tr.staffsupport@nhs.net">ghn-tr.staffsupport@nhs.net</a></td>
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Countywide IT Services (CITS)

The IT department provides computing and telecoms support for clinical and non-clinical teams. Your first point of call for IT requests is the Service Desk.

Our work includes maintenance, repair and ordering of PCs, laptops, printers and other equipment. We look after the networks, servers and storage, which transmit, process and hold the data the Trust generates. We maintain databases that run clinical and non-clinical applications, and system managers provide specialist support for many clinical applications. We also have a project office that works with departments to develop new IT services. These new services require your Division’s support and IM&T Board approval.

Contacts and more information

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<tr>
<th>Intranet</th>
<th>search &quot;CITS&quot;</th>
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<tr>
<td>Email</td>
<td><a href="mailto:ghn-tr.ITServiceDesk@nhs.net">ghn-tr.ITServiceDesk@nhs.net</a></td>
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<tr>
<td>Phone</td>
<td>0300 422 2808 (8am–5.30pm, Mon–Fri)</td>
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Data Protection

The Trust is committed to complying with the General Data Protection Regulation (GDPR) which requires the Trust to handle personal information in compliance with its principles regarding privacy and disclosure.

The Trust also recognises that the GDPR gives individuals the right to know what information is held about them by the Trust and provides a framework to ensure that personal information is handled properly.

The Trust will comply with the GDPR, and in so doing will meet its legal responsibilities:

→ To demonstrate compliance with its requirements
→ To process the personal information in accordance with the principles in Article 5 of the GDPR
→ To answer subject access requests received from authorised individuals

All staff have a personal responsibility to ensure that they comply with the requirements of the GDPR. Our Trust handles Freedom of Information and Subject Access Requests centrally. Refer to the intranet for contact details and request forms.

Contacts and more information

Intranet search "Information governance"

Phone 0300 422 3555 (DPA enquiries)
        0300 422 3160 (Subject access requests)
        0300 422 3676 (Freedom of Information requests)
The Education and Development department have a comprehensive website giving details of the full induction process designed to help new staff settle into their new roles as quickly and safely as possible.

Core mandatory training is an ongoing commitment for all staff and our website offers a training matrix specifically designed to inform staff of the core mandatory training requirements they are expected to undertake including how often they are required to update each topic. Information on all training courses, including dates and booking details can be found by visiting our website. Alternatively please feel free to contact us direct.

Other Training Sessions
Education and Development offer a number of training sessions to staff:

- Conflict Resolution & Conflict Refresher training for all frontline staff
- Violence & Aggression (Breakaway & Disengagement) for staff working in areas that experience physical aggression
- Communication Skills and Customer Care for staff who have not had communication skills training as part of their professional training
- Managing of Records Effectively (MORE): for staff who work with Patients Health Records
- Making a Difference on the Telephone: for staff who communicate on a regular basis on the phone
- Difficult and Challenging Telephone Conversations
- Behaviours that Challenge: Dementia
- Behaviours that Challenge: Head Injuries

Contacts and more information

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<th>Intranet</th>
<th>search &quot;ELD&quot;</th>
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<tr>
<td>Phone</td>
<td>0300 422 5111</td>
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**Conflict Resolution & Violence and Aggression**

The Trust provides conflict resolution and refresher training to all frontline staff and offers Violence and Aggression training to staff working in areas that experience physical abuse.

All staff should be aware of how to call for help in case of an emergency (• 2222) and to ensure that risk assessments are in place to pass information to help prevent the repetition of conflict and violent incidents.

In the event of any area contacting the switchboard via 2222 to request help relating to aggressive behaviours a specially trained team known as the Safe Holding Team comprising of clinical leads and porters will be despatched to assist.

Please be aware that in the event any type of weapon being used by a perpetrator when you dial 2222 please request the Police. The Safe Holding Team will still be deployed to assist, but it is the police that are trained to deal with these types of incidents.

**Contacts and more information**

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<tr>
<th>Intranet</th>
<th>search &quot;Conflict Resolution&quot;</th>
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<tbody>
<tr>
<td>Phone</td>
<td>0300 422 5111</td>
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**Corporate Training and Systems**

Corporate Training & Systems is split in four different areas

Training Systems: responsible for the organisation, recording and reporting of Corporate Induction, Clinical Induction, Conflict Resolution, Communication & Customer Care, Difficult and Challenging Telephone Conversations and other elements of training.

Learning Technology: responsible for the organisation and maintenance of the Trusts Learning Management System (LMS)
eLearning

The Trust has a fantastic Learning Management System (LMS) offering all staff access to a wide range of eLearning modules.

A large number of the modules available are core mandatory topics, whilst others may offer just a short refresher. One of the major benefits of eLearning is that users can access the system from any computer with an internet connection 24/7, even from their home.

The Trust’s eLearning programme is supported by the Learning and Development Department. Please explore the Trust’s eLearning opportunities through the Education, Learning and Development Website and contact the department if you need any help or advice.

Contacts and more information

- **Intranet**: search "eLearning"
- **Phone**: 0300 422 6093
- **Email**: ghn-tr.elearning.ghft@nhs.net
Lifelong learning

The lifelong learning department aims to provide learning opportunities which support staff to meet the changing service needs of the Trust.

Help and advice are available regarding:

- Appraisal and development review
- Learning Opportunities for staff in roles banded 1–4
- Literacy, numeracy and English as a foreign language
- Maths for staff in clinical roles
- Apprenticeships
- Dyslexia
- IT & systems training
- Work experience

Professional Education Department

Our department's aim is to lead the development and delivery of our Trust's strategy for continuous professional development for Nurses, Midwives and Allied Health Professionals, along with healthcare support workers.

We work with education providers and practice development teams to provide learning and development opportunities that enable them to meet changing service and patient needs.

Contacts and more information

Phone 0300 422 5780 (Emergency Planning Manager)

Email ghn-tr.lifelong.learningteam@nhs.net

Contacts and more information

Intranet search "Professional Education"

Phone 0300 422 5176
Skills for Life

Skills for life qualifications are available to staff who need help to develop the skills used in everyday life, such as reading, writing, maths and Information and Communication Technology (ICT).

What Skills for Life support can the lifelong learning department offer?

→ **An Initial Assessment for Literacy and Numeracy**
  A basic initial assessment will indicate your current skills level. Contact lifelong learning on 03004 22 5176 for further information or to book an initial assessment.

→ **SLS Training**
  SLS Training tailors training in literacy and/or numeracy for your job role. The trainers can help you achieve a certificate and can provide you with the advice and guidance you need to go further. To find out more contact SLS Training on 01242 231199.

**Contacts and more information**

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<thead>
<tr>
<th>Intranet</th>
<th>search &quot;Skills&quot;</th>
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<tbody>
<tr>
<td>Phone</td>
<td>0300 422 5176 (General enquiries)</td>
</tr>
<tr>
<td></td>
<td>01242 231199 (SLS Training)</td>
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</tbody>
</table>
Emergency, Business Continuity and Major Incident Response

There are six key issues that need to be understood by staff to ensure that they can respond to any emergency, disruption of service delivery or major incident.

Staff must know:

→ Their Roles & Responsibilities;
→ Their Business Continuity Plans (BCM): – how to maintain their critical functions.
→ How their ward, department or team Staff Alerting Cascade works;
→ Where to Report to;
→ What ‘Action Cards’ they may have to implement where to find them
→ Who their Emergency Planning Lead is and where they find response information;

This applies to actions required in response to a disruption to service delivery eg: loss of electricity or other essential services, which requires the implementation of Business Continuity Management procedures to bring into play contingency plans for restoration to normality.

Training

All departments should have a designated Major Incident lead and a Business Continuity Management (BCM) lead. All department leads must attend Major Incident training and BCM training and train their teams and or send staff to the training. Contact rachel.minett@nhs.net for training information.

Contacts and more information

<table>
<thead>
<tr>
<th>Intranet</th>
<th>search &quot;Emergency Planning&quot;</th>
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<tbody>
<tr>
<td>Phone</td>
<td>0300 422 5780 (Emergency Planning Manager)</td>
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Equality and Diversity

Our Trust is committed to demonstrating equality and diversity throughout our services to meet the needs of the people of Gloucestershire and to ensure that the Trust employs a workforce which reflects the diverse community profile.

Our pledge is to treat all employees with the dignity and respect they deserve and support them to deliver quality services that reflect our Trust values and the NHS Constitution.

Equipment Library

There are medical equipment libraries in CGH and GRH open from: GRH 8am–4pm, Mon–Fri, CGH 8:30 am–4:30pm, Mon–Fri.

The service also provides clinical competency-based training on equipment (Dates available on the intranet).

Infusion pump training is available but you must have attended the IV Study Day and passed the maths test before attending.

Contacts and more information

Intranet search "Equality and diversity"
Phone 0300 422 6393 (HR Reception GRH)

Contacts and more information

Intranet search "medical engineering"
Phone CGH: 0300 422 4411, GRH: 0300 422 6640
Bleep CGH: 3233, GRH: 2244
If you discover or suspect a fire:

→ Operate nearest fire alarm
→ Call 2222 to report fire
→ Ensure the safety of persons in the area
→ Only attempt to fight the fire using the portable fire extinguishers if safe and you are trained to do so

On hearing a continuous fire alarm:

→ Ensure the safety of the patients and visitors in the area
→ Ensure all doors and windows are closed if safe to do so
→ Prepare to evacuate patients and wait on instructions from the senior person in charge or nominated Fire Officer
→ Non-patient care areas should evacuate immediately

On hearing an intermittent fire alarm:

This indicates the fire is elsewhere in the building and you should follow the instructions for the ward/department you are in at that time. You should not move around the hospital until you know what is happening. If you are not in a ward or department report to the assembly point for the building. Just because the alarms have stopped it does not mean the incident is over.

Contacts and more information

<table>
<thead>
<tr>
<th>Intranet</th>
<th>search &quot;Fire&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>0300 422 3173/4176 (Fire Safety Advisors)</td>
</tr>
</tbody>
</table>
The Freedom to Speak Up (FTSU) Guardian works alongside our Trust leadership team to support the organisation in becoming a more open and transparent place to work, where all staff are actively encouraged and enabled to speak up safely.

If you have concerns about quality or your own personal staff experience please raise these with your line manager.

If you feel unable to raise them with your line manager and you would like advice or support please contact the FTSU Guardian, or search for "raising concerns" on the intranet.

Our FTSU Guardian role is designed to contribute to achieving the following outcomes:

- A culture of speaking up is instilled throughout the organisation
- Speaking up processes are effective and continuously improved
- All staff have the capability to speak up effectively and managers have the capability to support those who are speaking up
- All staff are supported appropriately when they speak up or support other people who are speaking up
- The Board is fully sighted on, and engaged in, all Freedom to Speak Up matters and issues that are raised by people who are speaking up
- Safety and quality are assured
- A culture of speaking up is instilled throughout the NHS.
FTSU Guardians also have a key role in helping to raise the profile of raising concerns in this organisation, and will provide confidential advice and support to staff in relation to concerns they have about patient safety and/or the way their concern has been handled.

FTSU Guardians don’t get involved in investigations or complaints, but do help to facilitate the raising concerns process where needed, ensuring that this organisation’s policies are followed correctly. The National Guardian's Office has outlined the purpose and key principles of the guardian role.

**Contacts and more information**

- **Intranet**: search "raising concerns"
- **Phone**: 0300 422 5783
- **Mobile**: 07789 864970
The Finance Department is a key function available to all staff for guidance and training.

Whether you will hold a budget or not all staff play an important role to ensure the effective and efficient use of Trust resources, minimising wastage and following the right processes from ordering goods and services to following Standing Financial Instructions (SFI’s).

The support provided by the team includes:

→ Production of financial management information
→ Patient level information and costing
→ Financial planning and budgeting
→ Financial support for business cases and Cost Improvement schemes
→ Financial governance
→ Financial training
→ Support to contracting and income.

Finance Business Partners support the Divisions closely so please reach out with any queries. They can also signpost you to the right contacts within the Department. Your line manager will be able to provide you with their details.

Training

Doing the best for our patients today means getting the most out of our budgets and to do that we all need to understand how the money flows through the NHS. Making the right decisions, bringing about change – all with the aim of optimising patient care - depends on staff across all disciplines possessing a basic but sound knowledge of NHS finance. If you are interested in face-to-face or e-learning finance training with no prior knowledge necessary please email ghn-tr.financetraining@nhs.net

Contacts and more information

Twitter  @GHFTFinance
Gloucestershire Safety and Quality Improvement Academy

The Gloucestershire Safety & Quality Improvement Academy (GSQIA) was established in our Trust in June 2015.

Through our courses, our students are provided with the knowledge, the skills, the opportunity and the support to contribute to patient safety and to make practical improvements to the way we provide care in our hospitals.

All new Consultants, senior Doctors and Leaders will undertake Quality Improvement training as part of their Trust induction, introducing them to quality improvement methodologies and encouraging them to think of ways they can be used to introduce improvements in their own specialties.

The Academy training programmes are open to all staff. See the Academy website for more information, including training dates and how to register.

Contacts and more information

Email  ghn-tr.gsqa@nhs.net
Website  www.gloshospitals.nhs.uk/academy
Infection prevention and control is a top priority for our Trust.

The Infection Prevention and Control team embodies a vision of no preventable infection by delivering safe care. It is the Infection Prevention and Control Team’s mission to provide an expert, holistic, patient focussed service. We will work with you to keep our patients free from the harm caused by preventable infection by supporting, educating, listening, inspiring, empowering, innovating and caring.

We all have a responsibility to keep our patients safe from infections therefore you must deliver infection prevention and control practices as stated in Trust procedures. A number of infection prevention and control resources and policies are available on the Intranet that you should familiarise yourself with to prevent the spread of infections.

The IPCT are available from 08:30–16:30 Monday to Friday. Consultant Medical Microbiologists provide an on call service out of hours. For more information, advice and support please contact the IPCT.

Contacts and more information

Intranet search "infection control"

Infection Prevention and Control Nurse team
Phone GRH: 0300 422 6122/5637, CGH: 0300 422 3129
Email ghn-tr.acuteicn@nhs.net

Infection Control Secretary
Phone 0300 422 3129

Consultant Medical Microbiologist/ Infection Control doctors (out of hours IPC service)
Phone GRH: 0300 422 5049, CGH: 0300 422 3084
To help keep our patients, carers, relatives, colleagues and ourselves safe from preventable infection we need you to think HANDS and follow the below:

H: Hand hygiene
→ Clean your hands before and after patient contact to prevent the spread of infections.
→ Alcohol hand rub should be available at all points of care.
→ All clinical staff must be bare below elbows; you should not wear watches, bracelets, stoned rings or long, false or painted nails. Please do challenge staff that are not compliant with these practices.
→ Gloves are to be worn when having contact or are at risk of contact with blood and bodily fluids and/or as part of contact precautions for infectious patients. Also, when your hands are having direct contact with chemicals such a cloth with detergent on. Wearing gloves never replaces the need to perform hand hygiene.

A: Act on diarrhoea
→ Send a stool sample if a patient has loose stools (type 6 & 7 stool) and infection is suspected and isolate the patient in a single room.
→ Review antibiotics and laxatives & consider C. difficile treatment
→ Wash your hands with soap and water after patient contact and after contact with the environment.

N: No indication; you must remove invasive devices (PVC and Catheters)
→ Ensure a daily review of invasive devices & remove as soon as it is not required.
→ Ensure strict ANTT when accessing devices; monitoring for signs of infection, blockage & pain.

D: Decontamination
→ Use green Clinell wipes for equipment such as mattresses, chairs, dressings trolleys & IV trays after use. Red wipes are to be used to clean commodes and bed pan holders.
→ Environmental cleanliness is paramount; ensure all vacated bed spaces/ single rooms are cleaned as per the RAG cleaning poster between patients.

S: Safe handling of sharps
→ Ensure sharps bins are taken to the point of care so to discards sharps. Ensure bins are put away clean free from blood splashes.
→ Ensure sharps bins are labelled and when not in use have the temporary closure insitu.
Information Governance helps staff with the safe handling and sharing of personal information within our Trust and with our partners in both the NHS and other sectors. This information may be paper-based and/or electronically stored.

You should be familiar with and follow the Trust’s published policies, procedures and guidance on Information and IT Security, Records Management and the principles which cover how we collect, manage and protect information about our staff and patients.

If you need to use a laptop, mobile phone or memory stick to store identifiable or confidential information, then you must ensure that it is a Trust-approved model with up-to-date security features enabled. You must not use your own IT equipment to store information about our staff and patients.

Contacts and more information

<table>
<thead>
<tr>
<th>Intranet</th>
<th>Search &quot;information governance&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>0300 422 6494</td>
</tr>
</tbody>
</table>
Do you have an idea for a novel device or product, which may have commercial potential, or a query about intellectual property (IP)?

If so, contact the Trust Innovation Lead, who can explore your idea with you or give guidance on IP issues or protection.

What will happen to your idea?
Your idea will go through a number of stages:

- Information gathering
- Assessment
- Decision
- And, where an idea looks to have potential: Support and advice to identify possible development pathways or partners

Sometimes – for example, if an idea is suitable for patenting or is commercially sensitive it is particularly important to ensure that it is kept confidential until it can be protected.

IP arising during the course of, or in association with, normal contracted duties of employment generally belongs to the Trust/employer. However, the IP policy includes a revenue sharing arrangement with the innovator, if a product is commercialised.

Contacts and more information

<table>
<thead>
<tr>
<th>Intranet</th>
<th>Search &quot;intellectual property&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>0300 422 2800 (Trust Innovation Lead)</td>
</tr>
</tbody>
</table>
Leadership, Management and Team Development

Whether your new job requires you to work with direct patient care or in a supporting role, it is likely you will be working as part of a team.

Leadership of your team and the effectiveness of how you all work together will significantly affect the quality of the patient experience and your own enjoyment of working in our Trust. Perhaps you have joined our Trust as a Manager or Leader of a team and would like to explore the opportunities for support and development available for you?

Please visit the Leadership and Organisational Development section on the intranet to find out about all the options available to you or contact one of our team on the number below for:

- Details of our Leadership Welcome Day
- Explanation of the leadership behaviours expected of us all regardless of our role
- The range of opportunities available to you as a Manager or Leader including:
  - Developmental programmes at various levels appropriate to your role
  - Coaching: executive, leadership, personal development, high performance and team.
  - Team development and facilitation.
  - Short Management Essentials workshops.
  - A range of reading materials, management guides, e-learning modules and toolkits.

Contacts and more information

- **Intranet**: Search "leadership management"
- **Phone**: 0300 422 6066
Keeping up to date with knowledge and information is vital to the success of the hospital and to patient care. The Library Service provides you with resources and facilities to help you achieve this success.

Some of our services include:

- Literature Search service: save time and let us find you the evidence to support patient care, quality improvement projects, research or teaching
- Training: learn how to find and use evidence and research
- Keep up to date: receive evidence bulletins tailored for you
- Access e-resources with an OpenAthens account
- Study space and computers
- Fiction and self help books and take part in our yearly reading challenge

Contacts and more information

Intranet Search "library"

GRH library

Location Redwood Education Centre
Phone 0300 422 6495
Email ghn-tr.LibraryGHNHSFT@nhs.net

CGH library

Location Alexandra House
Phone 0300 422 3036
Email ghn-tr.LibraryGHNHSFT@nhs.net
Local Security Management Specialists

The day to day management of security is overseen by the Trust appointed Local Security Management Specialists (LSMS). The primary role of the LSMS’s is to lead on the strategic management of security throughout the trust, concentrating on four specific area of responsibility:

- Managing violence and abuse against Trust staff
- Security of drugs, prescription pads and hazardous materials
- Security of Trust property and assets
- Security of Maternity and Pediatric Units

**Actions in Case of Violence and Aggression**

- Request the Violence and Aggression Response Team via switchboard 2222
- Request a police presence if there is a significant risk of harm or criminality
- Provide as much detail as possible and exact location and site
- Report the security incident on the Datix Web Incident Reporting System

**Reporting Security Incidents: Non Emergency**

- Report security concern to your local management team
- Report security fault/concern via Estates Helpdesk 6800
- Report the security fault/concern on the Datix Web Incident Reporting System

**Your Security Responsibilities**

- Report the loss of ID badges, Access Control Cards and Trust Keys Immediately
- Familiarise yourselves with your local environment, Policies and Procedures and security systems
- Remain vigilant and challenge unauthorised
personnel (if safe to do so)

→ Close windows, doors, turn off lights and computers when not in use
→ Lock personal property in a draw/cabinet and limit the amount of personnel property to a minimum
→ Stay within the public thoroughfares when maneuvering around site
→ Adhere to the trust parking restrictions
→ Maintain and promote a pro-security culture at all times
→ Maintain and promote a pro-reporting culture at all times

Contacts and more information

Intranet Search “security”

Martyn Speke LSMS

Desk 0300 422 5656
Mobile 07824 527473
Bleep 1333

Stephen Saunders LSMS

Desk 0300 422 6163
Mobile 07824 527473
Bleep 2434
Manual Handling

Manual handling operations means any transporting or supporting of a load (including lifting, putting down, pushing, pulling, carrying or moving) by hand or bodily force. 'Load' includes patients and objects.

Back facts
→ 4 out of 5 adults will suffer from back pain
→ Manual handling accidents account for 40% of sickness absence
→ About 5 million working days are lost through back pain every year
→ Back pain is the nation’s leading cause of disability
→ Many injuries to the back are a result of cumulative, ongoing stress rather than an isolated incident

To look after your back you need to:
→ Maintain good posture – think back
→ Keep hydrated – remember to drink
→ Keep fit/watch your weight
→ Sit correctly supporting your back

Hints and tips
→ Think before handling and lifting → Avoid twisting
→ Keep the load close to the waist → Keep the head high when handling
→ Adopt a stable position → Move smoothly
→ Slight bending of the back, hips and knees → Don’t lift more than you can comfortably manage
→ Ensure a good hold on the load → Put down, then adjust

Contacts and more information

Intranet  search "Manual Handling"
Phone    CGH: 0300 422 3598, GRH: 0300 422 6924
Email    ghn-tr.ghftmanualhandlingteam@nhs.net
Medical Staffing

Medical Staffing is a consultancy service concerned with medical recruitment, locum cover, annual leave, study leave, job planning, EWTD compliance and performance management.

Contacts and more information

<table>
<thead>
<tr>
<th>Intranet</th>
<th>search &quot;Medical Staffing&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>0300 422 2935</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:ghn-tr.medical.staffing@nhs.net">ghn-tr.medical.staffing@nhs.net</a></td>
</tr>
</tbody>
</table>
Occupational Health Services: Working Well

Working Well provides a confidential service to staff working for the Foundation Trust. We aim to prevent illness and promote health and wellbeing in order to keep people at work and reduce sickness absence, resulting in a healthier, more productive NHS.

Services available include:

- Advice following exposure incidents (including needlesticks)
- Vaccination clinics to protect staff against infectious disease (e.g. Seasonal flu, Hepatitis B, measles, mumps, rubella, chicken pox and TB)
- New employee health assessments
- Health assessment associated with specific roles
- Workplace health surveillance where indicated for specific hazards
- Fitness for work advice by self or management referral including adjustments to duties, frequent/long term sickness absence, return to work, redeployment or ill health retirement
- Health promotion activities and advice

Contacts and more information - General Enquiries

- Intranet: A–Z: Occupational Health & Working Well
- Website: www.workingwell2gether.nhs.uk
- Phone: 01452 89 4480
  Mon–Fri, 8.45am–4.30pm service with out of hours answerphone and signposting for exposure incidents

Contacts and more information

- Intranet: search "Occupational Health"
- Phone: 0300 422 2935
- Email: ghn-tr.medical.staffing@nhs.net
## Patient Discharge

<table>
<thead>
<tr>
<th>Action</th>
<th>Who</th>
<th>When</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>S</strong></td>
<td>Each ward to complete a board round daily</td>
<td>All members of MDT</td>
<td>Completed before 10:00</td>
</tr>
<tr>
<td><strong>A</strong></td>
<td>Review of patients EDDs daily</td>
<td>Ward staff</td>
<td>Before 10:00</td>
</tr>
<tr>
<td><strong>F</strong></td>
<td>Confirm number of patients in AMU</td>
<td>Nurse in charge</td>
<td>Before the board round</td>
</tr>
<tr>
<td><strong>E</strong></td>
<td>Early discharge including use of Discharge Waiting Area</td>
<td>Ward staff</td>
<td>Ideally before 12pm</td>
</tr>
<tr>
<td><strong>R</strong></td>
<td>Daily review of +14 day patients</td>
<td>All members of MDT on the board round</td>
<td>Completed before 10:00</td>
</tr>
</tbody>
</table>
Patient Experience

The experience of patients is one of the three elements of Quality Care in the NHS. Working together (patients, staff and carers) we can achieve a positive experience for all. This includes listening and responding to the views and experience of our patients and carers and learning from our mistakes.

The Patient Experience Team:

→ Receive and coordinate responses to complaints, concerns, comments and compliments through the Patient Advice and Liaison Service (PALS) and Complaints Team

→ Provide advice and support to staff in measuring and recording how our patients and carers feel about their care in our hospitals.

→ Manages the real time patient feedback survey programme across all wards and outpatient departments

→ Manages the Care Quality Commission National Survey Program for the Trust and local patient/carers surveys

→ Facilitates with staff the development of information for patients and carers on services, health conditions, care and treatment

→ Manage the Health Information Room, located in the Atrium at GRH, a resource for patients, carers and staff

→ Manages the recruitment and engagement of members as a Foundation Trust

→ Recruits, managers and supports volunteers, enhancing the experience of patients

→ Provide specialist advice and guidance in the implementation of the Disability Equality legislation throughout the Trust

The team has strong links with community and statutory organisations which represent interested groups throughout Gloucestershire

Contacts and more information

Intranet search "patient experience"

Phone 0300 422 5736
Pay and Payslips

The Payroll and Payments Department is responsible for paying salaries or wages to Gloucestershire Hospitals NHS and 2gether Foundation Trusts employees, the payment of staff expenses and all invoices for everything supplied to the Trusts.

What do we need from you?

→ You need to complete and return the F33 form sent to you in your recruitment pack. This will provide us with details of:-
→ Your Bank/Building Society details in order to pay your wages directly into your account

If you later amend your bank details, you can complete the tear off attachment to the payslip and send it to the Payroll Department or complete and send another F33 form.

Your National Insurance Number should be on the records we already have and therefore shown on your payslip. You need to check that it is correct. If it is not on your payslip, inform the Payroll Department in writing. If you do not have a National Insurance Number, you need to apply for one at the local Department of Work and Pensions.

Tax Forms – P45 or P46

If you do not have a P45 from your previous employer, please complete A HMRC Starter Checklist (obtainable from the Human Resources Department or the Payroll Department). Please send your P45 or completed HMRC Starter Checklist to the Payroll Department.

When will you be paid?

Weekly paid staff: Friday. You will be paid for the hours worked in the week which ended on the previous Sunday.

Monthly paid staff: Pay day is the last BANKING day of the month. Your salary is paid on a current basis, but adjustments, e.g. weekend working or overtime, are paid the following month.
Pay and Payslips

Your assignment number
Your assignment number is on each payslip near your name. If you need to contact this department, please quote your assignment number.

Change in circumstances
Please tell your manager if you marry, become divorced or widowed so they can inform the Payroll Department. If you change your address, as well as informing your manager, you should complete the tear off attachment to your payslip and send it to the Payroll Department.

Pensions
Pension information can be found on the Payroll and Payments section of the Trust Intranet under Finance Shared Service.

Introduction to your Payslip
The example overleaf (Mr Other who works on Cherry Ward) has been produced to describe what the different areas of the payslip mean. In addition, there is a table of abbreviations that will help you to understand the items that appear on your actual payslip.
People and Organisational Development

The People and OD Department is responsible for advising all of our colleagues across the Trust on issues or questions associated with employment and the management of people. This includes terms and conditions, pay, policies and procedures and the training and development of staff and team.

The People & OD Department also work closely with staff side (unions) to take forward national initiatives. Help and advice on a variety of subjects can be found on the People & OD pages of the intranet or by ringing the department.

For example:

- Recruitment
- Sickness and absence management
- Contracts
- Medical staff enquiries
- Staff benefits & childcare
- Equality & Diversity
- HR Policies

Contacts and more information

<table>
<thead>
<tr>
<th>Intranet</th>
<th>search &quot;HR&quot;</th>
</tr>
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<tbody>
<tr>
<td>Phone</td>
<td>0300 422 6393</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:ghn-tr.hr@nhs.net">ghn-tr.hr@nhs.net</a></td>
</tr>
<tr>
<td>Address</td>
<td>Beacon House, Gloucestershire Royal Hospital, Great Western Road, Gloucester, GL1 3NN</td>
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</table>
## Pay and Payslips (cont)

<table>
<thead>
<tr>
<th>ASSIGNMENT NUMBER</th>
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<th>LOCATION</th>
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<tbody>
<tr>
<td>12345678</td>
<td>MR A N OTHER</td>
<td>DGH</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
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</thead>
<tbody>
<tr>
<td>CHERRY WARD</td>
<td>Nurses Band 5 - Cherry Ward</td>
<td>Review Body Band 5</td>
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<table>
<thead>
<tr>
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<th>PT SAL/WAGE</th>
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<table>
<thead>
<tr>
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<tbody>
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<td>HM Collector</td>
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<td>Bank Holiday EN Arrs</td>
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<td>Night Duty EN Arrs</td>
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<td>Saturday EN Arrs</td>
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<td>Sunday EN Arrs</td>
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<td>OSP Average Pay Arrs</td>
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**Year to date balances (This employment only)**

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**This Payslip Summary**

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<td>TAX PAID</td>
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<td>PREVIOUS TAXABLE PAY</td>
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<table>
<thead>
<tr>
<th>shri</th>
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<th>BALANCE C/F</th>
</tr>
</thead>
<tbody>
<tr>
<td>GROSS PAY</td>
<td>7638.84</td>
<td></td>
</tr>
<tr>
<td>NI LETTER</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>OTEHR NI PAY</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>OTHER NI CONTS</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>PENSIONABLE PAY</td>
<td>7638.84</td>
<td></td>
</tr>
<tr>
<td>SD REF NUMBER</td>
<td>12345678</td>
<td></td>
</tr>
</tbody>
</table>

| TAXABLE PAY                  | 1516.79        |             |
| TAX PERIOD                   | 6              |             |
| PAY DATE                     | 23 SEP 2005    |             |
| PAY METHOD                   | BACS           |             |

| NET PAY                      | 1115.52        |             |

**PAY AND ALLOWANCE (¬ = MINUS AMOUNT) DEDUCTIONS (R INDICATES REFUND)**

## Pay and Payslips (cont)
<table>
<thead>
<tr>
<th><strong>Assignment Number</strong></th>
<th>Uses the first 8 digits of your Employee number. If you have more than one post, these are indicated by the addition of -2 or -3.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tax &amp; NI Information</strong></td>
<td>Useful information that you may need if you have to contact your tax office for any reason.</td>
</tr>
<tr>
<td><strong>Salary/Wage</strong></td>
<td>This box shows the full time salary paid.</td>
</tr>
<tr>
<td><strong>Incremental Date</strong></td>
<td>Shows the date of your next increment or when you reached the maximum point.</td>
</tr>
<tr>
<td><strong>Standard Hours</strong></td>
<td>The number of hours you are contracted to work.</td>
</tr>
<tr>
<td><strong>Payscale Description</strong></td>
<td>The Payscale that you are currently paid on.</td>
</tr>
<tr>
<td><strong>Salary/Wage</strong></td>
<td>This box shows the actual salary paid. The amount will be pro-rata for part-time staff.</td>
</tr>
<tr>
<td><strong>Pay &amp; Allowances</strong></td>
<td>Monies that you are entitled to receive will be shown here. Payments in addition to Basic Pay will usually relate to the period that you have just worked. The example here shows allowances paid, but also arrears paid (Arrs at the end) following assimilation to Agenda for Change for example.</td>
</tr>
<tr>
<td><strong>Deductions</strong></td>
<td>Your total earnings will be assessed each period and any resulting statutory and/or voluntary recoveries will be shown here. This example shows a deduction made for entry into the Staff Lottery.</td>
</tr>
<tr>
<td><strong>Employee Number</strong></td>
<td>This is an important identifier and should be quoted in all pay related queries and correspondence you may have.</td>
</tr>
<tr>
<td><strong>Year to Date Balances</strong></td>
<td>This area shows totals for income tax (including details from previous employment), national insurance and pension from the beginning of the tax-year. (April - Week1 or Month1), up to and including the current pay period.</td>
</tr>
<tr>
<td><strong>This Period Summary</strong></td>
<td>This section provides details relating to your current payment. Totals of payments and deductions are shown together with details about the pay period itself and when you can expect your Net Pay to be paid.</td>
</tr>
<tr>
<td><strong>Net Pay</strong></td>
<td>The amount of pay that will be transferred to your Bank Account.</td>
</tr>
</tbody>
</table>
List of Common Abbreviations Used on the ESR Payslip

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARRS</td>
<td>Arrears payment</td>
</tr>
<tr>
<td>EN</td>
<td>Enhancement payment (eg. unsocial)</td>
</tr>
<tr>
<td>OT</td>
<td>Overtime payment (eg. Saturday)</td>
</tr>
<tr>
<td>NNI</td>
<td>Payment not subject to NI contributions</td>
</tr>
<tr>
<td>NP</td>
<td>Non-Pensionable</td>
</tr>
<tr>
<td>NT</td>
<td>Payment not subject to income tax</td>
</tr>
<tr>
<td>NW</td>
<td>Payment not subject to working time directive</td>
</tr>
<tr>
<td>OMP</td>
<td>Occupational maternity pay</td>
</tr>
<tr>
<td>OSP</td>
<td>Occupational sick pay</td>
</tr>
<tr>
<td>R</td>
<td>Refund</td>
</tr>
<tr>
<td>SMP</td>
<td>Statutory maternity pay</td>
</tr>
<tr>
<td>SSP</td>
<td>Statutory sick pay</td>
</tr>
<tr>
<td>WTD</td>
<td>Working time directive</td>
</tr>
</tbody>
</table>

The Tax Office which deals with this trust is:

- **Address**: HM Revenue & Customs, Pay As You Earn, PO Box 1970, Liverpool, L75 1WX
- **Phone**: 0300 200 3300
- **Info**: Your Employer’s PAYE reference is 083/GNT which should be quoted with your National Insurance Number in any correspondence with the Tax Office.

Contacts and more information

- **Intranet**: A–Z: Payslip
- **Phone**: 01452 300222
- **Address**: Gloucestershire NHS Finance Shared Service, Victoria Warehouse, The Docks, Gloucester, GL1 2EL
Physiotherapy Staff Self Referral

The Physiotherapy service welcomes self referral. If you have a back, neck or soft tissue/muscular problem, you can refer yourself via the online self referral form on the Physiotherapy intranet site. Alternatively you can go into your local physiotherapy department, where you will be asked to complete the same form by hand. An appointment will be made for you as soon as one is available.

Contacts and more information

Intranet search "physiotherapy"
Supporting and developing doctors to achieve excellence in patient care. The Postgraduate Medical Education Team welcome you to the Trust.

The enthusiastic team of administrators and clinical tutors is led by the Director of Medical Education and we are responsible for ensuring the delivery of high quality medical education within the Trust.

We encourage and support speciality tutors, educational and clinical supervisors to provide a positive learning environment so that all doctors; from foundation doctors in their first year through to newly qualified consultants and Specialty Doctors; can be well trained and educated to provide excellent patient care.

We deliver:

- Foundation Training Programme
- Core and speciality training across a wide range of specialities
- GP VTS Training Programme
- SAS doctor development programmes
- Simulation Training programme
- In-house training courses
- Induction for all doctors including an extended Foundation induction
- Career advice and pastoral support for doctors
- Training and development of Educational and Clinical Supervisors
- Clinical Skills

Contacts and more information

Intranet Search "Postgraduate Medical Education"
Phone CGH: 0300 422 3037 / GRH: 0300 422 6727
Private and Overseas Patients

Overseas Patients
Not all overseas visitors are entitled to free NHS care. This is regardless of their nationality, whether they hold a British passport, have lived and paid National Insurance contributions and taxes in this country in the past, or have an NHS number.

Contacts and more information

<table>
<thead>
<tr>
<th>Intranet</th>
<th>Search &quot;overseas patients&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>CGH: 0300 422 3138 / 0300 422 3472</td>
</tr>
<tr>
<td></td>
<td>GRH: 0300 422 6880 / 0300 422 6719</td>
</tr>
</tbody>
</table>

Private Patient Office
Please contact the Private Patient Office should any patients express a wish to use their Private Health Insurance or self fund their treatment at Gloucestershire Royal Hospital or Cheltenham General Hospital. Private Patients are accommodated in the speciality ward of their admitting consultant, we do not have dedicated Private Ward facilities at either site.

Contacts and more information

| Phone | CGH: 0300 422 3138, GRH: 0300 422 6880 |
Procurement Shared Services

Procurement provides a service to the three Gloucestershire NHS Trusts and is based at Victoria Warehouse at The Docks in Gloucester.

All purchases should be made via the approved system, in line with Trust rules, so if you have any queries on purchase orders or deliveries please contact the Buying Team. The Trust procurement system is called P2P, which simply stands for Procure to Pay, and describes the process from initial requirement through to payment made via the system. All access to this is controlled so please check with line managers on how to set this up or access the P2P webpage on Trust intranet via P for Procurement.

If you require a new product or service please contact the relevant category team, who look after all the contracts for the Trusts and can advise you. Please contact us as soon as possible as some processes are lengthy due to legal issues. To contact The Procurement Department, see below, or by individual extensions and direct lines which can be found on the Procurement intranet page.

Contacts and more information

<table>
<thead>
<tr>
<th>Intranet</th>
<th>Search &quot;procurement&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>01452 300222</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.glosprocure.nhs.uk">www.glosprocure.nhs.uk</a></td>
</tr>
</tbody>
</table>

Raising Concerns

As part of our commitment to promoting an open and transparent culture, we’ve been working alongside our staff side colleagues to develop a new Raising Concerns Policy.

We believe that every member of staff has a duty to raise concerns about the provision of care or any other examples of poor practice at the earliest possible opportunity. For more information, see the intranet.
Safety is the state in which the risk of harm to persons or damage to property is reduced to and maintained at or below an acceptable level, through a continued process of hazard identification and risk management.

The Trust is committed to being the safest that it can be. To achieve this, it works to encourage a culture of uninhibited reporting of all hazards, incidents and occurrences which may compromise the safety of its services.

Every employee is therefore responsible for communicating all information that may affect the safety of its staff, patients and visitors so that we may learn, manage hazards and improve processes to reduce risk and improve safety.

In the event of an incident:
- Make the person or area safe
- Obtain First Aid if required
- Inform local manager as necessary
- Complete the online incident reporting form through Datix (or via the hotline (x5757) if there was no harm caused and no feedback is required)

Incidents will be allocated to an appropriate reviewer or investigator depending on the occurrence, its outcome and the potential for learning.

Contacts and more information

<table>
<thead>
<tr>
<th>Intranet</th>
<th>Search &quot;safety&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>0300 422 5765</td>
</tr>
<tr>
<td></td>
<td>Safety &amp; Quality Improvement Manager</td>
</tr>
</tbody>
</table>

Health & Safety

The Trust aims to comply at all times with the Health and Safety at Work Act 1974 and associated legislation and as such enters a partnership with employees promoting safe systems of working.
The Trust will protect staff, patients and public from risks to health and safety in connection with work activities by:

→ Ensuring the availability of specialist expert advice
→ Providing training and updates for staff required by H&S legislation, policies and other initiatives

Staff will promote a healthy and safe environment for all by:

→ Attending training sessions and updates as required by the organisation
→ Not misusing anything or participating in practices that may lead to harm to themselves or others on the premises

Trust Health and Safety Committee
The Trust has a Health and Safety Committee chaired by a member of the Executive Team and with Non-Executive representation.

This Committee has membership from senior divisional representatives and specialist H&S Advisors. Union based Staff Side Health and Safety Representatives are also key members of this group supporting consultation at a senior level of health and safety issues relating to the Trust’s workforce

Trust Health and Safety Advisor
Each division has access to a competent Risk Manager that advises departments within the division that they are working in on all Health and Safety matters. The Trust has a trained Health and Safety Advisor who can provide advice and other specialist advisors

Contacts and more information

<table>
<thead>
<tr>
<th>Intranet</th>
<th>Search &quot;Health &amp; Safety Advice&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>0300 422 5770</td>
</tr>
<tr>
<td></td>
<td>Corporate Risk Manager, Health &amp; Safety</td>
</tr>
</tbody>
</table>
Smoking Cessation

The Trust has a smoke free policy which means that smoking is not allowed anywhere in the buildings nor in the hospital grounds.

E-cigarettes can be used in the outside areas of the Trust – but not within any building or clinical area.

Staff are not permitted to smoke in uniform. We actively encourage our patients and staff to give up smoking. If you do smoke or want to quit, support is available (see links below).

Contacts and more information

Website  http://www.nhs.uk/livewell/smoking/
Website  www.gloshospitals.nhs.uk/stopsmoking
The Speech and Language Therapy Department operates an open referral system for staff and patients. This means that a Health Professional referral is required for swallowing problems, but not speech or communication; the only exception is for voice problems where an ENT assessment is required prior to the patient being seen by a Speech and Language Therapist. The SLT department is based at both GRH and CGH.

**Contacts and more information**

<table>
<thead>
<tr>
<th>Intranet</th>
<th>Search &quot;Speech and Language&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>CGH: 0300 422 4120, GRH: 0300 422 8105</td>
</tr>
</tbody>
</table>
Spiritual Care

Working in a hospital can sometimes be as difficult as being a patient, and staff can find themselves asking the same deep and spiritual questions: ‘Why this? Why me? Why now?’

The hospital chaplains are here to support staff as well as patients and visitors with 24hr spiritual, pastoral and religious care, encompassing people of any faith and none.

The chapels and prayer rooms on both sites are always available for quiet reflection and prayer. The Spiritual Care pages on the intranet give a fuller explanation of the support we can give along with helpful guidance on healthcare and religion.

Contacts and more information

Intranet  Search “spiritual care”
Phone      CGH: 0300 422 4286, GRH: 0300 422 6200
Email      ghn-tr.spiritualcare@nhs.net
We want our Trust to be more than just a place of work so we encourage our staff to come together to stage events and activities to help build a sense of staff community.

Some examples of clubs and activities available to you as a member of staff are listed below:

- Artworks Competition
- Bicycle User Group
- Caring Chorus Choir
- Cinema Club
- Diversity Network
- Divisional Engagement Groups
- Five-a-side Football
- On-site Yoga & Relaxation Class
- Parkrun
- Trust Troubadours Drama Group
- Tremendous Trust Bake Off

Contacts and more information

Intranet  Search "groups for staff"
Staff Lottery

The Staff Lottery is limited to staff on the payroll of the Finance Shared Service.

It provides a chance to win substantial prizes each month with the proceeds going to staff benefits and amenities.

Contacts and more information

Intranet  Search "Staff Lottery"
Phone     01452 318848

Staff Support

The Staff Support Service is a confidential Psychological Therapy Service available to all Trust staff to support people in any difficult situations whether at work or in their personal life.

You can refer yourself by completing the online referral form. The majority of staff support work is about supporting individual team members; however we are also available to staff groups and teams.

Contacts and more information

Intranet  Search "Staff Advice and Support Hub"
Email     ghn-tr.staffsupport@nhs.net
Sustainability

The Trust recognises the need to tackle climate change and is committed to reducing our environmental impact.

The Trust aims to lead by example and continually acts to reduce carbon emissions arising from our operations and services, working to integrate sustainable development into our core business and providing healthcare for a sustainable future.

Sustainability means spending public money well, the smart and efficient use of natural resources and building healthy, resilient communities. By making the most of social, environmental and economic assets we can improve health both in the immediate and long term.

The Sustainability Team are staff volunteers from all areas of the organisation. They are advocates for good sustainability practice, helping to raise awareness in sustainability issues, encouraging others and leading by example to create a positive behavioural change amongst all staff.
To join the team please email us.

All staff are requested to ensure that they turn off lights, PCs and printers when they are not in use and especially at the end of the day. All staff have a responsibility to act in a sustainable manner and this includes reducing the volume of waste and ensuring that they recycle as much as possible.

Contacts and more information

Intranet       Search "sustainability"
Email          ghn-tr.sustainabilityteam@nhs.net
Templates for Corporate Documents

Trust templates are designed to assist in creating corporate documentation.

A variety of templates are available on the intranet under communications for general letters, patient letters, agendas, minutes, power point presentations, faxes, board papers and more.

Corporate Records Management
The Trust is legally responsible for the effective management of all records, not just health records, and must ensure that all corporate records are:

- Accurate and designed in the corporate style
- Easily accessed when needed,
- Securely stored and maintained over time,
- Retained and disposed of appropriately.

The Style, branding and Visual Identity intranet page provides information on:

- Creating letters, agendas, minutes, presentations in the Trust corporate style
- Storing and sharing paper and electronic records effectively
- Appropriate records disposal

Contacts and more information

<table>
<thead>
<tr>
<th>Intranet</th>
<th>Search &quot;Corporate Stationery&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:ghn-tr.comms@nhs.net">ghn-tr.comms@nhs.net</a></td>
</tr>
<tr>
<td>Phone</td>
<td>0300 422 4133 (Trust Graphic Designer)</td>
</tr>
</tbody>
</table>
The Trust has a single telephone number for both CGH and GRH sites, and we have an automatic Telephone Dialling System known as LUCY. The LUCY system is accessed by both external and internal telephone calls. To use the system from within the Trust please follow the instructions below:

→ To access the LUCY system dial 100.
→ Please say the full name of the person, department or ward you wish to contact in a very clear voice.
→ If the system does not recognise what you say, you will be given the opportunity to say cancel and try again, or alternatively say ‘operator’ for more help.
→ If LUCY doesn’t recognise what is said, it’s usually because the details for the person, department or ward are not up to date.

Please check that your own details are included on the LUCY database, particularly if you move departments or wards at a later date. You can do this by checking the staff directory on the intranet and changes can be requested via the LUCY section on the Intranet Telephony Services Page.

To dial an internal extension number, simply dial the last four digits of the full number

→ When dialling from Cheltenham General to Gloucestershire Royal prefix the extension number with 74
→ When dialling from Gloucestershire Royal to Cheltenham General prefix the extension with 72
→ When dialling Victoria Warehouse prefix the extension with 73 (The switchboard at Victoria Warehouse can be reached by dialling 730)
→ The telephone number for the Trust is 0300 422 2222
→ The direct telephone number for external callers to your extension is 0300 422 xxxx (where xxxx is your extension number)
To call a Pager: dial 80, listen to the dialogue, dial the required Pager number (up to six digits), then dial # to finish.

For all emergencies dial 2222. User guides and other telephone related information can be found on the Intranet Telephony Services pages.

**Contacts and more information**

- **Intranet**: Search "Telephony"
- **Phone**: 0300 422 2808

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**TrakCare training**

Patient Systems Trainers offer a countywide service of face to face training relating to all aspects of the TrakCare clinical system. Pathology training is also provided by the team. Please discuss your training requirements with the Team as many elements of training are now available through the Trust’s eLearning system.

The team endeavours to develop good working relationships providing support and confidence in using TrakCare and PAS and promoting the importance of accurate and timely entry of information.

**Contacts and more information**

- **Intranet**: Search "trakcare"
- **Phone**: 0300 422 2631 / 2634
- **Email**: ghn-tr.smartcare.training@nhs.net
Travel and Car Parking

The Trust has a Travel Plan and tries to encourage use of transport alternatives to the car, where possible. Subsidised bus travel is available and free travel between the Trust’s two hospitals is available to staff on the 99 bus route.

Alternatives to bringing your car to site
Parking at GRH and CGH is very limited with spaces in high demand and often difficult to find. Therefore please consider the following:

Walk to work
→ Drop off: could someone give you a lift to work? Ask your colleagues or use a car share scheme to find someone who lives near you www.thinktravel.info/car/car-sharing
→ Motorbike: there is no need for a parking permit and there are dedicated parking areas.
→ Train: Gloucester railway station is less than 10 minutes’ walk from GRH. Cheltenham railway station is just a short walk from the Gloucester Road stop for the 99.

Cycling
There are covered bike racks, lockers and showers at GRH and CGH. Visit the ‘Travel and Parking’ Intranet pages for details of their locations. Under a ‘Cycle to Work’ scheme the Trust provides a bike to employees as a tax free benefit. The Trust Bicycle User Group provides a network for those interested in cycling and offers discounts with local bike shops.

Free shuttle bus between sites: the 99
(PTO for timetable and route)
The 99 bus service runs every 30 minutes between CGH and GRH from Monday to Friday. Use it to get to work and for travelling between sites whilst at work. Staff must show a valid Trust ID badge for free travel. The stops in Cheltenham town centre and Gloucester
city centre are also free to use. The 99 bus also stops in Longlevens and on Gloucester Road in Cheltenham. As staff you can show your ID badge and pay £1 per day to travel to Gloucester or Cheltenham.

**Park and Ride from Arle Court**

The 99 service also calls at the Arle Court Park & Ride. As staff you can show your ID badge and pay £1 per day to travel to Gloucester or Cheltenham.

**Bus travel**

Stagecoach West operates throughout Gloucestershire and provide discounted travel to Trust staff. Pay £2 per journey to travel to Cheltenham or Gloucester from anywhere in the county. If you are travelling on service 93 or 94U between Gloucester and Cheltenham then there is a further reduced fare. For all these discounts ask the bus driver and show your staff ID badge. A discount is also available on the Pulham’s Coaches service 801 from Moreton-in-Marsh to Cheltenham.

**Car share**

Show two or more valid GHFT car park permits to park in one of the dedicated car sharers car parks at GRH or CGH.

**Parking at GRH or CGH**

To park at GRH or CGH all staff must have a parking permit and pay a daily parking fee. Parking is managed by Saba UK. The criteria, application details and costs for a permit are available on the ‘Travel and Parking’ intranet pages. Having a permit is no guarantee of finding a car parking space.

**Contacts and more information**

- **Intranet**: Search “Travel and Parking”
- **Email**: ghan-tr.journeytowork@nhs.net
### Travel and Car Parking (cont.)

Welcome to the 99 Service operated by Pulham’s Coaches in partnership with Gloucestershire Hospitals NHS Foundation Trust.

The 99 Service connects Gloucestershire Royal and Cheltenham General Hospitals via Arle Court Park & Ride every 30 minutes.

We look forward to welcoming you on board!

**Monday to Friday (except Public Holidays)**

- **Valid from 8th October 2018**

<table>
<thead>
<tr>
<th>Route</th>
<th>Cheltenham Town Centre</th>
<th>Gloucestershire Royal</th>
<th>Cheltenham General</th>
<th>Single</th>
<th>Return</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gloucester Bus Station, Market Parade</td>
<td>06:20 06:30</td>
<td>06:05 06:15</td>
<td>06:00 06:10</td>
<td>£1.50*</td>
<td>£2.00*</td>
</tr>
<tr>
<td>Gloucestershire Royal, Tower Block Entrance</td>
<td>06:30 06:45</td>
<td>06:20 06:30</td>
<td>06:15 06:30</td>
<td>£3.30*</td>
<td>£5.00*</td>
</tr>
<tr>
<td>Longlevens, Cheltenham Rd, (opposite Elmbridge Rd)</td>
<td>06:35 06:50</td>
<td>06:30 06:45</td>
<td>06:45 06:55</td>
<td>£2.00*</td>
<td>£5.00*</td>
</tr>
<tr>
<td>Cheltenham General Hospital, College Road</td>
<td>06:59 07:15</td>
<td>06:50 07:15</td>
<td>06:55 07:15</td>
<td>£1.50*</td>
<td>£2.00*</td>
</tr>
<tr>
<td>Cheltenham High St, (end of St. James St)</td>
<td>07:01 07:45</td>
<td>07:00 07:45</td>
<td>07:45 07:50</td>
<td>£3.30*</td>
<td>£5.00*</td>
</tr>
<tr>
<td>Cheltenham Town Centre, Clarence Parade</td>
<td>07:05 07:50</td>
<td>07:00 07:50</td>
<td>07:50 08:00</td>
<td>£2.00*</td>
<td>£5.00*</td>
</tr>
</tbody>
</table>

**New Times from 8th October 2018**

Tel: 01451 820369  •  Email: info@pulhamscoaches.com  •  Web: pulhamscoaches.com
Important information

The stops marked with £1 are subject to a subsidised fee of £1 for a return journey for NHS staff upon presentation of staff ID badge.

All other stops on this route are free to NHS staff travelling to and from our hospitals.

If you are travelling from Cheltenham Town Centre toward Gloucester, please note that the next stop after Albion Street is College Road, by Cheltenham General Hospital.
## GRH Directory

### Directory of Wards and Departments

<table>
<thead>
<tr>
<th>Building</th>
<th>Floor</th>
<th>Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td><strong>1st</strong></td>
<td></td>
</tr>
<tr>
<td>OP</td>
<td>G</td>
<td>General Outpatients</td>
<td></td>
</tr>
<tr>
<td>WC</td>
<td>G</td>
<td>General Outpatients</td>
<td></td>
</tr>
<tr>
<td>TB</td>
<td>G</td>
<td>General Outpatients</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>2nd</strong></td>
<td></td>
</tr>
<tr>
<td>OP</td>
<td>G</td>
<td>General Outpatients</td>
<td></td>
</tr>
<tr>
<td>WC</td>
<td>G</td>
<td>General Outpatients</td>
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<tr>
<td>TB</td>
<td>G</td>
<td>General Outpatients</td>
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<td></td>
<td><strong>3rd</strong></td>
<td></td>
</tr>
<tr>
<td>OP</td>
<td>G</td>
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### Key to Building Abbreviations

- BH: Beacon House
- CC: Children’s Centre
- CCW: Children’s Centre Ward
- CW: Centre Ward
- G: General Ward
- GB: General Block
- MC: Main Block
- OC: Outpatient Centre
- OP: Outpatient Services
- PL: Pathology
- SD: Skin & Dermatology
- TB: Tower Block
- TU: Trauma Unit
- WC: Women’s Centre
- WCW: Women’s Centre Ward
- TU: Trauma Unit

### Other Departments

- **Gastroenterology:** Building 1, 2nd Floor
- **Haematology & Oncology:** Building 1, 1st Floor
- **Clinical Pathology:** Building 1, 1st Floor
- **Neurology:** Building 1, 3rd Floor
- **Neurology:** Building 1, 4th Floor
- **Ophthalmology:** Building 1, 5th Floor
- **Radiology:** Building 1, 1st Floor
- **Urology:** Building 1, 4th Floor

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*Note: This directory is for reference only and may not be up-to-date.*
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Acronyms
CGH: Cheltenham General Hospital
DCC: Department of Critical Care
DoH: Department of Health
ED: Emergency Department
FOI: Freedom of Information
FT: Foundation Trust
GRH: Gloucestershire Royal Hospital
GHNHSFT: Gloucester Hospitals National Health Service Foundation Trust
ITU: Intensive Therapy Unit
MRN: Movement Reference Number
NoK: Next of Kin
PALS: Patient Advice and Liaison Service
PAS: Patient Administration System
PPI: Public and Patient Information
R&D: Research and Development
T&O: Trauma and Orthopaedics
Do you have any feedback?

We would like to hear your comments about this induction book and the induction process that you received.

Please contact julie.connell@glos.nhs.uk