



Putting **patients**  
at the **HEART**  
of everything we do

# Welcome to LNWUH Staff Handbook



**London North West  
University Healthcare**  
NHS Trust

## Welcome to LNWUH

Congratulations and welcome to London North West University Healthcare NHS Trust.

You're joining an organisation with a strong commitment to excellence in patient care, research and innovation.

You're a valued member of our team, who'll play a vital part in helping us putting patients at the heart of everything we do.

To reach that goal, we need to work together as one team, and look after one another. That's way we're here to support you right through your LNWH journey.

We hope you find this staff handbook both informative and helpful in supporting your journey with LNWH and as a follow up to your corporate induction.

Yours sincerely

Pippa Nightingale  
Chief Executive

## Our Hospitals

<p><b>Northwick Park Hospital</b> 020 8864 3232</p> <p><b>Watford Road</b> <b>Harrow</b> <b>HA1 3UJ</b></p>	<p><b>Ealing Hospital</b> 020 8967 5000</p> <p><b>Uxbridge Road</b> <b>Southall</b> <b>Middlesex</b> UB1 3HW</p>	<p><b>Central Middlesex Hospital</b> 020 8965 5733</p> <p><b>Acton Lane</b> <b>Park Royal</b> <b>London</b> NW10 7NS</p>	<p><b>St. Mark's Hospital</b> 020 8864 3232</p> <p><b>Watford Road</b> <b>Harrow</b> <b>HA1 3UJ</b></p>
<p><b>Nearest Station –Northwick Park Underground Metropolitan Line</b></p>	<p><b>Nearest Station: Hanwell Station TfL Rail and National Rail</b></p>	<p><b>Nearest Station: Harlesden Railway Station London Underground Bakerloo Line</b></p> <p><b>North Acton Underground Station</b></p> <p><b>Park Royal Underground Station</b></p>	<p><b>Nearest Station –Northwick Park Underground Metropolitan Line</b></p>



Our staff and patients told us what’s important to them



Our HEART commitment is to always deliver;

Honesty	Equality	Accountability	Respect	Teamwork
<p>We will...</p> <ul style="list-style-type: none"> <li>•act with integrity at all times</li> <li>•be open and transparent</li> <li>•be upfront when we have made a mistake and say sorry</li> <li>•speak up if we don't understand something</li> <li>•be clear about what we expect from each other</li> </ul>	<p>We will...</p> <ul style="list-style-type: none"> <li>•treat patients as individuals</li> <li>•listen to patients and seek to meet their needs</li> <li>•treat others fairly</li> <li>•be inclusive and treat people as equals</li> <li>•listen to other people</li> </ul>	<p>We will...</p> <ul style="list-style-type: none"> <li>•be determined to achieve the best outcomes for patients and the service</li> <li>•go the extra mile to deliver a good service of a high standard</li> <li>•look and behave professionally at all times</li> <li>•take responsibility for our actions and recognise how they affect others</li> <li>•keep up to date with knowledge and skills to do our jobs</li> </ul>	<p>We will...</p> <ul style="list-style-type: none"> <li>•ask patients what they would like to be called - communication</li> <li>•introduce ourselves using the 'Hello my name is' initiative - communication</li> <li>•treat everybody like a person</li> <li>•be polite and courteous at all times in person, on the telephone and in writing</li> <li>•be aware of our surroundings and the people around us at all times</li> </ul>	<p>We will...</p> <ul style="list-style-type: none"> <li>•set clear goals and team objectives</li> <li>•involve and engage others to achieve team goals</li> <li>•work as effective team members and not blame others if things go wrong</li> <li>•be supportive of colleagues across the Trust to get things done</li> <li>•create and maintain a supportive working environment</li> </ul>

## Heart Ambassadors

The **HEART** Ambassadors are the local eyes and ears helping to embed the values at a local level, making them part of everyday business.

## Heart Heroes

- Do you work with an outstanding colleague who deserves much praise and recognition?
- Do they embrace the **HEART** values like a true hero?
- Do you want to let them know what a legend they are?

If you have answered yes to all of the above, nominate a colleague today so we can lavish them with the thanks and gratitude they deserve!

As part of our work to embed the new **HEART** values, this new initiative is a great way of recognising colleagues who have embraced our new values: **H**onesty, **E** quality, **A**ccountability, **R**espect and **T**eamwork. To qualify as a **HEART** Hero, a member of staff have demonstrated at least 3 of the HEART values in their work - and we need to hear about a specific example in which they have done this.

## Equality & Diversity



The Equality, Diversity and Inclusion function sits within the Human Resources Directorate under Organisational Development and Learning. However, equality, diversity and inclusion are everyone's business and they form part of the **HEART** values. The equality, diversity and inclusion agenda covers both employment practice and also the services that we deliver to patients, carers and visitors.

## Our Strategic Objectives

### Corporate goals and objectives

The Trust Board has agreed three goals that describe what we need to deliver consistently. Each goal has a number of SMART objectives set for 2020/21 by the Trust Board to help align activities to the Trust vision: **To provide excellent care in the right setting.**

#### Our vision:

**To provide excellent clinical care in the right setting, by providing;**

- **Excellent care quality and patient experience**
- **Engage with our staff to transform services**
- **A sustainable organisation that plays a positive and externally-facing role**

## Patient Experience

We are committed to ensure that our patients have the best possible experience when visiting any of our hospitals or community services. To help us achieve this, we ask patients to tell us what they think about our services and how we can improve them.

One of the ways we do this is by using [the Friends and Family Test Survey](#).

### Friends and Family test

The Friends and Family Test is an important national feedback tool that provides people who use NHS services with an opportunity to give feedback on their experience. The test asks patients, before they leave hospital, if they would recommend our services to friends and family if they needed similar care or treatment.

## Quality Improvement

Our Quality Improvement Plan describes our journey to outstanding care. It draws on a wide range of evidence, advice and feedback about:

The quality of our care  
The experiences of patients we treat  
Views of our staff that provide that care.

We work closely with our partners in the NHS family, and share good practice and ideas with them.

Learning from our partners helps us to improve the quality and safety of our care. In developing this plan, we have particularly learnt from:

Our regulators including the Care Quality Commission (CQC) and NHS England / Improvement.

Local clinical commissioners and other partners with deep knowledge of local health needs. Our plan explains what we have done to improve care since last year's CQC inspection, but our focus is firmly on the future. We identify the main areas where we need to make changes, as well as what we want to achieve and how we will make this happen.

## Your Working Hours

Your hours of work will differ for staff depending on your role and what you have contractually agreed at time of your recruitment.

Your normal working hours and working pattern will depend on your appointment process and contract of appointment. Some staff may also be required to undertake on-call duties as part of their work; this will be specified within your contract of employment.

All medical doctors will be employed under their respective national terms and conditions and hours of work may vary accordingly.

Under Agenda for Change NHS Pay, Terms and conditions, hours of work are set at 37.5 hours per week for full time staff. Some staff will however still be receiving hours protection following their assimilation across from their 'old' NHS Whitley Council. The Trust may employ a small minority of staff on existing local pay, terms and conditions. Their standard full-time hours may vary per week.

## Flexible Working

The Trust believes its employees are its most valuable asset and is committed to attracting and retaining the very best, utilising all the talent and experience available.

We recognise the importance of improving the working lives of our employees by helping them achieve a balance between the demands of their role and personal responsibilities.

We therefore offer flexible working arrangements that enable staff to balance their working life with other priorities. We appreciate that staffing levels must at all times remain in line with the demands of the business therefore, some flexible working options may not be appropriate for all jobs across all areas of the organisation.

Employees can request flexible working if they have at least 26 weeks continuous service with the Trust. Work as Bank or Agency will not count towards the 26 weeks.

Employees of the Trust who have not made another application to work flexibly during the previous 12 months are eligible to apply for flexible working.

Employees are required to give at least 12 weeks of a flexible working request, using the Flexible Working Request Form. This may be reduced, depending on the circumstances and only in agreement with all parties concerned.

Staffs on honorary contracts with the Trust are not employees of the Trust and are excluded from the provisions of this Policy and Procedure.

The Flexible working policy can be found on the trust intranet.

## Reporting Absence

All employees are required to contact their manager as soon as they are able prior to their normal start time on the first day of absence in any period of sickness absence.

Your manager should discuss with the employee the arrangements for when the employee must next contact him/her. This may be either daily or for longer periods to be decided based on the nature of the illness and the expectation of recovery.

If, on the first day of absence, you do not or cannot contact your manager by the required time, your manager may attempt to contact you to check on your well-being.

You should as far as reasonably possible:

give a clear indication of the nature of the illness;  inform your manager of what support, if any, you need to aid your return to work,  give a likely return date or time of next update.



## Your Pay

### NHS Framework Agreement

[The government and healthcare unions have now agreed a new framework agreement which will refresh the NHS Terms & Conditions \(Agenda for Change\).](#)

### Pay dates

All substantive staff are paid monthly by credit transfer. Salaries will be paid into your account on the **25th of each month** or if this day falls on a public holiday or at the weekend pay day will be brought forward to the previous week day. Pay day is brought forward in December to allow for the bank holidays at Christmas. Pay day in January will be on the normal monthly pay date, and there would not be more than five weeks between the December and January pay days. You will receive an itemised pay slip detailing gross and net salary, national insurance, PAYE income tax and any other authorised allowances or deductions. Any queries about your pay should be taken up directly with the payroll department:

### Expenses claim form

There is a new [expenses claim form for London North West Healthcare which can be found here](#). These should be returned to the payroll department at your Trust; contact details are below.

Please also refer to the [new expenses policy which is here](#).

### Overpayments

Staff have an obligation to check that their payslip details are correct and report any discrepancies to the payroll department immediately. Contracted hours, band, basic salary and also any additional payments (e.g. overtime) should be checked each month.

If an overpayment does occur the payroll department will contact the member of staff to agree a repayment plan.

### Leavers

If you are leaving the Trust you must notify your manager in writing immediately and ensure that they complete a leaving form, in conjunction with yourself, to confirm your final day for payment.

### Pension

Eligible staff, who start working for the NHS, automatically become a member of the NHS Pension Scheme.

Staff that are not eligible to join the NHS pension scheme, but who satisfy the Government auto enrolment criteria, will be automatically enrolled into the Trust's alternative pension scheme (NEST).

For more information on the NHS Pension Scheme please refer to the scheme guide at <http://www.nhsbsa.nhs.uk/Pensions> or contact the Trust's pension manager.

### Members of the NHS pension scheme are entitled to:

- A Pension linked to pay and length of membership
- A tax-free retirement lump sum (optional for members of the 2008 and 2015 Section).
- Immediate life assurance of twice your annual pay from the first day of joining.

- Pensions and allowances for your spouse, civil partner, qualifying unmarried partner, and dependent children if you die.
- Voluntary early retirement from age 50 (1995 Section) or 55 (2008 & 2015 Section)
- Rights to transfer pension benefits into and out of the Scheme.
- Option to increase their contributions to get bigger benefits.

If you wish **to opt out of the pension scheme** you will need to contact the scheme provider to complete an opt-out application form. Ideally, you should do this within one month of being enrolled to ensure that your contributions can be refunded locally. If you choose to opt out at a later date, your pension contributions may be preserved and will be paid as pension benefits on retirement. Please see the scheme guide for more information.

### **National Insurance**

National Insurance (NI) is automatically deducted from your pay if you are aged 16 and over up to state pension age, as long as your earnings are more than a certain level. You should ensure that your NI number is recorded correctly on your pay slip. If you do not have an NI number you will need to apply for one by contacting your local Job Centre Plus. For more information on NI visit: <https://www.gov.uk/topic/personal-tax/national-insurance>

### **Income Tax (PAYE)**

When you commence employment with the Trust, the recruitment team will ask for your P45 form from your previous employer and you will also need to complete the tax declaration section on the appointment form. This is used to determine your tax code, how much you can earn free of tax and the rate of tax to be applied to the rest of your earnings.

If you have a query about tax, the payroll department will be able to provide general information but your tax code is a personal matter between you and HMRC and you would need to contact them direct if you think your code may not be correct.

Staff that have more than one job (e.g. a substantive job and a bank job) are advised to contact HMRC to check that they are paying the correct amount of tax on their combined earnings.

For more information on tax:

Visit: <https://www.gov.uk/government/organisations/hm-revenue-customs> or phone: 0300 200 3300 (internal #6 345)

## Introduction To Your ESR Payslip

**Assignment Number:**  
Uses the first 8 digits of your Employee number. If you have more than one post, these will be indicated by the addition of 2 or 3

**Tax & NI Information**  
Useful information that you may need if you have to contact your tax office for any reason

**Incremental Date**  
Shows the date of your next increment or when you reached the maximum point

**Payscale Description**  
The Payscale that you are currently paid on

**Salary/Wage**  
This box shows the full time basic salary paid

**Standard Hours**  
The number of hours you are contracted to work.

**Salary/Wage**  
This box shows the actual salary paid. The amount will be pro-rata for part-time staff.

ASSIGNMENT NUMBER <b>12345678</b>		EMPLOYEE NAME <b>Mr A. Smith</b>			LOCATION <b>Hillingdon Hospital NHS Foundation Trust</b>		
DEPARTMENT <b>Admissions Ward</b>		JOB TITLE <b>Nurse Band 5</b>			PAYSCALE DESCRIPTION <b>Review Body Band 5</b>		
	SAL/WAGE <b>21742.00</b>		INC. DATE <b>01 OCT 2015</b>	STANDARD HRS <b>32.25</b>		PT SAL/WAGE <b>18698.00</b>	
	TAX OFFICE NAME <b>Chapel Warf Area</b>		TAX OFFICE REF <b>951/H1200WW</b>	TAX CODE <b>1060L CUMUL</b>		NI NUMBER <b>AB123456T</b>	
PAY AND ALLOWANCE (- = MINUS AMOUNT)				DEDUCTIONS (R INDICATES REFUND)			
DESCRIPTION	WKD/EARNED	PAID/DUE	RATE	AMOUNT	DESCRIPTION	AMOUNT	BALANCE C/F
Basic Pay	140.13	140.13	9.5625	1558.17	PAYE	290.85	
Saturday EN	22.50	6.75	9.5625	64.55	NI D	145.05	
Sunday EN	15.00	9.00	9.5625	86.06	Pension	117.60	
High Cost Area				233.73	Union Subscription	5.34	
AFC Absence				17.46			
Year to date balances (This employment only)				This Payslip Summary			
GROSS PAY 17489.07		TAXABLE PAY 16372.74		PENSIONABLE PAY 1959.97		TAXABLE PAY 1842.37	
NI LETTER D		TAX PAID 2817.98		TAX PERIOD 12		NON-TAXABLE PAY 0.00	
NI PAY 17489.07		PREVIOUS TAXABLE PAY 0.00		FREQUENCY Monthly		TOTAL PAYMENTS 1959.97	
NI CONTS 1359.95		PREVIOUS TAX PAID 0.00		PERIOD END DATE 31 MAR 2005		TOTAL DEDUCTIONS 558.84	
PENSIONABLE PAY 17489.07		PENSION CONTS 1116.33		PAY DATE 26 MAR 2005		NET PAY <b>1401.13</b>	
SD REF NUMBER 1234567		EMPLOYEE NO. 12345678		PAY METHOD BACS			

**Pay & Allowances**  
This area shows a break down of the regular payments that are due to you for the current month (e.g. basic pay, high cost area). All additional payments (e.g. enhanced hours, overtime, oncall, mileage and expenses etc) which are normally paid one month in arrears, will also be shown here.  
The 'wkd/earned' column will show the hours worked.  
The 'paid/due' column will show the hours paid (e.g. at an enhanced rate)  
The 'rate' column will normally show your hourly rate.

**Employee Number:**  
This is an important identifier and should be quoted in all pay related queries and correspondence you may have.

**PAY DAY**  
This will be the last Thursday of the month.

**Year to Date Balances**  
This area shows totals for income tax, national insurance and pension from the beginning of the tax-year (April - Week1 or Month1) up to and including the current pay period.

**This Period Summary**  
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.

**Net Pay**  
The amount of pay that will be transferred to your Bank Account.

**Deductions**  
The amount of statutory and other deductions

Assignment Number	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.
Tax & NI Information	Useful information that you may need if you have to contact your tax office for any reason
Salary/Wage	This box shows the full time salary paid.
Incremental Date	Shows the date of your next increment or when you reached the maximum point.
Standard Hours	The number of hours you are contracted to work.
Payscale Description	The Payscale that you are currently paid on.
Salary/Wage	This box shows the actual salary paid. The amount will be pro-rata for part-time staff.
Pay & Allowances	<p>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.</p> <p>The example here shows allowances paid, but also arrears paid (Arrears at the end) following assimilation to Agenda for Change for example.</p>
Deductions	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.
Employee Number	This is an important identifier and should be quoted in all pay related queries and correspondence you may have.
Year to Date Balances	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.
This Period Summary	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.
Net Pay	The amount of pay that will be transferred to your Bank Account.

<b>List of Common Abbreviations Used on the ESR Payslip</b>	
ARRS	Arrears payment
EN	Enhancement payment (eg. unsocial)
OT	Overtime payment (eg. Saturday)
NNI	Payment not subject to NI contributions
NP	Non-Pensionable
NT	Payment not subject to income tax
NW	Payment not subject to working time directive
OMP	Occupational maternity pay
OSP	Occupational sick pay
R	Refund
SMP	Statutory maternity pay
SSP	Statutory sick pay
WTD	Working time directive

### **Payroll contact details**

(Please note that the Payroll team are all based at Ealing Hospital. Northwick Park office is used for Pensions team only Monday to Wednesday.

#### **Ealing Hospital team**

##### **Payroll Manager**

020 8967 5299

##### **Deputy Payroll Manager**

020 8967 5054

##### **Pension's office**

020 8967 5253/ 5484/ 5190

##### **Payroll officers**

020 8967 ext. 5058/ 5026/ 5059/ 3462/ 5104/ 5056

##### **Expenses / bank staff payroll officer**

020 8967 3469

#### **Northwick Park Team**

##### **Pension's office**

020 8869 ext. 5164 / 2197

## Your Annual Leave

The terms and conditions of staff employed on NHS Terms and Conditions are set out in the "NHS terms and conditions of service handbook. The following is correct at May 2014, but is subject to any changes made to the national terms and conditions of service from time to time.

Staff employed on NHS Terms and Conditions [not including doctors and dentists] will receive the entitlement to annual leave and general public holidays as set out in the table below:

Length of Service	Annual leave and general public holidays
On appointment	27 days plus 8 bank holidays
After 5 years	29 days plus 8 bank holidays
After 10 years	33 days plus 8 bank holidays

For the purposes of Annual Leave, all previous NHS service will be counted on an aggregated basis irrespective of any breaks in service.

Where staff work standard shifts other than 7½ hours excluding meal breaks, annual leave and general public holiday entitlements should be calculated on an hourly basis to prevent staff on these shifts receiving greater or less leave than colleagues on standard shifts.

Part-time NHS staff will receive a pro-rata entitlement based on the above. (See Appendix G for table on annual leave entitlement in hours)

### CONTRACTUAL PUBLIC HOLIDAYS

The 8 contractual Public (Bank) Holidays in the calendar year are:

**Christmas Day Boxing Day New Year's Day Good Friday Easter Monday May Day Spring Bank Holiday August Bank Holiday**

All staff are entitled to these 8 General Public (Bank) Holidays in a twelve-month period (For those part-time NHS staff, the entitlement is pro-rata). In certain years, there will be more or less than 8 Public Holidays due to the movement of Easter. Managers should allow staff an entitlement to all bank holidays in these years.

Part time workers' bank holiday entitlement shall be added to their annual leave entitlement, and they shall take bank holidays they would normally work as annual leave.

## ID Badges

### **All staff and contractors must carry a visible ID card at all times**

All Trust ID cards are set up with the basic level of access that will allow staff to move around the Trust. If you are unable to obtain entry to a specific location and entry is required as part of your role, please speak to your line manager and get authorisation to be upgraded to your appropriate access level.

### **ID Management**

Staff ID photos will be produced on request 24 hours per day at Central Middlesex, Ealing, Northwick Park and St Marks Hospitals or online at [lnwh-tr.IDaccess@nhs.net](mailto:lnwh-tr.IDaccess@nhs.net). Staff applying online must send the completed application with a recent picture. Online applications can only be sent from an nhs.net account

Your access cards are unique to you and should be treated with care. This card will allow you access to the relevant areas around the hospital.

What do I do if I lose my access card?

In the event that you lose your ID card please notify us immediately so that we can arrange to have your access card suspended. This is very important to safeguard our hospital against unauthorised access.

You will be required to get a replacement card which will incur a cost of £20. Please bring the receipt from Cashiers to Security for your replacement ID. If your ID card has been stolen security will replace your card for free on production of a police crime number (CAD)

What do I do if I leave the trust?

When you leave the trust you must return your card to your line manager or your security department on your last day of service. ID cards are the possession of the trust

## Dress Code and other Policies

For Clinical staff please check your dress code policy with your line manager, all policies and procedures can be found on the Intranet.

For up to date information please make yourself familiar with these and any local procedures or practices with your department and line managers.

## Human Resources Department

The London North West University Healthcare NHS Trust HR team aims to provide a professional HR management service to managers, departments, individual members of staff and the general public.

Here are a few of the functions that we carry out:

- We run a busy recruitment and temporary staffing service to assist managers in meeting their resourcing needs and recruiting a high-quality workforce that will deliver the best possible service to patients
- We provide advice and support to service managers to carry out their staffing responsibilities in support of service needs, including expert guidance in delivering organisational change
- We develop policies and provide advice on pay, terms and conditions and benefits in line with national agreements and UK and European legislation; this includes advising on best HR practices to help improve employee relations and further the Trust's commitment to improving equal opportunities
- We plan and deliver training & development and educational programmes to ensure staff carry out their role safely and effectively and are able to develop their skills, abilities and careers in the Trust
- We maintain information systems for use by teams, divisions and the Trust Board to identify and develop staffing strategies and solutions.

Our service is structured into a number of corporate services that deliver a specific function across the Trust, most of which have named contacts for individual divisions. We also have HR Managers / Business Partners, who are responsible for working closely with divisions in resolving staffing issues and developing and delivering workforce solutions that meet the needs of the services. Our structure enables the HR department to:

- Develop close working relationships with, and understanding of our specialist divisions and clinical services in order to identify current and future workforce requirements and put strategies in place to ensure these are met
- Provide a high standard of advice and information to enable operational and clinical leaders to manage and develop their staff effectively
- Develop close working relationships with other administrative units to improve administrative processes
- Offer immediate advice on staffing matters and, if necessary, to be able to direct enquirers to an 'expert'.



## Learning and Organisational Development Department



LNWUH is committed to support its staff as an excellent employer through staff development and life-long learning.

All staff are appraised annually and have a personal development plan, which outlines their development needs.

The Education team undertake the role of developing and promoting continual education, training and development opportunities across the organisation.

We want everyone who works for us to reach their full potential by developing their skills through a wide range of career progression and professional development opportunities, these include:

- Induction of new staff
- Core Skills (MAST)
- Leadership and Management Development
- Clinical Development and Education
- Care Certificate Programme for Health Care Support Workers
- Apprenticeships in Clinical Health, Business Admin, Customer Service, Team Leading and Management
- IT Training
- Attendance at external Workshops and Study Days
- Postgraduate development linked with local universities
- On-the-job learning
- e-Learning
- Specific programmes designed to meet the needs of specific areas

### Contacting the L&OD Department

Our main telephone number 0208 967 5566 will only be answered during specific times:

Mon, Tues, Weds: 10:00 - 12:00 hours

Thurs, Fri: 14:00 - 16:00

A Trouble-shooter is now available from the left-hand menu on the intranet (select Learning Trouble-shooter) to assist you with or to resolve many of the issues staff experience with ELMS and other functions of the L&OD Department.

If you still need help, the Trouble-shooter will provide a method to contact us.

## Learn On Line

Keeping your Core Skills Training (CST) up-to-date is the way you can demonstrate you're able to give our patients the very best and safest care. You should be able to complete your training wherever and whenever. For further information please follow:

<https://learnonline.lnwh.nhs.uk/>

That's why we've launched [learnonline.lnwh.nhs.uk](https://learnonline.lnwh.nhs.uk/), the easy way to stay up-to-date with your CST.

Logging on and completing your assessments couldn't be easier. All you need is your National Insurance Number. Simply visit [learnonline.lnwh.nhs.uk](https://learnonline.lnwh.nhs.uk/), follow the instructions and you're good to go.

If you're confident in the given subject, log on, do the assessment, and you will get an email to tell you if you've passed or failed. Your progress will be updated on ELMS, so you always know you're up-to-date. If you're a little rusty and need an update, you can do the learning and then take the assessment.

You can access [learnonline.lnwh.nhs.uk](https://learnonline.lnwh.nhs.uk/) from most computers, tablets, or even your phone. And don't forget – you can still use ELMS to stay up-to-date with your core skills training and book face-to-face training.

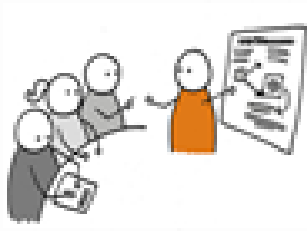
## Appraisals



All staff are required to complete an annual appraisal with their manager. If you are new to the organisation, you should have clear objectives set for you within six weeks of joining the Trust.

In addition to appraisals, all staff should have a regular one to one meeting with their manager as part of the Trust's appraisal cycle leading to -

- Clarity about work and role
- Review of achievements in the previous year
- Reflection and ongoing constructive feedback on performance
- Professional and personal development plan



**Appraisal training** is available for managers as well as staff throughout the year. Log in to ELMS [to book a training place](#)

## Employee Relations

The Trusts Employee Relations Advisory Service aims to provide advice and support to both employees and line managers on a range of human resource management issues. These include, but not limited to, change management and individual employee relations issues such as discipline, grievance management, poor performance and attendance and workplace dispute management.

A key function of the service is to assist and develop the skill and capacity of both employees and managers to better empower themselves in order to successfully manage people issues effectively and independently. Advice will be based on current employment law, good people management practice, policies and terms and conditions. You can find contact details on the intranet under Human Resources.

## MEDICAL EDUCATION DEPARTMENT



The Medical Education Department is committed to supporting the training and development

We support and organise a wide range of clinical and educational skill development courses from Training the Trainers and Professional and Generic Skills to Simulation Training, Medical Grand Rounds and much more besides.

The departmental culture is open, friendly and supportive of all doctors and we are happy to address any queries regarding education and training.

The Medical Education Department covers the following areas:

- Junior Doctors Training
- Medical Student Training
- Staff and Associate Specialist Training
- Accreditation of Educational and Clinical Supervisors (consultants only)
- Study Leave for all doctors
- Simulation Training
- Library Services

## Supporting Your Performance

### MEDICAL REVALIDATION AND APPRAISAL

All doctors in the Trust are required 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 revalidation is a process by which all doctors with a license to practise in the UK will need to satisfy the General Medical Council (GMC) at regular intervals that they are fit to practise and should retain that licence. Licensed doctors are usually required to revalidate every five years.

The Trust supports doctors to achieve revalidation, ensuring that every doctor has the opportunity to take part in an annual appraisal and provide easy access to clinical governance information to support the appraisal process.

Doctors must demonstrate that they continue to meet the values and principles expected of the profession set out in the GMC's core guidance *Good medical practice*. This is achieved by doctors reflecting on a portfolio of information and evidence at an annual appraisal of the doctor's whole practice. If doctors successfully revalidate then they can continue to hold a licence to practise.

### Appraisal Process for Medical doctors

The trust appraisal year is 1st April and 31st March. Every doctor is required to have an appraisal in this period. Any exceptions will need to be agreed by the Responsible Officer.

Normally, you will need to make contact with your appraiser to confirm. A list of appraisers can be found on the Trust intranet. Please note your appraiser is not required to be within the same division as you. The trust uses the Equiniti 360 Revalidation Management System for the administration of appraisals and revalidation management. If you are with the trust for six months or longer, you will need to use the Equiniti system for your appraisals.

You will also need to undertake a 360/MSF assessment during each five-year revalidation cycle. The trust also uses the Equiniti system for this.

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## Occupational Health

**For any queries or updated information please send them to [lnwh-tr.livewellworkwell@nhs.net](mailto:lnwh-tr.livewellworkwell@nhs.net)**

Aim to achieve the following:

- promote and maintain the physical, mental and social wellbeing of staff
- promote an advisory service which is independent, confidential and ethical.
- promote and encourage adherence to health and safety legislation

They provide a range of services for London Northwest University NHS Healthcare Trust Employees, including

- Fitness for work advice, including advice on rehabilitation, redeployment, ill-health retirement
- Immunisation Programmes & Blood screening
- Management of inoculation injuries
- Health Surveillance e.g. skin surveillance, respiratory surveillance etc...
- Health & Wellbeing events & training

Led by a Consultant in Occupational Health medicine, the team consists of a Registrar, Occupational Health Specialist Nurses and Administration staff.

Where to Find OH

The main base is at Northwick Park hospital site and is located in T Block (situated between the social club and staff residences)

Satellite clinics

- Central Middlesex Hospital every Thursday in Room 4 Orthopaedic Outpatients Department BeCAD
- Ealing Hospital every Wednesday & Thursday in Level 1 (past the restaurant)

### Opening Times

The Occupational Health Department Normal Opening Hours are 8:30am – 4:30pm Monday – Friday excluding Public Holidays

**Staff who are concerned about their health at work can self- refer to Occupational Health by contacting the department directly and making an appointment.**

There is a clear link between healthy and happy staff and improved patient outcomes. As an organisation we are aiming to be at the forefront in maintaining and improving employee well-being.

Issues such as having little sleep, alcohol consumption being overweight, financial pressures or a poor work-life balance can have an impact on our ability to provide a great service at work.

### **Health and well-being**

This is defined as feeling good and functioning well. Poor physical health can have a negative effect on mental well-being and can lead to anxiety and depression. The reverse is also true. During the course of a year up to 1 out of 4 adults will have a mental health issues.

### **What can you do?**

5 simple everyday actions to promote well-being:

- Connect with others (friends, family, colleagues, local community)
- Be Active also leads to a healthy mind. Find an activity you enjoy and one that suits your fitness level (walking for example)
- Take notice recognise what is happening in the world around you
- Keep learning a new skill or take up a hobby, enrol in a new course or do something you have always wanted to do
- Give by doing something nice for a friend or neighbour, our trust is committed to improving volunteering opportunities

### **Take a break**

The Trust is committed to ensuring that all staff take their breaks. If you work more than six hours in one stretch you are entitled to a rest break of 20 minutes through the Working Time Regulations.

Rest breaks can include tea breaks, lunch breaks or other short breaks during the day. It is not just because of the regulations that breaks are important, it's because they are good for you too.

Taking a break gives you a chance to take a breather, replenish your energy levels by eating or having a drink, physically resting or taking a mental break.

It is important staffs are aware of all the support that is available in the various areas to improve and maintain health and well-being.

## Staff Benefits

### Employee Assistance Programme (EAP)



This is a *free* and *confidential* support service, provided independent provider in counselling, information and advice services. They can help staff deal with all kinds of practical and emotional issues. **During these particularly challenging times we understand that any additional support can be invaluable so please do remember this service is available to all staff and families.**

#### Summary of services

- Telephone Support
- Legal Information
- Medical Information
- Critical Incident Support
- Management Support
- Structure Telephone Counselling
- Face-to-face Counselling
- Online Counselling
- Active Care: Early Intervention for Stress
- Online Health Portal
- Health e-HUB app

The Health Assured EAP is an employee benefit designed to help team members deal with personal and professional problems which could be affecting their home or work life, health and general wellbeing.

Confidential support is available and, dependent on the nature of the issue, counselling or information services can be provided by fully qualified professionals.

#### Management Support

If your role involves managing or looking after a team of people, Health Assured has a service which helps managers deal with important issues such as workplace conflict, holding difficult conversations or communicating change.

The managerial consultancy service is available via the helpline, with on-site promotional support days, workshops, briefings, and Mental Health First Aid training available - these provide in-depth knowledge of how the EAP services work, helping to create a healthy and supportive workplace environment.

We can provide executive and life coaching support to managers in order to achieve goals and deal with obstacles. Our management advisers have a thorough understanding of emotional health in work as well as managerial requirements, and therefore work with managers to coach them in these issues when supporting their employees.

### **Counsellors**

Their counsellors are trained to at least Diploma level in counselling with a minimum of two years post-qualification experience. The team is made up of both male and female counsellors from a range of ethnic, cultural and disciplinary backgrounds.

The counsellors work in accordance with the British Association for Counselling and Psychotherapy's (BACP) ethical framework, and undergo regular clinical supervision and training in accordance with their guidelines.

### **Legal Advisors**

The Health Assured legal services team is made up of legal and human resource professionals. They receive regular training and ongoing development to ensure consistent quality while abiding by the appropriate professional code of conduct. They offer information and guidance on a wide range of topics, including private legal concerns such as writing a will, divorce procedures, probate costs, property and partnership rights, tenancy, housing or boundary disputes and motoring issues.

### **Counselling**

Telephone support for any matter of concern ranging from bereavement and loss through to stress and anxiety

- Legal and financial information for practical problems causing personal distress.
- Online Cognitive Behavioral Therapy (CBT).
- Managerial support, consultancy and coaching are available to managerial teams.
- Where there is deemed to be a clinical need, face-to-face counselling sessions near to where you work or live are available (as applicable).
- Alternatively, structured telephone counselling may also be available where clinically appropriate (as applicable).
- Online and video counselling is also available (as applicable).

### **Privacy and Confidentiality**

All calls are completely confidential, however exceptions can occur when there is a risk of serious harm to the caller or others which require us to share information with relevant authorities such as your GP or the emergency services.

Further information regarding how Health Assured process personal data is contained in our Privacy Policy, which can be found [here](#)

The EAP support service is intended to help you manage your teams more effectively, increasing performance and promoting engagement with the service. Employees faced with personal or work-related issues can often feel unsettled, particularly if they are unsure as to how they should set about resolving their concerns.



This can result in any number of issues, whether it is simply loss of concentration, reduced performance in the workplace or changes in behaviour that may impact relationships with their colleagues.

Spotting these changes in behaviour and performance is relatively easy, but you may feel unsure how to tackle the situation positively, being supportive while still fulfilling your role as a manager.

With the support and guidance of our qualified counsellors, we can assist you to constructively challenge poor performance, behaviour or negative attitudes before they can develop further.

Their main aim is to find a positive situation for both you and your employees. Sometimes it's as simple as reminding the employee of the EAP service provided and the support available. Other times it may involve coaching to challenge behaviour, or dealing with specific performance-related issues.

The service is not intended as a replacement for HR advice, nor a replacement for you as a manager; it is designed to work alongside you, offering services to complement your needs and helping you to support your team.

The programme is available to all staff, and we would encourage as many people as possible to take advantage of the service which is free and confidential to use at work or at home.

Sometimes it can be difficult to balance the pressures of work and home life. Health Assured provide caring support to **you** and **your immediate family** so you can give your best in life\*

You can use the service for any of the following;

 Family issues	 Financial information	 Legal information
 Medical information	 Relationship advice	 Housing concerns
 Alcohol or drug issues	 Childcare support	 Stress & anxiety
 Gambling issues	 Domestic abuse	 Retirement
 Consumer issues	 Tax information	 Bereavement

## Fitness

### Corporate membership at Eighth Level Health and Fitness Club, Southall, UB2 4AX

All staff who have an NHS contract are entitled to a 20% corporate discount. Your membership includes:

- ◆ Unlimited use of the fitness facilities
  - ◆ Unlimited access to the pool, sauna, steam room and two spa pools
  - ◆ Choice of up to 50 fitness classes per week
  - ◆ Health check and personal programme
  - ◆ Personal training available
  - ◆ Onsite hairdresser and therapy room
- Membership is £30 per month\*! Call the sales team directly on 020 8893 6882

\*Terms and conditions apply. ID must be shown.

## Health Service Staff Discounts

[Health Service Discounts](#) is an online benefits service for all NHS employees which can save you money on holidays and travel, fashion and retail, entertainment and leisure, health and beauty, home and garden, electrical goods, finance and motoring. With NHS Discounts you can get cheaper deals on everything from insurance and cars to travel and your utility bills.

- Some Mobile Telecommunications Companies offers up to 20% discounts on up to 5 lines to NHS staff
- Tony & Guys Hairdressers
- Nandos 20% off, Carluccios 20% off, Travel Zoo, Café Rouge 5% cashback, Caffe Nero, 5% cashback, TGI Fridays 5% cashback, Ask Italian 5% cashback, Pizza Express 5% cashback, YO! Sushi 5% cashback, Zizzi 5% cashback. These are just a few examples

## Places to Eat

Ealing, Northwick Park and Central Middlesex Hospital sites have canteens that give discounts to staff. All sites also have a WHSmiths

In addition to this, all hospitals have Costa Coffee outlets on site, Ealing Hospital has the League of Friends café and Northwick Park has a Marks and Spencer's food shop and the St Marks cafe.

There is also the Sports and Social Club that is open to non-members for a small fee at Northwick Park Hospital.

## ATM Machines



These are located at the following areas at each site;

Northwick Park Hospital: At the main entrance next to reception desk

Ealing Hospital: At the main entrance, opposite WHSmith and next to Costa

Central Middlesex Hospital: Opposite the lifts on the ground floor behind the main reception desk

## LIBRARY SERVICES



### **Central Middlesex Hospital**

Staffs contact details and opening hours for the Central Middlesex Hospital Library.  
For other hospital enquiries please call the hospital main line: 020 8965 5733

### **Ealing Hospital**

You can find the library on the 3<sup>rd</sup> Floor by the Postgraduate Centre

### **Northwick Park Hospital**

You can find us on the ground floor of the Medical Education Centre.

## Travel and Car Parking

There is staff car parking on the Northwick Park, Central Middlesex and Ealing Hospital sites. Many of the smaller sites also have limited parking spaces. There are Blue Badge Parking areas at all our sites.

**Location of Ticket Machines if you are pay as you go.**

Northwick Park Hospital – these are located opposite the Accident and Emergency department.

Ealing Hospital - the machines are the same as the public ticket machines in main car park

Central Middlesex – There is a dedicated ticket machine before the staff parking bays

Staff can apply for a parking permit based on the criteria as set out in the car parking policy. Staff parking permits are **not guaranteed** and permits numbers are limited. Once these limits have been met, all successful applicants will be placed on a waiting list.

[Find out how to apply for a parking permit](#)

## Staff Networks

STAFF NETWORKS	LGBTQI	LNWUH BME NETWORK	DISABILITY INCLUSION NETWORK
<b>Who we are</b>	<p>Committee for the LGBTQI network aims to:</p> <ul style="list-style-type: none"> <li>• Celebrate contributions of LGBTQI staff within the Trust</li> <li>• Develop the culture of the Trust so that all LGBTQI staff are free and open about who they are</li> <li>• Provide support for LGBTQI staff</li> <li>• Promote good practice</li> <li>• Provide general advice</li> <li>• Influence Policies</li> </ul>	<p>Committee for the BAME Network aims to:</p> <ul style="list-style-type: none"> <li>• Provide an effective network to develop skills, knowledge and experience in a safe and learning environment</li> <li>• Promote equality and diversity both internally and externally</li> <li>• Improve the working environment of BME staff</li> <li>• To assist BME staff in its strategic thinking</li> </ul>	<p>The (Disabled Inclusion Network (DIN) provides a voice and support for staff and looks at new ways of engaging Disabled staff and allies.</p>
<b>How to contact us and join the network</b>	<ul style="list-style-type: none"> <li>• Tom Butler – Co-Chair</li> <li>• Jackie Armstrong – Co-Chair</li> <li>• Lnwl-tr.lgbtqi@nhs.net</li> </ul>	<p>Tehmina Masud, Chair Tel: 020 8869 5118 Fax: 020 8869 5119 Hazel Munroe-Brown, vice chairperson Tel: 020 8869 2828 Email: LNWH-tr.bmeStaffNetwork@nhs.net</p>	<p>Clementine Femiola at c.femiola@nhs.net</p>

Forthcoming Events	Please check forthcoming events on the LGBTQi Intranet page	Please check the events on the BME Network Intranet Page. If you wish to get in touch or participate in any events you can email <a href="mailto:LNWH-tr.bmeStaffNetwork@nhs.net">LNWH-tr.bmeStaffNetwork@nhs.net</a>	Look out for the network meetings on MSTeams
Further information	<a href="http://lnwhintranet/hr-services/lgbtqi-network/">http://lnwhintranet/hr-services/lgbtqi-network/</a>	<a href="http://lnwhintranet/departments/bme-staff-network/">http://lnwhintranet/departments/bme-staff-network/</a>	Intranet will be updated
Useful Links	<a href="https://pridelondon.org/">https://pridelondon.org/</a> Switchboard LGBT+ Helpline <a href="https://switchboard.lgbt/">https://switchboard.lgbt/</a> Tel: 0300-330-0630		

## 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

### **Staff Safety Strategy**

The Trust has approved a Staff Safety Strategy with key areas aimed at improving staff safety and wellbeing. Currently these measures include:

- Staffs falls
- Sharps injuries
- Moving and handling
- Violence and aggression
- Work related stress

Trust Health and Safety Committee Chaired by the Chief Executive The Trust Health and Safety Committee meets on alternate months with staff committee safety representatives and specialist advisors e.g. Manual Handling.

### **Trust Health and Safety Advisor**

The Trust has a trained Health and Safety Advisor who can provide advice and other specialist advisors.

### **Your role**

Please get involved with promoting safety in your area. If you see anything of concern for staff, patients or the public please contact the Safety Team or your staff safety representative. Keep updated with National and Local Health and Safety Initiatives.

### **Incident/Accident Reporting**

The Trust encourages staff to act on or inform the right people about situations that could have or did result in harm.

Action to be taken when an incident has occurred:

Make the person or area safe

Obtain First Aid if required

Inform local manager

Complete Incident /Accident form and send top copy (blue) to the Safety Department (GRH) immediately or phone 5757 (Hotline)

The Trust reviews systems and processes that contributed to incidents/accidents, this leads to the development of action plans. Feedback from individual incident/accident reporting is provided by local managers.

### **Examples of incidents/accidents to report include:**

Verbal or physical abuse

Slips, trips, falls and general accidents

Security issues including fire

Clinical issues (i.e. equipment problems, drug errors, infection control)

## Communications

The communications team is responsible for communicating and engaging with patients, staff, our local communities and other stakeholders, including the media.

- Internal communications: this includes channels such as The Pulse (our weekly all staff bulletin), Team Brief and all staff emails
- Media relations: we are responsible for managing the Trust's relationship with local, national and specialist media. This includes issuing press releases and responding to enquiries from the media. All media enquiries should be referred to the communications team
- Website and intranet: including the content and functionality of the website and intranet. We also offer training to produce content for the intranet
- Social media: we manage the Trust's corporate Facebook, Twitter, LinkedIn and YouTube accounts
- Corporate identity: it's our job to protect the Trust's corporate identity, creating a consistent visual image (which includes our name, logo, typeface and colours) to help the public and our staff identify who we are and what we do
- Producing patient information leaflets and major publications: we review and produce a wide range of patient information as well as producing corporate publications such as the Annual Report and Our Trust (our free quarterly newspaper)
- Organising and managing events and VIP visits: these include the Staff Excellence Awards, Open Day and Annual General Meeting (AGM)
- Stakeholder engagement: briefing MPs, stakeholders and local councillors on emerging issues

### Contacts and more information

**[Inwh-tr.communications@nhs.net](mailto:Inwh-tr.communications@nhs.net)**

**Call us: Ext 2431 (NPH)**

**Find us: The communications office is located on level 5 of the admin block at Northwick Park Hospital**

## Patient Advice and Liaison Service (PALS)

PALS is an easy to access service with a friendly team who will provide help, advice and support to patients, their relatives and carers. Staff may also use the service to seek advice as part of their role in supporting patients and may discuss any issues that affect patient care with the team.

We are situated in the main hospital, along the physiotherapy corridor and we have an open-door policy from Monday to Friday – 9.00 am to 5.00 pm. As well as drop in callers we receive contacts by telephone and e-mail. Feedback forms are also available on the internet.

Essentially PALS is about good quality customer care and it is therefore everybody's responsibility within the NHS. All trust staff and volunteers are required to be a "PALS officer", regardless of where they work or their role and should respond to concerns and issues raised directly with them and where possible problems should be resolved at source.

PALS work in accordance with the Department of Health guidelines, Functions of PALS, Department of Health (DH) 2003

- To provide users with information about the NHS and help with other health-related enquiries.
- To help resolve concerns or problems encountered by NHS users.
- To provide information about the NHS complaints procedure and how to get independent help where users decide they may want to make a formal complaint.
- To provide information about and signpost or refer to, agencies and support groups outside the NHS
- To inform users about getting more involved in their own healthcare and the NHS locally
- To improve the NHS by listening to concerns, suggestions and experiences and ensuring that people who design and manage services are aware of the issues raised
- To act as early warning system for NHS Trusts and monitoring bodies by identifying problems or gaps in services and reporting them.

Trust staff will be expected to:

- Cooperate with the PALS team to help resolve any problems or concerns raised by users.
- Deal directly with problems and concerns raised with them at the point of service delivery, seeking advice from PALS where necessary.
- Co-operate with PALS follow-up/contact closure procedure.

**PALS Team – Contacts and more information**  
**Name: Peter Hare**



LNWH Charity



# London North West Healthcare Charity



## LNWH Charity – YOUR charity

London North West Healthcare Charity (LNWH Charity) is the official, dedicated charity for London North West University Healthcare (LNWH) NHS Trust. We help raise funds towards projects at Northwick Park, Central Middlesex and Ealing Hospitals, as well as those at our local community services in Brent, Ealing and Harrow.

Many patients and their families want to say thank you to the staff that have provided them with such incredible care. Our job is to:

- make sure your donors are supported in their desire to fundraise or make a donation
- They receive appropriate communications including official receipts and reports on the difference their contribution has made

- apply Gift Aid (worth an additional 25% at no expense to the donor or the charity)
- advise staff on how to engage with friends, family and networks to promote your charity and fundraise for your own wards or services

## **We only support YOU**

We exist solely to support you in delivering the best healthcare possible by funding innovation, medical research, and cutting-edge technology, improvements in staff and patient experience and equipment that are above and beyond standard NHS funding. Our mission is to help drive improvements in the medical care you provide to a patient population of one million people across North West London - to make a real and positive difference to the lives of patients, their families and our local community, by supporting all LNWH NHS Trust staff to deliver the best healthcare possible, now and in the future.

### **Charitable Trust Funds**

LNWH Charity administers over 250 individual funds for wards, departments and services throughout the Trust. Specified staffs are designated as fund-holders, effectively custodians of the funds. Their responsibility it is to ensure the funds are used for the purpose they were intended, spent in good time and act as a liaison with LNWH Charity.

Please contact us if you would like to know whether your area has access to a charitable fund.

We cannot do it without YOU

As partners, we really can achieve so much. Our expertise is in managing voluntary income and providing the best possible support to your donors and fundraisers. This allows you to concentrate on the most important thing – providing exceptional healthcare to your patients. So if any patient or family member wants to support you, please direct them to us. Whether it is a straight donation, organising an event, running a marathon or holding a collection, contact us and we will provide the appropriate assistance or advice to make sure their efforts are fun, safe and for the exclusive benefit of the ward or service they have nominated.

Thank you

**Email: [lnwh-tr.charity@nhs.net](mailto:lnwh-tr.charity@nhs.net)**

**Website: [lnwhcharity.org.uk](http://lnwhcharity.org.uk)**

**Phone: 020 8869 3367**

## **Bullying & Harassment**

Bullying has no place at our Trust.

That's why we've launched our Combat bullying campaign, to help each and every one of us challenge bullying behaviours wherever we see them.

The campaign aims to:

- support those of our staff who are experiencing bullying or harassment
- help all our staff identify and challenge bullying behaviour
- support our managers to create positive environments for our teams
- ask every member of staff to examine our own behaviours, particularly when we're under pressure

Our Bullying and Harassment Adviser Service (BHA) offers comprehensive advice and support for all our staff.

They will:

- **Listen to your concerns.** Many staff members find that it's helpful simply to have someone to talk to, particularly if they feel that they can't discuss the issue that they're worried about within their team.
- **Explain your options.** You may have read our DRAW policy and our step by step guide, but our advisers can explain and discuss the options that are open to you.
- **Treat your concerns with utmost confidentiality.** Our advisers will never disclose the issues that you raise with them unless you give them permission. The only exception to this is if there were to be patient safety or safeguarding issues which would require them to report a concern.
- **Support you in resolving your concerns.** Whether it's discussing what you might want to say to the person whose behavior is worrying you or helping you to write down your concerns, our advisers will be there to support you.
- **Accompany you to meetings, if you want them to.** Our advisers can accompany you to meetings with the person you think may be bullying or harassing you, and offer support. They will also signpost you to H.R, Unions or Occupational Health / Counseling if you want to take matters further.

You can contact our Bullying and Harassment Advisers:

- **By phone:** 020 8453 2745. If you're calling out of hours, leave a message and someone will get back to you the next working day.
- **By email:** [dignity.respect@nhs.net](mailto:dignity.respect@nhs.net). This email address is checked every day, and someone will respond to you within 48 hours.

## Mediation

Our Trust offers mediation aimed at helping staff better manage interpersonal difficulties to improve working relationships, build more successful teams and maximise organisational performance.

Workplace mediation is a voluntary, confidential and structured process that allows parties involved to express themselves openly and honestly in a safe and confidential environment and work towards an agreeable resolution. An impartial party, the mediator, helps the parties involved to resolve the dispute or difficulties and find a satisfactory resolution.

## Freedom to Speak Up Guardians

Freedom to Speak Up Guardians provide advice and support to staff members who are considering raising a concern.

They:

- provide confidential advice and support to staff regarding concerns they may have
- assist staff to raise concerns in their organisation
- make sure staff receive feedback about concerns they have raised

**All information is treated in the strictest confidence.**

### Contacting our freedom to speak up guardians

You can get in touch with our freedom to speak up guardians:

- By confidential email: [lnwh-tr.speakupguardian@nhs.net](mailto:lnwh-tr.speakupguardian@nhs.net)
- By phone: call freedom to speak up guardian Joyce Inoniyegha on 07951 981 454.

[Send a confidential email to our freedom to speak up guardians](#)

### Meet our freedom to speak up guardians

We currently have one Guardian.

**Joyce Inoniyegha** is a paediatric nurse manager and chairs Staffside as an RCN steward. She joined Ealing Hospital in February 2004 and has been with the Trust ever since.

We have now appointed five new Freedom to Speak Up Guardians, and 10 new Freedom to Speak Up Champions. They will join Joyce in providing you with a confidential and safe way to raise concerns if you need to do so.

Our new Guardians and Champions will complete their training in the summer.

## Staff Side and Partnership Working

Partnership is an important area for the Trust. We are striving for genuine partnership which requires a real commitment from our staff, our Trade Unions and not least from ourselves.

### Working with trade unions

Trade unions aim to protect and advance the interests of their members and provide a route through which the members can, through a 'collective voice', respond to issues in the workplace. They are independent to the Trust but aim to develop a close working relationship.

Trade unions perform a number of roles for their members. These can include for example negotiations and / or consultations on things such as pay and conditions or major changes to the workplace; discussing members' concerns with employers; providing help and advice to employees with problems at work; and providing a range of services such as legal advice, learning and development and consumer benefits such as discounted insurance.

The Trust has a number of frameworks and practices which govern how this relationship can flourish, so that all sides and employees' benefit.

### **Partnership values**

- We are committed to consultation and early engagement
- We respect and value each other and our differences
- We act with honesty and integrity and in the interests of the institution and its employees
- We are committed to working together in the interests of patients

### **How we work in partnership?**

We meet on a monthly basis with our trade union partners in order to develop policies and procedures and to discuss key issues affecting services and the workforce.

The Joint Staff Consultative Committee (JSCC) - this is the forum where staff side representatives meet with managers and human resources to share ideas, consult on a wide range of matters relating to both staff and patient care, discuss changes that are affecting the workforce and agree on the policy framework that affect staff working across the organisation

The Local Negotiating Committee (LNC) - this is the forum where managers from the Trust meet with representatives from the medical profession and the BMA to discuss, negotiate and agree on all issues relating to medical staffing in the Trust, including terms and conditions, job planning, revalidation and policies. **Who to contact?**

Staff Side Chair: Joyce Inoniyegha (RCN)

email: [jinoniyegha@nhs.net](mailto:jinoniyegha@nhs.net)

Tel: 07951 981 454

Staff Side Secretary: Samantha Banton (Unison)

Tel: 020 3114 7131

email: [samantha.banton@nhs.net](mailto:samantha.banton@nhs.net)

Staff Side Vice Secretary: Diljit Sidhu (BDA)

email: [diljit.sidhu@nhs.net](mailto:diljit.sidhu@nhs.net)

Tel: 020 8383 5496



The Trust's Information Communication & Technology Intranet pages provide information on how to report a fault, request ICT support including account administration, purchase ICT related Hardware, Software & Associated Services, Telecoms Support and more.

ICT Self-Service Portal

### **Services and Requests**

Requests are additional services that you require access to. Examples of requests include -

Submitting New User forms

- Requesting access to Systems
- Gaining access to shared drives/folders
- Ordering an additional device e.g. a new PC or monitor
- Requesting access to an additional printer
- Requesting a new mobile phone, etc.

### **Reporting a Fault**

If something is not working that is usually functioning (e.g. a printer is no longer printing), then this is a Fault. To report this Fault to the ICT Service Desk, please use the ICT Self-Service Portal and click on "Report a Fault".

Please do not use the "Report a Fault" section to log a Request, instead use the "Services & Requests" section of the ICT Self-Service Portal.

Please note that the ICT Self-Service Portal can be accessed from any computer in the Trust.

### **Help us to help you**

To help ICT manage your query more efficiently when logging a request please provide as much information as possible:

- Provide a detailed description of the issue being experienced

- Your location/room number
- The asset tag of the device that you have an issue with
- Your contact details

**Do not** log multiple requests for the same fault as this increases the volume of requests that ICT Service Desk has to investigate and can actually result in a delay in receiving a response to your reported issue.

ICT Service Desk

Tel: 020 8869 2260

Dial Extension 2260 if calling from Northwick Park Hospital & St. Mark's Hospital.

Dial Extension 12260 if calling from Central Middlesex Hospital & Ealing Hospital.

Address: ICT Department, Level 4, Block LL, Northwick Park Hospital, Watford Road, Harrow, HA1 3UJ

ICT Service Desk operational hours:

Monday to Friday 7:30am to 6:30pm

Weekends/Bank Holidays 9:00am to 5:00pm

## Data Protection

The new Data Protection Act 2018 and GDPR came in to effect on the 25th May 2018.

The new laws give much more power to the data subjects and control over their own data. It also introduces the ability to be charged large fines if we have breaches but also aims to standardise the European approach to data protection with the inclusion of Data Protection Impact Assessments for all new processing of personal data.

## Infection Control

The aim of infection prevention and control is to ensure that no one is harmed from a preventable infection. It starts from maternity through to mortuary. Our focus is on strategies to prevent infections vs control.

Infections can develop as a result of healthcare interventions or from just being in contact with a healthcare environment.

Infection prevention and control is everybody's responsibility and should be a priority for everyone working in the healthcare environment.

### Useful Numbers:

Northwick Park & St Marks

Direct Line: 0208 869 3664



Ealing Hospital  
Direct Line: 0208 967 5246

Central Middlesex Hospital  
Direct line: 020 8453 2088

Clinical Lead Email: [lnwh-tr.ipcteam@nhs.net](mailto:lnwh-tr.ipcteam@nhs.net)  
Community Email: [lnwh-tr.community@nhs.net](mailto:lnwh-tr.community@nhs.net)

## Handy Hygiene Technique Aycliffe (1978)

**During Covid19 please observe additional hand hygiene guidelines issued by the Government**



**1** Work soap/alcohol into hands, palm to palm



**2** Right hand over back of left and vice versa



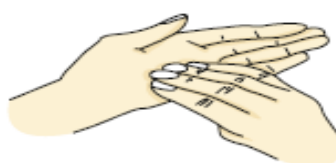
**3** Rub palm to palm, fingers interlaced



**4** Back of left fingers to right palms, fingers interlocked and vice versa



**5** Rotational rubbing of right thumb clasped in left hand and vice versa



**6** Rub left palm with clasped fingers of right hand and vice versa



## 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

Back pain and musculoskeletal problems can easily affect all of us, e.g. office workers at 18, nurses at 23 or chief executives at 55. The effect can be as devastating and life changing for one as for the other.

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

For further advice and guidance on manual handling issues, please contact Evelyn Otunbade. Moving and Handling Advisor, [eotunbade@nhs.net](mailto:eotunbade@nhs.net) or Francine Mutuma, Manual Handling Trainer [Francine.Mutuma@nhs.net](mailto:Francine.Mutuma@nhs.net)

## Information Governance

Information Governance (IG) is the practice used by all NHS organisations to ensure that information is efficiently and legally managed. To achieve this, appropriate policies, processes and management accountabilities have been put in place to ensure a robust framework for the safeguarding of information to deliver the best possible care for patients.

See link to the Trusts Information Governance section on the intranet.

<http://lnwhintranet/departments/information-governance/>

## What to do in an emergency

### Emergency Numbers



- **In the event of a fire emergency in the Acute Hospitals call 3333**
- For all other areas, please refer to your Fire Action Notice Plan and ensure you know the correct number to call in the event of a fire emergency.

### Trust Fire Safety Contacts:

Based in the Estates department, Level 2W of Northwick Park Hospital.

Michelle Stark - Head of Health, Safety and Fire/Compliance (Trustwide), Tel: 020 8869 3856

Steve Cunningham - Fire, Health & Safety Manager (based at NPSM, but also covers CMH)  
Tel. 020 8869 5216, Email. LNWH-tr.Fire-Officer@nhs.net

Matthew Bell - Fire, Health and Safety Manager (covers Ealing Hospital and the community sites)  
Tel. 020 8869 3440, Email. LNWH-tr.Fire-Officer@nhs.net

Tel. 020 8869 5089 (Estates help desk)

Anthony Rankine, Head of Estates & Capital Projects  
Tel. 020 8869 3179

Based in the Estates department, Ealing Hospital.

## Facilities and Estates Services

**Facilities** are based at Northwick Park & St Mark's Hospital on level 4, adjacent to the Jonathan Levi Lecture Theatre.

Our e-mail address is [lnwh-tr.facilitiesteam@nhs.net](mailto:lnwh-tr.facilitiesteam@nhs.net) and we can also be contacted on extension (1)5511.

We are responsible for the following services:

- **Soft FM Services:** Cleaning, Catering, Portering, Main Reception, Post and the Estates & Facilities Helpdesk, which can be contacted on extension (1)5089. These services are provided by Medirest and the Duty Manager is available on 0788 857600. Further information about these services is provided on the Trust's Intranet.
- **Security:** Services are provided across the three acute sites 24 hours a day and the Trust's Security Control can be contacted on extension (1)3888 or (1)3999. The security team at Ealing Hospital can be contacted on extension (6)4444. The Trust's Head of Security is Dale Treharne who is available on extension (1)3835 or mobile 07825 014788. Further detailed information about security is provided in a separate induction pack.
- For all enquiries regarding ID cards and door access contact your local security team via e-mail [LNWH-tr.idaccess@nhs.net](mailto:LNWH-tr.idaccess@nhs.net)
- **Patient Transport Services (PTS):** Services are provided 24 hours a day by ATL Ambulance Services. The Trust operates an on line booking system for all patient transport bookings. To arrange for any training on this system please contact the PTS Team Leaders on 07856 003523 or 07566 290675. If you wish to speak with PTS Control about any existing booking please contact (6)2317.
- **Laundry and Linen Services:** On the three acute sites a fully managed service is provided by Elis, including a curtain changing and scrubs delivery service. Linen Rooms can be contacted the following numbers:

CMH - 020 8453 2223, bleep 604

NPSM - 020 8869 2849, bleep 605 or 07967 624109

EH - 020 8967 5655, bleep 382 or 07388 857810

Standard nurses' uniforms are issued through the Linen Room at Northwick Park & St Mark's Hospital and order forms can be downloaded from the Trust's Intranet. Contact (1)2820.

It is important that you segregate dirty linen correctly to ensure that items are processed correctly and can be repaired and replaced when damaged. Please follow these simple guidelines at all times.

### **Reject Linen**

If you receive any linen that is not acceptable you **MUST** return it to Elis in a pink Reject Linen bag, which are supplied by Elis. Please don't put it in with the soiled linen or throw it away as the Trust will be charged for it. Elis will replace, free of charge, linen that is returned in a reject bag. These bags will be collected from your ward every Friday.



### **Infected and Soiled Linen**

Please do not throw heavily soiled linen away. It **MUST** be returned to Elis in a red bag enclosed in a clear bag, which are supplied by Elis. Elis will launder the linen but if they consider that the linen would not be acceptable to use after laundering they will dispose of it.



# SAVED!





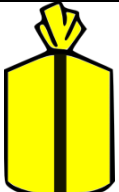
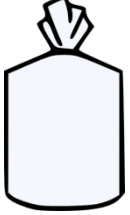


## 98 used blankets and towels Found in rubbish bags!

Every month dozens of items of linen are lost unnecessarily to careless disposal. Please ensure that all linen is returned to the laundry and not misused or abused.

**Waste Management:** We all have a Duty of Care under the Environmental Protection Act 1990 to ensure that we correctly handle, segregate and dispose of all the waste we produce.

The following waste categories should be used to ensure correct segregation:

Waste Receptacle	Waste Types	Example Contents	Disposal Treatment
	General (domestic)	Waste food & containers, polystyrene, shrink wrap	Energy from waste incineration
	Clinical waste for treatment	Gloves, aprons, soiled dressings, swabs, incontinence pads, plastic tubing, autoclaved laboratory waste, anything wholly or partially contaminated with body fluids presenting a hazard	Hydroclave
 Yellow Sharps Bin	Clinical waste for incineration	Sharps bins, burn bins, large metal objects, anatomical, chest drains, suction canisters, diagnostic specimens, reagent or test vials, kits containing chemicals, waste with a high fluid content	High temperature incineration
 Yellow Sharps Bin with Purple Lid	Cytotoxic / Cytostatic waste for incineration	Cytotoxic / cytostatic contaminated products and materials	High temperature incineration
	Offensive waste	Incontinence and sanitary pads, nappies, plaster casts	Energy from waste incineration
	Recyclable waste	Paper and cardboard, batteries and toner cartridges. Anything with a plug or battery and furniture and bulky items through the Hotel Services Helpdesk, ext.5000	

- Make yourself familiar with the Trust's Waste Management Policy which can be found on the Intranet.
- Remember incorrect waste segregation leads to financial penalties, possible enforcement and prosecution
- Do not leave waste in corridors and general areas; use the waste holds and waste carts especially provided to ensure safe waste handling.
- Clinical waste carts must be kept locked.
- Recycle all paper, cardboard, toners, batteries and ink cartridges.
- Contact the Estates & Facilities Helpdesk, to report any waste issues and to arrange for the disposal of bulky and electrical items. Item disposal forms are available on the Trust's Intranet.
- **Car Parking:** Car Parking Permit Application Forms are available on the Trust's Intranet and anyone applying for a permit should also ensure that they have read the Trust's Car Parking Policy and understand how the allocation of permits is applied. The schedule of permit charges is detailed on the application form. Please contact (1)5964 for any queries relating to car parking or e-mail: [lnwh-tr.nphcarparking@nhs.net](mailto:lnwh-tr.nphcarparking@nhs.net)  
**Please note - Permits are not guaranteed and issued by criteria and availability**
- **Staff Accommodation:** There are some bed-sit units immediately available on the campus adjacent to Northwick Park & St Mark's Hospital, this facility is owned and operated by Network Homes. There is a waiting list in operation, please contact their office on 0300 373 3000 or e-mail [PropertiesToRent@networkhomes.org.uk](mailto:PropertiesToRent@networkhomes.org.uk)  
On-call facilities are provided for specific staff requiring this service and bookings can be arranged via the budget holder by emailing the Facilities Department: [lnwh-tr.facilitiesteam@nhs.net](mailto:lnwh-tr.facilitiesteam@nhs.net)  
Facilities are also available on the Ealing Hospital site, please contact 020 8967 5164 or e-mail [lnwh-tr.ealingaccommodation@nhs.net](mailto:lnwh-tr.ealingaccommodation@nhs.net)
- **Taxis and Couriers:** These services are provided externally. All taxi bookings are made on-line. Your DGM and General Managers are required to authorise the set-up of any accounts for taxis and couriers. Further information can be obtained from the Facilities Department : [lnwh-tr.facilitiesteam@nhs.net](mailto:lnwh-tr.facilitiesteam@nhs.net)

**Whilst this handbook provides you with important information please note that some information will be regularly updated, therefore always check the Trust Intranet and The Pulse which comes out weekly for the latest updates.**

**Thank you and all the best in your continued journey with the Trust.**