

Staff Induction Handbook

Respecting everyone
Embracing change
Recognising success
Working together
Our hospitals.



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Introduction.

WELCOME TO UNIVERSITY HOSPITALS BRISTOL NHS FOUNDATION TRUST

I am pleased to welcome you to University Hospitals Bristol NHS Foundation Trust (UH Bristol) and hope that you enjoy the time you spend here. This handbook will give you a brief introduction to the Trust and our values, which underpin the way we aim to work with patients, relatives, carers, visitors and each other. It is also full of information about the services and facilities available to support you in your working life.

We are one of the largest acute trusts in the south west, providing healthcare services to patients from Bristol, across the south west of England, throughout the UK and internationally. We have more than 11,000 staff who deliver over 100 different clinical services across nine sites. The five clinical divisions that make up the Trust offer clinical services from neonatal intensive care to care of the elderly and from speech therapy to open-heart surgery – services that are nationally recognised as high quality. We are also the major NHS teaching and research centre for the region, carrying out cutting-edge research that directly improves patient care, developing the skills of our staff in all areas, as well as those studying for a career in medicine, nursing, dentistry or other health-related professions.

In recent years, we have invested more than £200 million in new or expanded hospital facilities including

in the Bristol Heart Institute, Bristol Royal Infirmary, Bristol Royal Hospital for Children and the Bristol Haematology and Oncology Centre, helping us provide more patients with the vital treatment they need. We have an extensive number of Foundation Trust members and active governors who ensure that everything we do is in the interest of our patients. We work closely with schools and the community, helping the people of Bristol and beyond to understand how they can be involved in the life and work of the Trust.

In August 2019, we received our second Outstanding rating from the Care Quality Commission. We are one of only a few Trusts in the country to have been rated Outstanding twice. This is a testament to the hard work and dedication of our staff.

As individuals every one of us has a vital role in ensuring that patients, their families and friends receive the very best service possible. If as a new employee you have suggestions or comments, I would be very pleased to hear them. You will have the opportunity to hear about our progress, share your thoughts and ask your questions at the quarterly open staff meetings. With your fresh perspective I am sure you will make a valuable contribution. I look forward to meeting you around the Trust.

Robert Woolley
Chief executive



Introduction.

CORPORATE IDENTITY

Transforming Care is the overarching programme of transformational change in the Trust. The purpose of our Transforming Care initiative is twofold:

- to drive us towards our vision for the Trust, and
- to enable all members of staff to improve the services which our patients receive.



Transforming Care is both a set of projects which are driving improvement in our services, and also a structured approach that supports us in making improvements to patient services. Our Transforming Care programme is structured around six pillars that provide a clear focus on the areas that we need to address.

Each division is also running local programmes of work aimed at improving local services, aligned to the aims of the Transforming Care pillars. Through this we will strengthen our capability to drive change at all levels and equip teams to lead improvement in the care they provide.

Introduction.

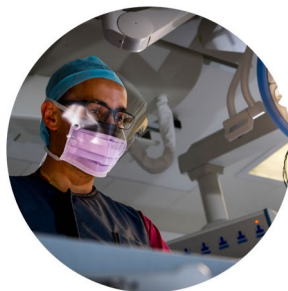
CORPORATE IDENTITY

There are five clinical divisions in the Trust:

Women's and Children's



Surgery



Medicine



Diagnostics and Therapies



Specialised Services



A sixth division, Trust Services, consists of all corporate services including Facilities and Estates, Information Management and Technology, and the Trust Headquarters function.

The clinical divisions have been established in a way that fosters multidisciplinary teamworking, organised around appropriate patient pathways rather than physical boundaries. Each clinical division is led jointly by a clinical chair, drawn from a clinical background, and a divisional director. They are supported by a head of nursing, lead doctors, a lead allied health professional, divisional HR business partner and divisional finance manager.

Together with a University representative, lead manager for administrative and clerical functions and other representatives appropriate to divisional circumstances, these individuals meet formally as the divisional board.

Further information on each division is on Connect: <http://connect/Divisions/Pages/default.aspx>

Introduction.

CORPORATE IDENTITY

The Trust values form part of UH Bristol's corporate identity and were developed by staff in 2010 who said this was the kind of organisation they wanted to work in. Making that a reality is something we can only do together, working across professional boundaries for the benefit of patients. As a new starter you may be new to hearing about Transforming Care, or you may already have a clear understanding of what is involved. One thing is certain: your contribution to the task is vital. Existing staff are committed to living by these values at work and are supported to encourage others to do so.



Respecting Everyone

This means that everyone's view counts and where tough decisions are necessary, we'll take them together, for the good of patients and our services.

Embracing Change

This means that we will change the things we need to, be bold and encourage efficiency and innovation to make our hospitals better.



Recognising Success

This means that we will be ambitious, strive to be the best and be known as the best.

Working Together

This means we will need to work differently and collaborate with others to ensure a healthy future for our hospitals.



Introduction.

CORPORATE IDENTITY

At UH Bristol we have a clear mission which is...

To improve the health of the people we serve by providing exceptional care, teaching and research everyday.

Our vision is for Bristol, and our hospitals, to be among the best and safest places in the country to receive care.

We want to be characterised by:

- high quality individual care, delivered with compassion
- a safe, friendly and modern environment
- employing the best and helping all our staff fulfil their potential
- pioneering and efficient practice, putting ourselves at the leading edge of research, innovation and transformation
- our commitment to partnership and the provision of leadership to the networks we are part of, for the benefit of the region and people we serve.

We are proud to care.

A

APPRENTICESHIPS

UH Bristol is committed to apprenticeships across the organisation as part of the Health Education England (HEE) ‘Widening Participation’, ‘Talent for Care’ and ‘Apprenticeships for All’ strategies. Apprenticeships offer individuals the opportunity to access career pathways that may have previously been unavailable to them.

Apprentices can earn, learn and progress from as young as 16 years of age through to retirement. As an organisation, the apprenticeship agenda has the potential to grow a work force, at all levels of development, increase staff retention, job satisfaction and staff engagement, whether individuals are new to the Trust or existing members of the workforce.

The apprentice will benefit from working for one of Bristol’s largest employers to gain knowledge, skills and a nationally accredited qualification as part of their normal working day. This offers each apprentice additional employability and career prospects throughout their working life. Apprenticeships can be accessed throughout the career journey, allowing individuals to step onto a programme and, upon completion, embed the new learning into their role.

UH Bristol is an official main provider of apprenticeships and offers a vast array of apprenticeships to support career opportunities in both clinical and support services. Apprenticeships are work-based programmes that combine on-the-job and off-the-job training to develop the required knowledge, skills and behaviours.

UH Bristol supports life-long learning, accessed by new and existing staff through an apprenticeships offer from Level 2 (equivalent to four GCSEs) through to Level 7 (equivalent to a master’s degree). There are various entry points onto the apprenticeship career ladder to suit the needs of the organisation and the individual. Support will be offered to develop individual career pathways to facilitate progression.

UH Bristol is dedicated to supporting individuals with additional needs and, working in partnership with an external training organisation, to increase the employability skills, support for additional learning needs and upskilling of functional skills in literacy and numeracy.



Further information can be found on Connect or you can contact the apprenticeship team: apprenticeships@uhbristol.nhs.uk

B

BEHAVIOUR STANDARDS

Expected behaviours

- Communicate openly, honestly and listen to others
- Keep work area clean and pick up litter when you see it
- Treat everyone in a friendly, courteous manner; smile and make eye contact
- Ensure patient confidentiality at all times by keeping information safe and secure
- Learn from mistakes and ask for support where necessary
- Provide consistently high standards of care and service at all times
- Ensure appearance is professional and ID badge is visible
- Actively seek better ways of working to achieve improvements
- Respect patients' and visitors' time, apologise and explain if we are keeping them waiting
- Uphold UH Bristol's values and be proud to work here
- Respond promptly to telephones, call bells and other requests for help
- Follow the Trust's procedures for hand hygiene
- Take pride and strive to do their best
- Take responsibility and assist anyone who appears lost
- Seek out ways to learn and develop
- Respect the wishes and preferences of patients
- Be positive and enthusiastic
- Adopt a flexible and willing approach

Behaviours we do not expect to see

- Does not know or care about how they come across to others
- Criticising colleagues/disagreeing with them in front of patients, visitors and other staff
- Any act of discrimination
- Sharing personal beliefs and opinions with patients
- Continually moans to others without making any attempt to change things
- Appears unapproachable, moody or bad tempered
- Blames others and makes excuses
- Being unsupportive of change or new ideas for improvement
- Wearing inappropriate dress or having an unprofessional appearance
- Rude or insensitive behaviour
- Ill treatment or bullying of patients or colleagues
- Dishonesty

B

BENEFITS FOR STAFF

Being a member of the Trust gives you access to a wide range of initiatives – from core benefits such as the Agenda for Change pay structure, generous annual leave and NHS pension scheme to flexible benefits which support your personal and professional development, health and wellbeing and your finances.

Health and wellbeing

- Over 40s NHS health checks on-site
- Working during pregnancy workshops
- Manual handling support
- Cycle to work scheme (twice a year)
- Oral health check (dental hospital)
- Physio Direct service
- Buzzer challenge
- Discounted gym, fitness and wellbeing services
- Seasonal flu vaccinations and travel clinic

Financial

- Money Advice Page on intranet (Connect)
- Car park discounts
- Corporate park and ride bus season ticket
- Exclusive local discounts
- Extra authorised unpaid annual leave
- First Bus corporate travel club
- Flexible working options
- The Grand Appeal staff lottery
- My Trust Benefits (online discount provider)

Support for colleagues

- Dedicated workplace wellbeing section on intranet (Connect)
- Workplace Wellbeing Advocates
- Childcare information and guidance
- Staff counselling service
- Recognising Success annual awards
- Teaching, learning and development
- Joint Union Committee (Staff Side)
- Staff forums
- Schwartz rounds

Contacts : Staff benefits and wellbeing

UH Bristol workplace wellbeing lead: 0117 342 3413

Website - Workplace Wellbeing: hrweb/Pages/category.aspx?HR_Category=Workplace%20Wellbeing

C

CATERING - BREWNEl'S

Brewnel's coffee shops offer a delicious selection of hot food items such as baked potatoes, baguettes, panini and toasties. Healthy protein bars and a selection of flapjacks and other snacks are also available. Brewnel's also offer a selection of sandwiches, yogurts, fruit pots and an array of fresh fruit. **NHS staff receive 10% hot drinks with their staff card.**



Brewnel's, Bristol Heart Institute: Foyer, level 5

Opening times:
07.30 – 18.00 Monday - Friday
09.00 – 16.00 Saturday and Sunday.

Brewnel's, Bristol Royal Hospital for Children Main foyer

Opening times:
07.00 – 18.00 Monday – Friday
09.00 – 16.00 Saturday and Sunday.

Brewnel's, Bristol Eye Hospital Main entrance, level 4

Opening times:
08.00 – 16.00 Monday – Friday
Closed Saturday and Sunday.

Brewnel's, St Michael's Hospital Main foyer, level C

Opening times:
07.00 – 18.00 Monday – Friday
09.00 – 16.00 Saturday and Sunday.

Brewnel's, Bristol Haematology & Oncology Centre Main entrance, level 4

Opening times:
08.00 – 16.00 Monday – Friday
Closed Saturday and Sunday.

Brewnel's, King Edward building, Bristol Royal Infirmary Main entrance, level 2

Opening times:
07.15 – 14.15 Monday – Friday
Closed Saturday and Sunday.

C

CHAPLAINCY, SPIRITUAL, RELIGIOUS AND PASTORAL CARE

UH Bristol aims to provide outstanding spiritual, religious and pastoral care to everyone who visits or works within the Trust. We are committed to caring for each person in an individual and holistic way. The Spiritual and Pastoral Care Department (otherwise known as the Chaplaincy) exists to support staff as well as patients and visitors to the Trust. Chaplains provide culturally sensitive spiritual, religious and pastoral care regardless of faith or belief, including those who have none; this includes a confidential listening and support service.

Working with other Trusts, our chaplains also provide a city-wide 24 hour on-call system of emergency cover, outside of normal hours, which are from 9.00am to 5.00pm, Monday to Friday. This service can be used for emergency situations, such as a dying patient, an emergency baptism, the blessing of a dying or deceased baby, to arrange an emergency marriage, or for any major incident. Urgent requests for a chaplain should

be made via the switchboard by calling **0117 923 0000** (internal extension **100**) who will page the duty on-call chaplain. Non-urgent requests for chaplains should be made using the contact details below.

'Sanctuary' spaces in our hospitals enable religious observance of all faiths; they are also available for anyone needing a quiet space for

meditation and private reflection. Details for each sanctuary can be found on the chaplaincy website. Staff are welcome to use any of the sanctuaries in the Trust but we do ask you to respect them as places set apart for religious purposes.

Contacting Hospital Chaplains and Further Information

Telephone: 0117 342 6799

Email: Chaplaincy@UHBristol.nhs.uk

Emergency Care Only – Telephone Switchboard: 0117 923 0000 (internal Extension 100)

Spiritual and Pastoral Care Website: <http://connect/governanceandquality/spiritualcare/Pages/Default.aspx>

Sanctuary Spaces: <http://GoTo/sanctuary>

Spiritual and Pastoral Care Policy: <http://nww.avon.nhs.uk/dms/download.aspx?did=21878>

Standard operating procedure for access to chaplains and faith representatives for patients approaching the end of life: <http://nww.avon.nhs.uk/dms/download.aspx?did=21795>



CORPORATE COMMUNICATIONS

The communications team provides support and advice to departments and individuals on a range of internal and external communications needs. There are a variety of ways we communicate with our staff.

Newsbeat is the Trust's weekly newsletter posted to your inbox every Monday. Further advice on how to submit an item and suggestions for what you should include is available on the communications page on Connect, the Trust's intranet site.

Voices is the magazine for all staff in UH Bristol. It carries the latest news and views from around the Trust plus more in-depth features on key issues. The magazine is produced every two months. Every other issue is distributed to Foundation Trust members, local GPs and libraries.

The Trust's website (www.uhbristol.nhs.uk) and intranet (Connect) contain a large amount of reference information as well as news items, department profiles and project updates.

Important Trust announcements will be circulated by all staff email, as well as other methods. Only items that are relevant to a significant number of staff or that are unplanned or fast moving situations, will be sent out in 'all staff' emails. Other communications support includes:

Media

All media queries come through the communications team. If you are contacted by the media or if you have something that you believe would make a good news story, 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: Communications

Telephone: 0117 342 3629

Out of hours contact switchboard and ask for the press officer on call

Email: communications@uhbristol.nhs.uk

C

COMPLAINTS

Complaints are an important source of patient feedback. How we respond to complaints also says a lot about the kind of organisation we aspire to be: open, honest, compassionate and caring.

Who has responsibility for dealing with complaints? We all do. We all have the potential to de-escalate a situation by listening and acknowledging that someone has been upset by something. If you answer the telephone or speak directly to someone who has a complaint, take down some brief details and think about whether there are any immediate actions you can take which might help to resolve the issue. If necessary, refer the issue to someone more appropriate/senior. The patient support and complaints team is also there to help patients and their families

The patient support and complaints team (PSCT) is the Trust's integrated 'PALS' and complaints service. The PSCT facilitates conversations between staff and people who raise concerns about their experience of using the Trust's services; the team also manages the formal complaints process. Information about the PSCT

is available in a Trust patient information leaflet of that name, which is also available in audio format, braille and other languages if required. All staff need to be aware of where these leaflets are kept in their department; supplies should be positioned where they can be easily accessed by patients and visitors. The PSCT also offers a drop-in service to patients and their families where they can meet with one of the team and discuss any concerns they may have. The service is available Monday - Friday.

Finally, if a complainant wishes to write to the chief executive, his name and address is as follows:

Robert Woolley
Chief executive
Trust Headquarters
UH Bristol NHS Foundation Trust
Marlborough Street
Bristol BS1 3NU

Contacts : Patient support and complaints team

Website: www.uhbristol.nhs.uk/patients-and-visitors/support-for-patients/patient-support-and-complaints/

Telephone: 0117 342 1050 (confidential answer phone service available if we are busy with other enquires)

Address: Patient support and complaints team, Welcome Centre, A201
Bristol Royal Infirmary, Upper Maudlin Street, Bristol, BS2 8HW

Email: PSCT@uhbristol.nhs.uk

We're here to help

At UH Bristol, we pride ourselves on the quality of care that we provide to our patients and communities at their times of need. But some aspects of our work as a hospital trust are similar to the delivery of customer service in many other types of organisation.

People want to be able to contact our hospitals easily, they want timely and clear information from us, and they want us to resolve any questions or concerns efficiently. As UH Bristol staff, we also need to provide a good customer service to each other, so that we work together effectively for the benefit of patients.

As a Trust we have been learning about the delivery of customer service in the private sector and applying this to our work. You can find our more by visiting the "Here to help" page on Connect.

We have also worked with staff and patients to develop UH Bristol's principles of excellent customer service (see below).

These principles are becoming a key part of recruitment, induction and training processes at the Trust.



D

DEMENTIA AND FALLS

Dementia is an umbrella term for a set of symptoms that may describe memory loss, difficulties with thinking, language and problem solving. It is a progressive and terminal condition. Currently nearly 85,000 people in the south west are affected, with this expected to increase significantly over the next 20 years (Alzheimer’s Society 2015).

A **fall** is an unexpected event in which a person comes to the ground or other lower level, with or without loss of consciousness. Consequences of falls in hospital are significant. This may be due to the injury sustained or the psychological impact; but it also impacts on the patient’s length of stay and potentially their discharge destination. Things to look out for around the Trust:

Dementia

The Forget Me Not symbol is used for visual identification of patients who have dementia or another cognitive impairment. It is used above the patient bed, on ward boards and also on medical notes when patients go to other departments. Dementia champions wear a Forget Me Not badge on their lanyards.

Champions are staff, of any grade or profession, who want to improve the experience, care, treatment and outcomes for people with dementia, families and carers while in UH Bristol.

There is a national drive to improve the recognition and potential early diagnosis of dementia. All patients, admitted as an emergency, aged 75 years and over are screened for dementia on admission. This information is recorded with a Medway clinical note.



Falls

The falling star symbols are used for visual identification of those who are at risk of falling or who have fallen on the ward. They are either yellow or red in background colour.



The falls risk assessment has to be completed within six hours of admission. There is a falls care plan which includes a detailed multi-factorial risk assessment. Each clinical area should have a copy of the post falls guidelines available which staff need to be aware of, in case of a fall in their area. Staff also need to complete falls reporting on Datix to help us understand potential causes of the fall and consequences, which will help us develop further preventative actions.

The Trust is measured against 4.8 per 1,000 bed days. The Trust aims to be continually below this set target.

We all have a responsibility for preventing falls within the Trust. The “Eyes on Legs” campaign is used to remind all staff of this responsibility.

Contacts : Dementia and falls

Telephone: Dementia, delirium and falls team: 0117 342 1708

Email: dementia.team@uhbristol.nhs.uk

D

DIGNITY AT WORK

We all have the right to be treated with consideration, dignity and respect, and we all have a responsibility to set a positive example by treating others with respect and to act in a way which is in line with the Trust's Values.

The Trust's commitment is to:

- ensure the dignity at work of all employees
- respect and value differences
- make full use of the talents of our workforce
- show our commitment to equal opportunities for all
- prevent acts of discrimination, exclusion, unfair treatment and other unacceptable behaviours
- be open and constructive in our communications
- be fair and just in our dealings
- promote positive behaviours throughout the Trust.

BULLYING AND HARASSMENT

The Trust will not tolerate bullying, harassment or discrimination in any form. It recognises that it has legal responsibilities to prevent harassment related to age, disability, caring responsibilities, pregnancy, marital status, race, colour, ethnic or national origin, sex, sexual orientation and gender identity.

Sometimes, because of pressures at work or outside of work, or because we don't stop to think about the effect our words or actions are having on others, there are times when colleagues are not treated with the dignity and respect due to them. We all need to recognise what is acceptable behaviour and what is not, so that we can speak out when we need to.

What is bullying?

Bullying is persistent, unjustified behaviour (physical or non-physical) which intimidates, humiliates, harms or causes loss of confidence to another person or group.

What is not bullying?

There are **some** situations that can be confused with bullying, for example:

Reasonable management action, like allocating work and giving fair and reasonable feedback

on performance; Occasional disagreements at work; Being abrupt with someone, once, because you are busy.

What is harassment?

Harassment is unwanted behaviour which violates someone's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for that person.

D

DIGNITY AT WORK - SPEAKING UP

Speaking up is when you raise, or speak up about, something you are concerned about at work.

Everybody who works for the NHS has a duty to raise genuine concerns if they think that something is happening at work which is wrong or illegal and affects other people including patients, members of the public, or staff.

Freedom to Speak Up Guardian

Eric Sanders is the Trust's Freedom to Speak Up Guardian. The Guardian's role is to offer independent and impartial support for staff who wish to raise concerns. Speaking up about any concern you have is really important because it helps us to keep improving our services for all our patients, and the working environment for our staff.

How do I speak up?

In the first instance, please speak to your line manager or supervisor about your concern, but if that's not possible you can contact the Freedom to Speak Up Guardian or any of the staff advocates for confidential advice and support.

Where can I get help, support or advice if I need it?

There are groups and individuals who can provide support for staff who feel that they need to talk to someone about issues at work.

- **Confidential harassment and bullying advisors' service:** phone 0117 34 23406 or email BHAdvisors@UH Bristol.nhs.uk
- **Joint union office:** 0117 34 20826
- **Employee services team:** 0117 34 25000, option 3
- **Occupational Health (including staff counselling):** 0117 34 2400
- **Trust Chaplains** (whatever your faith, belief, or absence of belief): 0117 34 26799 or chaplaincy@uhbristol.nhs.uk
- **Staff forums:** Refer to page 22 for more details.

Sadly most of the concerns raised with the Guardian are around attitudes and behaviours. It's up to all of us to speak up and speak out against unacceptable behaviour.

The Trust's Dignity at Work policy (incorporating bullying & harassment at work) includes more information about the behaviours we expect to see and those which are not acceptable, along with helpful resources for staff.



Freedom to Speak Up Guardian

Telephone: 0117 34 22888

Email: raisingconcerns@uhbristol.nhs.uk

E

EMERGENCY PLANNING

All staff must familiarise themselves with the following information for their department in the event of the Trust responding to an incident whether externally or internally.

- The business continuity plan for the area they work – all plans are stored on DMS and your department should have a hard copy printed.
- The incident response plan – this details how key areas will respond in the event of a major incident and key details are kept in action cards as well as a summary document.

Electronic copies of these plans as well as other specific emergency plans are also available in the major incident plans link on the right hand menu of the Connect homepage.



...any occurrence which presents serious threat to the health of the community, disruption of the service, or causes (or is likely to cause) such numbers or types of casualties as to require special arrangements to be implemented.



Contacts : Emergency planning

Telephone: Resilience manager 0117 342 1340

Website: Connect homepage - major incident plans link on right hand side of the page

E

ENVIRONMENT & SUSTAINABILITY

As one of the largest organisations in Bristol we have a significant role to play. We can use our influence to enable staff, patients, suppliers and healthcare partners to achieve a sustainable and resilient health and care system for our region.

We have set the following specific goals which will be supported by the objectives in our key areas of focus:

1. Carbon neutral by 2030
2. Contributing to all the UN sustainable development goals
3. Cutting air pollution
4. Resource efficiency – zero waste to landfill by 2025 and reducing our consumption of energy and water.

We are committed to working in partnership to deliver Bristol's One City plan and the vision for a "fair, healthy and sustainable city". We collaborate with our healthcare partners and key stakeholders to ensure that our work is aligned to deliver a shared set of goals.

Everyone has a part to play in delivering this plan and by working together, we will achieve more and deliver sustainable healthcare.

In 2019, UH Bristol was among the first NHS organisations in the UK to declare a climate emergency; recognising the impact climate change is having on the world, and in particular the health of our population.

Our sustainable development strategy aims to reduce our environmental impact, protect our natural environment, empower staff to operate responsibly, enhance social value and work with partners to improve the health and wellbeing of all who live and work in the communities we serve.



Contacts : The Big Green Scheme

Telephone: Energy Manager 0117 342 6359
Sustainability Officer 0117 342 6360

Email: thegreenscheme@uhbristol.nhs.uk

Connect: <http://connect/aboutus/BGS/Pages/Default.aspx>

EQUALITY, DIVERSITY & INCLUSION

*“All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.”
(Article 1 of the Universal Declaration of Human Rights)*

Valuing everyone

Bristol's population is hugely diverse and varied. To serve this community properly, we understand and firmly believe that we must prevent unlawful discrimination, offer equality of opportunity and provide an inclusive environment for patients, carers, visitors and staff.

What is diversity?

Diversity is valuing everyone as a unique individual. It means recognising that some people will need different treatment to achieve a fair outcome - which is why we're committed to designing our services around the needs of individual patients and those around them. It means treating all our employees with decency, dignity and respect, with no tolerance for harassment, bullying or discrimination.

What does this mean for patients?

We aim to provide services to all sections of the community, regardless of race, ethnicity, creed, gender, age, sexual orientation, physical or sensory impairment or social and cultural background. We will respect human rights. We will publish information about those services as widely as possible and work with outside organisations to achieve these goals.

What does this mean for staff?

We aim to recruit and retain a workforce which represents the rich diversity of the local population at all levels, offering recognition and support regardless of race, ethnicity, creed, gender, age, sexual orientation, physical or sensory impairment or social and cultural background.

Committed to inclusion in everything we do

In our [workforce diversity and inclusion strategy 2020-2025](#), we set out our plans for delivering this vision.

Above all, every member of staff, whatever their position, has a personal responsibility to contribute to a culture of inclusion which values everyone as a unique individual.

Contacts : Equality, diversity & inclusion

Telephone:	Diversity & inclusion officer, 0117 342 3707
Email:	diversity&inclusion@uhbristol.nhs.uk
Website:	Diversity & inclusion on HRWeb
Staff forums:	Please see next page (p.22)

E

Equality, diversity & inclusion

Staff forums - making a difference together

The Trust has three staff forums that meet regularly where you can share experiences, ideas and support. Colleagues from all staff groups are welcome to join the forums and attend meetings.

The Black, Asian & Minority Ethnic Workers (BAMEW) forum is a network of UH Bristol staff from different staff groups across the Trust which meets to discuss issues in the workplace that affect the working lives of black and minority ethnic workers. It supports, involves and develops its members from diverse cultural backgrounds who wish to achieve personal and organisational change and works with other groups and individuals to develop best practice within and outside the Trust.

ABLE+ is a forum for UH Bristol staff with visible and non-visible disabilities and impairments. It aims to enable staff and volunteers with physical, sensory or mental impairments to raise awareness of any issues they may encounter at work, and to provide support to staff living and working with disability, injury or illness.

The Lesbian, Gay, Bisexual & Transgender (LGBT) forum is a safe space for LGBT members of staff and their supporters from all areas of UH Bristol. The forum's aim is to work towards a greater understanding of the issues faced by LGBT+ staff and patients by supporting colleagues and advising on LGBT+ issues within the organisation.

All three forums are represented on and contribute to the work of the Trust's workforce diversity & inclusion group. To find out how you can get involved, please use the contact details below.



UHBristol
LGBT Forum



Contacts : Staff forums

BAMEW forum:	BAMEWForum@uhbristol.nhs.uk
ABLE+ forum:	ABLE+@uhbristol.nhs.uk
LGBT forum:	LGBTforum@uhbristol.nhs.uk

F

FOOD HYGIENE - ESSENTIALS

These essentials of food hygiene apply to all UH Bristol staff who handle food and or drink (including milk) or who oversee the handling of food and drink for patients, visitors and staff.

- Always wash your hands thoroughly before starting work; before touching food; always after using the toilet; before handling raw foods or waste; after every break; and, after blowing your nose.
- It is a legal requirement for you to report to your immediate supervisor or manager if you are suffering from diarrhoea and/or sickness. **DO NOT** work if you are suffering from diarrhoea and/or vomiting.
- Never handle food if you are suffering from any skin infection, nose, throat or bowel trouble. Tell your supervisor – you are breaking the law if you do not.
- Tell your doctor you are a food handler.
- Cover cuts and sores with hospital approved waterproof dressings.
- Maintain a high level of personal hygiene.
- Wear clean uniform and suitable clean over-clothing/aprons and change regularly.
- Hair should be tied back and covered with a hat/net. A full black shoe should be worn.
- Jewellery should be kept to a minimum – a plain symbolic band ring, and one pair of studs or small sleeper earrings only.
- Smoking in food rooms is strictly forbidden.
- Never cough or sneeze over food.
- Keep kitchen equipment and utensils clean, clean spillages as they occur.
- Avoid directly handling food or touching with your fingers – use tongs or utensils.
- Keep lids on waste bins.

-Food Safety Act 1990

F

FOUNDATION STATUS AND MEMBERSHIP

In 2008 UH Bristol became a Foundation Trust. Not only does this give us more independence over our finances and development, it brings us closer to the community, with more formal involvement for those who want to help shape the management and future of our service.

UH Bristol is proud to be one of more than 150 NHS Foundation Trusts in England. A Foundation Trust means that staff, along with patients, carers and local people are able to become members of the NHS Foundation Trust and to stand for election to the council of governors.

Being a governor is a great experience open to staff members – there are staff governors who represent:

- non-clinical staff
- other clinical healthcare professionals
- medical and dental consultant staff
- nursing and midwifery staff.

Don't forget you can sign up your family and friends to be public or patient members too, full details are on the Trust's website.

Am I eligible to be a Foundation Trust member?

All new members of staff with a permanent/fixed term contract of employment of at least 12 months will automatically become a Foundation Trust member unless you inform us that you do not wish to. So to become a member you do not need to do anything. If, however, you wish to opt out then please contact the Trust membership office. Please note that in opting out you will forfeit your right to vote for, or stand as a staff representative on the council of governors.

Who are the staff governors?

The staff governors are elected by staff members, and that's you! The main responsibilities of staff governors include:

- representing staff members at the council of governors meetings
- completing statutory responsibilities including the appointment of the chairman and non-executive directors
- helping to guide the development of the Trust's services and holding the non-executive directors to account for the performance of the Trust Board
- acting as guardians of the Trust's values and standards.

Contacts : Foundation Trust membership team

Website: <http://www.uhbristol.nhs.uk/membership>

Email: foundationtrust@uhbristol.nhs.uk

Telephone: 0117 342 3764

The overwhelming majority of patients and professionals would not dream of stealing money from the NHS, but a small minority of patients and health service staff are doing do just that. With your help we can try and prevent this and make sure resources are spent on patient care and services.

Not sure what fraud might look like?

Patient fraud - includes claiming for free or reduced cost treatment and services when not entitled, altering prescriptions/using aliases to obtain prescription-only drugs.

Professionals - includes claiming for treatment or services not provided, such as Medicines Use Reviews, dental treatment or optical services not carried out.

Managers and staff - includes false or inflated travel claims, diverting NHS funds to their personal bank accounts, stealing from their clients or working elsewhere while on sick leave.

Contractors and suppliers - includes charging for items of a higher quality or greater quantity than those supplied.

“I am uncertain if fraud is being committed.”

Reporting your concerns:

Don't worry; this is why you have a Local Counter Fraud Specialist (LCFS). It is for the LCFS to investigate and decide if there is enough evidence to indicate fraud. You should contact your LCFS if you have any concerns or even if you just need some advice. Lots of investigations do not uncover fraud. Sometimes genuine mistakes are being made, a system is not working properly, or there has been a simple misunderstanding.

Contacts: Fraud

Local Counter Fraud Specialist (LCFS) - Elias Hayes	07920 284 239 or Ext 20828
NHS Fraud and Corruption Reporting Line	0800 028 40 60
NHS Protect Counter Fraud Authority webpage	http://www.reportnhsfraud.nhs.uk

H

HEALTH & SAFETY

All hazardous activities are risk assessed in each ward and department and safe systems of work are set up as a result. However, despite the best intentions occasionally things go wrong. To ensure that we learn from such incidents and, where necessary, review risk assessments or put different arrangements in place it is essential that any problems are reported immediately. This section explains the process for reporting health and safety incidents.

Health and safety

Any incident including near misses involving a member of staff, patient, relative, visitor, employee of another organisation, student or volunteers, or involving an item of equipment, property or premises,

Examples include non-patient slips, trips and falls; injuries whilst handling non-clinical equipment such as cages and notes trolleys; incidents involving contact with stationary objects, for example hitting head on shelf, burns/scalds from hot water, food or pipes; fire conditions; damage or loss of property; violence towards anybody; accidents to patients' visitors, etc. Please note, patient slips, trips and falls are normally in the patient safety category except where alleged negligence has occurred by the Trust.

What is a near miss?

A near miss is an unplanned or unexplained event that, if allowed to progress, would have resulted in an incident affecting either a patient or member of staff.

Recordable incidents

Certain incidents are reportable to the Health and Safety Executive (HSE) under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). At UH Bristol, this is completed by the safety department.

Where an incident is known or suspected as being reportable the safety department must be notified immediately via the online incident reporting system as soon as the situation has been made safe.

There are four reportable categories:

1. Specific injury or death arising out of or in connection with work, for example any bone fracture other than fingers, toes or thumbs or any injury likely to cause permanent blinding.
2. An injury causing over seven days' absence or reduction in duties (including days off but excluding day of incident).
3. Dangerous occurrences, such as a fire which results in the suspension of normal work in those premises, for more than 24 hours.
4. Occupational disease – particular reportable diseases where the person affected is/has worked in a specific activity.



HEALTH & SAFETY

What to do if there is a health and safety incident

1. Make the situation safe.
2. If someone is injured call a first aider. Local arrangements are in place throughout the Trust.

If further assistance is required, the first aider will either call an ambulance by dialling (9)999 or, if first aider is a registered nurse or doctor, take appropriate further steps.

If no first aider is available, call (9)999. Do not attempt to move the victim to A&E unless assessed by a competent first aider.

Do not call the crash team on 2222 or A&E (may not be appropriate, for example if fractured leg or may not be available).

3. Complete an online incident form. This should be completed for any incidents including 'near misses'. Reporting incidents enables the Trust to investigate, identify trends and take appropriate measures to eliminate or reduce the risk of it happening again in the future.

Other action

Buildings, plant and non-clinical equipment

If the incident involves any of the above, in addition to making the area secure or removing the equipment and completing the online form, report the fault immediately via the Agility app on the home page of

Connect or to the estates department on x24444.

Clinical equipment

If the incident involves any clinical equipment as well as removing it from use and completing on line incident form, report the problem immediately to MEMO on x23333.

Contact : Safety department

Monday to Friday 08.00 – 16.00 - 0117 342 0118

Head of health and safety - 0117 342 0136

Manual handling bleep 6358

Safety department website <http://connect/StaffAndLineManagersInfo/HealthandSafety/Pages/default.aspx>

H

HUMAN RESOURCES

The Trust has an HR Web page on Connect. HRWeb is designed to give you quick and easy access to the information that you need as a manager or an employee. The site is continually developed and updated to maintain accuracy.

On the home page of Connect <http://connect/Pages/default.aspx>, click on HR Web from the list on the left hand side of the screen. This will take you to the HR Web home page where you can then easily navigate your way around to find what you are looking for. Human resources is made up of four teams:

- Recruitment
- Medical HR
- Employee services
- School liaison and work experience.

Medical Education

If you are a doctor and have any queries regarding study leave, induction, specialty induction, educational and clinical supervision and anything else related to your postgraduate medical education, please visit the Medical Education site also on Connect:

<http://connect/NewTeachingandLearning/MedicalEducation/Pages/default.aspx>

The Medical Education team is located on level 4 of the Education & Research Centre.

Contacts : Human resources

Telephone - 0117 342 5000 then select option:

Option 1 - Recruitment

Option 2 - Medical HR or email: MedicalHR@uhbristol.nhs.uk

Option 3 - Employee services or email: EmployeeServices@uhbristol.nhs.uk

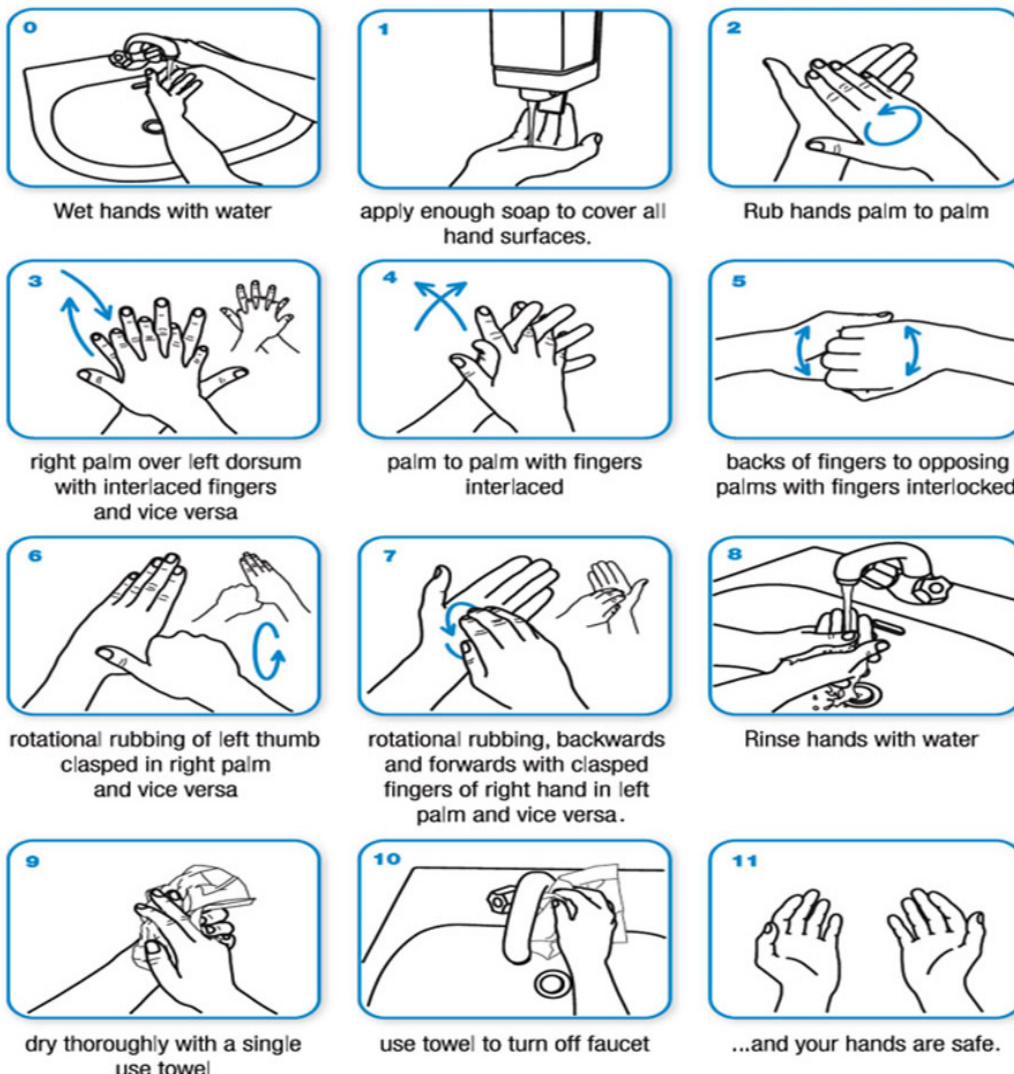
Option 4 - School liaison and work experience or email: wex@uhbristol.nhs.uk

INFECTION PREVENTION & CONTROL (IP&C)

Infection prevention and control is everyone's business

Effective hand hygiene using liquid soap and water is the single most important action anyone can take to help prevent the spread of micro-organisms: before you start work, after using the toilet, before eating, between every patient care episode, after removing gloves, between observations on each patient, before you go home.

Only use alcohol hand gel if hands are visibly clean. Alcohol gel is not effective against Norovirus or *Clostridium difficile*. Encourage visitors to carry out hand hygiene and provide patients with hand hygiene opportunities.



I

INFECTION PREVENTION & CONTROL (IP&C)

Keep work areas tidy

The tidier your areas the easier it is for domestic staff to clean. Domestic staff are not responsible for tidying.

Keep any equipment used on/with patients clean

It is the responsibility of the person using the equipment with a patient to clean it afterwards.

Report areas that may need an extra clean including any spillages in public areas using the numbers below

Wear Personal Protective Equipment (PPE) appropriately

PPE (includes disposable aprons/gloves/eye protection/masks) is

there to protect you from coming in to contact with body fluids/infectious material. Risk assess when you may need to wear it. Remove PPE after each task, dispose of and wash your hands.

Dispose of all waste responsibly in the correct waste stream

Familiarise yourself with Infection Prevention & Control Policies relevant to your job

Check out the Trust Document Management System (DMS) and the IP&C Connect pages.

Be responsible for your own health

If you get unexplained diarrhoea and/or vomiting it might be Norovirus - it

is Trust policy that you stay away from work for 48 hours after your last symptom. If you have any existing health problems inform your line manager/occupational health. Keep up to date with any vaccinations. Have a flu jab every year. If you have a cough lasting longer than three weeks please go to your GP/ Occupational Health.

Handle and dispose of sharps safely

The person using a sharp is responsible for its correct use and disposal. Always dispose of sharps in a designated sharps container. Use a plastic sharps tray with sharps bin to enable sharps to be disposed of at the point of use. In the event of a contamination/inoculation injury follow the flowchart in the 'safe handling, disposal and reporting of sharps and bloodborne viruses exposure injuries policy'.

Contacts : Infection prevention and control team

Monday to Friday 08.00am - 4:30pm - 0117 342 9275/9276/9277/9278

Extensions - 29275/29276/29277/29278

Duty Nurse Bleep - 1277

Out of hours/weekends/bank holidays contact medical microbiologist on call via switchboard

Check out the infection prevention and control pages on Connect.

Information governance aims to ensure that all patient, staff and corporate information is handled, used and stored confidentially and securely.

Our patients, and you as staff members, expect that the Trust and its staff protect the information that the Trust holds and to keep it confidential.

For more information, please search Information governance on Connect or take a look at our [privacy notice](#).

Top tips:

- | DO: | DO NOT: |
|--|--|
| <ul style="list-style-type: none"> • keep all Trust IT equipment secure • lock or log off your PC before leaving it unattended (Windows Key + L) • only use encrypted Trust equipment to store confidential information • ensure you are not taking confidential information off-site unless absolutely necessary • wear your ID badge at all times, and challenge individuals without one. | <ul style="list-style-type: none"> • share your username and passwords with anybody • access information you do not need as part of your role, including your own records and the records of friends and family members • discuss confidential information in public places (e.g. buses, cafes and waiting areas) • dispose of confidential information in normal waste bins |
| | <ul style="list-style-type: none"> • post any information on social media that may breach someone's confidentiality or compromise the safety and security of the Trust or its staff members • store confidential information or take any photos, videos or audio recordings on your mobile device. |

Contacts : Information governance

Email: InformationGovernance@UHBristol.nhs.uk

Telephone: 0117 342 3701/3794

L

LEADERSHIP BEHAVIOURS

Leadership and Management Development Programmes

Leadership and management is the key driver in embedding a positive culture of growth and sustainability for our Trust. We have created a framework which recognises a culture of growth and opportunity for all, providing skills, knowledge and practice to equip our leaders with the confidence and competence in leading our teams and services.

The basis of the framework is to take new, existing and potential managers on a development journey to support their individual learning and aspirational career development.

The leadership development journey is also integral to our apprenticeship programme. We have specific leadership and management

apprenticeships to support existing and new staff who aspire to be leaders.

Since August 2018, new managers joining the organisation are expected to attend the appropriate Leadership and Management programme within six months of joining the organisation. All existing managers

are encouraged to attend the courses as part of their development ,and aspiring managers will attend as part of their individual development plan.

As **leaders** at UH Bristol...

-  We communicate consistently and inclusively
-  We champion the service and its people
-  We strive for continuous improvement
-  We recognise the contributions of all
-  We work in partnership with other teams
-  We are role models for our values
-  We create a shared purpose and inspire others to follow

L

LEADERSHIP BEHAVIOURS

Leadership has the biggest impact on culture and the way in which staff and patients experience our services. Our aim is for leaders to feel empowered to be role models for our leadership behaviours, and also for you all to feel confident to feedback where you don't see these behaviours. Here are our leadership behaviours:

We communicate consistently and inclusively

- We listen to gain the full meaning of what's being said and to make the other person feel heard and understood
- We convey a clear message so that it is received and understood
- We show awareness of non-verbal communication signals
- We make clear decisions and communicates clear priorities
- We communicate negative or difficult messages without creating conflict or destroying trust.

We champion the service and its people

- We demonstrate confidence in, and understanding of, our service
- We take the time to understand the strengths and weaknesses of the service
- We acknowledge and take ownership of performance and issues
- We show pride in the people in our service
- We speak positively and constructively about our organisation.

We strive for continuous improvement

- We are always curious
- We inspire and guide people to act on their ideas and make improvements
- We use data to justify statements, to challenge the status quo, and to promote and evaluate improvement
- We move from intention to action to achieve improvement goals
- We are resilient and determined and persevere in the face of setback.

We recognise the contributions of all

- We encourage and acknowledge the contributions of all
- We clearly describe the role of each team member
- We acknowledge and use the skills and talents of each team member
- We promote effective team working within the team
- We regularly recognise the success of individuals and of the team.

We work in partnership with other teams

- We build effective relationships with others outside the team
- We demonstrate understanding of the wider system
- We collaborate with diverse groups to improve services
- We influence others to achieve improvement.

We are role models for our values

- We demonstrate respect for others in how they speak and how they act
- We act with integrity, showing a commitment to do the right thing regardless of the circumstances
- We show consistency in our actions and expectations of others
- We take every opportunity to discover more, to learn and to grow
- We keep our promises and take responsibility for our actions.

We create a shared purpose and inspire others to follow

- We create and describe a compelling vision
- We describe the future with clarity and confidence
- We describe the bigger picture and its relevance to our audience
- We engage the participation of others in setting and achieving shared goals
- We show awareness of our impact on others.

L

LEARNING & DEVELOPMENT

The Trust's core education strategy 2020-2025 presents a new vision and framework for education across the Trust, where education is embraced as a vibrant and integral part of our workplace. As a large university teaching hospital, education of our staff and trainees is one of our core responsibilities and essential for supporting and driving forward ambitions to provide outstanding, safe, clinically effective patient care.

The education mission is for all staff and trainees to have access to high quality, inspirational education that improves the care of our patients.

The education strategy is based around four key priorities areas, all of which are underpinned by guiding principles.

Our priorities for education are:

- We will excel in the provision and procurement of high-quality education that creates a highly skilled, adaptable and competent workforce for safe, compassionate care.
- We will become a beacon of outstanding education with a culture of organisational learning.
- We will provide education that nurtures motivation and aspirational career development
- We will champion outstanding education and support of our trainees.

Our guiding principles are to provide:

- Innovative and evidence-based education
- Welcome, inspirational and supportive learning environments
- Inclusive education; valuing the individual and teams that work together
- Models of education enabling collaboration across the health and social care system.

The Trust has a purpose-built education & research centre which includes a fully equipped simulation centre and library. Staff can access the library seven days a week, and it supports our e-learning programmes.

The library also provides Athens registration for electronic resources and is able to further support evidence-based clinical practice.

The **learning and development portal** is where all our essential training as well as most specific to role programmes, are offered, booked, or directly accomplished via eLearning. The portal then accurately records and evidences all accomplished training, and competency assessments are noted.

Contacts

Corporate training and e-learning: Mark.kellinger@uhbristol.nhs.uk

Library and information services: library@uhbristol.nhs.uk

Apprenticeship programmes and vocational education: apprenticeships@uhbristol.nhs.uk

Associate director of education: sarah.green5@uhbristol.nhs.uk

Head of education: julian.newberry@uhbristol.nhs.uk

M MAP



University Hospitals Bristol
NHS Foundation Trust

University Hospitals
Bristol Map

A free shuttle bus service is provided for patients, visitors and staff. The circular route includes Bristol Temple Meads railway station and around our hospital sites.



Our city centre hospital site is a complex one with a number of hospitals situated on a hill around busy roads in the centre of Bristol. It is naturally a difficult site for patients, visitors and new staff to find their way around. Please take time to familiarise yourself with the layout and the locations.

M

MEDICAL EDUCATION

The Medical education department ensures the quality of education for both undergraduate students and postgraduate doctors, and supports their pastoral and career needs.

Medical education is comprised of two teams: the undergraduate department (known as the South Bristol Academy) which is situated in Dolphin House, and the postgraduate department situated in the Education and Research Centre.

The South Bristol Academy, led by the clinical academy dean, provides medical student placements at all of the hospitals in UH Bristol and is also responsible for managing the education and training of all undergraduate medical students within the Trust. This includes:

- planning, coordinating and evaluating clinical placements and timetables
- coordinating exams and assessments as required by the University of Bristol ensuring they adhere to all guidelines and regulations
- keeping up-to-date with issues

relating to undergraduate medical education and sharing knowledge and advice with students

- ensuring that welfare and pastoral support is available to students
- facilitating elective placements for students from other medical schools.

The postgraduate department is led by the director of medical education (DME). The postgraduate medical education (PGME) department is responsible for:

- ensuring good quality trainee doctors' placements in UH Bristol
- hosting the Medical and Dental Education Committee (MDEC) and the Junior Doctors' and Dentists' Committee (JDDC)
- arranging induction for doctors and consultants new to the Trust

- ensuring that all educational and clinical supervisors are adequately trained to supervise junior doctors

- administering study leave applications and reimbursement for junior doctors, dentists, clinical fellows and dental SHOs and SpRs

- coordinating the foundation programme for FY1 and FY2 doctors

- arranging an annual programme of events and approving development funding for SAS doctors and dentists

- arranging weekly journal clubs, grand rounds and meetings

- coordinating national teaching programmes for Core Medical Trainees (CMT) and paediatric trainees

- producing a monthly newsletter for all medical staff and weekly teaching newsletter for paediatrics.

Contacts : Medical Education

Telephone: Medical education manager 0117 342 0065

Email: medicaleducation@uhbristol.nhs.uk



OCCUPATIONAL HEALTH

We take the health and wellbeing of Trust staff very seriously and want to help you improve your health so that you stay fitter longer. Healthy staff are better at caring for our patients and can have a more fulfilling work-life balance. We take a proactive approach to safeguarding your health and improving your wellbeing. We have a range of services set out on our website, and we hope you will make use of any that interest you.

Health at work

Occupational health provides independent advice to managers and employees on fitness for work, health risks in the workplace and the occupational implications of risks to health from work. Assessment clinics are run by physicians, nurses and musculoskeletal specialists.

Physio Direct

Physio Direct provides a self-referral consultation and advice service over the telephone with a senior chartered physiotherapist. The service is available to all UH Bristol employees.

Immunisations

All staff are offered appropriate immunisations to protect you and your patients against infectious diseases; the precise range of immunisations offered will depend on where you work. If your role involves regular patient contact, you will need to attend occupational health at the start of your employment to ensure that your immunisations are up to date. Please discuss this with your manager if you have any concerns.

Counselling service

As part of the occupational health service, UH Bristol provides a free, professional therapeutic counselling service, which is free to any staff member on a self-referral basis.

Issues commonly brought to staff counselling sessions include anxiety, stress, depression, phobias, bereavement, panic attacks, and relationship issues.

Seasonal flu vaccinations

Free flu vaccinations made available to Trust staff annually at various Trust locations. All staff are encouraged to take up the offer of flu vaccination.

Contacts : Occupational health

Occupational health, counselling, Physico Direct and general enquiries: 0117 342 3400

Website: www.apohs.nhs.uk

Email: occupationalhealth@uhbristol.nhs.uk

O

OVERSEAS VISITORS

Overseas visitors

We are pleased to provide hospital treatment free of charge to those patients who are entitled to it. However, in England, not everyone is entitled to free NHS hospital treatment.

The NHS is a residency-based healthcare system and eligibility for free NHS hospital care is based on the concept of “ordinary residence”. An overseas visitor is any person who is not “ordinarily resident” in the UK. A person will be “ordinarily resident” in the UK when that residence is lawful, adopted voluntarily, and for settled purposes as part of the regular order of their life for the time being, whether of short or long duration. Nationals of countries outside the European Economic Area (EEA) must also have indefinite leave to remain in the UK in order to be ordinarily resident here.

The overseas visitors NHS hospital charging regulations place a legal obligation on us to establish whether a person is subject to, or exempt from charges. When charges apply, we must make and recover them. Charges must be recovered in full, in advance of providing services, unless doing so would prevent or delay immediately necessary or urgent services. In law - elective treatments must not be given unless full payment of the estimated costs is received beforehand.

Immediately necessary or urgent treatment must not be withheld as this may breach the Human Rights Act.

The overseas visitors team provide a seven-day-a-week eligibility checking and advice service.

Private patients

UH Bristol offers a variety of services privately to patients. Should any patients express a wish to use their private health insurance or self fund their treatment at any of our hospitals you should contact the private and overseas patient officers within the appropriate division.

Contacts : Overseas visitors team

Email: overseasvisitorsteam@uhbristol.nhs.uk

Telephone: 0117 342 9480

For further information please visit:

<http://www.uhbristol.nhs.uk/patients-and-visitors/overseas-patients>

P

PATIENT EXPERIENCE

We are committed to involving patients and the public in the planning and development of our services as a Trust, to ensure patients have a positive experience at UH Bristol.

How can we understand patient experience?

In short, by asking patients, their family and carers about their experiences of our services. This can be done in a number of ways – from simply talking to people informally, to more structured approaches such as comments cards, surveys, and focus groups. Many staff choose to do these sorts of activities for their services.

The Trust also has a patient experience and involvement team whose role is to ensure the Trust has processes in place to understand and respond to feedback about our services. The team can also help you plan your own patient experience and involvement work. Each month, the Trust Board receives data from our surveys and complaints in its public meeting. If patient-reported ratings of care start to slip, or levels

of complaints increase, this is highlighted to the Board along with a plan describing the actions that are being taken in response. Patient feedback is shared widely throughout the Trust, including displays on wards for patients, visitors and staff to see.

What do patients tell us about our Trust?

On the whole, patients are very complimentary about the care they receive at our hospitals. Over 95% of patients say that their care was either “excellent”, “very good”, or “good”. We tend to perform in line with, or better than, other NHS Trusts in the national patient survey programme and Friends and Family Test. However, these overarching satisfaction levels can often mask specific underlying issues. For example, the glowing praise we receive often comes with some suggestions about how the

patient’s experience could have been even better. These suggestions often centre on the need for better communication with patients. All our divisions are committed to learning from this feedback and improving services for our current and future patients.

As well as listening to service users, the Trust is committed to involving patients and the public in decisions about service development, planning and change. We do this in a number of ways - from informal conversations to large consultation exercises.

Engaging people in these discussions is an important way of ensuring that we provide the best possible care, and we are fortunate that many patients, their families and carers are willing to give up their time to help us learn and improve.

Contacts : Patient experience and involvement team

Paul Lewis, patient experience and involvement team manager

Telephone: 0117 342 3638 **Email:** paul.lewis@uhbristol.nhs.uk

Tony Watkin, patient and public involvement lead

Telephone: 0117 342 3729 **Email:** tony.watkin@uhbristol.nhs.uk

Anna Horton, patient experience and regulatory compliance facilitator

Telephone: 0117 342 3724 **Email:** anna.horton@uhbristol.nhs.uk

P

PATIENT SAFETY

Keeping our patients free from harm is paramount in all that we do here and is everyone's responsibility. Some important examples include: keeping our hospitals clean and free from infection, serving the correct food for a patient's condition that is nutritious and culturally appropriate, and making sure that the correct follow-up details are entered on our patient administration system after an out-patient consultation. These are just as important as giving the right medicines, ensuring the correct operation is carried out and making the right diagnosis.

Our approach to patient safety is two-fold:

1. To focus on continuous quality and safety improvement through our delivering safe care programme. For the next three years we are focussing on:

- **Peri-procedure never events** - making surgery safer
- **Acute kidney injury** - helping prevent kidney problems
- **Sepsis** - recognising and treating serious infections faster
- **Leadership** - putting patient safety first
- **Safety culture** - developing our safety culture
- **Deteriorating patients** - recognising and acting on early signs of patients becoming more unwell

2. Sometimes, despite our best efforts, things do go wrong. When this happens, we need to make sure we understand what happened, learn from it and take action to reduce the risk of it happening again.

What is my role in patient safety?

- Raising any safety concern you may have with your manager or senior colleague on duty at the time.
- Preventing things going wrong by knowing and following the correct procedures and carrying our safety checks required in your role.
- Reporting patient safety incidents and playing your part in acting on the findings from any investigations.
- Participating in any training relevant to your role.
- Being open and honest if things go wrong.

What can I expect from colleagues?

- To be listened to and taken seriously if you raise a concern, and to receive a response.
- To have explained to you the key requirements of your role and the relevant safety checks and procedures you are expected to follow.
- To get feedback from a manager about an incident you reported.
- To be given the opportunity to receive training that is relevant to your role.
- To be supported if something goes wrong.

Each division has a patient safety manager or advisor, and there is also a central patient safety team who can help and advise you.

Contacts : Patient safety teams

Telephone:	0117 342 3710 - Central patient safety team
Telephone:	0117 342 1795 - Patient safety lead (Division of Surgery)
Telephone:	0117 342 7377 - Patient safety lead (Division of Medicine)
Telephone:	0117 342 6623 - Patient safety lead (Division of Specialised Services)
Telephone:	0117 342 7442 - Patient safety lead (Division of Women's and Children's Services)
Telephone:	0117 342 2575 - Patient safety lead (Diagnostics and Therapies)

The payroll services department is responsible for the salaries and pensions of all Trust employees which (including staff with multiple employments) means that around 14,000 pay records are operated within the Trust.

What information do we need when you start employment?

Your National Insurance (NI) number. This is a mandatory requirement to enable us to pay you.

Form P45, the document that advises previous pay and tax from your former employer (this should also show your NI number).

If you do not receive a P45 or it is not applicable you will need to complete a new starter certificate which is available from the HMRC website.

Certain information will have been required under the recruitment process, but when you start we will complete an e-starter form and this will include bank/building society details for where you want your salary paid.

UH Bristol will only pay salary to a UK bank account and you will not be paid until the information is received.

In your recruitment documents you will have also received a pensions questionnaire. It is vital that this is completed. The Trust is required to auto-enrol all new appointments either into the main NHS pension scheme or into an additional scheme (known as NEST) if you are ineligible

for the main scheme. Opting out is permitted but this will need to be initiated by you. For the NHS pension scheme you will need to go to the NHS pensions website (www.nhsbsa.nhs.uk/pensions). For NEST, you can advise in writing at the start of your employment, but if you fail to do this and deductions start you will need to opt out using the NEST website: www.nestpensions.org.uk

If you are over state retirement age you may have a certificate of age exception which indicates no requirement to pay National Insurance contributions, for more recent retirees evidence of age (such as birth certificate probably provided at recruitment) will be sufficient.

When will you be paid?

All permanent substantive staff are paid monthly and the pay day is the 27th of the month. If this date falls on a weekend or bank holiday it will be the last preceding workday before this. December payday is the last working day before Christmas Eve. Bank only contract staff are paid weekly and the payday is normally a Thursday but is a Friday in a week of a Monday bank holiday. Payment to new starters in the first month is not guaranteed on the

27th as the administrative process may not be completed. In these circumstances, payment may be made on a supplementary run by the last working day of the month, or by a 'net advance' which will equate to the net salary due. The 'advance' will be recovered in the next month when the gross arrears are paid. Employees starting after the 24th of the month will normally receive pay in the following month. Payment of basic pay is for the current calendar month, any additional payments such as overtime, enhancements or call-out will be paid in the following month.

Travel and subsistence expenses

Claims must be completed (document available from HR Web) for subsistence and mileage claims. These payments are processed through payroll and paid on the next available payday. There may be some delay, therefore, between claim and payment. The Trust operates tax at source on mileage claims which means that any 'profit' element deemed by HMRC is deducted from pay at the time of payment, this means that the Trust does not issue a P11D at tax year end. If you complete a tax self-assessment you will not need to declare mileage as the tax and NI will have been paid.

P

PAY, PAYS LIPS & PENSIONS

Understanding your payslip

The introduction of the Electronic Staff Record System has resulted in a change to how your payslip will look. The example below (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 small table of abbreviations on the back of the document that will help your understanding of some of the items that will appear on your actual payslip.

MR A N OTHER Surgical – Cherry Ward

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

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.

Payscale Description
The Payscale that you are currently paid on.

Salary/Wage - This box shows the full time salary paid.

Contract 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.

EMPLOYEE NUMBER		EMPLOYEE NAME		LOCATION			
12345678		MR A N OTHER		DGH			
DEPARTMENT		JOB TITLE		PAYSCALE DESCRIPTION			
CHERRY WARD		Nurses Band 5 - Cherry Ward		Review Body Band 5			
SALWAGE		INCDATE		CONTRACT HRS			
11758.72		01 OCT 2005		19			
EMPLOYEE NAME		PAY OFFICE		PAY OFFICE			
Bristol & N Somerset		034/UBH		496L CUMUL			
PAY AND ALLOWANCE (+ = MINUS AMOUNT)		DEDUCTIONS (X INDICATES REFUND)					
DESCRIPTION	WKS/EARNED	PAID/DUE	RATE	AMOUNT	DESCRIPTION	AMOUNT	BALANCE C/F
Basic Pay	86.06	86.06	11.8689	1021.43	PAYE	201.52	
Basic Pay Arrs				232.48	NI D	103.40	
Bank Holiday EN Arrs				3.27	Pension	81.01	
Night Duty EN	49.50	14.85	11.8689	176.25	Car Park VAT	0.65	
Saturday EN Arrs				8.34	Car Parking	3.69	
Sunday EN Arrs				9.42	Staff Lottery	1.00	
Unsocial EN				18.57			
Unsocial EN Arrs	4.50	1.35	11.8689	16.02			
WTD Pay				2.73			
OSP Average Pay Arrs				26.81			
				1.47			
Year to date balances (This employment only)				This Payslip Summary			
GROSS PAY 7638.84		TAX PAID 907.50		PENSIONABLE PAY 1516.79		TAXABLE PAY 1425.78	
TAXABLE PAY 7180.50				TAX PERIOD 6		NON-TAXABLE PAY 0.00	
NI LETTER D	NI PAY 7638.84	OTHER NI PAY		FREQUENCY Monthly		TOTAL PAYMENTS 1516.79	
	NI CONTRIBUTIONS 482.96	OTHER NI CONTRIBUTIONS		PERIOD END DATE 30 SEP 2005		TOTAL DEDUCTIONS 401.27	
PENSIONABLE PAY 7638.84		PENSION CONTRIBUTIONS 458.34		PAY DATE 23 SEP 2005		NET PAY 1115.52	
SD REF NUMBER 79123456				PAY METHOD BACS			

Pay & Allowances
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 (Arrears at the end) following assimilation to Agenda For Change for example.

Year to Date Balances
This area shows totals for income tax, national insurance and pension from the beginning of the tax-year
(April - Week 1 or Month 1), 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 - 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.

Payroll department

The office is situated on level three of Whitefriars building in Lewins Mead. The Trust requires staff who wish to raise a query to use a payroll enquiry form, which can be found on HR web at payroll, pensions and expenses. Pension enquiries will be dealt with directly, but it is requested that an appointment be arranged by calling x20842 or x20844.

Most members of staff receive payslips electronically.

How to access your e-payslip via ESR self service

From a Trust PC

- On the front page of Connect use a link called ESR self-service on the right hand of the screen.
- The link can also be found under the staff and line manager information category on the left hand of the screen.
- An icon, which looks like the MyESR App is being made visible on the desktop of all Trust PCs.
- The link describes setting your username and password.



From a home device

- Whilst logged in via a Trust PC you can 'request internet access' to use ESR self-service via the internet, including using tablets and smartphones. This option is activated under the 'my access' menu on the ESR self-service front page. Payroll will assist you in setting this option up if you have limited access to a Trust PC. This can be arranged by emailing payrollenquiries@uhbristol.nhs.uk.
- Use the website address below. You will need to enter your username and password to log-in <https://myess.esr.nhs.uk>.

Using the app 'MyESR'

- ESR has its own app which can be downloaded in the normal way. Once loaded onto your device you can use it to access ESR self-service. As well as payslips you can view and print your total reward (pension) statement and update your personal details.

Your e-payslip will be available to view a few days before pay day. Just because you can see your e-payslip doesn't mean your pay is in your bank account. Pay dates have not changed.

Who still receives paper payslips?

All weekly paid bank and locum staff will receive a paper payslip posted to their home address.

Some staff have been identified as having limited access to a Trust PC and given the option to retain a paper payslip or to have support from payroll to access the ESR self-service site to set up external internet access. If you currently receive a paper payslip and want to switch to e-payslips or if you have a genuine difficulty in accessing your payslip online please contact the payroll department.

If you have any questions you can email payrollenquiries@uhbristol.nhs.uk.

R

RESEARCH

Research is an essential part of the services we deliver within the Trust and we are proud of the research we lead and take part in.

Research active trusts have better clinical outcomes and at UH Bristol we are keen to offer our patients the opportunity to take part in research.

We collaborate closely with the Universities of Bristol and the West of England, and with North Bristol NHS Trust to lead and take part in research in many different disease areas across all our clinical divisions.

Many of our services are able to offer research routinely as a treatment option to our patients, including those accessing specialist services in the Bristol Heart Institute, the Bristol Haematology and Oncology Centre, Bristol Royal Hospital for Children, the Bristol Royal Infirmary and Bristol Eye Hospital. Each of these services hosts research teams which support the effective delivery of a wide range of research projects within the clinical division.

We aim to integrate research with clinical care in all our hospitals, and are bringing more research to new areas of the Trust. In some specialties, such as cardiac surgery, we can give up to nine out of 10 patients the opportunity to take part in research, and we support more than 500 individual research projects across the Trust at any one time.

If you would like to read more about how to get involved in research, the types of research we do, and some examples of the changes research has brought about to the services we deliver, please visit the research & innovation pages on the Trust's website at uhbristol.nhs.uk.

You can find the research and innovation team on level three of the Education and Research Centre. We support the setup and management of research funded by commercial and non-commercial organisations. We are keen to work with staff with a wide range of research ambitions – from identifying patients who might be suitable for trials through to developing your own ideas into successful grants. We can also put you in touch with the research unit(s) in your division.

Contacts : Research and innovation

Telephone: 0117 342 0233

Email: research@uhbristol.nhs.uk



Resuscitation services aims to provide all staff with the skills, confidence and equipment required to manage resuscitation events throughout all sites within UH Bristol.

Role of resuscitation services

What does this cover?

Resuscitation services' role is clinical, educational and operational, covering all aspects of resuscitation and medical emergencies for adults, children and babies. Clinical support and advice is available - see contact information below. The resuscitation officers attend as many '2222' events as possible to support staff.

UH Bristol resuscitation group

Who are we and what do we do?

We are composed of representatives from nursing, medical and allied health professionals. The group's primary function is to ensure the delivery of a consistently high standard of resuscitation training and quality of care throughout the Trust.

Resuscitation equipment

What and where is it?

The following resuscitation equipment is located in and maintained by each clinical area:

- sealed trolley
- resource folder
- oxygen
- defibrillator
- suction unit
- sharps bin

For advice see the Resuscitation services webpage on Connect.

Resuscitation champions

Who are they and what is their role?

Each clinical area has a resuscitation champion who provides an invaluable link between resuscitation services and the clinical area. They are advocates of national and local resuscitation guidelines and act as a key contact and liaison between the clinical area and resuscitation services. ***Please get in touch if you'd like to become one!***

Research and audit

How is the data used?

All resuscitation events are recorded on the Datix incident reporting system. Our cardiac arrest data is submitted to the National Cardiac Arrest Audit so that outcomes can be compared with other Trusts across the UK. The resuscitation trolleys are audited annually and an inventory is maintained by resuscitation services throughout the year.

Education

Who needs resuscitation training & which courses are available?

Most members of clinical staff will require resuscitation training. The level of training is decided by the line manager. A variety of training is offered including the nationally recognised courses of Resuscitation Council (UK) and advanced life support group.

Contacts : Resuscitation services

Monday to Friday: 08:30 - 16:30 - 0117 342 0051

Email: Resuscitation.Services@UH Bristol.nhs.uk

Connect: <http://connect/NewTeachingandLearning/ClinicalSkillsandResuscitationServices/Pages/default.aspx>

In case of emergency, call 2222

S

SAFEGUARDING ADULTS

The Care Act 2014 sets out a clear legal framework to protect adults at risk of abuse or neglect.

These safeguarding duties apply to an adult in any circumstances who:

- has needs for care and support
- is experiencing, or is at risk of, abuse or neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

The Care Act 2014 identifies 10 categories of abuse: physical, sexual, psychological, financial/material, modern slavery, discriminatory, organisational, neglect and acts of omission, self-neglect. The following six key principles underpin all adult safeguarding work:

1. Empowerment – people being supported and encouraged to make their own decisions and informed consent
2. Prevention – it is better to take action before harm occurs

3. Proportionality – the least intrusive response appropriate to the risk presented

4. Protection – support and representation for those in greatest need

5. Partnership – local solutions through services working with their communities

6. Accountability – accountability and transparency in delivering safeguarding.

The response to safeguarding concerns must be personal to the individual, 'making safeguarding personal', which means it should be person-led and outcome-focused.

What to do?

- Acknowledge any concerns raised to you, tell the patient, if appropriate, what you propose to do

- ensure the ongoing safety of patients, staff and visitors

- share the concern with your manager if necessary

- complete a 'cause for concern' form, which can be found on Connect.

The Mental Capacity Act 2005, provides a statutory framework for people who lack capacity to make decisions for themselves. It sets out who can take decisions, in which situations, and how they should go about this. It has statutory force therefore staff have a legal duty to have regard to it when caring for adults who may lack capacity.

For further information and details about the deprivation of liberty safeguards, please see the Safeguarding Adults page on Connect.

Contacts : Safeguarding adults

Telephone: Safeguarding team - 0117 342 1696

Weekend/out of hours - contact the clinical site team via switchboard or the Local Authority
Emergency Duty Team (EDT) 01454 615165

S

SAFEGUARDING CHILDREN

Safeguarding children is the responsibility of all of us. Whatever our profession or occupation, whether we are at work or at home, we have a duty to protect children, young people (up to the age of 18 years) and the unborn child.

UH Bristol provides services to children and their families in a variety of settings in all sorts of situations and environments, and consequently we believe that it is our duty to guide and support you as employees in protecting children.

Wherever you work, either in adult or child based services, the Children Act 1989 states that ***'the needs of the child are paramount'***.

One of the main concerns that people have is the issue of confidentiality and many anxieties exist around 'breaching patient confidentiality'. This should never be a barrier should you have concerns about a child's care. Sadly a common theme from investigations of child deaths or serious injury resulting from abuse is that people had not shared information to enable the whole picture of the child's life to be seen.

Child abuse can be present in many ways and is not only the signs of physical harm. It can be quite subtle, often hidden and can be difficult to recognise; it can be in the form of emotional abuse, neglect or sexual abuse. Often it is these last three categories where the dilemmas arise. It is important that you share concerns with your manager/colleagues for the appropriate decision to be made and listen to the voice of the child.

What to do?

Any UH Bristol employee who has concerns about a child/young person or unborn baby must act promptly and discuss their concerns with their manager/clinical supervisor, senior colleagues or named professional for child protection. They must seek appropriate professional advice about how to manage the case, including

making a safeguarding referral. Further information is available via the Child Protection pages on Connect.

Training opportunities for UH Bristol staff

All UH Bristol staff must complete the appropriate level of child protection training depending on the service they provide and in order for them to be knowledgeable and up to date in the care they deliver. It is 'essential training' which you will receive during your induction programme.

Contacts : Safeguarding children

Telephone : Safeguarding children team - 0117 342 1696

Weekend/out of hours - contact the clinical site team or consultant community paediatricians via switchboard

S

SECURITY

The Trust places a high priority on security and will act to deter, detect and respond to security issues to ensure, as far as is reasonably practical, a secure environment for personnel, property and the delivery of healthcare.

Effective security measures are fundamental in the delivery of high quality healthcare services to which the Trust is committed. The management of security requires the identification, evaluation and control of risks and the commitment of every member of staff to ensure a safe and secure working environment. Security can only be managed effectively when every member of staff is aware of and appreciates the risks, vulnerabilities and opportunities present, understands the importance of adhering to established procedures and feels that he or she is part of the overall security strategy. Therefore, security is everyone's responsibility.



In security, the challenge is to protect infrastructure, people and process without restricting the core activities of the Trust. A fully integrated security process aligned to Trust strategies adds value and competitive advantage. Security breaches do not happen by accident, they are deliberate acts by individuals or groups who exploit vulnerabilities and opportunities. Security needs to be managed and the process requires the identification, evaluation and control of security risks in an ever-changing security landscape. However, it is important to emphasise that "There is no such thing as absolute security..." Briggs (2005, p. 53).

The Trust security department is headed by the facilities team with the support of a local security management specialist and security manager.

The department can provide assistance with the completion of security risk assessments and security advice. There is a dedicated security team of 12 security officers. The officers provide a presence and support to staff 24 hours a day to deal with all security related incidents including inappropriate behaviour from patients, visitors or others on Trust premises.

Contacts : Security

Bleep 2504 or in the event of an emergency call 2222



TRANSPORT & LINKS

Most of our hospitals are located in the centre of Bristol and are easily accessible by bus or train. Other options include walking, cycling, car sharing and park and ride schemes.

Car park discounts

Where it is not possible for staff to use non-car methods of travel, the Trust works hard to provide onsite car parking and discounted offsite car parking for staff. Staff are assessed equally for access to onsite and discounted offsite car parking against the criteria set out in the car parking policy and procedure. Details of discounted parking options for staff can be found on Connect or from the Facilities department on 0117 342 3231 / 4025

Corporate park and ride bus season ticket

This is a 12-month corporate scheme for permanent employees which allows unlimited travel on two of the three Bristol Park & Ride Services. (This service is not available for Long Ashton). The cost of the pass is split over 12 equal payments and is taken from employee's net pay. For more information about this scheme including its terms and conditions and an application form, see Finweb, the Travel West website or call 0117 922 3350.

First Bus Corporate Travel Scheme

The First Bus corporate travel scheme offers a discount on a monthly inner zone or outer zone ticket. This scheme is administered directly by First Bus and not via the Trust. Once you know which service you wish to use, contact First Bus on 0845 601 8020 and quote the Trust as your place of work. You will need your employee number (found on your payslip) and bank card details. Zone maps are available on the First Bus website.

Cycle to work (Cyclescheme)

If you travel for at least part of your journey to work by bike – take a look at the Cyclescheme on Finweb which allows you to buy bikes and accessories at a discounted rate from a range of shops across the UK. The scheme is open twice a year, in February and August, in order to manage staff expectations. For more information, please visit www.cyclescheme.co.uk, call 0844 879 5101 or email info@cyclescheme.co.uk.

The free hospital bus

The free hospital bus is for patients, visitors and staff of UH Bristol's hospitals.

The shuttle bus service will help reduce congestion in the city centre of Bristol.

The shuttle bus service:

- is free;
- is convenient - runs from 6:40am-5:50pm on weekdays;
- is regular - runs every 20 minutes;
- has more choice of stops, including Bristol Temple Meads train station, Cabot Circus, Broadmead and St Michael's Hospital and
- has two buses running throughout the week.

Timetable details can be found on the Trust website: www.UHBristol.nhs.uk.



UNION REPRESENTATION

UH Bristol encourages its staff to belong to a trade union. Local and national agreements ensure that recognition is given to a number of trade unions within the NHS. There are 11 unions recognised by UH Bristol, who send elected members to a monthly meeting, which discusses staff issues throughout the Trust.

It also sends representatives to sit on decision-making groups within the Trust. It is your choice whether or not you join a union. Each union has various benefits to offer its members. These include:

- negotiating your pay and conditions
- representation at disciplinary meetings with management and advice on grievances
- legal advice and indemnity insurance.

Subscriptions may be paid through your salary, or by direct debit.

Contacts: Unions

Email: unions@uhbristol.nhs.uk
Telephone: 0117 342 0826
Address: Unions Office, Level 3, Whitefriars



WORKPLACE WELLBEING

Regardless of our job role, age, race, gender, or sexuality, all of us have mental health. Everyone can struggle with their wellbeing, and we have to give ourselves permission to focus on looking after ourselves.

Many of us will experience a mental health condition at some point in our lives, and all of us will experience stress.

Starting a new job role can present challenges and we know that working in an acute city hospital can itself present challenges.

We cannot continue to provide outstanding care to the communities we serve without a healthy workforce. It is important to us that the Trust provides you the support you need to enjoy your career.

In job roles where so much of our focus is on others, it can feel uncomfortable or selfish to pay attention to how we feel ourselves. Your wellbeing needs to be something you prioritise. It is hugely important to the work you do, the satisfaction you achieve, and your physical health.

If you struggle with your wellbeing at any point, it can be helpful to talk to your manager or someone else in work you feel able to talk to. Support is available, and things can improve.

There are lots of resources at UH Bristol to help support your wellbeing.

We run regular stress awareness and self-care workshops to help you understand how to notice when you may be getting stressed, what can cause it, and what you can do to manage it.

The session is complimented by a series of 'living well' guides written to support colleagues with things such as work-life balance, healthy eating, improving sleep, and menopause.

If at any point in your time with UH Bristol you struggle with how you feel, it may be useful to self-refer to Occupational Health. Details about how to contact the service can be found on page 37.

If you prefer to access support outside of work, psychological support can be accessed through your GP. The NHS website provides helpful information to understand more. [Every Mind Matters](#) offers practical information, tools and resources that can help. Our library has a wide range of healthcare professional approved self-help literature.

The Trust also offers initiatives to promote physical activity and healthy lifestyles from workshops on pregnancy and the menopause, to health checks. Visit HRWeb and click "Workplace wellbeing" to find out more about the support we offer all of our staff.

Supporting others

We offer a workshop designed to help managers support wellbeing within their teams. You can also access workshops on handling difficult conversations and other leadership skills.

Contacts: Workplace wellbeing

Email: wellbeing@uhbristol.nhs.uk
Website: Workplace wellbeing on HRWeb

