

Staff handbook



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1 Our purpose, vision, values & aims

Our purpose

At Portsmouth Hospitals University NHS Trust, our purpose is to provide expert and compassionate care to patients and their relatives. Our workforce are critical to our success, and together we serve a population of approximately 675,000 residents across Portsmouth and south east Hampshire and care for many people beyond.

The majority of our staff are based at the Queen Alexandra Hospital in Portsmouth, which is our main hospital in-patient site. However, you may be based or sometimes work at one of our community sites or local treatment centres across Portsmouth and South East Hampshire where we provide a range of outpatient and diagnostic facilities. These include:

- **St Mary's Hospital** – midwifery, dermatology and disablement services
- **Gosport War Memorial Hospital** – a range of services including Blake Maternity Unit, Minor Injuries Unit and diagnostics
- **Petersfield Community Hospital** – The Grange Maternity Unit
- **Rodney Road Centre and Mitchell Way**—Patient services including Out Patient booking Centre, IT services and other essential services.

We are a regional cancer centre and also provide some tertiary services to a catchment area of more than 2 million people, including the Wessex Kidney Service.

We proudly host the country's largest Ministry of Defence Hospital Unit, Joint Hospitals Group South, treating current and former members of the armed forces and their families and training clinicians.

We have a reputation for award-winning research and development and pioneer new medical advances to benefit patients.

Whether you are new to the Trust or have worked here for many years, you have a key part to play in making a valuable contribution and sharing our vision. We hope you enjoy working with us and making a difference to our patients and their relatives.



1 Our purpose, vision, values & aims

We want our staff to share in our vision which sets out our ambition for our organisation.

Working together to drive excellence in care for our patients and communities

Working Together

We will work together to solve problems and to achieve our Trust ambitions. We will work collaboratively within teams, across teams in the Trust, and with our external partners, regardless of grades and roles. We recognise the impact we can make together. Importantly, we each need to work in partnership with our patients, their families and the community. Whatever the need, we are part of a single team working for a common good and patient benefit. We will work together to deliver our vision.

To Drive Excellence in Care

We will always pursue excellence. We are open to feedback, and will address areas that need to improve. We are committed to being and working at our best. We are outward looking and look to learn from others and seek out best practice. We will celebrate excellence and share ways of working and insights more widely, and we support each other to achieve our potential.

For Our Patients and Communities

We will fulfil our role across the communities of Portsmouth and South East Hampshire, and beyond, with our partners and with patients, their families, carers and communities. Providing for, and with our patients and communities is our core purpose. We recognise the diversity of our staff and our patients, and we acknowledge that we serve a number of different communities across the region.

Our Values...

We have four core values that outline how we expect each of us to work together and provide care for patients. All of our staff, volunteers and Board members commit to uphold these, whatever our role or level in our Trust.



Working together
as One Team



Working together
for Patients



Working together
with Compassion



Working together
Always Improving



1 Our purpose, vision, values & aims

Equality, Diversity and Inclusion

Our aim is that we are all **Working towards Intentional Inclusion** so that inclusion is embedded in all that we do. We want to make sure that PHU is a place where everyone feels welcomed, valued and respected and can be their true selves.

Our Trust values of working together, for patients, with compassion, as one team and always improving guide our people, inform their behaviours and decisions. These values also shape the 7 core principles for inclusion which are at the heart of our Equality, Diversity and Inclusion Strategy 2022-2025, which we will adopt to deliver our aim:



Engagement with our patients, families, carers and communities will ensure the services we provide are of the highest quality and inclusive to everyone.



Our workforce will reflect the diversity of the communities we serve through equality of opportunity in employment practices.



Creating a culture of openness and an environment where everyone can bring their whole self to work and has equal access to services, opportunities and resources.

Everyone will be treated with honesty, dignity and respect.



Every member of staff will feel valued and given the opportunity to fulfil their potential.



Discrimination, harassment, bullying or victimisation will not be tolerated, in our services or in our workforce.



Patients will be empowered to take ownership of their healthcare and be involved in decisions about their care.



Useful Contacts/Links

Twitter: @PHU_EDU

Email: EDI@porthosp.nhs.uk

EDI Webpage: [Equality and Diversity \(porthosp.nhs.uk\)](https://porthosp.nhs.uk/equality-and-diversity)

EDI Strategy: [Equality, diversity and inclusion strategy \(porthosp.nhs.uk\)](https://porthosp.nhs.uk/equality-diversity-and-inclusion-strategy)

EDI and Portsmouth Video: [Equality, Diversity and Inclusion at PHU - YouTube](https://www.youtube.com/watch?v=...)



1 Our purpose, vision, values & aims

Staff Networks

We are proud to have active staff networks that support our diverse workforce. We recognise that staff networks are important because they provide a safe space for employees to have real, honest conversations on work-life experience, highlighting both areas for improvement and areas of success. They are essential to enhancing a culture of inclusivity, ensuring people feel able to bring their whole selves to work and contribute to improving life at work for underrepresented groups and individuals.

Our current networks are the DisAbility Staff Network, Race Equality Network and the Lesbian, Gay, Bi-sexual, Transgender + Staff and Allies Network. It is our ambition for the future to work with staff and the organisation to identify and develop additional networks that aim to support staff.

Our networks are open to all staff members regardless of whether you share the characteristic or not. If you would like more information or want to join a network, please email:

Race Equality Network – raceequalitynetwork@porthosp.nhs.uk



LGBT+ Staff and Allies Network – LGBT.Network@porthosp.nhs.uk

DisAbility Staff Network – disability.network@porthosp.nhs.uk

Womens' Network— womens.network@porthosp.nhs.uk



DISABILITY STAFF NETWORK

Support and awareness for those with hidden and visible disabilities



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Your Health and Wellbeing

Your health and wellbeing is important to us. We offer a comprehensive range of services to support you whilst you are working with us to help you maintain a healthy balance between work and life outside work. These services range from a blend of on-site support to providing access to services externally.

Take a look at what we offer in our Health and Wellbeing guide. This includes helpful information and resources that you can access at part of our offer here at Portsmouth Hospitals. Click on the link below:

[PowerPoint Presentation \(porthosp.nhs.uk\)](https://porthosp.nhs.uk)

Whether you are new or have been working at Portsmouth Hospitals for a while, our Occupational Health service also supports staff with health matters whilst they are at work and offer a range of support as below:

- Workplace health assessments for all new starters
- Ensuring that each employee has the correct vaccination and immune status for their role
- Screening Exposure Prone Procedure (EPP) workers for blood borne viruses such as Hepatitis B, Hepatitis C, HIV
- Administer seasonal flu vaccination
- Management of Needlestick/Sharps Injuries (NSI) and other contamination incidents
- Advise employees and managers regarding work related injuries/health problems such as back pain, stress and dermatitis
- Advise managers on referrals regarding issues such as sickness absence, fitness for work and ill health retirement
- Supporting and advising employees and managers on rehabilitation into work with a disability or after prolonged absence including making recommendations for reasonable adjustment where appropriate
- Health surveillance where indicated by regulations or risk assessment e.g. dermatitis, noise
- Advising managers on assessments such as for pregnant workers and Display Screen Equipment (DSE) users
- Health promotion and wellbeing activities

02392 283352

Occhealthadmin@porthosp.nhs.uk



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Your Health and Wellbeing

We also offer a number of benefits to support you and your wellbeing at work. Whether you are looking at our staff discounts or thinking of spending some of your down time at our beach hut, there is something for you. Our offering includes:

- Carers and dependents support such as salary sacrifice child care schemes, paid leave to support carers and a nursery
- Financial support through loans, access to a range of discounts, lease car schemes.
- Money back schemes through Simply Health to help support some routine health treatments,
- Cycle to Work scheme.
- Access to OASIS, our Wellness Centre on-site at the Queen Alexandra Hospital

And a lot more.....

For further information on the broad range of benefits to support you, take a look at our Staff Benefits brochure with important contacts and links to websites and other sources of information.

[Staff Benefits Brochure v14.pdf \(porthosp.nhs.uk\)](#)





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Working with us

New Staff

On joining the Trust you will need to undertake a Corporate Induction programme.

After completion, you will also need to undertake the Essential Skills modules which will vary depending on your job. For example, clinical staff will be required to undertake additional modules to those in non-clinical roles.

You will have an individual Competency Matrix recorded on ESR (eLearning and Employee Self Service) which will indicate which subjects you are expected to complete and when you will need to undertake refresher training according to your role. The Trust's policy on induction and mandatory training can be accessed below:

[Induction and Mandatory Training Policy.pdf \(porthosp.nhs.uk\)](#)

You will also need to undertake a local induction that will be arranged by your manager.

Local Induction

We recognise the importance of a timely induction for all of our staff. This is to help ensure that new staff are effectively integrated into the Trust, their team and their role.

More details on local induction and access to the local induction checklist can be found on our intranet. Click on the link below: [Home - Local Induction PHU standard](#)

Existing Staff

Existing staff are required to complete their Essential Skills annually. Some of the modules need to be completed at varying frequencies. All modules can be booked via ESR.

It is your responsibility to ensure that you remain in date for all Essential Skills necessary for your role. If you experience any problems in achieving this, please speak to your manager in the first instance.





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Working with us

Care Certificate

The Care Certificate is a mandatory requirement introduced by Health Education England in 2015 for all new unregistered health and social care workers who deliver direct patient care. The aim of the Care Certificate is to provide clear evidence to employers, patients, and people who receive care and support that every new care worker has been trained to a specific set of standards.

The Care Certificate provides assurance that all support staff have been assessed to ensure that they have the skills, knowledge, and behaviours to provide compassionate, high quality care and support. It is a key addition to the existing induction process for all clinical patient –facing staff employed in bands 1-4.

The certificate comprises 15 generic standards, all of which need to be completed in full before the Care Certificate can be issued. Candidates must complete an electronic portfolio of evidence against all 15 care standards showing evidence of knowledge and performance in practice. This process comprises an initial assessment of existing knowledge followed by evidence being added to the portfolio by the candidate.

The assessor works with the candidate to enable assessment in practice to be carried out and added to the portfolio. Assessors are either experienced unregistered staff or registered staff. Once complete the portfolio must be verified by a manager, or designated senior person, before informing the Care Certificate team, who will then record the achievement on ESR and issue the Care Certificate. Once complete the Care Certificate is transferable to other employers, although staff will be expected to discuss their evidence when commencing work with a new employer.

Whilst staff are undertaking the Care Certificate they must work in line of sight of their assessor or another competent member of staff at all times until they have demonstrated their competence within the standards. Staff should aim to complete the Certificate within 4 weeks where possible, and must have completed within 12 weeks of commencing employment within the Trust.

Further support can be accessed by contacting the Care Certificate Team on Bleep 2121 or by email at carecertificate@porthosp.nhs.uk



3 Working with us

Parking

We offer three options for parking arrangements for staff working at QAH;

Park and Ride; Also known as an 'OFF SITE' permit, the car park is located at Fort Southwick and a frequent bus service provides transport to QAH. 'OFF SITE' permits also allow parking on the QAH site after 15:30 on weekdays and anytime at the weekends and Bank Holidays. There is no charge for this parking option.

On-Site; An 'ONSITE' permit allows parking in the staff car parks on the QAH site at anytime, although numbers are restricted and you must meet the criteria outlined below. Charges can be found on the Travel intranet page.

Out of Hours; An 'OUT OF HOURS' permit only allows parking in the staff car parks on the QAH site after 15:30 on weekdays and anytime at the weekends and Bank Holidays. There is no charge for this parking option.

For further information please see the Travel intranet page or email: parking.car@porthosp.nhs.uk

Parking for staff working at QAH

Parking for those who are resident

If you are going to be a resident in the on-site accommodation at Queen Alexandra Hospital (QAH), please contact the Accommodation Managers in the Residences department before you move in by email Residences.QAH@porthosp.nhs.uk or phone (023) 92 286216 for information on parking arrangements.

Parking on your first day and beyond

On your first day, you are permitted to use the Park and Ride service which is based at Fort Southwick, James Callaghan Drive, Fareham, PO17 6AR. You must park in site B, which is signposted from the Fort entrance. This permit is valid for 10 days from the start date you input on the permit. **Expired permits/failure to display a permit may result in enforcement action.**

Staff are not permitted to park in the public car parks at QAH whilst at work, even if a ticket is purchased. If you wish to access any of our parking facilities after your temporary permit expires, you will first need to obtain a security ID card.

Once you have obtained your security ID card (you should obtain this on your first day), you will need to log on to a computer and complete an electronic car parking application form. Car parking application links are located on the Travel page on the intranet. [Home - Travel](#)





3 Working with us

On-Site Parking criteria for QAH

All PHU staff that meet the following criteria are able to apply to park on-site in staff car parks at QAH (This is subject to validation that the information provided on the application is accurate and true).

- Regular shift pattern falling outside of the Trust's park and ride service operating times**. Regular is defined as three or more shifts during a four-week period starting before 6:30am and finishing after 8:30pm (the Fort Southwick facility operates between 5:30am and 9:20pm). Validation will be through Health Roster.
- Staff who hold a disabled blue badge or current occupational health assessment requiring on-site parking. Occupational Health teams will continue to promote the 'flat level parking' at the park and ride to ensure those who most need on-site parking are eligible.
- Staff who are resident on the QA Hospital site.
- Staff who are regularly required to use their vehicle for work purposes (such as clinic staff who work at one of our satellite sites, carrying equipment between sites, undertaking patient visits, attending off-site meetings). Regular is defined as more than once per week and validated where possible.
- Staff whose normal daily journey to work takes over 60 minutes by car and there is no other viable alternative (such as public transport). Journey times will be assessed against all reasonable sustainable alternatives where they are no more than 15 minutes longer.
- Staff who are able to demonstrate regular unpredictability in their daily work pattern. This includes on-call working and extended days without prior notice.

If you do not meet the on-site criteria, or do not wish to park on-site at QAH, you have free access to the Park and Ride facility at Fort Southwick.

There is currently no eligibility criteria for off-site Park and Ride permits, however it is required for staff to please register vehicles via the Park and Ride and Out of Hours Vehicle registration form on the following link, or on the Park and Ride section of the Travel intranet page, so that you can be contacted should we need to regarding your vehicle, or in the event that your car has to be left overnight.

<https://forms.office.com/r/ZyC0h1Z9SV>

**** The Park & Ride service operates from 05:30 to 21.20 Monday to Friday ONLY (excluding Bank Holidays). Park and Ride permit holders are permitted to park on-site at QAH in any staff car park after 15:30 Monday to Friday and anytime at the weekends gaining entry through the car park barriers with their security ID card and displaying a valid Park and Ride permit.**

The Park and Ride service does not operate on Bank Holidays, however you are permitted to park onsite in staff car parks displaying your valid Park and Ride permit. Please press the intercom button at the barrier for entry to the onsite staff car parks. **NOTE: The Fort Southwick Park and Ride car parks (A-E) are locked at 22:30 Monday to Friday and all weekend.**





3 Working with us



Point of departure: Queen Alexandra Hospital

Destination: Fort Southwick, PO17 6AR

Distance Time Advice

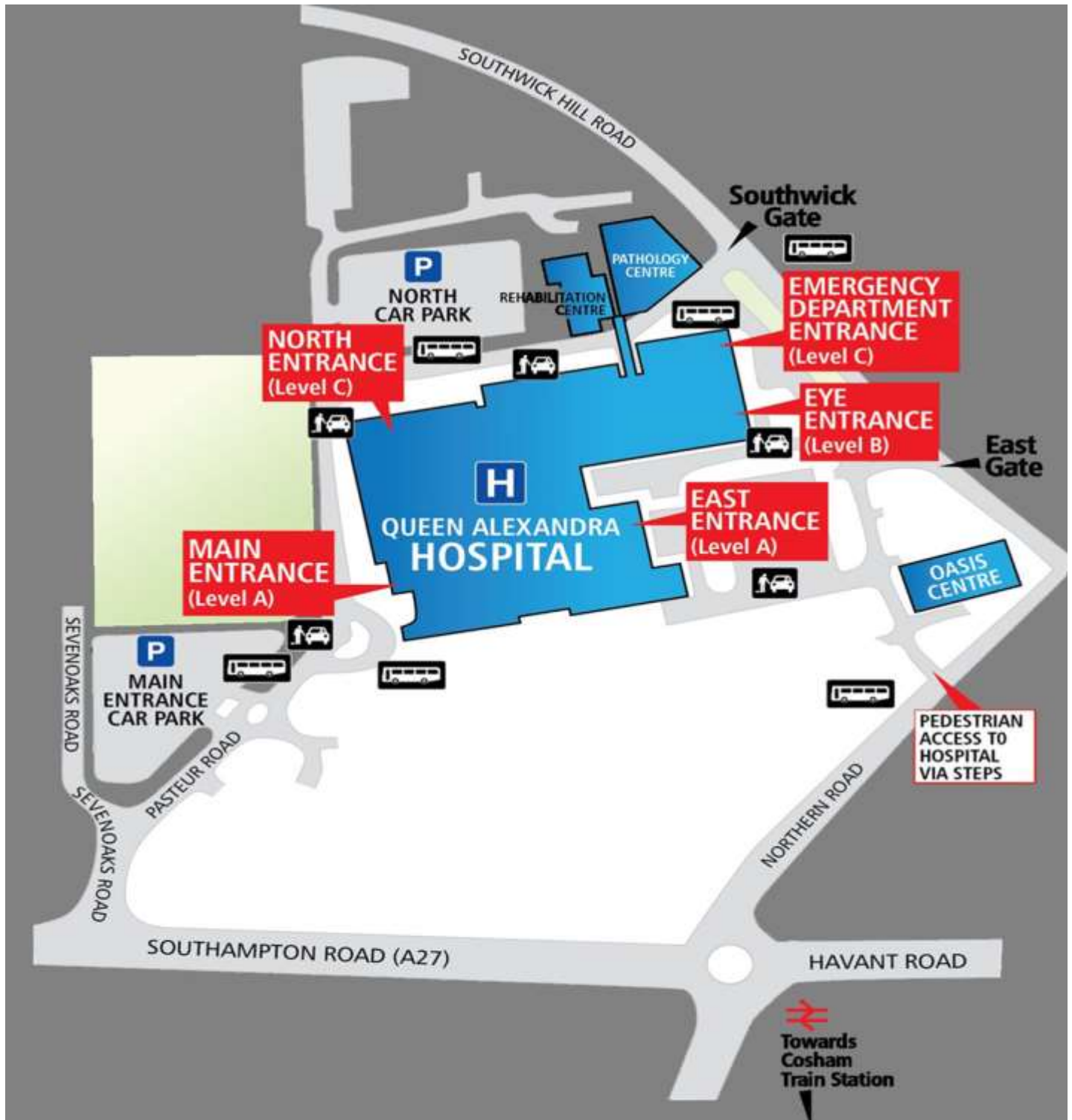
0yd	0:00:00	From QAH head North West up Southwick Hill Road in the direction of Southwick
1100yd	0:01:21	At the roundabout at the top of the hill take the first exit LEFT into James Callaghan Drive
3500yd	0:05:30	After 2400yd you will arrive at Fort Southwick which will be on the right

The timetable for the Park and Ride is updated from time to time and can be accessed via the Trust's intranet. Click link: [Park and Ride - All Documents](#)



3 Working with us

Queen Alexandra Hospital site map showing car parks and bus stops





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Working with us

NOTE: Staff are not permitted to use the Patient and Visitor car parks at QAH unless attending as a patient or visitor (in which case permits must not be displayed). If you do park in the public car parks you are at risk of a parking fine – even if you have purchased a ticket. N.B. Please note that the car parks on the hospital site are managed by an external company and cars parked incorrectly will be issued with a parking ticket which will result in a fine - for which you will be personally responsible. PHU cannot assist you with parking tickets.

Parking at Gosport War Memorial Hospital

Park and Ride, On-site or Out of hours permit holders are permitted to park Thorngate Hall, Gosport, PO12 3UD displaying a valid permit. They must first register their vehicle licence number and NHS parking permit number with administration@thorngatehalls.co.uk for inclusion on the ANPR list. PHU is not able to assist with Penalty Tickets resulting from the failure to register or display a permit. Thorngate Halls is adjacent to Gosport War Memorial Hospital.

Parking at St. Mary's Hospital

Park and Ride, Onsite or Out of hours permits **are not valid** at St Mary's Hospital. Please contact NHS Portsmouth (023) 92 894419 to enquire about parking arrangements.

Car Parking Charges

Car parking charges are deducted through your salary. Details of car parking charges can be found on the Trust Intranet.

Optional Tax Efficient Salary Sacrifice Scheme

We regret that this scheme was withdrawn by the Government in 2018.

Contact Details for Staff Car Parking

If you have any queries, please take a look at the Travel section of the Trust Intranet (accessible from computers at QAH, including the library on E-Level)

If you are unable to find an answer to your query please email parking.car@porthosp.nhs.uk





3 Working with us

Absence and Attendance

Absence Reporting and Notification

If you are unable to attend work you should notify your manager on the first day of any absence and at least one hour prior to the commencement of your working hours. If you work a shift pattern, notification should be given to the appropriate manager or supervisor by telephone as soon as possible before the beginning of the shift, this is particularly important in order that cover can be arranged. Communicating your absence via text message or email is not permitted. In addition, there may be a local departmental protocol for sickness absence reporting that you should familiarise yourself with and follow.

When notifying your manager of your absence you should include an indication of when you anticipate returning to work and, in normal circumstances, a brief indication of the nature of the illness.

To ensure an absence is calculated correctly if you don't work a standard Monday to Friday pattern and you are absent due to ill health, you are responsible for informing your line manager that you are fit to work even on a non-working day.

Maintaining Contact

Throughout your absence you must maintain regular contact with your manager to keep them informed of your progress and the likely date of your return. If you are travelling abroad for medical treatment, you must also agree the method and regularity of communication with your manager in advance of travelling.

Medical Appointments

If you need to attend a Hospital, GP or dental appointment this should be arranged outside of your working hours wherever possible. If this is not possible, you should discuss alternative options with your manager in advance of the appointment date.

Medical Certification

You will be required to complete a self-certificate in respect of the absence, which should be received by the Head of Department within 6 days from the first day of absence. If your absence continues beyond 8 calendar days then a medical certificate/Fitness for Work Certificate is required from a doctor to cover the whole period of absence. Failure to produce a self-certificate or medical certificate/fitness for work certificate in a timely manner may result in your absence being recorded as unauthorised and could result in your sick pay being withheld. Further details, including sick pay entitlements, can be found in the NHS Agenda for Change Terms & Conditions Handbook.



3 Working with us

Phased Return to Work

If you have been absent from work for more than 28 days you may be entitled to a phased return to work on modified duties and/or reduced hours for a period of up to 4 weeks, usually recommended by Occupational Health. During the agreed phased return you will receive full pay for your normal contractual hours. If you require a longer phased return to work you may need to use a combination of annual leave and flexi-time in agreement with your line manager. The aim is that you return to the full range of duties/hours following this phasing in period.

Return to Work

On your return to work from any period of absence, you should expect that your manager will conduct a return to work meeting with you to discuss your absence, and any on-going or underlying health conditions that may be affecting your attendance at work. The purpose of the meeting will be to discuss your fitness for work, previous absences and agree an action plan for support and/or improvement in your attendance moving forward. This may include a referral to the Occupational Health Department for an assessment on your fitness to work. If your absence is related to stress or musculoskeletal issues a referral should take place as soon as possible.

You can also telephone 02392 286365 to ask for advice in relation to a physiotherapy or a Fit 4 Work referral for MSK issues. Your manager will fully discuss the details of the referral with you in advance of the appointment and following receipt of the report will discuss its contents and the appropriate way forward with you.

Annual Leave

We encourage you to plan and take your annual leave at regular intervals to help maintain healthy wellbeing. Your entitlement to annual leave is set out in your statement of Terms and Conditions of Employment. Any requests for annual leave must be submitted to your manager for approval using the correct method to request leave (Health Roster/Allocate or email) before making holiday arrangements. This is to ensure that the number of staff on leave at any one time is managed and to maintain services.

Bank and Public Holidays

In addition to annual leave, full time staff are entitled to 8 public holidays. Entitlement to such holidays for part time staff is calculated on pro-rata basis.

Buying and Selling Annual Leave

You may be able to request to 'buy up to one additional week in each leave year and in exceptional circumstances it may also be possible to 'sell' up to one week in each leave year, providing that you have taken the minimum amount of leave each year. Both arrangements are totally at the discretion of manager's in liaison with the relevant budget holder. To request either of these options complete Appendix A or B in the Annual leave and planned absences policy.



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Working with us

Pay

Portsmouth Hospitals Staff

All staff are paid by direct credit transfer direct to a Bank or Building Society of their choice. Pay day is scheduled to be the 28th of the month, or working day before should this day fall on a weekend or bank holiday.

If you have a query with your pay then you should first see your manager. They may refer you to the Payroll Department. The Payroll Help Desk can be contacted on 0303 123 1144 or email using the web form <https://www.sbs.nhs.uk/contact-form>. Please ensure you quote your assignment number when contacting the help desk. This can be found on the top left hand corner of your payslip.

Pay – FM Services ROEM Staff

All staff paid by FM Services should contact a member of the FM Hub Team on 023 9228 6000 ext. 5811 or 6733 for information and queries



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Working with us

Professional Image

A professional image is an overall concept that is a composite of many aspects of your appearance and behaviour. Professional image consists of personal appearance with regard to clothing, grooming, manners and etiquette, personal behaviour, and communication effectiveness. All employees of PHU are expected to portray a professional image whilst at work, benefitting both patient and staff experience.

Professionalism is included within the PHU Nursing and Midwifery Strategy 2022-25 which requires nurses and midwives to role model their respective professions “as local careers of choice by presenting a positive and professional image, building confidence and pride”.

The Trust’s policy on Uniform and Professional image can be accessed via the Trust’s internet by clicking the link below:

[Uniform and Professional Image Policy.pdf \(porthosp.nhs.uk\)](https://porthosp.nhs.uk/Uniform%20and%20Professional%20Image%20Policy.pdf)





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Working with us

Data Protection, Subject Access Requests and Freedom of Information

All information that the Trust produces or manages must be dealt with appropriately. This includes personal information (information that identifies individuals) and corporate information (Trust business information). The principles are set out in the Trust's Information Governance policy. Click below:

[Information Governance Framework and Policy.pdf \(porthosp.nhs.uk\)](https://porthosp.nhs.uk)

In the course of your work you must ensure that you do not disclose patient, staff or Trust information to unauthorised persons. If you are involved with collecting and processing personal information, you must make sure the process satisfies the Data Protection Principles below:

Personal data shall be:

- processed lawfully, fairly and in a transparent manner
- obtained for a specific and legal purpose
- processed only if it is relevant, necessary and adequate to accomplish a specified purpose
- kept accurate and up to date
- kept for no longer than is necessary
- protected from unauthorised or unlawful processing & against accidental loss, destruction or damage
- transferred outside the EEU only with adequate safeguards in place

Under the General Data Protection Regulations 2016, data subjects have the following rights:

- the right of transparent communication and information
- the right to access their personal data
- the right to rectification
- the right to erasure ('right to be forgotten')
- the right to restriction of processing
- the right to be notified that an organisation holds data about them
- the right to data portability (i.e. to be able to move data about them to other organisations)
- the right to object to the processing of data about them
- the right to not be subject to automated decision-making or profiling

The exercising of the right to access is also called a 'subject access request (SAR)' and is covered in the 'Access to Personal Information' policies on the intranet. Patients and staff have a right to request a copy of the information we process about them free of charge however the policy must be followed at all times. Failure to follow the principles above could result in the Trust being subject to enforcement notices, prosecutions and fines up to 4% of annual turnover. As an employee, failure to abide by the same principles can result in disciplinary action, dismissal, personal prosecution and fines. Any breach of the Data Protection principles should be reported using the Trust's incident reporting system Datix.



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Working with us

In addition you need to be aware of the Trust's legal obligations under the Freedom of Information Act 2000. As a public authority any information the Trust produces could potentially be disclosed in response to a Freedom of Information (FOI) request. All Trust information (including e-mails) should be readily accessible, filed appropriately for ease of access and written in a professional manner. The Trust has a legal obligation to respond to a FOI request within 20 working days.

For further information about Data Protection, Subject Access Requests or Freedom of Information please contact the Information Governance Team on 023 9228 6000 ext. 3708.

Confidentiality

Confidentiality is governed by Data Protection legislation and the common law duty of confidentiality. It may also be a principle of your professional registration. Confidentiality principles ensure that personal information is only made available or disclosed to authorised individuals, entities or processes. The Trust has appointed a Caldicott Guardian who is responsible for ensuring that patient and employee information remains confidential. The Caldicott Principles include:

- Justify the purpose of using person confidential data
- Don't use personal confidential data unless it is absolutely necessary
- Use the minimum necessary personal confidential data
- Access to personal confidential data should be on a strict need-to-know basis
- Everyone with access to personal confidential data should be aware of their responsibilities
- All users and holders of personal confidential information must comply with the law
- The duty to share information can be as important as the duty to protect the individual's confidentiality

Breaches of confidentiality should be reported via the Trust's incident reporting system Datix. Failure to follow the NHS Code of Confidentiality or the Trust's policies may result in enforcement notices and fines for the Trust, and disciplinary actions, prosecutions and fines for the employees. If you need advice or have any concerns you can contact the

Information Governance Team on 02392 286000 ext. 3708 or the Trust's Caldicott Guardian.

Fraud Reporting

The majority of people who use, or work within the NHS are honest, but there is a minority who seek to defraud the NHS of valuable resources. Fraud costs the NHS hundreds of millions of pounds each year. The Trust is committed to reducing fraud to an absolute minimum. The Fraud and Security Management Service is responsible for tackling fraud and corruption at Portsmouth Hospitals University NHS Trust and protecting its resources so that they can be used to provide the best possible patient care.

Contact the Local Counter Fraud Specialist Karen Travers on 07881954819.



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Working with us

Incident Reporting

An electronic on line Safety Learning Event (SLE) Datix form must be completed to report any accident, incident or near miss involving; your patients, you or any individual on Trust premises. The completed form will be automatically forwarded to the senior staff of your unit for review and identification of any required post incident actions.

Any advice needed can be obtained from the Patient Safety Team.

Infection Prevention

Everyone who is working for or within the Trust has a responsibility to minimise the spread of infection by adhering to infection control policies and guidance. This can take the form of simple social measures such as washing your hands before meals and after using the toilet, to more complex precautions such as isolating patients who are suspected of having a transmissible infection. The hospital has hand washing facilities in all clinical and public areas, as well as a number of alcohol hand rub dispensers and door handles, which can be used instead of hand washing. Look out for the red hand hygiene stations.

Clean hands save lives:

Wash your hands frequently or use Alcohol Hand rub/sanitisers at every opportunity!

Staff illness with infection prevention implications:

Staff who present with the following symptoms at work should initially contact the Occupational Health Department followed by their direct line manager and Infection Prevention Team:-

- Suspected of having flu (especially during flu season or if working with immunocompromised patients). Remember to always have your flu vaccine each autumn.
- Skin rashes (to exclude chickenpox, shingles, scabies etc.)
- Viral Conjunctivitis (sticky red itchy eyes).
- Diarrhoea and vomiting (you must be symptom free for 48 hours before returning to work)
- Staff in contact with cases of infectious disease or suspected of having infectious diseases e.g. chickenpox, mumps, scabies.

The Infection Prevention Team can be contacted on Bleep 0064, ext 6261 (during office hours) and through the hospital switchboard for the afterhours on call service.





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Working with us

NEW FUNCTIONALITY IN ESR

ACCESSING EMPLOYEE SELF SERVICE FROM HOME

You are now able to access employee self-service from home, in the same way that you can with E-Learning

This gives you access to:

- Your electronic payslip (which can be downloaded/printed)
- Update your Personal Details (phone number, address etc)
- Update your Bank Account Details
- Review your learning record/compliance matrix

The system is available via PC, Smartphone or Tablet for most activities. Please note however that E-Learning currently does not play on Smartphones or Tablets (this will be a future development in 2017).

What do you need to do?

1. If you already have access to E-Learning from home, you **do not** need to apply for additional self-service access
2. To apply for home access, log into ESR and click on the Request Internet Access link in Employee Self Service. Choose your own username and set your password. Tip: your password should be at least 8 characters long, include symbols, numbers and letters and not have repeating characters e.g. 22 or sequential characters eg ABCD
3. Log onto <http://myess.esr.nhs.uk> - this will give you access to your Employee Self Service screen, with links to E-Learning

Learning & Development
Level E, QAH - Ext 3243



3

Working with us

IT Information

The Trust's IT Department is based at the Rodney Road Centre (near the St Marys Campus). We also have a support team based on site at Queen Alexandra Hospital. The IT department has a wide remit and includes the following:

- **Service Desk**
- **Procurement**
- **Business Engagement**
- **IT Training**
- **IT Programme and Projects Office**

For most people, the most likely contact you will have with the IT department will be through the service desk., the details of which are below:

Self Service Portal: <http://mycall>

Telephone (IT Switchboard)

Internal: 7701 2333

External: 023 9243 2333



Option 1: Service Desk

Option 2: Business Engagement

Option 3: Training

More information about the role of IT in our organisation are available on the Trust's intranet: [Information Technology \(porthosp.nhs.uk\)](#). The IT department are open Monday to Friday, 8am to 5pm excluding bank holidays.

Out-of-hours Support

The IT department operates an out of hour's service for all emergency IT issues that may affect patient care.

If you require urgent assistance outside of our normal opening hours, please contact the Queen Alexandra Hospital switchboard, providing your name, contact number and location.



3

Working with us

Catering and other facilities

https://www.porthosp.nhs.uk/patients_and_visitors/shops-and-facilities.htm

Queen Alexandra Hospital

Amigo

Located on A level, Amigo sells a range of sandwiches, drinks, crisps and other snacks in addition to newspapers, cards and other items and is open Monday to Friday 6.30 am until 9.30 p.m., Saturday 7 am until 8 p.m. and Sunday am until 7.30 p.m.

Costa

There is a Costa Coffee Shop also on A level which is open between from 6 am until 11 p.m. during the week Monday to Friday and from 7 am until 9 pm on a Sunday.

B Level Restaurant

On Level B, the restaurant serves a range of hot food, snacks, drinks and confectionery. The restaurant is open 7 days a week from 7.30am until 7pm and offers the following menus:

Breakfast	7.30am to 11.15am
Lunch	11.45am to 1.45pm
Snack Bar	1.45pm to 4.30pm
Evening menu	5pm to 7pm

League of Friends

On Level B of the hospital, the 'League of Friends' charity run a coffee shop selling teas and a limited range of light snacks. The coffee shop is open from:
Monday to Friday, 10am to 2pm

Please be aware that the shop will only be accepting cash payments.



3

Working with us

Portsmouth Hospitals Charity Shop

On Level C, next to the North Entrance, the Portsmouth Hospitals Charity Shop sells bric-a-brac, toys, baby clothes, blankets, jams, cakes and puzzles all to raise money for state-of-the-art equipment, facilities and research within the hospital's wards and departments.

The opening times are:

Monday to Friday 8:30am to 4.30pm

The shop is not open at the weekend.

Cashpoints

At Queen Alexandra Hospital, there is a cash dispenser adjacent to the Amigo shop on Level A. This is a free cash withdrawal machine and accepts most major bankcards. The service is normally available 24hrs. There is also a free cash machine within the Amigo shop.

A further cash dispenser is located outside the Level B Restaurant



4 Our service users

Comments, Compliments, Concerns and Complaints

The Trust aims to provide the best possible standard of care and we should always encourage patients, their relatives and visitors to share their views of their experience as this will help us to identify where we are doing well and where we might need to make improvements.

When someone has raised a concern or a complaint, we aim to provide a timely and suitable response and, in keeping with the Duty of Candour, the Trust will always respond in a nondefensive and open manner; apologising when it is clear that there has been an error or poor level of care, and offering an assurance of what steps will be taken to avoid a similar a failure in the future.

Patient Advice and Liaison Service (PALS)

The role of PALS is to listen to the concerns of our patients, their relatives and carers and liaise with staff at the Care Groups to enable these concerns to be addressed promptly and effectively. PALS also provide information and advice to callers regarding health services. PALS do not replace the role of staff in obtaining prompt solutions to problems, but rather work in partnership with staff to achieve this.

All Trust staff have a responsibility to listen and respond to any complaint or concern that is raised directly with them. A prompt and understanding response will go a long way to quickly restore people's confidence. You can help when someone makes a verbal complaint by:

- Listening sympathetically to what is said and providing advice and assistance.

- Apologising where necessary.

- Establishing if you or your colleague or line manager can help to resolve the issue (this may involve a phone call from the relevant senior person).

- If you are unable to resolve the matter, then offering to pass their details to PALS.

If you receive a written complaint you have the right to look into this and respond directly, but you should make sure that they are aware of their right to make a formal complaint if they are not satisfied. You can enclose a copy of the Trust's Complaints Leaflet if you are writing to them or give them the e-mail contact details: PALS – PHT.PALS@porthosp.nhs.uk

If you feel that the complaint is complex and needs a formal investigation then please forward the details, as soon as possible, to the PALS Team via email

The Trust needs to respond to all complaints within 3 working days so it would be helpful if you could send an acknowledgement letter or telephone the patient/relative and let them know that you have passed this to the PALS Team who will be in touch with them directly. Then pass all of the details to the PALS Team, including details of your acknowledgement and they will initiate the formal complaints process.



4 Our service users

Patient Experience

Understanding patients' experience is an important element of the Trusts drive to improve the quality of service we provide. We use a variety of methods ranging from participation in national surveys to the development of small local feedback systems at ward and department level. We review all complaints (both written and verbal) and use this information to help us make changes.

You can contact the PALS team on free phone 0800 917 6039 or PHT.PALS@porthosp.nhs.uk

Safeguarding

Safeguarding and Promoting Welfare of Children and Young People (Child Protection)

Safeguarding Children is a statutory duty under the Children Act 2004 which means that all staff have a duty to report any suspicion of or actual abuse. Protecting children and young people from abuse is a shared responsibility with other organisations such as Children Social Care and Police. Portsmouth Hospitals University NHS Trust has a proactive role in relation to protection and intervention to promote children's well being and to safeguard them from significant harm. All staff must be aware of the signs, symptoms and indicators of abuse and neglect.

Examples of types of abuse include: Emotional Abuse, Sexual Abuse, Child Sexual Exploitation (CSE) Physical Abuse, Neglect, Domestic Abuse, Modern Day Slavery, Asylum seekers and Female Genital Mutilation (FGM). There may be instances where children are not reaching their full potential and are therefore known as 'children in need'. These children may present with welfare issues such as self harm, disability or substance misuse. This group of children still require assessment and are consisted under the safeguarding umbrella. All staff require a level of safeguarding training according to their role. Please ask your Line Manager what level of safeguarding training is required at induction. If any staff have concerns about a child or young person then please contact the Safeguarding Service on Ext 6058 or see the Integrated Safeguarding Policy on the intranet.

Safeguarding Adults (Adults at Risk)

Safeguarding Adults is a statutory duty under the Care Act 2014 which means all staff have a duty to report any suspicion of or actual abuse. Everyone has the right to live their life free from harm. Safeguarding adults at risk of harm is reliant on joint working and communication between agencies and professionals. All staff have a key role in preventing harm or abuse occurring and have a duty of care to report concerns of abuse or mistreatment to an appropriate senior manager.



4 Our service users

The principles of adult protection differ from those of child protection in that adults have the right to take risks and may choose to live at risk if they have the capacity to make such a decision (refer to the Mental Capacity Act 2005) The Care Act puts the wishes and experience of the adult at the centre of safeguarding adults and is a move away from the previous process-led culture. Not every adult will require safeguarding. To meet the criteria set out in the Care Act 2014 the adult must meet the following criteria: demonstrate a need for care and support and is experiencing or at risk of abuse or neglect and as a result of those care and support needs is unable to protect themselves from either the risk or the experience of abuse or neglect. Examples of abuse include: physical, domestic violence, sexual abuse, psychological abuse, financial abuse, modern day slavery, discriminatory abuse, organisational abuse, neglect and self-neglect. Similar to children, staff may come across adults who have an unmet or increasing care need. Whilst these are unlikely to meet the threshold for safeguarding, raising an alert is still possible with the patient's consent. If any staff have concerns about an adult then please contact the Safeguarding Service on extension 6058 or see the integrated safeguarding Policy on the intranet.

Guide to Speaking Up

The Trust is committed to providing high quality care to patients within a safe environment by appropriately qualified staff.

We all have a responsibility and a duty of care to speak up when we believe something at work is not right.

Speak Up – We will Listen

Speaking up about any concern you have is really important. It is vital because it will help us to keep improving the services that we deliver to our patients and the working environment for staff.

You may be worried about raising a concern and we understand this. In accordance with our duty of candour, our Trust Board and Senior Managers are committed to an open and honest culture. We will look into the concerns you raise and ensure that you have access to the support you need.

What concerns can I raise?

You can raise a concern about anything that you feel is detrimental to the services that we deliver, for example:

- Unsafe patient care
- Unsafe working conditions
- Suspicion of fraud or corruption
- Lack of, or poor response to a reported patient safety incident



4 Our service users

How do I raise a concern and with who?

In most circumstances the easiest way to get your concerns resolved will be to raise it with your line manager or with the person in charge of your shift for that day. If this does not resolve the issue or you feel unable to resolve it with them you can contact one of the Freedom to Speak up Advocates or the trusts Freedom to Speak up Guardian.

Freedom to Speak Up Guardian for Staff

Jenny Michael 02392283641 / 07783171071

guardianforstaff@porthosp.nhs.uk

What if my concern is about a grievance or Bullying & Harassment?

Ideally these issues should be raised in line with the Trusts Bullying & Harassment and Grievance Policy. There is a dedicated confidential “respect me”. Support line for staff Ext 4321 or you can email respect.me@porthosp.nhs.uk

If you are unsure about where to take your concerns please do contact the Freedom to Speak up Guardian or one of the Freedom to Speak up Advocates for advice.

Confidentiality

It is hoped that you will feel comfortable when raising a concern but we appreciate you may want to raise it confidentially.

You may also choose to raise your concern anonymously, without giving your name but that will make it difficult for the Trust to investigate thoroughly and give feedback on the outcome.

Further information about Raising Concerns in the Workplace and contact details for Trust FTSU Advocates can be found on the Website. Click on the Freedom to Speak up Safely LOGO on the intranet home page





4 Our service users

Respect Me

The Trust recognises that all employees have the right to be treated with consideration, dignity and respect whilst at work. The Trust seeks to support staff in their working life and aims to provide a positive and fulfilling environment in which to work. The Trust promotes the respectful treatment of staff within the Trust and the protection of Trust employees from bullying and harassment at work. Bullying and harassment will not be tolerated by the Trust in any form. You have a personal responsibility for your own behaviour and are responsible for ensuring that your conduct is in line with the standards set out in the policy. Guidance is available on the Intranet, from your line manager or the Operational HR team.

Prevention of Workplace Bullying and Harassment

If you or a colleague think you are being bullied or harassed within the work place this is not acceptable and the Trust seeks to support and guide on this.

We have a help line and an e-mail that you can contact the respect team on and we will endeavour to get back to you quickly in order to help and guide everyone through this.

Respect.Me@porthosp.nhs.uk

02392 286000 extension 5090



5 Engagement, communication & recognition

Communications

Global Emails

Global emails are sent to all staff where the matter concerns health and safety; welfare or another urgent operational matter communicated by the Executive. If applicable, requests for a global message should be made to the Communications team, who will seek the appropriate approval from the Chief Executive's office.

Media

The Communications team handles all media enquiries, including filming requests and interviews. If you are contacted by a journalist direct please refer them to the Communications team on ext. 6712 or 6813. Furthermore, you can contact the Communications department if you would like to contact the media to promote your service or an achievement at the Trust.

Staff Newsletters

The Trust sends out a weekly update called Trust Talk, via email, to all staff. This contains important updates, notifications and key dates.

Copies are also available electronically on the Trust Intranet. If you would like to have an article published in Trust Talk please email Trust.Talk@porthosp.nhs.uk or contact the team direct on ext. 6712 or 6813.

Team Brief

Team Brief is our two-way discussion for teams, everyone at Portsmouth Hospitals should have the opportunity to participate in a Team Brief every month.

The Team Brief presentation lasts for an hour and is a great opportunity for everyone to see how they fit into the bigger picture. All staff are encouraged to attend Team brief.

The most recent version of Team Brief is on the intranet.



5 Engagement, communication & recognition

Social Media

The Trust has a Twitter account @PHU_NHS https://twitter.com/PHU_NHS, a Facebook account @port_hosp <https://www.facebook.com/PortHosp>, an Instagram account @portsmouth_hospitals and a LinkedIn account. These are engagement tools to help keep the public, and staff, well informed about the hospital's services, awards and campaigns. These can all be viewed on the Trust's website www.porthosp.nhs.uk.

You can contact the Communications team if you would like to promote your service or an achievement at the Trust on the social media channels. Guidance for the use of social media is on the intranet.

Staff Survey & Quarterly Staff Survey

Each year we ask our staff to participate in the NHS Annual Staff Survey and a separate, small survey four times a year. We strongly encourage staff to complete these surveys as they provide the Trust and the areas within which you work with valuable and insightful information about your work place. These are national surveys and are totally confidential. It is not possible for anyone, including your manager, to identify you or any other individual from this survey. To ensure this, we have an external provider who is responsible for distributing, collecting and analysing the data. They provide an annual report to the Trust in which our Trust is benchmarked and compared with other comparable acute Trusts. This information is shared with you. The data is then shared with the divisional teams and they are expected to draw up action plans to help address issues with support from the Workforce and Organisational teams.

We regard the Staff Surveys as an extremely important barometer of how our staff feel about working for us, so when you are asked to do so, please take the time to complete the survey.

Employee /Team of the Month

These awards are given to individuals and teams who have made a significant contribution to Portsmouth Hospitals, either directly or indirectly related to patient care, by going beyond the call of duty and who exemplify our core values.

<https://www.porthosp.nhs.uk/about-us/EmployeeTeamVolunteerofthemoth/eotm@porthosp.nhs.uk>



5 Engagement, communication & recognition

Divisional and Team Rewards

Divisions and teams across the Trust have their own reward and recognition schemes to thank their staff for all their hard work, effort and dedication.

Hidden Heroes

Melloney Poole OBE, Chairman of the Trust is keen to recognise teams who are going above and beyond the requirements of their 'day jobs' and are in an often unseen but crucial area of the hospital. These are the people who are committed and passionate, who go about their job in a professional manner, giving their support generously to those around them and who may often be the last people to broadcast their successes.

<https://www.porthosp.nhs.uk/about-us/hidden-heroes.htm>

Junior Doctor Awards

The Junior Doctor Awards recognise the dedication and hard work of our junior doctor workforce and the valuable contribution they make to high quality patient care.

Nursing and Midwifery Awards

The Nursing and Midwifery Awards are open to all Portsmouth Hospitals and Military Registered Nurses, Students and Health Care Support Workers working in Portsmouth Hospitals. A showcase of nursing excellence, these awards recognise and celebrate the individuals going above and beyond in delivering their care.

Pride of Portsmouth Awards

The annual Pride of Portsmouth Awards are an opportunity to recognise outstanding achievements, to showcase best practice, to reward those who exceed expectations or any exceptional act by individual staff and teams.





6 Your development

Apprenticeships

An Apprenticeship is a job, in a skilled occupation and requires substantial and sustained training, lasting a minimum of 12 months and includes off-the-job training linked to recognised qualifications. The Trust offers Apprenticeships in a wide range of different job roles and departments including both clinical and non-clinical areas.

lynn.hansell@porthosp.nhs.uk

Coaching and Mentoring

We have a number of mentors and coaches to help you focus at work on specific skills and goals and to support future career aspirations.

<https://www.porthosp.nhs.uk/departments/learning%20and%20development/coaching-mentoring.htm>

Library

The Library and eLearning Services Team provides a continually updated stock of healthcare books and journals in support of evidence-based practice and research for all staff working in the Trust including students on placement.

02392 286039

Library.QAH@porthosp.nhs.uk

Management and Leadership Development

Our Management and Leadership Development Programmes provides a consistent approach to development for all staff in healthcare irrespective of discipline, role, function or seniority and represents the standard for leadership behaviours that all staff should aspire to both now and in the future.

<https://www.porthosp.nhs.uk/departments/learning%20and%20development/management-and-leadership.htm>

Your Appraisal

An appraisal allows managers to positively engage with their staff and is a continuous development process to discuss objectives, wellbeing, values and behaviours, as well as concerns, development needs and aspirations.

<https://www.porthosp.nhs.uk/departments/learning%20and%20development/performance-appraisal-review.htm>