



**Chesterfield
Royal Hospital**
NHS Foundation Trust



Welcome to our Proud to CARE team

Information for new colleagues
at Chesterfield Royal Hospital



Welcome to our Proud to Care team

I'm delighted to welcome you to Chesterfield Royal Hospital, and I'm really pleased that you have chosen to come and work with us as part of our 3,700 strong team. Whether you're starting out in your profession, or are already moving up the career ladder, I'm sure you'll find a warm welcome, lots of support and friendly colleagues. As well as being determined to give our patients the best possible care – we're setting out to make sure that our staff have a great place to work as well.

There's a real team-spirit at our hospital. Every staff member, from front-line clinician or therapist, to support worker or administrator is important and valued. What everyone does every day contributes to our goals and achievements, and that includes making our Proud to CARE values real for our patients and their families – and for each other.

Our values centre on treating people with compassion, kindness and respect. We work openly and honestly, aiming to provide excellent care, efficient services and positive experiences. And we focus on making sure people have the right tools to do their jobs effectively – in a modern, clean environment that's safe for patients and staff. If we all work together to bring these values 'to life', we'll create a hospital we can all be proud to work for.



We know our staff value access to training, education and development, and we will do all we can to help and support you if you want to progress in your role or career. From our perspective we ask you to get involved in the hospital, have your say in surveys, contribute ideas that support change and improvement, and take part in our events and activities. For example, we have a broad health and well-being programme, opportunities to meet colleagues for coffee, and an active social media where you can find out the latest news and information. We also ask that you speak up if you're concerned about patient safety or services. Our Freedom to Speak Up Guardian will work with any member of staff who's worried about something that's happening at work.

I am committed to making Chesterfield Royal the best it can be. It's a great hospital, with a great future, and I'm genuinely pleased to welcome you to our Proud to CARE team. I hope you will be very happy here and I look forward to seeing you when I'm out and about.

With best wishes

Simon Morritt, Chief Executive



Introducing our hospital

Our staff put this booklet together to help you prepare for your new role and to answer some of the questions we're often asked. There's plenty of general information that's useful to know when you join the hospital. If you have any further questions, please ask a colleague for help.

About us...

Every day

To help you appreciate what happens every day at Chesterfield Royal Hospital, here's the scale of what we do:

- We have the responsibility to look after people in North Derbyshire and beyond - around 400,000 citizens
- We have 3,700 people working for us and more than 100 volunteers
- We provide a full range of acute services - plus 24-hour accident and emergency care, community midwifery and specialist children's services
- Our annual income is around £210million



And every year we:

- Treat nearly 70,000 people in the emergency department
- Look after around 36,000 patients admitted in an emergency
- Take more than 150,000 X-rays
- See nearly 30,000 people for physiotherapy
- See 240,000 people in our ten out-patient suites
- Care for 30,000 people after a planned operation
- Deliver around 3,000 babies
- Test 1,900,000 pathology samples



We're Proud to CARE

Our values

Our Proud to CARE values of COMPASSION, ACHIEVEMENT, RELATIONSHIPS and ENVIRONMENT support the Trust's vision of providing the best possible patient care and a great place for staff to work. You can help to achieve this vision by setting an example, and by living up to the values we promise to our patients and each other:

COMPASSION

Treat patients and colleagues with compassion, kindness and respect

ACHIEVEMENT

Provide excellent care, safe services and a positive experience every time

RELATIONSHIPS

Be socially responsible, working openly and honestly with our patients, staff, partners and our communities

ENVIRONMENT

Provide the tools and equipment that support a modern, clean and safe environment.

And PROUD to Lead the Chesterfield Way

As part of our People Strategy and its key priorities, we've set out how to improve how we support and develop leaders at all levels in the hospital.

We will work together to make sure that 'Leading the Chesterfield Way' shapes people development, compassionate care and quality improvement for years to come. It is an integral part of making the hospital an even better place to work and as a result improving the high standards of care and service we give to our patients.



Our objectives

Through these values we are working to meet six strategic objectives. We want to:

- Provide high-quality, safe and person-centred care
- Deliver sustainable, appropriate and high performing services
- Build on existing partnerships and create new ones to deliver better care
- Support and develop our staff
- Manage our money wisely, foster innovation and become more efficient through improving quality of care
- Provide an infrastructure to support delivery

The outcomes

And by meeting our objectives we will:

- Be awarded an 'outstanding' rating by the Care Quality Commission
- Have a full range of acute services that meet all national standards
- Have effective local integrated care partnerships and regional partnerships through clinical networks
- Be in the top 20% of NHS employers for staff experience
- Achieve NHS Improvement's (the independent regulator of NHS foundation trusts) low risk rating for finance, and to be regarded as a 'well-led' organisation
- To be in the top 20% of NHS providers for the standard of our environment, to reduce CO₂ emissions, and to have an IT system that is fit for future purpose

Setting an example

Every member of our team has a responsibility to set an example - to their colleagues and to our patients, relatives, visitors and carers. Your mandatory training will cover some of these areas, but here's a summary of the issues that apply to every member of staff:

Hand washing

Washing hands thoroughly is the simplest and best way of preventing the spread of infection. Every bay has hand washing sinks, and there are gels at the bedside, as well as at the entrances to all clinical areas. You have a responsibility to clean your hands to help to keep patients and colleagues safe. Patients and visitors are encouraged to ask any member staff if they have cleaned their hands. If you are unsure of the hand hygiene rules for your role, please speak to your line manager or contact the Infection Prevention & Control Team.

Smoking

We are a completely smoke-free site. Staff cannot smoke in the hospital, in hospital courtyards, or in any of the grounds and gardens - including the car parks. As a member of staff you should not leave your workplace for a cigarette break, and at allocated break-times smoking in your car on site is also not-permitted under the smoke-free policy. We can offer you help and support to give up smoking.

Confidentiality

All of us have a legal duty to keep information about our patients (and colleagues) confidential and secure. Staff in non-clinical roles also need to know how to look after personal information in the right way. Your annual information governance training is vital to make sure you appreciate all aspects of confidentiality.

Introductions

We're proud to support the national 'Hello, My Name Is...' campaign - showing that compassion in care matters and improves our patients' experience.

We expect all our staff to introduce themselves to the patients and visitors they come into contact with - a simple and kind gesture that goes a long way to put people at ease in hospital.

The campaign was launched by Dr Kate Grainger, a registrar diagnosed with terminal cancer. Throughout her hospital visits and admissions she soon realised that staff were not always great at introducing themselves, but that it had an enormous impact when they did.

Always remember 'Hello My Name is' when you meet someone.

Tell us what you think

As a staff member your views about what it's like to work at the hospital are what will make it better - because we can act on concerns and worries and do something to put them right. If you're invited to take part in surveys - like the hospital's #YourVoice surveys and the National NHS staff survey - please take the opportunity to tell us what you think.

Concerns

We all have a duty to listen to our patients' concerns and to try and help them to resolve any problems they have. If a patient asks you about an issue and you're not sure what to do, please speak to your line manager, nurse in charge, ward matron or seek support from the Assistance and Complaints Service. Resolving things 'on the spot' often helps to prevent them escalating to the point of a formal complaint.

Freedom to speak up

If something is troubling you we've made it easy for you to tell us about the things you're concerned about. As a member of our team you have the freedom to speak up and share your worries so we can resolve the problem. You have several options to choose from:

Your HR partner

Contact them for advice about HR issues that affect you or your colleagues.

Our Freedom to Speak-Up Champions

These are staff across the hospital who can give you independent support and advice. Find out who they are on the intranet.

Your line manager

Tell them what's worrying you and get help to resolve the problem, or ask the executive team a direct question.

Your staff governors

Are here to help. See who represents you at - www.chesterfieldroyal.nhs.uk/getinvolved/governors

Our Intranet chat forum

Share your thoughts and opinions informally and anonymously

Your union or staff-side rep

If you're a member of a recognised Union, talk to your local representative and get help and advice.

Our Senior Independent Director Sits on the Board of Directors and can offer you independent advice and support. Call ext. 3161 and ask to make an appointment with them.

YouTalk-WeListen 'WHISTLEBLOWING'

A free and confidential helpline for you to tell us about serious wrong-doings affecting patient care, our services or staff well-being. CALL: **0800 389 9973** or find out more on the intranet.

Good to know...

Information that you'll find helpful:

Car/cycle parking

We have secure barrier controlled parking, but there is a monthly charge, which varies according to how much you earn, and your hours of work. Spaces are limited and you'll be given the latest charges if you decide to apply for a staff car parking permit. We encourage staff to car share and to use public transport if they can. Lots of staff cycle to work and keys for the cycle storage areas are available from the Security Office in the main entrance for a small fee.

Blue badge car parking

The car park at the front of the hospital is dedicated to blue badge parking and is free of charge. There are some other accessible parking spaces on roadways across the site as close as possible to main entrances. You cannot park in these spaces unless you have a blue badge, and our site security staff do make regular checks throughout the day.

Drop-off and pick-up zones

If you have a lift to work there are a number of drop-off and pick-up zones designated across the site - including at the main entrance and outside the emergency department, outside the eye centre and The Den (children's out-patients), and in front of the birth centre. Relatives and friends can use these if they bring you to work or pick-you up.

Public transport

Public transport to the hospital is excellent from across North Derbyshire and buses come onto the site - pulling up right outside the main entrance. The latest timetables are available on our website. Go **www.chesterfieldroyal.nhs.uk** - click the Patients and Visitors tab at the top of the page, and you'll find the 'bus routes and timetables link'. Staff receive a discount on Stagecoach travel passes. The staff in Patient Accounts in the main entrance will advise you - and they can be bought here as well.

Snack and refreshments

A range of drinks and food are available in the hospital. All our supplies are locally sourced (within 50 miles) and we offer everything from a full English breakfast, a salad bar, and hot meals in Café@theRoyal (main entrance), through to paninis, baguettes and jacket potatoes at Snax@theRoyal (birth centre) and Coffee@theRoyal (visitor's entrance opposite care park 6). We also have a Costa Coffee outlet in the main entrance, and there are vending machines across the site. Opening times vary, but there is always something available from 8am-8pm. Staff discounts apply and will be automatically taken off at the till - as long as you are wearing your ID badge.



Main entrance shops and services

In our main entrance you'll find a range of shops and services that are useful at work. These include Shop@theRoyal, our newsagents, Post office and convenience store, Costa Coffee and a cash point. There's a flower and gift shop, the Assistance and Complaints service (incorporating Patient Advice and Liaison or PALS as it's often called) and Patient Accounts, where the staff can help with claims for hospital travel if you receive benefits.

Our site security team is also based in the main entrance and our Health Information Point often has useful open days, exhibitions and displays. If you look near the shop there's a free-phone that gives you direct access to a number of services including taxis. Many of these are services you may also be asked about by patients and relatives.

Chapel

The hospital Chapel can be found just off the main entrance (turn right at the shop) and is open to staff, as well as patients and visitors for quiet prayer, thought and reflection. If you have any specific spiritual or faith needs, please speak to your line manager.

Volunteers

Our volunteers help out across the hospital in many of our wards and departments, and provide a range of valuable services that enhance a patient's visit or hospital stay, from the shop trolley to taking prescriptions to the pharmacy. If you know family or friends who may be interested in joining our team of volunteers, they can telephone the Voluntary Service Team on **01246 516348** or e-mail **crhft.volunteer@nhs.net** to find out more. Information can also be found on our website. Go to **www.chesterfieldroyal.nhs.uk** - click the Work for Us tab at the top of the page and you'll find the 'volunteering' link.

Keeping up to date

We provide a wide variety of communication to keep you up-to-date with the latest news. Please take the opportunity to get involved and find out more about where you work, what's happening in the hospital and what colleagues are up to:



Twitter - thousands of followers **@royalhospital** and we use social media for links to education and training as well

- **www.lifeattheRoyal.co.uk** - this is our on-line staff magazine with new stories daily about your colleagues, their achievements and their outside interests



Facebook - check our status daily for news and information about the hospital. **Facebook.com/chesterfieldroyal**

- Pay-slip Bulletin - this information newsheet will be provided with your monthly pay-slip and provides facts about pay, pensions and other HR issues
- The Latest - this is a weekly e-news bulletin that's issued every Friday afternoon. Use your nhs.net account to view it. It's packed full of information about events happening at the hospital, education opportunities, latest developments and much more.

Your line managers and senior leaders in the hospital will also provide you with news at team meetings, ward huddles and other briefings - whatever works best in your divisional area.