



East Lancashire Hospitals

NHS Trust

A University Teaching Trust

Trust Induction Information 2024

“To be a great Trust providing the best possible safe, personal and effective healthcare to the people of East Lancashire”.

Safe | Personal | Effective

Strategic Framework

Our Vision

To be widely recognised for providing safe, personal and effective care

Our Values

- We put patients first
- We respect the individual
- We act with integrity
- We serve the community
- We promote positive change

Our Behaviours

- Taking responsibility
- Building trust and respect
- Working together
- Excellence
- Keeping it simple

Our Goals

Deliver safe, high quality care
 Secure COVID recovery and resilience
 Compassionate and inclusive culture
 Improve health and tackle inequalities in our community
 Healthy, diverse and highly motivated people
 Drive sustainability

System Working

SPE+ Improvement Practice

Delivery Programmes

Supporting Strategies

Clinical Strategy
 Quality Strategy
 People Plan
 Green Plan

Enabling strategies (Estates/Digital/Finance/Education, Research and Innovation)

Your Induction

Aim

It is our aim through Workforce Education to enable you to provide high quality services and optimum levels of patient care, supporting the Trust's vision: To be widely recognised for providing safe, personal and effective care.

The Corporate Trust Induction Programme is the first step you will take in your socialisation and integration into your new role in the Trust, and introduces the importance of applying the Trust Vision and Values within your workplace.

Objectives

Following the Corporate Trust Induction Programme you will be able to:

- Identify the Trust Vision and Values and their place in influencing the behaviours attitudes and culture of the organisation.
- Recognise that patient care and safety and effectiveness is at the centre of our service.

Your Induction

Your role in the induction process

- To browse the Corporate Trust Induction information available on Learning Hub.
- To attend further essential training appropriate to your job role.
- To always speak to someone if you do not understand something.
- To understand that the induction process is only the beginning of your development and you will continually be learning throughout your time with the Trust.
- To understand and be familiar with the job description and person specification for your role. This will ensure that you know what is expected of you, plus what skills and knowledge you need to perform effectively in your new role.

Learning Hub

Learning Hub is the East Lancashire Hospitals NHS Trust Learning Management System (LMS) where staff training, learning, appraisals and revalidation / eportfolio information is stored. At present doctors have their own LMS where their appraisal and revalidation information is kept, however, Learning Hub is available to all staff to book courses and utilise the e-Portfolio area.

Learning Hub is set up so that it notifies you prior to you becoming due for your Core Skills Training (CST) and appraisal. You will receive 90, 60 & 30 day reminders and will also be notified if you become overdue. Compliance Reports for Core Skills Training and appraisals are reported to the Trust each month and the Trust has targets to achieve. It is therefore in your interest to check your Learning Hub status regularly and ensure you remain compliant at all times. There are many user guides on the system to aid you booking courses, completing appraisals etc.

If you have any questions, don't hesitate in contacting the Learning Hub Team using the email address on the next page. The Learning & Development Journey on Learning Hub can be used to consider what courses will assist you throughout your career and guide you to members of staff who can support you.

How do I access Learning Hub

On appointment all staff will be issued with a username and password to access the Learning Hub.

Staff are asked to ensure that they use Learning Hub via Google Chrome or Microsoft Edge as elements are not compatible with some of the older versions of Internet Explorer, which are still around in the Trust. Wherever possible you should use the Learning Hub icon on your computer's desktop to ensure you access the system using Chrome. If there is no icon then please use Chrome or Edge and input the web address on the next page.

- To ensure that you receive notifications, course booking confirmations and all reminders, you must ensure that you have a valid email address in the system; this can be either your ELHT email address, or a personal one, but remember to check your emails regularly so that you don't miss anything. You are reminded to check your email address during your CST e-Learning session and change it if it is not the one you regularly use.
- Learning Hub can be accessed from anywhere you can get internet access; both within the Trust or at home. It can be accessed via a tablet, iPad, or any Smartphone too. The web address is **<https://elht-learninghub.co.uk>**
- If you have any queries in relation to accessing and using the Learning Hub system, please email **tel@elht.nhs.uk**
- If you have any queries in relation to Essential to Role courses, please email **CoreSkillsTeam@elht.nhs.uk**.
- If you have any queries regarding content of any of the courses, you will find the trainer's contact details on each of the course descriptions; you should contact them directly.

Welcome to your Learning and Development Journey

What is the Learning and Development Journey?

Developed from staff feedback, this is a dedicated area on the Learning Hub. It enables a customised and interactive personal journey, providing a range of resources, information, links, coaching / mentoring and courses aligned to your individual development needs whatever your role in the organisation.

Who is the Learning and Development Journey for?

This is available for ALL ELHT staff, regardless of your role in the organisation. It is simple to use and accessible 24/7, wherever you have internet access.

How will the Learning and Development Journey help me?

The whole essence of the Learning and Development Journey is about you and what you need to successfully fulfil your role. It can be used to enhance your current role or to access training for development and your future career path. From induction to pre-retirement, you are supported along the way. As your career develops and changes so will your development needs.

Each course has the learning outcomes attached and a contact name so you can be confident you are attending the right course for your needs. Your Learning and Development Journey also links seamlessly into your Appraisal so that any development needs identified can be booked (if available) on the day of your Appraisal.

The Learning and Development Journey

How do I access the Learning and Development Journey?

You can access the Learning and Development Journey via your Learning Hub account. Remember your Learning Hub account is accessible 24/7, wherever you have internet access. Just click on the green Learning and Development button.

Where is the best place to start on the Learning and Development Journey?

Unless you are looking for specific development or you have a course in mind, self development is a good place to commence your journey. Try exploring the themed areas and see what is on offer. For additional evidence and support, you will find links to the Library and Knowledge Service Evidence Hub. You can then select your chosen pathway or bundle to help your development.

You can build on your development using the e-Portfolio areas of the Learning Hub

My e-Portfolio

This is a personal and professional information toolkit with templates enabling a professional development portfolio linked to records of learning and non-medical Appraisal. This area enables the collection (and upload) of documents and evidence including continuing (professional) development records, practice related feedback and personal reflection.

Nursing and Midwifery Revalidation e-Portfolio

This enables individuals to provide all information necessary for professional regulation requirements including a checklist, NMC templates, links to NMC and Revalidation micro site. Reminders are sent from the Learning Hub to ELHT NMC registrants and their Line Manager 60 and 30 days before Revalidation due date.

All documents can be downloaded or printed if required.





Functional Skills

ELHT are offering all staff a chance to gain a Level 2 qualification in English or Maths free of charge.

Did you know?

Our team, who specialise in adult learners will support you to gain this qualification, usually between 10—15 weeks
You just need to commit to one English and/or one Maths session a week.

Everyone is welcome, regardless of how good you feel your current English and Maths knowledge is.

If you are interested in applying for an apprenticeship, you'll need to have functional skills English and Maths at level 2.

Functional skills helps you to become more comfortable using English and Maths in your daily life and you can do this for free.

For more information or an informal chat, please contact us on the email address below:

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Contact Details
Work Based Education Team
Email: functionalskills@elht.nhs.uk

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RPE, FFP3 Mask Fit Testing

All relevant staff attending induction will be FFP3 mask Fit Tested in line with mandatory training. Please note where possible, staff must be clean shaven 8hrs pre fit test. Therefore, those able, must shave the morning of induction. Please also note pre fit testing staff must not eat (including sweets) or drink anything other than water 30 minutes pre test. Note that staff must not smoke, vape, chew gum or clean their teeth 60 minutes pre test, therefore check before all breaks when your fit test is potentially planned for. This is to save having to return later in the day. The fit test team will try to fit for two types of FFP3 masks. In the event this is not possible, an appointment will be made for a second mask on the day.

Please note those staff working on the Trust Bank will not be allowed to book shifts until the mandatory fit testing is complete.

If you have any questions/concerns, please email fitmasktesting@elht.nhs.uk



Communications and Engagement

The Communications Team performs a pivotal role at the Trust, engaging with our internal stakeholders of staff and volunteers and external audiences including patients, visitors and all members of the public within our community.

We manage the development of our central communication channels, as well as working on campaigns that inform a wide range of audiences, from our own staff, partners and students, to the local community and many varied influencers, public figures and bodies, and the media.

The Communications Team has a wide-ranging remit for all aspects of internal and external communications including:

- Strategic communications
- Media relations
- External communications
- Internal communications
- Corporate identity
- Charity and Fundraising activities
- Stakeholder engagement

We also help the media access information and ask questions about ELHT. We deal with requests for interviews, filming and photography of our staff and our sites. We aim to respond positively, openly and promptly to all reasonable media requests. If you are contacted by the media, please direct them to contact us.

We actively promote the exciting and ground-breaking developments made by our staff, including UK and world firsts.

Contact us on communications@elht.nhs.uk for all your communications needs!



Our internal communications channels

Channel	Frequency and Process	Purpose	Points to Consider
News Bulletin	<p>Issued twice weekly on a Tuesday and Thursday via all user email and added to SharePoint.</p> <p>Requests for inclusion come through the Communications inbox after authorisation from the relevant senior manager.</p>	<p>To cascade urgent important messages which has an immediate impact or call for action.</p>	<p>Managers and supervisors must ensure non-PC based staff have access to the information.</p>
Other News	<p>Issued weekly on a Friday.</p> <p>Via all user email and SharePoint.</p> <p>Deadline for submission is Tuesday morning.</p>	<p>Good news features, service spotlights, awards and Employee/Team of the Month.</p>	<p>Content should be concise and timely.</p> <p>Managers and supervisors must ensure non-PC based staff have access to the information.</p>
CEO Blog	<p>Weekly on a Public version issued on the external website.</p>	<p>To engage with both the staff population and the general public on interesting areas of Trust life.</p>	<p>The content is chosen by the Chief Executive and the Director of Communications.</p>
Stakeholder Brief	<p>Issued weekly on a Friday to external stakeholders and is the external version of the CEO Blog.</p>	<p>Includes a weekly round-up of Trust activity including performance, good news and key messages.</p>	<p>Relevant content is taken from our other publications and presented appropriately for an external audience.</p>
Staff Facebook group page	<p>A private online community.</p>	<p>For Trust staff to engage with each other and the Trust to discuss relevant topics and share information.</p>	<p>@ELHT People</p>

Our internal communications channels

Channel	Frequency and Process	Purpose	Points to Consider
All User Email	As and when necessary. Email request to Communications inbox with Senior Manager authorisation.	To cascade urgent important messages which has immediate impact or call for action. Must be relevant to 85% of Trust population.	Not to be overused in order to ensure prominence of communication. Managers and supervisors must ensure non-PC based staff have access to the information.
OLI Home Page	When necessary. Email request to Communications inbox. Content must be available.	To cascade urgent important messages which has immediate impact or call for action.	Content should be concise and images of good quality. Managers and supervisors must ensure non-PC based staff have access to the information.
Staff App	When necessary an email request is sent to Communications inbox. Content must be available.	To cascade a cross-section of messages and information and used as part of a full communications plan.	Content needs to be uploaded to OLI or website prior to message being issued.
Electronic screens	As required.	A cost effective way to promote corporate messages and initiatives. Supports the de-clutter, infection control and dementia friendly environments.	For longer campaign promotion, minimal wording (only viewed for 20 sec).

Using social media in a corporate setting

Social media is a powerful tool for sending information quickly. When used appropriately social media is a brilliant way of communicating important messages about your department. However, it is important that social media pages are used professionally.

We are happy for teams to set up accounts but we do request that we have your login details and passwords in case we need to access the account for any reason. In order to monitor accounts across the Trust, we do ask that staff complete the form attached. Keeping track of the accounts means that we can ensure that the dignity and privacy of our patients and our staff are protected. It also allows us to offer any support or guidance.

Social media use guidance

We have helpful guidelines for using social networks. They are practical tips which everyone can use for their corporate accounts and also their personal accounts. It is important that staff use common sense when communicating on social networks, paying special attention to patient confidentiality and loyalty to ELHT.

Social media means any facility for online publication and commentary, including but not limited to Facebook, Instagram, LinkedIn, Twitter, Flickr, YouTube, Yammer, Snapchat and WhatsApp, as well as blogs, wikis, or any news sites/blogs comment sections.

Good social media guide

Before posting to a social network, sending a text or an email, or posting a comment on a news article or blog, the following must be considered:

Is it... True? Helpful? Necessary? Kind?

THINK: if you wouldn't say it to someone's face in a crowded room, don't say it on social media. One comment can travel the world in less than 24 hours and it can never be taken back.

In particular, staff:

- must not post or publish any sensitive, personal or confidential information – either patient, staff or Trust.
- must not share images of patients via social media without prior written consent from the patients, carers or visitors concerned. The Communications Team should be notified and completed consent forms provided.
- should not engage in any activity or disclose information that brings or is likely to bring ELHT, its patients or staff into disrepute.
- should not use the internet to attack, abuse or criticise the Trust, its patients, staff, suppliers or healthcare partners or post any derogatory comments.
- should avoid retweeting, sharing or forwarding content that is in bad taste or potentially damaging to ELHT, the NHS it's patients, staff, suppliers or healthcare partners or others.
- should not say anything that is dishonest, untrue or misleading.
- must not set up a group, page, blog, website or network that mentions or is affiliated with ELHT without prior approval from the Communications Team. Contact communications@elht.nhs.uk and request a form.
- must not let your use of social networking sites interfere with performing your role in a safe, personal and effective way or impede your commitments to our patients.

ELHT social media accounts

Social media enables us to interact and communicate with our staff and the communities that we serve. We're active on the following platforms, and we'd love to connect with you:

Follow us on **Twitter** to get our latest news and updates.

Like our official **Facebook** page to find out about exciting events and activities. View our photo albums and learn about what you can do to support the Trust.

Subscribe to our **YouTube** channel to watch our videos. Learn more about what our Trust does.

Follow us on **LinkedIn** to find out more about our jobs and opportunities.

Follow the Chief Executive, Martin Hodgson, on Twitter for his weekly blog!

X	@ELHT_NHS
Facebook	@ELHT.NHS
YouTube	East Lancashire Hospitals
LinkedIn	East Lancashire Hospitals NHS Trust
Instagram	ELHT_NHS



Microsoft Teams

Video conferencing has become an essential component of how we communicated during the COVID incident and it has really helped improve the connectedness of the many teams and individuals who are undertaking flexible and agile working.

If you aren't completely familiar with the dos and don'ts of video conferencing, read the basics below:

- Ensure your technology works correctly before the call
- Be on time
- Mute yourself when not speaking
- Wear work-appropriate clothing
- Frame the camera correctly and look into it to show engagement
- Pay attention
- Be aware of your background – is it distracting, why not use the blur function or the corporate background
- If you are arranging a meeting; limit the time to either 25mins or 50mins to allow people to have comfort breaks and to avoid being 'trapped' on back to back calls.





East Lancashire Hospitals NHS Trust is seen as the beating heart of our wonderful and diverse community. Our hospitals serve a population of around 530,000 and are there for all us from birth and throughout our lives to end of life.

ELHT&Me aims to raise funds to invest in new equipment and improve facilities to enhance the patient experience at ELHT's five hospitals – Royal Blackburn and Burnley General Teaching hospitals and community hospitals Accrington Victoria, Clitheroe and Pendle.

We are committed to supporting the welfare of the Trust staff, both clinical and non-clinical, and we strive to provide development opportunities, doing what we can to help our colleagues deliver first class care. We aim to support break-out facilities and wellbeing activities and share the generously donated goods across the Trust.

The charity provides funds that deliver above and beyond the NHS provision, such as innovative medical equipment like our two robots and additional patient facilities.

As a new starter to the ELHT family we would like to ask you to follow ELHT&Me on Twitter, Facebook and Instagram @ELHTand Me

ELHT&Me is your Charity and together we can make a real difference.

To contact fundraising

Email: fundraising@elht.nhs.uk

or call 01254 732140 (82140)



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ELHT&Me Lottery

Win up to £25,000 and support our cause with Unity

Every week you have the chance to win the £25,000 Unity jackpot plus many other fantastic cash prizes, and at the same time you're helping us raise funds to support our work. The more people play the more money we receive, so we need your support. For every £1 entry – at least 50p comes to us as profit.

How it works

The draw takes place every Saturday and each entry costs just £1. When you join our lottery you're allocated your own 6-digit Unity lottery number. A random winning number is drawn with the aim being to match the winning number

6 digits, you'll win £25,000

5 digits, you'll win £1,000

4 digits, you'll win £25

3 digits, you'll win 5 entries into the next draw.

A match occurs if your digits are in the same place in the sequence as they are in the winning number:

Example

325764 – random winning number

326574 – your lottery number

This is a 3 number match, winning 5 entries into the next draw. All winners are notified by post: cash prizes are posted by cheque and prize entries entered automatically into the next draw, so you can't miss out!

How to join – in three easy steps

- **Step one** - complete your personal details so that we can contact you when you win.
- **Step two** - choose your number of lottery entries and how often you wish to pay.
- **Step three** - complete the direct debit instruction or enclose a cheque. Detach the form, seal and return to Unity who will notify you of your lottery number.

You can also join online, view rules and results by visiting

www.unitylottery.co.uk. If you have any queries please call the Unity

hotline – **03700509240**



Pennies from Heaven

Signing up to Pennies from Heaven allows you to donate the spare pennies from your monthly pay packet to the trusts charity ELHT&Me. Furthermore the tax man will add 25% at no cost to your or the trust.

How to sign up

<https://www.penniesfromheaven.co.uk/joinin/>

Using the above link you will need your assignment number, you can find this on your payslip or on the electronic MyESR system.

Example

If your net pay was £650.32, the 32p would be donated to ELHT&Me. This means the maximum you can ever donate is 99p!



Chaplaincy and Spiritual Care Team

Chaplains are members of hospital staff who provide spiritual, religious, and pastoral care to patients, their relatives and the Trust staff. There are Christian chaplains (Church of England, Free Church and Roman Catholic), and Muslim chaplains. Representatives of other faiths can also be called in to see you as and when appropriate.

The team work to listen, support and care in a non-judgemental way and help to bring a sense of wholeness, affirming the dignity and value of each person. Recognising and trying to meet the emotional, psychological and spiritual needs of people is well understood as contributing to recovery, well-being and a renewed sense of purpose and the healing of each individual.

The service is open to all staff 24/7 on all ELHT sites and also for Community staff, as well as patients, relatives and carers who may find it helpful to have someone to talk to. The Chaplains are available to speak with you whether you are a person of faith or not.

Services provided by the Chaplains

- One-to-one pastoral care service and visits to patients on wards and departments.
- Spiritual assessment and support to those experiencing loss and isolation in hospital.
- Spiritual and religious care to dying patients and their families, anointing, sacraments of the sick, prayer and support to bereaved.
- Religious or non-religious funerals for babies, still-births, miscarriages and terminations.
- Memorial services or patients, events, religious or non-religious, for members of staff who have died in service.
- Access to and liaison with clergy of particular religious faiths or denominations as required.
- Weekly services and prayers for patients and the hospital community (staff).
- Spiritual and sacramental care, including Holy Communion, anointing and prayers for healing.



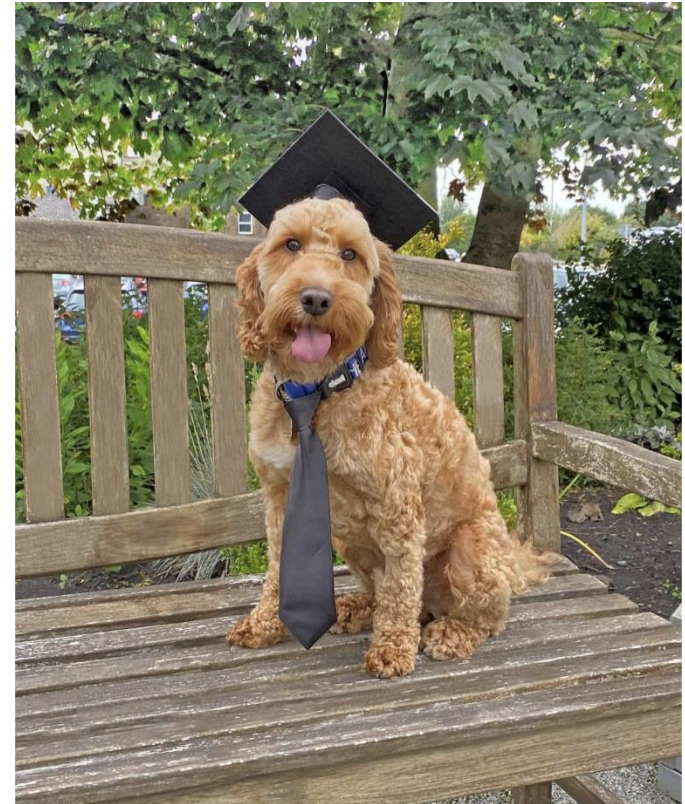
Alfie the Therapy Dog and Head of Happiness

The Trust has a registered therapy and Head of Happiness dog. Alfie the cockapoo has been working at the Trust for nearly two years, after completing a 10-week training programme to ensure he was prepared to work within a busy ward environment.

The Trust's charity ELHT&Me used a grant from NHS Charities Together to introduce Alfie in January 2022 and he's blossomed into a remarkable therapy dog, bringing smiles and happiness to countless individuals throughout the Trust's sites and the local community.

As a fully trained therapy dog, Alfie can visit patients and staff anywhere, including the children's wards, and provide comfort and companionship in a clinical setting. He attends bed visits for patients facing end of life to help give comfort to both the patient and their family and friends and make the situation more bearable.

Therapy and Head of Happiness dog Alfie doesn't wear a uniform but he is guaranteed to put a smile on the face of patients and staff alike when he visits.



What is Quality Governance?

- Quality Governance

'...a system through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish...'

NHS England

- It involves monitoring systems and processes to provide assurance of patient safety and quality of care across the organisation

Teams and roles of Quality Governance



Contact and SharePoint details



East Lancashire Hospitals

NHS Trust

A University Teaching Trust

General Enquiries	qualityandsafetyunit@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/QualityGovernance
Clinical Audit & Effectiveness	Clinicalaudit.effectiveness@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/ClinicalAuditandEffectiveness/SitePages/Home.aspx
Customer Relations	complaints@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/QualityGovernance-Complaints/SitePages/Home.aspx
Datix	Datix@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/Datix
Health & Safety	healthandsafety@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/QualityGovernance-HealthSafetyRisk
Incidents	incidents@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/PST/SitePages/Incidents-and-Policies-Team.aspx?web=1
Legal Services	Legal.services@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/InquestResources
Patient Experience	patientexperience@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/PatientExperience
Patient Information Leaflets	pils@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/PIL/SitePages/Home.aspx
Policies	policies@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/PST/SitePages/National%20Policies,%20Guidance%20and%20Temp%20lates.aspx
Patient Safety Incident Investigations (PSII)	psii@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/PSIIT
CIC Divisional Governance	cicgovernance@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/QualityGovernanceinCommunityIntermediateCareDivision
DCS Divisional Governance	dcshub@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/QualityGovernanceinDiagnosticClinicalSupportDivision
FC Divisional Governance	Familycarequality.safetyteam@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/FCD/Quality%26Safety
MEC Divisional Governance	mecgovernance@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/QualityGovernanceinMedicineEmergencyCareDivision
SAS Divisional Governance	sasgovernance@elht.nhs.uk	https://elhtnhsuk.sharepoint.com/sites/QualitySafetyinSurgeryAnaestheticServicesDivision



NHS Counter Fraud

Fraud is costing the NHS many millions of pounds each year. In 2019-20 losses to fraud in the NHS were estimated at £1.27 billion per annum - enough money to pay for over 40,000 staff nurses, or to purchase over 5,000 frontline ambulances. This is taxpayers' money that is taken away from patient care and falls into the hands of criminals.

Whilst the majority of people who work in and use the NHS are honest, there is a minority who will seek to defraud the NHS of valuable resources. When we say 'fraud', we refer to a range of economic crimes, such as fraud, bribery and corruption or any other illegal acts committed by an individual or group of individuals to obtain a financial or professional gain.

The NHS Counter Fraud Authority have produced a variety of videos, including 'who pays for fraud'. They are available via the link below:

<https://www.youtube.com/channel/UCrisabWrFCpBtF8h6gYqaEw>



Types of NHS Fraud

The Trust has a zero tolerance approach to fraud, bribery and corruption and is committed to reducing fraud to an absolute minimum. Staff suspected of committing fraud, bribery or corruption are referred to the Trusts Anti-Fraud Specialist to conduct a criminal investigation. Staff are also referred to The Trust Human Resources team to consider in parallel any disciplinary action.

Types of NHS fraud

Fraud against the NHS takes many forms; here are just a few examples:

Working Whilst off Sick - This happens when staff undertake work when they have reported as being off sick or unfit for work to the Trust, this includes Bank or Agency shifts. Staff are reminded that they must report any secondary employment to the Trust to ensure that there are no conflicts of interest.

Misrepresentation of qualifications or experience - This occurs when someone applying for a job claims to have qualifications or experience they do not actually have. This is particularly serious if it occurs in senior and medical positions.

Timesheet fraud - This happens when staff falsify their timesheets, for example to obtain payment for hours they have not actually worked.

False claims - This can range from patients claiming for free treatment when they are not entitled to it, to NHS professionals claiming money for services they have not provided.

Payment diversion fraud - This happens when fraudsters trick an NHS organisation into paying money to them, for example by pretending to be from one of the organisation's regular suppliers.

Procurement fraud - This relates to the purchasing of goods and services by an NHS organisation. An example is bid rigging, when bidders agree between themselves to eliminate competition, denying the organisation a fair price or delivering poor quality goods or services.

Legislation

Fraud Act 2006

The new Fraud Act came into force in 2006 and replaced / combined several offences that had previously been under other legislation such as the Theft Acts of 1968 and 1978. Fraud is a type of criminal activity, defined as: '**Abuse of position, or false representation, or prejudicing someone's rights for personal gain**'.

Put simply, fraud is an act of deception intended for personal gain or to cause a loss to another party. The general criminal offence of fraud can include:

- **Section 2** - deception whereby someone knowingly makes false representation (an example of this is lying on a CV or job application).
- **Section 3** - or they fail to disclose information (an example of this is failing to declare a conviction, disqualification or secondary employment to an employer).
- **Section 4** - or they abuse a position (an example of this may be a carer abusing patient monies, or a manager using confidential NHS information to make a personal gain (i.e. through a business interest)). Theft is the domain of the Local Security Management Specialist (LSMS) / Security Jed Morris, not the LCFS, although both work closely with each other.

Bribery Act 2010

Bribery is a criminal offence for both individuals and commercial organisations and can be punishable with imprisonment of up to 10 years or unlimited fines. The definitions of bribery and corruption vary and some common definitions in use are:

Bribery – An inducement for an action which is illegal, unethical or a breach of trust. Inducements do not have to be cash but can take the form of gifts, loans, fees, rewards or other advantages.

Corruption – This can be broadly defined as the offering or acceptance of inducements, gifts, favours, payment or benefits in kind which may influence the action of any person. Corruption does not always result in a loss. The corrupt person may not benefit directly from their deeds; however, they may be using their position unreasonably to give some advantage to another.

Gifts and Hospitality

In line with existing Trust policy, gifts and hospitality must not be given or received in return for services provided or to obtain or retain business but shall be handled openly and unconditionally as a gesture of goodwill only. Gifts and hospitality shall always be of symbolic value, appropriate and proportionate in the circumstances, consistent with local customs and practices and should not be made in cash. Please refer to the policy for further guidance. You should only receive hospitality or gifts in accordance with the Policy and in all instances you should declare such gifts or hospitality by completing the form contained within the policy. If you are in any doubt whether to accept a gift or hospitality then declare it and return the form first and advice will be offered.

Sponsorship

Sponsoring means any contribution in money or in kind by or to the Trust towards an event organised to raise the profile of the Trust or another organisation. All sponsoring contributions must be transparent, pursuant to a written agreement, for legitimate business. Purposes and proportionate to the consideration offered by the event host.

Sponsorship may not be given or received towards events that are incompatible with the Trust's ethical standards or have the potential to damage the Trust's reputation. All sponsorship will be publicly disclosed and this is the responsibility of the individual being sponsored or organising the event. Where commercial sponsorship is used to fund Trust training events, training materials and general meetings the fact must be disclosed in the papers relating to the meeting and in any published minutes or proceedings. Should an individual be approached to benefit from funds or sponsorship as a consequence of their employment at the Trust, this should be openly recorded, declared and prior approval should be sought in all circumstances to ensure consideration has been given to the appropriateness and transparency of the arrangements being offered.

In summary you should only receive sponsorship in accordance with the Policy and in all instances you should declare such sponsorship by completing the form contained within the Policy. If you are in any doubt whether to accept sponsorship then declare it and return the form first and advice will be offered.



Declarations of Interest

The Trust must be told of all cases where an employee, close relative or associate has a significant financial or other interest in another business, this includes a private company, public sector organisation, other Trust employer or any other company that may compete for an NHS contract to supply goods or services to the Trust. All senior managers and Board Directors must complete and sign a declaration of interest form on an annual basis. The information is retained by the Company Secretary and details of the Board's interests are included within the Annual Report. All other staff should declare any interest where relevant by completing a declaration of interests form and forward this to the Company Secretary in accordance with the Policy.

In summary you should consider whether you have a significant financial or other interest in a business that may compete for an NHS contract to supply goods or services to the Trust and complete a declaration of interests form. If you are in any doubt whether your interest should be declared, complete and return the form first and advice will be offered.

Fraud has been identified as the crime that people are most likely to experience in the UK, and no individual or organisation is immune from the risk. The NHSCFA is equipped and determined to lead the fight against fraud affecting the NHS, but everyone has a part to play in combating fraud.

The first steps are being aware of the risk and remaining vigilant. You should also know how to report any suspicions or concerns you may have about fraud. By reporting fraud you can help the NHSCFA to ensure offenders are brought to justice and that money is returned to the NHS to care for patients. Reporting fraud will also help form a better picture of fraud risks and trends so that the NHS is better equipped to prevent fraud.

If you believe that you have good reason to suspect a person of fraud, bribery or corruption, whether they be an employee, external contractor or patient, you should immediately inform the Trust's Counter Fraud Specialist (LCFS) or **Michelle Brown, the Trust's Executive Director of Finance.**

NHS Counter Fraud

The Trust's Anti-Fraud Specialist is Sarah Bailey (Tel: 07721488602 / Email: Sarah.Bailey@miaa.nhs.uk / Website: <https://www.miaa.nhs.uk/>)

It is easy to report fraud, bribery or corruption affecting the NHS. You can call the anonymous, 24-hour reporting line on 0800 028 4060 (powered by Crimestoppers). You can also report online **www.cfa.nhs.uk/reportfraud**

Please do not:

- Ignore the problem – you might be the only one who knows about it.
- Investigate it yourself or start discussing it with others.
- Confront anyone.
- Carry out any surveillance.
- Tamper with computers, equipment or files you think may be involved.
- Commence any disciplinary action before informing the LCFS.

Policies

Relevant Trust Policies:

- Anti-Fraud Bribery and Corruption Policy.
- Raising Concerns/Whistleblowing Policy: (Protection under PIDA). The Trust's Whistleblowing Policy will be rigorously enforced to ensure that no individual will suffer personally from any detrimental treatment as a result of reporting reasonably held suspicions. Staff are advised to contact the Trust Raising Concerns Guardian for support and further advice.
- Code of Conduct/Standing Orders/Standing Financial Instructions.
- Gifts and Hospitality Policy.
- Sickness Absence Policy.

Emergency Planning and Business Continuity

The NHS needs to plan for, and respond to, a wide range of incidents and emergencies that could affect health or patient care. These could be anything from extreme weather conditions to an outbreak of an infectious disease or a major transport accident. The Civil Contingencies Act (2004) requires NHS organisations, including East Lancashire Hospitals Trust, to show that they can deal with such incidents while maintaining services.

Recent examples of this in the UK were the Cumbria floods following Storm Desmond in 2015; the bombing at Manchester Arena during a pop concert in 2017; the Cyber Attack on NHS IT systems in 2017 and of course, more recently, the coronavirus outbreak in 2020. The Emergency Preparedness, Resilience and Response framework (known as EPRR) outlines the work streams that we are required to consider in order to enable us to respond to emergencies in an efficient and effective way, whilst maintaining business as usual as far as is possible.

The patient remains at the heart of what we do and we must continue to provide safe, personal and effective care.

To support our EPRR work, the Trust has a Major Incident Plan, a Business Continuity Plan and a host of other specialist plans e.g. Heatwave Plan. These can all be found on OLI. From the 'Corporate' menu, please go to 'Emergency Planning and Business Continuity'.

Emergency Planning and Business Continuity

Depending on your role, you may need specialist training to respond to such incidents and emergencies. Others may only need to be aware of the Trust and departmental plans to ensure that our services are maintained, as far as is possible, during an incident. As part of your local induction process, your manager should outline the major incident and business continuity arrangements for your service and should advise you if you need any further training.

All Trust plans are ratified at Divisional or Directorate level, as well as being approved through the monthly Emergency Preparedness and Operational Resilience Committee, which then reports to the Trust Board. The Trust EPRR Manager is Heather Taylor (heather.taylor@elht.nhs.uk). The Executive Director (Accountable Emergency Officer) with responsibility for EPRR is Tony McDonald, Executive Director of Integrated Care and Partnerships and Resilience.

Training and exercising for staff in relation to responding to incidents and emergencies takes place on a regular basis. For details about training, exercising or other major incident or business continuity related queries, please contact the EPRR team (**EPRR@elht.nhs.uk**).

Car Parking

You should have already received and submitted your application form for a car parking permit at your employment check. You will not receive a permit until you have a payroll number generated.

If you are a car user and have applied for a Trust car parking permit, the car parking team will contact you in regard to receiving this. Once you have received your permit, you will be free to park at RBH and BGH as long as your permit is clearly visible. If you have not yet applied for a permit or are a temporary staff member, then you could keep the car parking costs down by following the instructions below:

BGH – If you park for 3 consecutive days (even for up to 3 hours) at Burnley, display the 3 tickets in the window and these will let you park for the rest of the week (4 days) free of charge for any amount of time.

RBH – There are two systems. The first system is ANPR which clocks you in and out. You need to download the NCP app and you have 24 hours to pay. Not paying within this time will result in a £20 fine. Prices are 0-3 hours - £2.60 / 3-8 hours - £4.20 / 8-24 hours - £6.30.

The second system is applicable for the main hospital car park. You purchase a ticket at the entry terminal and pay at the machines by the main door. This can be via cash or debit / credit card. If you pay for a daily ticket (costing £6.30) for 3 days and take your receipts to the car parking office, you can complete a concession form and you will receive the next 4 visits free. These do not need to be consecutive.

Car Parking Prices



Group 1	Full time Salary to £24,336 (Bands 1 to 3)
Group 2	Full Time Salary £24,337 - £34,581 (Bands 4 and 5)
Group 3	Full Time Salary £34,582 - £50,056 (Bands 6 and 7)
Group 4	Full Time Salary > £50,056 (Bands 8a and above)

Pre Paid Permits

Pre Paid Permits		
Details	Group	Days
Bank / Trust Staff - Band 1 to 3	Group 1	£9.27
Bank / Trust Staff - Band 4 to 5	Group 2	£11.08
Bank / Trust Staff - Band 6 to 7	Group 3	£15.87
Trust Staff - Band 8 and above	Group 4	£23.15
Student	Group 1	£9.27
Doctor	Group 4	£23.15
Contractor	Group 4	£23.15

Permanent Days (Direct Salary Permits)
Including Community Staff and Agile Working

	OnSite 20 Hours per Week or More	OnSite less than 20 Hours per week
Group 1	£ 9.27	£ 4.64
Group 2	£ 11.08	£ 5.54
Group 3	£ 15.87	£ 7.94
Group 4	£ 23.15	£ 11.58

Staff Working Rotational Hours (Direct Salary Permits) Mixture of day, evening and night duties

	OnSite 20 Hours per Week or More	OnSite less than 20 Hours per week
Group 1	£ 4.63	£ 3.24
Group 2	£ 5.54	£ 3.88
Group 3	£ 7.93	£ 5.56
Group 4	£ 11.58	£ 8.11

ID Badges

East Lancashire Hospitals NHS Trust has been designed with secure access controls in selected areas to provide a safe and secure environment for patients, visitors and staff. Royal Blackburn Teaching Hospital, Burnley General Teaching Hospital and Clitheroe Community Hospital all have different security systems for the ID Badges and therefore, if you will be working in any secure area of any of these sites you will need an ID Badge.

Accrington and Pendle Community Sites have name badges only with Photo ID and these badges can be obtained from General Office in Royal Blackburn Teaching Hospital. Each door with an ID badge access system on it should have a manager and deputy assigned to it, and only their signature will allow staff access via the ID badge / fob.

How to obtain ID Badges

- **RBH** – The application forms can be obtained from generaloffice@elht.nhs.uk. The ID badge form must be completed then signed and returned to generaloffice@elht.nhs.uk along with a head and shoulder shot photo.
- **NB:** All application forms must be signed by the assigned manager/deputy of each door that access is required.
- The applicant will be advised when their ID badge will be ready for collection. This is usually on the same day as the application is received by the issuing office.
- **BGH** – The application forms can be obtained from generaloffice@elht.nhs.uk. The ID badge form must be completed then signed and an appointment made with Security (01282 805277).
- **NB:** All application forms must be signed by the assigned manager/deputy of each door that access is required.
- The applicant will be given an appointment day and time whereby they must attend the Security office with their form. They will have a photo taken and be issued their ID badge on the day.
- On receipt of your ID badge a signature is required with the understanding that you will undertake the following:-
 - To be worn and displayed when on Trust property.
 - Not to deface the badge.
 - Not to pass to another for use.
 - Failure to follow the above may result in disciplinary action taken against the individual.
 - Please note that lost ID badges are chargeable.



Maintenance

Royal Blackburn Teaching Hospital

At Royal Blackburn Hospital all of the Trust Maintenance is completed by a service provider called ENGIE, this is done by phoning the **ENGIE helpdesk on 2020**. Below are examples (but not an exhaustive list) of Maintenance jobs that should be rung through to the ENGIE Helpdesk:

- Loose skirting boards
- Blocked toilets
- Leaks
- Lights out both internal and external
- Wall / door / floor / ceiling damage
- Sinks not working effectively
- Paint flaking or scuff marks that cannot be removed from effective cleaning
- Electrical problems
- Broken beds / wheelchairs / trolleys
- External building issues – Wall / pavement / road / window issues

Burnley General Teaching Hospital Area 7

At Burnley General Hospital Area 7 our Maintenance is completed by ENGIE and the Trust Estates Team.

The ENGIE Helpdesk can be contacted on #8777 and the Trust Estates Team can be contacted on 14777.

The ENGIE Helpdesk is manned between the hours of 08:00 and 18:00, Monday to Friday. When phoning outside of these hours (Weekends and Bank Holidays), for routine Maintenance issues call #8777 and leave a message on the Helpdesk answering machine. If your maintenance issue is urgent, please contact the switchboard on 0. You may also refer to your ward / department maintenance file for more information on who to call for a variety of maintenance issues.

When logging calls with the ENGIE Helpdesk, you must provide them with as much detail as possible.



Maintenance

The information they will require is:

- Where in the hospital is the issue located such as Ward / Department, Corridor, Lift, Level or if it's external the location of the issue.
- Room number of the affected room (located on the door or door frame).
- Detailed description of the issue.
- Your full name and a contact number.

You will then be provided with a job number. This must be logged down so if you have any queries relating to the job at a later date, the ENGIE Helpdesk will be able to look the job up and provide you with an update. If you have any questions relating to a job and you are unsure please contact the PFI Office on 83037 or email **Alexander.Spratt@elht.nhs.uk** or **PFIOffice@elht.nhs.uk**

It is everybody's responsibility to phone through Maintenance problems to the ENGIE Helpdesk. It is better to have multiple calls for the same issue then none at all!

Benefits for Staff

ELHT Staff app

Download the ELHT app to find out what is happening at the Trust from competitions to NHS discounts. The app is easy to download - just type this URL into your device's internet browser (Safari for iPhone, Google Chrome for Android) <http://tiny.cc/elht> This will allow downloads to Apple and Android devices. Staff must give permission for the download when asked; if you allow push notifications you will get regular updates/rewards information. It is very simple to 'trust' the App, which is perfectly safe.

Staff Gym

Gym facilities are available at both Burnley and Blackburn sites. Membership is £6 per month deducted each month from your salary; the first payment is £16 which includes the initial £10 joining fee. Contact GymEnquiries@elht.nhs.uk and let them know your payment method and the length of membership required (minimum 6 month's contract or up to 3 months for students).

NB – Please note that before joining the staff gym you will need to undertake an induction with one of the instructors.

Smoking Policy

Trust employees - both clinical and non-clinical - must not smoke in a public area while wearing a full / part NHS uniform and / or a Trust Identification Badge, whether on or off duty. E Cigarettes are included in the smokefree policy and their use is not permitted in the Trust premises or grounds. "If an individual continues to breach the policy despite support being offered then further action may be taken in accordance with the Trust's Disciplinary Procedure".

Smokefree Policy ELHT/C062 V3

If you want to quit smoking or vaping, contact the Well Service to arrange to see a Trained Smoking Cessation Advisor for NRT and medication, behaviour and quitting techniques to help you quit!

Email: Wellteam@elht.nhs.uk or ext: 84629

Vivup Staff Portal

Vivup is our employee portal where staff can find staff benefits, staff support and salary sacrifices. We have a range of salary sacrifices including home electronics and a cycle to work scheme. Register and see how you can start to save money. Register for more information at: <https://www.vivupbenefits.co.uk/>

We are happy to talk Flex!

Our Commitment

We are committed to helping you achieve a good work life balance whilst ensuring we can achieve our ambition to deliver safe, effective, personal care.

Benefits to you

-Having flexible working arrangements can benefit you through various stages in your life and supporting you to remain in work,

What is Flexible working?

Flexible working is "an arrangement which supports you to have greater choice in when, where and how you work."

Benefits to the Trust

Helps to attract and retain valued colleagues
Improves wellbeing of colleagues and service to patients
Identifies new ways of working
Promotes team work

Examples of Flex

This may include changes to your working pattern, hours, and role, and/or the location in which your work takes place.

Flexible Working Requests

All employees have the right to request Flexible Working from Day 1 (this includes during the recruitment process).
There is no limit on the number of requests submitted.
There is no set of circumstances required to apply.

Policies

We have a Flexible Working Policy and Agile Working Policy and a dedicated Flex and Agile sharepoint page with lots of useful resources and toolkits to support you and your manager to talk Flex!

Want to know more?

Have a look at the Flex and Agile Sharepoint site on OLI.
Use the Behaviour Framework to work together and create new ways of working.



Staff Health and Wellbeing

Health and Wellbeing directory

Download the ELHT app to find out what is happening at the Trust.

Well Service

ELHT offer health and wellbeing support to all staff for help and advice offering, signposting, brief interventions and coaching on health and wellbeing interventions including smoking / alcohol, nutrition, physical activity and:

- Mindfulness sessions (group and one to one's)
- Frazzled Café drop-in sessions facilitated by an advisor for health and wellbeing support and advice
- Wellbeing conversations offer (one to one support)
- Well Spaces - areas created for staff health and wellbeing across the Trust
- Workplace Trauma Support training and coaching
- Apps and telephone helplines (Sleepio / headspace)
- Wellbeing Directory
- Vivup Staff H&W Portal
- Salary sacrifice

Contact:

Email: wellteam@elht.nhs.uk

Occupational Health and Wellbeing Service

For help and advice, we are open 7 days a week from 8am - 8pm. We offer a wide range of services to help maintain the health and wellbeing of all staff. Our primary focus is to provide efficient and effective Occupational Health and Employee Wellbeing services that support the Trust, managers and its employees.

You can self-refer or you can be referred by your manager. See Occupational Health on OLI for more details or email occupationalhealthservices@elht.nhs.uk



The Alcohol Care Team at ELHT



What do we do?

- Help to prevent Alcohol related harm through awareness raising
- Provide training on Alcohol screening, brief advice and withdrawal management
- Provide advice on matters relating to Alcohol care
- Work as part of the MDT to advise on prescribing and care planning for those who are Alcohol dependent
- Work with people post discharge to continue to help engage them with services
- Deliver 'enhanced brief interventions for those drinking at 'higher risk' levels
- Work collaboratively with community services
- Deliver psycho-social interventions to enhance recovery

Referrals

- Refer even if out of hours working hours or due for discharge! – we will follow up the next working day!
- Refer on Cerner
- Bleep – 796
- Call 85062/82707 · Email – elht.alcoholcareteam@nhs.net
- We work 8/8 weekdays and 8/4 weekends and bank holidays

What you can do

- At ELHT, ALL patients should be asked about their Alcohol and Tobacco use. Get familiar with the AUDIT C and how to offer brief advice
- Online Alcohol training via the Learning Hub - or contact us for team training
- Understand how to use the Alcohol care pathway and read the Alcohol withdrawal management policy
- Shadowing to get a better understanding of the service

Veteran Awareness

In the UK, a veteran is defined as anyone who has **served for at least one day** in HM Armed Forces (Regular or Reserve) or Merchant Seafarers who worked alongside Service personnel in legally defined conflict situations.

There are about **2.6 million veterans** in the UK, half of whom served before 1960, with about 3 million dependent family members.

Two-thirds of veterans are aged over 65, and half are over 75.

Veterans make up between 3% to 9% of the population in most areas (but this is likely to be a greater proportion in hospitals, due to the age profile of veterans).

Armed Forces Covenant Duty

The Covenant Duty came into force on 22 November 2022

What is the new Armed Forces Covenant Duty?

The new Covenant Duty is a legal obligation on certain public bodies to 'have due regard' to the principles of the Covenant and requires decisions about the development and delivery of certain services to be made with conscious consideration of the needs of the Armed Forces community.

Who does the new Duty affect?

The new legal obligation impacts organisations that are responsible for delivering principally statutory functions in healthcare, education, and housing services. The Armed Forces community will be affected as beneficiaries of the new Duty.

**Fiona Lamb, Armed Forces
Champion/Clinical Site Manager**

T: 01254 732098, Ext 82098, Bleep 087

Shafiq Sadiq, Armed Forces Advocate

M: 07773 651 201 T: 01254 733844,

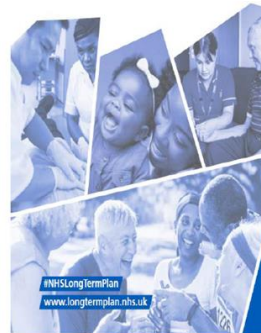
Ext 83844, Bleep 750

Email:armedforcesveterans@elht.nhs.uk

The NHS Long Term Plan



The NHS Long Term Plan



Armed Forces health commitments

We will expand our support for all veterans and their families as they transition out of the Armed Forces, regardless of when people leave the services.

- We have translated the aspirations of the Long Term Plan into an ambitious transformation programme – *Healthcare for the Armed Forces Community: a Armed Forces Forward View*
- A refreshed national partnership agreement with the Ministry of Defence that reflects NHS system changes has been signed
- To ensure the NHS is equipped to best serve veterans and their families we are rolling out;
 - In conjunction with the Royal College of GPs – the **Veteran** accreditation schemes across all GP practices in England
 - The **Veteran** Covenant Hospital Alliance accreditation across all NHS secondary care acute hospitals
 - Establishing a Single Point of Access for **Veterans** and their families which are based in the Integrated Care Board (ICBs) local areas.

Veteran Awareness

IDENTIFYING ARMED FORCES VETERANS

On arrival to your ward or department, please ask the question: "Have you ever served in the UK Armed Forces including National Service?"

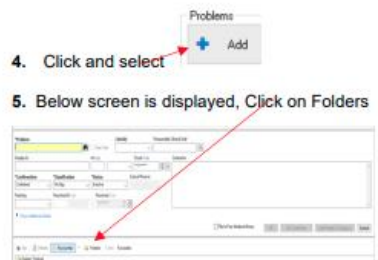
If the answer is "Yes", please record Veteran status on EPR.



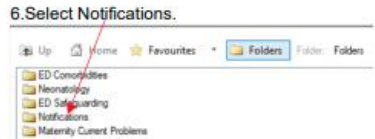
Recording Veteran on ePR

N.B. To inform the Veteran Team, please continue the same process by contacting them on bleep 750 or email: armedforcesveterans@elht.nhs.uk to inform of a veteran/veteran's admission.

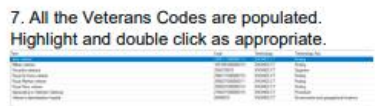
1. Launch and log on to Powerchart or
2. Screen is defaulted to Care Compass/ED LaunchPoint landing page. Patient list is displayed. Select patient.
3. Within **Menu** Scroll down and click **Diagnoses and Problems**. Record Under Problems.



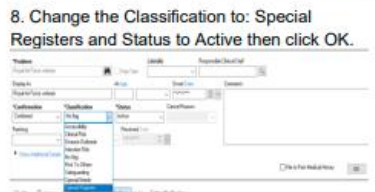
4. Click and select
5. Below screen is displayed, Click on Folders



6. Select Notifications.



7. All the Veterans Codes are populated. Highlight and double click as appropriate.



8. Change the Classification to: Special Registers and Status to Active then click OK.

9. Click on icon to make sure that all information recorded are up to date.
10. Click on ****Flag/Alert**** on the Blue Banner Bar below patient's name.



11. Below screen will be displayed. Click OK

For general queries, please contact the Clinical Informatics Team on 85101

Veteran Awareness

REFERRING ARMED FORCES VETERANS

In New Order, type in and select “Armed Forces” as your New Order entry and follow the guide below.



PowerChart -

New Order Entry QRG



New Order Entry

- This can be used to place orders e.g., radiology, prescribe meds, procedures, referrals, and follow up appointments for admin staff to book.
- Login to **PowerChart**.
- Select required patient from the appropriate list, e.g., Doctors Worklist, or use **patient search** (**IMPORTANT**: ensure the correct encounter is selected if using the latter option).
- Select the appropriate **MPage**.
- Select **New Order Entry** component and select appropriate tab underneath.

- Click on **New Order Entry** title to check if order has been requested. This is important as we don't want to create duplicate requests. Once checked click on back/house to go back to **New Order**



Entry.

- Search for the required orders using the search option. This can also be found in the **Public** folder and can also be marked as favourite. **Note** – Medications should **not** be marked as favourite when prescribing.
- Select the required order.
- Order appears in **Orders for Signature** basket  to the top right of your screen.
- Add more orders if needed.
- Click on **Orders for Signature**  .
- Check the orders, removing if needed.
- Click **Modify Details**.
- Click on each order at the top of the screen and complete **order details** at the bottom of the screen. **All yellow fields are mandatory**.

- If needed, add comments in the **Order Comments** tab. This **MUST** be done when ordering from Radiology with full details (reason for test, doctor's name, and GMC no.)
- **Sign** the order.
- The order(s) has now been placed and will appear in the **Order Profile** component to view.

For general queries, please contact the Informatics Systems Trainers, System Support, on 82052 (01254 732052) or email:

systems.trainingqueries@elht.nhs.uk

Apprenticeships for All Staff

Apprenticeships are available for substantive staff at ELHT. Apprenticeships are linked to an accredited course from Level 2 (Intermediate) to Level 7 (Master's degree) covering both clinical and non-clinical job roles. Apprenticeships include elements of on and off the job training; assessments are undertaken at the end of the programme to assess the learner's ability and competency in their job role. When substantive staff enrol on an apprenticeship programme their job role and salary are not affected. Apprenticeships take between one to five years to complete.

Some of the apprenticeship programmes you could apply for include:

Business Administration, Healthcare Support Worker, Assistant Practitioner, Nursing Associate, Customer Service, Catering Assistant, Team Leader, Management and many more....

Functional Skills

ELHT are offering all staff a chance to gain a Level 2 qualification in English or Maths free of charge.

Did you know?

Our team, who specialise in adult learners, will support you to gain this qualification, usually between 10 -15 weeks. You just need to commit to one English and / or one Maths session a week. Everyone is welcome, regardless of how good you feel your current English and Maths knowledge is. If you are interested in becoming a Nursing Associate or an Assistant Practitioner, you'll need to have functional skills English and Maths at Level 2. Functional skills helps you to become more comfortable using English and Maths in your daily life and you can do this for free. For more information or an informal chat, please contact the Work Based Education Team on: **Telephone: 01254 732095 (Ext:82095) / email: wbet@elht.nhs.uk and / or functionalskills@elht.nhs.uk**

Please ensure that your department is breastfeeding welcome

All public areas should be breastfeeding welcome. This is supported by the Equality Act 2010. No breastfeeding mother should be asked to stop breastfeeding or leave a public place – it is against the law.

- Ensure your team are aware of the Equality Act 2010
- Display a 'welcome to breastfeed' poster in a visible position
- If a mother is breastfeeding in a public place, for example a waiting room, let her carry on – no need to disturb her
- If a mother asks for a private place to breastfeed, offer her somewhere private, clean and comfortable (a place must be found)
- Discuss the above points with all staff - new and current

If you have any ideas on improving experiences for breastfeeding families across our Trust, please let us know.

For more information please email: BabyFriendlyTeam@elht.nhs.uk

Staff Breastfeeding Champions

Volunteer ELHT staff breastfeeding champions will be able to have a supportive conversation with any member of staff returning to work whilst breastfeeding / expressing - and be a line of support if needed in the transition period when returning to work. We can help motivate, encourage, support and protect breastfeeding / milk supply. Champions are willing and enthusiastic and are keen to help the organisation improve support in this area. They also have had access to current evidence-based information and access updates. We welcome you to contact us for a chat. For more information email:

BabyFriendlyTeam@elht.nhs.uk

Staff Support Services

Long Service Awards

The Trust operates a Long Service Award for those who have been employed in the Trust for a total of 25 years. All members of staff who qualify for the long service award at 1st April each year will be presented with acknowledgment of long service. All qualifying members of staff will also be entitled to one day additional annual leave (pro rata for part-time staff) with effect from the following leave year. For further information please call the Employee Relations Department on 01254 732977 (Ext 82977).

Education, Research and Innovation

It is recognised that good education and development of staff are vital for safe, personal and effective care. From the beginning of your career here at ELHT, we want to enable staff to feel engaged and empowered to contribute to change, through research and new discoveries, in the way that services are delivered. Please see <https://deri.elht.nhs.uk/> for further details.

Library and Knowledge Services

The Library and Knowledge Services are here to support all Trust staff and students on placement within the Trust. We offer a wide range of services and resources including:

- Evidence searching from our team of skilled Evidence Librarians
- Information Skills Training Programme – including literature searching, critical appraisal, medical statistics
- Online databases and journals giving you instant access to thousands of full-text articles
- Print and eBooks – search our [library catalogue](#)
- [cloudLibrary](#) - Digital Fiction and Wellbeing Collection - over 300,000 eBooks and eAudiobooks.

You can join the library [online](#) or call into either of the site libraries. You will need to bring your Trust ID badge or student card along on your first visit.

For more information about services available please see www.ehub.elht.nhs.uk

Research and Development at ELHT

What is research and development?

Research and Development is part of the Directorate of Education, Research and Innovation (DERI).

The role of the R&D team is to support and facilitate our research-active ELHT colleagues to undertake high quality research, to provide research governance to ensure the interests of participants, researchers and the Trust are protected through adherence to the local and national regulatory frameworks.

We work as a team to try and find the best evidence which will go on to be used to improve:

- the health of our patients
- the care we provide
- how we make clinical decisions

Why do we do research?

- | | | |
|--|---|---|
| - Better for our patients | - Better for our staff | - Better for our Trust |
| o Patients at research active hospitals have more confidence in staff | o A happier workforce | o Improvements to clinical practice |
| o Reduced deaths | o Gives opportunities to our staff to be part of research and develop their research skills | o Reduced costs |
| o Better patient outcomes | o Potential for career development | o Policy change |
| o Cancer survival outcomes in hospitals with high research participation | | o Improves Trust performance |
| | | o Improved CQC rating |



Research and Development at ELHT

The big picture

Our Trust is part of a local network of research active hospitals. We are all part of the National Institute of Health and Care Research (NIHR). Together, along with universities, local government, other research funders, patients and the public, we are working to improve the health and wealth of the nation through research.

We conduct research in the following specialities:

Dermatology	Surgery	Health Services Research
Gastroenterology	Musculoskeletal Disorders	Diabetes
Haematology	Infection	Trauma & Emergency Care
Respiratory Disorders	ENT	Hepatology
Oral & Dental Health	Neurological Disorders	Primary Care
Renal Disorders	Dementias & Neurodegeneration	Genetics
Ageing	Mental Health	Metabolic & Endocrine Disorders
Public Health & Prevention	Ophthalmology	

How can you get involved with research?

How to find out more?

Email: research@elht.nhs.uk

Tel: 01254 735318

Website: www.elht.nhs.uk/research

	Patient-Facing Staff	Support Service Staff	What if you work in a non-clinical environment?
What might your role be?	Perhaps you'll work on a ward or outpatient area.	Perhaps you'll work in a laboratory.	Perhaps you'll work with the catering or estates teams.
What could you do?	<p>Good Clinical Practice Training</p> <p>Find the Research Leads in your area and ask which studies are going on. They will let you know how you can help.</p>	<p>So many research projects at this hospital need support services in order to run.</p> <p>Look out for the research staff in your area and feel free to ask about the research that's taking place.</p>	<p>There are so many ways for staff to be involved.</p> <p>Look out for us on Clinical Trials days and #Red4Research Day.</p>



Venous Thromboembolism (VTE)

It is estimated that approximately 25,000 people in the UK die from preventable hospital-acquired venous thromboembolism (VTE) every year. VTE is a condition in which a blood clot (thrombus) forms in a vein and commonly occurs in the deep veins of the legs. Sometimes part or all of the thrombus can come free and travel to the lung as a potentially fatal pulmonary embolism. Venous thrombosis is often asymptomatic; less frequently it causes pain and swelling in the leg. Symptomatic venous thrombosis carries a considerable burden of morbidity, including long-term morbidity because of chronic venous insufficiency, venous ulceration and development of a post-thrombotic limb (characterised by chronic pain, swelling and skin changes). Preventing VTE is part of trust wide Harms Reduction Programme.

Step wise approach to Reduce risk of VTE in hospital patients

Step 1

Risk Assessment

All adult patients admitted to hospital must be risk assessed to determine if they are at high or low risk for VTE. The VTE risk assessment tool is in electronic format in the Hospedia Extramed system alongside all the nursing risk assessments to be completed on admission for all patients. This is mandatory for all patients and all health care professionals must ensure that this assessment is undertaken for all patients at the point of admission to hospital or at pre-admission assessment.

Step 2

Thrombo prophylaxis

If risk assessment identifies the patient as high risk of VTE then appropriate specialty-specific VTE prophylaxis must be prescribed and applied in a timely manner without delay in line with Trust VTE Policy Part1 on VTE prevention. Each specialty-specific regime is displayed in clinical areas and all information regarding various regimes is available within Trust VTE policy on intranet.

Step wise approach to Reduce risk of VTE in hospital patients

Step Three:

Review and repeat VTE risk assessment in 24 hours and every time clinical situation changes

Patients are reviewed regularly to determine if their risk of developing VTE has altered. Most importantly if a patient is admitted, in addition to VTE risk assessment carried out at time of admission, a further assessment must be carried out within 24 hours and documented in electronic VTE risk assessment tool. If a patient admitted and assessed as low risk has subsequently on repeat risk assessment becomes high risk, then appropriate VTE prophylaxis must be commenced. If a patient's clinical condition changes at any time or if there are ward moves, then VTE risk assessment needs to be repeated accordingly.

Step Four:

Additional measures to reduce risk

As well as applying specific prophylactic regimes to high-risk patients, there are a number of measures that need to be taken to minimise risk of VTE in all patients. These include early mobilisation, prevention of dehydration and other factors that potentially increase risk. Do not regard aspirin or other antiplatelet agents as adequate prophylaxis for VTE. Discuss patients at high risk of VTE with consultant. Likewise, patients at high risk of VTE and high risk of bleeding need to be discussed with consultants for their expert input for tailored care to reduce VTE risk through prophylaxis.

Step wise approach to Reduce risk of VTE in hospital patients

Step Five:

Patient Information and Raising Awareness

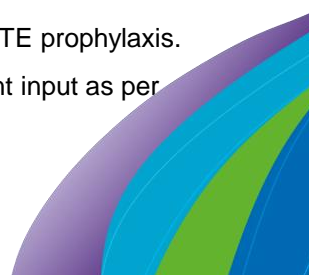
All patients must be given information about the risk of VTE associated with hospital admission as well as signs and symptoms of VTE and specifically how they can contribute in self-care towards preventing VTE through early mobilisation and improved hydration. The information provided must also include advice on signs and symptoms of VTE at discharge and action to take after discharge. The patient information leaflets developed to raise awareness among patients at ELHT are available in all clinical areas, and copies can be downloaded from the hospital intranet VTE webpage with free and easy access at all times. Provision of the Trust VTE patient information leaflets and supportive advice provided to patients must be clearly documented in medical records.



Assessing the risks of VTE and bleeding

The risk of developing VTE depends on the condition and / or procedure for which the patient is admitted and on any predisposing factors.

1. Assess all patients on admission using electronic VTE risk assessment tool on Hospedia Extramed system to identify those at increased risk of VTE.
2. Regard medical patients as being at increased risk of VTE if they have had or expected to have significantly reduced mobility for 3 days or more **or** are expected to have on-going reduced mobility relative to their normal state **or** have one or more of the risk factors shown in VTE Risk assessment tool.
3. Regard surgical patients and patients with trauma as being at increased risk of VTE if they meet one of the following criteria: 1 - Surgical procedure with a total anaesthetic and surgical time of more than 90 minutes, or 60 minutes if the surgery involves the pelvis or lower limb; 2 - Acute surgical admission with inflammatory or intra-abdominal condition; 3 - Expected significant reduction in mobility; 4 - One or more risk factors in Electronic VTE Risk assessment tool and guidance.
4. Reassess patients' risks of bleeding and VTE within 24 hours of admission and whenever the clinical situation changes, and with ward moves to ensure that the methods of VTE prophylaxis used are suitable, is being used correctly and in timely manner. Identify adverse events resulting from VTE prophylaxis.
5. Assess all patients for risk of bleeding before offering pharmacological VTE prophylaxis. Do not offer pharmacological prophylaxis to patients with factors for bleeding in VTE Risk assessment tool, unless risk of VTE outweighs risk of bleeding. These patients need experienced input from a consultant. Consider non-pharmacological prophylaxis in addition to or instead of as appropriate in these cases. Document explicitly any reason for withholding VTE prophylaxis always.
6. 'Major bleeding' refers to a bleeding event that results in one or more of the following: Death, A decrease in haemoglobin concentration of 2g/dl or more; Transfusion of 2 or more units of blood; Bleeding into a retroperitoneal, intracranial or intraocular site; A serious or life-threatening clinical event; A surgical or medical intervention. Ensure consultant input is always sought in these cases and incident is reported appropriately through Datix.
7. Identify patients needing prolonged VTE prophylaxis and ensure they are advised and educated regarding administration of VTE prophylaxis. Patients undergoing procedures may need extended VTE prophylaxis. Please ensure this is effectively in place with consultant input as per Trust policy for those needing extended prophylaxis and patients are advised and educated appropriately.



Medical Appraisal and Revalidation

All doctors employed by East Lancashire Hospitals Trust are required to have an annual appraisal. This is a requirement of your contract of employment and also the cornerstone for GMC Revalidation. Appraisals give you the opportunity to reflect on your work, to receive feedback on your performance and to identify developmental areas within your role. It is your professional responsibility to ensure that you participate in the appraisal and revalidation process.

The General Medical Council has set out its requirements for medical practice and appraisal in three main documents: Good Medical Practice (GMC, 2024), Good Medical Practice Framework for Appraisal and Revalidation (GMC, 2013) and Supporting Information for Appraisal and Revalidation (GMC, 2012). Further guidance by GMC on expectation from doctors regarding professional standards is highlighted in the GMC guidance on Leadership and Management for all Doctors (GMC 2012) and Trust Vision, Values, Guiding and Operating Principles. If you fail to engage in Trust processes that support revalidation such as appraisal, or fail to provide information that has been requested, this could pose a risk to your revalidation and thereby your GMC license to practice.

Getting Started with Appraisal and Revalidation: On joining ELHT, please follow these instructions (see next slide).

Medical Appraisal Process

- 1:** On commencement of employment, please ensure that you have allocated East Lancashire Hospitals NHS Trust as your Designated Body with Mr Jawad Hussain as your Responsible Officer (RO) on GMC Connect.
- 2:** You should email a copy of your last appraisal or your last ARCP/CCT to the Medical Appraisal & Revalidation (A&R) Team via revalidation@elht.nhs.uk
- 3:** The Medical A&R Team will create an account for you on the electronic appraisal and revalidation system used at ELHT called L2P (License to Practice), and you will be sent a welcome email from the system along with more detailed appraisal guidance from the Medical A&R Team.
- 4:** The Resource section within L2P provides access to the Trust Medical Appraisal and Revalidation Policy HR46, as well as a wide range of GMC/NHSEI and Trust resources. These include Specialty Specific Appraisal Guidance, Appraisal Guidance for Educators, the process for requesting postponement of appraisal and a range of Standard Operating Procedures which you will find informative. Please read and familiarise yourself with the Medical Appraisal and Revalidation Policy. This policy is also available on OLI. This will provide you with an overview of the policy, processes, your roles and responsibilities and support resources available.
- 5:** Take a look around your account, and your next Appraisal, and start to work on this as soon as you have the chance. Adding information as soon as you can is very beneficial with Appraisal time comes.

Medical Appraisal and Revalidation

Appraisals for International Medical Graduates (IMGs) new to the NHS / UK

All International Medical Graduates (IMGs) are advised to contact revalidation@elht.nhs.uk as part of their induction.

The A&R Team will provide a link to the 'Welcome to UK Practice: information for doctors' by the GMC', a link to the Trust Appraisee e-Learning package and more detailed guidance aimed at supporting IMGs.

An Appraiser will be allocated for their first Appraisal to take place within 3-6 months of joining the Trust with subsequent Appraisals annually. This is so that an experiential learning of the Appraisal process can be enabled, and a Personal and Professional Development Plan agreed upon early in their career journey in the UK NHS for clarity of objectives to work towards, ahead of the next Appraisal.

Medical Leadership module within L2P Appraisal Platform

Leadership behaviours focused on core NHS values of Compassion and Inclusion lead to more collaborative, productive, care-focused and engaged teams which in turn lead to increasingly positive experience of care and service benefiting patients, staff and organisations. The innovative Medical Leadership Module within L2P enables facilitated reflection of professionals on their leadership, and how they can contribute to organisational culture through a well-recognised framework enabling them to grow as a value-based leader and contribute furthermore and positively towards enhancing Trust Vision to provide Excellence in Safe Personal Effective care.

Disability and Wellness Network (DAWN)

The Disability and Wellness Network (DAWN) supports colleagues with a disability or health condition. You can join DAWN without disclosing anything to us, whether disability, long-term health condition, injury or illness.

Aims:

- To provide a friendly, approachable and supportive place for any member of staff with disabilities / ongoing long term health conditions working for the Trust to voice their experiences.
- To work towards improving the experience of staff with disabilities or long-term health conditions or illnesses.
- To enable the views of staff with disabilities to help shape and influence policies and procedures and decision-making at the Trust.
- To empower and support staff with disabilities / ongoing long term health conditions to achieve and / or maintain their potential.
- To improve our performance on the NHS Workforce Disability Equality Standard which is a set of specific measures that will enable ELHT to compare the experiences of staff with and without disabilities.

The network is fully supported by Senior Executive Leaders, Union Representatives, Staff Guardian Representatives, Human Resources and Occupational Health.

Meeting Dates - Meetings are held quarterly

Get Involved - If you wish to attend any of the meetings, or have any questions, please do not hesitate to contact DisabilityNetwork@elht.nhs.uk or look at the Inclusion page on SharePoint [https://elhtnhsuk.sharepoint.com/sites/Inclusion/SitePages/Disability-and-Wellness-Network-\(DAWN\).aspx](https://elhtnhsuk.sharepoint.com/sites/Inclusion/SitePages/Disability-and-Wellness-Network-(DAWN).aspx)

Come and join our Staff Networks

East Lancashire Hospitals NHS Trust takes great pride in supporting all staff, students, volunteers, patients and the communities that we serve. To achieve this, we have provided a number of diversity and inclusion networks. Diversity network groups provide a forum for individuals to come together, to share ideas, raise awareness of challenges and provide support to each other. When working effectively they are a key mechanism for driving change and making a difference, as well as giving staff the opportunity to grow personally and professionally. **For further information and how to join, please contact the network leads below:**

Name of Staff Network	Lead Contacts	Contact Details
<p>Black Asian Minority Ethnic (BAME) The purpose of the BAME Network is to provide support for all Black, Asian and minority ethnic staff members and play an active role in influencing the organisations actions to address inequalities and all forms of discrimination highlighted by the Workforce Race Equality standards (WRES) report and ensure we promote a culture that creates a more positive experience for BAME colleagues and patients.</p>	Uma Krishnamoorthy - Co-chair (Family Care)	uma.krishnamoorthy@elht.nhs.uk
	Dominic Sebastian - Co-chair (Surgery and Anaesthetic)	dominic.sebastian@elht.nhs.uk
	Barry Williams - Co-chair (Quality and Safety)	barry.williams@elht.nhs.uk
	Arif Patel - Co-Chair (Corporate)	arif.patel@elht.nhs.uk
	Nazir Makda - Co-chair (Corporate and EDI Lead)	nazir.makda@elht.nhs.uk
<p>Disability The network aims to provide a forum for staff with a disability to:</p> <ul style="list-style-type: none"> • Share knowledge and experience in a safe and supportive environment. • Have a collective voice and contribute to the Trust's disability agenda. • Gain knowledge and access appropriate support available for disabled staff. 	Tanya Furk-Stephens - Co-chair	DisabilityNetwork@elht.nhs.uk
	Joanne Mohammed - Co-chair	
<p>Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ+) The LGBTQ+ staff network aims to works to create a safe, inclusive and diverse working environment that encourages respect and equality for all and a space that values and recognises the differences between sexual orientation and gender identity and works proactively to address these.</p>	Martyn Pugh - Chair	martyn.pugh@elht.nhs.uk
	Lorraine Atherton - Co-chair	lorraine.atherton@elht.nhs.uk



Come and join our Staff Networks

Name of Staff Network	Lead Contacts	Contact Details
<p>Mental Health / Wellbeing</p> <p>The Network is a group of staff with a passion and commitment to open out the mental health conversation, to reduce stigma and discrimination, and create a supportive culture across the whole organisation, where staff feel comfortable to talk about their mental health. As a group we want to make sure the views and concerns of staff who live with mental health challenges are represented and considered at an organisational level. We play our part in promoting positive mental wellbeing for all staff, we know this is especially important now more than ever.</p>	Jane Wilkinson	jane.wilkinson2@elht.nhs.uk
<p>Women's Network</p> <p>The Network is underpinned by a shared passion for raising the profile of women at ELHT, female empowerment, and creating a supportive, aspirational and motivational space for female staff at all stages of their careers.</p>	Uma Krishnamoorthy - Chair	uma.krishnamoorthy@elht.nhs.uk
<p>Muslim Network</p> <p>The Muslim Employee Network has four key objectives:</p> <ul style="list-style-type: none"> i. Pro-actively supports the personal and professional development of Muslim staff ii. To enhance the feeling of inclusivity for Muslim staff in the workplace by raising awareness of the Islamic faith to staff and managers across ELHT and the wider system as Islam is one of the most misunderstood religions in the world, due to external political and social factors. iii. Networking and peer support. iv. To support ELHT and the wider NHS in improving the health of Muslim patients/community. 	Farida Daud - Chair	farida.daud@elht.nhs.uk
	Fazlurrehman Hassan - Co-chair	
	Nazir Makda - Co-chair	
<p>Veterans & Reservists</p>	Fiona Lamb	fiona.lamb@elht.nhs.uk

Come and join our Staff Networks

Name of Staff Network	Lead Contacts	Contact Details
International and overseas Network Offer any needed support to new and existing international/overseas members of staff and to their families to facilitate on boarding, belonging, wellbeing and career development.	Cini Suresh - Co-chair	cini.suresh@elht.nhs.uk
	Oladunni Akinbulumo - Co-chair	oladunni.akinbulumo@elht.nhs.uk
Families and Carers Staff Network Group As a carer you may be providing daily support to an individual who may be experiencing illness, frailty, disability, substance misuse or a mental health condition. Some examples of these conditions may include: <ul style="list-style-type: none"> • Dementia • Alzheimer's disease • Autism • ADHD It is important to remember that our support is not limited to the conditions outlined above - we want to support you if you assist or care for somebody who would not manage without your support. For example, do you assist somebody in completing their daily living needs such as self care, taking medication, meal preparations, shopping, gaining access to other contacts (GP, hospital, care organizations etc.) and providing emotional support?	Nazir Makda - Chair	belonging@elht.nhs.uk
Neurodiversity Task and Finish group This project will focus on creating an inclusive workplace that understands, accommodates, and supports the needs of individuals with neurodivergent conditions, including but not limited to autism spectrum disorders, attention deficit hyperactivity disorder (ADHD), dyslexia, dyspraxia, and other neurological differences.	Nadiya Youssouf - Chair	nadiya.youssouf@elht.nhs.uk





Staff Networks



We have 7 active networks at ELHT, and 2 more in the pipeline.
Read below of the summary of each network and links to see how you can get involved,

Armed Forces Veteran & Families Network

A new network welcoming all staff who are or relatives of armed forces veterans and reservists.

To join please contact Shafiq Sadiq.

Families & Carers Network

A new network aimed to support staff who have a caring role to either an adult or child.

[Families & Carers Network](#)

BAME Network

The Black, Asian, Minority, Ethnic Network is for all BAME staff to raise concerns that they may have, seek support and guidance and together make an impact on best patient care for all of our communities and to develop BME staff.

[BAME Network](#)



[BAME network](#)

DAWN Network

The Disability and Wellbeing network provides an open forum for our disabled colleagues to share their experience of the workplace in a supportive and safe environment. DAWN provides a 'listening ear' for our disabled colleagues, as well as seeking their views to help shape our inclusion agenda.

[DAWN Network](#)



International & Overseas Network

A new network open to all international /overseas colleagues. The network aims to amplify the voice of overseas colleagues to influence change and provide support and opportunities to thrive at ELHT.

[Overseas Colleagues Network](#)

[Overseas colleagues network](#)

Families & Carers Network

The Lesbian, Gay, Bisexual, Trans and Queer staff network aims to work to create a safe, inclusive and diverse working environment that encourages respect and equality for all, and a space that values and recognises the differences between sexual orientation and gender identity, working proactively to address these.

[LGBTQ+ Network](#)



[LGBTQ+ network](#)

Mental Health Network

The Mental Health Network is a passionate group committed to reducing the stigma and discrimination of mental health and working towards creating a supportive culture, where staff feel comfortable to talk about their mental health.

[Mental Health Network](#)



[Mental Health network](#)

Muslim Network

The Muslim Staff Network is a peer support network which believes that career opportunities or experience of work is not predetermined by religion and there must be no fear of discrimination in the workplace. The Muslim network also supports ELHT in achieving strategic objectives.

[Muslim Network](#)



[Muslim network](#)

Women's Network

The Women's Network is underpinned by a shared passion for raising the profile of women at the Trust, shared empowerment and creating a supportive, aspirational and motivational space for female colleagues at all stages of their careers.

[Women's Network](#)



[Women's network](#)

