



Welcome to our Proud to CARE team

Information for new colleagues
at Chesterfield Royal Hospital

Together as One - our strategy on a page

Our vision

Exceptional patient care provided by exceptional people.

Our mission

To bring our people, communities and partners together - providing patient care we can all be proud of.

Our 5 strategic priorities

1

Provide exceptional patient care



Treating every patient as 'the only' patient, showing compassion, demonstrating safe, quality care and using proven best practice to improve clinical outcomes.

2

Look after all our people



Supporting our peoples' wellbeing, embedding an inclusive culture and celebrating diversity. Offering life-long learning, and encouraging people to speak-up so we can act.

3

Support our communities



Helping people live healthier lives, reducing our environmental impact and supporting local services, as well as offering opportunities that will grow a local workforce.

4

Get value from all our resources



Collaborating with our partners on all aspects of strategy, adopting digital innovation and using our estate, services and facilities efficiently. Delivering equitable access and outcomes for all.

5

Bring improvement to life



Working with our partners to meet the needs of all our patients, enabling healthcare professionals to change clinical outcomes and health measures. Giving everyone the chance to act on feedback, to 'make improvement happen'; and preventing ill-health as well as providing care.

Our 'Proud to CARE' values



Compassion

Treating everyone with kindness - welcoming diversity and inclusion, considering individual needs; and challenging inappropriate behaviours outside of our values.



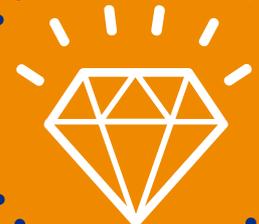
Ambition

Aspiring to be the best - reaching high standards, providing exceptional care and services; and achieving measurable improvements in people's health and wellbeing.



Respect

Valuing and appreciating everyone - listening, learning and acting on their experiences, being open and honest; and recognising that working with others brings benefits.



Encouragement

Opportunities for all - supporting education and development, helping people to bring their improvement ideas to life and to speak-up; and getting everyone involved in our future.



Setting an example

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

Hand washing

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

Smoking

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

All of us have a legal duty to keep information about our patients (and colleagues) confidential and secure. Staff in non-clinical roles also need to know how to

look after personal information in the right way. Your annual information governance training is vital to make sure you appreciate all aspects of confidentiality.

Introductions

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

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

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

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

#SpeakUpToMe

Tell us what you think

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

Concerns

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

Freedom to speak up

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

Our Freedom to Speak-Up Guardian Abbey Harris

Tel: **07500 799568**

Email: **crhft.f2su@nhs.net**

Your HR partner

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

Your line manager

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

Your staff governors

Are here to help. See who represents you at - **www.chesterfieldroyal.nhs.uk/get.involved**

Your union or staff-side rep

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

Our Senior Independent Director

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

YouTalk-WeListen 'WHISTLEBLOWING'

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



Good to know...

Information that you'll find helpful:

Car/cycle parking

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

Blue badge car parking

The car park at the front of the hospital is dedicated to Blue Badge parking. You cannot park in these spaces unless you have a Blue Badge, and our site security staff do make regular checks throughout the day.

Drop-off and pick-up zones

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

Public transport

Public transport to the hospital is excellent from across North Derbyshire and buses come onto the site - pulling up right outside the main entrance.

The latest timetables are available on our website. Go www.chesterfieldroyal.nhs.uk - click the Patients and Visitors tab at the top of the page, and you'll find the 'bus routes and timetables link'. Staff receive a discount on Stagecoach travel passes.

Snack and refreshments

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



Main entrance shops and services

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

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

Chapel

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

Volunteers

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

10 reasons to choose us...

1) Staff Wellbeing

At Chesterfield Royal we believe in investing in our greatest asset – that's our people and specifically their health and wellbeing. To achieve this and help them be the best they can be we provide a plethora of health and wellbeing activities aligned to national best practice across both physical and mental health best practice.

2) Flexible Working

We believe in supporting our staff to balance their work and home life therefore we offer flexible working arrangements which take into account each individual's personal circumstances.

3) Personal Development Opportunities

Our Education team offer a range of opportunities for personal and professional development, they are available to all employees.

4) Equality, Diversity and Inclusion

Our Trust is committed to going beyond our legal equality duties to make sure this is a workplace in which everyone is included and can proudly be themselves. Our approach is all about continuous improvement towards equity through valuing our diversity.

5) Armed Forces Network

The trust is accredited by the Armed Forces Covenant Bronze Award. We value our Armed Forces community, many of whom are treated at Chesterfield Royal Hospital and some of whom work here. We are delighted and humbled to hear their stories and harness their skills and talents

6) Proud to Care

Chesterfield Royal Hospital works 'Together as one' with our patient's, people, partners and member so of the public. At the heart of this are our four 'Proud to Care Values; Compassion, Ambition, Respect and Encouragement. These values are demonstrated in everything we do for our patients and each other every day.

7) Services we provide

We cover a broad range of services at Chesterfield Royal Hospital giving employees lots of areas to get involved in. A full list of our services can be found here: <https://www.chesterfieldroyal.nhs.uk/our-services>

8) Employee Benefits

We offer a range of employee benefits which include onsite parking, opportunity to join the 'bike to work scheme', training and development, access to our library and education centre and many more, all of which can be found here: <https://www.chesterfieldroyal.nhs.uk/work-us/information-candidates/employee-benefits>

9) Staff Survey

We run an annual staff survey where employees are given the opportunity to provide feedback on their experience at the Trust. This provides us with feedback on how we are performing as a hospital. We have gained a lot of positive feedback from existing staff and continue to encourage people to complete the survey each year.

10) The Royal Academy of Improvement

Our Improvement Academy is dedicated to the cultivation of improvement values - giving all staff the tools, support and confidence to make their improvement ideas a reality. We encourage our staff to suggest and make improvements to their services. We host a monthly Improvement Forum which you can network, share and seek support from the Academy or fellow Ambassadors

