



The Dudley Group
NHS Foundation Trust




Staff Induction DIGITAL HANDBOOK



#OurNHSPeople #OurFuture

A large, modern, multi-story hospital building with a white facade and many windows, set against a blue sky with light clouds.

Russells Hall Hospital

A brick building with a large glass entrance and a white curved roof section, with a paved area in front.

Guest Hospital

A brick building with a large glass entrance and a white curved roof section, with a green lawn in front.

Corbett Hospital

Welcome to The Dudley Group NHS Foundation Trust

This handbook has been designed to give you a brief introduction to the Trust and importantly the things that matter to you and us the most! You will find in here what services and facilities are available and even some of the great benefits you can take advantage of.

Don't forget to follow us on social media and visit our HUB pages for more information and updates!



DudleyGroupNHS

www.dgft.nhs.uk

Hello,

I'd like to welcome you to The Dudley Group NHS Foundation Trust and congratulate you on having made the decision to join us!

We are proud of the family feel of our Trust and I'm sure you will quickly experience the warmth of our welcome for yourself. I, and my fellow executives, look forward to meeting you personally over the next few weeks and months.

Providing the best possible care and experience for our patients is, of course, at the heart of what we do and that is achieved by creating a place that supports you in becoming what you want to be. Our values of care, respect and responsibility underpin our vision and you can find out more about how they are reflected in the daily life of the Trust through our Behaviour Framework and People Plan.

Building a workforce for now and the future, with kindness and compassion in an inclusive culture that is always looking to innovate, will help us make The Dudley Group an outstanding place for patients and staff alike.

Thank you for choosing to play a part in that, and I wish you a long and fulfilling career with us.

Diane Wake

Chief Executive

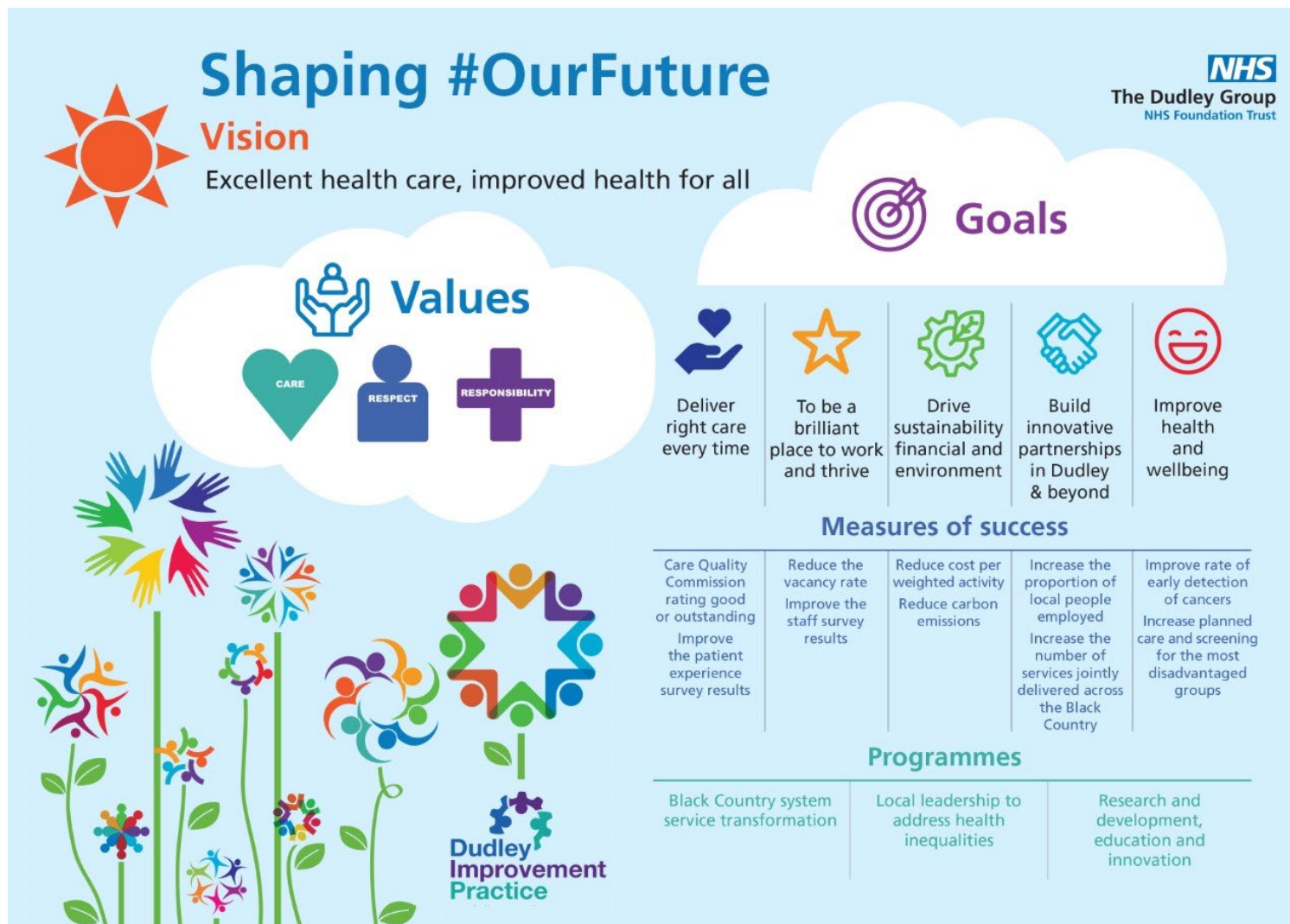


Trust Strategy



The Dudley Group
NHS Foundation Trust

Our vision is delivered through us living the values and together we create a place people like you choose to work.



Full sized image can be found on the Strategy and Information page on the Hub.

Get involved

How to stay connected!

The Hub

The Hub is the Trust's intranet and enables us to share news and updates with all our staff. This includes health campaigns, finance information, workforce, and recruitment updates. It shares successes such as award wins and innovations, and alerts staff to any operational changes.

Social Media

We have a strong social media presence with many of our colleagues, especially on X. This helps to communicate up and coming events, announcements, changes and also enables us to share ideas with other organisations. Please follow us **@DudleyGroupNHS**

Team Brief

Led by the chief executive each month, this face-to-face event enables staff to receive updates on Trust performance and developments, and to ask questions of the executive directors. You can find the dates on The Hub.

Live Chat

Again, led by the executive team once a month, Live Chat is a very popular online forum for staff to put questions and to receive an immediate response from the senior management team.

In The Know

The Communications Team send out an In The Know bulletin to all Trust staff. This bulletin includes Trust wide communications and departments can request to add information on there too. More information can be found on the Communications hub page.

Healthcare Heroes

Healthcare Heroes are our monthly awards launched to throw the spotlight on you and your colleagues. Monthly heroes, chosen by the chief executive and chairman, will receive an automatic entry into Committed to Excellence.



Discounts...

- Blue Light Card provides discounts online and for just £4.99, you can receive a Blue Light Card for use on the high street.

Visit www.bluelightcard.co.uk to sign up for free, you will need the number displayed on the back of your NHS ID card & search for The Dudley Group when looking for the Trust name.

- Take advantage of this amazing offer with staffbenefits.co.uk where all NHS staff receive free discount from high street companies, such as Apple, Virgin Experience Days, Pizza Express, Alton Towers and loads more!
- Love having the latest technology? The fleet home electric scheme allows you to save money on the latest home electronics and spread the cost. You will have access to over 5,000 products including the latest game consoles, televisions, laptops, domestic appliances and more!

To find out more about the discounts that are available to you, log onto a Trust computer and visit the Hub page.

Benefits

What can we offer you?

- Access to training, education and development opportunities including apprenticeship programmes.
- Health & Wellbeing services including support groups and much more.
- Self-refer physiotherapy service. Email dgft.staffhealthphysio@nhs.net to make an appointment that suits you.
- Catering and restaurant facilities which are subsidised and open late.
- A state-of-the-art gymnasium, open from 6am, for a one registration fee of £20 then only £15 a month. To join call Ext 1470 or drop by. The gym is located on the Ground Floor of South Block.
- The Trust participates in a cycle to work scheme, allowing staff to take advantage of salary sacrifice savings on income tax and national insurance against the cost of a new bike and equipment.
- Our Charity department run a lottery service for all staff. Further information and sign up can be found on the charity hub page.
- Annual FREE flu vaccine along with other immunisations.
- Speak up Guardian and Chaplaincy services.
- The Library is based on the 1st Floor, Clinical Education Centre, South Block. Benefits and opening hours can be found on the library hub page.
- Discounted staff travel on bus, train, and Metro in the West Midlands
- Discounts on membership schemes at Dudley Leisure Services and Sandwell Leisure Trust

More information can be found under the departments tab on the Hub.



People Promise



The NHS is an extraordinary, world-class service. Together we have achieved, and continue to achieve, the extraordinary. We should all feel proud of this.

We want our culture to be positive, compassionate, and inclusive – and we all have our part to play.

We are **compassionate** and **inclusive**

We do not tolerate any form of discrimination, bullying or violence.

We are open and inclusive.

We make the NHS a place where we all feel we belong.

We are **recognised** and **rewarded**

A simple thank you for our day-to-day work, formal recognition for our dedication, and fair salary for our contribution.

We **each have a voice that counts**

We all feel safe and confident to speak up. And we take the time to really listen – to understand the hopes and fears that lie behind the words.

We are **safe** and **healthy**

We look after ourselves and each other.

Wellbeing is our business and our priority – and if we are unwell, we are supported to get the help we need.

We have what we need to deliver the best possible care – from clean safe spaces to rest in, to the right technology.

We are **always learning**

Opportunities to learn and develop are plentiful, and we are all supported to reach our potential.

We have equal access to opportunities.

We attract, develop and retain talented people from all backgrounds.

We **work flexibly**

We do not have to sacrifice our family, our friends or our interests for work.

We have predictable and flexible working patterns – and, if we do need to take time off, we are supported to do so.

We are a **team**

First and foremost, we are one huge, diverse and growing team, united by a desire to provide the very best care.

We learn from each other, support each other and take time to celebrate successes.

Together, WE make the NHS the best place to work.

We are more than 1.3 million strong. We are all walks of life, all kinds of experiences. We are the NHS.

June 2021 Publication reference: 0067



Equality, Diversity, and Inclusion Team

Firstly, we would like to welcome you to the Dudley Group. The Equalities and Wellbeing Team supports the Trust and everyone who works here. A commitment to equality, diversity, and inclusion is fundamental to Dudley Group NHS Foundation Trust's core values. We want everyone to feel safe and valued and that they belong.

We are strongly committed to actions that build an inclusive environment where opportunities are open, diversity is valued, and everybody can reach their full potential without fear of harassment, prejudice, or discrimination. We pledge not to tolerate unacceptable behaviour, including bullying, harassment, victimisation, discrimination, or violence. For more information, visit our Trust website with our commitment to being an anti-discrimination organisation and how this applies to the protected characteristics, [accessed here](#).

We have many supportive policies, guidance, and toolkits to support you and your manager. Once you have started at the Trust, you can find more information by visiting the Human Resources hub pages.

We are delighted to offer you the opportunity to get involved in the Equality, Diversity, and Inclusion Journey; our strategic plan, by joining one of our growing staff networks. These networks support everyone to have a voice, act as peer support, and be instrumental in change and decision-making.



EMBRACE Staff Network – This network is for anyone who is from a Black, Asian, or Minority Ethnic background and is open to Allies who play an important part of helping challenge racism and change culture. To join please email dgft.embracenetwerk@nhs.net



Disability Staff Network – This Network is for anyone who has a physical or mental disability or long-term condition and is open to Allies who play an important part in supporting, changing attitudes, and breaking down barriers. To join email dgft.disabilitynetwork@nhs.net



LGBTQ+ Staff Network – This network is for anyone from the lesbian, bisexual, gay, trans, queer / questioning or any other part of the community and is also open to Allies who play an important role in supporting and breaking down barriers. To join email dgft.lgbtnetwork@nhs.net



Women's Staff Network – this network is to support women in important subjects like menopause, career progression where we have a gender pay gap and is also open for male allies to join and support women in the workplace. To express an interest email dgft.womensnetwork@nhs.net



Carers Staff Network – This network is for anyone who has caring responsibilities. This is a safe space to share resources, ideas, and views and to support you and your well-being. For more information, please email dgft.edi@nhs.net

To meet the team, you can access our hub pages via Equality, Diversity and Inclusion or for more information, visit the Trust website [here](#).

[The Hub](#) → [Departments](#) → [Equality and Inclusion](#)

What is a disability or long-term condition?

Staff who have a disability or long-term condition are entitled to protection under The Equality Act. If you recognise any of the conditions below please update your Equality data and let us know so we can ensure we all have fair opportunities.

DISABILITIES



A condition that effects an individual's ability to carry out normal day-to-day activities



A mental health or physical condition



Disabilities can be visible or hidden



Can last 12 months or longer and can be recurring

LONG-TERM CONDITIONS

WHICH ARE CLASSED AS A DISABILITY



Heart disease



Musculoskeletal conditions (including spinal-cord, arms, legs and joints)



Lung or respiratory conditions



Stroke



Mental health conditions (depression, anxiety and bipolar)



Diabetes



Learning difficulties and neuro-diverse conditions (e.g. autism, dyslexia, dyspraxia)



Visual, auditory and speech impairments



Cancer (including those with and who have survived cancer)



HIV



Neurological conditions (e.g. Multiple Sclerosis)



Long Covid

Update your data – it takes just 5 minutes. All data shared with the Trust is confidential. Scan the code here or go to:

<https://personnel.dgft.nhs.uk/Employee/ChangeEqualityDetails>



For more information about equality please contact the EDI Team dgft.edi@nhs.net [@DudleyGroupEDI](https://twitter.com/DudleyGroupEDI) or the Disability Staff Network at dgft.disabilitynetwork@nhs.net

 Supported by our values of Care, Respect and Responsibility

Excellent health care, improved health for all.

Staff Health and Wellbeing

Here at the Dudley Group, we know that by caring for our colleague's health and wellbeing and proactively ensuring our Trust is a **brilliant place to work and thrive**, we can shape our future successfully by providing excellent health care for all.

We are committed to ensuring that all members of staff at the Trust have access to health and wellbeing information, resources, and professional support if required. We understand that there is no one size fits all approach to health and wellbeing, and we aim to embed a holistic and preventative approach. **Please see below an overview of our current Trust offer:**



Counselling & Wellbeing Support

Offers a variety of support to include counselling, personal, legal, financial and debt information.

[0800 015 7284](tel:08000157284)



1-2-1 Workplace Support

Offers up to 9 months of mental health support in the workplace, to help support you to stay at work.

[0300 456 8114](tel:03004568114)



Staff Health & Wellbeing Hub page

Check out the staff wellbeing hub pages for further support, resources and information.

[Click here to access via the Hub](#)
Or search staff wellbeing.

Occupational Health Service

Find health information and support from our team based on a manager or self referral.

[01384 456 111](tel:01384456111)
Extension 2958

Health & Wellbeing Champions

You can approach your local wellbeing champion for a conversation, just ask if you're not sure who they are!

[Click here to access](#)
Or search staff wellbeing on the Hub

Physiotherapy Service

Staff physiotherapy service, available via self referral for both work related and non work related concerns.

dgft.staffhealthphysio@nhs.net



Free Wellbeing Apps

There are a variety of free apps NHS staff can access, including Headspace and Unmind.

[Click here to access](#)



Or scan QR code

Chaplaincy Service

Our chaplains can offer a supportive and confidential conversation, whatever the circumstances. No referral needed.

dgft.chaplains@nhs.net
Ext. 2352



Practitioner Health

Wellbeing support for doctors

Confidential mental health and addiction service with expertise in treating healthcare professionals.

[Click here to access](#)



Or scan QR code

Freedom to Speak Up Guardians

If you have any concerns and you do not feel you have any alternative routes to voice your concerns, please contact our FTSU Guardians.

dgft.raising.concerns@nhs.net
[07879667858](tel:07879667858)

Risk Assessments

There are a variety of supportive risk assessments available to utilise at our Trust, such as work related stress and menopause.

[To access visit the 'health and safety' Hub page](#)

Alcohol Care Team

If you need support or have any concerns around alcohol misuse you can speak to a member of the alcohol care team for advice and signposting.

s.morgan10@nhs.net
r.tighe@nhs.net

In Trust Coaching

A coach is someone who will help you develop and set achievable goals over a period of time. They will ask questions and support you to make changes and development.

dgft.odcultureandlearning@nhs.net

WELLBEING ONE

Wellbeing Workshops

We have three wellbeing workshops you can join, delivered by our organisational development team. To find out more email the team below.

dgft.odcultureandlearning@nhs.net

Reasonable Adjustments

The Trust offers reasonable adjustments for staff with a disability or health condition.

To find out more about Reasonable Adjustments, email the team below.

dgft.reasonableadjustments@nhs.net



Crisis Helpline

If you need urgent help with your mental health or you are struggling to cope the 24/7 helpline is here to help you.

[Call freephone 0800 008 6516](tel:08000086516)
[or text 07860 025 281](tel:07860025281)



Support from our EDI Team

The Trust offers support via our staff networks, reasonable adjustment passport, disability and mental health guidance and our new neurodiversity toolkit.

dgft.edi@nhs.net



Staff Support Line

Samaritans' trained volunteers are there to listen when you've had a tough day, are feeling under pressure or have lots on your mind.

[Call free, day or night via 116 123](tel:116123)

Wellbeing Courses

Ran by our Organisational Development team, we also offer a variety of wellbeing courses which we encourage you and colleagues to book on to. There are three levels to the courses, starting with 'Let's Talk about Wellbeing', followed by 'Let's Have a Wellbeing Conversation', with the final course preparing you to become a Trust wellbeing champion.

Wellbeing Calendar of events

The wellbeing calendar highlights all the monthly wellbeing events that are taking place and are available for colleagues to book. This will include both virtual and in person events and will also include wider events held by our local Partner Trusts. This will change monthly, so it is worth checking back to see what might interest you on a monthly basis. Where possible, we will also record all sessions and post them on our Dudley Group Wellbeing YouTube channel, so you can access at your convenience.

Wellbeing Communications

We also offer regular wellbeing communications via our wellbeing email distribution list, which you can request to be added to. We also have a wellbeing Twitter account and are currently developing a wellbeing Facebook group. You will also see regular communications via 'in the know', posters, and screensavers.

Wellbeing Events and Competitions

As part of the offer to staff, we will also run regular events and competitions throughout the year, to highlight the importance of wellbeing and provide a chance for colleagues to get involved and receive important information on staff wellbeing. Dates will be communicated via 'in the know' and detailed on our Wellbeing Calendar.

Wellbeing information and signposting for Managers

You will find a dedicated Managers section with a range of information and resources to help support you in your role in relation to staff wellbeing. If you haven't done so already, make sure you book on to the 'Let's have a wellbeing conversation' course, which will provide you with practical ways to support you to have wellbeing conversations with colleagues.

Wellbeing books from the Trust Library

Our Trust Library offers a variety of books to help support your wellbeing, giving you a great opportunity to take some time out and learn some interesting ways to work on your wellbeing

Wellbeing Interventions for teams

Feel free to contact us if you'd like a bespoke session, or you'd like us to come and talk about what the Trust wellbeing offer is and answer any staff queries on wellbeing. We could also offer a slot within your away day, or team development session.

Break spaces

There are also a variety of break spaces around the Trust, to include green areas with picnic benches to ensure you can have a change of scenery during your break.

For any further information, please contact our Wellbeing Business Partner, Paige Massey – paige.massey@nhs.net

[The Hub](#) → [Departments](#) → [Staff Wellbeing](#)



GETTING STARTED

All you need to know

IT Services and Guides

The Dudley Group NHS Foundation Trust's IT Department is also known as TeraFirma. They deliver the Trust's Digital Trust programme as well as provide IT support across the Trust.

How do I obtain IT access?

Your Line Manager will have completed an IT User Request Form. They will have detailed the level of access you require to departmental share drives, printers, and Clinical systems.

Your Line Manager will issue you your network account details once they have received them from the IT Service Desk. Once you have obtained your network password you should register for Passwords from the login screen to enable you to reset your password without having to call the IT Service Desk.

If required, how do I get trained using clinical systems?

The Trust uses a number of IT systems to support patient care, including the Electronic Patient Record system called Sunrise. Training for these systems is delivered by the IT systems Training Team based at Russell's Hall Hospital. Training is role specific and is delivered using a range of methods such as classroom and E-Learning. Full details of the training required for each role within the Trust are available from the IT Systems Training page on the Hub.

You can contact the IT Training Team on x3256 or email dgft.training.systems@nhs.net

What if I already have an NHS Net account from a previous Trust?

If you have an NHSmail account from a previous Trust you will need to contact their IT Service Desk so they can mark you as a leaver. Once they have marked you as a leaver, please contact TeraFirma IT Service Desk to enable your NHSmail account to be transferred to the Dudley Group NHS Foundation Trust.

Report an issue!

If you need to raise an IT issue with the IT Service Desk call:

01384 322009 or ext. 2376
(Operational hours are
8am – 5pm Mon - Fri
an on-call service operates
for urgent issues only).

To log a **non-urgent call** with IT, click on the TeraFirma icon on the front of the Hub page or email dgft.terafirmaservicedesk@nhs.net

TeraFirma
HEALTH IT AS A SERVICE

Payroll Services

Frequently asked questions, ANSWERED!

What is my tax office reference?

Our tax office reference number is 653/D1877. The tax office can be contacted on 0300 200 3300, Monday to Friday: 8am to 8pm, Saturday: 8am to 4pm. They are closed Sundays and bank holidays.

How can I find out my payroll number?

Your payroll number or assignment number will have been given to your recruiting Manager during the recruitment process, for Medics this will be Medical Workforce. Your payroll number is important and used to access Trust systems which contain data specific to you, therefore Payroll are not able to confirm this for you. Make a note somewhere safe.

How do I claim expenses?

The Trust uses an online electronic expenses system called Selenity, you can access the system anywhere that you have an internet connection via <https://www.sel-expenses.com>

There is also a free app that can be used in conjunction with your

Will I pay into a pension?

On commencement with the Trust, you will be assessed as to your eligibility to join the NHS Pension Scheme. In order to ensure the correct details are taken into account you should ensure the pension information questionnaire has been completed and returned with your starter form. If you are not eligible to join the NHS Pension Scheme, you may be automatically enrolled into another scheme, this is NEST. NEST is the Trusts alternative pension scheme that was set up by the Government following the introduction of auto enrolment. It enables the Trust to enter employees into a pension scheme under auto enrolment rules that are not able to join the NHS Pension scheme. There are many benefits to being part of a pension scheme and you can find more information on the payroll hub page.

What Salary Sacrifice schemes does the Trust have in place?

The Trust has a number of salary sacrifice schemes in place that are available to employees of the Trust. The Trust offers a bicycle, home electronics and lease car scheme. Eligibility is dependent on a number of conditions. Further information around the schemes is available on the payroll hub page.



PAY DAY!

Payday is 29th of each month for monthly paid employees, this falls to the Friday prior to this when 29th falls on a weekend or a bank holiday. For work undertaken on the staff bank, payment is made on a weekly basis. The weekly pay date is Thursday.

How do I access my payslips?

The Trust has a purpose-built payslip database that holds all payslip and P60 details. It is the responsibility of each employee of the Trust to ensure that payslips are reviewed, available from the 24th of every month and any discrepancies reported to Payroll immediately. **The Trust policy is to recover all overpayments in a timely manner.**

To access payslips internally go to:

The Hub → Departments → Payroll → Payslips

You can access payslips externally via the external Dudley Group of Hospitals website:

www.dgft.nhs.uk/ → Working with us → Staff Links → Payslips

You will need to register before you are able to access the database. Should you experience any difficulty registering for the first time please email dgft.pay@nhs.net or call extension 4797 to cross-check the information we hold for you.

Assignment Number

This is the first 8 digits of your employee number. If you have more than 1 assignment or have left and returned to the Trust this will be indicated by the -2, -3 etc.

Salary/Wage

This box shows the full time salary of your grade

Incremental Date

Shows the date of your next increment or when you reached the maximum point

Payscale Description

Your agreed pay scale will be shown here.

List of common abbreviations used on your payslip	
Abbreviation	Description
ARRS	Arrears payment
EN	Enhancement payment (e.g. Unsocial)
OT	Overtime payment (E.g. Saturday)
NNI	Payment not subject to NI contributions
NP	Non- pensionable
NT	Payment not subject to NI contributions
OMP	Occupational maternity pay
OSP	Occupational sick pay
R	Refund
SMP	Statutory maternity pay
SSP	Statutory sick pay
PAYE	Pay as you earn
SD ref number	Employee reference number in NHS pension scheme

Assignment Number 12345678-2	Employee Name Mr A N Other	Location Corbett Outpatients Centre					
Department Payroll Services	Job Title Manager	Payscale Description Non Review Body Band 5					
	Sal/Wage 24214.00	Inc. Date 01-Apr-20					
Tax Office Name Merry Hill 1	Tax Office Ref 653/D1877	Std Hours 30					
		PT Sal/Wage 19371.20					
		NI Number AB123456C					
Pay And Allowances (- = Minus Amount)		Deductions (R Indicates Refund)					
Description	Wkd Earned	Paid Due	Rate	Amount	Description	Amount	Balance C/F
Basic Pay				1614.27	PAYE	313.20	
Basic Pay Arns				520.73	NI A	169.92	
					NHS Pension 7.1%	151.59	
Year To Date Balances (This Employment Only)				This Period Summary			
Gross Pay	2135.00	Taxable Pay	1983.41	Pensionable Pay	1614.27	Taxable Pay	1983.41
NI Letter		Tax Paid	313.20	Tax Period	10	Non-Taxable Pay	0.00
NI Pay	2135.00	Other NI Pay		Frequency	Monthly	Total Payments	2135.00
NI Conts	169.92	Other NI Conts		Period End	31-Jan-20	Total Deductions	634.71
Pensionable Pay	1614.27	Pension Conts	151.59	Pay Date	29-Jan-20		
SD Ref Number	78123456	Employee No	12345678	Pay Method			1500.29

Salary/Wage
This box shows the actual salary paid. The amount will be pro-rata for part-time staff

Tax & NI Information
Shows your national insurance number and tax code advised to us.

Deductions
Statutory and/or voluntary amounts taken from your gross payments will be shown here

Net Pay
The amount of pay that will be paid into your bank account

Pay & Allowances
Monies paid for the period will be shown here. This will include basic pay and any other relevant allowances.

Employee Number
This is an important identifier and should be quoted in all pay related queries and correspondence

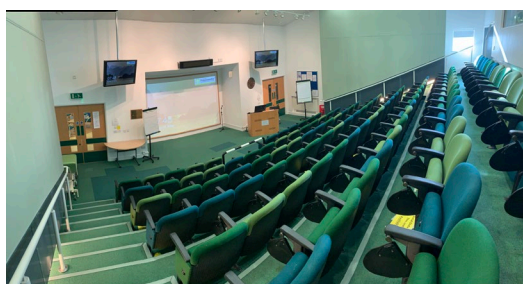
Year To Date Balances
This area shows the totals for income tax, national insurance and pension from the beginning of the tax year (April week 1 or month 1) up to and including the current pay period

This Period Summary
The section provides details relating to your current payment. Total payments and deductions are shown together with details about the pay period itself and when you can expect your net pay to be paid.

Statutory & Mandatory Training and Annual Reviews (Appraisals)

As with all health and social care organisations, we require all staff to complete and maintain a range of subjects deemed **statutory** – identified through specific legislation as a means of keeping both our staff and service users safe. This includes regular updates in topics such as Fire Safety and Prevention, Information Governance, Moving and Handling, and Health, Safety and Welfare.

At The Dudley Group, we also offer additional **mandated** training which will vary according to your job role and area of practice. This includes topics such as Blood Transfusion, Diabetes Management, Pressure Ulcer Prevention, and extended scope of practice competencies including Intravenous Drug Administration, Catheterisation, and 12-Lead Echocardiogram (ECG) Recording through the Clinical Skills Team.



We offer a regular two-day programme twice each month for both new and existing staff. This covers up to fifteen statutory and mandatory subjects in a two-day block and is attended by both new and existing Trust staff. We also provide opportunities to complete requirements online via PC directly through *The Hub* Learning and Development Department intranet site, and through the national NHS e-Learning for Healthcare™ portal.

All individual staff can view their completed and outstanding training requirements from their PC logins, with line managers also able to view compliance for all team members. This is generated twice each month and enables both individuals and the organisation to monitor performance and plan for roster scheduling for individual teams. Line managers can also view completed annual reviews (appraisals) of their team members, with our Trust promising all staff an annual review of their objectives in Spring of each year.

Information Governance (inc. incidents, Complaints & Claims Investigations)	Resolution Level 1	Diversity (inc. Autism Awareness)	Fire	Health & Safety	Infection Control
01/10/2021	01/05/2022	01/05/2022	05/02/2021	01/05/2022	01/05/2022
Diabetes Management	Health Records Keeping	Patient Falls Prevention	Pharmacy & Medicines Management	Tissue Viability	Venepuncture
01/08/2022	01/12/2021	01/12/2021	26/01/2021	07/12/2020	01/08/2022

As a new employee to the Trust, your immediate line manager or appointing officer may have already identified a date for you to attend our training programme held in the Clinical Education Centre. Alternatively, you may prefer to identify your own preferred date or complete your requirements directly via by navigating to our intranet page of *The Hub*. From 1st April onwards each year, you can also download a copy of our Trust Annual Review (Appraisal) template from the site, with line managers also recording completion electronically.

[The Hub](#) → [Departments](#) → [Learning and Development](#)

Frequently Asked Questions

Where do I get my ID/Security badge from?

This will be provided to you by your line manager and will be given to you on your first day. The form and photo should be completed before you start. Please contact your line manager or Estates and Facilities on ext 1000 for any queries. For community staff, please contact your line manager.

How do I arrange car parking?

This form can be completed at the same time as your ID/Security badge. On your first day you will need to collect the pass from the estates team located on the 2nd floor, South Block, Russells Hall Hospital. You will need to show them your ID badge. If you are community staff, this varies between sites, please contact your line manager.

How do I book annual leave?

The way you book annual leave will depend on the department you are in. Please discuss this with your line manager on your local induction.

Where do I get my uniform from?

Your line manager will complete the uniform application for you prior to your start date. The Uniform Department will then contact you to inform you when its ready to collect. This should be collected before your start date.

How do I get allocated PPE?

PPE will be issued according to departmental and role requirements. This will be discussed with you during your local induction.



Useful Contacts

Russells Hall Hospital 01384 456111	Extensions
Main Switchboard	0
Emergency (Security & Emergency teams)	2222
Security Office / Access Control	2540
IT Helpdesk	2376
Interserve Helpdesk	1234
Union Representative	01384 321076
Health and Safety	7028
Estates and Facilities	1000
Payroll	4790 / 4791
Finance	1041 / 1067
Information Governance	1208
Trust HQ Reception	1231
Clinical Education Centre	1095 / 1220
Undergraduate Centre	1211
Human Resources	3266
Recruitment	1068
Medical Workforce	3444 / 2236
Staff Bank	3030 / 2209
Learning and Development (Mandatory Training)	4214
Organisational Development	3885
Apprenticeships and Work Experience	4215 / 2038
Staff Health and Wellbeing	2958
Clinical Skills	1238
Professional Development	3564 / 3089
Resuscitation and Sepsis	3956
Communications Team	4414 / 3403
Patient Experience Team	3200 / 1035

Other useful contacts	Number:
Brierley Hill Health & Social Care Centre Reception	01384 321222
Stourbridge Health & Social Care Centre	01384 323799



Additional Information

Foundation Trust

Membership

Foundation Trust membership – what’s it all about?

As a Foundation Trust, all staff has the opportunity to be a foundation trust member and can withdraw their consent at any time

The Dudley Group became the first Trust in the Black Country to be granted Foundation Trust status in October 2008. At that time, NHS Foundation Trusts typified the Government’s commitment to the decentralisation of public services and the creation of a patient-led NHS.

Being an NHS Foundation Trust gives us the opportunity to work with the local community to make sure we are providing services local people want, in the way they wish to have them delivered:

We aim to ensure:

- There is real involvement of local people in running the Trust through becoming members and an elected Council of Governors
- The Trust is accountable to local people for the quality of services they provide

What do foundation trust members do?

- ❖ You have the option of being involved in specific issues in which you have particular interests
- ❖ You will be consulted about our plans for future healthcare services and hospital facilities
- ❖ You will receive regular communications from the Trust about its activities
- ❖ You will be invited to open days, events, and tours to learn more about the Trust and its services
- ❖ You are eligible to vote in elections for the Council of Governors
- ❖ You are eligible to stand for election as a Governor

Check out the Trust website for more information: <http://www.dgft.nhs.uk/about-us/foundation-trust/>

Who’s who on the Council of Governors?

The Trust’s Council of Governors are responsible for holding the non-executive directors to account for the performance of the Trust. The Council is made up of 13 public elected members, 8 staff elected members and 4 appointed governors. Visit the website to find out who is your staff governor <http://www.dgft.nhs.uk/about-us/foundation-trust/our-council-of-governors/staff-elected-governors/>

The privacy statement

The Dudley Group gained Foundation Trust status in 2008 and all staff employed directly by the Trust automatically becomes a member of the Trust. Any staff who prefer not to be members have the right to opt out and should contact the Foundation Trust office by calling 01384 321124 or emailing dgft.foundationmembers@nhs.net - Consent can be withdrawn at any time.

Personal information, including your name, address and staff group will NOT be shared with anyone else outside of The Trust, other than those with legitimate statutory function e.g. The Returning Officer for Council of Governors elections, the following condition for lawful processing will apply:

‘...for the performance of a task carried out in the public interest or in the exercise of official authority...’

Environmental Sustainability

As a Trust, we are committed to developing our approach to environmental sustainability. Our decisions and behaviours impact on our environment for both good and bad. The NHS has recently made a commitment to achieve 'Net Zero' by 2040 for emissions it controls directly and is the first health system in the world to do so.

We have already started to take some steps:

- Created a network of staff, the Green team, who are interested in this agenda and who are committed to making changes in the areas that they work in. Contact dgft.greenteam@nhs.uk
- Signed the Single-Use Plastics Reduction Campaign Pledge. We will stop using plastic cutlery and cups in our catering facilities
- Increased the number of recycling points around our hospitals
- Invested in LED lighting in North Block & multi-storey car park at Russells Hall Hospital, reducing costs.
- Staff discounts are available for bus travel with National Express. (<http://thehub/environmental-sustainability/SitePages/Discounted%20Bus%20travel.aspx>)
- Cycle to work scheme, saving money on a bicycle purchase for travelling to work (<http://thehub/cycle-scheme/SitePages/Home.aspx>)



The Trust has developed a Green Plan which describes how we will raise the profile of this issue across the Trust, how we will change our model of service to reduce our negative impact on the environment, how we use our resources, how much energy we use and how we will make it easier to choose alternative methods of transport.

We are asking all staff to make the 3 simple pledges to help us be more sustainable:

- Recycling**
- Saving energy**
- Avoiding plastic**

If you would like to get more involved, please visit the Environmental Sustainability on the Hub page to register your interest and make your suggestions.

What is Fraud and Bribery?

Fraud and bribery within the NHS is not acceptable. These criminal offences divert valuable resources away from patient care and can put patients at risk. The Trust takes a zero-tolerance approach towards tackling fraud and bribery. Each NHS organisation must have a Local Counter Fraud Specialist (LCFS) in place who is responsible for tackling all fraud and bribery offences and risks, in order to protect valuable NHS resources and ensure they can be used to provide the best possible patient care.

Fraud

Fraud happens when someone does something dishonestly in order to make again for themselves or another or cause a loss to another. The focus is on the individual's dishonest behaviour and intent – and just trying to do it, even if not successful, makes the act complete.

Below is how the Fraud Act 2006 describing fraud:

- ❖ For an offence to have occurred, the person must have acted dishonestly with the intent of making a gain for themselves or anyone else or inflicting a loss (or a risk of loss) on another.
- ❖ The individual must have known his actions would be viewed by others as dishonest.



Bribery

Bribery is generally defined as giving someone a financial or other advantage to encourage that person to perform their functions or activities improperly; or to reward that person for having already done so. In other words, bribery involves offering an incentive to someone to do something which they wouldn't normally do. For example, someone offering a job might be offered tickets to an event by one of the candidates, or someone linked to them, in order for the application to be successful.

Bribery Act 2010

In the context of the Bribery Act 2010, the offence of bribery refers to accepting, as well as offering, a bribe.

Standards of Conduct

Please take time to read the Trust's Conduct Policy, as it sets out the rules around declarations relating to interests, gifts and hospitality that apply to all staff. Access the document on the Hub by searching 'Conduct Policy'.

T — Would you be happy for the gift or hospitality, to be communicated with the wider Trust or the general public?

F — By accepting the gift or hospitality, do you remain free of any obligation to do or give something in return?

I — By accepting the gift or hospitality, do you remain independent in carrying out your role?

G — Is the gift or hospitality a token of genuine appreciation?

Datix and Incident Reporting

What is an incident?

An incident is an event or circumstance that did, or could have resulted in damage, loss or harm to patients, staff, visitors, a member of the public or the Trust.

Why report incidents?

- To make an unsafe environment safer.
- To raise awareness when things go wrong.
- Learn from them and prevent them from happening again.
- To ensure that any issues which can potentially have an impact on staff or patient safety are highlighted as soon as possible and action put in place to reduce further risk.
- To keep an accurate record of any issues in case they are needed for future reference.

What should be reported?

Reportable incidents include but are not limited to the following categories:

- Clinical Incidents
- Physical / verbal assaults
- Accidents and falls
- Health and Safety
- Confidentiality Breaches
- Security

Remember - if in doubt, report!

Writing the incident description

When writing the description of an incident it is essential that it does not include any identifiable information, (i.e., names, unit numbers, date of birth etc.) this is because patient incidents are uploaded to a national system and including identifiable would be a confidentiality breach.

When writing the incident description, it should be written in a way that will enable the investigator to identify learning. The following points should be considered when completing the description:

- **FACTS:** In an incident report, only the facts should be stated. In this document, the reporter is not expected to communicate his or her feelings or opinions about the incident as this can distort the accuracy of the report and distract the organization from the details of the event.
- **OBJECTIVITY:** The incident report must be written in an objective manner that is devoid of any emotions; regardless of the nature of the incident. The reporter must take extra care to avoid sentiments that can get in the way of an objective presentation of the details of the incident.
- **SEQUENCE:** An incident report presents events chronologically, that is, in their sequence of occurrence. The details must be organised in a logical manner that is easy to read, navigate and understand, and you are free to use subheadings and bullet points where applicable.

Please **do not** write the incident in **CAPITALS**, this makes the text difficult to read, the incident report should be written in sentence case.

How do I report incidents?

At this trust we use Datix, a risk and incident management software to log and investigate incidents. The system can be accessed by any member of staff in the Trust or community. You do not need a login or password to access DATIX. The form can be accessed via the Hub in two places:

- Under 'Essential Links' on the right-hand side of the page, 'DATIX - Incidents, Risks & Complaints'
- Via the 'Links' subheading on the top of the Hub page under the same title.

Overseas Visitors & Asylum seekers

UK Healthcare is based upon residency and not insurance as in many other countries. Therefore, not all patients are eligible to free NHS treatment.

Treatment should be given that is immediately necessary to save the patient's life or prevent a condition from becoming immediately life-threatening or needed promptly to prevent permanent serious damage occurring. All maternity treatment is considered immediately necessary.

Who is an Overseas Visitor?

An Overseas Visitor is a patient who does not and is not planning to make the United Kingdom their normal residency. A British person can also be an Overseas Visitor if they no longer live in the United Kingdom on a permanent basis.

Who is an Asylum Seeker?

An asylum seeker is a person who does not have British nationality and must have made an application to the Home Office to make the United Kingdom their permanent residency as they cannot return to their own country for a specific reason.

What question do we need all frontline staff to ask ALL patients?

"Where have you lived for the last 12 months?" And "can you show that you have the right to live here". If the patient's response is negative or you may have concerns, request that they complete an NHS Eligibility Form & advise that they may be chargeable.

The Department of Health Guidance does state that the question to ask is "Where have you lived for the last 6 months" This Trust asks for 12 months as it captures a wider data area, allowing us to record any Biometric Residency Permit expiry dates for future patient attendances and asylum seekers.

Free treatment is provided to all patients for:

- Treatment received in the Emergency Department, up until the point an overseas visitor is accepted as an inpatient (i.e., moved to AEC etc) or given an outpatient appointment.
- Treatment for certain diseases where treatment is necessary to protect the wider public health.
- Treatment for sexually transmitted diseases. For HIV /AIDS exempt treatment does not apply to any secondary illness that may be present, even if treatment is necessary in order to successfully treat the condition.
- Family planning services that supply contraceptive products and devices to prevent the establishment of pregnancy.
- Treatment given to people detained or liable to be detained, or subject to a community treatment order under the provisions of the Mental Health Act 1983.
- Treatment, which is imposed by, or included in, an order of the Court.

Actions required by yourself

Overseas Visitors should only be treated (outside of Emergency Department) if payment has been made upfront by the patient. Unless, in a Consultant's Opinion, treatment is not immediately necessary but **cannot wait until the patient returns home.**

If the decision to treat is made, staff should: -

- Immediately inform the General Office, Russell's Hall Hospital internal extension 2266 or external 01384 244266 (answer machine available).
- Give urgently required treatment (immediately necessary treatment) only if, Life Saving, prevent condition becoming immediately life-threatening and treatment that will prevent permanent or serious problems occurring
- Ensure an Agreement to Treat Form is completed by the Clinicians and return it to the General Office, Russells Hall Hospital or emailed to dgh.osv@nhs.net
- If treatment is given out of normal office hours, then get the patient/ patient's representative to complete an NHS Eligibility Form and forward this to General Office via email: dgh.osv@nhs.net. If the patient is a child, the parent's details should also be provided. The agreement to treat by Clinicians must still be completed and also sent.

If a refusal to treat was based on a clinical assessment that this treatment was not necessary as an emergency, cover would apply under Clinical Negligence Scheme for Trusts (CNST) if a claim for compensation was later made.

Additional information is available on The Hub/Departments/Overseas Visitors (includes a video specifically for Medics) and the Trust Overseas Visitor Policy is available on The Hub/documents/non-clinical procedural documents/non clinical policies/Finance/Overseas Visitor policy.

If you have any queries or concerns, please contact, General Office internal on extension 2266 or external on 01384 244266. The office hours are Monday to Friday 9am until 4pm (excluding bank holidays).

Cross Border Patients

Patients that are resident or are registered to a GP Practice in Scotland, Wales or Northern Ireland are entitled to emergency treatment in ED but any additional diagnostic tests, outpatient attendances or non-emergency inpatient admissions must have prior approval from their local Health Board before treatment can commence, otherwise the Trust will not be paid for their treatment. Please contact dgft.contracts@nhs.net if you know of a patient who meets the above criteria.

Emergency Preparedness, Resilience and Response (EPRR) and you!

What is EPRR?

EPRR is the NHS term used to indicate preparation for and response to incidents. This includes anything from Major Incidents, Critical Incidents and Business Continuity Incidents.

Who is responsible?

Everyone, we are all responsible for ensuring preparation for incidents this includes ensuring local plans are up to date, self-resilience i.e., during times of heavy snow ensuring you have an identified route to access work

Major Incidents

Are defined a Major Incident as an event or situation with a range of serious consequences that require special arrangements to be implemented by one or more emergency responder agency. numbers alone do not determine a major incident, and what is a major incident for one service may not be a Major incident for others.

Critical Incidents

Any localised incident where the level of disruption results in an organisation temporarily or permanently losing its ability to deliver critical services; or where patients and staff may be at risk of harm. It could also be down to the environment potentially being unsafe, requiring special measures and support from other agencies, to restore normal operating functions. A Critical Incident is principally an internal escalation response to increased system pressures/disruption to services.

Business Continuity Incidents

An event or occurrence that disrupts, or might disrupt, an organisation's normal service delivery, to below acceptable predefined levels. This would require special arrangements to be put in place until services can return to an acceptable level. Examples include a breakdown of utilities, significant equipment failure. There may also be impacts from wider issues such as supply chain disruption or provider failure.

What if an incident is declared and I am on site?

- Observe safety of self, staff & patients
- If you identify an incident contact 2222 and inform switchboard
- Access your emergency planning folder and follow the relevant action card
- **DO NOT** contact switchboard or site operations for non-incident enquires
- **DO NOT** use social media to post about actions/response onsite

What if I am off site when an incident is declared?

- **DO NOT** attend site if not requested to come in
- **DO NOT** contact switchboard or site operations as they are responding

IF contacted:

- Bring your ID, you won't be allowed on site without it
- Wear your uniform and bring a change of clothes
- Bring plenty of drinks and food for a prolonged shift

CBRNE (Chemical, Biological, Radiological, Nuclear or Explosive) Incidents

Staff may have to respond to self-presenters that are concerned about their possible exposure to toxic substances. Some will have been exposed and may need treatment, and may retain a degree of contamination on their bodies or clothing, posing a risk to healthcare staff and any members of the public that they come in to contact with.

Steps to be taken....

1. Remove themselves.... From the immediate area to avoid exposing others.
2. Direct them to the purpose built decontamination unit opposite the ED entrance. Fresh air is important, avoid contaminating other department and direct them to the nearest exit and make their way to the unit.
3. Inform the nurse in charge in ED of the need to attend to the patient located at the decontamination unit.

For further information, please see the Emergency Planning Hub page. If you have any queries, please email – dgft.corporateresilience@nhs.net

The Hub → Departments → Emergency Planning

Learning & Organisational Development

Our Aim

Support and develop our people to create a caring, compassionate, and empowering environment; enabling The Dudley Group to be a brilliant and well-led place to work for current and future staff.

How do we do this?

We provide a variety of programmes and workshops to support leadership, wellbeing, and personal growth.

Here are some of the programmes we offer:

- ❖ Managers Essentials Programme
- ❖ Developing Leaders Programmes
- ❖ Wellbeing Workshops
- ❖ Living the Values training course
- ❖ Apprenticeship Workshops
- ❖ Coaching Workshop
- ❖ Flexible Working Training
- ❖ Admin Essentials Programme
- ❖ Individual team support
- ❖ Effective Communication Workshops
- ❖ Presentation Skills Support
- ❖ Recruitment Training
- ❖ Career Conversations
- ❖ Induction Programmes

As a valued member of staff of The Dudley Group NHS Foundation Trust, you can book onto any of our programmes. Further information can be found on the Organisational Development Hub page.

If you would like to chat to a member of the team or book onto any of our programmes, please email: dgft.odcultureandlearning@nhs.net

Apprenticeships

Apprenticeships are not just for school leavers and the younger generation.

The Trust offers current permanent staff members the opportunity to undertake a fully funded recognised apprenticeship qualification as part of the apprenticeship programme.

Did you know?

- Most members of staff in the Trust can apply to an apprenticeship.
- Our apprenticeships range from, level 2 to Master's level.
- We offer clinical and non-clinical apprenticeships

Requirements

The apprenticeship **MUST** link to your current role and the work you are doing.

You will be required to have off the job learning, this is compulsory. More information on off the job learning, can be found on our hub page. Your manager will be required to agree, complete, and sign a manager authorisation form.

How to apply

1. The apprenticeships we currently offer can be found on our existing staff opportunities page on our apprenticeship hub page.
2. If you would like to apply to an apprenticeship, please complete the interest and manager authorisation form that can be found on the at the top of the existing staff opportunities page. Please return these forms to us via email – dgft.apprentice@nhs.net and we will process your application.

Examples

Here are a few of our apprenticeship qualifications:

- Customer Service – Level 2
- Business Administration - Level 3
- Medical Administration - Level 3
- Team Leader/Supervisor - Level 3
- Operations and Departmental Manager - Level 5
- Nursing Associate (NMC 2018) - Level 5
- Chartered Managers Degree - Level 6
- Senior Leaders Masters - Level 7
- Advanced Clinical Practitioner - Level 7

FAQ's

Q. Will to affect my salary?

A. No, you will stay on your current banding.

Q. How do I pay for the apprenticeship?

A. Existing staff can use the apprenticeship Levy money to pay for their apprenticeship (depending on apprenticeship, additional costs may apply).

New Apprenticeships

We also offer new apprentice opportunities. If your department would like an apprentice, please contact a member of the team, or have a look at our recruiting an apprentice page for further information.

Please consider any band 2 or 3 posts to be an apprenticeship post

Dudley Improvement Practice

Creating a Culture of Continuous Improvement

The DIP method consists of a range of training, tools, facilitated workshops, events and reporting styles, which together support teams with a structured approach to their improvement journeys.

This is underpinned by developing leadership behaviours to promote a culture of continuous improvement. By a management system that links improvement activities to the Trust's vision, values and strategic goals.

DIP believes in three essential elements of Continuous Improvement:

Engagement – The power of collaboration is maximised by engaging the people who do the work every day, and therefore have the most insight about how to improve it.

Equality – Harnessing the great diversity in our people by treating everyone as thinking equals drives innovation and creativity.

Empowerment – Developing a coaching style of leadership to make our people feel valued and psychologically safe to propose new ways of working, to contribute and to learn together.

Our Training courses:

<p>Improvement Fundamentals eLearning</p> <p>7 modules introducing:</p> <ul style="list-style-type: none"> • PDSA • Value & Waste • 6S • Balanced metrics • Process mapping <p> eLearning 2 points</p>	<p>Improvement Coach Bronze Included in Managers' Essentials</p> <ul style="list-style-type: none"> • PDSA • Value & Waste <p> Classroom & Project 5 points</p>	<p>5-day Improvement Event Containing Improvement Coach Silver</p> <ul style="list-style-type: none"> • Cell overview • Flow • Pull • 6S • Standard Work • Visual Management <p> 5-day Event & Project 37 points</p>	<p>Improvement Coach Gold Included in Developing Leaders</p> <ul style="list-style-type: none"> • A3 thinking • Current state • Balanced metrics • Root cause analysis • Future state <p> Classroom & Project 16 points</p>	<p>Improvement Mindset Training</p> <ul style="list-style-type: none"> • Introduction to Kata • The challenge • Improvement Kata • Coaching Kata <p> </p> <p> Classroom & Project 15 points</p>
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Dudley Improvement Practice deliver a range of training to suit different project needs at various levels of experience. We also collaborate with our OD colleagues to develop improvement coaching and leadership.

Community of Improvement Practice - 'Experts by experience' in Continuous Improvement.

A group of Improvement Champions across all roles, departments and divisions who have a real interest in making the way we work better and helping colleagues with their improvement ideas.

If you would like further information of how to become an improvement champion contact our team dgft.improvement@nhs.net.



The Hub → Departments → Dudley Improvement Practice

Professional Development Team

We are responsible for support, guidance and provision of professional education and development for Nurses, Midwives, Allied Healthcare Professionals (AHP's) and Healthcare Scientists (HCS). In addition to supporting registered staff groups, we provide training for all our non-registered Healthcare Support Workers at all levels to enhance the quality-of-care provision.

The diverse training and development work of the team supports the requirements for fitness to practice and continual professional development (CPD) and includes pre and post registration education, core skills (manual handling and medical devices) and clinical competency development.

As part of the Professional development team, we offer support and guidance on career development pathways and what we offer internally, and we support externally.

Non-Registered Clinical staff

Introduction into Healthcare Programme (Novice) apprenticeship (For Nursing and Midwifery CSW staff)

This training programme is specifically for people with no care experience. It provides an opportunity to join the NHS on a 3-month fixed term contract of 36 hours, band 2 salary. Following an induction week in the classroom, where the trainees are taught the fundamental aspects of nursing care, they are placed in clinical areas for the duration of their fixed-term contract. A clinical competency document is required to be completed in the clinical area. Some further classroom sessions are also scheduled. Trainees who successfully pass the course can be offered a substantive position.

Fundamental Skills Programme (For Nursing and Midwifery CSW staff)

This programme is a mandatory requirement for all newly appointed CSWs who have been employed in the Trust for 4-6 months or less. It is designed to introduce the non-registered support workers to the fundamental elements of patient care in line with the policies and standards, vision, and values of the Trust, whilst integrating the benchmarks of Essence of Care into practice. Evaluation of the CSWs level of knowledge and skills will be assessed in the clinical area using a comprehensive competency package. It provides the CSW with the skills that will allow them to deliver high quality care to the patients in a safe and comfortable environment and also establish the foundations for the Trust career pathway, permitting the CSW to develop knowledge and skills as part of their care certificate.

Level 2 Diploma in Clinical Healthcare Support (For Nursing, Midwifery and AHP staff)

A Level 2 Diploma in Healthcare is required to be completed by all band 2 staff, unless achieved in a previous employment. CSW Staff will have completed the Trusts Fundamental Clinical Skills programme or Novice Programme before commencing this course. AHP staff will have completed their department competency package prior to commencing the course. The programme is designed to enable Band 2 staff to develop a portfolio of evidence that will demonstrate work-based competence in accordance with the National Standards for NVQ Level 2 in Health and Social Care or Health awards, thereby achieving a national vocational qualification in their specialty

Level 3 Diploma in Clinical Healthcare Support /apprenticeship (For Nursing, Midwifery and AHP staff)

This course is for CSWs, who are on a development pathway for a HCSW, Band 4 or Registered Nurse Training. AHP staff who do not have a recognised qualification at level 3 can also enrol on this course. The programme has been designed to enable staff to develop a portfolio of evidence that will demonstrate work-based competence in accordance with the National Standards for Level 3 Award, thereby achieving a National Vocational Qualification in their specialty. Staff must have successfully completed the Diploma level 2 in Clinical Health Care Support or Health Award (or equivalent) prior to commencing this course.

Higher Level Clinical Support Worker Training Programme (For Nursing and Midwifery CSW staff)

This programme is mandated for CSWs who are on a development pathway for a HCSW; Band 4; Registered Nurse Training or have been appointed to a HCSW post. The programme will further advance the knowledge and skills of the CSW, enabling them to expand their role in the clinical areas and offer a higher level of support to the Registered Nurse. The Practice Development Nurses, in partnership with a clinical mentor, will support the CSW in developing a portfolio of evidence that will demonstrate the occupational competence required for a higher-level post.

AHP Support Worker Apprenticeship (For AHP staff)

Apprenticeships offer an alternative route for people to enter the AHP workforce. Health Education England (HEE) supports the development of apprenticeships to improve access to AHP professional fields. Apprenticeships typically last for 18 months and combines academic study with practical, paid employment within the Trust. Details of entry and training routes available are listed on the Skills for Health website: <https://www.skillsforhealth.org.uk/>

Trainee Nursing Associates (For Nursing and Midwifery staff)

Nursing Associates are a vital part of the nursing team. The new role sits between that of a CSW and a registered nurse with Nursing Associates having a separate entry on the NMC register. This 2-year Nursing Associate training course is application and interview process only. The Essential criteria for this role needed prior to application is English and Maths 4-9 (A-C) or functional skills level 2. Then a level 3 in study or above – Diploma/BTEC/NVQ/A Levels

Preceptorship/Graduate Programme (For Nursing staff at present)

Preceptorship for all newly qualified nursing staff based on the NMC guidance. This 12-month programme is designed to offer newly qualified Nursing staff the opportunity to discuss, in confidence, issues, which may be affecting them in their clinical areas. The programme, alongside general clinical competencies, includes taught, self-directed, and work based learning, consolidating each individual's knowledge and skills within the first six months after being appointed to the Trust. The programme is designed to provide Nurses with a solid theoretical and practical knowledge base. All newly appointed graduate nurses are automatically enrolled on this programme. It includes an effective conversation around career development at The Dudley Group NHSFT to ensure staff are aware of all development opportunities on offer.

Clinical Supervision (For Nursing/AHP/Midwives staff)

Preceptorship programme

Each newly qualified member of staff will be allocated an experienced clinical supervisor. The programme currently offers monthly group clinical supervision sessions for which newly qualified staff are given protected time to attend. However, supervisors can be contacted outside of the group sessions to offer one-to-one supervision to individuals who require it. 7.5

EVOLVE (For Nursing, Midwifery and AHP staff)

The aim of this course is to Empower a Vision in the Organisation of Dudley Group NHSFT in Leadership with a view to Enhance band 5 staff professional development. It runs over 8 weeks, one day per week and is accredited with NHS Leadership Academy leading to the Edward Jenner Programme Certification. The programme also provides an opportunity for staff to discuss future career pathways and define their next developmental steps. The Trust has a strong focus on Leadership development for all staff and uses the NHS Leadership academy to support this, with the Edward Jenner programme being the first level in a series of Leadership educational opportunities.

Speciality Specific Competencies (For Nursing, Midwifery and AHP staff)

These are competency-based packages to develop Registered Nurse and AHP staff skills within their specific workplace. They are provided to new band 5 staff on commencement of employment. Every ward/department manages their individual specialist documents. Midwives are expected to complete their competencies during their 12-month preceptorship period.

Improving/Transforming Professional Practice (For Nursing, Midwifery and AHP staff)

This programme is available to all staff who are currently an experienced Band 5 or band 6. This module is accredited by Wolverhampton University (20 Credits) which can be completed at Level 6 (Degree) or Level 7 (Masters) but is an in-house course. The aim of the course is to enhance the participant's knowledge of leadership and change management theory. Core subjects covered will include Leadership; Change management theories; Academic writing; Assertiveness; Coaching; Team working; Action learning; Research for service improvement; Presentation skills. During the Improving/Transforming Professional Practice module, there will be a session dedicated to discuss information, advice and guidance for career development.

Continuous Professional Development (CPD) funding (For Nursing, Midwifery and AHP staff)

CPD funding is provided by Health Education West Midlands (HEWM) to support the ongoing professional education of Nursing, Midwifery and AHP staff. Every registered practitioner has £1000 per 3 years as part of their professional development and revalidation, whether this is used for a university module / conference / lecture.

Internship Programmes (For Nursing, Midwifery and AHP staff)

This is a programme aimed at senior band 5 or band 6 staff who have at least 12 months experience in the speciality area for the internship. The programme aims to develop higher level nursing skills within a set speciality in the absence of a relevant University accredited programme. Competencies, clinical mentor allocation and completion of a chosen 'piece of work' which demonstrates 'change in practice' will be agreed. The Internship is for 6-9 months and requires the applicant to be released for 1-day, alternate weeks, for the internship period. The programme is well established within the Trauma and Orthopaedic speciality, with further specialities due to be added in the near future. Any staff considering participation in an existing internship, or setting up a programme in their area, should contact Dr. Gail Parsons, Nurse Consultant Trauma and Orthopaedics; Deputy Director of Research and Development (Nursing), via email at gail.parsons1@nhs.net to discuss available opportunities.

Health and Care System Leadership Apprenticeship (For Nursing, Midwifery and AHP staff)

This course will be available from September 2020. It is aimed at senior band 6 staff and band 7 staff who are able to apply for this level 7 course supported by the University of Birmingham. Interested applicants should contact the Professional Development Lead for further details.

If you would like further information on these courses or would like to discuss funding, please contact the team on - dgft.professionaldevelopmentteam@nhs.net

The Hub → Departments → Professional Development and Support

Research & Innovation Department

High quality, research and innovation will be fully embedded across all staff groups within the Trust, as part of our vision to deliver high quality, patient-centred care.

Research and Innovation is a core component of the Trust strategy and is key to making advancements in patient care. R&I is an essential requirement to improve knowledge in understanding of which treatments work best and bringing new innovations to the forefront.

The R&I Department is an experienced, dedicated team responsible for supporting and facilitating the delivery of research and innovation throughout the organisation.

The Trust is involved in many kinds of research, across a variety of clinical specialities, including pharmaceutical drug trials, genetic research, medical device trials, questionnaire studies and 'home-grown' projects. All staff groups can get involved in research and/or innovation in some way.

We are here to support and guide all staff groups, through their R&I journey!

We can provide support via meeting groups, training sessions, events, project design, project review, funding of your idea/project and intellectual property.

Some of the things on offer to you:

- *Become a 'Research Champion'*
- *Attend our 'Research & Innovation Support Group'*
- *Design your own research proposal or innovation idea*
- *Support for innovation ideas and the next steps*
- *Become a Principal Investigator/Associate Principal Investigator for clinical research*
- *Support with funding applications*
- *Experienced research staff to help support your project*
- *Clinical Academic posts*
- *Career development opportunities*

If you would like more details and how you can get involved in research and/or innovation, please contact R&D on ext 3710/3717/1024 or email: dgft.research.rhh@nhs.net

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