



# Staff handbook

NHS Grampian - caring • listening • improving

This booklet is an  
**interactive PDF**



we care  
about

your

fresh  
air

### Did you know:

- You are **four** times more likely to quit with the right support.
- 76% of our clients quit within four weeks.

### The Smoking Advice Service can help you STOP smoking.

For free, confidential support to stop smoking call the Smoking Advice Service on **08085 20 20 30** (free from landlines, calls from mobiles may be charged) or email **grampiansas@nhs.net**

This publication is also available in other formats and languages on request.

Please call Equality and Diversity on

01224 551116 or 01224 552245 or email [grampian@nhs.net](mailto:grampian@nhs.net)

Ask for publication CGD 170208

Welcome message from Dr Annie Ingram, Director of Workforce	4
Induction into NHS Grampian	6
Being part of the NHS Grampian team	7
Our commitment to you	9
Your commitment to NHS Grampian	11
Information you need to know before you start	12
Confidentiality, counter fraud and data protection	16
Health, safety and security	22
Your own development and learning	28
General information	31

This booklet is an **interactive PDF**



This allows you to navigate through the document using interactive buttons rather than scrolling through the full document (although you can do this too).

Click on the content page titles. This will take you directly to the relevant information. There is a 'Return to content page' button on each page to take you back to the content page.

**Links to documents, policies etc will work after you join the organisation, have an email address and can access the intranet.**

# Welcome

From Dr Annie Ingram, Director of Workforce

Dear Colleague,

Welcome to NHS Grampian!

Thank you for being part of our team.

NHS Grampian has a clear vision for supporting the health of the people of Grampian.

The 2020 vision for both NHS Grampian and NHS Scotland has the patient at the heart of everything we do. Delivering safe, effective person-centred care in the most appropriate setting.

No matter what role you have in NHS Grampian, whether clinical or one of our important support services, you are key to our ability to deliver for the patient or citizen. We need well-trained, highly motivated people with the right skills for the job they do. We need you to engage with us and be committed to live our core values of caring, listening and improving in everything you do.

NHS Grampian has developed Workforce 2020 in partnership with staff representatives (known as Staff Side representatives), to describe how we will do this now and in the future as we change services to meet the changing needs of the population of Grampian.

NHS Scotland has also published the overall vision for the NHS in Scotland - Everyone Matters: 2020 Workforce Vision. This makes a commitment to putting people at the centre of everything we do, and using our shared values to guide the work we do, the decisions we take and the way we treat each other.

The values that are shared across NHS Scotland are:

- Care and compassion.
- Dignity and respect.
- Openness, honesty and responsibility.
- Quality and teamwork.

Only through an engaged and caring workforce can healthcare providers respond to the challenges that NHS Scotland is facing in delivering sustainable services, changing how and where we deliver services to improve patient care and overall performance.

**“Together, we will create a great place to work and deliver a high quality healthcare service, which is among the best in the world.”**

Dr Annie Ingram, Director of Workforce

In NHS Grampian we are committed to our local interpretation of the NHS Scotland values: ‘Caring, Listening and Improving’. To live by these values, we must behave in a way that reinforces this, we must listen to and engage effectively with those who use our services and those who work in our service. We are a service for people, delivered by people.

As your employer, NHS Grampian wants you to have a positive experience at work, ensuring that your day-to-day activities, overseen by line managers, contribute to a positive workplace experience for all staff.

The iMatter project, which focuses on staff experience in the workplace, is being implemented across the NHS in Scotland and will compliment the Everyone Matters vision. During your time in NHS Grampian you will be invited to participate in a team based survey, from which we hope improvements to your work experience will follow.

We aim to serve the people of Grampian well and be the healthcare employer of choice.

I look forward to meeting you when I am out and about within the organisation.

We care.

Dr Annie Ingram

Director of Workforce

# Induction into NHS Grampian

## **Staff induction handbook**

This handbook is part of your induction and gives you information about what you can expect from NHS Grampian and what the organisation expects from you. This handbook introduces you to NHS Grampian and to its policies and procedures. It gives you useful information for your first day and throughout your career with us.

Other useful sources of information include:

- **NHS Grampian intranet**

Our intranet is our online internal communications tool to engage with our staff: [nhsgintranet.grampian.scot.nhs.uk](http://nhsgintranet.grampian.scot.nhs.uk). It provides staff with access to the latest news, developments that they need to be aware of, policies, information resources, guidelines and online tools – such as electronic forms or an online telephone directory – to be able to do their job properly.

The intranet is only available to staff who have access to a PC that is able to access the NHS Grampian IT network.

- **NHS Grampian's website**

Our public website is [www.nhsgrampian.org](http://www.nhsgrampian.org)

It promotes our work, services, news and events and provides healthy living and health improvement messages.

# Being part of the NHS Grampian team

NHS Grampian employees are in one of two groups: Professional and Healthcare Support Workers.

## **Professional registration**

There is a professional, legal and contractual requirement for professional health care staff, who are employed by NHS Grampian, to have current registration with a nominated professional regulatory body, to enable them to practise in health care in the United Kingdom. The legal requirement of registration to practice is specified in your contract of employment and should be familiar to the employees concerned through their membership of their professional body.

If you are required to be registered with a professional regulatory body in order to practice, you must ensure that your registration is current at all times. If you fail to maintain this registration, this will constitute a breach of contract.

The NHS Grampian Professional Registration Policy outlines the responsibilities of the employer, the manager and the employee in respect of ensuring that the requirements of professional registration are fully met. The policy is available on the Human Resources Department webpage on the intranet [www.nhsgrampian.org/grampianfoi/files/POL47\\_Professional\\_Registration\\_Policy\\_version3\\_Jan14.pdf](http://www.nhsgrampian.org/grampianfoi/files/POL47_Professional_Registration_Policy_version3_Jan14.pdf)

## **Clinical induction for nursing, midwifery and allied health professionals**

NHS Grampian Clinical Induction is mandatory (for the definition of mandatory see <http://nhsgintranet.grampian.scot.nhs.uk/portal/LZ/Lists/Quick%20Learning%20Links/List%20View.aspx>) for all registered nurses, midwives and allied health professionals starting employment in NHS Grampian. The main objective of Clinical Induction is to provide the practitioner with best practice principles to support their associated accountability during employment in NHS Grampian. Your manager will direct you to the appropriate clinical induction.

## **Doctors and dentists**

There will be a corporate and local induction for all grades of medical and dental staff.

Further information can be obtained from your Head of Service or Lead Consultant.

## **Healthcare Support Workers**

All staff in pay band 1 to 9 clinical and non clinical including Facilities, Administration and other support staff are known as Healthcare Support workers (HCSW). HCSW applies to all pay band 1 to 9 staff in all areas (clinical and non-clinical) of NHS Grampian. If you are not subject to statutory regulation through professional registration, you will be required to achieve a set of Induction Standards and sign a Code of Conduct within three months of employment. The primary purpose of this is patient safety.

Your manager will ensure that you have the support and guidance required to enable you to achieve the Induction Standards.

Your manager will assign a Reviewer to you for this process and evidence of achievement will be monitored through the NHS Knowledge and Skills Framework (KSF).

### Healthcare Support Worker mandatory induction standards

When you take up your new post, your line manager, or a nominated supervisor/reviewer, will be responsible for ensuring that you have all the relevant information you need. This will focus on your own place of work – ward, department or office, for example. This will begin on your first day working for NHS Grampian and will continue over a period of weeks. As a Healthcare Support Worker, you will be able to use the information you learn at local induction as evidence towards your activities in your HCSW workbook.

Healthcare Support Workers (Bands 2-3) working in clinical areas can contact the SVQ Centre in the Professional and Practice Development Unit (PPDU) who can advise you in relation to a number of nationally Accredited SVQC Awards. These are:

- SVQ Healthcare Support (Clinical) Level 2 and Level 3
- Children's Care Learning and Development Level 2 and Level 3

Candidates should have a minimum of six months' experience in their work area, have completed the Mandatory Induction Standards and signed the HCSW Code of Conduct. They are required to build a portfolio of evidence of competence and knowledge with the support and guidance of an assessor who has completed an SVQ Assessor qualification. If you are interested in completing an SVQ, you should speak to your manager in the first instance, as your manager is responsible for identifying a member of staff to assess you as you work towards the qualification.

## Our commitment to you

Our staff are our greatest resource. NHS Grampian, as part of NHS Scotland, is committed to ensuring managers value their staff and recognising that investment in staff is a direct investment in patient care. We are committed to deliver the national Staff Governance Standards and our success in reaching these is measured on an annual basis through staff surveys. Staff Governance is defined as a system of corporate accountability to ensure that we are accountable for the fair and effective management of all staff. Areas for improvement are agreed and monitored through our Partnership Forum and Audit Scotland.

As a member of staff in NHS Grampian you can expect to be:

- Well informed – through team meetings, the use of monthly Team Brief sessions, global emails and staff newsletters.
- Appropriately trained – through agreeing your Personal Development Plan with your manager as part of your appraisal process.
- Involved in decisions which affect you – through local and Grampian-wide Partnership working with staff and their representatives.  
<http://nhgintranet.grampian.scot.nhs.uk/depts/partnership/Pages/default.aspx>
- Treated fairly and consistently – through development and implementation of NHS Grampian people management policies and procedures.
- Working in an improved and safe working environment – regularly monitored through inspections and access to Occupational Health Services, Health and Safety support, Staff Side (Staff Side is the collective term used for the individual 16 recognised trade unions/professional organisations) representatives and other appropriate mechanisms.

### Partnership working as a joint model of working

Partnership and partnership working describes a way of working in the NHS in which staff at all levels and their representatives are involved in developing and putting into practice the decisions and policies which affect their working lives. Partnership working is based on openness and honesty. It means that problems should be solved and decisions made through consensus where possible, resolving issues and encouraging managers and staff to work together to find solutions.

A Partnership representative is an accredited trade union/professional organisation representative who is acting on behalf of staff collectively but does not replace any individual trade union/professional organisation who may have members within a workplace. Partnership representatives are involved in strategic/policy/organisational change groups in NHS Grampian or sectors at the early stages of discussions, but when things affect members directly the individual trade union/professional organisation should then be involved, if not already involved.

NHS Grampian recommends that you consider joining one of the trade unions or professional organisations appropriate to the post you hold. Further information is available from your manager or the appropriate trade union/professional organisation/Staff Side representative.

## Equal opportunities

NHS Grampian is committed to creating a working environment in which each individual's abilities and skills are recognised. The NHS has a legal and moral duty to ensure equality of opportunity and fair treatment for all its existing and potential employees. No employee or prospective employee will receive less favourable treatment on the grounds of: race, disability, sexual orientation, religion or belief, sex, gender reassignment, age, pregnancy or marriage and civil partnership.

If you feel that you have been discriminated against, due to possessing one or more of these nine protected characteristics, raise your concerns with your line manager, HR representative, the Equality and Diversity Manager or your trade union/staff organisation representative.

## Your commitment to NHS Grampian

Now you are an employee of NHS Grampian, we expect that your conduct, behaviour and commitment to the organisation are consistent and in line with policy guidelines. You can find all of our Policies and Procedures on the NHS Grampian intranet. [http://www.nhsgrampian.com/nhsgrampian/gra\\_display\\_simple\\_index.jsp?pContentID=5985&p\\_applic=CCC&p\\_service=Content.show&](http://www.nhsgrampian.com/nhsgrampian/gra_display_simple_index.jsp?pContentID=5985&p_applic=CCC&p_service=Content.show&)

You will share our commitment to:

- Treating everyone with dignity and respect.
- Behaving with integrity, consistency and compassion.
- Communicating clearly.
- Being open, honest and fair.
- Learning and improving.
- Being environmentally responsible.
- Celebrating success.
- Working in partnership with – our staff, our patients, carers, communities, and public and private sector organisations.
- Investing in our people, services and premises.
- Encouraging innovation, building on the record of success in the North East.

<http://www.nhsgrampian.org/grampianfoi/files/TheVisionandValuesofNHSGrampian.pdf>

## Dealing with Bullying and Harassment

The Dealing with Bullying and Harassment Policy sets out the conditions to ensure safe and effective working practice as well as fair and consistent treatment.

<http://nhsgintranet.grampian.scot.nhs.uk/depts/OperationalHR/Operational%20HR%20Teams%20Document%20Library/DealingwithBullyingandHarassmentPolicy.pdf>

Everyone has a role to play in this by:

- Being proactive and intervening early when problems are noticed or raised.
- Understanding and adhering to acceptable standards of conduct.
- Taking responsibility for their own behaviour, acting at all times in a way that promotes good and avoids harm to others.
- Observing the core principle: all parties have a duty to try to resolve a dispute as close as possible to its source.



# Information you need to know before you start

## Contract of employment

A Statement of Terms and Conditions of Employment – a Contract – will be issued to you within eight weeks of starting employment with NHS Grampian. You must ensure all the details are correct, then sign and return one of the copies within 21 days of receipt. Keep your copy safe.

## Your first day – what to bring

On your first day at work, you must bring your:

- Income tax form P45.
- Birth certificate.
- Bank details.
- Passport, or driving licence.

If you do not have a P45, you can obtain a Starter Checklist (which replaces the P46) from [www.gov.uk/new-employee/employee-information](http://www.gov.uk/new-employee/employee-information). Complete the form and send it to the Inspector of Taxes, who will issue you with an appropriate code number.

NHS Grampian requires to see this information to establish if you have the right to take up employment in the UK, to verify any qualifications and professional registration documents and ensure you receive the right amount of pay. Your manager will arrange for you to have access to a computer, an nhs.net email address, a learning system account and the appropriate statutory and mandatory training.

## ID badges

Your manager will arrange for you to be issued with an ID badge that shows your name and designation. You must wear and display this ID badge at all times when you are working or representing NHS Grampian.

You must ensure that a lost or damaged ID badge is reported immediately to your line manager and/or security officer and via DATIX, NHS Grampian's electronic incident recording system.

## Pay arrangements

Your salary will be paid monthly, on the last day of the month. When this is a Friday, weekend or bank holiday, then pay-day is the preceding Thursday. Pay-days for December and January are earlier than other months, and your November pay slip will show these dates.

Pay slips show the current month's pay-day and the pay-day for the following month.

Your salary will be paid directly into a bank or building society account of your choice. Pay slips will be sent on, or prior to, pay-day. Your pay slip also gives details of a named Payroll contact, if you have any pay query.

You must check that you are being paid correctly each month.

## National insurance

National Insurance contributions for employees are related to earnings and are deducted from your pay as well as Income Tax under the Pay As You Earn (PAYE) procedure.

## Income tax

All employers must deduct Income Tax from your pay according to the tax code issued by the Inspector of Taxes. Your tax code will be notified to NHS Grampian by the Inspector of Taxes. Any queries concerning your code number must therefore be addressed directly to the Tax Office.

If you pay income tax, Payroll will give you a personal certificate (Form P60) after the end of March each year (provided that you are still in post at 5th April) stating the gross pay earned, income tax code number, total tax deducted and superannuation paid.

This certificate gives the information you need to complete your annual tax return, if you receive one, so it is important to keep your P60 and your statement of mileage (if applicable).

## Pension and superannuation

New entrants to NHS Grampian who are aged from 16 to 75 will be contractually enrolled into membership of the NHS Superannuation Scheme (Scotland) (the scheme) unless prevented by the scheme rules from becoming a member. The scheme is a qualifying pension scheme, which means it meets or exceeds the Government's standards and is administered by the Scottish Public Pensions Agency (SPPA).

Further details are contained with the SPPA starter letter and all benefits as well as employee and employers contribution rates are explained on the SPPA website <http://www.sppa.gov.uk/>. Further information on joining the NHS Superannuation Scheme (Scotland) can be accessed by visiting [http://www.sppa.gov.uk/index.php?option=com\\_content&view=category&layout=blog&id=399&Itemid=1517](http://www.sppa.gov.uk/index.php?option=com_content&view=category&layout=blog&id=399&Itemid=1517). If you wish to opt out the required form can be obtained from the SPPA website or by contacting the SPPA.

Should you be prevented by the scheme rules from becoming a member, NHS Grampian will automatically enrol you, subject to eligibility, into NEST (National Employment Savings Trust) automatic enrolment pension scheme and the SPPA will provide you with further information at that time.

## Change of personal information

It is important that you notify your manager of any change in your personal circumstances so that records can be updated accordingly, e.g. change of address, or change of marital status. The Payroll Team are normally notified of such changes by your line manager.

You can notify Payroll of a change of address and/or bank or building society details by sending the tear-off mandate from your pay slip directly to your pay officer.

## Hours of work

Your line manager will notify you of your hours of work and shift rotations, where applicable. You must observe start and finish times. Teams and services rely on good timekeeping and it is a key part of doing our work well. Please plan your travel carefully to ensure you are able to arrive on time. Unacceptable time keeping/falsification of documentation will result in disciplinary action being taken against you, using the relevant NHS Grampian Policies and Procedures.

### **Sick leave**

If you are unable to work because of illness, you must telephone your line manager as early as possible on the first day or shift of your absence.

In exceptional circumstances, you may be unable to make personal contact with your line manager. You must then arrange for someone to do this on your behalf, again as early as possible on your first day or shift of absence. If you are ill for seven consecutive days or fewer, you must complete a self certificate of incapacity for work form (either from your manager or at [http://www.nhsgrampian.org/grampianfoi/files/POL39\\_Attendance\\_Management\\_Policy.pdf](http://www.nhsgrampian.org/grampianfoi/files/POL39_Attendance_Management_Policy.pdf) immediately on your return to work and give this to your manager.

For absences of more than seven consecutive days, you must gain a 'State of Fitness for Work Certificate' from your GP. The form must be sent immediately to your line manager. If your illness continues, you must continue to send your certificates directly to your line manager. You must keep your line manager informed about your absence and when you expect to return to work.

NHS Grampian policies ensure all staff who are absent from work will be treated fairly and individual absence is formally monitored.

Depending on the nature of your illness, injury, or the duration of absence, NHS Grampian may require an assessment by GO Health Services (Occupational Health Services (OHS) before your return to work. You may also contact GO Health Services for advice.

- [grampianohs@nhs.net](mailto:grampianohs@nhs.net)
- 01224 553663

Special consideration is given to employees if their sickness absence is due to underlying issues, e.g. an existing medical condition, disability or pregnancy.

### **Annual leave**

Information about your annual leave entitlement and the annual leave year is contained in your contract of employment. During your first year of service your entitlement to annual leave is calculated on complete months of service. Always arrange holidays after you have agreed the dates with your line manager. Your line manager will advise you of procedures in your department.

All annual leave entitlement must be taken each financial year, between 1st April and 31st March.

### **Public holidays**

Information about your entitlement to statutory and public holidays is in your contract of employment.

The dates of these holidays apply to all areas in NHS Grampian and are agreed in partnership with Staff Side. If you are required to work on a public holiday, your line manager will advise you of the arrangements and information on payment and alternative time off later. Statutory and public holiday entitlement is calculated within the calendar year. You will find the dates on the intranet <http://nhsgintranet.grampian.scot.nhs.uk/portal/StaffScrapbook/Pages/PublicHolidays.aspx>

### **Special and carer leave**

The Special and Carer Leave policy is designed to help you manage the demands of domestic and work responsibilities at times of urgent and unforeseen need, through the provision of paid or unpaid leave. This depends on circumstances, which includes carers', compassionate and paternity leave. Apply directly to your line manager or supervisor. [http://www.nhsgrampian.org/grampianfoi/files/POL21\\_Policy\\_on\\_Special\\_and\\_Carer\\_Leaveetc.pdf](http://www.nhsgrampian.org/grampianfoi/files/POL21_Policy_on_Special_and_Carer_Leaveetc.pdf)

### **Pregnancy and maternity and paternity leave**

If you become pregnant, you must notify your head of department or line manager. Your job will need a workplace assessment to ensure your continuing health and your unborn child's health. Maternity and Paternity Leave will be granted to members of staff who fulfil certain employment criteria. The entitlements are complex and clarification of these can be obtained from the NHS Grampian Maternity Leave Officer, in the Human Resources Department.

Relevant documents are at: [http://www.nhsgrampian.com/nhsgrampian/gra\\_display\\_simple\\_index.jsp?pContentID=5985&p\\_applic=CCC&p\\_service=Content.show&](http://www.nhsgrampian.com/nhsgrampian/gra_display_simple_index.jsp?pContentID=5985&p_applic=CCC&p_service=Content.show&)

### **Grievance procedure**

The grievance procedure is intended to give you the right to seek redress for grievances arising during the course of your employment.

The procedure is designed to settle grievances as near as possible to the point of origin but, should this not be possible, the procedure then provides the right of access to a higher level of management, at each stage, up to the relevant executive director of the NHS Board. Its main purpose is to enable most matters to be amicably resolved through discussion with your line manager. For information: [http://www.nhsgrampian.org/grampianfoi/files/POL31\\_Grievance\\_Policy\\_updateJan07.pdf](http://www.nhsgrampian.org/grampianfoi/files/POL31_Grievance_Policy_updateJan07.pdf)

### **Disciplinary procedure**

The prime purpose of disciplinary action is to identify and rectify problems rather than being a punishment. The procedure is designed to ensure fair and consistent treatment.

The policy covering this is: [http://www.nhsgrampian.org/grampianfoi/files/POL\\_26\\_-\\_Employee\\_Conduct\\_Policy\\_-\\_v2\\_-\\_April\\_2009.pdf](http://www.nhsgrampian.org/grampianfoi/files/POL_26_-_Employee_Conduct_Policy_-_v2_-_April_2009.pdf)



# Confidentiality, counter fraud and data protection

## Confidentiality

As part of your contract with NHS Grampian, you will be required to sign a confidentiality/information security statement which identifies your responsibilities and signifies you accept these. You are responsible for ensuring that personal health information is kept confidential and that patients are informed and involved in decisions about the use of their information.

If in doubt, always consult your manager before disclosing information, as some carers/family members may have the same rights as the patients regarding receiving information under the Adult with Incapacity (AWI) 2000 legislation such as power of attorney, guardianship or as 'Named Person' under the Mental Health Scotland Act 2003.

As an employee of NHS Grampian, you will have access to confidential information about patients, members of staff and other activities in the organisation. All personal health information is held under strict legal and ethical requirements regarding confidentiality. You have a duty not to divulge such information to any person or agency without appropriate consent or authority.

Failure to comply with this requirement is regarded as serious or gross misconduct and may result in disciplinary action, including dismissal.

The Information Governance webpage has information, training and guidance on a wide range of issues: <http://nhsgintranet.grampian.scot.nhs.uk/depts/IG/Pages/default.aspx>

It is the responsibility of every member of staff to ensure that they do not misuse their position to benefit themselves, their family or their friends, or take on another job that compromises their NHS duties, or promote their private interests in the course of their job. It is the duty of all NHS staff who suspect that breach of data protection, confidentiality, fraud, theft or corruption that may have occurred to report it so that action may be taken. <http://nhsgintranet.grampian.scot.nhs.uk/depts/ITSecurity/Pages/ReportBreach.aspx>

You must:

- Declare any private interests or outside employment to your manager.
- Obtain permission from your manager before taking on outside work where there may be a conflict of interests.
- Obtain permission from your manager before accepting any commercial sponsorship.
- Maintain professional obligations e.g. professional body registration.
- Adhere to department roles and responsibilities.

You must not:

- Misuse or make available confidential information.
- Accept any gifts, inducements or hospitality that might place you in a position of conflict between your private interests and that required by your NHS duties.
- Use your past or present position to make preferential private arrangements.
- Unfairly advantage one competitor over another or show favouritism in awarding contracts.

## Financial responsibility

The Operational Scheme of Delegation (OSD) is a fundamental component of our Corporate Governance framework detailing all employees who have delegated authority to undertake transactions on behalf of NHS Grampian. Accordingly, no member of staff is authorised to enter into any financial commitment (for example to incur expenditure, approve expenses, generate income, transfer an asset or employ staff) unless they are specifically authorised to do so within the OSD. Further information is on the Governance Department webpage on the intranet.

<http://nhsgintranet.grampian.scot.nhs.uk/depts/IG/Pages/default.aspx>

## Fraud awareness

Fraud in the NHS can divert scarce resources from patient care. If you suspect that fraud, theft or corruption may be occurring, it is your duty to report it so that appropriate action may be taken.

Examples of typical NHS fraud include a practitioner claiming payment for services not provided, a patient claiming exemption from NHS charges incorrectly, a member of staff claiming hours on a time sheet that were not actually worked, a member of staff carrying on alternative employment in NHS contracted time or claiming expenses which they did not incur.

There is a range of confidential routes available to staff who wish to ask for advice or to report suspected fraud activity:

- Your line manager.
- Your HR manager.
- NHS Counter Fraud Services Fraud Hotline tel - **08000 151628**.
- NHS Grampian Fraud Liaison Officer  
– Assistant Director of Finance (Financial Services) **01224 556211**.

Any member of staff who raises genuine concerns is protected by law – regardless of the outcome of any investigation which is initiated.

Go to Counter Fraud on the intranet for more information

<http://nhsgintranet.grampian.scot.nhs.uk/depts/CounterFraud/Pages/default.aspx>

## Data Protection Act 1998

### How this Act covers information about you

As an organisation, we have the responsibility to maintain information regarding our staff, to enable us to know more about the workplace and the skills and competencies available. To this end, a personal file will be retained by your line manager. This will be used to assist in recruitment and selection; training and career development; control of absence; staff turnover; discipline; and equal opportunities.

The personal data contained in this file will be regularly reviewed by your line manager to ensure that it is accurate and up to date. Under the Data Protection Act 1998, you are entitled to see information held about you by NHS Grampian, including your staff record. If you wish to request access to your personal information, or if you believe the information held about you is inaccurate, please contact the Information Governance Team:

- Information Governance, Department of eHealth, Rosehill House, Foresterhill Site, Aberdeen, AB25 2ZG.
- 01224 551549
- [nhsg.infogovernance@nhs.net](mailto:nhsg.infogovernance@nhs.net)

### Confidential waste guidance

The Data Protection Act 1998 determines how NHS Grampian as data controllers must dispose of personal and sensitive data lawfully. Information can be found on

<http://nhsgintranet.grampian.scot.nhs.uk/depts/IG/Pages/RecordsManagement.aspx>

### How the Act covers the information and material you handle – key points:

- The public have a right to assume their privacy is respected and so an expectation that information about them will be treated as confidential regardless of the media that is used for storing that information.
- All NHS staff and contractors working for the NHS have a statutory duty of confidentiality to protect patient information.
- All NHS organisations must have satisfactory arrangements for informing patients of the purposes for which information about them is collected.
- Decisions to pass on information should usually be taken by the clinician responsible for care/treatment or on the advice of a nominated senior officer.
- Data will be anonymous wherever possible, but such anonymity does not itself remove the duty of confidence.
- External contractors working for the NHS may only use the information as authorised to do so and this must be explicit in contracts.
- Arrangements for the storage, disposal and handling of patient information, both manual and computer based, must protect confidentiality. Care should be taken to ensure that unintentional breaches of confidence do not occur.
- Breach of confidentiality is a serious matter which may result in disciplinary action by NHS Grampian, or professional regulatory body or legal action by a patient.

When patient information may be used:

- In the delivery of care and treatment.
- Assuring and improving the quality of care and treatment (e.g. clinical audit).
- Monitoring and protecting public health.
- Co-ordinating NHS care with that of other agencies (e.g. statutory, voluntary and independent services).
- For effective administration (e.g. managing and planning services and finances, auditing accounts and investigating complaints).
- Teaching and training (but patients can choose whether or not to be involved personally).
- Statistical analysis and research in support of the above.
- Analysis for Public Health review and planning.

### Remember:

- Protecting the confidentiality of patient information is the responsibility of everyone working in the NHS.
- Patient information should only be made available on a “need to know” basis.
- Patients’ wishes should be taken into account in making decisions regarding the disclosure of their information.

### Patient Access to Information and Charter of Patient Rights and Responsibilities

The Data Protection Act 1998 gives patients certain rights of access to information which we hold about them. This applies to all information regardless of the media used, and includes paper, electronic, digital photographs and X-ray films. If a patient wishes to make a formal application for access to the information we hold about them, they should be advised to apply to NHS Grampian’s Information Governance Manager.

Information is available in the Information Governance intranet webpage (<http://nhsgintranet.grampian.scot.nhs.uk/depts/IG/Pages/default.aspx>) or the NHS Grampian website in ‘How to Access Your Health Records’.

The Charter of Patient Rights and Responsibilities is at <http://www.scotland.gov.uk/resource/0039/00390989.pdf>. It provides the public with a right of respect for their privacy. They have an expectation that information about them will be treated as confidential. The Charter is based on that expectation, but also acknowledges that NHS and other staff will need to have strictly controlled access to patient information, anonymous wherever possible, to ensure that the service functions effectively and efficiently.

NHS Grampian is required to ensure that patients are aware of the information held about them and also the reasons why personal information may be needed.

### **Registers of personal information**

The Data Protection Act requires all organisations to process fairly and lawfully any information which might enable a person to be identified. If, during your employment, you are required to create a new filing system, which uses paper, electronic or images as storage, this should be discussed with the Data Protection Officer in the first instance. This is to ensure the proposed processing is consistent with the Health Board's registration with the Information Commissioner. Details of the proposal will be retained in the eHealth Department and may be used to support a request for access to their information made by staff or patients.

You need to be aware that there is a legal duty to protect the confidentiality of patient information. Guidance on The Protection and Use of Patient Information has been reviewed following the enactment of the Data Protection Act 1998.

### **Information security**

The Information Security team works together with the organisation to enable the greatest benefits of IT, while also ensuring compliance with Security Principles.

As IT is changing rapidly, all staff need to complete annual training, known as the 'Do IT Securely' training (on NHS Grampian's Learning Management system called AT-Learning). A companion summary is the Do IT Securely Booklet on <http://nhsgintranet.grampian.scot.nhs.uk/depts/ITSecurity/Pages/default.aspx>. You can also e-mail [nhsg.itsecurity@nhs.net](mailto:nhsg.itsecurity@nhs.net). The most significant 'Do I.T. Securely' points are highlighted below:

#### **Username and passwords – Our most common issue. Do I.T. Securely:**

- Don't write passwords down – keep them easy to remember instead. Use a two word passphrase with a number and special character.
- Never login as someone else or share your login details, it is recorded.

#### **Social Networking and Media – In 2013 a number of NHS staff faced investigation after newspapers reported Facebook incidents. Do I.T. Securely:**

- Avoid posting insulting, confidential or unacceptable comments.
- Do not identify yourself as being an NHS Grampian employee.

#### **Unauthorised Access to Records – In 2013 a GP receptionist was prosecuted for unlawfully obtaining information of her ex-husband's new wife. Do I.T. Securely:**

- Do not access your own, family or friends information through a clinical system. Unauthorised access to personal data may be a criminal offence.

#### **Spoofing and Phishing – fake emails claiming to be banks or IT help desks.**

- If you do not expect an email: ignore, delete, or seek advice. Also check where links actually go by right clicking and selecting 'properties'.

#### **Theft and loss – Prevention is most important. Do I.T. Securely:**

- Always close doors in secure areas, and ensure records or IT Equipment are kept attended in public areas.
- Keep ID badges visible and don't be offended or feel awkward to ask for ID.

### **Use of PCs within NHS Grampian – Please follow policy within the NHS:**

- Do not install software or plug your own wifi devices (USB dongles, wifi routers or phones) into NHS Grampian devices – leave this to the IT department.

### **Keep NHS data Safe – always keep NHS Data within NHS, unless permitted by:**

- Formal Information Assurance accreditation at a local or national level.
- Electronic Communications Protocol (see Information Security intranet).
- eHealth issued, encrypted USB storage devices, for temporary use.

# Health, safety and security

## Infection prevention and control

Infection prevention and control is relevant to everyone and the specific roles and responsibilities of each staff group are described in the overarching Infection Prevention and Control Policy.

All staff are expected to comply with this policy and its associated procedures and protocols to ensure the safety of patients, staff and visitors.

Effective infection prevention and control is a high priority for all users of the NHS. NHS Grampian aims to create an environment which is safe for patients, staff and visitors so that the risks of healthcare associated infection are kept to a minimum by:

- Supporting the Senior Charge Nurse to be the single unambiguous lead for the environment in which patients are cared for.
- Appropriate risk assessment and management of patients who may be harbouring infections.
- Promoting the general principles of infection prevention and control through education, surveillance and audit.
- Ensuring cleanliness where healthcare is delivered.
- Ensuring that patients receive high quality care using equipment that is procured and maintained in a way that minimises the risk of acquisition and transmission of infection.
- Maintaining high standards of antimicrobial prescribing across all healthcare settings.

All staff must comply with the Standard Infection Control Precautions. For further infection prevention and control information visit the Infection Prevention and Control intranet pages <http://nhsgintranet.grampian.scot.nhs.uk/depts/InfectionPreventionAndControlManual/Pages/default.aspx> and on the NHS Grampian website.

## Hand hygiene

All staff must comply with the Standard Infection Prevention and Control Precautions, which are monitored by internal audits and the results displayed within the area. For further Infection Prevention and Control information visit the Infection Prevention and Control website on NHS Grampian intranet and internet.

All visitors are encouraged to observe proper hand hygiene procedure.

## Risk assessment

NHS Grampian recognises that healthcare provision and the activities associated with caring for patients, employing staff, providing premises and managing finances involve a degree of risk, which is inevitable in any complex system and impossible to completely eliminate from healthcare but can be managed using risk assessment.

Risk assessment is a systematic process for identifying and evaluating potential risks that may be involved in an activity or undertaking that could affect the way we do things, positively or negatively. Information is collected about an event, process, organisation or service to identify where risk may exist. The information allows an assessment of the consequence (what could happen) and likelihood (of something happening) and then doing something about it.

This may involve activities that could harm patients, visitors or staff, threats to financial viability, achievement of corporate or service objectives and ongoing business continuity.

Anything that could happen to prevent, delay or disrupt our plans constitutes a risk. The task of every member of staff is to identify potential risks, assess the likely impact of any risk that might be realised and manage the risk to keep its impact and likelihood as low as possible. This is the essence of risk management.

Careful consideration of risk helps us plan our developments with a greater chance of success. Risks which are realised can impact adversely on the safety of patients, our finances, our reputation, our health and our morale. Risk management is the application of common sense.

## Risk management

NHS Grampian recognises that healthcare provision and the activities associated with caring for patients, employing staff, providing premises and managing finances are all, by their very nature, risk activities and will therefore involve a degree of risk. These risks are present on a day-to-day basis throughout NHS Grampian.

The continued delivery of high quality healthcare requires identification and management of events or activities, which could result in risk to patients, staff and visitors/members of the public. The management of risk is a key organisational responsibility of all staff employed by NHS Grampian.

Risk Management is a means of identifying, evaluating, and controlling risks and thus is a crucial task for NHS Grampian if it is to successfully achieve its objectives and deliver strategic plans. However Risk Management is as much about empowerment, supporting innovation and seizing opportunities through informed decision making, as it is about defending against negative threats and preventing adverse things from happening.

Additionally, NHS Grampian seeks to establish an organisational culture that ensures that risk management is an integral part of everything it does. Effective risk management helps the organisation to meet its objectives.

Information on the management of risk can be found on the Quality, Governance and Risk Unit intranet pages at:

<http://nhsgintranet.grampian.scot.nhs.uk/depts/QGRU/RiskManagement/Pages/default.aspx>

Specific information on Health and Safety can be found at:

<http://nhsgintranet.grampian.scot.nhs.uk/depts/HandS/Pages/default.aspx>



## General health and safety

Each member of staff has a legal duty to ensure their health and safety and the health and safety of other people who may be affected by what they do, or fail to do. This duty is part of the Health and Safety at Work Act 1974.

NHS Grampian is committed to maintaining and improving the safety and health of staff, and others, who use our sites and services.

Each department or service maintains a local risk assessment to inform staff of known or foreseeable risks. You must make yourself aware of this, and any related procedures, as part of your induction.

Health and safety related training is available where you require additional safety skills for your job. Your manager will advise you further on what training is available and what may be required.

All enquiries or concerns about health and safety in your workplace should be reported directly to your manager or Head of Department, immediately you become aware of them.

## Fire safety

Fire safety is essential. It is vital that you are aware of the dangers and correct procedures to follow in the case of a fire.

On arrival in your ward or department, you must ensure that you are shown the local Fire Plan. Familiarise yourself with this, and what you are expected to do, including: the evacuation procedures, any extra fire safety training for your role, the location of fire escape routes and exits, fire alarm break-glass call points, fire fighting equipment and, if applicable, emergency oxygen shut off valves.

All NHS Grampian staff are legally required to undertake fire safety e-learning each year. It is your responsibility to complete it.

## Clinical emergencies

In the event of a clinical emergency, staff should follow the resuscitation guidelines and NHS Grampian clinical emergency protocols. Depending on your area of work you will be advised if the number you should call is **2222/9999**. Staff will have specific training to their area of work regarding response and actions required in the event of a clinical emergency.

Please refer to your manager for local protocols for Mental Health Services and Community Hospitals in relation to Clinical and Nursing Emergencies.

## Moving and handling

Moving and handling is one of the biggest health and safety risk issues in the NHS. NHS Grampian is committed to reducing the risk of musculoskeletal injuries to staff and patients through the development of appropriate policies, training programmes and guidelines for all of our staff.

There are designated key handlers available in most workplaces across NHS Grampian to help with specific moving and handling enquiries relating to your work. Your manager will inform you of a key handler in your area.

Details of the NHS Grampian Moving and Handling Policies, eLearning training and other documentation is available on the intranet or directly from your manager, if you do not have access to the intranet.

## Managing workplace violence and aggression

Incidents of violence and aggression (V&A) within NHS Grampian services can result from existing clinical conditions e.g. head injuries, substance abuse, alcohol or mental health issues. Often this behaviour will be beyond the individual's control and staff members will continue to deliver care while reducing the risk.

In these circumstances, staff are supported by a range of 'Safe Systems of Work' which can be used to reduce the associated risks. Additionally, NHS Grampian has a range of policies, procedures and eLearning packages which are available to all staff, either through the intranet or via your manager.

You must be aware of the Emergency Response Protocol, as well as any arrangements that may be specific to your work area.

The generic emergency response protocol is:

- In the first instance, providing it is safe to do so, an attempt should be made to de-escalate the situation.
- Staff must assess the situation continually for escalating danger.
- Help can be summoned from colleagues within the area (some staff may have enhanced training in the Management of Violence and Aggression, appropriate to their work area).
- If you are particularly worried about the situation that is escalating out of control, or a situation involving a weapon, or when an intruder has to be removed, or staff are injured, the Police may be called on **9/999**.

Aberdeen Royal Infirmary provides a 24 hour/7 day a week security team. In ARI only, Security Officers also provide a rapid response service in emergency situations. The officers will attend and provide advice and support in the management of ongoing aggressive or violent incidents. Contact them by dialling 747 and stating your location. For general security advice, they can be contacted on **01224 552945** (Bleep **2736**).

Dr. Gray's Hospital also has a Security team to provide a rapid response service in emergency situations. The team will attend and provide advice and support in the management of ongoing aggressive or violent incidents. Two alert systems operate: a Red Alert or a phone call. The Red Alert is a personal alarm carried by key staff and used in the Accident and Emergency department, the RVS café and shop, staff changing room corridor and access stairwells. All other staff will phone **333**, which connects to the switchboard staff, who pass the details to the security team.

The general emergency response protocol is: [http://nhsgintranet.grampian.scot.nhs.uk/depts/HandS/VandS/Violence%20and%20Aggression%20Documents/NHS%20Grampian%20Violent%20Incident%20Emergency%20Response\[1\].pdf](http://nhsgintranet.grampian.scot.nhs.uk/depts/HandS/VandS/Violence%20and%20Aggression%20Documents/NHS%20Grampian%20Violent%20Incident%20Emergency%20Response[1].pdf)

In addition, there is post-incident support available for you, where required. This includes local debriefing following an incident, more formal debriefing procedures and support from the V&A team and access to occupational health or counselling, where it is appropriate.



### **Lone working**

NHS Grampian has specific policies and procedures to assist you when you are required to work alone or in an isolated area. For further information please contact your supervisor or manager directly.

<http://nhsgintranet.grampian.scot.nhs.uk/depts/QGRU/QGRU%20Documents/Risk%20Management%20documents/Lone%20Working%20Policy%20August%202008.pdf>

### **GO Health Services (Occupational Health Service)**

NHS Grampian GO Health Services help staff by providing a range of services including:

- Advice regarding health problems/management and self-referral to a nurse or physician.
- Confidential staff counselling services for all NHS staff.
- Pre-employment or pre-placement assessments, including screening and immunisation.
- Focused assessments of fitness to work.

If you have an exposure to blood or body fluids, then you must phone **01224 553663** or email: [grampianohs@nhs.net](mailto:grampianohs@nhs.net)

See web for forms and further detail: [www.gohealthservices.com](http://www.gohealthservices.com)

### **Personal security**

NHS Grampian is committed to ensuring that you have a safe working environment. You are fully responsible for making sure that your personal belongings are kept secure while you are on duty and you are requested not to take any valuables to work, e.g. large sums of money, or jewellery.

To assist you, you may be allocated a locker to store your personal effects. It is your personal responsibility to ensure that you purchase and fit a sturdy padlock to this facility as NHS Grampian cannot be held liable for any property stolen in these circumstances.

### **NHS Grampian use of social media policy**

It is the choice of each employee as to whether they wish to use and participate on Social Media sites, but as with all types of public or media exposure, you must be aware that you represent NHS Grampian in your daily life. Great care should be taken to eliminate the risk of personal and professional matters becoming linked – anything posted onto Social Media should not be seen to bring NHS Grampian into disrepute.

For more information on the use of social media: <http://nhsgintranet.grampian.scot.nhs.uk/depts/CorporateCommunication/ExternalCommunication/Pages/SocialMedia.aspx>

### **Internet**

While the NHS is committed to use of the Internet for business purposes, it must ensure that suitable controls are in place to prevent security breaches or other negative consequences. The networks used for the Internet are only secure through the NHSnet, any other communications sent by the Internet could be accessed or modified by unauthorised individuals. There are also threats from obtaining information from the Internet, with virus attachments being the most common.

Consequently, we must adopt procedures which minimise the risks of using the Internet. We must follow good practice in the way in which individuals behave and in terms of the websites that they visit. We have established our Internet access for specific business purposes. Where material is obtained from the Internet ensure that any copyright restrictions are obeyed and that virus protection procedures are followed. Where material we own is published, make sure that it carries our copyright details stating copyright of NHS Grampian with year of publication and © symbol. marker.

The NHS reserves the right to monitor e-mails where necessary to ensure that the use of the system is compatible with the NHS business. The NHS reserves the right to monitor web site access to ensure that use of the Internet is associated directly with the business of NHS Grampian, or is within the terms of use. Accessing inappropriate websites in the work place may result in disciplinary action.

# Your own development and learning

NHS Grampian offers an array of development opportunities, reflecting the wide range of career opportunities in our organisation. During your appraisal and personal development meetings with your manager you will be able to discuss those most relevant to your role in the organisation.

The 'Learning Zone' has been developed to promote a greater awareness of what is available for Continued Personal and Professional Development and is updated regularly to support staff and managers. The 'Learning Zone' provides you with access to Toolkits, Websites, eLearning and many departments which provide training. Websites listed there provide you with free access to learning materials. Browse the links at your own pace and see what is available.

<http://nhsgintranet.grampian.scot.nhs.uk/portal/LZ/Pages/default.aspx>

## Statutory and mandatory training

Statutory training is a legal requirement that is defined as being needed by a specific piece of legislation. This is training that must be completed for you to be legally able to undertake the duties of your post.

Mandatory training is training which must be completed at the insistence of the employer, or through a directive or instruction from the Scottish Government Health Directorate or NHS Scotland and prior to you undertaking a specific duty e.g. induction, or violence and aggression training.

This training may be a requirement of a professional body/membership/registration required by NHS Grampian and can be booked via the intranet. Booking instructions can be found on the 'Look and Book':

[http://nhsgintranet.grampian.scot.nhs.uk/portal/LZ/NHSGDocuments/Look\\_and\\_Book\\_online.doc](http://nhsgintranet.grampian.scot.nhs.uk/portal/LZ/NHSGDocuments/Look_and_Book_online.doc)

You are expected to undertake certain approved statutory and mandatory development activities within agreed timescales. Your manager will discuss this with you and make sure you have the opportunity to undertake the required training.

There is an agreed list of generic topics for all staff, which can be found on the Learning Zone under the heading Statutory/Mandatory training. It is your manager's responsibility to determine which development activities are required, in addition to the training identified in this list, to ensure effective and safe performance in your role.

A great deal of learning happens in the workplace supported by coaches, mentors, cascade trainers, buddy systems and line managers.

## NHS Knowledge & Skills Framework (KSF)

For staff whose roles come under Agenda for Change bands 1 to 9, KSF improves staff morale and teamwork by giving individuals a clearer understanding of how they fit into the organisation and how they make a difference to its performance. It shows staff what they have been employed to do, reviews their knowledge and skills, and identifies any gaps which need to be addressed as part of their appraisal.

## What is e-KSF?

The e-KSF system is the electronic tool which supports the Knowledge & Skills Framework and also applies to staff in Agenda for Change posts, which are banded 1 to 9. It is an Internet database which allows you to record your Reviews, Objectives and Personal Development Plans (PDPs). The web address is: <https://www.e-ksf.org/login.aspx>

It is a vital tool for supporting continuing discussion about progress and feedback between managers and their staff. Everyone in bands 1-9 in NHS Grampian will be notified of a reviewer to help staff review their progress, and be given a personal KSF post outline to support their development.

## Medical and Dental Performance Appraisal

Current advice and support for medical and dental appraisal is available via the Medical Director's office, the secondary care appraisal lead and the primary care appraisal lead.

## Applying for a Learning and Development Activity

All training and development leave must be agreed with your line manager before any application is made.

Most 'in-house' training and development activities will be advertised on the NHS Grampian Learning Management System using the intranet 'Look and Book' guide. Here you will find details of learning activities, dates, venues, objectives of the training and who to contact for further information/support.

[http://nhsgintranet.grampian.scot.nhs.uk/portal/LZ/NHSGDocuments/Look\\_and\\_Book\\_online.doc](http://nhsgintranet.grampian.scot.nhs.uk/portal/LZ/NHSGDocuments/Look_and_Book_online.doc)

For an externally provided learning/development activity, please speak to your manager.

Applications for Nursing and Midwifery Degree and Diplomas should be made using the APS1 Application for Professional studies form. Use this when applying for degrees, or diplomas, when more than one year's expenses are required. Contact your manager for this form.

For information on Medical and Dental Study Leave, see

<http://nhsgintranet.grampian.scot.nhs.uk/depts/MedicalWorkforce/Pages/Policies.aspx>

## Library facilities

NHS Grampian is committed to ensuring equity of access to information and learning resources for all staff.

There are three main staffed libraries in Grampian delivering a range of services. These are at Royal Cornhill Hospital and Dr Gray's Hospital, and the service on the Foresterhill site is provided by Aberdeen University.

All libraries have a responsibility to provide services on a Grampian-wide basis. The library staff will assist you with the appropriate forms to gain membership.

NHS Knowledge Network – available for all NHS staff to access resources:

[www.knowledge.scot.nhs.uk](http://www.knowledge.scot.nhs.uk)

There is also the Clinical Guidance Intranet (CGI), NHS Grampian's on-line referral guidance and service information library <http://newcgi.grampian.scot.nhs.uk/default.aspx>

Health Improvement Network (HI-Net) is an information and networking resource for professionals involved with health improvement in the Grampian area. <http://www.hi-netgrampian.org/>

## General information

### Producing written or other visual communication materials

NHS Grampian's Corporate Graphic Design (CGD) department provides an advice, design and print service which aims to ensure quality, corporate identity, consistency and cost-effectiveness for all information materials produced by our organisation.

The Print Requirements Management Group (PRMG) is responsible for approving all requests for visual communication materials, prior to any design work being undertaken.

The aims of the PRMG are to:

- Help and advise authors to raise standards and save their money.
- Minimise NHS Grampian's spend where possible – savings up to 65% can be made when printing in one colour rather than full colour.
- Increase online access to information – providing support and access to do this.
- Promote corporate standards, best practice and legislative requirements.

This process applies to:

- All visual communication materials including posters, leaflets, newspapers, hospital forms, and any other visual communication materials such as websites and advertising on billboards and buses, which are produced for patients, carers, visitors, staff or the wider public.
- All visual communication materials which would be funded through an NHS Grampian budget, including ring-fenced and project budgets.
- All reprints of existing printing materials, which may need updating, amending, or producing in a more cost effective manner.
- Materials which are funded by other organisations but carry the NHS Grampian logo must be checked by the PRMG prior to production, to ensure that they conform to NHS Grampian standards.

The Corporate Graphic Design webpage: <http://nhsgintranet.grampian.scot.nhs.uk/depts/CorporateGraphics/Pages/Corporate%20Graphics.aspx>

### Transport and travel

As an employee of NHS Grampian you will travel to work and may be required to travel as part your job – our travel site has a range of useful information, including our shuttle bus service in Aberdeen <http://nhsgintranet.grampian.scot.nhs.uk/depts/travel/Pages/ShuttleBusServices.aspx>, as well as car sharing and other sustainable travel options

<http://nhsgintranet.grampian.scot.nhs.uk/depts/travel/Pages/default.aspx>

### Motor vehicles, motorbikes and bicycles

If you use a vehicle or bicycle, please ensure that you park it in the area allocated for such a purpose and not in areas set aside for special users, especially ambulances and registered disabled.

All vehicles and cycles are parked entirely at their owner's risk and NHS Grampian cannot accept liability in respect of the security, damage to, or loss of, such vehicles, cycles, attachments, or the contents of these.

### Road Traffic Acts

When driving in hospital grounds, you are subject to the provisions of the Road Traffic Acts and are liable to prosecution for a traffic offence in the same way as if this had been committed on a public road. At all times, you must observe the regulations and speed limits in operation.

### Mobile phones

NHS Grampian's 'Use of Mobile Communication Devices within Healthcare Premises Policy' is on the intranet [http://www.nhsgrampian.org/grampianfoi/files/POL25\\_Guidance\\_on\\_Safe\\_Use\\_of\\_Mobile\\_Telephones.pdf](http://www.nhsgrampian.org/grampianfoi/files/POL25_Guidance_on_Safe_Use_of_Mobile_Telephones.pdf) and signage is displayed to indicate where it is safe to use mobile devices.

### Supporting carers

Carers are an invaluable part of the healthcare team.

Carers provide care to family members, other relatives, partners, friends and neighbours of any age affected by physical or mental illness (often long-term), disability, frailty or substance misuse. Carers can be of any age, gender or ethnic background. Approximately one in eight of the population are carers.

Carers have the right to play an equal and active role in care planning and decisions. This does not mean that all carers are the same or that the caring is shared equally. Every carer has a different role, but the same right to have the support and information they need and to be as involved as they choose to be.

NHS Grampian staff should engage with the national core principles which have been developed to ensure staff from health and social care services work in partnership with carers.

- Carers are identified.
- Carers are supported and empowered to manage their caring role.
- Carers are enabled to have a life outside of caring.
- Carers are free from disadvantage and discrimination related to their caring role.
- Carers are fully engaged in the planning and shaping of services.
- Carers are recognised and valued as equal partners in care.

Further Information:

<http://nhsgintranet.grampian.scot.nhs.uk/depts/Learning/Pages/CarersInformation.aspx>

NHS Grampian recognises that many employees combine the demands of work requirements with domestic responsibilities.

### No smoking policy

NHS Grampian is committed to promoting healthy living and non-smoking as its normal culture. Help and support is available to staff who wish to stop smoking from the NHS Grampian Smoking Advice Service, free phone **08085 20 20 30**. The service is provided free, locally and face to face.

Since March 2015 **ALL** NHS grounds are completely smoke free therefore staff, patients and visitors are no longer permitted to smoke on NHS sites.

For further information please refer to NHS Grampian's Tobacco Policy which can be found on the Intranet under Departments, Human Resources, Policies and Procedures.

### Alcohol and drug policy

NHS Grampian is committed to giving assistance to any staff member with alcohol or drug dependency problems. This may be provided through referral to the GO Health (Occupational Health) Service.

You must not consume alcoholic or illegal substances while on duty. This applies to both NHS and non-NHS premises. You must also refrain from drinking alcohol immediately before commencing duty or during breaks in your working day.

### News for and about staff

Each week, essential information and information you may find of interest is emailed to all staff. The Weekly Bulletin which contains important information all staff need to be aware of, is issued on Wednesdays. The Information Update, which has information which may be of interest to staff, is issued on Tuesdays and Thursdays.

Each month, the staff newsletter Upfront is printed and circulated. This is produced by NHS Grampian's Corporate Communications Department and features activities, achievements and information about teams and individuals across NHS Grampian. Upfront is also on the Intranet, in Departments, under 'U'.

### Nursery provision

NHS Grampian operates and manages two nursery facilities for NHS Grampian staff. These are based at the Woodend Hospital and Royal Cornhill Hospital sites.

To find out more about the nurseries, how to apply and the appropriate costs, please contact the NHS Grampian Childcare Co-ordinator at Little Acorns on **01224 557828**. Alternatively, information can be found on the NHS Grampian intranet under 'N' for nurseries.

### Staff physiotherapy service (including telephone advice service)

This service is available to all staff by contacting the Staff Physiotherapy Service Advice Line on **01224 655698** or extn **45698** (please leave a message and staff will get back to you as soon as possible) or email via [nhsg.ohsphysio@nhs.net](mailto:nhsg.ohsphysio@nhs.net)

Go to Physiotherapy – Occupational Health in the intranet.

### Health Works – asking 'the work question' routinely

As a healthcare practitioner it is important you are aware of the overwhelming evidence that finding, keeping and returning to work after experiencing illness and/or disability is vital. The importance of work in its widest sense should not be underestimated. Work can, and often does, play an essential role in recovery.

Being out of work influences the health choices people make, and some of these can be detrimental to a person's health in the short and longer term.

A common misconception is that a person has to be 100% fit to be at work.

You have an important contribution to make on behalf of your patients, and indeed yourself, to actively seek early employability support when ill health is affecting the ability to work.



Making every contact count, in the Health Works context, means asking a patient about his/her work status and then signposting him or her in a timely manner to the right services for their needs. Your brief intervention could well avoid a premature exclusion from working life for your patient and the inevitable health consequences and inequalities that arise.

NHS Grampian has developed the Health Works Z-card, a helpful information leaflet for you to use with your patients who may be returning to work after illness, balancing health and work, or who are unable to work at present and it is freely available to you to support patients to help themselves.

If we all do at least a little to effect change, then we will achieve much more than a few people doing a lot.

Download the Z-card from the HI-Net: [http://www.hi-netgrampian.org/wp-content/uploads/2015/02/healthWorks\\_Z\\_Card\\_2015-2016.pdf](http://www.hi-netgrampian.org/wp-content/uploads/2015/02/healthWorks_Z_Card_2015-2016.pdf)

Or order copies directly from the Health Information Resources catalogue whose contact details can be found on the intranet under 'Departments'

You will also find other employability resources and information relevant to your role, wherever you work in NHS Grampian, on the Health Works page of the HI-Net by following the link above.

### **Know Who To Turn To**

As members of NHS Grampian staff, we can all help ourselves and others. Going directly to the person with the appropriate skills is important. This can help people make a speedier recovery and makes sure all NHS services are run efficiently.

In the NHS Grampian region there is a range of services to get the right medical assistance when people are ill, injured or living with long-term conditions. For details, see: [www.know-who-to-turn-to.com](http://www.know-who-to-turn-to.com).

### **Healthy Working Lives**

As we spend half our waking hours at work, there is a great deal to be gained from managing our health at work. Whatever type of work you do it is possible to make healthier choices that make a big difference to your quality of life.

It is important that both employers and employees understand the issues relating to health, safety and wellbeing and recognise the benefits of a healthier workforce.

The Healthy Working Lives ([www.healthyworkinglives.com](http://www.healthyworkinglives.com)) Award Programme provides a flexible framework to support organisations from all sectors to develop a planned and integrated approach to create a healthier workforce. Keeping staff healthy and motivated can deliver significant business benefits: reduced staff turnover, decreased sickness absence, higher productivity, and increased reputation as an employer of choice.

The Health and Work Team, Public Health, has the skills, knowledge and experience to support NHS Grampian achieve Healthy Working Lives Awards by providing:

- Health promotion information and advice for staff on a range of priority health topics, through presentations, interactive workshops and resource materials.

- Mentally healthy workplace training for managers to encourage good practice in promoting positive mental health and wellbeing.
- Workplace alcohol and drugs workshops for managers to create a greater awareness around alcohol and drugs in their workplace and provide them with the knowledge and skills to deal with issues as they arise.

To contact the team please email: [grampianhwl@nhs.net](mailto:grampianhwl@nhs.net)

For more information:

<http://nhsgintranet.grampian.scot.nhs.uk/depts/healthyworkinglives/Pages/default.aspx>

### **Lost property**

If you lose or find any article at work this should be reported to your line manager.

### **Sports events**

NHS Grampian has an active Sports Committee that arranges an annual programme of varied sport events for staff. Events range from aerobics, tennis coaching and regular golf tournaments to "one-off" events such as curling, paintballing, scuba, snowboarding and tubing. Details of events appear in the weekly electronic Bulletin on a regular basis. Events are either free of charge to participants or provided at cost price.

The Sports Committee are all volunteers who carry out this work in their own time. If you want to find out more, call ext. **52245**, or ext. **52940**, or look on the intranet.

<http://ari-sp-moss2:25001/portal/StaffScrapbook/Pages/NHSGrampianSportsCommittee.aspx>

### **Your Space**

This area on the intranet highlights current staff discounts on a range of items and activities including corporate gym and eating out discounts for NHS Grampian staff.

<http://nhsgintranet.grampian.scot.nhs.uk/portal/your%20Space/Pages/default.aspx>

### **Grampian Credit Union**

Grampian Credit Union is a savings and loans co-operative, paying an annual dividend to all savers. As NHS Grampian is a payroll partner, members can save monthly by payroll deduction - directly from their salary.

To find out more look up [www.grampiancreditunion.co.uk](http://www.grampiancreditunion.co.uk) or our intranet (Your space/Get stuff/financial) or [http://intranet.grampian.scot.nhs.uk/ccn\\_nhsg/6839.html](http://intranet.grampian.scot.nhs.uk/ccn_nhsg/6839.html) for full details of services and download easy to complete Membership and Payroll forms.



## **Leaving Employment**

If you wish to terminate your employment, then you must inform your line manager, in writing, at the earliest opportunity. You will need to observe the period of notice in your contract of employment.

Any items of property supplied to you, e.g. keys, identity card, equipment, and clothing, must be returned on the day you leave your job. You are also responsible, with your line manager's assistance if required, to remove your login to NHS mail email address and other logins to systems you use at work.

Any annual leave taken in excess of your entitlement at your leaving date will be recoverable and must be refunded to the organisation.

## **Do you have any questions?**

Please raise any questions you may have relating to this handbook with your manager during your induction period or beyond. You can also find an electronic version of this handbook on the NHS Grampian intranet on the Recruitment website.

## **In conclusion**

"Together, we will create a great place to work and deliver a high quality healthcare service, which is among the best in the world."

Dr Annie Ingram

Thank you for being part of our team.

Dr Annie Ingram  
Director of Workforce