



University Hospitals of North Midlands

NHS Trust



Welcome to UHNM



Tracy Bullock

Chief Executive



I am delighted that you have decided to join UHNM and I know you will receive a very warm welcome from all of our staff.

It is my ambition that your career with us is happy and successful and that we are able to provide the best possible care and experience for our patients and their families.

Regardless of the role in which you work, it is our collective efforts that make the difference.

You are joining the NHS at a particularly challenging time but our people are what will get us through this and ensure we remain focussed on our improvement journey. That is why you and your development are at the heart of our organisation and why we wish to ensure you settle quickly into your new role.

At UHNM we already have exceptional people working with us, I never cease to be humbled by the level of commitment, expertise and professionalism shown by our staff, and we want to build on this strong foundation to prepare us for the years ahead.

Please take time during your induction period to settle in and really get to know the Trust, your team and your working environment before getting 'stuck in' to your new role. More than anything, seek support and guidance should you need it, we all want you to be successful and it is in all our interests to do all we can to ensure you can be the best that you can be.

I wish you the best of luck and hope that this is the start of a long and happy career with UHNM.

Tracy

Keep up-to date with the latest UHNM news - you can...

[Visit the Intranet](#)

[Read the Monday Message](#)

[Join Tracy's Time to Talk](#)

[Join our UHNM | Live Q&A](#)

University Hospitals of North Midlands

Our 2025 Vision

What we will deliver - our strategic objectives



Provide safe, effective, caring and responsive services

- Improved CQC ratings through implementation of our Care Excellence Framework
- Maintaining strong performance in relation to the Summary Hospital-level Mortality Indicator (SHMI)
- Positive Patient Led Assessment of the Care Environment (PLACE) annual inspections across UHNM



Achieve NHS constitutional patient access standards

- Improving pathways in and out of hospital
- Consistent implementation of best practice
- Provision of seven day services



Achieve excellence in employment, education, development and research

- Recruitment and retention of highly skilled staff & implementation of UHNM improvement methodology
- On-going development of specialist services
- Building our links with Staffordshire & Keele Universities



Lead strategic change within Staffordshire and beyond

- Increased income from NHS specialised commissioning services & elective care at County
- Leading role in the Staffordshire and Stoke-on-Trent STP
- Reduced number of medically fit for discharge patients in acute beds



Ensure efficient use of resources

- Year on year improvements in our finances
- Optimum use of our estate to support the services we deliver
- Digitalisation of clinical notes

How we will deliver this - our values



Together

- We are a team
- We are appreciative
- We are inclusive



Compassion

- We are supportive
- We are respectful
- We are friendly



Safe

- We communicate well
- We are organised
- We speak up



Improving

- We listen
- We learn
- We take responsibility

Getting started

Corporate induction

We want your first few weeks and months with us to go as smoothly as possible so that you can get on with what you do best. To help achieve this, all new starters are asked to take part in our corporate induction programme as an essential requirement for the start of your employment with us. Your Corporate Induction should take place on your first day of employment and will welcome you to the Trust and help you get acquainted with the organisation so that you can settle quickly into your new role. It will cover key employment-related information, including an overview of UHNM and how we work, as well as the necessary statutory and mandatory training to ensure that you can work safely and effectively from the start of your employment.

Department induction

Your line manager is responsible for organising a local departmental induction at the start of your employment. This will be tailored to your area of work and should help you understand the expectations of your job role. As well as being shown around the department/ward and meeting your colleagues, your local induction will introduce you to any policies and procedures relevant to your area of work, specific legislation you need to be aware of, and any immediate health and safety considerations, instructions and essential to role training. In some cases your local induction may include a period of supervised practice and competency sign-off, and you may be assigned a buddy and/or a mentor to help you settle in.

Statutory and mandatory training

All staff employed by the Trust, full and part-time, professional and non-professional, including volunteers, temporary and locum staff are required to complete statutory and mandatory training modules on a yearly and three yearly basis.

This is based on national legislation, Trust policies and procedures for training of different staff groups and good practice. Statutory training is required by law to ensure that all staff undertake training specific to the nature of their working environment and in order for the Trust to meet any legislative duties (e.g. health and safety training, fire safety training). Mandatory training is determined by Trust policies and procedures and is in place to limit risk and maintain safe working practice and includes specific skills and knowledge training for staff that we deem essential (some specific to certain staff groups and disciplines).

As part of your corporate induction you will be required to complete the necessary 'core for all' statutory and mandatory training to ensure that you're able to work safely and effectively. You may also be required to complete further 'essential to role' training specific to your role. Your line manager / supervisor will confirm what training you need to complete as part of your induction.

Following this, it is your responsibility to keep track of your training record and ensure that your statutory and mandatory training is kept up-to-date. You can monitor your training requirements via your Electronic Staff Record (ESR) account. This is the best place to view all of your training requirements and all of the training you have completed, including your statutory and mandatory training. More information on how to access this and statutory and mandatory training can be found on the intranet.

Parking



There are nearly 3,000 staff parking spaces on car parks surrounding the Royal Stoke University Hospital. The further spaces away (an 800m walk) even have a bespoke shuttle bus service if you don't want to walk or it is not a beautiful North Midlands day. County Hospital has 650 car parking spaces for staff. Both hospitals have secure bicycle storage available as well as shower and changing facilities.

We are pleased to offer you complimentary parking for the dates of your corporate induction in the following areas:

- Royal Stoke University Hospital – parking is available on the staff car park at Royal Infirmary site (access off Queens Road, postcode ST4 7LN). To use this staff car park you will need to display your corporate induction confirmation letter in the windscreen of your car. This will only be valid for the Royal Infirmary site for the date(s) of your corporate induction.
- County Hospital – parking is available on the staff car park at the main hospital site (ST16 3SA). The staff car park is clearly signed on the right-hand side after entering the site. To gain access to this car park you will need to use the intercom and display your corporate induction confirmation letter in the windscreen of your car. This will only be valid for the County Hospital site for the date(s) of your corporate induction.

Following your corporate induction you will be required to display a valid staff car parking permit to use one of our staff car parks.

Temporary parking pass

As a new member of staff you are able to purchase a temporary parking pass, which will be valid for one month:

Temporary staff parking permit for Royal Stoke University Hospital - Please visit the APCOA parking office which is located within the multi-storey car park on the Royal Stoke University Hospital. They will be able to issue a temporary pass for one month at a small cost.

Temporary staff parking permit for County Hospital - Please visit the car parking office which is located within the main entrance of County Hospital. They will be able to issue a temporary pass for one month at a small cost.

Permanent parking pass

Within your first month of employment you will then need to apply for a parking permit as follows:

Permanent staff parking permit for Royal Stoke University Hospital - If you are based at Royal Stoke University Hospital, you can register online at <https://uahnstaffpermit.apcoa.co.uk/>. Full details of parking options and pricing are provided on the website. For further help, please call 01782 671402.

Permanent staff parking permit for County Hospital - If you are based at County Hospital, you will need to complete a car parking permit form on the staff intranet or picked up from the car parking office located in the main entrance of County Hospital. Your application will need to be approved by your Line Manager (signature required) and returned to the Car Parking Office who will then issue of your permit. For further help please contact the car parking team on 2549.

Essentials

Staff link bus

As an employee you are able to use the Trust's link bus to travel between Royal Stoke University Hospital and County Hospital. The buses leave Stoke and Stafford on the hour every hour between 6am and 10pm, Monday to Friday. The bus stops are located at the Royal Stoke University Hospital main entrance and the bus stop near the entrance to County Hospital.

Should you wish to use the link bus to travel to your corporate induction or at any other time, you will need to book a seat at least 24-hours beforehand by contacting ABC Supreme by emailing abcsupreme@abcsupreme.co.uk or telephone 01782 813047. Please state what time bus you wish to catch in order to ensure that a seat is reserved. Please note that travel expenses cannot be claimed for travel between sites as the bus is available.

IM&T access

When joining the Trust your line manager will arrange for your network login, email account and any required shared folder access to be set up. As part of your role you may require access to the Trust's clinical systems. Being granted access to these will be dependent on you completing training, most training can be undertaken online via ESR. Full details of your IM&T requirements will be provided as part of your local induction.

Smartcards

As a new member of staff you will be required to obtain a smartcard. NHS smartcards are similar to chip and PIN bank cards and enable healthcare professionals to access clinical and personal information appropriate to their role. Your line manager will cover this as part of your induction. A smartcard gives secure and auditable access to national and local health record systems. It is also needed to access online training within the Trust. If you do not have a smartcard yet, you can obtain a username and password to access ESR to do your training (see the instructions on page 25).

If you are an existing member of NHS staff and already have a smartcard then it will need to be transferred to UHNM for you to continue using it. Information on how to request a smartcard can be found on the intranet.

Access the intranet from home

You can access the UHNM staff intranet from home. Just visit <https://intranet.uhnm.nhs.uk> and use your AD log in that will be given to you by IM&T or your line manager when you join.

ID badge

Upon joining the Trust you will be issued with a staff ID/access badge. This will be authorised by your line manager and programmed to allow you access around areas of the hospital that are necessary as part of your job role. You are required to carry your ID badge when on Trust property or whilst on Trust business and it should be produced upon request.

If you are working at both County Hospital and Royal Stoke University Hospital you will require a card for each site. Your line manager will be able to explain this as part of your local induction. Further guidance can be found in Policy EF21.

Uniform

Your line manager will confirm the uniform requirements for your role and this should be communicated before your start date. If you need to wear a uniform you will need to complete a uniform request form and make an appointment with the Trust's sewing room for a fitting. Ideally this should take place before your start date to help ensure your uniform arrives in time for you to wear on your first day in post. The uniform company we use carry most uniforms as stock items and they are normally delivered to us within 1- 3 days. The only uniforms which take longer are bespoke, special sizes, short, or tall, which have to be made specifically for the individual and can take up to 12 weeks to be delivered.

Lockers

Lockers are provided and locker rooms are located throughout the site. Please do not leave your own personal items unattended or in an unsecure location whilst you are at work as you are responsible for their security. The Trust does not accept liability for any loss, theft or damage of personal items.

Pay

All staff are paid on a monthly basis, every 30 days. If pay day falls on a Bank Holiday or a weekend, the pay date is moved to the next day or the following Monday respectively. Basic pay is paid currently for the month being paid and any special duty payments, on-call payments, etc., are paid a month in arrears.

Your line manager will talk you through the necessary payroll paperwork on or following your first day of work. You will need to complete a form with your bank details and this will then be signed by your manager and forwarded to the payroll department along with a copy of your P45 or P46. Details of all pay dates can be found on the Trust intranet.

Email access from home

Like the intranet you can also access your emails from home. Just visit the Trust website www.uhnm.nhs.uk and scroll down to the footer. You will see various quick links that may be useful including access to your work emails.

NHS Pension Scheme

The NHS pension scheme continues to be one of the most comprehensive schemes available in the UK. Membership of the NHS pension scheme is automatic when you join us and, as your employer, we pay a contribution equal to 20.68% of your salary towards the cost of your pension.

Further information about the pension scheme can be found online at:
www.nhsemployers.org/your-workforce/pay-and-reward/pensions

Annual leave

Your entitlement to annual leave is specified in your contract of employment and this will be calculated pro-rata for part-time employees. There are local procedures to follow when applying for annual leave and this must be agreed in advance with your line manager as leave will be authorised in line with service needs.

Accommodation

The Trust provides single accommodation for locum medical/non-medical staff and students. The accommodation is limited and is offered on a first-come-first-served basis, subject to availability. This accommodation can also be offered to Trust staff on a short term basis only, subject to availability. Single and family accommodation is available off-site. This accommodation is only offered to medical staff on training contracts. Further information is available from general/residential services by calling 01782 676696.

Staff benefits

These benefits include salary sacrifice schemes for childcare, cycle to work, and our ultra-low emission car salary sacrifice scheme; plus you can also access a number of discounts and leisure benefits via the blue light card or health service discounts websites as an employee of the NHS.

Trade unions

The Trust has a good working relationship with trade unions and all professional organisations, actively encouraging participation in all levels of Trust business and working in partnership with staff to meet the ever-changing NHS initiatives. The joint unions, collectively known as 'Staff Side', meet on a regular basis to discuss issues and take forward to the formal meetings with the Trust executives. Outside the formal meetings Staff Side work with human resources to formulate policies, procedures and other issues affecting staff.

Further information can be found on the Trust intranet under: > Home / Services / Staff Side. You can also refer to your union's national website to find the name of your local representative.

Library resources

The Health Libraries at Royal Stoke and County Hospital are multi-professional libraries which provide access to a wide range of texts and ebooks, healthcare journals (print and online) and a range of online databases of clinical information. We provide training workshops to help you, in person or through our online e-tutorials. The library supports NHS employees in Staffordshire and UHNM, and Keele University students.

The library staff are on hand to support you to access the information you need – whether it's for work, research, CPD or revalidation. Alongside both libraries there are IT facilities with computers which can be used for research and study. We also provide space for silent study and group working, printing, photocopying and scanning facilities and Wi-Fi access.

The Health Library is based in the Clinical Education Centre (CEC) at the Royal Stoke University Hospital and is open seven days a week. The Health Library, County Hospital is based in the Postgraduate Medical Centre at the County Hospital site and is staffed Monday to Friday with 24/7 access available on request. Find out more online at www.keele.ac.uk/healthlibrary

Occupational health

Our Occupational Health service is offered by the team prevent employee health and wellbeing team. The focus of their work is to ensure that employees who join the organisation are fit to undertake their roles and to monitor your health throughout your employment. This includes adopting a positive approach to prevention, ensuring you are protected against any possible work related health risks, and early intervention to support you as soon as possible when you have a health problem or issue.

There are various reasons you may need a referral to the employee health and wellbeing team. You may require ongoing health surveillance or immunisations and vaccinations in order to protect your health and wellbeing at work. Your manager may also refer you if you are off sick, have an issue which is affecting your health and your ability to carry out the duties required in your job role or if you have surgery planned.

Further information can be found on the Trust intranet. You can also contact the team via email at occupational.health@uhnm.nhs.uk

Health and wellbeing

Having a healthy workforce is important to us. We have a rolling programme of events for the health and wellbeing of our staff. The events vary from a simple awareness raising campaign to health checks to discounted complimentary therapies available on site. Some of the health and wellbeing initiatives available to staff include:

- Emotional wellbeing sessions
- Physiotherapy referral
- Occupational health services
- Counselling services
- Physical wellbeing
- Walking routes
- Staff choir and orchestra

More information about our health and wellbeing services can be found on the intranet.

Development

Helping you develop in your role and as an individual is important to us. Every year you will have a Personal and Development Review (PDR) which focuses on quality conversations about your performance and development and how best to maximise your potential. We offer a broad range of learning and education opportunities throughout your career to help you develop. These opportunities start from day one!

As well as updating skills with statutory and mandatory learning, staff can see mentors who encourage colleagues to learn more with courses in the workplace or in local colleges or training providers. Comprehensive career support is on offer with a number of options to explore, including work experience, Prince's Trust programmes and a multitude of NVQs. Staff are fully supported through these programmes as the team offer advice and skills aimed at equipping talent for the future.

Leadership development course

We have a number of open leadership development offerings that are available to all leaders within the organisation, whether experienced or just stepping into a new role and include the essential Gateway to Leadership and Gateway to Management masterclasses which are pre-requisite to most of our leadership titles. Details can be found on the Trust intranet under: > Home / My UHNM / My Learning & Development / My Organisationa Development / Leadership Development Courses

- Gateway to Leadership (Entry requirement for all development)
- Gateway to Management (Entry requirement for all development)
- Courageous Conversations*
- Developing Resilience
- Effective Delegation & Self-Management*
- Emotional Intelligence & Personal Impact*
- Manager as Coach*
- Performance & Development Reviews (PDR)
- Managing Change*
- Quality Improvement

Gateway to Leadership must be completed before you are able to book on any course titles (with the exception of PDR and Developing Resilience).

If you manage staff you will need to complete Gateway to Management before attending any of our other courses. If you do not line-manage or supervise staff then you are not required to attend Gateway to Management.

For those wishing to take part in a more structured and challenging approach and attain an award in Leadership and Improvement, we have our Silver, Gold and Platinum CONNECTS: Leadership Development & Improvement programmes. These have been designed by the People & Organisational Development team and the Quality Academy to focus on developing our leaders to deliver high quality outcomes in order to achieve our 2025 Vision.



Further details are available on the Trust intranet or email people.od@uhnm.nhs.uk

Learning and education

The Learning, Education and Widening Participation (LEWP) team support staff with education, training and development. They have the responsibility to ensure all our staff and students have the opportunity to learn, are equipped with the right tools for their roles, are able to achieve their career and learning aspirations.

Apprenticeships

Apprenticeship qualifications are available to all staff members from Level 2 to Degree level. As an apprentice here at UHNM you will have a training agreement with an approved work-based learning provider.

The apprenticeship is a combination of theory and practice with much of the learning being assessed in the workplace. Apprentices learn the practical skills needed within the workplace alongside staff in the hospital and off-the-job they learn the underpinning knowledge from a tutor.

An apprenticeship is also a fantastic opportunity for someone who is starting their career to gain some valuable work experience, key employability skills and qualifications.

Careers support

The LEWP team has a dedicated careers officer who provides professional information advice and guidance to new and existing staff about developing their careers for future roles in the NHS and the wider healthcare community.

We also support local school/college students and members of the community by hosting NHS careers events that demonstrate the range of careers on offer within the Trust. If you would like to be a "career ambassador and go into a school or college to tell students about your role at UHNM, please contact the LEWP team.

Work experience

Work experience at the Trust offers a great opportunity to sample a career in the NHS across a range of disciplines in both clinical and non-clinical areas. On a work experience placement you can shadow a member of staff or a team and experience a day in the life of someone who does the job you are interested in.

If your work area would like to offer a work experience placement to a local student who is developing an interest in working in the Trust, then please let us know.

For more information please contact the LEWP team on:
01782 672277 | email lewp@uhnm.nhs.uk

Fraud in the NHS

The University Hospitals of North Midlands NHS Trust is committed to tackling fraud and bribery and ensuring that all staff are aware of the reporting lines that should be followed should any suspicions or concerns arise. All staff play an essential role in helping to reduce fraud and bribery in the NHS.

Your Local Counter Fraud Specialists: Iain Kennedy or Samantha Bostock
Director of Finance: Sarah Preston
NHS National Fraud Reporting Line: 0800 028 40 60
NHS Protect Online reporting form: www.reportnhsfraud.nhs.uk

Electronic Staff Record (ESR)

What is ESR?

ESR is a single system for human resources, finance and payroll. It is used by all NHS organisations and gives you confidential and secure access to the personal information that the Trust holds for you on your staff record, so that you can check it's accurate and make changes where needed. Self Service is the gateway to managing your own data, or that of your team if you are a manager.

Using your self-service access you can:

- View and update your personal details, such as emergency contact information, home address details, telephone numbers and bank details
- View your current and past payslips
- Access national e-learning courses - National Learning Management System (NLMS)
- Check for training courses available
- Enrol onto Trust training courses and complete questionnaires about the courses you have attended

If you are a manager within the Trust, you will also need to use ESR to:

- View and update staff information, including the basic assignment (post) details, training information and absences
- View a staff member's statutory and mandatory training requirements and completion
- Enrol an employee on a training course
- Record details of an employee's attendance on external training courses
- Enter staff qualification information
- Update employee competence information
- Update staff registrations and memberships
- Create PDR (appraisal) information
- View a number of dashboards that provide data on your staff

Accessing ESR

To complete your statutory and mandatory training, you will need access to ESR. Use your Trust email address to email the ESR support team and ask for your log in details. The generic email address for the team is ESRSupportUHNS@uhnm.nhs.uk.

You will be sent an email with your log in details or a request for further information if there are any issues. Your ESR username and password gives you access to your personal electronic staff record and your payslips. Once you have your user account details, log in by going to the Trust's intranet under Online>ESR Launcher

If you are a manager you will need to get a smartcard for management access in ESR. To obtain a smartcard, contact the RA Team. Their details can be found on the Trust's intranet - Home / Business / Corporate / Registration Authority (RA) Smartcards



HR Support and Advice

All your HR, Development and Education needs in one place on the intranet under MyUJNM

UHNM staff groups

These groups were created as a place to keep members informed of the goings on within the various staff networks, our aims, our plans for the future, and to help us ensure that UHNM remains an inclusive, supportive and, above all, safe space to work.

UHNM LGBT+ staff network

For more information email LGBT.Staff@uhnm.nhs.uk



UHNM Ethnic Diversity network

For more information email ethnicdiversitynetwork@uhnm.nhs.uk



UHNM Disability and Long Term Conditions staff network

For more information email disabilitynetwork@uhnm.nhs.uk



UHNM staff Facebook group

For more information email communications@uhnm.nhs.uk



Contacts for staff related queries

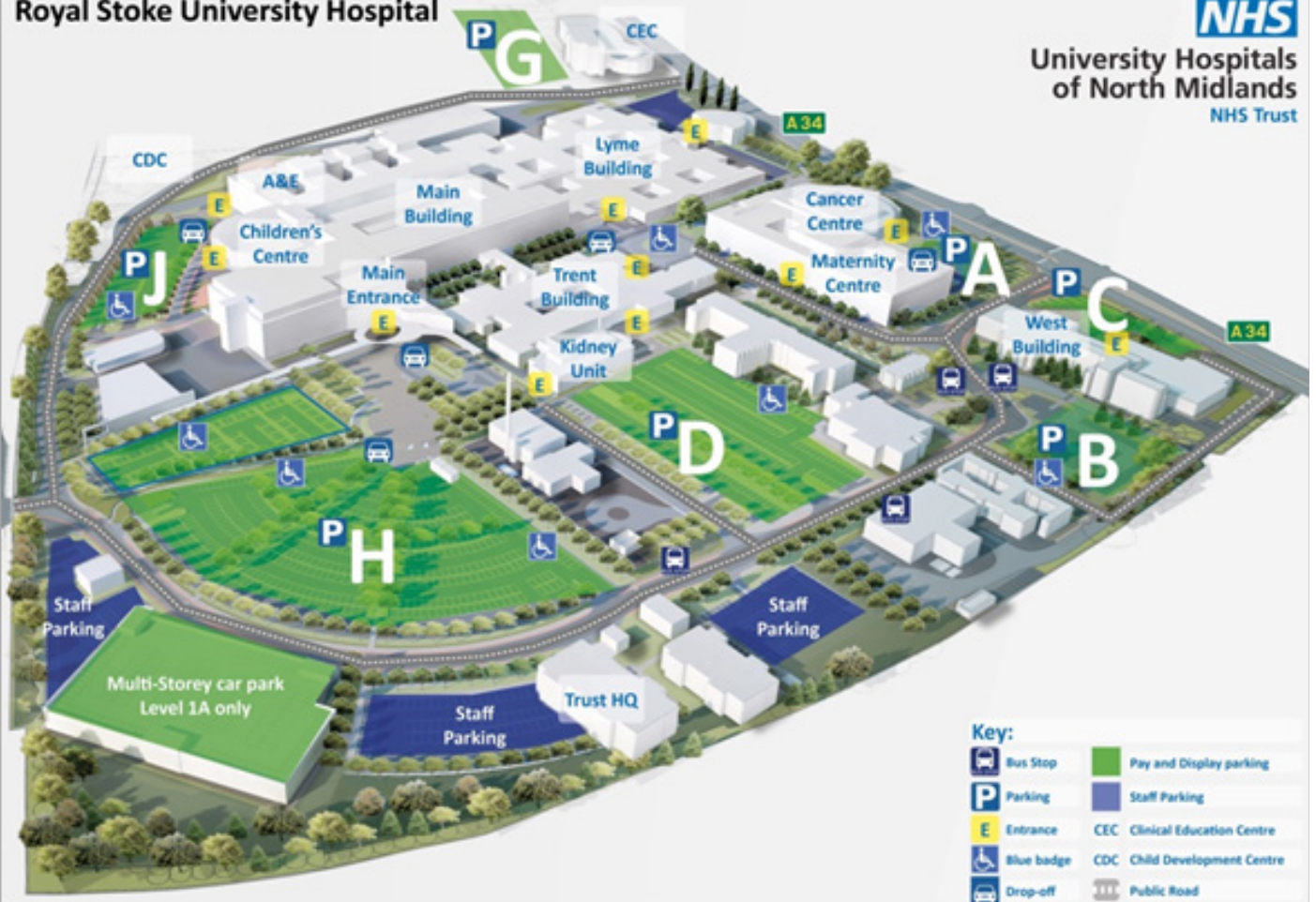
Car parking	Royal Stoke: 01782 671402 County: 01785 236062
Careers service	07702 862467 Julie.langan@prospects.co.uk Intranet: > Home / Education / Learning, Education & Widening Participation
IM&T helpdesk	01782 672666
Doctor bank	medical.staffing@uhnm.nhs.uk
EASY	01782 671772 uhnmpayroll@nhs.net
ESR	ESRSupportUHNS@uhnm.nhs.uk
E-Rostering for Nursing, Midwifery and Allied Health Professionals	01782 675483 or 2185/2186 erostering@uhnm.nhs.uk
E-Rostering for medical staff	01782 671625 / 675564 mediconline@uhnm.nhs.uk
HR advice line	01782 675582 myemployeerelations@uhnm.nhs.uk
ID badges	Intranet: > Home / Services / Security
Medical staffing	medical.staffing@uhnm.nhs.uk
Nurse bank	01782 674071 nursebank@uhnm.nhs.uk
Payroll	01782 671772 uhnmpayroll@nhs.net
Pensions	01782 671768
Recruitment	01782 675533 recruitment.mail@uhnm.nhs.uk
Staff Support and counselling service	0300 124 0104 Intranet: > Home / Staff Room / Staff Health & Wellbeing
Staff link bus	01782 813047 abcsupreme@abcsupreme.co.uk
Team Prevent / Occupational Health	01327 226920 uhns@teamprevent.co.uk Intranet: > Home / Staff Room / Staff Health & Wellbeing
Volunteer services	01782 676442 volunteer.services@uhns.nhs.uk

If you require any further information please contact the people and organisational development team on 01782 672277 or email: people.od@uhnm.nhs.uk

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County Hospital



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