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Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Staff Handbook

This is being made available in Welsh.



Workforce & Organisational
Development

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Section 1 – ABOUT THE HEALTH BOARD

Welcome to Aneurin Bevan University Health Board (ABUHB)

We hope that you will find your work here very enjoyable and productive.

We want the Health Board to be a rewarding and fulfilling place to work and this handbook is designed to help and signpost you as a new employee so that you know what is expected of you. We know that feeling valued at work has a positive impact on both staff and patients. The Health Board expects high standards of behaviours, treating patients, their families, the public and colleagues with dignity and respect at all times. All staff are expected to carry out their role with dedication and a commitment to the Health Board Values and NHS Wales Core **Values and Behaviour Framework**.

The Health Board was established on 1 October 2009 following reorganisation of health services in Wales. It is responsible for promoting wellness, preventing disease and injury, and providing health care to a population of approximately 600,000 people who live in the areas of Blaenau Gwent, Caerphilly, Monmouthshire, Newport, Torfaen and South Powys and has a budget of circa £1.1billion.

The Health Board is also responsible for planning, designing, developing and securing the delivery of safe and high quality preventative, primary, community, hospital care services and specialised and tertiary services for our resident population.

During the last year the Health Board has continued to progress the Clinical Futures plan “Caring for You and Your Future”. More services are provided in the community and closer to the people who need to use them. Construction of The Grange University Hospital is well underway and will treat its first patients within the life of this three year plan (spring 2021). More importantly this new hospital, a centre of excellence for specialist and critical care, will help to deliver the long standing clinical strategy designed to provide 21st century health care; a sustainable, value driven system of care designed to meet the needs of our population.

We have ‘Clinical Futures Champions’ locally across the Health Board and you can find out more information on being a Champion by clicking on this link **Clinical Futures Champions**

We have an Integrated Medium Term Plan (IMTP) that describes our vision and outlines our plans in more detail. A summary can be seen at [IMTP 2019/2020](#).

The Welsh Government investment of around £350 million in the new Hospital at Llanfrechfa, Cwmbran, demonstrates a vote of confidence in the new hospital as a means of realising the aims of our Clinical Futures Strategy.

The 560 bed (including trolleys and cots), 55,000m² new build hospital will provide complex specialist and critical care treatment for over 600,000 people in South-East Wales, and include a 24 hour acute Assessment Unit and Emergency Department.

As a key component of the Clinical Futures strategy to modernise health services in the Health Board area, the new hospital was unveiled as part of an ambitious blueprint in 2004 by the former Trust and Local Health Boards in Gwent. A new specialist centre to treat the area's sickest patients, the new hospital was seen as, and remains, a means of separating emergency and specialist care from more routine care. It will also ensure we can continue to attract and retain the best staff to work in our services, in order to maintain the highest standards of care for the people of Gwent and South Powys.

It will be a key enabler for strengthening our acute services and our focus will be on developing transition plans leading to its opening. Our staff are our greatest resource and will help us to deliver the ambitious plans we have to enable us to continue to improve the quality of care to the people in our community.

The organisation

The Health Board has a dedicated Board and Executive Team who are focusing on the health needs of the people and communities.

Meet the Chief Executive and the Board



Ann Lloyd
Chair



Judith Paget
Chief Executive



Emrys Elias
Vice Chair



Philip Robson
Special Advisor to
the Board



Geraint Evans
Director of Workforce
& Organisational
Development



Glyn Jones
Director of
Finance/Deputy
Chief Executive



Nicola Prygodzicz
Director of Planning,
Digital & IT



Dr Sarah Aitken
Interim Medical Director



Peter Carr
Director of Therapies
and Science



Rhiannon Jones
Director of Nursing



Nick Wood
Director of Primary
Community & Mental
Health



Richard Bevan
Board Secretary



Claire Birchall
Director of
Operations

Independent Members



Professor Diane
Watkins
Independent Member
(University)



Katija Dew
Independent Member
(Third sector)



Shelley Bosson
Independent Member
(Community)



Frances Taylor
Independent Member
(Community)



Louise Wright
Independent Member
(Trade Union)



Pippa Britton
Independent Member
(Community)



Richard Clerk
Independent Member
(Local Authority)

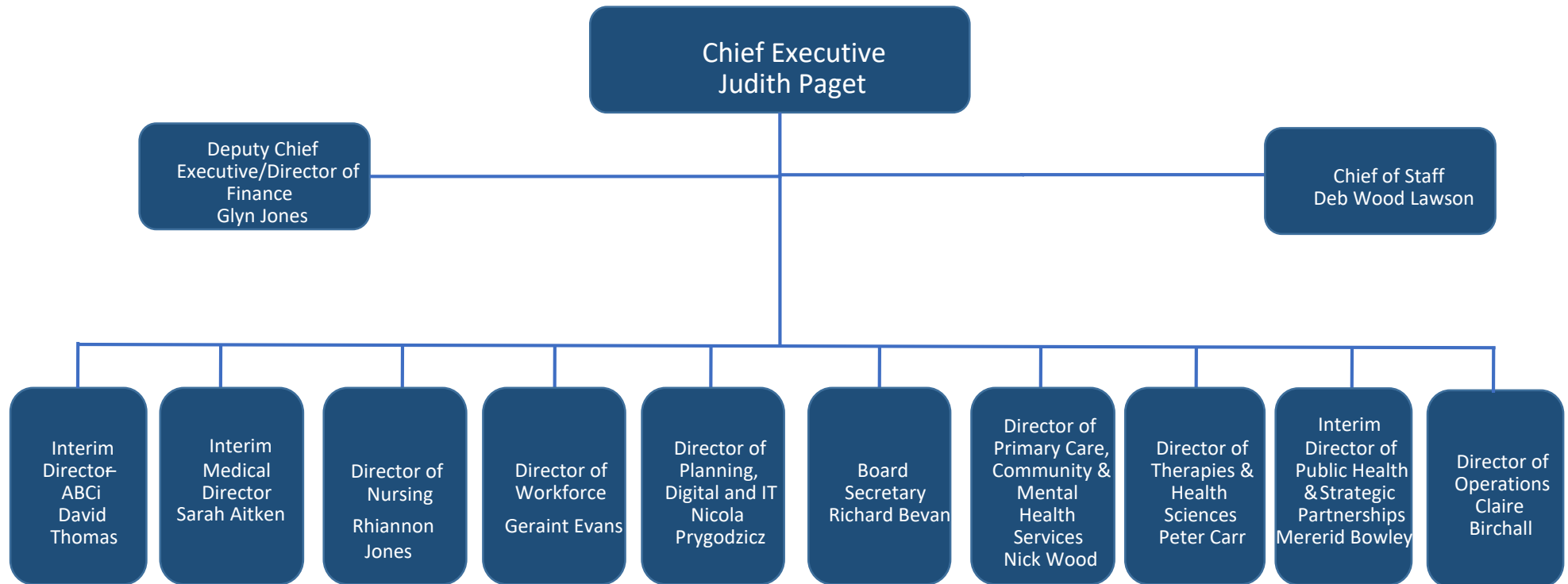


David Jones
Independent Member (ICT)

Further details on each individual may be found on [Meet the Chief Executive and the Board](#) page.

Our Health Board is split into Corporate functions and Operational Divisions. The structures is shown below:

Aneurin Bevan University Health Board – Corporate Structure



Our staff



Our staff are classified into the following staff groups:

- 30% Nursing/Midwifery**
- 20% Additional Clinical Staff**
- 18% Administration Staff**
- 12% Medical Staff**
- 11% Estates and Ancillary**
- 9% Therapists/ Healthcare Scientists and Pharmacists**



80:20 females to males employed and 50%



13% of our workforce could retire in the next 5 years

78% of workforce live in the 5 local county boroughs

Departments and services

To find out more about what each department does, what services are available and what's going on around the Health Board click on the [Departments and Services](#) page.

Section 2 - OUR VALUES & BEHAVIOURS FRAMEWORK

What are the University Health Board's values and behaviours?

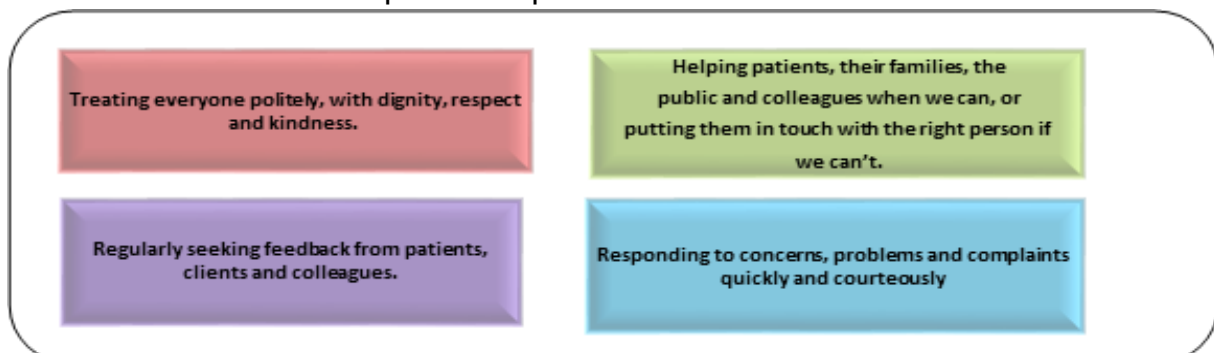
The Health Board's Values and Behaviours Framework describes four core values with associated behaviours that apply to every member of staff.



Our values will only be made real by the behaviours we demonstrate. Behaviours demonstrate the attitude and approach we take to our work; they are:

- How we do things
- How we treat others
- What we say and how we say it
- How we expect to be treated

What behaviours does the University Health Board expect to ensure our vision and values are put in to practice?



People First	
What we are expected to do	What we are not expected to do
<ul style="list-style-type: none"> • Listen to patients, colleagues and visitors concerns and take action. • Give priority to actions that will improve the service and promote patient safety. • Always report incidents or near misses that could cause harm to patients and clients or colleagues. 	<ul style="list-style-type: none"> • Ignore criticisms, seeing it as a personal attack rather than a way to improve yourself, your service or your team. • Provide or ignore poor or inappropriate care. • Show a lack of concern for the quality and care patients receive.
Personal Responsibility	
What we are expected to do	What we are not expected to do
<ul style="list-style-type: none"> • Use initiative to solve problems and inform others when aware of potential issues. • Appropriately challenge unhelpful behaviour. • Be willing to go the extra mile for patients and clients and act on their feedback. • Lead by example; influencing and inspiring confidence in others. 	<ul style="list-style-type: none"> • Not take responsibility for own actions, admit we are wrong or recognise how our actions affect others. • Ignore problems, don't use initiative, pass the buck and say "it's not my job". • Behave in a way that might put others at risk. • Blame others; without taking own responsibility for looking at how things could be changed.

Passion for Improvement	
What we are expected to do	What we are not expected to do
<ul style="list-style-type: none"> • Look at our working environment and actively look for ways of improving the patient and client experience. • Drive continuous improvement by asking 'how could we do this better?' • Review what the 'Best in Class' would be for our area of responsibility and seek to achieve this. 	<ul style="list-style-type: none"> • Dismiss alternative ideas and discourage colleagues from suggesting new ways of doing things. • Stick to outdated methods that have become ineffective. • Be unwilling to be exposed to change and uncertainty.
Pride in What We Do	
What we are expected to do	What we are not expected to do
<ul style="list-style-type: none"> • Take pride in our own work and that of the team. • Celebrate success and share good practice. • Be a positive role model that looks smart and professional. • Lead by example • Promote confidence in colleagues, teams and the organisation • Recognise and reward achievement • Value our workplace • Celebrate success • Learn from experience 	<ul style="list-style-type: none"> • Show a lack of concern in the quality of our work and the reputation of the organisation and our team. • Be overly critical and a poor role model. • Choose not to work as a team by pursuing own agenda. • 'Dead end' people by saying: • I can't do anything • Not my problem • He/she isn't here there's nothing I can do • Not my patient

Further details can be found via [Values and Behaviours Framework](#)

Employee Experience Framework & Toolkit

As part of our ongoing commitment to our Health Board value to put 'People First', and to support the health and wellbeing of colleagues across the Health Board, we have developed our 'Employee Experience Framework'.

We know that employee experience shapes patient experience, and the new Employee Experience Framework is presented as an interactive online Toolkit which provides all employees with easy access to a wide range of information and support to help us look after ourselves and others.



We want all our colleagues in ABUHB to have great lives, with their work playing a significant & positive role. This framework marks both the consolidation of what we already do well within ABUHB and the beginning of a new approach that will promote and drive a positive staff experience.

We are embracing good practice and research from across sectors to help us to deliver a Framework

based around 6 evidence based pillars that will take us through our current organisational changes and beyond. This Framework will support us to be the best we can be, maximising the outcomes for us, our organisation and ultimately our patients. It draws together the two essential cornerstones of employee well-being and engagement providing a one stop shop for all employees with easy access to a wide range of information and support.

You can download the Employee Experience Framework here:

Employee Experience Framework and are invited to submit your answers to a quick two-minute online questionnaire, that can be found on the last page of the pack so that the use and usefulness of this resource might be monitored.

Section 3 – ABOUT YOUR EMPLOYMENT

The following is a brief summary of basic information about your employment.

Main Terms & Conditions of Employment

All staff will receive their Terms and Conditions of Employment within 8 weeks of commencement. This will be sent to you by NHS Shared Services Partnership. There is a range of personnel policies and procedures that support conditions of employment. These can be found on the Health Board's Intranet under Policies and Forms **Policies and Forms**. Please familiarise yourself with these policies and contact your manager for further information.

Who will send me my Contract of Employment?	NHS Shared Services Partnership - Recruitment
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Salary payments

Your salary and band will be set out in your Contract of Employment. Your salary will be paid into your bank or building society account.

When will I be paid?	On the 23 rd day of the month
What if the 23 rd is a Saturday?	You will be paid on Friday 22 nd
What if the 23 rd is a Sunday?	You will be paid on Monday 24 th
What about at Christmas?	You may be paid approximately one or two days early

Your payslip will detail your gross pay (before tax), statutory/voluntary deductions and net pay (after tax and deductions).

If you work unsocial hours, additional hours, overtime or undertake on call duties, your manager will submit your claim for payment to Payroll Services via the Health Roster system or using a timesheet. The claim will be submitted by the 3rd working day of the month following them being worked for payment at the end of the following month. Your manager will have a list of the 'control periods' which is a time table detailing when everything must be sent to Payroll Services.

What do I do if I have a pay query?	Contact Payroll Payroll Services homepage
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NHS pension scheme

Following the Government's Workplace Pension Reform, all eligible staff will be automatically enrolled into a workplace pension from their date of commencement with the Health Board.

You can opt out of this scheme if you choose to do so by completing an opt-out form which will be sent to you by Payroll Services upon the receipt of your completed enrolment form.

Can I transfer pension rights from other schemes?	Yes, this will need to be done within 12 months, contact Payroll for further information. Full NHS Pension Scheme details are available at NHS Pensions
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Those staff who are excluded from joining the NHS Pension Scheme will be automatically enrolled into NEST – the National Employment Savings Trust unless they indicate otherwise by completing an opt-out form (available on line from the NEST website).

Overtime and additional hours

Overtime will only be approved when a manager considers that additional cover is required to maintain safe services and continuity of care. In these circumstances, the manager will both ask for and approve the additional hours and use the appropriate recording mechanism to ensure you are paid correctly.

Working time regulations

The Working Time Regulations require each employee to inform their employer of any additional work that they undertake, either within the Health Board or outside in other roles.

Employees can request to work more than 48 hours, averaged over an agreed period. If you wish to do this, please download the [Working Time Regulations Policy](#) and discuss with your manager or supervisor.

Annual leave entitlement

Your annual leave entitlement is set out in your Contract of Employment. The annual leave year runs from 1st April to 31st March. Annual leave should be agreed in consultation with your line manager. Staff covered by Agenda for Change Terms and Conditions are entitled to annual leave as shown in the table overleaf.

- On appointment: 27 days annual leave
- After 5 years' service: 29 days annual leave
- After 10 years' service: 33 days annual leave

General Public Bank Holidays are added to this entitlement and part time staff have a prorated entitlement to this leave. Annual leave requests must be agreed in consultation with your local manager/supervisor.

How do I know how much leave to take/what is my annual leave entitlement?

Annual Leave and Statutory Holidays Policy for non-medical and dental staff
Annual Leave Policy for Consultants and Senior Medical & Dental Staff

Your own annual leave record

You can request annual leave via the Health Board's ESR Self-Service or Health Roster System. The system also holds details of your entitlement, what has been taken and your outstanding balance.

Claims for expenses

Where you incur expenses as a result of carrying out your employment, you can request reimbursement of these expenses. Claims for all staff should be made via the Electronic Expenses system. Details of how to use this system will be given by your manager/supervisor.

Can I claim mileage expenses for my job?

Payroll Services Homepage

Payroll queries

If you have any queries relating to your gross pay, please contact your line manager in the first instance. For queries relating to your net pay, please contact Payroll Services on 02920 903908 (Monday – Thursday 8.30am to 4.30pm and Friday 8.30am to 4.00pm) or via email: payroll.services2@wales.nhs.uk

Personnel policies and procedures



There are numerous laws and regulations which regulate the nature of the relationship between an employee and his/her organisation. They are intended primarily to ensure that everyone is treated fairly and equitably. They are intended to ensure that the treatment of employees is based primarily on their job performance. Common types of activities guided by the laws and regulations are, for example, recruitment, disciplinary, discrimination and harassment, and wrongful termination.

The Health Board has in place a variety of Personnel Policies, which have been agreed in consultation and partnership with our Trade Union colleagues. Please familiarise yourself with the policies and procedures as part of your induction into your place of work via **Policies and Forms**.

In summary, they are:

Sickness Absence Procedure

What do I do if I am sick?	Ring your manager/supervisor to tell them Managing Attendance at Work Policy
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Equality, diversity & human rights

The Health Board believes that equality of opportunity and diversity is vital to its success and are essential to achievement of its goals in delivering the best possible care that is accessible, appropriate and responsive to meeting the diverse needs of individuals.

What is expected of me?	Treat patients, their families, the public and colleagues with dignity and respect at all times. Values and Behaviours Framework
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Grievance Procedure

It is the aim of this procedure to ensure that in the interests of both the Health Board and the employees, that grievances and disputes are resolved as quickly as possible and as near as possible to the point of origin. Employees are, therefore, advised, to raise issues informally with their supervisor or line manager in the first instance.

What should I do if I have a grievance?	Raise any issues informally with your manager/ supervisor in the first instance Grievance Policy (All Wales)
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Raising Concerns

What should I do if I have concerns about the practice of others, including managers?	Raise any issues informally with your manager/ supervisor in the first instance. Procedure for NHS Staff to Raise Concerns
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Harassment & bullying – dignity and respect

One of the core values of the Health Board is to value our staff. The Health Board believes that all employees have a right to be treated with consideration, dignity and respect and is committed to providing a work environment where all employees feel supported and equipped to challenge harassment, bullying, stereotyping and discriminatory behaviour; where all employees treat each other fairly and with mutual respect.

The aim of the policy is to promote and encourage positive and supportive behaviour at work with a view to reducing the potential for conflict and complaints in relation to working relationships within the organisation. The policy also provides information for employees about the type of behaviour that is unacceptable, and a range of support mechanisms for those who believe they are victims of bullying or harassment to raise concerns and seek resolution. All employees are expected to comply with this policy and carry responsibility for their own behaviour, ensuring that such conduct does not occur. The Health Board also recognises that it has a duty to protect employees from bullying or harassment at work by members of the public, contractors, service users and patients.

What do I do if I feel I am being bullied or harassed?	Raise any issues informally with your manager/ supervisor or a trusted colleague in the first instance. Dignity at Work Policy
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Disciplinary Procedure

The purpose of the Health Board's Disciplinary Procedure is to provide a policy and process for disciplining staff who fail to meet standards of conduct set out in this and other Health Board policies.

Putting Things Right Policy – Management of Concerns

The Putting Things Right Policy is primarily for voicing concerns where the interests of others or the Health Board are at risk. It enables individuals to raise their concerns at an early stage and in the right way. The Health Board is firmly committed to an open culture where freedom of speech is encouraged amongst employees to enable them to offer their views and opinions on all its activities. This has been developed to encourage, support and assist staff to bring genuine concerns to the attention of appropriate individuals within the Health Board who can take relevant action in line with the Public Interest Disclosure Act 1998.

Organisation Change Policy

There is a need for the Health Board to continuously review the services it provides to meet the needs of our stakeholders and achieve strategic objectives. In order for this to be effective, a process of organisational change is inevitable. This policy applies to any change or alteration to the services provided by the Health Board which has significant implication for staff employed by the Health Board.

Balancing work & personal life – flexible working options

The Health Board recognises the need to enable staff to make a full contribution to work at different stages of their working lives.

Flexible Working is about challenging traditional full time working patterns and adjusting so that organisational needs are met and staff can more easily combine work with their other responsibilities, changing situation and aspirations. Further details can be found via: [Balancing Work & Personal Life - Flexible Working Options](#)

Welsh Language Policy and Protocols

Under the Welsh Language Act 1993, the NHS in Wales has a statutory duty to deliver their services to the public in both Welsh and English in accordance with the requirements placed on the Health Board under the Welsh Language Standards, Section 26 of the Welsh Language (Wales) Measure 2011.

This legislation gives the Welsh language official status in Wales, and reinforces the principle that the Welsh language should not be treated less favourably than the English language in Wales.

We have adopted this principle in the delivery of our services and we are committed to treating the Welsh and English languages on a basis of equality. We are working towards offering services wherever possible in the language of choice, without the need for the patient to make a specific request for it, providing an 'active offer' of Welsh which is a key component of the More than Just Words Strategy.

The Health Board's Welsh Language Policy includes:-

- Corporate identity and responsibility to the Welsh Language Standards
- Staff's 5 personal responsibilities to the Welsh Language Standards
 - i. Bilingual telephone greeting
 - ii. Bilingual email signature
 - iii. Bilingual 'out of office' message
 - iv. Bilingual telephone answerphone message
 - v. Completion of Welsh Language ESR competencies
- Access to the Welsh language translation process

You will also be able to find the Welsh Language Protocols on the Welsh Language intranet page.

The [Welsh Language intranet home page](#) has been designed to enable employees of the Health Board to access information, guidance and support on the Welsh Language Standards and Welsh language activities within the Health Board. It will also provide staff with easy access to relevant external links.

We are also committed to encouraging and supporting staff in learning or improving staffs ability to speak Welsh by considering your wishes and arranging various training programmes.

Contact the Welsh Language Unit at:
welshlanguageunit.abb@wales.nhs.uk

Dress Code Policy

The All Wales Dress Code was developed to encompass the principles of inspiring confidence, preventing infection and for the safety of the workforce. The public expect all healthcare workers to project a professional image. Though not all staff may be required to wear a uniform, the requirement to present a smart, professional image applies to everyone. Please see picture below to identify some of the uniform colours. For those staff that will be wearing an All Wales uniform you will need to wash the uniform at least 5 times before wearing it for the first time to ensure that you do not react to the colour in the fabric. It is also essential that your uniform is washed after each shift to reduce risk of infection and maintain cleanliness.



ID badges & Frequently Asked Questions



The purpose of an identification badge (ID badge) is to ensure that all employees of Aneurin Bevan University Health Board when on duty are easily identifiable as a member of staff either to other members of staff, to patients or to visitors.

All employees including those working as contractors on behalf of the Health Board must be in possession of a standard, corporate ID badge. A name

badge displays the member of staff's full name and job title alongside an ABUHB logo; details on how to obtain an ID badge can be found via: [Staff ID badge application form](#)

Resource Bank

The bank register ("The Bank") exists to:

- To support the service to ensure that safety and quality of standards in patient/client care are maintained;
- To provide cover at all times as required including in the event of staff absence and in times of increased activity;
- To provide reliable and flexible cover

By its very nature work is ad hoc, not permanent and workers are required at short notice often to provide emergency temporary cover.

Bank workers should not be in one assignment for more than 3 months.

Bank worker: these are workers registered on the Bank Register. They are not employees and registration on the Bank does not confer employee rights, only worker rights. Bank working is on a casual basis. This means there are no regular or guaranteed hours.

Any contract between the organisation and Bank Worker only lasts from acceptance of the shift to the end of that shift. There is no continuity of employment or mutuality of obligation between shifts and there is no obligation for the organisation to offer further shifts or treat the Bank Worker as being contracted in any way to the organisation between shifts.

Protocol for Booking Bank and Agency Clinical Staff

Resource Bank – recruitment

The Resource Bank offers flexible working around your shifts and weekly pay as well as offering paid annual leave. It is also a great way to enhance your skills and gain further experience working within a variety of areas throughout the Health Board.

Substantive staff and student nurses are able to fast track onto the Staff Resource Bank to work additional shifts. The Staff Resource Bank are only able to fast track you onto the bank into the speciality you are currently employed (i.e. facilities to facilities, nursing to nursing, clerical to clerical). If you wish to work within a different speciality, please contact the Bank who can provide you with further information. If you wish to work within a different speciality, please contact the Bank who can provide you with further information.



If you would like to contact the Staff Resource Bank Recruitment Team, please telephone 01495 745805 option 3 or email: **resourcing.abb@wales.nhs.uk**

Electronic Staff Record (ESR)

What is ESR?



The Electronic Staff Record (ESR) is an integrated Recruitment, HR, Payroll and Learning Management System used by Aneurin Bevan University Health Board.

What is ESR Self Service?

ESR Self Service allows users devolved access to the ESR system. The user is able to view and update information, dependant on the level of User Responsibility Profile (URP) allocated to the user.

Should I be using ESR?

Yes, ESR has been implemented throughout the Health Board and all staff should have login details for ESR self-service.

I am unsure of my login details, how do I access this information?

You need to contact the **[ESR Support Team](#)** (telephone 01633 623455).

Can I access ESR from home?

Yes, ESR can be accessed from a network computer or your own device.

I manage staff and I am concerned that they can update information on their employment record, can they amend this without my approval?

When a member of staff makes a change to their Employee Self Service record, it triggers a notification to their supervisor that requires approval before the change is made in ESR. The only exception to this rule is if the employee changes sensitive information such as Bank Details, Sexual Orientation or Religious Beliefs. Any amendments to such information does not require approval and will be implemented to ESR directly without intervention.

What if I record the wrong absence dates and submit them? How can I amend the details?

If the incorrect date has been entered and is a future date, you can amend this yourself. If the date entered has passed, your manager/supervisor will need to contact the [ESR Support Team](#) via e-mail request these dates be removed. Unfortunately, due to audit regulations we are unable to action any request regarding removal of absences via telephone calls.

Should I complete the Emergency Contact Details located in Personal Information?

Yes, in the event of any emergency it is imperative that the organisation has next of kin contact details for all employees. You can provide more than one contact but you must ensure that one contact is set as the primary contact.

As I manage a team of staff, would you recommend I use the Property Register on ESR to record property issued to my team?

Yes, any property that has been issued to an employee that needs to be returned should be recorded in the Property Register.

Should I use ESR Self Service to end the employment of staff within my team?

If you have Manager Self Service responsibilities you can terminate staff who are leaving the Health Board. This process should be initiated as soon as the employee provides you with written notice and not left until the employee is leaving the Health Board. You should never terminate any staff who are moving to a different role within Aneurin Bevan University Health Board. Please refer to the [End Employment flow chart](#) before ending the employment of a staff member.

Should I use ESR Self Service to change contracted hours for staff members?

If you have Manager Self Service responsibilities on ESR self-service, you can amend contracted hours for your employees. Please refer to the [Change Contracted Hours flow chart](#) before amending contracted hours.

As I manage a team, should I have Manager Self Service responsibilities?

You can only have Manager Self Service if you are a recognised authorised signatory for the budget/ cost code your employees are under on ESR.

When do I submit change forms to Payroll Services?

You should always submit change forms to Payroll Services for:

- Change of staff grade
- Change of role
- Change of base
- Change of cost code/budget

Change forms should be scanned and e-mailed to payroll.services2@wales.nhs.uk

I have moved to a new department, how do I get my supervisor updated on my ESR profile?

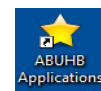
Please contact the [ESR Support Team](#) who can assist you with this request.

I have previously worked for other NHS organisations does this service count?

Please refer to the [Guidance for Reckonable Service](#)

What do I need to do if I have forgotten my ID/password?

For more information, visit [E Systems Intranet Site](#), if you have any queries please log a call on APULite (Action Point) available through the ABUHB application page



Organisational Development Team



Organisational Development has a team of experienced professionals who lead on all aspects of leadership and management development, work-based learning, nursing and midwifery education, Healthcare Support Worker development, Apprenticeships and team based working.

In addition, the lead for Equality, Diversity and Human Rights and the Welsh Language Officer sit within this team.

The Organisational Development Team are also responsible for the induction of all clinical and non-medical staff.

The Health Board is committed to ensuring all employees have the opportunity to learn and develop so that they feel confident and equipped to carry out their roles well and ensure we deliver high quality services. We also encourage continuing learning and development to support talented employees who aspire to further their NHS careers. There is a wide variety of learning and development opportunities. Details of available in-house courses can be searched for within the Electronic Staff Record and learning

options are published regularly on the Health Board's website:
Organisational Development Home Page

Where can I find out about training opportunities?

Training Opportunities Prospectus

Personal Appraisal Development Review (PADR)

The Personal Appraisal Development Review process requires managers and supervisors to have regular one to one meetings with their staff to provide them with regular feedback, with one of these conversations being formally recorded as the annual PADR on ESR.

This is dedicated time for you to discuss how you are getting on and where you are going, agree clear objectives and know how these relate to your service and the wider Health Board. You need to prepare for the meeting - think about your role and what you have found rewarding, your progress in achieving your objectives, things that may have caused you difficulty, what you would like to achieve in the following year and about your career and the knowledge and skills you need.

For medical staff, re-validation is included as part of your appraisal review process and the Medical Appraisal Policy outlines responsibilities and requirements.

When should I expect a development review – who does this?

PADR Resources

Statutory & mandatory training and Welsh Language competencies

Core skills training framework (CSTF) – for all staff

All staff members have a responsibility to undertake statutory and mandatory training to ensure they are safe and competent to do their job. Statutory training is required to ensure that the Health Board is meeting any legislative duties. Mandatory training is an organisational requirement to limit risk and maintain safe working practice.

All staff must familiarise themselves with the update requirements for their role - for Mandatory training specific to your role please refer to your Education Lead and Line Manager.



In order to gain a log-in access code, please visit **E Systems Intranet Site**, if you have any queries please log a call on APULite (Action Point) available through the ABUHB application page.

Please note that the courses and Welsh Language competencies below are the **minimum standard** that all staff should attain. Certain staff will require to undertake training at a higher level. Please refer to your Education Lead/Manager for guidance.

COURSE	REFRESHER PERIOD
000 NHS Wales - Fire Safety	2 years
000 NHS Wales - Manual Handling Module A	Once only - this will be renewed on completion of 2 Yearly Assessment
NHS Wales - Health & Safety	3 years
000 NHS Wales - Violence and Aggression A	No Renewal
000 NHS Wales - Violence and Aggression B	3 Yearly - ESR Matrix will be updated once new 3 year competency is available (March 2017)
000 NHS Wales - Treat Me fairly (Equality) - Level 1	3 years
000 NHS Wales - Safeguarding Children - Level 1	3 years
000 NHS Wales - Infection Prevention and Control - Level 1	3 years
000 NHS Wales - Safeguarding Adults - Level 1	3 years
Resuscitation - Level 1	No Renewal
Welsh Language Competencies	Currently once during your employment

Further details can be found via: [Statutory and Mandatory training](#)

Employee benefits

All employees of the Health Board are eligible to join www.staffbenefits.co.uk. The service is free and easy to use. Simply click on 'Sign Up/Log In' then 'Sign Me Up' and follow the instructions to get discounts and offers from a fantastic range of suppliers. You can also join the 'Blue Light Card' which also has offers from high street retailers.

The Health Board have an intranet page with a wide range of useful information available. For further information, please look at the 'It's all about you' page to discover further staff benefits and access to our Staff Forum.

What staff benefits does ABUHB offer?	Deals for Staff
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Salary sacrifice schemes

The Health Board supports various salary sacrifice schemes approved by HMRC and these are a proven method of delivering valuable employee benefits.

Employment law rules allow you to give up an amount of your gross (before tax) wage/salary – a procedure that is known as a 'salary sacrifice'. This means that you do not have to pay pension or national insurance contributions on the amount that you give up.

The Health Board currently supports three salary sacrifice schemes. Please refer to the links below:

- **Car Salary Sacrifice Scheme**
- **Cycle to Work Scheme**
- **Purchase of Additional Annual Leave**

Eligibility to join a salary sacrifice scheme is at the sole discretion of the Health Board. Guidance on these schemes will apply to all eligible employees of the Health Board whether they are on a permanent (substantive) or fixed term contract. Some salary sacrifice schemes apply only to permanent (substantive) members of staff.

Employees should be aware that a reduction in taxable salary may affect pension and other entitlements and state benefits such as statutory maternity pay, sick pay, redundancy, ill health retirement etc. and their level of entitlement in the event of death. Employees will not be permitted to reduce their taxable pay to a rate below the prescribed National Living Wage rate.

Credit Unions Wales

The Health Board is a strong advocate of credit unions as an alternative to other saving and loan providers, as they look after our staff and keep our earnings in our community. Joining a credit union is an easy way to have a small amount deducted from salary every month into a saving pot. The

Credit Union Wales webpage can be found on the health board intranet.



Section 4 – ADDITIONAL SUPPORT AVAILABLE

Human Resources Operations Team

The Health Board has an excellent Human Resources Operations Team who can provide assistance if you require any advice on the following issues:

- NHS Terms and Conditions of Service
- The use, interpretation and training of ABUHB policies and procedures
- Provide expertise on current employment legislation
- Sickness absence management
- Maternity/paternity leave and pay
- Discipline management
- Grievance management
- Capability management
- Dignity at work issues
- Advice regarding whistleblowing and raising concerns



The HR Helpdesk is available 8.30am to 4.30pm Monday to Friday on Ext 55656 or externally on 01495 745656 option 3, to answer any queries you may have on any of the issues outlined above.

Trade unions/staff side

Partnership working is engaging staff organisations and Trade Unions in the decision making via nominated accredited staff representatives. The Health Board is committed to the systematic and routine involvement of staff and their Trade Union representatives in shaping the service and being part of the decision making which affects their working lives and the delivery of health care. The ongoing development of collaborative working and the maturing of partnership relationships are vital to the success and achieving the vision of the Health Board.

The formal committee meeting whereby trade union representatives and senior managers of the Health Board meet is referred to as the Trade Union Partnership Forum (TUPF). The TUPF is made up of the trade unions that are recognised by the Health Board through a formal agreement known as the Recognition Agreement. A copy of this can be found on the Health Board's website and outlines the trade unions that are officially recognised by the Health Board for collective bargaining purposes.

The role of the trade unions, via TUPF, is to represent the views of the workforce and to negotiate on their behalf on terms and conditions of service and matters that affect them at work.

Employee health and well-being services

All employees have a responsibility to ensure they maintain their health and well-being and the Health Board would like to support its employees with this. The Health Board provides extensive information on the staff intranet about how employees can take steps to stay fit, healthy and well. Details can be found on [Employee Well-Being Services](#)

Information available includes:

- Employee Well-Being Service - Staff Counselling
- Confidential Contact Service
- Employee Well-Being Service - Help Yourself and "Road to Well-being" programmes
- Employee Well-Being Service - Useful Links
- Health Promotion activities
- The National Health and Wellbeing Programme Staff Wellbeing guidance :

[Our Wellbeing Matters - Prevention/Assessment/Intervention](#) [Manager Wellbeing Matters - Key wellbeing priorities during employment](#)

Stress management

Stress is the adverse reaction people have to excessive pressures or other types of demands placed upon them. There is a clear distinction between pressure, which can create a 'buzz' and be a motivating factor, and stress, which can occur when this pressure becomes excessive.

Inappropriate levels or perceived levels of pressure can have an adverse effect on an employee's performance which can cause different responses in individuals, i.e. what is stressful to one person may not be to another.

To be read in conjunction with:

- [Dignity at Work Process](#)
- [Capability Policy](#)
- [Flexible Working Policy](#)

Employee Assistance Programme

The Health Board has enhanced the internal Employee Well-being Service with a dedicated external solution to support the current service. Following a procurement process an Employee Assistance Programme (EAP) provided by **Care First** has been agreed and is now in place.

Care First provide the following services in addition to our internal Employee Well-being counselling service for all Health Board Employees:

- 24/7 UK based telephone and Information support, from employed Accredited Counsellors.
- Where appropriate, 6 session face to face counselling provision from Accredited Counsellors
- Availability of Welsh Speaking Counsellors.
- Zest Website with Fitness, Nutrition & Wellbeing resources.
- Lifestyle - A library of online articles. A wellbeing assessment and budgeting and debt counselling.
- Stress Management Programmes

Occupational Health

Occupational Health is a strictly confidential advisory service, independent of management, established to safeguard the health, safety and welfare of staff. It advises on all aspects of health at work and considers how current, previous or potential health problems may be affected by work activity. The service endeavours to deliver impartial occupational health advice to all employees of Aneurin Bevan University Health Board.

They accept referrals from both managers and individual staff members.

Education Programmes for Patients (EPP)

Education Programmes for Patients (EPP) Cymru provides a range of self-management health and well-being courses and workshops for people living with a health conditions or for those who care for someone with a health condition.

Can I contact Occupational Health myself?	Yes you can Occupational Health home page
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Communications

The Health Board's Communications Team employ a range of communication tools to help ensure all staff are well informed and engaged. Our weekly update and other news items are available on the Health Board intranet and contributions are always welcome.

The Health Board's intranet is a useful source of information and also hosts a noticeboard and various forums for staff. Members of staff are also welcome to post a question to the Chief Executive via **ABUHB Forum** if they are not able to find an answer through their manager or other departments.

The Communications Team also maintain the Health Board's website and social media channels, as well as dealing with the media. They are always looking for interesting stories about new services, staff and patients so please don't hesitate to get in touch with them if you have a story to tell.

If you have any queries regarding **Communications** work, please contact:



Claire Simmonds, 01633 435970 (ext 55970)

Vanessa Price, 01633 435945 (ext 55945)

Lisa Banton, 01633 435953 (ext 55953)

James Hodgson, 01633 435942 (ext 55942)

Olivia Chambers, 01633 435944 (ext 55944)

Hannah Simmonds (Welsh Language Communications),
01633 431893 (ext 51893)

For queries regarding the **telephone directory**, please contact Kirsty Perrett on 01495 765110 (ext 55110).

Staff are encouraged to follow Aneurin Bevan University Health Board on:



Aneurin Bevan University Health Board



@AneurinBevanUHB



Aneurin Bevan University Health Board



@AneurinBevanUHB

Guidelines for staff on the appropriate use of social media can be found on the Intranet.

Information and Communications Technology (ICT)

What we do

ICT Services cover a wide range of services for the Health Board and the ICT Services Structure includes Operations Management, Technical Development, Infrastructure Services and Service Support. The ICT Management Team oversees these 4 areas - to find out more about each Department please view the information below on the intranet:

- Infrastructure Services
- Operations Management
- Service Support
- ICT Planning - Capital Schemes

We have put together some useful tips and ICT Services FAQ's, for further assistance you may contact the ICT Service Teams as noted below:

Voice Recognition Internal Staff Directory
Internal DIAL 100 (network sites only)
External DIAL 01495 765300

ICT service desk

ICT Service Desk is available by contacting via telephone or the call logging system.

The ICT Service Desk is manned 08:00-17:00 Mon-Fri, an on-call system operates outside of these hours for emergencies only.

ICT Helpdesk: 01495 765000, internal ext. 55000.

Call logging: <https://servicepoint.wales.nhs.uk/ulite/login.cfm>
(opens in new window)

Customer Management Centre (CMC)

Customer Services operate a number of clinical and non-clinical functions such as being the first point of access for patient related complaints and district nursing calls and training and room booking services.

The ICT Customer Management Centre is manned 08:00 - 17:00, Monday - Friday. Specific Emergency services are then put through to the operator out of hours 24x7.

CMC Telephone: 01495 765656, internal ext 55656.

Email: [ABB_Customer Services](#)

Switchboard services including L.U.C.Y.



The switchboard operator service provides a 24/7 critical bilingual Welsh/English communication hub both to internal staff and to the general public providing call logging, paging and signposting to relevant clinical services.

Alternatively, staff can obtain internal contact numbers via the Health Board's virtual operator - L.U.C.Y. by simply saying the name of the person, department or ward you wish to speak to and you will be transferred instantly.

Hospital Chaplaincy service

The Chaplaincy Service is for everyone who would like to benefit from it whether a church member or not. They are available to patients' families and staff.

They offer the opportunity for employees to speak confidentially about anything they feel is causing them distress or worry.

They will visit you to share in prayer and will always be available to administer Communion to you on your ward. They provide special ministries such as anointing and baptism. Even though you may not be a Christian, or you may be of another faith the chaplain will still be glad to call and talk with you or help you to contact a leader of your own faith.

Library & knowledge services

The Gwent Clinical School and Aneurin Bevan University Health Board incorporates library collections and facilities in [Ysbyty Ystrad Fawr](#), [Nevill Hall](#), [Royal Gwent](#), and [St Cadoc's](#).

The Health Board employs 4 professional librarians, 1 assistant librarian and 3 library assistants who provide information to support the continuous professional development and education of all healthcare professionals within the HB.

Many of these services are available 24 hours a day. You don't need to visit the library to use it – get an ATHENS password to access hundreds of journals online. You can contact us by e-mail, phone, and through the library pages on the Health Board website.

Which sites offer library services?	Library Services
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Supporting working carers – here to help!



What is a carer?

A carer is someone who spends time providing unpaid support to a family member, partner or friend. This could be caring for someone who is ill, frail, disabled, has learning disabilities or has a mental illness, substance or alcohol misuse problem. A carer can be any age. They need not necessarily live in the same house or area as the person they care for. The caring may be practical or emotional.

Did you know ...?

If you are recognised as a carer, you can be offered flexible doctors and health appointments that fit around your caring responsibilities, resulting in less time off needed from your workplace.

45% of carers had to give up their jobs in order to care
<https://www.carersuk.org/>

81% of carers said that they are not aware of the support available.

Commitment

The Health Board is committed to supporting working carers to remain in or return to work ensuring valuable skills are not lost, and support employees who juggle work with care to work flexible hours or take time off. There are a number of policies already accessible to support staff who may require time off to be carers. Supporting policies include:

[Special Leave Policy](#)

The right to time off in emergencies

All employees have the right to take a 'reasonable' amount of time off work to deal with an emergency or an unforeseen matter involving a dependant (which includes your partner, child or parent, or someone living with you as part of your family - others who rely on you for help in an emergency may also qualify).

The time off is paid and usually no more than 3 days may be granted per episode, or no more than 6 days in any rolling 12 month period, as other types of leave such as annual leave, flexi leave, parental leave or unpaid leave (if applicable) may be taken for longer periods. Staff using the special leave policy are entitled to apply for a maximum of 3 months unpaid leave.

Examples of emergency situations

A disruption or breakdown in care arrangements
The death of a dependant
If a dependant falls ill or is in an accident
To make longer term arrangements for a dependant who is ill or injured (but not to provide long term care yourself)
An incident involving a child during school hours

Flexible Working Policy and Guidance - Balancing Work & Personal Life

All employees have a right to request flexible working after they have worked for ABUHB for 26 weeks (six months), as long as they haven't already made a flexible working request within the last 12 months.

Flexible working requests should be made in writing and should include details of the revised working pattern you are seeking, how you think this may affect your employers business and how you think this can be dealt with.

Examples of flexible working options

Part time working	Working annualised hours
Term time working	Flexi-time
Working compressed hours	Shift working
Working staggered hours	Job sharing

Frequently asked questions:

- Can I still work my normal working hours but over a reduced timescale?

Yes, an employee works their usual full time hours in fewer days by working longer blocks meaning that there is no reduction in their pay. For example, a five-day week is compressed into four days, or a 10-day fortnight into nine days.

- Can I start later or finish earlier during the day?

Yes, the service will determine the flexibility regarding start and end time for the working day. There are usually one or more periods of "core" time each day when the individual must be at work. Employees may be able to take leave for a day or a half-day, if they have worked more hours than required; this is called flexi-leave.

Purchasing of additional annual leave can also be considered as an aid to supporting staff. During the final quarter of the annual leave year, employees may request to purchase one week's additional annual leave (pro rata for part time employees). This will be added to their total annual

leave allowance for the leave year and deducted from the employees pay over a 12 month period. The application form can be found within the flexible working option policy as above.

Under the **Employment Break Scheme**, staff are entitled to apply for a maximum of 3 months unpaid leave.

Further advice can be obtained through the HR Helpdesk on 01495 745656.

The Health Board also has a Carers Team who are a central contact for delivering support for carers. Further information can be found via **Carers Team Home Page**

You can also obtain additional support from www.carersuk.org and www.carerswales.org

Section 5 – ABOUT OUR PATIENTS

Service user and carer involvement

There is no shortage of government policy to support the notion of Patient/Service Use/Carer Involvement. Service user and carer involvement has become part of mainstream thinking at the highest level in healthcare in the UK. Even as far back as 1970, social policy recognised how service users can make a difference to the quality of the service they receive when they are involved and participate in the delivery of the public service themselves.

During the last decade, there have been efforts to explore how client involvement in service delivery can be encouraged and supported by the services themselves. One approach, which emphasises the importance of the collaboration between service providers and users, is co-production. It is also known as co-creating services, whereby service recipients/carers and staff work in partnership together, in equal balance, in the design, planning, delivery and audit of a public service. By working in equal partnership with patients/ service users and carers we at Aneurin Bevan University Health Board hear how it is for them and their real experience of service provision. By receiving regular feedback from patients/service users and carers we are able to respond to their real needs and concerns. This often leads to service improvement.

Patient/Service users and carer involvement has moved forward within Aneurin Bevan University Health Board through some of the following channels:

The Health Board extends an invitation to all service users and carers to get involved with the Health Board, and places a duty on members of staff in all positions to support and encourage patient/service user/carers involvement at all levels including:

- Recruitment and selection of staff
- Training
- On-going service planning and delivery as well as when small and major changes are proposed.

There can be no doubt that the quality of services and healthcare outcomes can be improved by empowering people to get involved in the design and delivery of the service.

Patient Experience Framework

Patients and carers have a right to experience respectful and professional care, in a considerate and supportive environment, where their privacy is

protected and dignity maintained. A high quality experience should be fundamental, underpinned by appropriate standards.

Aneurin Bevan University Health Board is committed to continually developing and improving care provision for patients and their carers, ensuring all who access services, from primary care through to hospital-based services, have an experience that reaches societies widely held expectations that they will be cared for safely, by knowledgeable, skilled and compassionate staff, as covered in the Health Board Dignity Plan (2011) and Dignity Campaign: *Look Closer: See Me*.

The Aneurin Bevan University Health Board Patient Experience Framework and Plan underpins the Health Board's aim and mission statement for the communities of Gwent, which is: -

- Working with you for a healthier community.
- Caring for you when you need us.
- Aiming for excellence in what we do.

The aim is based on the fundamental expectation that care for every patient should be given in the same way as we would want our family, friends and loved ones to be cared for.

Safeguarding

The Health Board has developed a comprehensive organisational approach toward patient and client care, which clearly identifies both corporate and clinical accountability and leadership whilst taking full account of all statutory requirements and partnership arrangements.

The Strategic Framework for safeguarding integrates all safeguarding processes, whether concerning a child or adult at risk, recognising the inter relationship and inevitable links between child protection, adults at risk and domestic abuse. It includes proactive measures to keep people safe and working with partners where there are concerns about a persons' welfare.

KEEPING PEOPLE SAFE: Aneurin Bevan University Health Board Strategic Framework for Safeguarding 2016-2019

Formal complaints

The policy for Putting Things Right - The Management of Concerns (Complaints, Claims and Patient Safety Incidents), based on national guidance and Regulation, details staff responsibility if a service user or their representative makes a complaint about the Health Board's services. The procedure advocates the thorough investigation of complaints in a structured way, with the aim of satisfying the complainant, whilst being

scrupulously fair to staff. Complaints are seen as a vital learning tool and actions arising from complaints are monitored to ensure implementation.

The Chief Executive Officer has overall responsibility for dealing with concerns. This responsibility has been delegated to the Medical Director with day-to-day responsibility delegated to the Assistant Director Putting Things Right.

Information security, confidentiality and data protection

The Health Board is committed to the delivery of a first class confidential service and to the standards and requirements of the General Data Protection Regulations and the Data Protection Act 2018. This means ensuring that all patient information is processed fairly, lawfully and as transparently as possible. During the course of your employment you may have access to information relating to patients and/or staff and to information relating to Health Board business. This information should be regarded as confidential and must never be divulged or discussed outside of your normal duties unless you have been instructed to do so by your line manager.

Confidentiality is a legal obligation that is derived from case law, is a requirement established within professional codes of conduct; and must be included within NHS employment contracts as a specific requirement linked to disciplinary procedures. Therefore, breaches of confidentiality will be dealt with under the Health Board's Disciplinary Procedure.

Section 6 – HEALTH, SAFETY AND GOVERNANCE

Health & Safety

Aneurin Bevan University Health Board has established the organisational arrangements and put in place the necessary policies and procedures to meet its legal responsibilities under these and other pieces of legislation.

The overall aim is to comply with all health and safety legislation, regulations and codes of practice through the provision of safe and healthy conditions of work, plant and systems as far as is reasonably practicable and thus ensure the health, safety and welfare of all employees at work.

Where staff have concerns regarding health and safety issues, they should in the first instance aim to raise these with their supervisor/line manager. If this is unsuccessful and/or impractical alternative sources of advice and assistance include; trade union safety representatives, other union representatives (who are not specifically safety representatives), the Health Board's Health and Safety Lead (or other colleagues in the Risk Management Team) or the Fire Safety Adviser.

All employees are required to co-operate with their managers to maintain safe systems of work at all times and to do everything they can to prevent injury to themselves, fellow workers and other people using or affected by the Health Board's facilities and services. In order to achieve this all staff should:

- Be familiar with **Health Board policies and procedures** relevant to their work.
- Be given instructions in departmental safety rules and procedures.
- Be instructed in the health and safety aspects of their duties.
- Be adequately trained for the work they are doing and to use any equipment and substances etc. they use or may come in contact with in the course of their work.
- Comply with the risk assessments for their work activities and work in accordance with the control measures identified and Health Board policies appropriate to that work.
- Ensure that all near misses, accidents and dangerous occurrences are reported in line with Health Board policy.
- To co-operate with the Health Board to improve health and safety standards.
- Partake in education and training to raise the level of staff knowledge on health and safety at work.

Clinical Governance

Everyone in the Health Board is committed to delivering clinically effective treatment and to provide the people who use our services with the best possible care. Clinical Governance is an essential framework to help us with this. For the Health Board, Clinical Governance is about putting the user at the focus and developing excellent services that ensure that what we do is right, timely and based on the best evidence.

Clinical Governance is at the heart of effective services - everyone working in the organisation has a responsibility to help develop and deliver services which are safe, caring, responsive, effective and well led for our patients and carers.

For any Corporate Governance advice, please contact Richard Bevan, Board Secretary on 01633 435938 or email richard.bevan@wales.nhs.uk

Other areas of interest which can be found on the Intranet include:

[Risk Management](#)

[Incident Reporting Policy](#)

[Emergency Planning](#)

[Fraud Investigation Team](#)

[Freedom of Information](#)

[Information Governance](#)

[Standards of Business Conduct for Employees Policy](#)

[Welsh Government Code of Practice Ethical Employment in Supply Chains](#)

Section 7 – QUICK REFERENCE GUIDE AND HANDBOOK SUGGESTIONS

Useful contacts and policy details:

Employee Well Being Service Counselling – 01633 623535 or ext 3535
 Employee Well Being Confidential Contacts – 01633 623650 or ext 3650
 HMRC Office – 0300 2003300
 HR Operations Helpdesk via Customer Management Centre - 01495 745656 or ext 55656
 Occupational Health – 01633 238349 or ext 8349
 Organisational Development – 01633 623801 or ext 3801
 Staff Resource Bank – 01495 745805 or ext 55805
 Payroll Services – 02920 903908

QUESTION	ANSWER
When will I have my induction?	Which Induction course you attend is dependent upon your role: Corporate Induction Induction for Allied Professional HCSWs Induction for Facility & Admin Staff
How can I work more flexibly?	Balancing Work & Personal Life - Flexible Working Options
I have a family crisis etc. what is available to me?	Special Leave Policy
Who do I tell that I'm pregnant?	Maternity & Adoption Leave Policy
When do we get paid?	Payroll Services home page
How do I make a complaint?	Putting Things Right Policy
I cannot get to work due to bad weather, what do I do?	Attendance During Extreme Weather Conditions Policy

Staff Handbook Suggestions

WE WELCOME YOUR SUGGESTIONS

We hope you have found the information in this staff handbook helpful. If you have any suggestions about what else you would like to see included, please contact Sarah Charles, Business Support Development Manager, sarah.charles2@wales.nhs.uk



Staff Handbook V.1