

Harrogate Integrated Facilities (HIF) Ltd Newsletter - Issue VII

Summary:

1 - Welcome to Matthew Johnson

2 - Update from Andy Colwell

3 - HIF 5th Anniversary

4 - HEFMA Awards 2023



Welcome - Matthew Johnson, Security and Car Park Manager

It's a great time to have joined HIF and I am very excited to be a part of this journey.

Previously to date I have been in the Security Industry for 19 years with considerable experience gained at strategic and operational levels. One of my biggest achievements was working at London 2012 Summer Olympics as Head of Security for the International Broadcast and Main Press Centre in the Olympic Park, where I learned invaluable knowledge and expertise in my field.

In my spare time I enjoy spending time with my family and keeping fit, along with supporting Manchester United.

As you will all be aware, there are lots of plans in development for both car parking and security and updates will be forthcoming.

Since joining HIF, it has been a whirlwind and I haven't managed to get to meet everyone as yet, but I am looking forward to meeting everyone I can and giving everyone back the warmth they have given me. I have felt very welcome since joining, keep up the great work everyone and I am looking forward to working alongside you all.



We will be celebrating the National Healthcare Estates and Facilities
Day again on 21 June 2023 - Follow our social media for full details!

Update from Andy Colwell, Deputy Director of Estates and Facilities

We have had a busy quarter this time, with our fifth anniversary celebrations and the fantastic news of being shortlisted for two Health Estates and Facilities Management Awards, both absolutely fantastic achievements (keep reading this issue for full details).

We have finalised the HIF Business Plan for 2023-24 and are beginning to implement this going forwards.

An important step in this was the finalisation of our new Colleague Welcome Pack, which is now being introduced to new starters and has been drafted following feedback given by you as part of our continuous improvement programme.

We recently had a big push on completing the InPulse Integrity survey and thank you to everyone who has completed it and those who attended our drop in sessions to do so. These results, as always, are anonymous but help us to find areas we can improve upon, to the benefit to all colleagues.

You will have seen that our Objectives Boards are now in place in all departments and we trust that these will be observed and completed appropriately. Our Departmental Charters, for Estates, Catering and Domestics, have also now been launched and work is underway to develop a Portering Charter also.

Our new parking project, using automatic number plate recognition (ANPR) cameras, will be progressing over the next couple of months. This is keeping our new Security and Car Park Manager, Matthew, very busy, whom I hope you will all make feel welcome. Our aim is to ease some of the difficulties experienced in the car park currently, to hopefully make life a bit more peaceful for everyone!

Our new Customer Satisfaction surveys are live in Catering and we have received some excellent feedback from these, alongside the recent changes being made to our service.

Finally, I would like to congratulate our Domestics Team for exceeding the national average in PLACE and our Sterile Services Team for passing their recent British Standards Institute reaccreditation audit with flying colours - Well done to all!



Help with the HIF Green Plan and go paperless! Sign up via our website and receive a digital copy of the Newsletter!



HIF 5th Anniversary!

HIF recently celebrated it's Fifth Anniversary! Thank you to all of our colleagues for your continued hard work and dedication, we hope you enjoyed your cupcakes!



HIF Wellbeing - Menopause Awareness

Menopause is defined as a biological stage in life that occurs when hormones change and menstruation stops. The average age to experience menopause in the UK is 51 years of age.

Perimenopause is the time leading up to menopause, when changes and symptoms may be experienced, something that will vary from person to person. Having the right support in place can make a huge difference!

We want to create an environment where everyone feels comfortable to have open and honest conversations about menopause, without feeling that the subject is taboo or off limits.

Managing menopause is personal to everyone - some prefer a natural approach. However, we would always recommend speaking to a qualified practitioner.

If you are, or someone you know is, experiencing menopausal symptoms, we would advise speaking to a GP. Your GP can give advice on different options, including lifestyle changes, natural and medical treatments.



How can you help?

- Talk to someone you know and trust about how you are feeling
- Speak with a Wellbeing Champion
- Manage your Menopause Support Pack ("Henpicked") - Contact: humberandnorthyorkshire.org.uk to request your Colleague Support Pack and to discover the 3-stage process to managing menopause
- See your GP/Health Practitioner
- Join our staff forum! Email hdft.menopausenetwork@nhs.net for details

Manager and Colleague Training



If you or someone in your Team would like training in how to cope with menopause or how to support colleagues experiencing menopause, please visit Humber and North Yorkshire Health and Care Partnership for details of free training courses available - Search Menopause Awareness Sessions for full details..

We are recruiting Network members, email hdft.menopausenetwork@nhs.net to sign up!

Praise from a Patient

A very grateful family recently gave praise to Samantha from our Domestic Team, following their mother's recent hospital stay. Samantha received a special mention for her kindness to their mother, which is great to hear!

HEFMA Awards 2023

We are very excited to announce that two of our Teams have been shortlisted for awards at the Health Estates and Facilities Management Association Awards 2023!

Our SSD Team have been shortlisted for the Efficiency & Improvement Award, for their innovative materials transport system, which has revolutionised how materials and equipment are transported to and from Theatres and externally.

This has dramatically reduced the risk of contamination due to torn or defective packaging.

Materials are now transported in specially designed lockable containers, with each box being colour-coded per surgical speciality and with a heat-activated tag to show that it is safe for use in Theatre. The entire container, once loaded with equipment, can be fully sterilised, thereby improving productivity and ease of use for both SSD and Theatres.

Key efficiencies have been made, such as costs, Theatre delays and SSD time in locating the correct equipment - something that has been recognised both within HIF and #teamHDFT but also externally, a fantastic achievement!

We are proud to say that our Catering Team have also been shortlisted for the People Development Award, for their commitment to improvements in colleague development.

Our previous interactive workshops, complete with plasticine salad making, helped to bring the Team together to formulate plans for improving working standards and development knowledge, to increase productivity and efficiency. The Team committed to completing their e-learning, sharing knowledge and customer feedback has been increasingly positive.

With the continuing expansion of the Team management structure, the Catering Team continues to go from strength to strength!

**Winners will be announced on
24 May 2023, watch this space!**





Do you know someone who deserves recognition for a job well done?

Do you feel proud of the accomplishments of a colleague?



**DO THEY SPARKLE IN
THEIR ROLE?**

Harrogate Hospital and Community Charity (HHCC) delivers wonderful Sparkle Awards to those colleagues within #teamHDFT where their hard work and dedication deserves recognition.

Each nominee will receive a wonderful gift and anyone can nominate a colleague - we all deserve to be celebrated for our efforts!

Email hdft.hhcc@nhs.net with the name of your nominee, department or ward base and the reason you think they deserve something special.

Introducing our HIF Stakeholder Governor

I am Clare Illingworth, the Stakeholder Governor for HIF. I am a dedicated and passionate individual, who is always concerned about the wellbeing of our colleagues and the success of our company.

As a representative on the #teamHDFT Council of Governors, I am keen to know what it is like to work at HIF. I am always interested in meeting colleagues, listening to their concerns and finding solutions to the challenges they face.

I am based in the Sterile Services Department, where you can meet me for a chat. Whether it's something you feel is going well or not, I am always willing to lend an ear and provide support to help you overcome any difficulties.

If you have any questions or concerns, feel free to contact me on 01423 557367 or at clare.illingworth1@nhs.net. I am always happy to hear from colleagues and offer my support in any way I can.

Let's all continue to work together to make HIF a thriving and supportive workplace!



Clare Illingworth
Head of Medical Devices and
Sterile Services
Stakeholder Governor

New Colleague Welcome Pack

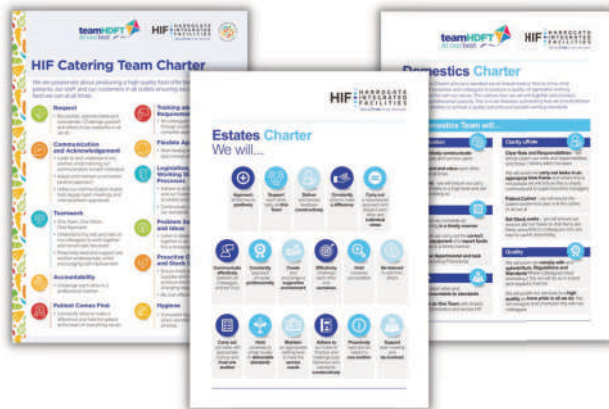
As part of our continuous development and feedback from colleagues, we will be launching a new welcome pack to employees as they join our Team. The pack will supply a useful introduction about the Company, the services it provides, as well as information on Health and Wellbeing, access to employee applications and contact information.

This work is part of our continuous improvement programme. Alongside the welcome pack we are reviewing our induction processes to create a smooth transition into the Company to ensure all employees experience our values from the point of submitting their applications.



HIF Departmental Charters

HIF is proud to have recently launched Departmental Charters for the Estates Team, Catering Team and the Domestic Team. These were produced following consultation with HIF colleagues within those departments, via interactive workshops, collation of feedback and listening events with colleagues of all levels, to establish what key attributes and qualities would create the best working environment possible. Our aim is to embed these qualities within both our HIF colleagues and the wider #teamHDFT footprint and we appreciate your support going forwards.



We will be continuing this work to develop Charters for other Teams within HIF. If you feel that your Team would benefit then please contact Sammy Lambert in the Business Development Team (sammy.lambert@nhs.net)

Group Appraisal Sessions

Over the last few months, we have been trialling a Group Appraisal Scheme, which has received excellent feedback.

Previously, each colleague would have an individual appraisal with their Line Manager, however feedback indicated that colleagues can find these uncomfortable in particular situations.

We therefore decided to try group sessions, where like-minded colleagues can come together to meet with their Line Manager or Management Team to discuss key issues, career progression prospects and work performance. These sessions have been highly effective so far, with colleagues feeling more comfortable in voicing their opinions, more time being available for these sessions and excellent progress being made in improving and enhancing teamwork. If you would like to arrange a group appraisal session, please speak to your Line Manager today!

Harrogate Integrated Facilities (HIF) Ltd

Meet & Greet Session

Monday 5 June 2023

Drop in between 1pm and 2pm
Herriots Meeting Room



Please drop in to meet the HIF Executive Team -
the perfect opportunity to share your thoughts,
ideas, suggestions and ask questions, with
refreshments!

Foundation Skills Courses - Harrogate College

Harrogate College are getting ready to begin their next Functional Skills and GCSE courses in English and Maths. The Functional Skills courses are intended for anyone without prior formal qualifications, who wish to develop their skills or who wish to then go on to undertake the GCSE courses and run at various times, particularly evening classes. GCSE qualifications are usually required to either gain employment or apply for promotion and will widen your skills to enable you to manage your everyday working life easier and to work more effectively. If anyone would like to apply, please visit: www.harrogate-college.ac.uk/adult-courses/ for full details.

If you would like any assistance making an application to enrol on any of these courses, please speak to your line manager or contact the Business Development Team on ext. 3784.

Mary Meets - Paula Timofte

Paula came to the UK from Madrid nine years ago, due to her husband's work. She started work as a cleaner but moved to HIF in order to work nearer to home, joining the Herriots Restaurant Team.

She describes herself as patient, hardworking and chatty, once she gets to know people, all qualities that come in handy in the busy restaurant!

Paula loves working with her good friend, Karen and uses her working day to improve her English speaking skills. Her favourite thing about working in HIF is that she gets to meet new people every day.

There are challenges in her role from time to time, but Paula and the entire Catering Team face these head on and always maintain the fantastic service

we have come to expect from Herriots.

Paula is always keen to improve and develop her skills, particularly her English reading and speaking skills. Her advice to a new colleague would be to listen to the Team - do your best, don't take work home, but, most important of all, work together as a Team!

Thank you Paula!



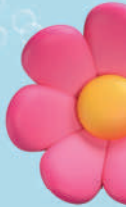
Save the Date for upcoming Harrogate Hospital & Community Charity's (HHCC) Events...

Volunteer Week 1 - 7 June 2023

Help celebrate our fantastic #teamHDFT Volunteers. Including taking part in our annual stepathon!



SUMMER
EXTRAVAGANZA
FEATURING
IT'S A KNOCKOUT
4 June 2023



THE Harrogate PROMS

Saturday 24 June 2023



BIG NORTHERN SUMMER SPECTACULAR

9 July

2023



Guided E-Learning Sessions

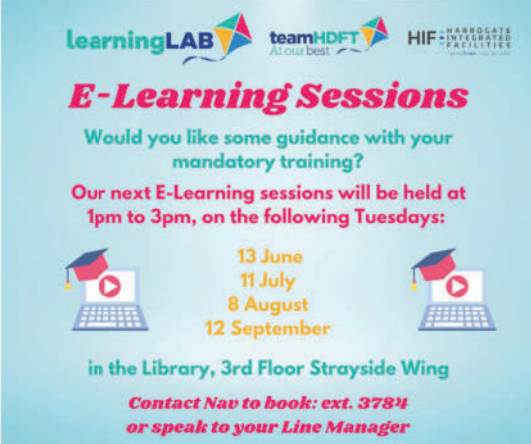
Our guided E-Learning sessions are continuing!

Do you have outstanding mandatory training and just can't find the time or a free computer? Would you like some extra help with the understanding the process or an explanation for some of the questions?

Our sessions are held in the Library on the 3rd floor of Strayside Wing with a trained Digital Volunteer on hand to assist with any technical issues, but also to help with guidance on individual questions.

We also have detailed written instructions available to help with logging on to Learning Lab, Email, accessing payslips, social media and more.

Sessions are held on the second Tuesday of each month and all Line Managers are aware and fully supportive of any colleagues wishing to attend - simply let them know and then either contact the Business Development Team or ask your Line Manager to do so - we would love to help!



LearningLAB teamHDFT HIF
At our best At our best HARROGATE INTEGRATED FACILITIES

E-Learning Sessions

Would you like some guidance with your mandatory training?

Our next E-Learning sessions will be held at 1pm to 3pm, on the following Tuesdays:

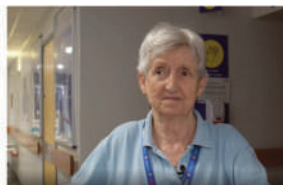
13 June
11 July
8 August
12 September

in the Library, 3rd Floor Strayside Wing

Contact Nav to book: ext. 3784
or speak to your Line Manager

Meet the Teams

We are producing videos to showcase each team within HIF, to be shown on our social media. If you are interested in taking part in a video, please contact hif.harrogate@nhs.net to get involved.



Congratulations!

Magdalena, one of our valued Sterile Services colleagues, recently began her maternity leave, as she prepares to welcome a baby boy shortly!

We are thrilled for Magdalena and her partner as they embark on this new journey of parenthood and HIF would like to wish them all the very best.

SSD will certainly miss Magdalena's presence during her maternity leave, but they recently celebrated with some wonderful gifts and cannot wait to meet the newest SSD baby!



HIF Competition Teams

Could you represent HIF at It's a Knockout? We need you!

We want HIF to rule over the competition at the HHCC Summer Extravaganza event by taking on the mighty It's a Knockout foam-filled challenge!

Both Clare Illingworth and Dean Jackson-Smith are keen for HIF to showcase their athletic abilities on the bouncy castles and show the rest of #teamHDFT how "Teamwork makes the dream work" on 4 June 2023 at the HHCC Summer Extravaganza.



email hdf.t.hhcc@nhs.net now to sign up!

Suggestions Boxes

As a Team, we need to work together to make HIF the best working environment it can be. We want to hear from you, how you feel HIF can improve or change, new and innovative ideas and your observations. Please continue to add your thoughts into our suggestions boxes!

These can be anonymous, but we would love to be able to provide feedback on your ideas, so do please add your details, if you are happy to do so.





Nominate your HIF Hero today!

Is there a particular HIF colleague or team who deserves recognition?

If you feel a particular HIF colleague or team has impressed you, we want to hear from you!

Did they make a real difference?

Did they make an outstanding contribution to HIF and #teamHDFT?

Do they incorporate the KITE values?
(Kindness, Integrity, Teamwork, Equality)



If so, please scan the QR code above or visit
<https://rb.gy/fjdny5>
Complete the form to let us know!

Top tips for your nomination:

- Please provide as much information as you can
- Give specific examples to support your nomination to show how they have made a difference or gone that extra mile
- Please try to include their name, role and which ward or department they were working in, if possible

HIF and Harrogate Hospital & Community Charity (HHCC) Volunteer Team

Staff Lottery

Harrogate Hospital & Community Charity (HHCC) are excited to launch their brand new monthly lottery to be drawn on the 28th day of each month. This is a great opportunity for #teamHDFT colleagues to get involved every month whilst helping to support the amazing work undertaken by HHCC. This easy and effective way of raising money will help fund equipment, training and staff and patient wellbeing initiatives going above and beyond the provision of the NHS.

By playing, you will make a huge impact and leave a lasting legacy in the support provided and received across HDFT Hospitals and the wider community.

For more information, please call 01423 557408, email hdfthhcc@nhs.net, or scan the QR code:



Fun, Foam and Fundraising

The return of our Summer Extravaganza, featuring It's A Knockout, is taking place on Sunday 4 June 2023 at Harrogate Railway Athletic F.C.

Why not form a Team with your colleagues and compete to be the ultimate champion! Each Team that signs up to this wacky challenge will enjoy a wide range of obstacles such as a wheelbarrow race, inflatable hurdles, foam surprises and much more!

If you want to take on this spectacular challenge please contact the HHCC Team: hdfthhcc@nhs.net or call 01423 557408!



Regular Giving through Payroll

HHCC are excited to announce that, through Payroll, HDFT and HIF colleagues can now donate a chosen amount monthly towards HHCC. By doing so, you would be directly giving back to initiatives that support #teamHDFT colleagues. You can either download a form on the Intranet or scan the QR code to the right to complete our online form.

If you have any questions then please contact the HHCC Team.



DID YOU
KNOW ?

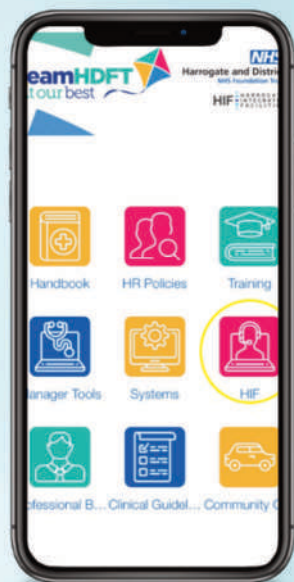


HIF HARROGATE
INTEGRATED
FACILITIES
Taking Pride in our Services

You can now access the HIF Staff Portal through the #teamHDFT app!

Download the app today and find the brand new HIF section

The app now contains a HIF specific
button, where you can find links to
the HIF staff Portal, our social media
pages, HIF Hero nomination and
plenty more to come!



Scan the QR code for download instructions

