

HIF NEWSLETTER



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- National Healthcare Estates & Facilities Day 2023
- NHS 75th Anniversary
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Welcome to Sammy Lambert

Sammy may be a familiar face to many, but she officially joined HIF in August. Read her article in this issue to learn more about both her and her new role.



National Healthcare Estates & Facilities Day 2023

See inside for details of our celebrations plus a list of our very lucky raffle prize winners - we are already looking forward to next year!



We can achieve more, together

HIF is always looking to improve our service, both to #teamHDFT, patients and visitors, but also to our staff and colleagues.

If you have an idea for changes that could be made, let us know!

Attend one of our regular Meet & Greet sessions with our HIF Executive Team, speak to your department manager, or drop us an email at hif.harrogate@nhs.net. Success is achieved by all of us working together.

WELCOME TO SAMMY LAMBERT

ASSOCIATE DIRECTOR OF BUSINESS MODERNISATION AND SERVICE IMPROVEMENT



I am really excited to be joining HIF.

I have worked closely with colleagues in the Company over the last two years and thoroughly enjoyed this element of my work. I am looking forward to spending time getting to know colleagues and shadowing some of the incredible work you undertake.

I will be concentrating on Business Modernisation and Service Improvement across the Company and I am really keen to hear your ideas around this.

I bring a wealth of experience in Business Development and Senior Leadership, which I am excited to use to the benefit of both the Company and colleagues.

I have worked for the Trust since 2007, in a clinical role, until 2017, when I joined the Business Development Team and then, later, the Harrogate Hospital & Community Charity and Volunteer Team came under my leadership.

In my spare time, I enjoy keeping fit. I volunteer a lot of hours with a local non-league Step 5 football club, where I keep my clinical skills up to date. I am football mad and so passionate about the sport. Sports psychology and leadership are so important to me. I love reading and implementing new skills and concepts.

I love gardening and spending time with my dogs and many other animals. I love being outdoors and spending time with my amazing husband, who is usually training for another ultra-marathon!

Thank you for the warm welcome I have received so far. I look forward to working with you and getting to know you all better over the coming weeks and months.



Interesting Fact

I love reading about and learning from motivational speakers and leaders and one of my favourite quotes is by basketball coach, Phil Jackson:

The strength of the team is each individual member.

The strength of each member is the team.

CELEBRATION TIME!

NATIONAL HEALTHCARE ESTATES & FACILITIES DAY - 21 JUNE 2023



We celebrated our second National Healthcare Estates & Facilities Day on 21 June 2023 - what a fabulous day it was!

This national day was created to celebrate the essential work of all of the Estates and Facilities professionals in the UK and to recognise the critical importance of these services in delivering care to our patients.

Estates and Facilities colleagues are estimated to make up 8% of the entire NHS workforce, approximately 250,000 people throughout the NHS.

We now continue to celebrate these achievements on the third Wednesday of every June.

Here at HIF, we thoroughly enjoyed our celebrations, with plenty of cakes and treats, a fun quiz, plus our fantastic raffle, featuring a £200 John Lewis voucher and a brand new Apple iPad!

Proceeds from our raffle, amounting to £166.09, were donated to Harrogate Hospital & Community Charity, to continue their invaluable efforts in enhancing the service provided to both patients and staff by HIF and #teamHDFT.

HIF colleagues were also gifted a meal voucher to spend in Herriots and a commemorative pin badge.

Congratulations go to the Linen Team who won our quiz.

We are already looking forward to next year's celebrations!



Congratulations to our raffle prize winners!

£200 John Lewis Voucher	Clare Illingworth
Apple iPad	Jordan Nash
Andarta Tub Vacuum	Tim Wilkinson
£100 voucher for William & Victoria Restaurant	Ricardo Azevedo
£100 voucher for Pranzo Restaurant	Dean Jackson-Smith
H2K Candle	Adrian Kopycinski

MEET OUR EXECUTIVE TEAM

UPCOMING MEET & GREET SESSION



We will be hosting our next Meet & Greet Session with the HIF Executive Team in Herriots Lounge on Thursday 28 September, at 9.30am.

These sessions are a fantastic opportunity for HIF colleagues of all levels to sit down for a chat with Mark Chamberlain, our Chair, Angie Gillett, our Managing Director and Andy Colwell, our Deputy Director of Estates & Facilities.

No topic is off the table, our Executive Team want to hear about your working life, what achievements you are proud of, where we might be able to help with any issues you have encountered, or if there is anything in particular you would like us to consider.

Refreshments are available and the Executive Team will be available for the full hour. This is a drop-in session, there is no need to book and you are welcome to stay for as long as you are able to.



WELLBEING SUPPORT

MEN'S HEALTH



This quarter, we are casting a spotlight on Men's Health. According to statistics, over 40% of men admit to regularly feeling worried or low, but many do not feel comfortable seeking help about health and wellbeing difficulties, due to a fear of how they will be viewed by others.

The good news, however, is that men are now more willing to speak to their GP about the mental and emotional wellbeing, compared to ten years ago.

The HIF and #teamHDFT Men's Network is a safe and social space for men to talk about anything at all: health, sport, relationships, music, to name but a few!

PLACES TO GET HELP, INFORMATION AND SUPPORT

VIVUP (Employee Assistance Programme) - self-help workbooks and up to six free and confidential counselling sessions with trained professionals.
Call 0800 023 9324 or visit www.vivup.co.uk

Andy's Man Club - suicide prevention charity, offering free peer-to-peer support groups across the UK and online.
www.andysmanclub.co.uk

HIF and #teamHDFT Occupational Health and Wellbeing - confidential advice and assistance to find the most appropriate support, including Mental Health Champions, who are able to signpost colleagues and also offer a supportive ear, identified by their green badge.
Call 01423 553400

STAFF NETWORKS

SAFE SPACES TO LISTEN, COLLABORATE AND SUPPORT EACH OTHER

Our Staff Networks aim to help each colleague bring their whole self to work. This is achieved by:

- Promoting openness and visibility across HIF and #teamHDFT
- Influencing the organisation, culture and practice
- Providing a supportive space for colleagues to connect; and
- including all friends and allies.

Our Networks are currently meeting via MS Teams in most cases, but please get in touch for full details, as we gradually move back to face to face meetings.



BAME & Ally Staff Network

We have a strong network that enables us to support each other as we develop programmes and events for your wellbeing, professional development and progression.

Please contact our Chair, Liza Layton, at hdf.bamestaffnetwork@nhs.net

Disabilities and Long Term Conditions Network

This network is a key part of how we can encourage, retain and develop colleagues with disabilities and long term conditions. We aim to raise awareness, unblock issues and improvements, and help all colleagues thrive.

Please contact our Chair, Mel Aubin, at hdf.disabilitystaffnetwork@nhs.net



LGBT+ Network

We aim to provide supportive processes to champion workplace inclusion for our LGBT+ colleagues and their families, enabling access to peer support and increasing resilience and accessibility to support services.

Contact our Chair, Richard Dunston-Brady, at hdf.lgbtstaffnetwork@nhs.net

Men's Network

This newly formed group provides a safe and open space to discuss sensitive issues such as concerns around health and wellbeing, and actively promotes great initiatives to assist.

Please contact our Chair, Richard Dunston-Brady, at hdf.mensnetwork@nhs.net



Menopause Network

A majority of HIF and #teamHDFT colleagues are women and it is important to understand the impact menopause can have on day to day life. This network provides shared information, education and support, with no hierarchy.

Please contact our Chair, Lorraine Dyson, at hdf.menopausenetwork@nhs.net

Neurodiversity Network

This is available for anyone who identifies as being neurodiverse. This includes autism, ADHD, dyslexia, dyspraxia, anxiety, depression and any other neurodevelopmental condition. Proof of diagnosis is not required.

Please contact our Chair, Mel Aubin, at hdf.disabilitystaffnetwork@nhs.net



WORKLIFE CENTRAL

FREE ACCESS FOR NHS STAFF UNTIL MARCH 2024

Work | Life CENTRAL

WorkLife Central is an award-winning digital platform, which shares expert-led content to support, inform and inspire individuals in their family life, work life and wellbeing.

The platform hosts live talks, workshops, support groups and "ask the expert" sessions, covering topics from career progression to parenting, from workplace topics to general resilience.

There is currently free access to anyone with an nhs.net email account. Simply register with your work email and access online or via their app.

Visit the welcome page at www.worklifecentral.com/The-NHS---Welcome-to-WLC.htm

MEDICAL EQUIPMENT LIBRARY

WELCOME TO OUR NEW MEDICAL DEVICES INVENTORY MANAGER

Please welcome Mellissa Elliott, our dedicated Medical Devices Inventory Manager and Deputy MDSO, who joined HIF in June. Mellissa is responsible for overseeing all medical equipment, ensuring we have what we need, that we need what we have and that everything is in service, well maintained and safe for use.



She is already making a huge impact. Her attention to detail and commitment to excellence are invaluable assets to the team. We look forward to the positive contributions Mellissa will continue to bring.

Mellissa has worked within the NHS for 25 years, as a Medical Secretary in various specialities and later as an Information and Admin Manager within Endoscopy at #teamHDFT.

Mellissa says "I have been made to feel very welcome by colleagues across HIF, #teamHDFT and Avensys, our onsite Medical Engineering Team. The Medical Equipment Library Team provide an amazing service in ensuring the Equipment Library is well-stocked, items are decontaminated between use and Wards/Departments receive items in short timeframes.

By working collaboratively with our Medical Engineering Team and all Wards/Departments, as well as the many wider teams, we aim to support improvements and develop the service further. It is very encouraging to see the level of support and engagement demonstrated by colleagues who play a key part in maintaining medical device safety, as well as highlighting the needs of the service.

I am really excited about the work our teams are focusing on and the future benefits for patients and colleagues."

HIF currently supports the DFN Project SEARCH employability programme and are extremely proud to announce that two of our interns recently won awards in the national Hft Project Search Celebration Event.

Charlize was nominated for the Biggest Impact Award within the Yorkshire region, for acting as an ambassador for Project SEARCH interns and having a positive impact, breaking down barriers with her unique perspective and insight.

Lewis was recognised by winning the Most Progress award, having started work in our Medical Equipment Library, before moving to our Estates Team.



He started working full time within the Sterile Services Department in April, whilst Charlize recently began work in the Domestic Team. Ciaran is completing his rotation in the Waste Management Team and hopes to secure a role soon, as does Leon, who made a huge impact within the Catering Team and also other #teamHDFT departments.

The Project SEARCH Team would like to extend a huge thank you to everyone involved in the Internship Programme, particularly those HIF colleagues who have taken the interns under their wing and offered support and encouragement.

The Team recently held a graduation ceremony in Herriots, where Matt Graham, Director of Strategy at #teamHDFT and Ambassador for Project SEARCH, congratulated both the interns and every colleague within HIF and #teamHDFT who has helped along the way.

Matt said "The progress and development of all four of our interns over the last year has been incredible. The bravery shown by each, to enter into a brand new, unknown programme and environment, was tremendous. They each came in with such incredible positivity and enthusiasm and every team they worked with has found huge benefit from their contribution."

John-Paul Wordsworth of Harrogate College thanked all of the mentors within HIF and #teamHDFT, saying "You can find the best of humanity here, thank you for helping our interns on their inspirational journey."

The next intake of Project SEARCH is to commence in September 2023 and has doubled in size, proving the scheme has been a huge success. The contribution by the interns to our work at HIF and #teamHDFT has been invaluable and we are excited to continue this partnership.

HIF would like to wish Lewis, Charlize, Leon and Ciaran the best of luck for their future careers.



DFN PROJECT SEARCH

CONGRATULATIONS TO OUR INTERNS



QUIZ!

Occupational Health and Wellbeing will be starting the flu campaign at the end of September, look out for details of your free flu vaccination!

SUDOKU

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HIF WORDSEARCH

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FIND THE WORDS:

- Cafe
- Catering
- Courier
- Domestic
- Equipment
- Estates
- Facilities
- Harrogate
- Helpdesk
- Herriots
- Integrated
- Joiner
- Linen
- Medical
- Painter
- Parking
- Porters
- Postroom
- Security
- Sterile
- Waste

UPDATE FROM ANDY COLWELL

DEPUTY DIRECTOR OF ESTATES AND FACILITIES



This has been another busy quarter, with heatwaves followed by thunderstorms and all the complications both of those can bring. I would like to start by saying a huge thank you to everyone who stepped in to help in emergency situations, it is fantastic that we can count on our teams to go above and beyond.

We have had cause for celebration lately with the National Healthcare Estates & Facilities Day and also the recent Project SEARCH graduation ceremony - congratulations to all involved.

We have now completed the official HIF Business Plan for 2023/24. This Plan sets out our aims for the next year and explains how we intend to build on our business modernisation agenda.

We are now moving on to working on our People Plan and our brand new Colleague Welcome Pack is currently being produced, which is a great piece of work designed to support the induction of new colleagues joining HIF.

I would like to thank colleagues for completing the most recent Teamwork Inpulse Survey, which we hope will provide some informative results. As you will be aware, this survey is completely anonymous and allows us to further develop our plans, strategies and services.

I would also like to thank everyone who has recently completed their mandatory training. We have recently had a huge surge in compliance, which is very encouraging. If anyone has struggled with achieving compliance, please speak to your line manager and we can make arrangements to help with this.

Work continues to progress on the car parking project, with various focus groups in place to provide feedback and ideas from colleagues within both HIF and #teamHDFT. We are currently working on the permit application software system and hope to be able to provide a wider update on this soon.

We have also been working on our Equality and Inclusion Programme, with the latest update involving the installation of 66 new sanitary bins, making our toilet facilities gender neutral across the HDFT site.

Finally, I would like to say welcome to both Sammy Lambert and also Ruth Jameson, our newest Estates Operational Manager, who will be looking after our buildings and infrastructure. I hope you will make them both feel very welcome.

Help with the HIF Green Plan

Do you need to have a paper copy of this newsletter?

Why not sign up to receive a digital copy instead, to help achieve our Net Zero carbon emissions target - visit www.harrogateintegratedfacilities.co.uk now!

Answers at the back - no cheating!

CATERING UPDATE

CHANGES ARE HAPPENING IN HERRIOTS AND THE CAFE/BISTRO

You may have noticed changes to our menus and service in both Herriots and the Cafe/Bistro and we hope you agree that things are going well!

Our brand new smoothies are proving very popular, particularly through the recent heatwaves.

Each smoothie is made with frozen fruit and fresh apple juice, meaning they are as healthy and fresh as possible.

Our recent taste tests showed that the Berrylicious was our most popular flavour, however, the Green Goblin is also proving a hit, particularly at breakfast times when our visitors are looking for a healthy alternative to a traditional breakfast.

Smoothies are available in Herriots between 8.30am and 10.30am and then can be found in our Cafe/Bistro from 11.30am to 4.30pm.

We also have a range of meal deals available, both at breakfast and lunch.



Our breakfast selection means customers can get a breakfast sandwich and a hot drink for just £3.50 with staff discount, or a 6 item English breakfast with a hot drink for just £5 with staff discount.

We regularly receive fantastic feedback about our amazing bacon sandwiches, they make for a great start (or end!) to the working day.

Our lunchtime meal deals include a bottle of still or sparkling water, a bag of crisps and one of our fresh, made to order, sandwiches. We have a fantastic range of sandwich fillings to go in our freshly baked bread, complete with all the salad extras you could ask for at a very competitive price.

Don't forget, you can always send us your feedback and suggestions via our Customer Feedback Survey. The results of this survey so far and the action we have taken in response to your suggestions will be posted on the intranet and we will continue to update this.



Herriots Restaurant Menu

Enjoy a hearty meal here at Herriots – providing comfort food at its best
We offer a variety of options (subject to availability and changes) such as:

Breakfast (Served from 7:30am to 11:00am)

Full English Breakfast	£7.99 or offered individually
Breakfast sandwich (sausage/bacon)	£2.50
Porridge	£1.00
Smoothies	£2.50 Small
(Mango Tango, Berrylicious, Green Goblin, Strawnana)	£4.25 Large

Specials:

Super Six Breakfast (6 items plus any hot drink)	£5.00
One Item Breakfast Bap (plus any hot drink)	£3.50

Lunch (Served from 11:30am to 1:45pm)

Curry and Rice	£4.50
Soup of the Day	£2.00
Assorted Pasta Bakes	£3.25
Burgers	£3.50
Homemade Pies and Casseroles	£4.50
Salad Bar	£4.50 (+£0.50 per meat/pie/quiche slice)
Fish and Chips (Fridays only)	£5.80
Jacket Potato with filling:	£3.80
Chilli	(Additional fillings: £0.85 each)
Tuna and Sweetcorn	
Beans	
Cheese	
Cottage Cheese	
Homemade Sandwiches	£3.75
Coronation Chicken	
Tuna Mayonnaise	
Chicken Tikka	
Chicken and Bacon	
Savoury Cheese	
Vegan Coronation	
Egg Mayonnaise	
Choice of cold dessert	£1.75
Pre-packaged sweet items	Various

Meal Deal

(Homemade sandwich, crisps, Harrogate Spa/Radnor flavoured water)	£4.95
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Prices shown are with applied #teamHDFT and HIF Staff Discount

Please see the menu in Herriots for Daily Updates



NHS 75TH ANNIVERSARY!

CELEBRATIONS AS WE CELEBRATE THE 75TH ANNIVERSARY AT #TEAMHDFT AND HIF



The NHS is the most important organisation in the country. Every UK resident will have accessed the NHS at some point in their lives, often at particularly stressful times.

All of us at HIF play an integral part in providing essential healthcare services to all of our patients and their families.



Harrogate District Hospital could not continue to function without the invaluable contributions from all of the HIF departments. Each and every HIF colleague should feel extremely proud of their work, their team and their part in continuing the essential work of the NHS.



A special birthday video was compiled by the #teamHDFT Communications Team, featuring HIF and #teamHDFT colleagues. Kathleen, from our Domestic Team, said 'I was once working on a ward and a patient said to me, 'please can you help me go to the bathroom' and I said 'sorry, I am just a cleaner' - a doctor then said to me, 'you are not JUST a cleaner, you are a very important person here.'



The NHS is nothing without its people, those who work together to improve the nation's health, so well done and thank you to each and every one of our colleagues.



5 July 2023 marked 75 years of the National Health Service

When it was founded in 1948, the NHS was the first universal health system in the world to be available to all, free at the point of delivery.

Since its creation, the NHS has continued to evolve and adapt to meet the needs of each generation, from performing the world's first CT scan in 1971, to the world's first test-tube baby being born in 1978 and, more recently, delivering the world's first accredited COVID-19 vaccine.

From the day it launched, the NHS has relied on staff from all across the world, with today's workforce representing over 200 nationalities.



WATCH NOW

HHCC UPDATE

HIF AND HARROGATE HOSPITAL & COMMUNITY CHARITY (HHCC) VOLUNTEER TEAM

Staff Lottery

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 HIF and #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 plus 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 hdf.hhcc@nhs.net, or scan the QR code:



Christmas is coming

The next big event for the HHCC Team is the return of the Outdoor Pop-Up Christmas Market!

Christmas might seem like a long way off as we basking in the summer weather, but it will be here before you know it - mark your calendars for the HHCC Outdoor Pop Up Christmas Market on Sunday 26 November 2023.

There will be fantastic gift buying opportunities, as well as a chance to visit Father Christmas!

If you or someone you know would be interested in having a stall at the Market, please contact the HHCC team at hdf.hhcc@nhs.net, or call 01423 557408 for further details.

Follow the HHCC social media for details of attractions and how to buy your tickets, soon!



Regular Giving through Payroll

HHCC are excited to announce that, through Payroll, HIF and #teamHDFT colleagues can now easily donate a chosen amount regularly towards HHCC. By doing so, you would be directly giving back to initiatives that support HIF and #teamHDFT colleagues, as well as patients and their families and visitors.

You can either download a form from 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.



VOLUNTEERING AT #TEAMHDFT

Volunteers play a vital role in enhancing the everyday operation of #teamHDFT in our hospitals and across our communities. From meeting and greeting our visitors, supporting Harrogate Hospital & Community Charity (HHCC) events, carrying out administrative tasks and supporting patients with their meal times.

If you are interested in becoming a Volunteer at #teamHDFT, please get in touch with the Volunteer Team, via hdft.volunteering@nhs.net.



Follow the QR code to find out more!



01423 557408
www.hhcc.co.uk
hdft.hhcc@nhs.net

Harrogate Hospital & Community Charity
Registered Charity Number: 1050001

BECOME A REGULAR GIVER

The dedication of our donors is integral towards our cause and ongoing support.



There are many ways you can make a difference by regular giving, such as; donating online, via post, setting up a standing order, using our donation points across Harrogate District Hospital or creating your own Virtual Donation Page. Contact the HHCC Team on the above details for more information.

YOUR IMPACT ✨

Your donation could fund an
Entertainment Pack
for patients to enjoy whilst receiving care



£10

Your donation could fund an
Activity Pack
for children receiving treatment

£5

Your donation could fund a
Dementia Memory Box
to enhance familiarity and comfort

£50



SCAN ME
TO DONATE

JOIN THE HHCC LOTTERY

Help raise vital funds to enhance the experience and environment to benefit our service users, patients, their families and workforce across #teamHDFT!

DRAWN ON 28TH OF
EACH MONTH

Prizes to be won:

- ★ £600
- ★ £350
- ★ £150
- ★ £25



Answers



teamHDFT
At our best

HIF HARROGATE
INTEGRATED
FACILITIES
Taking Pride in our Services

SUDOKU

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HIF WORDSEARCH

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**GREAT
JOB!**

POW!

**WHO IS YOUR
HIF HERO?**

If you feel a HIF Colleague
has made a real difference,
nominate them for our
HIF Hero Award today!
Email hif.hero@nhs.net
with details of your
nomination

KAPOW!

Nominations will be
evaluated by a
panel - please
include as much
detail as possible

