

HIF NEWSLETTER



INSIDE THIS ISSUE

- Winter wellbeing update
- HIF DATIX Champions
- Christmas Meal Week
- Plus much more!



Congratulations to SSD

HIF would like to celebrate SSD in this issue - not only have they managed to maintain an efficient and thorough service throughout their recent refit, they have also been successful in their audit - read on for details!



Christmas Meal Week

Christmas is coming! This issue details how to reserve your space for your complimentary Christmas Meal, courtesy of Harrogate Hospital & Community Charity - don't miss out!



Do you have ambitions for the future?

As a company, we know that the only way for us to advance, is to encourage our employees to progress.

We are working to develop a new programme to encourage succession planning, aimed at

inspiring our HIF colleagues to plan for their future, to set goals for their careers and to develop action plans to achieve those goals.

Full details will be coming soon!

The NHS Staff Survey is open until Friday 24 November 2023 - Have you completed yours yet?



UPDATE FROM ANDY COLWELL

DEPUTY DIRECTOR OF ESTATES AND FACILITIES



We have been very busy since our last issue, with many changes being implemented throughout HIF. I am very proud of how all of our colleagues and teams have pulled together to make these as seamless as possible.

The biggest change is our new parking arrangements, which Matt Johnson, Lisa Pedel and our General Office Team, Jayne Davy, Cecille Vinuya and Trudy Fox, have been planning for several months. We are really pleased with the outcome so far and I have every confidence that these new arrangements will continue to show benefits to all, not least in ensuring our patients have a space to park, as well as reducing the congestion on Lancaster Park Road.

Our Catering Team have also introduced some changes, with the new opening hours within the Cafe/Bistro, following the evening and weekend closure of Herriots. This was introduced following an analysis of the usage of Herriots at various opening times and we have now been able to provide an improved service to any patients and visitors attending A&E, in particular, on an evening and weekend.

I would like to say a personal congratulations to our recent Project SEARCH graduates, who have all now been successfully recruited into the HIF workforce. Each intern worked wonderfully within our teams, as well as finding new self-confidence and employability skills.

Our recent Recruitment Day was a great success. We will be hosting another similar event soon, so please spread the word if you know anyone who may be interested in joining HIF.

Work continues on our Green Plan and our recent successful bid for some NHS Forest trees means we will soon be able to add some more beautiful greenery to the grounds of the Harrogate District Hospital site.

I would like to congratulate those HIF colleagues who have recently given up smoking, following our Living Well Smoke Free exhibition. I would like to encourage all of our colleagues to consider stopping smoking and to access the support available.

Finally, all HIF colleagues will be aware of our recent pension update, following our successful application to allow access to the NHS Pension scheme. This scheme will be offered to all new HIF colleagues, whilst existing colleagues have the choice to change to this scheme, if they wish.

I would urge colleagues to seek independent financial advice as to which pension scheme would be better for their personal situation, but we are excited to be able to offer the NHS pension scheme to all HIF colleagues going forwards.

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!



WELCOME TO HIF

MEET OUR NEW NON-EXECUTIVE DIRECTOR AND MORE



Jeremy Cross has joined our HIF Board as our newest Non-Executive Director. Jeremy is a fellow of the Institute of Chartered Accountants and, prior to taking up non-executive roles, held senior positions at Lloyds Banking Group, Asda and Boots the Chemist.

Outside of the NHS, Jeremy is a Chair of Forget-Me-Not Children's Hospice in Huddersfield, as well as being involved in several other organisations and charities.

Jeremy is married to Anna, a finance professional and also has a daughter named Philippa.

CONGRATULATIONS TO THE SSD TEAM



Sterile Services has recently achieved excellent results in their JAG IHEEM Decontamination Audit, showcasing their commitment to excellence.

The Department's strict adherence to procedures, highly skilled staff, advanced equipment and dedication to continuous improvement have contributed to their remarkable success.

JAG accreditation provides independent and impartial recognition for high service quality and consistency with regards to the endoscopy service we provide.

Congratulations for this exceptional performance in upholding rigorous decontamination standards!



We're going green!

We are pleased to announce that we have successfully bid for and secured a selection of native NHS Forest trees, comprising of an urban bundle of 30 trees and a wellbeing bundle of 50 trees.

This will allow us to increase the biodiversity of the Hospital site, following an extended period of construction.

Planting trees on healthcare sites creates better places to live and work.

The trees provide privacy and seclusion for patients and colleagues, provide cleaner air, cool the buildings and create habitats for native wildlife, all whilst providing recognised health and wellbeing benefits and storing carbon.

The trees are due to arrive in November and we will update further once they are planted.

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 Tuesday 5 December 2023, 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.

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.t.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.t.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.t.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.t.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.t.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.t.disabilitystaffnetwork@nhs.net



WELLBEING SUPPORT

WINTER HEALTH & WELLBEING

Winter season has arrived - Have you booked your winter vaccination appointment yet? The colder weather can affect our health and circulation, creating a bigger risk of catching a virus or winter bug and it is important to take steps to stay as healthy as possible, particularly whilst working in a healthcare setting.

It is important to stay active, get a good night's sleep and to eat well throughout the winter season. A good selection of fruit and vegetables, a higher fibre intake and plenty of fluids can help our bodies keep a cold at bay through the winter months. If you have concerns about being able to afford basic supplies this winter, please speak to your Line Manager to see what assistance may be open to you.

Maintaining a comfortable temperature at home through the winter months can help your winter health, however, you may be concerned about rising heating bills this year. If so, please do speak to your Line Manager, or visit <https://www.hdf.t.nhs.uk/livingatourbest/financial-wellbeing/> to see what assistance may be available to you.

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

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 or visit <https://www.hdf.t.nhs.uk/livingatourbest/hwb/>

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

HIF DATIX CHAMPIONS

NEW SYSTEM INCOMING

The Datix Project Team have been working closely with the HIF Datix Champions to ensure that the new Datix system is user friendly, intuitive and as efficient as possible.

The system recently went live, with final tweaks being made following feedback from our Champions and those now using the system.

The new system is a cloud-based system and is designed to be both easy to use, whilst providing thorough and useful reports that can assist with developing new processes and procedures, as well as improving existing ones.

It is the responsibility of all colleagues to highlight safety events, to achieve and promote a safety culture within HIF and #teamHDFT. It is not, however, a way to assign blame, rather the system is designed to promote learning.

If you or your team would like training on how to use the new system, or information as to what types of incidents should be recorded on the Datix system, please contact Claire Jones of the Datix Project Team, at claire.jones179@nhs.net.

teamHDFT At our best | **HIF** HARROGATE INTEGRATED FACILITIES | **NHS** Harrogate and District NHS Foundation Trust

KEITH STIMPSON (PORTERING & LOGISTICS)

DAVID HAYNES (CATERING)

ADRIAN KOPYCINSKI (HOTEL & SITE SERVICES)

MELISSA ELLIOTT (MED DEVICES)

LUCY SIMMONS (CORPORATE MANAGEMENT)

LISA PEDEL (SECURITY & CAR PARKING)

DANIEL MUNROE (ESTATES)

JO MCWHEE (SSD)

ELAINE STANTON (SSD)

YOUR DATIX CHAMPIONS ARE HERE TO SUPPORT OUR DATIX IMPLEMENTATION, THEY ARE NOT SUBJECT MATTER EXPERTS, BUT WILL ACT AS A CONDUIT BETWEEN YOU AND THE DATIX PROJECT TEAM FOR QUERIES AND QUESTIONS, AND WILL ALSO TEST NEW MODULES BEFORE THEY GO LIVE.



IT Sessions

Would you like some help with email, IT systems, mandatory training or the #teamHDFT App?

Upcoming Sessions:

14 Nov 2023: 1-3pm

12 Dec 2023: 1-3pm

Join Now

Email: hif.harrogate@nhs.net, speak to your line manager or speak to Julie on 01423 553789 to reserve your place

£1 per ticket

Diamond RAFFLE 2023

Drawn on 15 December 2023

SCAN ME

A huge thank you to our supporters for kindly donating the luxury raffle prizes. Every penny raised will make a huge difference to your local NHS.

Harrogate Hospital & Community Charity
Registered Charity Number 105008

CAR PARKING UPDATE

NEW AUTOMATIC NUMBER PLATE RECOGNITION SYSTEM

We would like to start with a huge thank you to everyone for their hard work in adjusting to the new car parking arrangements, in particular the Car Parking and General Office Team, who have worked tirelessly to understand the new system, deal with queries from visitors and colleagues alike, and to undertake training on the new payment systems and procedures.

We would also like to recognise all of those who work around and in the Goods Yard, who have had to field queries from delivery drivers, construction workers, Royal Mail staff and all others who come through our Goods Yard on a daily basis.

The new system has been installed to help us reduce congestion on Lancaster Park Road and to improve the flow of traffic through our car parks. We have received some fantastic feedback from patients and service users, who report finding spaces much easier since the introduction of our new system. Congestion has significantly reduced.

Funds generated by car parking will be used to support further on site improvements, such as to our general parking infrastructure, site security and also with travel plan initiatives. We have also undertaken a large amount of work to encourage more environmentally friendly travel arrangements, such as car sharing and cycle to work schemes. If you would like more information about these schemes, please get in touch with our Environmental Sustainability Manager, Tim Wilkinson, on 01423 557960.

Colleague parking permits have also now been issued and are in use. Whilst we have had to place some colleagues on to a waiting list, due to our limited space, the majority of colleagues were successfully granted their requested permit. Our soft launch, which ended on 22 October 2023, was of great assistance in helping colleagues understand where and when they could park, before becoming subject to a formal parking charge notice.

If you have any continuing queries or concerns regarding our new parking system, please contact the General Office Team by email (hdfc.carpark.management@nhs.net) or by calling 01423 553313.

Whilst colleague permits are in place until 2027, we would like to remind those with a Blue Badge permit, or a volunteer or resident permit, that these will need to be renewed after one year. Timely reminders will be sent out to your registered email address to help with this.

If you should choose to cancel your permit, please email Info@carparkingpartnership.co.uk and this will be processed within 14 days.

Concession information is also now live on the HIF website.



Christmas is coming! Look out for information about the #teamHDFT and HIF Staff Christmas Meal and how to get your ticket!



HIF WORDSEARCH

Y F Z T U S E E N F Z B H B C G H L Y U F I A J E
 F G C P D P L Z R D Y Y S O W C A S K T R X C L F
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FIND THE WORDS:

- Abby
- Bolton
- Briary
- Byland
- Cedar
- Coverdale
- Elmwood
- Farndale
- Fewston
- Fountains
- Granby
- Harlow
- Hawthorn
- Jervaulx
- Lascalles
- Littondale
- Nidderdale
- Oakdale
- Pannal
- Phoenix
- Rowan
- Strayside
- Trinity
- Wensleydale
- Woodlands

Answers at the back - no cheating!

SUDOKU

	8		2	5	9	3	
	3			4	1	7	5
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			4	6	5	2	8
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			6	8	2	3	
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CATERING UPDATE

CHRISTMAS IS COMING!



It is that time of year again, with Christmas coming around fast! Tickets are now available for our Colleague Christmas Meal Week, to kickstart the festive period.



Our Christmas Meal Week is funded by the Harrogate Hospital & Community Charity and marks the start of our festive celebrations at #teamHDFT and HIF.

Make sure to download the #teamHDFT app, if you have not already, so that you can order your ticket and, if you are able, make a donation back to the Harrogate Hospital & Community Charity at the same time!

We continue to receive fantastic feedback to our Customer Satisfaction Survey. We have now reverted back to more of our hot food selection, but our summer salad bar was very well received, particularly through the various heatwaves! We would encourage all HIF colleagues and other visitors to complete our survey with any further suggestions you may have.



We have been lucky enough to have two weddings in October of this year and the Catering Team and HIF would like to say a huge congratulations to both David Haynes, who celebrated his wedding day on 7 October 2023, and Matthew Lawson, who was married on 30 October 2023. Both had fantastic days and we wish long and happy marriages to you both.



We would like to say a huge thank you, also, to our Cafe Team and Herriots Team, following the recent fire in the Cafe/Bistro kitchen. The situation was handled professionally and swiftly by the Cafe/Bistro Team at the time and both teams came together afterwards to ensure that the catering service continued as seamlessly as possible for patients, visitors and staff.

We are now working on a refit of the Cafe/Bistro kitchen and are confident that our service will be better than ever, thanks to our dedicated colleagues!



FREEDOM TO SPEAK UP

MEET OUR FREEDOM TO SPEAK UP GUARDIAN

My name is Joanna Cann, everyone calls me Jo, and I am the Freedom to Speak Up Guardian for #teamHDFT and HIF.



Speaking up includes speaking up about anything that gets in the way of doing a good job, such as poor clinical practice, anything that makes someone's working life difficult, such as bullying or excessive work pressures, and also where processes and procedures are not followed.

All colleagues across #teamHDFT and HIF can access Freedom to Speak Up. This includes bank staff, agency staff, students, contractors, volunteers and even people who have left the Trust.

Equally, concerns can be raised internally within your departments, to Line Managers. Line Managers have a duty to listen to your concern and act accordingly.

Training is available on Learning Lab to support our speaking up culture. I would encourage everyone to complete this, if you have not already done so, and to encourage your colleagues to complete this as well. The training is divided into three modules:

- Speak Up** - for everyone
- Speak Up and Listen Up** - for all managers
- Speak Up, Listen Up and Follow Up** - For all senior leaders.

We have a network of Fairness Champions, who can also be approached if you have a concern. The full directory of these can be found on the intranet.

The role of Fairness Champion includes raising awareness within your department about the importance of the Trust values and behaviours (Kindness, Integrity, Teamwork and Equality), having an open culture and being free to speak up, as well as specifically addressing bullying behaviours and unfairness.

Does this sound like something you could do?

We are always keen to recruit more Champions, especially across HIF. If you are interested, then please email me directly and I would be more than happy to have a chat and guide you through the application process. Alternatively, the application form can be found on the intranet under the Freedom to Speak Up section

If you have any questions or concerns, please do not hesitate to get in touch. My email is joanna.cann@nhs.net, or hdftr.freedomto.speakup@nhs.net. Both of these addresses are kept completely confidential. so please feel free to use either address to raise any concerns or ask any questions.

Freedom to
Speak Up
Guardian

www.nationalguardian.org.uk

Your voice matters

MERRY

CHRISTMAS

COMPLIMENTARY CHRISTMAS MENU
AVAILABLE TO ALL COLLEAGUES -
SERVED AT LUNCHTIME IN HERRIOTS
FROM 4 TO 8 DECEMBER 2023

DOWNLOAD YOUR
TICKET FROM THE
#TEAMHDFT APP OR
SCAN THE QR CODE:



SPACES ARE LIMITED - TICKETS
ARE REQUIRED TO RESERVE
YOUR PLACE

ONE TICKET ONLY PER COLLEAGUE

(£10 VOUCHER AVAILABLE FOR COMMUNITY COLLEAGUES
TO BE CLAIMED VIA EASYEXPENSES)

YOUR MEAL HAS BEEN
SPONSORED BY



IF YOU ARE ABLE TO SPREAD
SOME FESTIVE CHEER, PLEASE
FEEL FREE TO DONATE AT
WWW.HHCC.CO.UK



HHCC AND VOLUNTEER TEAM

MEET ONE OF OUR VOLUNTEERS - ALEX HUGHES



Alex joined the Trust as a volunteer within the Harrogate Hospital & Community Charity and Volunteer Team (HHCC) at Harrogate and District NHS Foundation Trust (HDFT) in November 2020.

It was a decision Alex made within the Pandemic to enable him to make his contribution to his local community, as well as gaining valuable experience in patient interaction within a Healthcare setting

Alex volunteered on the Mask Station, going above and beyond, meeting and greeting all patients, visitors and staff, whilst ensuring they have correctly sanitised their hands and donned/replaced their face-mask. By undertaking such an important role and providing his invaluable support, Alex has helped to protect patients and colleagues at #teamHDFT.

Alex has received lots of positive feedback during his volunteering experience. Alex received a 'Making a Difference Award', in April 2021, for his volunteer efforts, where he was referred to as a 'very kind young man' with a calm and polite manner, an achievement he remains very proud of to this day.

Alex also volunteered on the Nidderdale Ward as a Meal Time Volunteer, where he prepared patients for their meal by clearing and cleaning over-bed tables, offering hand wipes or assisting patients to wash their hands and aiding patients to consume their meals. Alex found his role extremely rewarding as he was able to feel like he helped and assisted others. During his time as a volunteer he has gained valuable experience of the Hospital environment, which has directly enhanced his application for University as a Medical Student and he has encouraged other Students to volunteer.

Alex has completed his 1st year of study at Edinburgh University, where he is reading Medicine.

Alex has joined Harrogate Integrated Facilities (HIF) and is currently working as a Bank Porter, where he regularly implements the skills learnt through his volunteer experience. Alex really enjoys being a Porter in A&E and ITU, as it gives him valuable experience of the Hospital environment and he really appreciates and respects the work of all colleagues and roles within the Trust. He enjoys the flexibility of the working hours, as it fits in with his University studies and he is able to work when he returns during holidays.

Alex also enjoys other hobbies such as the trumpet, piano, running and cycling. He has also contributed to the Hospital in collaboration with the Chaplaincy, by playing Carols during the festive season in the courtyard areas for the enjoyment of the patients.



To Volunteer:

Contact the Volunteer Team at
#teamHDFT by emailing:
hdft.volunteering@nhs.net or
scan the QR code below:





HHCC's Outdoor Pop up Christmas Market 2023

Harrogate Hospital & Community Charity
Registered Charity Number 1050008

VISIT FATHER CHRISTMAS ON 26 NOVEMBER 2023!

10AM - 3PM

£5 Per Adult, £2 for Children, Under 3's Go free!

(Aged 14 and Over) (Over the age of 3)

Your ticket includes; entry to the market, a drink and mince pie on arrival, the chance to explore hand selected stalls, visit our festive donkeys, a live band, your visit to Father Christmas plus much more!

HARROGATE RAILWAY ATHLETIC F.C., HG2 7JA



SCAN HERE

teamHDFT
At our best

HIF HARROGATE INTEGRATED FACILITIES
Taking Pride in our Services

Answers



SUDOKU

6	8	7	2	5	1	9	3	4
9	3	2	6	4	8	1	7	5
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HIF WORDSEARCH

Y F Z T U S E E N F Z B H B C G H L Y U F I A J E
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 Y V T Q G Y E M G T D E Z Y D Y Y Y G E K F V K O

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

