

HIF NEWSLETTER



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- HIF Success at the KITE Awards
- Time & Attendance System
- Plus much more!



KITE Awards 2023

January saw the return of our Colleague Recognition and Long Service award ceremony, the KITE Awards! Congratulations to all of our HIF winners!



E-Rostering Scanning System

Read through our newsletter for details about our brand new time and attendance system and the advantages this will bring to our HIF teams.



Do you have ambitions for the future?

We recently asked all of our HIF colleagues to complete a Succession Planning questionnaire, aimed at investigating where we might work together to develop our workforce and help colleagues achieve their ambitions.

The results received were very positive and work is now

progressing to create bespoke career plans for participating colleagues.

If you did not complete a questionnaire, but would now like to do so, please let us know. Speak to your line manager or contact Sammy Lambert for details: sammy.lambert@nhs.net

UPDATE FROM ANDY COLWELL

DEPUTY DIRECTOR OF ESTATES AND FACILITIES



As we start another new year, I would like to take this opportunity to reflect back on our achievements throughout 2023 and to thank each and every HIF colleague for their contributions to this success.

Our most recent achievement was our fantastic Christmas Meal Week. The #teamHDFT Business Development Team worked very closely with the HIF Catering Team to develop an e-ticket system, which made our booking procedure much easier and kept queueing times to a minimum, allowing everyone to enjoy the thoroughly delicious festive feast that our chefs had created. Thank you to everyone involved, I hope you will agree that it was a resounding success!

We continued our modernisation project throughout 2023, with the introduction of new systems and procedures and, in particular, the introduction of new quality and compliance roles within particular departments. These roles have been designed to ensure that each colleague within a team is performing to the same high standards that we expect and to allow us to all work together to achieve a gold standard of service within Harrogate District Hospital and beyond.

As always, the pressures of winter take their toll on us all and I would like to thank everyone who has worked to combat these challenges, particularly the Estates Team who have had to deal with the physical damage that storms and flooding can cause to buildings and also those colleagues within departments where high levels of absences have impacted on workloads. We want to reassure all HIF colleagues that your efforts are much appreciated, thank you for going above and beyond to keep our patients and service users safe.

Looking forward into 2024, we have many exciting developments coming to fruition, including new catering equipment being installed along with more expected. We will be undergoing a refurbishment of the Cafe/Bistro, along with improvements being made to Herriots to aide with throughput and to allow a wider variety of food offerings to be provided. Alongside this, we are looking at improvements to the inpatient food service, which should raise our standards even higher.

The SSD Team have recently undergone a full refurbishment of their department, which has involved a lot of change and adaptations from the team that they have handled superbly. As this now draws to a conclusion, the service provided by SSD will move from strength to strength, allowing their service to develop and expand even further.

Finally, the Estates Team have been working closely with the Theatres Team to improve their environment, all of which will help #teamHDFT provide exemplary care.

I am looking forward to seeing how HIF continues to develop throughout 2024!

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!



GOOD NEWS

SERVICE USER FEEDBACK

Recent feedback received via the Patient Experience Team:

I had a hip replacement in July and since then have had a number of issues that have required A&E, in and out patient attention. All I want to say is the care I have received has been amazing. It is obvious that at times the hospital has been near to overwhelmed with demand but staff have always been calm, patient and caring. From Consultants to cleaners, admin staff, catering, physio and all medical staff, I can not thank them enough.

My treatment is far from finished, but it is a year since I first met the consultant who would replace my hip. The saddest point was when I wanted to show some sympathy to a member of staff to whom a patient had been unreasonably critical and rude, they said it was something they get used to. I can't thank enough those in Henry Bilton's team, Mr Haughton's team, Urology, physio, Littondale, Bolton, Rowan, SAU, CCU, A and E, imaging, blood test, MRI, CT, X ray, reception, cleaning and catering, apologies for those I have missed.

A DAY IN THE LIFE OF A DOMESTIC ASSISTANT

On arrival to work, I change into my uniform and report to the Domestic Office, where the Supervisor assigns me to a designated area of working. Each week, I am responsible for collecting the daily checklist, which I complete and sign on a daily basis to indicate each individual duty I have achieved.

There is a variety of duties, depending upon our assigned area, ranging from replacing or refilling water jugs, emptying bins, cleaning toilets and sinks, to checking kitchen areas, cleaning surfaces and trolleys, mopping floors and cleaning beds.

We complete four tea rounds a day, the first at breakfast time, which gives me a chance to interact with the patients, which is incredibly important.



I continue to clean throughout the day, as well as collecting and returning food trolleys at mealtimes, dusting and cleaning bed frames, nurses stations and other areas, and ensuring our supply cupboard is replenished and arranged in an orderly fashion to allow the next shift to continue our duties.

At the end of the day, we clean the kitchen, ensuring every surface is spotless, ready for the next day, finishing by mopping the floors.

As a team, we take great pride in ensuring all areas meet the high standards expected by #teamHDFT. The Domestic Team is a key link in the fight against infections!

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 March 2024.

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.



IT Sessions

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

Upcoming Sessions:

12 Mar 2024
9 Apr 2024
14 May 2024
11 June 2024

Join Now

Email: hif.harrogate@nhs.net or speak to your line manager to reserve your place
All sessions 1pm to 3pm, Strayside Wing Library

WELLBEING SUPPORT

SWAP & STOP

We have teamed up with Living Well Smokefree, the North Yorkshire stop smoking service, to encourage any member of staff or contractor who smokes to think about swapping tobacco for less harmful forms of nicotine and to encourage them in a quit attempt. In addition to specialist advice and one-to-one support, staff can benefit from free nicotine replacement products for up to 12 weeks.

Chris from Living Well Smokefree is running a weekly clinic for staff in the Outpatients Department every Friday afternoon and is keen to support as many as possible. To make an appointment, please contact stop.smoking@northyorkshire.gov.uk or 01609 797272. Remember to let them know you are a member of #teamHDFT.

You are three times more likely to quit successfully by using a combination of NRT products and specialist support. What are you waiting for?!

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

#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.hdfnhs.uk/livingatourbest/hwb/>



NEW STAFF NETWORK

WORKING FAMILIES AND CARERS NETWORK



Many colleagues juggle working with caring responsibilities either as a parent or carer for others. This network has been created following personal experiences from both the Chair and Co-Chair who found struggles with either working and caring for a child or relative, how lonely it can be and who felt there must be others who are in similar circumstances.

The aim of the network is to create a space where people can get together to talk, take time out for them, share experiences, looking at the lighter side of our situations and find out about useful links and contacts. Members attend our quarterly informal meetings and can choose to participate or just listen. We also have coffee and catch ups and regularly share information. There is no pressure to be involved, some members benefit just from hearing from others or reading the information we share to not feel as alone.

To create the most supportive network, we need members, so if you are interested in getting support and helping others in their journey. No matter how old your children are or what your caring responsibilities look like, we would love you to join us.

Email us at hdfnworkingfamilies.carers@nhs.net to join.

Caring for someone's needs, no matter what, is a daily commitment and, simply for the unconditional support of your loved ones, sacrifices are made. Join the network to make time for you.

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



THANK YOU

THANK YOU TO ALL HIF COLLEAGUES WHO WORKED ON CHRISTMAS DAY



#TEAMHDFT KITE AWARDS 2023

LONG SERVICE AWARDS AND COLLEAGUE RECOGNITION AWARDS

Friday 19 January 2024 was a day of celebration within #teamHDFT, as we celebrated our Long Service Awards, for those who reached a milestone length of continuous NHS service within 2023, alongside our Colleague Recognition Awards, as nominated by peers.

A Long Service Award is an incredible achievement, particularly in current times, where people often undergo career changes throughout their lives.

Congratulations to:

- Mellissa Elliot - 25 years
- Dianne Higgins - 25 years
- Lynda Barnett - 30 years
- Geoffrey Davis - 30 years
- David Lofthouse - 30 years
- Keith Robinson - 30 years
- Dawn Ward - 30 years
- David Barker - 35 years
- Tracy Firth - 35 years
- Patricia Love - 35 years
- Linda White - 35 years
- Angie Gillett - 40 years



We are also incredibly proud of those HIF colleagues who achieved a Colleague Recognition Award, along with all of those shortlisted:

HIF Leader of the Year:

Winner:

Dean Jackson-Smith

Shortlisted candidates:

Matt Johnson
Andy Colwell



HIF Team of the Year:

Winner:

Waste Management Team

Shortlisted candidates:

Catering Team
Sterile Services Team



HIF Colleague of the Year:

Winner:

Paul Barlow

Shortlisted candidates:

Louise Fenton
Pat Love



Outstanding congratulations to **David Haynes**, who was shortlisted for the Innovation, Research and Improvement Award and **Paul Barlow** who achieved #teamHDFT Overall Colleague of the Year 2023!



SUDOKU

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We now have monthly guided IT sessions in place, where we can help with everything from completing mandatory e-learning, to accessing your email!

Speak to your line manager to book your session now!



HIF WORDSEARCH

B C L Y G J J E U B X D H F X Y N W W T V P F Y V
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FIND THE WORDS:

- Achievement
- Ambition
- Balance
- Celebration
- Charity
- Collaboration
- Colleague
- Equality
- Impact
- Integrity
- Kindness
- Plans
- Positivity
- Strategy
- Succession
- Sustainability
- Teamwork
- Volunteering
- Wellbeing

Answers at the back - no cheating!

THANK YOU

GOODBYE TO HIF COLLEAGUES

Keith Stimpson – Good luck with your career move!

Keith worked as our Portering & Logistics Manager for several years, joining HIF in 2019. Prior to this, he had worked as a Catering Manager for several schools, as well as being an Army Chef for over twenty years, including a posting in Germany.

Keith made the decision that the time had come to explore a brand new career and we wish him all the best as a Care Support Worker for York Hospital! Thank you to Keith for everything you achieved with the Portering and Logistics Team!



Gwyneth Galton – We hope you have a wonderful retirement!



Gwyneth joined the Domestic Team in 1982 and has been a fantastic team member ever since.

She recently retired following forty-two years of service, continuing to work diligently to the age of 82! Over that time, Gwyneth's family has expanded into several generations and we wish them all some quality family time, following her loyal service.

Thank you to Gwyneth from all at HIF!

Maria Veszpremine Palinkas – In memorium

It is with heavy hearts that we say goodbye to Maria, who tragically passed away recently.

Maria was a vivacious character, well known to those who encountered her during the working day and she will very much be missed by all.

Maria had previously expressed her wish to not have a funeral service, however our thoughts are with her family and friends during this difficult time.

If anyone would like some additional support following this news, please speak to your line manager, contact the #teamHDFT Wellbeing Team or the #teamHDFT Mental Health Champions for assistance.



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 hdft.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.



TIME & ATTENDANCE SYSTEM

E-ROSTERING AND DIGITAL CLOCKING IN AND OUT

All HIF colleagues will now be aware of our new e-rostering and digital clocking in and out systems, which have been installed for use by all of our departments.

We are aware that some colleagues have expressed concern over these new systems and we hope that the information below will assist with an understanding of the system, its purpose and its use.

During our service and culture workshops with all HIF departments, concerns were raised that some colleagues, on occasion, were not completing their full hours, leaving other colleagues to cover and pick up additional duties, which is clearly unfair to colleagues and to HIF as a whole.

In addition, concerns were raised as to a number of pay errors, relating to non-payment of overtime and hours worked, which has been causing additional personal stress, particularly during the current cost of living crisis.

To assist with these issues and to modernise current practices, we have taken the opportunity of investing in an additional module within the existing rostering system. This will automatically record your individual working time and link directly to payroll, ensuring you are paid correctly, as per your roster and terms and conditions of employment.

The system works using your thumb or index fingerprint. It does not contain any personal information or DNA. There is a video available, which has been shared with teams, which explains how the system works: <https://etimeclocks.uk/wp-content/uploads/2023/08/What-Happens-to-my-Fingerscan-2.mp4>

This system is already in use across a number of large NHS organisations and has proven successful in reducing individual errors with pay and supporting staff with any health and wellbeing issues related to attending work.

We are aware that inaccurate messages have been circulated regarding why we are introducing the system and we would like to clarify our reasoning.

The system is not for surveillance and/or monitoring staff movements. It is simply to improve the accuracy of pay and to assist managers in planning the workforce and effective rostering to meet Working Time Directive Legislation and service needs.

If you are unable to use your thumb/finger print, please inform your Line Manager so that an alternative method can be arranged.

If you still have any concerns, please contact your Line Manager in the first instance.



HHCC AND VOLUNTEER TEAM

WAYS YOU CAN GET INVOLVED



Harrogate Hospital & Community Charity (HHCC) is the registered charity for Harrogate and District NHS Foundation Trust and we aim to enhance the facilities and environment for patients, their families and all #teamHDFT colleagues.

Support from our colleagues and the wider community is essential to allow HHCC to continue their service.

There are many ways that you can help to support HHCC and we would love for you to get involved!

Fundraising Events Calendar for 2024:

There are many events planned by HHCC throughout the year and you can support these either by taking part in the activities, buying a raffle ticket, sponsoring a participant, sharing an event invite to family and friends, or simply coming along to the events.

Events for this year include the Summer Extravaganza, featuring It's a Knockout, a fabulous inflatable team challenge - could you get a team together to take part?

All #teamHDFT colleagues are also able to sign up to Payroll Giving, where a monthly donation, of any amount that you can manage can be arranged via the Payroll Team to be deducted straight from your salary. Contact the HHCC Team for details.

We will also be hosting a silent auction, which will involve some fantastic rewards, alongside our monthly Lottery and many other events and fundraising opportunities. Please keep reading the Weekly Update and checking our social media for news!

Volunteering Opportunities:

HHCC also works closely with the Volunteering Team, including the Enhanced Pathway and Project SEARCH programmes, helping people build experience within a Hospital setting.

To Donate:

Contact the HHCC Team at #teamHDFT by emailing: hdfc.hccc@nhs.net or scan the QR code below:



The Volunteering Service is an invaluable tool at #teamHDFT. If you know someone who might be interested in volunteering, or if your department would benefit from a volunteer, please get in touch!

Follow HHCC on social media, including Instagram and TikTok, or subscribe to the regular newsletter to stay updated on exciting events and projects!

To Volunteer:

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



HHCC's It's a Knockout 2024

Harrogate Hospital
& Community Charity
Registered Charity Number: 1010008



Join HHCC for an action packed, fun filled day to remember!

TEAMS OF 10!

**SUNDAY
30 JUNE 2024**
10AM - 3PM
HARROGATE RAILWAY
ATHLETIC F.C.,
HG2 7JA

This inflatable games arena is full of wacky games, inflatable obstacles and not forgetting the foam!

£25 per person

Or set up a virtual donation page on the HHCC website!



SCAN TO SIGN UP!



Answers



SUDOKU

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

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M	I	G	N	L	F	L	J	A	Z	C	X	W	X	S	F	G	K	N	S	M	W	P



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

