

## FREQUENTLY ASKED QUESTIONS (FAQs)

### **How do I book annual Leave or obtain a copy of my working pattern?**

Your annual leave should be booked through your local divisional rota coordinator and entitlements will be confirmed within your statement of terms and conditions – you will receive this within 8 weeks of commencing in post.

Additionally, a copy of your rota will be sent directly to you by your local divisional rota coordinator. Please see details of the speciality divisional contacts within this letter for your reference.

### **Who do I call to report in Sick?**

In line with Trust policy any periods of sickness and any other absence exceeding two hours should be reported to First Care on 0333 321 8053 and your Consultant and ward. In the event you fail to report sickness to First care your absence will be documented as unauthorised leave and will result in non-payment of salary. You will find an information pamphlet enclosed with your joining pack.

### **How do I go about obtaining Smartcard Access for Electronic Patient Records?**

To access the computerised patient system, all medical staff will need a current NHS Smartcard. It is likely that you will already be registered with your previous Trust.

Please bring your Smartcard with you on your induction day and refer to the enclosed form for information on the system.

If you are not in current possession of a NHS Cerner Smartcard, speak with your Medical Resourcing Coordinator when you initially present your joining documentation.

You will find further details regarding the eLearning module on the Smartcard system in this information pack – you will be required to complete prior to commencing at the Trust.

### **Does the Trust offer onsite accommodation?**

Accommodation at East Surrey Hospital is managed by A2 Dominion Group. The accommodation consists of flats divided into rooms. There are flats with either 4 or 3 rooms; however there are some 2 share flats and a small number of 1 bedroom self-contained flats. Further information can be found by clicking on [SASH Staff Accommodation at East Surrey Hospital](#). Applications for accommodation should be made to: [redhill.office@a2dominion.co.uk](mailto:redhill.office@a2dominion.co.uk) Telephone 01737 778730.

**How do I access the SASH IT system to see the Intranet and access Trust emails?**

Please complete the enclosed form to confirm your Trust IT login and password to access your Trust email and Intranet, please can you contact IT Support desk on extension 1717 on your first day.

**I am keen to work extra shifts – how do I go about this?**

If you choose to work additional hours through our Trust locum bank, you will be required to complete the enclosed opt out form. You will need to inform your Medical Resourcing team of your intention to work on ad-hoc / bank shifts, who will inform the Temporary Staffing Bureau.

If you are working under the Terms & Conditions of the 2016 Junior Doctor Contract it is your professional responsibility for ensuring that your total hours of work including any work undertaken for any other employer comply with the contractual and regulatory limits. You will need to complete the opt out form to indicate your intention to work these

Additional copies of this form are available from either the Medical Resourcing Team or the Temporary Staffing Bureau, located within Trust Headquarters, East Surrey Hospital.

**What Trust policies should I familiarise myself with?**

Whilst employed by the Trust you may have access to patient or staff information, this information must be kept confidential and must not be disclosed to anybody other than when acting in an official capacity. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of disclosure of computerised information, could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998.

If this post involves the collection, entry, change or deletion of any data items either electronic or manual (e.g. the Trust Patient Administration System) it is your responsibility to ensure that as far as is reasonably possible, you have ensured that those details are accurate and up-to-date.

All employees must familiarise themselves with and adhere to all Trust policies and procedures including the following – these are available on the Trust Intranet:

- Risk Management Policy and Strategy
- Smoking on site policy
- Equal Opportunities in Employment, including the Disability Discrimination Act
- Data protection & Confidentiality – The Caldicott Principles

Wherever possible, any issues relating to conduct, competence and behavior should be identified and resolved without recourse to formal procedures. However, should the trust consider that your conduct or behavior may be in breach of our code of conduct, or that your professional competence has been called into question, the matter will be resolved through our disciplinary or capability procedures and will be subject to the appeal arrangements set out in those procedures (which will be consistent with the 'Maintaining High Professional Standards in the Modern NHS' framework).

### **I may need to dictate letters in clinic – what do I need?**

The Trust uses a digital dictation solution supplied by Dictate IT. You may well have used this previously at other Trusts and are familiar with the functionality but if you require training, the links can be found below.

**Interactive training tutorial videos are now available on YouTube; these can be accessed from offsite.**

### **How it works – Dictate IT**

<https://www.sashnet.sash.nhs.uk/workspaces/dictate-it>

### **Training – Dictate IT**

<https://www.sashnet.sash.nhs.uk/workspaces/it-training/digital-dictation>

### **YouTube Tutorial Videos – Dictate IT**

#### **1: Dictation capture speech mike**

[https://youtu.be/8J\\_mtWeIY58](https://youtu.be/8J_mtWeIY58)

#### **6: e-Approve**

<https://youtu.be/jsrV5wbra4I>

#### **7: Web approve**

<https://youtu.be/mHUNccvyDUU>

#### **8: Notes to secretary workflow**

<https://youtu.be/DfOrbjd-oQ0>

If you attend clinics as part of your role, you will need to obtain a username and password for this system – please contact your divisional super user for your speciality:

Name	Specialty	Site	Extension Number
Tessa Curtis	Deputises - Sharon Bailey	ESH	2900
Julie Roberts	Ophthalmology	ESH	6926
Malgorzata Higley	Ophthalmology	ESH	1752
Susan Rapley	Cardiology	ESH	2023
Julie Hemmant	Cardiology	ESH	2021
Linda Wright	All specialties	Horsham	7301
Linda Beattie	All specialties	Horsham	7298
Annette Familton	All specialties	Crawley	3070
Brenda Sinnott	Care of Elderly	ESH	6762
Irene Ritchie	Rheumatology	Crawley	3672
Mandy Sluman	Orthopaedics	ESH	1979
	Obs and Gynae	ESH	6786
Sally Anne Taylor	Paediatrics	ESH	1759
Susan Tiwarri	Dermatology	ESH	6782
Wendy Woolacott	Orthopaedics	ESH	1745
Esther Smith	Care of Elderly	ESH	6762
Kay Regan	ENT	ESH	2698
Diane Downey	Cardiology	ESH	2025

### Who tells me about my Induction arrangements?

It is compulsory for all trainee doctors to attend the Trust Medical induction and further details will be sent from our colleagues in our Post Graduate Medical Education Team. For any questions please contact Victoria Bates, Deputy Medical Education Manager ([Victoria.bates@sash.nhs.uk](mailto:Victoria.bates@sash.nhs.uk)) or Tina Suttle-Smith, Strategic Medical Education Manager ([tina.suttle-smith@sash.nhs.uk](mailto:tina.suttle-smith@sash.nhs.uk)).

If you have been appointed as a Trust Doctor or Clinical Fellow, you will need to contact the Learning & Development team on [carole.harper@sash.nhs.uk](mailto:carole.harper@sash.nhs.uk).

You will also be invited to attend a local departmental induction once your job role commences and your local rota co-ordinator will be in touch with further information.

### Am I covered under the NHS Indemnity arrangements?

Although Surrey & Sussex Healthcare NHS Trust will cover all medical and dental staff for NHS work, under the NHS Indemnity you are asked to ensure that you have adequate defence cover for any work which does not fall within the scope of the Indemnity Scheme. Any private practice undertaken on NHS premises must be covered by subscription to a medical defence union.

For further information, please contact your Medical Resourcing Team for assistance.