

East Surrey Hospital 2018 Induction

An Associated University Hospital of
Brighton and Sussex Medical School



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Welcome

Dear Doctor in Training

Welcome to Surrey and Sussex Healthcare NHS Trust. We hope that you have a rewarding and enjoyable time whilst working with us. Alongside your Educational Supervisor and College Tutor, my role as Director of Medical Education is to ensure that the hospital provides a suitable environment for education and training, whilst you are caring for our patients.

If you have any matters relating to your post, training or career that you wish to discuss, I would be pleased to meet you. Please speak to Tina Suttle-Smith, Strategic Medical Education Manager, in the Education Centre on extension 1722 who will help arrange for us to meet.

I look forward to meeting you.

With best wishes



Dr Sarah Rafferty

Director of Medical Education

Chief of Education

Welcome from the Postgraduate Medical Education Team

01737 231722

Who we are

Director of Medical Education	Dr Sarah Rafferty
Foundation Programme Director (Year 1)	Dr Sunil Zachariah
Foundation Programme Director (Year 2)	Dr Kofi Nimako
Strategic Medical Education Manager	Mrs Tina Suttle-Smith
Deputy Medical Education Manager	Vikki (Victoria) Bates
Foundation Medical Education Administrator	Kari (Caroline) Pusey
GP Medical Education Administrator	Iain Buchanan
Undergraduate and Dental Education Administrator	Claire Parsonage
Study Leave Medical Education Administrator	Lynsay Norris
Education Faculty Administrator (help with organising SASH run training courses)	Clare Leonard
Medical Education Receptionist	Christine Coldham
Housekeeper	Bridget Wainwright
Medical Education Manager/Psychiatry (Surrey & Borders, based at Epsom)	Ali Khan- Ali.Khan@sabp.nhs.uk 01372 216106
Education Co-ordinator, Surrey & Borders Partnership	Penny Humphrey penny.humphreys@sabp.nhs.uk

<p>Deputy Medical Education Manager, Psychiatry, Sussex Partnership</p>	<p>Maria Mckenna maria.mckenna@sussexpartnership.nhs.uk</p>
<p>St Catherine's Hospice, Palliative Care Crawley</p>	<p>Dr Cathy Gleeson cathygleeson@stch.org.uk</p> <p>Sarah Porter sarahporter@stch.org.uk</p>

Education Faculty

Anaesthetics College Tutors	Dr Christie Locke Dr Afolake Bewaji
Careers Lead	Dr Simon Parrington
Clinical Radiology College Tutor	Dr Ajay Pankhania
Dental Educational Supervisor	Ms Mili Doshi
Emergency Medicine College Tutor	Dr Dezso Marton
Leadership Lead	Miss Jean Arokiasamy
Medicine College Tutor	Dr Ben Field
Obstetrics and Gynaecology College Tutor	Ms Hina Gandhi
Ophthalmology College Tutor	Ms Fiona O'Sullivan
Paediatrics College Tutor	Dr Yekta Dymond
Surgical College Tutor	Mr Tim Campbell-Smith
BSUH Sub Dean	Dr Sandeep Cliff
St George's Sub Dean	Dr Michael Wilde
Imperial College Tutor	Dr Kamal Veeramuthu
FY1 Programme Director	Dr Sunil Zachariah
FY2 Programme Director	Dr Kofi Nimako
GPST Programme Director	Dr Terry Conaty
GPST Programme Director	Dr Pippa Woolner
GPST Programme Director	Dr Anita Raina
GPST Programme Director	Dr Michael Waldron

Websites

We are very pleased with the work that we have carried out over the last 6 months to develop our own SASH Education Campus Website <https://sasheducationcampus.net/>. On this website you will find an induction page for new starters, which explains our induction process and information from medical resourcing.

You will also find some departmental induction videos to familiarise yourself with for your first rotation. If the department has not yet completed a video you will find specialty pages, confirming ward and consultant information and you will also find access to your college handbooks and curricula.

Finally, other important information around study leave guidance, how we manage your welfare and details of us, your education faculty can also be accessed, as well as information on our Guardian of Safer Working Hours and the process for exception reporting. Please have a read and feed back to us if anything is missing or on how we can make improvements.

On the Trust intranet or internet sites, you will find lots of useful information to guide and support you whilst working for Surrey & Sussex Healthcare NHS Trust, specifically any HR Forms, self-referral to any occupational health services, and all the Trust policies, procedures and medical guidelines.

<http://sashnet.sash.nhs.uk/>

<http://www.surreyandsussex.nhs.uk>

Expenses and Study Leave claims

If you wish to claim travel, business expenses or study leave expenses, please go to the dedicated e-Expenses online site

<https://sasheol.allocate-cloud.com/EmployeeOnlineHealth/SASHLIVE/Login>

If you are having difficulties registering, advice can be found on the SASH intranet pages here:

<https://www.sashnet.sash.nhs.uk/workspaces/workforce/allocate>

For information on the HEE study leave process please view details here:

<https://sasheducationcampus.net/medical-education/study-leave/>

Please remember though that every study leave request needs to have an approval form completed and signed by yourself, your rota co-ordinator and educational supervisor, at least 6 weeks prior to the event.

An overview of what we will offer you:

- A comprehensive programme of training/lectures and study days throughout the year.
- Dedicated noticeboards for advertising College courses.
- Regular rooms for tutorials.
- Occasional sponsored lunches and refreshments.
- Equipment for meetings (please book in advance), demonstrations can be given. X-ray box, Microscope, Imaging Machine, TV/Video, Data Projectors and Laptops (these must not be taken from the centre).
- 6 weekly Junior Doctors Forum - a chance for you to air your concerns, grievances and delights at working at East Surrey Hospital with the Chief Executive and members of the senior management team, all discussed with pizza.
- Excellent simulation facilities, which provide a learning environment away from patients for medical personnel to develop current clinical skills and learn new ones using the aid of simulators, I.T and audio-visual equipment. Our aim is to develop courses and teaching sessions for doctors to compliment the current teaching practices with practical sessions.
- Dedicated skills lab training.
- A great atrium and courtyard – perfect for catching up with colleagues.

In addition, a new purpose built Doctors Mess is available located by the Ops Centre near to the East Entrance. This is centrally located, with currently 3 computer terminals, as well as a relaxation area with sofas, sky TV and a small kitchen and of course lockers, toilets and showers.

The mess president is normally a post taken up by an FY1, and their email is eshmess@gmail.com

If you have any other queries but do not know where to go, we will try and point you in the right direction.

Registers - It is in your own interest to sign all teaching/meeting registers & maintain your E-portfolio. Your attendance records are submitted to your Consultant and the Regional Dean.

Sponsored lunches - If you are attending a meeting that is sponsored by a pharmaceutical company PLEASE sign the register and talk to the reps.

Important Information

Switchboard – The switchboard can be found on the ground floor opposite Dermatology Day Care. Press the buzzer outside the door to gain access.

Information about staff, bleep numbers and extension numbers can be found on the intranet: <https://www.sashnet.sash.nhs.uk/sash-directory>

Bleeps – Please collect your allocated bleep from switchboard at some point on your first day.

Please do not lose or forget your bleep. They are part of your equipment and allocated to you personally and you are responsible for them. Bleeps are expensive and if lost they will take time to replace. You must let switchboard know when they are broken or out of service and **when you are on leave**.

Batteries can be obtained from the information desks at the East and Main Entrances, as well as from switchboard.

If you receive a “test call”, please respond to switchboard on request; this is important and part of the wider Trust policies.

Private Pin Numbers – An application form can be obtained from switchboard staff for a pin number, which allows personal calls to be made via a hospital telephone system extension. There is no call bar, all numbers are permitted. Individuals are billed monthly through the payroll at a cost. All work related calls should be made from hospital extension numbers and not from accommodation numbers.

Breach of Confidentiality – Whilst the use of USB memory sticks is now common, **under no circumstances** is it acceptable to use such devices for the storage of patient identification data. Anyone found to be using USB memory sticks for the storage of patient data is in breach of the Data Protection Act, the Caldecott principles and the Trust confidentiality policies and therefore you will become subject to the Trust disciplinary procedure.

Information on the IG policy can be found here:

<https://www.sashnet.sash.nhs.uk/new-starters>

Information on any HR Policies can be found here:

<https://www.sashnet.sash.nhs.uk/workspaces/employee-relations>

Accommodation – For all queries about accommodation please ring extension 6516 before 2pm and you will speak to Accommodation Officers Jo Watson or Linda Tobitt. We are occasionally able to provide onsite accommodation for Twilight shifts when on the medical on call. Please contact Claire Parsonage (claireparsonage@nhs.net) who manages the accommodation for medical students, for more information.

Dress code – General Presentation and Appearance

<u>DESCRIPTION</u>	<u>Dos and DON'Ts</u>
Uniform / general workwear	Clothes need to be tidy and freshly laundered e.g. free from obvious dirt, stains and odours
Badges	Maximum of three professional badges
Beards	Short, neatly trimmed or tidily secured
Belts	Buckles cannot be worn when participating in direct patient care
Cardigans / jumpers / fleeces	Not to be worn when providing direct patient care in clinical areas
Chewing gum	Staff are not permitted to chew gum whilst on duty
Facial / body piercings	Visible nose/ tongue studs not permitted (to be removed whilst on duty). If a member of staff has piercings for religious or cultural reasons, they must be covered
Hair	Clean, neat and tidy Long hair should be tied back, above the collar when working in clinical setting and should not require frequent re- adjustment Head wear worn for religious purposes are permitted
Jewellery	Jewellery should be discreet, appropriate, not cause offence or be a health and safety hazard Clinical staff must not wear items of jewellery, other than: <ul style="list-style-type: none"> ▪ 1 pair of stud earrings ▪ Wedding band Necklaces must not be worn
Make-up	If worn, should be minimal/unobtrusive
Nails	Clean and well-manicured. For clinical staff, nails must be short and unvarnished. Artificial nails should not be worn in clinical areas
Tattoos	Visible tattoos are to be discouraged and where present should not be offensive to others Where they may be deemed to be offensive they should be appropriately covered
Theatre scrubs	Are only allowed outside of the theatre clinical area when seeing patients. Please do not remove burgundy and pale blue scrub suits from the hospital. Do not wear scrubs in the restaurant
Ties	Not to be worn in clinical areas
Tights / stockings	Black/Natural
Socks	Dark
Watches	Wrist watches must not be worn in clinical areas

Library Information

Hello and welcome to



Evidence Alerts



Keep up to date with latest guidelines, policy documents and summarised evidence

Sign up for  **KnowledgeShare**
our targeted current awareness service



Surrey and Sussex Healthcare

NHS Trust

East Surrey Hospital

Tel: 01737 768511

Enquiries & renewals: x 6056

library.esh@nhs.net

Mon, Thur, Fri 9am - 5pm
Tue, Wed 9am - 6:30pm



Crawley Hospital

Tel: 01293 600368

Enquiries & renewals: x 3368

librarycrawley@nhs.net

Mon-Thur 9am - 5pm
Fri 9am - 4pm



Ask about
24hr access



www.surreyandsussexlibraryservices.nhs.uk

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BMJ Case Reports

Collection of cases to locate
information on common and
rare conditions

Contact us for the **Fellowship
Code** if you are submitting a case

Useful telephone numbers

Title	Name	Contact number	Email address
Surrey & Sussex NHS Trust Post Graduate Medical Education			
Director of Medical Education	Sarah Rafferty	01737 768511 ext 2927	sarahrafferty@nhs.net
Strategic Medical Education Manager	Tina Suttle-Smith	01737 768511 ext 6615	tina.suttle-smith@nhs.net
Deputy Medical Education Manager	Victoria Bates	01737 768511 ext 6617	victoria.bates3@nhs.net
Main Reception	Chris Coldham	01737 768511 ext 1722	sash.pgrec.eastsurrey@nhs.net
GP Medical Education Administrator	Iain Buchanan	01737 768511 ext 2936	iainbuchanan@nhs.net
Foundation Medical Education Administrator	Caroline Pusey (Kari)	01737 768511 ext 2937	foundation.sash@nhs.net
Undergraduate & Dental Education Administrator	Claire Parsonage	01737 768511 ext 6623	claireparsonage@nhs.net
SaSH Training Courses	Clare Leonard	01737 768511 ext 2943	clare.leonard1@nhs.net
Study Leave Co-ordinator	Lynsay Norris	01737 768511 ext 2938	sash.studyleave@nhs.net
Medical Resourcing			
Medical Resourcing & Workforce Manager	Louise Wilson	01737 768511 ext 2455	louise.wilson6@nhs.net
Medical Resourcing Co-ordinator	Lesley Harmer	01737 768511 ext 6624	lesley.harmer@nhs.net
Medical Resourcing Co-ordinator	Hilda Williams	01737 768511 ext 6860	hildawilliams@nhs.net
Medical Resourcing Co-ordinator	Ashleigh Alexander	01737 768511 ext 1248	ashleigh.alexander@nhs.net
Medical Workforce Specialist – Jnr Dr Contract	Ami Walsh	01737 768511 Ext 6616	amarylliswalsh@nhs.net
Medical Workforce Specialist – Jnr Dr Contract	Diane Mintrim	01737 768511 Ext 6616	diane.mintrim@nhs.net
General Practice			
GP Programme Director	Dr Terry Conaty	Contact via email only	terry.conaty@nhs.net

Useful telephone numbers

Title	Name	Contact number	Email address
Specialty Rota Co-ordinators			
Anaesthetics	Dr Christie Locke	01737 768511 ext 6046	Christie.Locke@nhs.net
ITU	Dr Alice Myers	01737 768511 ext 6046	alicemyers@nhs.net
Breast	Eleanor Kinch	01737 768511	abbie.pennington@nhs.net melissa.scott4@nhs.net
Emergency Department - A&E	Dr Csaba Dioszeghy Estelle Rock	01737 768511 ext 6075	Csaba.Dioszeghy@nhs.net Estelle.Rock@nhs.net
ENT	Magdalena Malik	01737 768511	Magdalena.Maik@nhs.net
Medical & Care of the Elderly	Dr Nayeem Khan Dr Martin Dachsel	Contact via email only	Nayeem.Khan@nhs.net rdachsel@nhs.net
Obstetrics & Gynaecology	Mrs Hina Gandhi	Contact via email only	hina.gandhi1@nhs.net
Ophthalmology		Contact via email only	christopher.treloar@nhs.net
Paediatrics		Contact via email only	eshpaedsrota@gmail.com debbiepullen1@nhs.net
Psychiatry- Surrey & Borders Partnership	Alison Edge	01372 216223	Alison.edge@sabp.nhs.uk
Psychiatry- Sussex Partnership	Jane Low or Maria McKenna	01323 414943 ext 4575	Jane.low@sussexpartnership.nhs.uk Maria.mckenna@sussexpartnership.nhs.uk
Surgery	Eleanor Kinch or Chris Brown	01737 768511	eleanor.thomas7@nhs.net abbie.pennington@nhs.net melissa.scott4@nhs.net
Trauma & Orthopaedic		Contact via email only	orthopaedic.shos@nhs.net Craig.Davies@nhs.net
Urology	Magdalena Malik	01737 768511	Magdalena.Maik@nhs.net
Foundation			
FY1 Programme Director	Dr Sunil Zachariah	Contact via email only	Sunil.Zachariah@nhs.net
FY2 Programme Director	Dr Kofi Nimako	Contact via email only	k.nimako@nhs.net

Duty of Candour


Surrey and Sussex Healthcare
NHS Trust


Being Open and Duty of Candour Policy

Main points your staff need to know




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- **How to access the policy**
On the intranet policy and the risk management pages; from line and service / department managers
- **Their responsibilities**
These will differ depending on the staff members job role; involvement in the patients clinical care; whether they are a manager or not
- **Background**
 - Duty of Candour – Regulation 20 is part of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
 - It came into force for NHS bodies on the 27th November 2014
 - The Regulation promotes principles of 'Being Open' and formalises the process

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➤ Definitions

Term	Meaning
Notifiable Safety Incident	Any unintended or unexpected incident that occurred in respect of a service user during the provision of a regulated activity that, in the reasonable opinion of a health care professional, could result in, or appears to have resulted in- a)the death of the service user, where the death relates directly to the incident rather than the natural course of the service user's illness or underlying condition, or b) severe harm, moderate harm, prolonged pain or prolonged psychological harm to the service user
Severe Harm	A permanent lessening of bodily, sensory, motor, physiologic or intellectual functions, including removal of the wrong limb or organ or brain damage, that is related directly to the incident and not related to the natural course of the service user's illness or underlying condition
Moderate Harm	a)Harm that requires a moderate increase in treatment , and b) Significant, but not permanent, harm
Moderate Increase in Treatment	An unplanned return to surgery, an unplanned re-admission, a prolonged episode of care, extra time in hospital or as an outpatient, cancelling treatment, or transfer to another treatment area (such as intensive care)
Prolonged Psychological Harm	Psychological harm which a service user has experienced, or is likely to experience, for a continuous period of at least 28 days
Prolonged Pain	Pain which a service user has experienced, or is likely to experience, for a continuous period of at least 28 days

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➤ Timeframes

- All incidents should be initially reviewed by the manager within 2 working days to confirm the level of harm
- Initial conversation within 10 working days of incident or sooner where possible
- Formal letter summarising the initial conversation within 2 working days after initial conversation
- Final contact / conversation within 5 working days of approval of investigation report internally

➤ Initial Conversation

This must be in person; include an apology; be factual; advise possible long/short term effects; advise what further investigations will be undertaken; offer opportunity for the patient to add comments/questions

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➤ **Written Records**

Documentation of the process is crucial in the patient notes and Datix fields. Unsuccessful attempts to make contact and refusal to engage by the patient should also be documented

➤ **Follow Up Contact**

The nominated Trust Duty of Candour representative should agree the level of on-going contact at the initial conversation and exchange contact details

➤ **Final Contact / Conversation**

After completion of the investigation, feedback should take the form most acceptable to the patient. It is good practice to meet and go through the report with the patient

➤ **Staff Information and Guidance**

Available on the intranet and includes; checklists; template letters; Datix fields guidance; process flowchart; action cards

Serious Incident Management

NHS

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**Incident Management including
Serious Incidents (SIs) Policy**

**Main points your staff need to
know**

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NHS

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➤ **How to access the policy**

On the intranet policy and the risk management pages; from line and service / department managers

➤ **Their responsibilities**

These will differ depending on the staff members job role; involvement in the incident; whether they are a manager or not

➤ **Immediate Actions**

- To the best of their ability and not allowing their own safety to be compromised, ensure the environment for patients and staff is made safe
- Take immediate local actions to manage the situation; report to immediate supervisor / person in charge at time of incident

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➤ Reporting Timeframes

- Report incident via DatixWeb **before** the end of the shift / working day
- All major and extreme patient harm incidents are uploaded by the risk team to the National Reporting and Learning System (NRLS) within 2 working days
- All confirmed Serious Incidents (SIs) are reported via the Strategic Executive Information System (STEIS) and the Clinical Commissioning Group (CCG) are notified by the risk team within 2 working days

➤ Support for Staff

- All staff affected by an incident will receive support and advice from their line manager
- The Trust endeavours to provide resources to support informal or formal de-briefing of staff and teams
- Staff can also access the 24 hour confidential advice line

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➤ **Type of Incident / Level of harm**

- All types of incidents are reported via DatixWeb
- Near miss and no harm incidents must also be reported
- The incident must be clearly explained, factual and include enough information to assist any investigation
- The level of harm to the person affected by the incident, be that a patient, staff member or visitor, should be clearly indicated
- All levels of harm to a patient confirmed as moderate or above will need to follow the **Duty of Candour** process

➤ **Reporting Incidents to External Agencies**

A number of external agencies require onward incident reporting e.g. the Coroner; Care Quality Commission (CQC); Health and Safety Executive (HSE); Medicines and Healthcare Products Regulatory Agency (MHRA); Environment Agency; Human Tissue Authority (HTA); NHS Protect

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➤ **Timeframe and Level of Investigation**

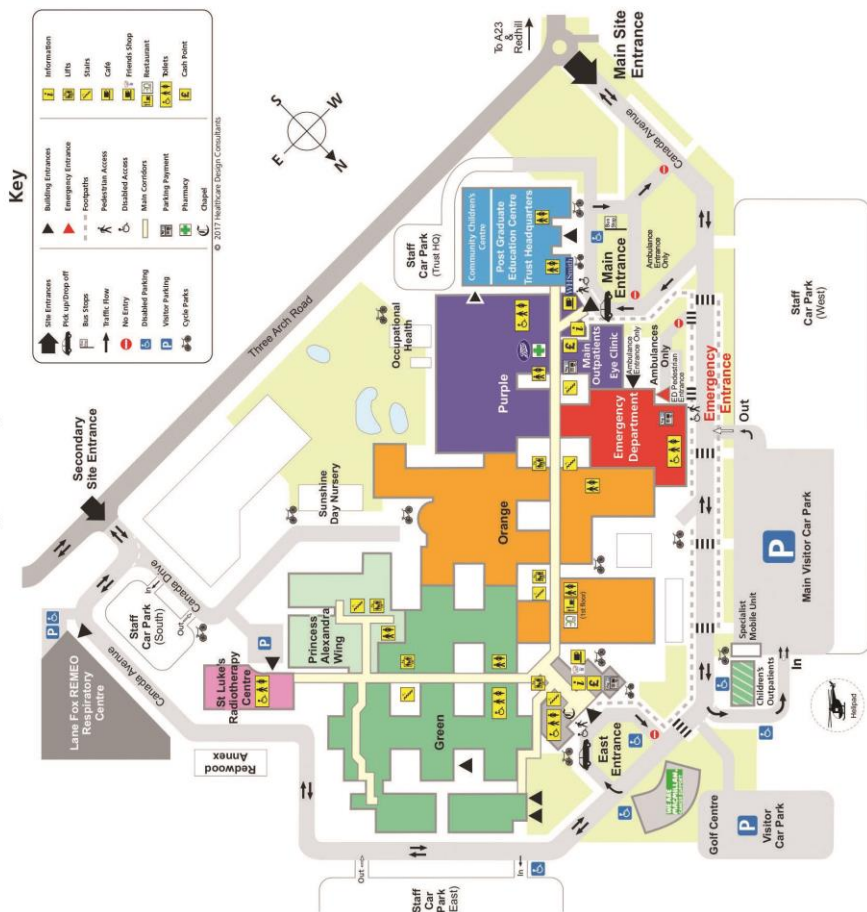
- All incidents should be initially reviewed by the manager within 2 working days to confirm the level of harm
- **Local investigations** – those incidents graded as **green** require local ward/department based investigation within **10 working days**
- **Concise investigations** – those incidents graded as **amber** require a full Root Cause Analysis (RCA) investigation within **25 working days**
- **Comprehensive investigations** – those incidents graded as **red** are Serious Incidents (SIs) they include Never Events and require a full RCA investigation within **60 working days**

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East Surrey Hospital

Map of Hospital



 This is a No Smoking environment

Clinics and Departments	Non-Cancer	Cancer
Admissions	1	G
Anaesthesia Day Unit	1	G
Audiology (Outpatients)	1	G
Blood Tests	1	G
Cardiology	1	G
- Angiography Suite	1	G
- Cardiac Investigations	1	G
- Coronary Care Unit (CCU)	1	G
- Surgery and Sussex Heart Centre	1	G
Chemotherapy Suite	1	G
Child Assessment Unit (CAU)	1	G
Children's Outpatients	1	G
Child's Outpatients (CAU)	1	G
Chipped Outpatients	1	G
Cytology	1	G
Dental and Maxillofacial	1	G
Dermatology	1	G
Dietetics	1	G
Early Pregnancy Unit (Bookham)	1	G
EG Unit	1	G
Emergency Department	1	G
Emergency Suite	1	G
Endoscopy Unit	1	G
Eye Clinic (Main Outpatients)	1	G
Fracture Clinic	1	G
Gynaecological Unit (Bookham)	1	G
Gynaecology Outpatients	1	G
Hematology	1	G
Kingfisher Unit	1	G
Lane Lane REMED Respiratory Centre	1	G
Outpatients (Main)	1	G
Pathology (Reception)	1	G
Pendleton Unit	1	G
Pre-assessment	1	G
ST Luke's Radiotherapy Centre	1	G
Surgery Centre	1	G
Therapies	1	G
- Chiropractic	1	G
- Occupational Therapy	1	G
- Physiotherapy	1	G
- Podiatry	1	G
- Speech and Language Therapy	1	G
Trauma and Orthopaedic	1	G
Ultrasound (Obstetrics)	1	G
Urology Investigation Suite (Main)	1	G
X-ray Diagnostic Imaging	1	G
- CT and MRI Scans	1	G
- Mammography	1	G
- Nuclear Medicine	1	G
- Ultrasound (General)	1	G
- X-ray Emergency/GP/Dental	1	G
DEXA and MRE (Extremity) Scans	1	G