

**NEW STARTER
WELCOME PACK**

**GIVING YOU A HIGH
QUALITY
INTRODUCTION TO
NHS ENGLAND**



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Welcome to NHS England

We want NHS England to be an excellent organisation where people want to work, where staff are proud of what they do, and feel valued and looked after.

Read our 5 Year Forward View (found in useful links page) to get an idea of what we are aiming to achieve and how we are going to do it.

Walk in the shoes of the people we serve. Think like a patient, act like a taxpayer

Simon Stevens, NHS England CEO



NHS Constitution – underpins all we do

What is the NHS Constitution?

For the first time in the history of the NHS, the constitution brings together in one place details of what staff, patients and the public can expect from the National Health Service. It also explains what you can do to help support the NHS, help it work effectively, and help ensure that its resources are used responsibly.

The NHS belongs to the people

The NHS is there to improve our health and well-being, supporting us to keep mentally and physically well, to get better when we are ill and, when we cannot fully recover, to stay as well as we can to the end of our lives. It works at the limits of science – bringing the highest levels of human knowledge and skill to save lives and improve health. It touches our lives at times of basic human need, when care and compassion are what matter most.



THE NHS
CONSTITUTION
the NHS belongs to us all

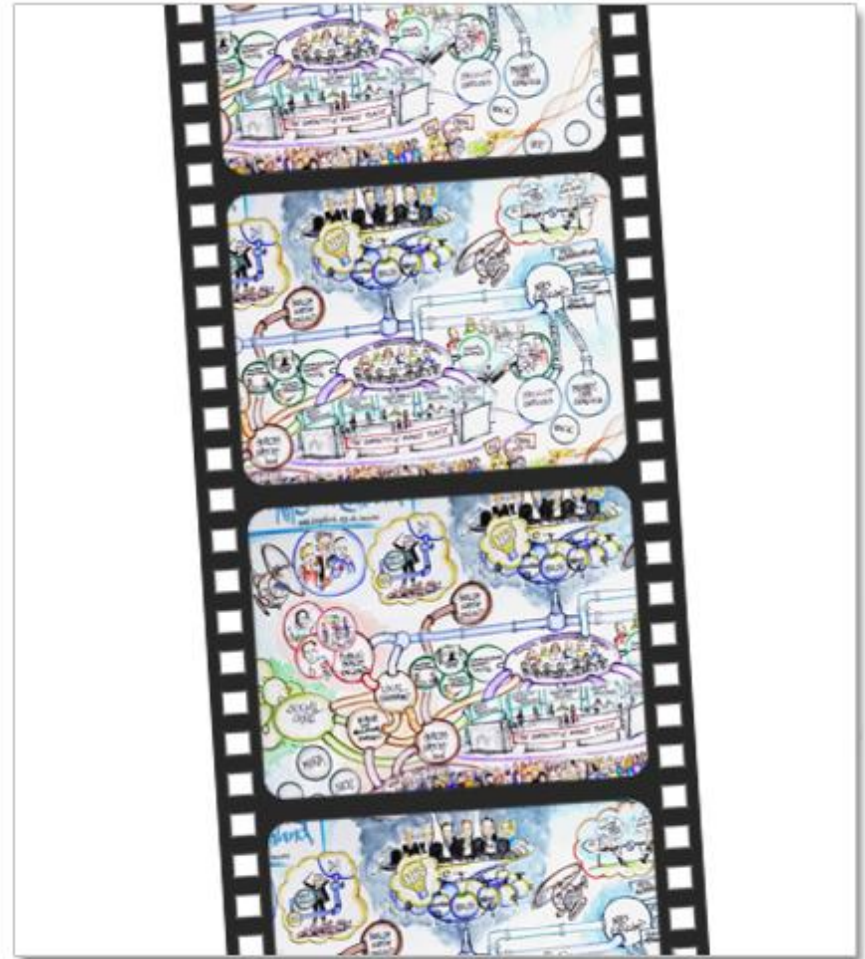


The new healthcare system in England

The UK Government has overhauled the way the NHS in England works. The centrepiece of the reform is the Health and Social Care Act 2012.

Click on the link below to find out how the new healthcare system works and what is NHS England's role within that:

[King's Fund Video](#)



Our mission statement – how it flows

“High quality care for all, now and for future generations”



Please click [here](#) to view our **vision and purpose and our values and behaviours**.

NHS National Directors



Sir Malcolm Grant - Chair

Provides strategic leadership and ensures proper governance for NHS England.



Simon Stevens – Chief Executive

Leads the NHS work nationally to improve health and ensure high quality care for all.



Professor Sir Bruce Keogh – National Medical Director

Continuously improving the quality and productivity of services and outcomes through clinical leadership and influence. Much of this is led by the NHS Outcomes Framework.



Jane Cummings

Chief Nursing Officer for England - Drives quality and better outcomes for patients by leading on and embedding the principles of quality, patient safety and patient experience.



Paul Baumann– Chief Financial Officer

Provides financial management service ensuring NHS England is well advised and provided with excellent financial services at all times.



Matthew Swindells – National Director Operations and Information

The implementation and delivery 'arm' of NHS England – putting into practice commissioning strategy developed by other NHS England directorates.



Ian Dodge – National Director Commissioning Strategy

Ensures that NHS Commissioning drives improvement in health outcomes.

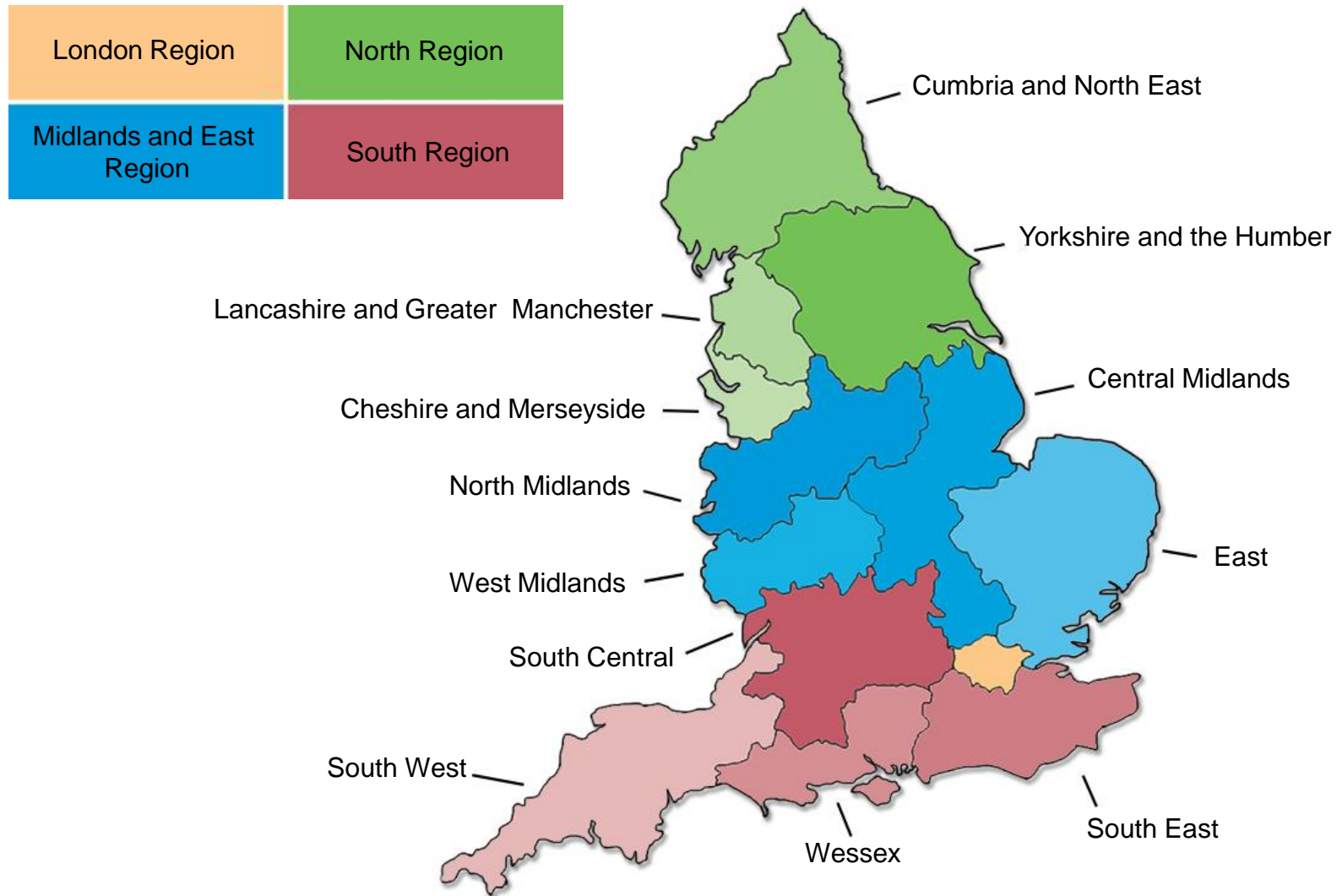


Karen Wheeler CBE – National Director Transformation and Corporate Operations

Responsible for leading a range of enabling corporate functions which support the effectiveness and efficiency of NHS England.



NHS England regions



Your responsibility as a new starter

- Make the most out of your induction period by using the information and links in this pack to find out further information.
- Visit the suggested pages of the intranet and familiarise yourself with NHS England's vision and purpose and our values and behaviours.



Our expectations of you

To do your job well with care and compassion for others, and constantly look to improve how you do your job.

To seek regular feedback from colleagues on how you are doing, and to provide honest and constructive feedback to others.

To share information, be open and transparent; use evidence to make decisions; do not jump to conclusions.

To value diversity; listen, respect, and learn from colleagues; challenge bad behaviour, unfairness and inequality.

To be positive and proactive; support colleagues, welcome constructive challenge; seek out innovation and be open to new ideas.

Complete and pass the organisation's Mandatory and Statutory Training (MaST) modules

To consistently think about how what you are doing makes a difference to patients and to clinicians, and staff working at the front line.

To co-operate with and help colleagues and teams to get things done; to work in partnership with others for the benefit of patients, carers and communities.

To develop yourself and to help develop others.

"WE ARE OPEN AND
TRANSPARENT"

"WE LISTEN
AND LEARN"

"WE THINK LIKE
PATIENTS AND ACT
LIKE TAXPAYERS"

"WE PRIORITISE
PEOPLE IN EVERY
DECISION WE MAKE"

"WE VALUE
COMPASSION"

"WE BELIEVE
EVERYONE
COUNTS"



What you can expect in return

To be treated with care and compassion; to be encouraged to learn, be creative and take risks.

To work in high quality teams; to have access to flexible and agile working and for there to be a genuine concern for your health and wellbeing.

To receive support to volunteer in health/social care organisations, charities and voluntary organisations.

To be valued for who you are, the diversity and difference you bring and the contribution you can make, and to be treated with respect.

To have access to resources and information to help you do your job well.

To be involved in building a shared vision, ambition and sense of direction; decisions that affect your job; to have your ideas listened to

To be trusted to use your experience, skills and knowledge to do your best for patients and communities; to be supported when you challenge poor performance; to improve your performance, as well as to receive recognition when you perform well.

To receive development to do your job well and to develop your career.

To receive constructive feedback and challenge.



Diversity and inclusion

At NHS England we **celebrate and champion diversity** by recognising peoples' backgrounds, ideas and skills in all that we do. We want to ensure we are taking action to improve diversity, and build an inclusive culture where everyone counts.

We know that where a NHS workforce is representative of the communities it serves, patient care and experience is improved. To help improve staff experience within NHS England we have created staff networks that support a fairer and more diverse NHS for everyone. The networks offer a place to come together, share experiences and facilitate learning as well as tackling issues for underrepresented groups and individuals.

To find out about our staff networks contact:

- [Black and minority ethnic network](#)
- [Lesbian gay bisexual and trans network](#)
- [Disability and wellbeing network](#)
- [Women's Development Network](#)
- Or search 'staff networks' on our intranet



Safeguarding

What is safeguarding?

Safeguarding is the action that is taken to promote the wellbeing, welfare and safety of children, young people and adults, who may be vulnerable to harm, this work includes colleagues, family, patients, carers and the public.

Safeguarding means:

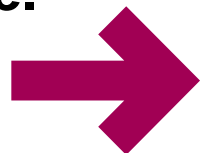
- Protecting children, young people and adults from abuse and maltreatment.
- Preventing harm to children, young people and adult's emotional and physical health and development.
- Ensuring that children, young people and adults live in safe environments.
- Take action to ensure that any abuse or harm is identified to the right services.
- Take action to enable children, young people and adults achieve the best outcomes.

We all have a duty to safeguard our colleagues, patients, carers, the public, ourselves and our families.

If there is something not right about a situation say something.

Safeguarding is everyone's business

For more information please access the NHS England Safeguarding policies on the safeguarding SharePoint page.



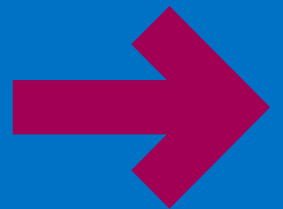
Trade unions and partnership working

- NHS England seeks to be an exemplar employer and is committed to the best standards of employment practice and is working with the trade unions to achieve this aim.
- NHS England recognises the importance of [partnership working](#) in making this an excellent place to work and actively encourages its staff to become members of a recognised trade union. Through their Unions staff are encouraged to become engaged in our developing partnership arrangements at all levels.
- If you are a member of a trade union please click on the following links to make contact with the union so that they can update their records of staff now working for NHS England: [British Medical Association \(BMA\)](#); [Public and Commercial Services Union \(PCS\)](#); [Royal College of Nursing \(RCN\)](#); [UNISON](#); [Managers in Partnership \(MiP\)](#); [Unite the Union](#). If you are not a member of a trade union recognised by NHS England then further information about joining can be obtained by following the relevant link: [BMA](#); [PCS](#); [RCN](#); [UNISON](#); [MiP](#); [Unite the Union](#).

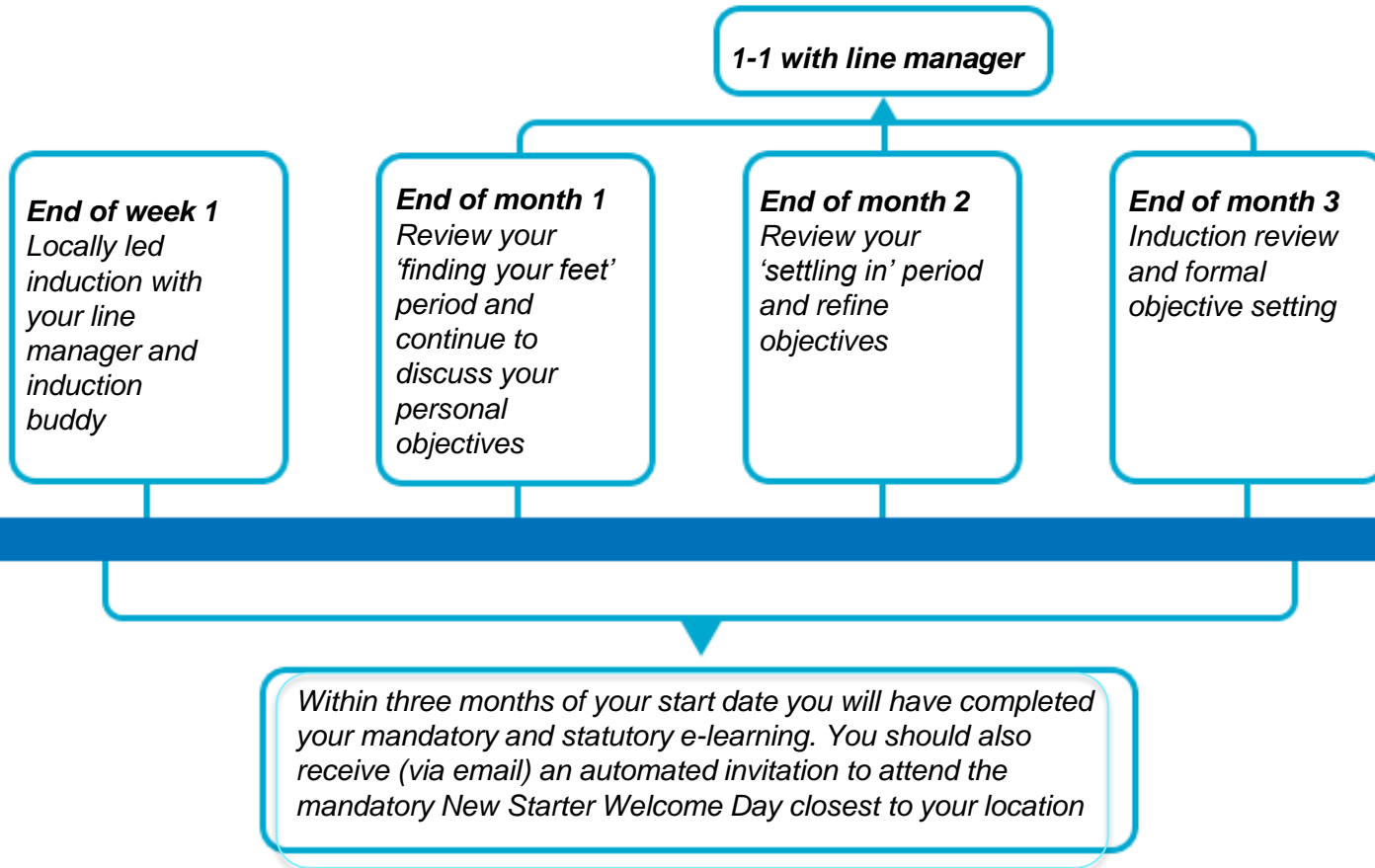


Induction period – 3 months

Finding your feet
Settling in
Review

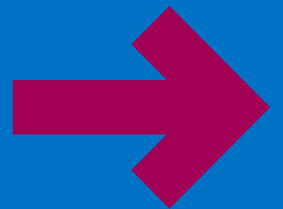


Induction period – timeline



Week one

Finding your feet



Week one – finding your feet



Meet your office colleagues, key contacts and your induction buddy. If an induction buddy is not assigned, make your manager aware of this so they can assign you a buddy



Familiarise yourself with the office and have an office tour including health and safety, fire evacuation procedure and housekeeping



Have an initial induction meeting with your line manager, which will cover:

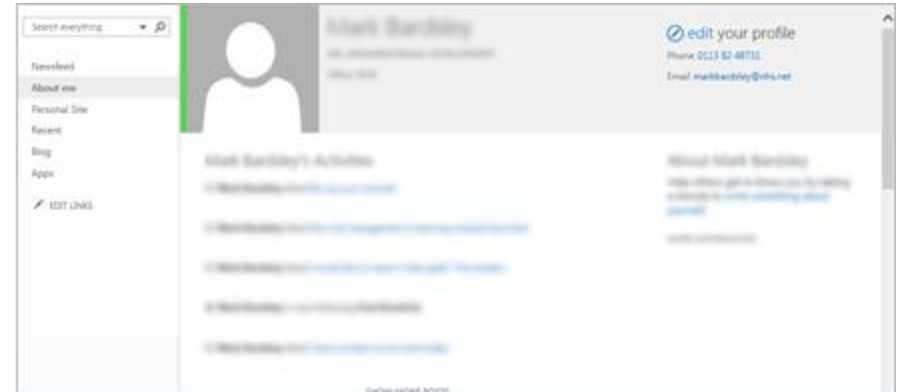
- The vision and purpose, values and behaviours of NHS England
- Expectations of each other and the way we work
- Objectives and key priorities for the immediate team
- Agreeing some initial objectives for yourself
- Internal support available to help support Wellbeing



Week one – finding your feet

The screenshot shows the 'New Employee Form - Part A - Offer Details & New employee information' from NHS England. It includes a red banner with instructions: 'complete Part A for Offer and pre-employment checks. All checks must be completed before start date. On the employee's first day at work complete Part A & B, and separate Bank Details Form.' The form is divided into two main sections: 'Organisation Details' and 'Employee Details'. 'Organisation Details' includes fields for 'Directorate or Region' and 'Area Team'. 'Employee Details' includes fields for 'Title', 'Gender', 'Marital Status', 'Home Tel No.', 'First Name(s)', 'N.I. No.', 'Mobile No.', 'Surname', 'Date of Birth', 'Preferred Forename/ Known as', and 'Middle Name (s)'.

If you haven't already, ensure you complete your New starter form with your line manager who should upload it via the Document Transfer Service.



Register for the intranet, update your profile and add a photo



Familiarise yourself with Values hub and 5 Year Forward View

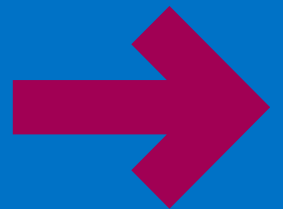


Ensure you upload you bank account details via ESR Employee Self Service.



Monthly milestones

Finding your feet
Settling in
Review



By the end of month one – finding your feet



Familiarise yourself with the intranet – read key policies and relevant documents



Build working relationships and networks to enable you to make sense of your role



Start mandatory and statutory e-learning once LMS login received



Your line manager will have completed all relevant paper work which will trigger your New Starter Welcome Day invitation



First discussions on your personal objectives and how they link in with the team's objectives and key priorities



Hold weekly one to ones with your line manager to check your progress.



By the end of month two – settling in



Complete the mandatory and statutory e-learning if you haven't already done so



Attendance at the New Starter Welcome Day if you've not already done so



Complete the Values and Behaviours e-learning module on the LMS



Weekly one to ones with your line manager to check how you are settling in



Review your initial objectives, record these on the PDR system and work towards becoming fully established in your role



By the end of month three – review



Complete mandatory and statutory e-learning



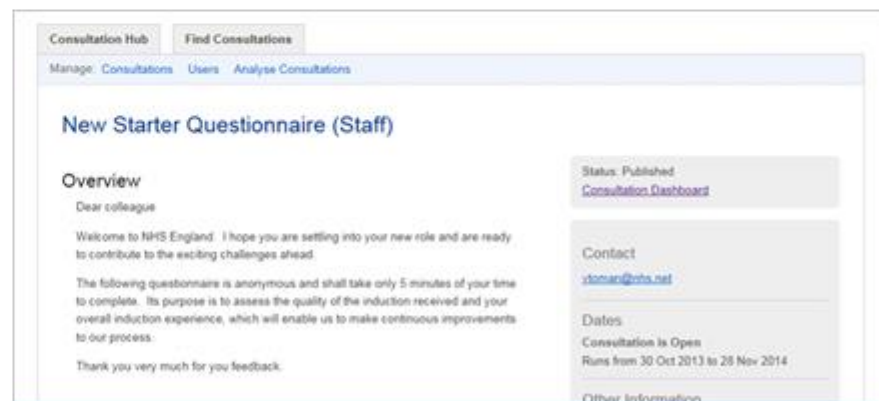
Attend New Starter Welcome Day if not already done so



Complete a range of key induction meetings



A one to one with your line manager to review the induction period and agree formal objectives and personal development going forward



Complete the induction feedback questionnaire (see next page)



Induction feedback– questionnaire

Consultation Hub

Find Consultations

Manage: Consultations Users Analyse Consultations

New Starter Questionnaire (Staff)

Overview

Dear colleague

Welcome to NHS England. I hope you are settling into your new role and are ready to contribute to the exciting challenges ahead.

The following questionnaire is anonymous and shall take only 5 minutes of your time to complete. Its purpose is to assess the quality of the induction received and your overall induction experience, which will enable us to make continuous improvements to our process.

Thank you very much for you feedback.

Paul Harrison
Director of Organisational Development

Status: Published
[Consultation Dashboard](#)

Contact
yroman@nhs.net

Dates
Consultation is Open
Runs from 30 Oct 2013 to 28 Nov 2014

Other Information
Audience:
All NHS England Staff
Interests:
NHS England

We are always seeking ways to improve our induction experience for staff to ensure that those new to our organisation have the best possible start. Please take a moment to complete our [feedback questionnaire](#) to help us improve our induction for future new starters.

Important Information

It's really important that you get set up on our corporate systems, so please follow these tips:

- Ensure you submit your New Employee Form to your line manager, if possible at least 2 weeks before you commence employment. If you don't already have an nhs.net email address your manager will need to request it as part of the IT starter process. Once they have received it you can enter it on your New Employee Form.
- Once you've started you should receive an email asking you to log on and enter your bank details on ESR Employee Self Service. **It's vital you act on this** and enter these details as soon as possible.
- If you need to claim expenses as part of your role you can then register at www.sel-expenses.com using the Forgotten Details link and your nhs.net email address.
- Around one week after you're set up on ESR you'll be set up on the Learning Management System (LMS) allowing you to complete your MaST and review other training available.
- Once produced your payslip will be available on-line via ESR Employee Self Service. Please ensure you *Request Internet Access* in ESR, you can then access from anywhere in the UK via <https://myess.esr.nhs.uk>
- For any support with these systems please email england.workforcesystems@nhs.net



Useful Links and Contacts

- Performance development review scheme [Click here](#)
- For general IT queries contact the Atos Open Service helpdesk on 0203 0021019, internal number 50555 or openservice@atos.net
- For building passes for Quarry House email qh.buildingpasses@nhs.net and for Skipton House email facilities.helpdesk@dh.gsi.gov.uk
- For access to HR policies [click here](#). HR queries to england.hrqueries@nhsbsa.nhs.uk.
- To access mandatory and statutory training on the LMS [click here](#)
- More information on learning and development opportunities, [click here](#)
- For information about wellbeing and corporate social responsibility [click here](#)
- If you haven't received your IT or telecoms equipment, check that your line manager has completed the IT kit form (at least 10 working days prior to start date). [click here](#) to access the form to order kit.
- Access to the Electronic Staff Record (ESR) where you can load your bank account details [click here](#)
- Guidance on NHS England's Visual Identity [click here](#)
- For support with any Workforce system, incl. Electronic Staff Record (ESR), e-expenses, PDR and Learning Management System, please contact england.workforcesystems.@nhs.net



Background information on:

- [NHS England](#)
- [5 Year Forward View](#)
- [Our Vision and Purpose](#)
- [Commissioning](#)
- [NHS Constitution](#)
- [NHS Outcomes Framework](#)
- [Regions](#)
- [Acronym guide](#)
- [Publications Gateway](#)

Directorates:

- [Medical](#)
- [Nursing](#)
- [Finance](#)
- [Commissioning Strategy](#)
- [Commissioning Operations](#)
- [Transformation and Corporate Operations](#)

