



North Central London  
Clinical Commissioning Group

# Directorate Staff Briefing

28 July 2021

# In this briefing. . .

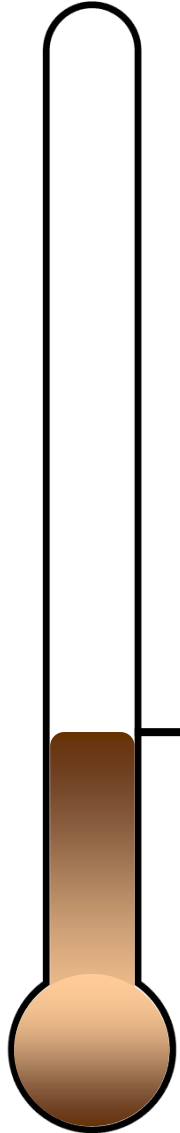
- See ME First – ‘pledgeometer’
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- Some reminders

# See ME First – your pledge

- Thank you to the 39 staff who have made their pledges so far
- We would love to get this number higher
- On the next slide are a few examples of pledges made by our staff (we have their permission to share them)
- To make a pledge and show your support, [please visit the intranet](#) and complete the pledge form



# 'See ME First' Pledges



39  
Pledges

Whilst I have disabilities, they define me only to those who seek easy labels and lack perception. I have spoken truth to power and received its backlash; and surmounted obstacles across the decades. If I can continue to assist the formation of a critical mass – happy to help (badged or not)!

An open pledge helps me to live my principles, be part of the future we are trying to create and encourage others to take action. I think See ME First is a great initiative and am proud to be part of it.

I would like to continue to speak up on behalf of those who feel they do not have a voice (1) I will challenge the system for all cultures (2) I will educate other around bias (3) I will continue to educate myself.

I am committed ensuring all staff feel valued and respected, recognising them as individuals and the value we all have working together collectively. I will work to raise awareness of and challenge and influence where we need to make changes to ensure all colleagues are listened and valued at work.

I have experienced discrimination in both my work and personal life and it is wrong, hurtful and unfair. I believe no-one should experience this and I am passionate that everyone deserves to be treated fairly, kindly and with dignity and respect.

Great to support a campaign which recognises and promotes our common humanity and that we should all be judged on the contents of our character, rather than the colour of our skin. It is a unifying campaign, which seeks to emphasise our similarities and bring us together rather than play upon our differences.

I want to help to build a culture where all staff are valued and treated with dignity and respect. I pledge to treat people fairly, to value them and to help people reach their potential, regardless of their background. .

# Staff survey action plan update

- Lots of work has taken place over the last few months to respond to what we heard in the staff survey. Our action plan has now been updated to show our progress.
- Highlights include:
  - Development and publication of the [‘How we Work’](#) document that describes how the CCG will function and deliver our priorities this year.
  - ‘In Conversation’ events held with all staff (April and July); events will continue quarterly
  - A big focus on our staff wellbeing programme, including Time For You week
  - ‘Ask EMT’ drop-in sessions set up to allow staff to meet and directly ask directors questions
  - Establishing and publicising CCG values that create a more inclusive culture
  - Development and promotion of bite size learning and awareness sessions for staff
  - Starting work to introduce staff Mental Health and Wellbeing Champions and Freedom to Speak Up Ambassadors
- The updated action plan is available [on the intranet](#)
- We will shortly be conducting a mid-year ‘pulse’ survey to see how we are doing to address the views and feedback you shared in the national staff survey

- A number of courses and development opportunities for staff are currently being planned and will be available from September onwards.
- The training courses will be grouped in the following areas: essential skills for managers; all staff training courses; health and wellbeing; and diversity and inclusion. The courses to be rolled out are based on feedback from staff survey discussions and will incorporate learning needs from appraisal discussions.
- The following topics are examples of the courses that are going to be rolled out:
  - Having effective challenging conversations
  - Making meetings matter: chairing and managing meetings effectively
  - Utilising Microsoft Teams more effectively
  - Building effective teams
  - Micro aggressions and behaviours
  - LGBTQ+ and intersectionality
  - Unconscious bias, and equality and human rights
- Larger programmes are also being developed such as shadowing and reciprocal mentoring which will engage all levels of the organisation.
- The full training programme will be shared with staff in August via the staff newsletter and on the [Learning Hub page](#) on the intranet in order for staff to book places as dates are scheduled. If you have any questions/suggestions, please email [Nclccg.od@nhs.net](mailto:Nclccg.od@nhs.net)

# Time For You next steps

- We hope everyone saw the [email from EMT](#) on Monday outlining the next steps they've agreed following the success of Time For You week in June, including:
  - Introducing on a longer-term basis no internal meetings to take place between 12:30 and 1:30 from Monday 6 September (so that any meetings already in the diary for the summer don't necessarily have to be rearranged)
  - Continuing to think about how we use 'cc' in emails and replying to all
  - An opportunity to take part in a 'Randomised Coffee Meet' to connect us to those who we would not normally get the chance to meet and have a conversation with – email [amina.anttila@nhs.net](mailto:amina.anttila@nhs.net) if you would like to be involved.
  - Reminding staff about the need to take regular breaks and encouragement from EMT to make the principles of 'Time For You' work for you
- To read the full update, [please visit the intranet](#)

# COVID-19 vaccination update



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- To date we have given over 1.7 million jabs in NCL, including over 4,300 people who were vaccinated at a pop up event at Spurs on 18 July. With rising cases, our focus on vaccinating people in NCL continues. Our walk-in clinic list is [available here](#).
- Planning is underway for phase three of the programme (giving booster jabs): concentrating on the vaccination of those cohorts the JCVI (joint committee on vaccination and immunisation) deem most vulnerable, alongside regular seasonal flu jabs.
- We're using all of our public communications channels to regularly remind people second jabs can be given a minimum of 56 days (eight weeks) after first. The message is clear: we're really pleased so many people are keen to receive the benefits of full vaccination as early as possible, but the JCVI rules have to be followed. We are also very clear in our communications that abuse of our staff and volunteers is never acceptable.
- We have also been supporting the national public communications effort to remind people that we still expect face coverings to be worn and other precautionary measures to be followed in our health care settings, despite the relaxation of other rules on 19 July.
- A huge thank you to everyone who has been supporting the vaccination programme.



# Accelerated elected recovery bids

- North London Partners has approved £14.58 million of funding for innovative initiatives that will help to increase elective activity in NCL in the short and medium term, and support wider efforts to address health inequalities and inequities in service access.
- NCL was appointed as an 'elective accelerator system' in the spring by NHS England, providing us with additional support and funding to help tackle the impact of the COVID-19 pandemic on waiting lists for planned hospital care.
- Bids for accelerator funding were invited from across NCL's health and care system. Of the 88 bids received, 47 have been approved. Examples of approved initiatives include:
  - expanding capacity in community phlebotomy services for three months
  - launching a community-led audiology service that will be open to patient self-referral
  - introducing a comprehensive integrated care package to help address the physical, mental, dental, sexual and social needs of refugee families in NCL
  - all three current NCL community gynaecology providers working together to triage referrals on the elective non-admitted waiting list

# Nursing Times award nomination



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- Huge congratulations to the NCL Nurse Educator Team (part of the NCL Training Hub) who have been shortlisted for a Nursing Times 2021 Award for their innovative work introducing remote monitoring in care homes using the Whzan system as a response to the COVID-19 pandemic.
- The project is a collaboration between NCL CCG, the 5 councils in NCL, NCL Training Hub, NEL CSU and NHSX.
- During the pandemic social care providers told the team that they wanted to have a set of tools that evidenced the “soft signs” of deterioration which health care professionals would listen to and that would empower social care staff to challenge when necessary.
- The team’s response was to equip care home staff with the skills to communicate confidently across the health care system. This required training and support to enable staff to detect and act on the signs of deteriorating residents, using soft signs, observations and NEWS2 scores that could be captured using Whzan.
- Feedback from staff is positive and the NHSX evaluation is expected to show a reduction in falls, UTI and head injuries that are admitted to hospital and a reduction in calls to the London Ambulance Service from care homes involved in the project.
- Winners will be announced in October at the Nursing Times Awards.

# Some reminders

- [Ask EMT](#) - Tuesday 3 August at 11.15am – 12pm – all welcome
- [HR drop in sessions](#) – next one is Monday 2 August
- [Conflicts of interest](#) – please complete your annual declaration of interests by Friday 20 August
- [Book your online fire health and safety mandatory training session](#) – this new session needs to be completed by all staff and can be booked through Workforce
- [In Conversation event](#) – slides from last week's staff event are on the intranet
- New starters/leavers – a gentle reminder to let the comms team know when people start or leave so we can update our comms lists and welcome them or wish them well when they join or leave – [Nclccg.communications@nhs.net](mailto:Nclccg.communications@nhs.net)