



North Central London
Clinical Commissioning Group

Directorate Staff Briefing 6 October 2021

In this briefing. . .

- October is Speak Up month - including who can I speak to and the CCG's zero tolerance statement
- Staff survey action plan update
- National staff survey now open
- Staff awards coming soon
- Winter vaccinations update – including flu vaccinations for staff
- New Establishment Control Process coming soon
- New NCL policies
- Call for case studies to show benefits of integrated care
- National hate crime awareness week
- Some reminders and upcoming events

October is national 'Speak Up' month

- The CCG recognises the importance of staff speaking up where there is actual or suspected wrongdoing and supporting staff who do so
- We have put into place a number of measures to strengthen our approach and support staff who speak up, including:
 - The approval of a new Speaking Up (Whistleblowing Policy) – [available on the intranet](#)
 - A bespoke Speaking Up page [on the staff intranet](#) for easy access to information;
 - The appointment of clinical and non-clinical Freedom To Speak Up Guardians;
 - The appointment of three Speak Up Ambassadors;
 - A Speaking Up training session for all staff on 18 October 2021, 10.30am – 12pm. Please see the [Learning Hub](#) on the staff intranet to book your place.

Speaking up - who can I speak up to?

- If you want to speak up about actual or suspected wrongdoing you should speak with your line manager in the first instance if you feel comfortable doing so.
- If you do not feel comfortable, or are not able to, we have a number of other routes to speak up:
 - Freedom To Speak Up Guardians
 - Speak Up Ambassadors
 - Local Counter Fraud Specialists (for concerns about fraud)

Freedom To Speak Up Guardians

- The Freedom To Speak Up Guardians are independent source of advice to staff on speaking up. The Guardians have access to anyone in the organisation (including the Accountable Officer) and, where necessary, outside of the organisation. Staff can contact the Guardians at any stage.
- The Guardians also have a wider role to help protect patient safety and the quality of care, improve the experience of workers and improve learning and improvement by ensuring that workers are supported in speaking up, barriers to speaking up are addressed, a positive culture of speaking up is fostered and issues raised are used as opportunities for learning and improvement;
- The Freedom To Speak Up Guardians are:
 - For Clinical matters: Kay Matthews, Executive Director of Clinical Quality: kay.matthews5@nhs.net
 - For non-clinical matters: Ian Porter, Executive Director of Corporate Services: ian.porter3@nhs.net

Freedom To Speak Up Ambassadors

- The Speak Up Ambassadors are staff volunteers trained to be a point of contact for any CCG worker who wishes to speak up or find out more information about the process.
- They can listen to your concerns, help guide you through the process, sign post you to the right place and/or people and provide impartial support.
- They work closely with the Guardians and can escalate concerns to them where appropriate.
- The Speak Up Ambassadors have recently been appointed and are:
 - Julian Chiew, Primary Care Development Manager: j.chiew@nhs.net
 - Lauren Crawford, Board Secretary: lauren.crawford2@nhs.net
 - Samantha Watson, PA to Marisa Rose: sam.watson7@nhs.net
- We would like to thank the Speak Up Ambassadors for volunteering for these important roles

Speaking up - Concerns about fraud



North Central London
Clinical Commissioning Group

- If your concern is about fraud you can also contact the CCG's Local Counter Fraud Specialists:
 - Matt Wilson
 - Contact: 07484 040 691 / matt.wilson2@nhs.net
 - Kate Harrington-Stillwell
 - Contact: 07778 862 713 / kate.harrington-stillwell@nhs.net

Zero tolerance statement

- To coincide with national Speak Up month, our Accountable Officer, Frances O’Callaghan, has written a statement which sets out the CCG’s zero tolerance approach to harassment, bullying and discrimination.
- In her statement, Frances fully supports and encourages anyone who is experiencing/has experienced, or has witnessed, any form of discrimination, harassment or bullying to come forward and tell us in order that they can receive support and advice on how to take forward any concern in accordance with the most appropriate policy; no act is considered too small to be addressed.
- The statement is available in full [on our intranet](#) and will be shared in Friday’s staff newsletter.

Staff survey action plan update

- Lots of work has continued over the last few months to respond to what we heard in last year's national staff survey.
- We update our action plan quarterly to show our progress and September's update has just been published [on the intranet](#).
- Highlights include:
 - Roll out of the corporate training programme for all staff via the Learning Hub
 - Freedom to Speak Up Ambassadors have been established as an alternative point of contact for staff to obtain guidance if they have concerns about bullying, harassment and discrimination
 - Launch of new Agile Working Policy and future agile/flexible working arrangements
 - Formal statement issued to encourage staff to continue with key wellbeing initiatives rolled out during 'Time for You' week.
 - Launch of the exit questionnaire/interview process for managers and staff
- If you have any questions about the action plan, please contact our HR team on Nclccg.hr@nhs.net

National staff survey – now open



North Central London
Clinical Commissioning Group

- The annual national NHS staff survey launched this week – hopefully staff have started to receive their invitations to participate (email comes from Picker)
- **Please take the time to complete this year’s staff survey.** We really want to know how we are getting on and whether the actions that we have put in place have made a difference to your working lives.
- The survey is run independently of the NHS and what you say is completely anonymous.
- The survey should take no more than 15 minutes to complete.
- The closing date is Friday 26 November 2021. Results will be published in February 2022.
- If you have any questions about the survey, please contact Nclccg.od@nhs.net

Staff awards coming soon

- We will shortly be launching our staff awards for 2021 to celebrate and thank our amazing staff
- The awards are being organised by our Engaging our People Forum and will be launched during w/c 18 October
- Winners will be announced at the staff Christmas event on 17 December.
- There will be a number of awards, celebrating staff who have successfully demonstrated one or more of our seven CCG values.
- There will also be a 'people's choice' award, an award for outstanding leadership and a best team award.
- Further details will follow so watch this space!

Winter vaccinations update

- We run an annual flu vaccination campaign and last year NCL reported its highest ever uptake figures
- A Covid vaccination campaign began in December 2020 and to date we have given two million vaccinations. This is the biggest single medical programme ever carried out by the NHS – a huge thank you to everyone involved!
- We are now starting our ‘phase 3’ vaccination offer:
 - Covid-19 booster vaccinations for all over 50s and clinically vulnerable
 - “Evergreen” offer to all unvaccinated over 16
 - First Covid-19 vaccinations for all 12-15 year olds (to be administered in schools)
 - Multiple vaccinations sites to be available (GP practices, pharmacies, etc)
 - Flu vaccinations for children, over 50s and the clinically vulnerable
 - Winter wellbeing campaign including addressing health inequalities

The NHS England Winter Vaccine campaign



North Central London
Clinical Commissioning Group

BOOST YOUR IMMUNITY THIS WINTER

FLU JAB + COVID-19 BOOSTER

Flu and Covid-19 can both be life-threatening and spread more easily in winter.

Most adults and children are eligible for a Flu vaccine, a Covid-19 booster, or both.

Book your appointment now

BOOST YOUR IMMUNITY THIS WINTER

WITH YOUR FLU VACCINE

Flu can be life threatening, so protect yourself, your family and patients.

Don't delay, get your free vaccine now.

The flu vaccine is the best way to protect you and your baby against the flu virus.

If you're pregnant you can get a free flu vaccine from your GP, pharmacist or through your maternity service.

Don't delay, book your appointment now.

Flu vaccines for staff

- We want to support people to stay well this winter
- The CCG will reimburse the cost of a flu vaccine (up to £15) for all staff who are not eligible for a free vaccine (the list of those eligible for a free vaccine is on the [NHS website](#) and this year includes people who are over 50)
- Colleagues can find their nearest community pharmacy offering flu jabs via the NHS website: <https://www.nhs.uk/service-search/pharmacy/pharmacy-nhs-flu-vaccine-service>
- To claim, please keep your receipt and submit it via the 'claim expenses' section on Workforce (and submit it as a 'miscellaneous' expense). Detailed instructions on how to claim will be shared in Friday's staff newsletter
- If you have any questions, please contact Nicholas Ince, Assistant Director of Vaccination Transformation, nicholas.ince@nhs.net
- If you're struggling to make the claim via Workforce, please speak to your HR Business Partner

New Establishment Control process – coming soon

- A revised approach to the current workforce approval process (WAP) will be launching on 18 October 2021
- The revised approvals process will be called the Establishment Control Process (ECP)
- Key features of the new ECP include:
 - Streamlined 2 page forms
 - Form A – For recruitment to posts outside of the agreed Directorate establishment
 - Form B – For recruitment to posts within the agreed Directorate establishment
 - Form C – Changes to existing post holders e.g. extension to fixed term contracts, change in working hours etc
 - The forms contain mostly drop down options to make the process of completing the form much quicker and simpler to those completing the form and those checking the forms.
 - A new local Directorate, Finance and HR approvals process for Forms B & C

New Establishment Control process – continued

- Key features of the new ECP continued:
 - Directorate ECP Champions
 - In order for the new ECP to operate effectively, ECP champions have been identified within each Directorate
 - The ECP champions, HR and Finance will have access to a shared e-file system to log and maintain a central Establishment list for each Directorate.
- Next steps:
 - Directorate ECP champions are currently receiving training
 - The intranet pages will be updated with the new ECP forms and promoted in the staff newsletter
 - Training for managers on the new ECP will also be provided and dates will be published on the intranet learning hub page
- Further information: If any staff/managers have any questions prior to the launch of the new ECP, please do contact the HR team via Nclccg.hr@nhs.net

New NCL policies

- We are pleased to launch two new policies: our ‘Health and Safety Policy’ and our ‘Fire Safety Policy’. Both policies are hugely important to ensuring that all staff have a safe and healthy working environment, and that all staff are aware of their individual responsibilities as well as those of the CCG.
- **Our Health and Safety Policy** outlines how we manage health and safety risks, including workplace inspections, risk assessments and aspects that staff will be more familiar with, such as training and DSE assessments. There is also information regarding COVID-19 and our commitment to undertaking risk assessments, in terms of both the office environment and staff who may be in more vulnerable groups.
- **The Fire Safety Policy** outlines roles and responsibilities, as well as important information about ‘PEEPs’ (personal emergency evacuation plans) which are in place for those who may need additional assistance during an evacuation.
- Please familiarise yourself with both policies, [available on the intranet](#).

Help us show the benefits of integrated care

Call for case studies

- As we talk to residents about the transition to ICS in coming months, we want to demonstrate the tangible benefits that working as a system is already having.
- We can do this by showcasing projects, delivered through partnership working, that are improving resident wellbeing, patient care or population health.
- Please get in touch with the Communications team to let us know the best examples from your team via: nclccg.communications@nhs.net.

National Hate Crime Awareness Week



North Central London
Clinical Commissioning Group

- National Hate Crime Awareness Week (9-16 October) is a week of action that takes place in the UK to encourage local authorities, police and other key partners and communities affected by hate crime to work together to tackle it
- Hate crimes are any crimes that are targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, sexual orientation or transgender identity. This can be committed against a person or property. A victim does not have to be a member of the group at which the hostility is targeted. In fact, anyone could be a victim of a hate crime
- This year, the CCG and local partners will support the campaign by raising awareness of the key issues and signposting to the information and materials that can help you get involved.
- Further information will be shared in the staff newsletter on Friday.
- You can also visit the campaign's website for info: <https://nationalhcaw.uk/>

Some reminders and upcoming events

- October is **Black History Month** - Don't forget to have a look at our programme of events [on the intranet](#) to celebrate Black History Month
- The next all staff '**In Conversation**' event is taking place on 21 October, 10-11am – hopefully it's in everyone's diaries. If not, please email Nclccg.communications@nhs.net. Further information will follow nearer the time.
- [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
- Free 12 week **digital weight management programme** for NHS staff – we shared this in last week's staff newsletter. Colleagues who are interested can find out further information and self-register on the NHS People website: www.england.nhs.uk/supporting-our-nhs-people/support-now/digital-weight-management-programme-for-nhs-staff/