

In this April Edition

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- Employee Recognition Awards Winner

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- Staff Survey– Update
- Blue Light Discount Card
- New Starters and Leavers

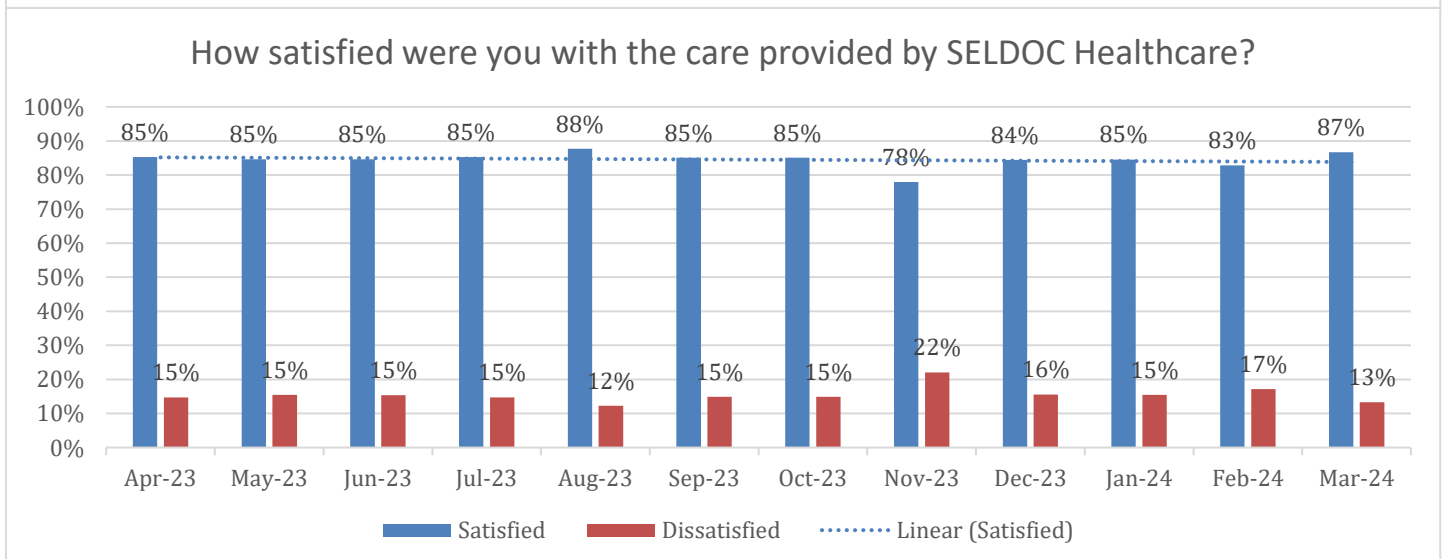
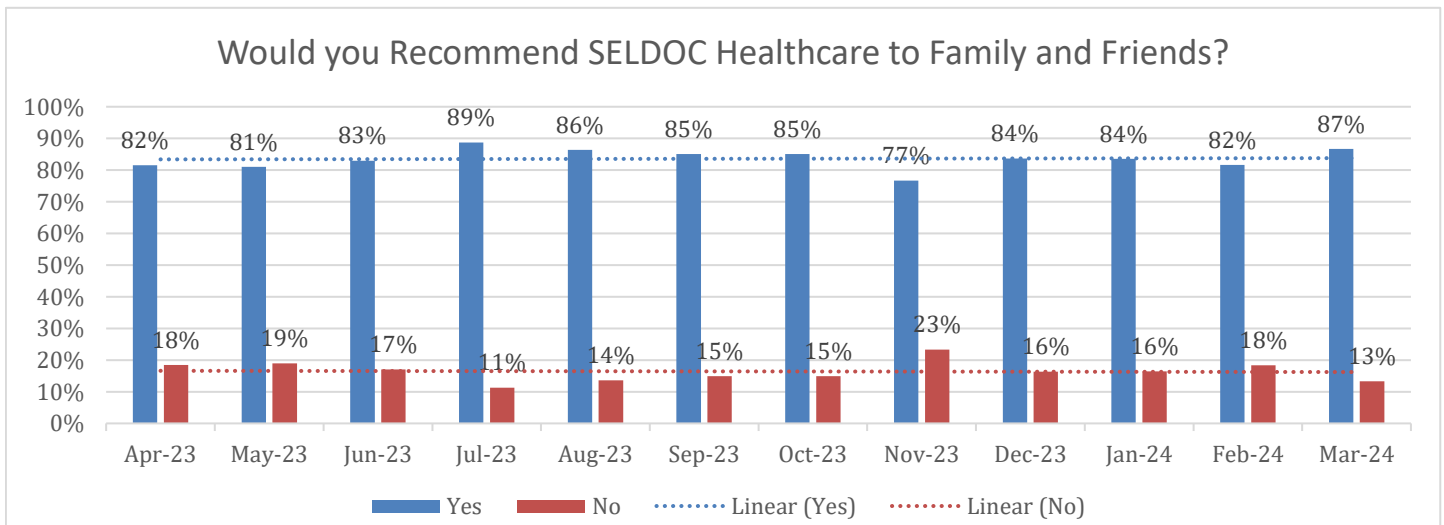
BUSINESS UPDATE FROM EXECUTIVE TEAM

Dear Colleagues,

Welcome to our content business update. We wanted to share three key areas which we think are important:

1. Net Patient Satisfaction (NPS)

This bar graph displays the results of a survey asking patients whether they would recommend SELDOC to friends and family. The data spans 01 April 2023 to 31 March 2024.



This is how we calculate the NPS:

- We ask patients two questions after their consultation with us. One relates to satisfaction, and the other relates to recommendations, (see graph titles):
- Question 1 has 2 response options (Recommend SELDOC and would not recommend SELDOC)
- Question 2 has 5 response options (Very Satisfied, Satisfied, Neutral, Dissatisfied and Very Dissatisfied)
- We then use the data to gather monthly results,
- We review all comments for errors (i.e. stated very dissatisfied but left positive feedback),
- We put data from reviewed extract in to Excel automated results tool which then gives us the percentages and dashboard.

We set ourselves a goal of 85% for overall score through the year. The bar chart shows we achieved this as an average between April 2023 and March 2024. We are pleased with this result and it is important for us as we continue to learn. Healthcare never stands still – there are opportunities to learn as treatments change and patient needs evolve. Thank you for your contribution to keeping the quality of our services where it needs to be.

2. Finance – Group Financial Outcomes for 2023/24

At the end of each financial year our accounts are audited externally. This is standard practice for all businesses. At the time of writing, this external audit is not yet completed for financial year 2023/24, but we can share a few headlines:

- We finished the year slightly ahead of our financial plan;
- We saw some growth in our NHS contracts;
- Our expenditure on new business was tightly controlled within budget;
- Our cash position improved as we managed contract margins carefully, and have a major push on collecting payments which have become overdue.

We can summarise these points by saying that our overall financial performance was robust. This provides us with a solid platform as we move into the next financial year. A big thank you for your hard work in helping to achieve this outcome.

3. Recruitment Update

Over the past year, we have successfully welcomed 58 new GPs and 6 new APs to our team. These new colleagues filled 14% of our annual rota, and in March filled 38% of our total hours. While this percentage might seem modest, it's important to note that most of these additions occurred within the last six months - a significant accomplishment. Many thanks to our recruitment and rota team as well as all the colleagues who help to induct new clinicians.

The onboarding process for clinicians is complex, involving multiple stages and the collaboration of various teams. The integration of new clinicians is crucial for ensuring our patients have access to necessary medical treatments.

All new clinicians that join SELDOC attend remote Q&A session, which run every other week and has representation from Operations, IT, Clinical and Rota team. See contract breakdown:

At home service – on site induction and shadowing sessions
GUYs & St Thomas – remote EPIC training organised by GSTT
ECAS – remote induction via London Ambulance Service
PPG – no induction, only logins specific to PPG service, set up by PPG
SEL OOH – attend Q&A session
PCN – confirmation that GP completed EMIS training

Patient-first

Compassionate

Competent

Empowering

Adaptable

EMPLOYEE RECOGNITION AWARD WINNER FOR APRIL 2024

The award aims to recognise and celebrate employees who have shown outstanding performance and dedication to their work. The panel for this decision, this time was Danielle Bunten; Louis Taylor and Basil Whitter. They are pleased to announce that the winner of the Employee Recognition Award for this quarter goes to:

Jacqueline O'Meara - Marketing

The nominator said: "Jacqueline exemplifies outstanding versatility and commitment in her role. Her adaptability in undertaking any assigned tasks, even those beyond her official responsibilities, is commendable. Moreover, her infectious enthusiasm and dedication serve as the cohesive force (the 'glue') that sustains the company's momentum."

Staff Survey

We wanted to inform you about some updates regarding our staff survey and the progress we've made on the action items identified in the last survey conducted in September 2023.

This survey is completely anonymous, and we have amended some of the questions. We have kept in the background data to ensure that we are covering a wide range of responses.

Here's the progress we've made on the action items identified from the previous survey:

Employee Engagement:

The survey highlighted the importance of teamwork, collaboration, and clear communication. To address these concerns, we now have:

- Quarterly meetings and increased site visits by relevant managers have been implemented.

Work Environment & Resources:

Improvements have been made to the physical work environment:

- New chairs and double screening on desks;
- Soundproofing for meeting rooms is being considered.
- Note: if your work environment at home needs new kit, please let us know.

Employee Benefits

- SELDOC has purchased the Verve On Demand Service which gives you access to mental health support and physiotherapy. Comms will be sent out next week for a new login process.
- We are funding Blue Light card registration for all staff. The sign-up process is included in this newsletter.

Your suggestions and feedback have been invaluable in shaping these actions, and we remain committed to fostering a positive work environment where every staff member feels valued and supported.

A link has already been sent to your inbox and deadline for the NEW Staff Survey is 8th May 2024, see link here if you need it again: [SURVEY](#)

A reminder that any member of the SELDOC Group can always contact our **EAP provider Health Assured on 0800 028 0199** and reference that you are calling from SELDOC Healthcare, if you need health and well-being advice.



As we continue to prioritise the well-being and support for all staff, we're excited to introduce the Blue Light Card scheme. This is a fantastic initiative designed to reward our hardworking team members with exclusive discounts and benefits. Whether it's saving on everyday essentials, treating yourself to a well-deserved indulgence, or planning your next adventure, the Blue Light Card has got you covered. [Blue Light Card](#)

Blue Light Discount Card for NHS Workers

Joining the Blue Light Card scheme isn't just about saving money; it's about recognising and appreciating the dedication and commitment you bring to our SELDOC every day. Here's why you should consider signing up:

<ul style="list-style-type: none"> • Exclusive Discounts 	<ul style="list-style-type: none"> • Travel Deals
<ul style="list-style-type: none"> • Savings on Everyday Essentials 	<ul style="list-style-type: none"> • Tech and Gadgets
<ul style="list-style-type: none"> • Wellness Benefits 	<ul style="list-style-type: none"> • Entertainment and Leisure

How to Join?

Signing up for the Blue Light Card scheme is quick, easy, there is a small charge of £5 for a 2-year subscription. We will repay the cost of this in your salary to cover the cost of the card. Follow these simple steps to start enjoying the benefits:

1. Visit the Blue Light Card website: [Blue Light Card](#)
2. Click on the 'Create Account' button.
3. Fill out the registration form using your NHS work email address and organisational details. Click the 'NHS' Option and then the 'Other NHS Healthcare Provider'
4. Verify your eligibility by providing the required documentation. (payslip and ID Card)
5. Once approved, start exploring and redeeming exclusive discounts immediately!

Starters – A warm welcome to our newbies and for congratulations for those who received permanent contracts

Elizabeth Coles	Head of Quality	3 Days - Mon, Wed, Thurs	22nd January 2024
Steve Desborough	Interim Sales Director (Verve)	3 months interim	11th January 2024
Euan Traynor	HR & Onboarding Coordinator (Interim-Agency)	Mon-Fri	15th April 2024
Jaye Davies	Receptionist	Bank/Zero Hours	27th January 2024
Iain Purchase	Driver	Bank/Zero Hours	14th January 2024
Amina Albeyatti	Medical Director – Permanent	(Mon 8, Tues 4, Wed 8, Thurs 4)	1st March 2024
Alan Penrhyn-Lowe	Finance Director – Permanent	Mon- Fri	1st March 2024

Leavers – a huge thank you to our leavers and we wish them the best for their new ventures

Andre Osborne	Senior HR Manager	31st December 2023
Natasha Berridge	Sales and Account Executive - Verve	9th February 2024
Nicola Flatman	HR & Onboarding Coordinator	21st February 2024
Natasha Bartlett	Head of Business Dev - Verve	14 th April 2024
Charlie Toon	Marketing Manager - Verve	21 st April 2024

Thank you for reading our newsletter, if you have any topics you would like to be added in for the next addition, July 2024 please contact Jacqueline at: j.o'meara@nhs.net