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Steven Pink, CEO – Christmas Message

Dear colleagues

I wanted to make contact on behalf of the Executive Team to wish you all the very best at Christmas.

Goodness me, will the challenges ever stop? We all know that the answer to this question is “probably not”.

With this in mind, it is vitally important not only that we are there for our patients, but also for each other. Everyone comes to work to do a good job and, given the nature of our services, when we are facing a challenge, we need to see it through in the knowledge that SELDOC colleagues are there to support us – no matter what.

There are times when we all struggle a bit – doing something we haven’t done before, managing a complex patient, making sure we do a good job for a demanding customer, or discussing something with a colleague where we feel the need to persuade. These things are important, and whatever we do, however big or small, our efforts are part of an amazing service which can make such a positive difference to people’s lives.

I wanted to take this opportunity to launch our new colleague support service. It is a mixture of “phone-a-SELDOC-friend” and seek a bit of structured help. Being a member of the SELDOC family means that we are all able to access these services, should we need to. You are part of the SELDOC family.

We have attached a simple brochure to the email sent with this newsletter.

If you have any queries, please contact any member of the leadership team.

Being part of the SELDOC family means you are supported. It means you work with colleagues who care. It means we are Patient-First while taking care of each-other.

Merry Christmas everyone. Thank you so much for all of your hard work and please take good care of yourself.

With very best wishes

Steven Pink and the Executive Team

Guy's & St Thomas's Contract Announcement

We are delighted to announce following a full procurement process, that the SELDOC services provided at Guy's and St Thomas's hospitals have been extended for three years with an option of an extended two years. The partnership between GSTT and SELDOC goes back over a decade, and this is a close, effective and valuable relationship. We have piloted new services with the Trust in this period, including the Virtual Assessment Centre (VAC), which began earlier in the Autumn and has been very successful. **We are recruiting additional staff to work in these services, namely the St Thomas's GP Hub, Guy's UTC, VAC, and the @Home Community service.** These will be advertised in the near future.



Clini-Series – Safeguarding Adults

Dr Adnan Ali and his team of specialists will be hosting the next clini-series workshop on the **9th December 2021 from 7-9pm**. The topic is **Safeguarding**.

The event will be an engaging and interactive case-based discussion, exploring the challenges. There will also be a Q&A session. All clinicians and support staff are welcome to join.

CPD Certificate for 2 hours will be issued for attendance. **To register your place, please contact j.o'meara@nhs.net**

Please copy this zoom meeting link and add to your diaries:

<https://us02web.zoom.us/j/87600557802?pwd=Y2VKYXlVSHBKdGIDUGFvOEFRaXpzd09>

Fancy a night out at the Theatre? Check out Tickets for Good for NHS workers.

Tickets for Good offer free tickets to their users through an exclusive ticketing platform, connecting live event partners across the UK with the people who need live entertainment the most.

From West End shows to the UK's biggest festivals, must-see gigs to unique nights out: NHS workers can enjoy spectacular cultural events for just the price of a cup of coffee. Sign up to their platform using your NHS email address for exclusive access to free and discounted live event tickets: [Tickets for Good — NHS](#)



Covid Updates from the Clinical Team

Covid Vaccine Booster

COVID boosters are now available to book; <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

Covid Vaccine Status

Communication has recently been sent out requesting evidence of COVID vaccines due to the change in legislation from the 11th November when entering care and nursing homes. This information can be loaded onto your TeamNet account. As I am sure you are aware this requirement will be mandatory for all health and social care staff from the 1st April 2022.

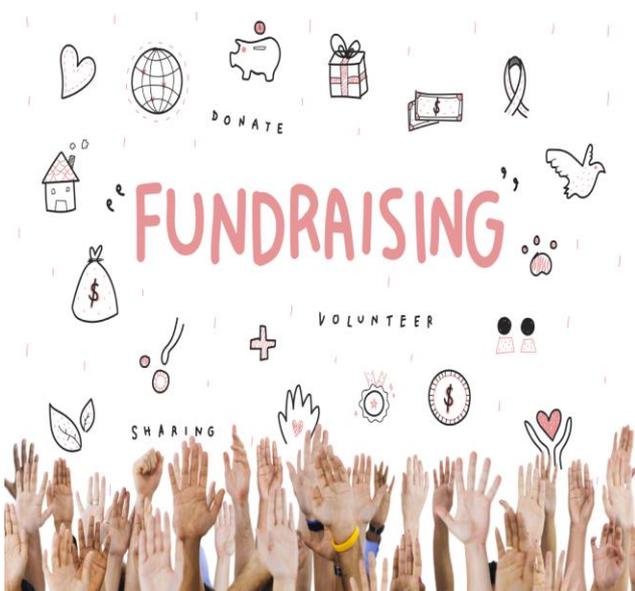
Flu Vaccine

Flu vaccines are now available through GP's and pharmacies. Due to low numbers of flu last year and limited data from Australia to inform which variants are needed for the vaccine, and with COVID symptoms, it is difficult to predict the impact of flu this year but numbers are expected to be high. Please ensure that along with your COVID vaccination you also have your flu vaccine to protect yourself and our most vulnerable patients.

Patient Appreciation

A patient who attended the SELDOC Treatment Centre at Tessa Jowell on the afternoon of Sunday the 26th September, came in today with a bunch of flowers. She expressed her gratitude and appreciation of the service and wished to thank all the members of staff who assisted her. She stated "**the staff and clinician were all amazing**" The Flowers have been left in the reception area for all to see.

We would love to hear about any other good news stories you may have, please send them to J.o'meara@nhs.net to be featured in the next issue.



Fundraising Initiative

As part of SELDOC's employee engagement plan, we would love to know if anyone is interested in, or planning to take part in any fundraising activities for charities. Something like Movember or a charity cycle ride and/or even a coffee morning?

If so, we would love to hear from you and make a contribution to whatever activity you are doing. Why not get a group of friends to join you, it can be fun and create a sense of well-being within. Please get in touch with Jacqueline who will be running the scheme at:

j.o'meara@nhs.net

SELDOC's Diversity and Inclusion Champion, Mutay Samede, Quality Manager for SEL talks about how this important this subject is and her experience so far:

When I joined SELDOC, I was 23 years old it was my first 'proper' job following my first degree and I wasn't fully versed on how diversity and inclusion played out in the work place. As a young black woman, I joined SELDOC and I was pleased to see that there were people who looked like me and people who I could relate to from all walks of life. Whilst working here, I quickly discovered that there was a strong sense of mutual respect and understanding for everyone's differences. I am able to work with people from my local area, I find this comforting which creates a sense of belonging.

Within my role as a Quality Manager, I deal with complaints and incidents that involve patients from our community. The learning from these experiences has helped us to implement changes that support and positively impact our diverse patient population. SELDOC are committed to ensuring that we are an inclusive and diverse place to work, a Diversity and Inclusion Champions group was created with this purpose at the core. Some of our goals that we have identified:

- Create a healthy working environment where people of different backgrounds, experiences, perspectives, and talents can productively work together.
- Increase the number of women, people of colour, or otherwise underrepresented people within the organisation.
- Increase the use of inclusive language within job postings, internal communications, and external communications.
- Increase the amount of time and money spent on diversity and inclusion training within the organisation.
- Create an environment that nurtures and promotes diversity.

As a Diversity Champion for SELDOC, I feel like I play a big part of that within my role at SELDOC and I'm excited to see how we change and progress. We want people to know "we really care about what you stand for, we are interested in you the person and you are very welcome."

If you would like to contact a member of the team on anything regarding this subject, please email: seldoc.hr@nhs.net



Employee Recognition Awards

We are happy to announce the introduction of the employee recognition awards for employed staff – this will be held every quarter. These awards are based around our company values to give appreciation and recognition to employees that go above and beyond their duties. ***We will be asking 2/3 staff employees to be part of the select committee for this, if you are interested please let Jacqueline know by the 18th December 2021: j.o'meara@nhs.net.*** The criteria for the nominations are to be based around our company values:



The infographic features the SELDOC Healthcare logo at the top center. Below it are five vertical columns, each representing a company value. Each column has a colored header with an icon, a title, and several bullet points describing the value.

- PATIENT-FIRST** (Icon: Stethoscope and heart)
 - We work together to provide exceptional care which local communities can trust
 - We prioritise our patients' needs over everything else
 - We treat and care for our patients the way we would want to be treated and cared for
- COMPASSIONATE** (Icon: Stethoscope)
 - We respond to those who need our help with our help with kindness and empathy
 - We value diversity and treat everyone with respect
 - We listen to others and ensure every individual has the opportunity to be heard
- COMPETENT** (Icon: Lightbulb and gears)
 - We achieve amazing results through clinical, operational and financial expertise
 - We take responsibility for our actions and hold each other to account
 - We deliver safe and reliable care
- EMPOWERING** (Icon: Hand with starburst)
 - We empower people to make the right choices by keeping them informed
 - We provide our people with the tools they need to be brilliant at their jobs
 - We work hard to learn from and build on our successes
- ADAPTABLE** (Icon: Network of people)
 - We embrace innovation and adopt new technologies to provide better care for our patients
 - We're committed to developing long-term partnerships that benefit the quality of our care
 - We remain dependable during times of change or disruption.

If you would like to nominate a team member based on one or more of the values, please do so by the 14th February 2022, where a select committee will decide and a gift will be sent to the well deserving winner along with a feature in the next newsletter. Please send nominations stating who you would like to win and why, to: seldoc.awards@nhs.net

SELDOC Interview with Clare Garbutt – Rota Co-ordinator

Clare's background:

Clare has been working in the Out of Hours service for over 14 years and for the last 9 years has been working for SELDOC, She was tupe'd from Croydoc and has never looked back.

She started as a Receptionist working 4 shifts a week at St Helier. It was a really busy service at that time with 4 GP's on site as well as mobile doctors. She also covered shifts for the Dulwich sites, as this was close by.

How did you come into the new role?

Since 2019, I was asked to help out with the Rota at Hanover House, this entailed ringing around Clinicians asking if they could cover a shift, making sure there were no gaps. During this time I was also working as a Shift Manger, so I had a perspective from both working on the front line and back office too. It helps a lot knowing how the two sides come together. My role now is Rota Co-ordinator on a full time basis.

What is the biggest challenge you have faced through the pandemic and how did you overcome this?

The team need to fill around 660 shifts per month and during the pandemic, our rota fill was much less challenging than usual as Locums became more available. However, the main issue was setting up the "working from home" concept. Once the IT had been configured, we needed to ensure there was a tip top communication strategy in place to ensure all clinicians were available to meet the demand. WhatsApp groups were set up along with regular rota check meetings to ensure all new services were also covered. We now have a great routine, we have regular meetings not just with clinicians but with shift managers, receptionists and drivers all pulling together to make the service as efficient and reliable as possible for our patients.

What are you passionate about in work?

Rota fill is what I love about the job most. When it is 100%, I get a real sense of satisfaction. Speaking to Drs and other clinical and non-clinical staff is the best part about the job. You need to build relationships with them, I've really enjoyed building that rapport with them, they are an excellent bunch and I really look forward to going into work every day. Ultimately it's the people that make the job rewarding and also knowing that you are providing an excellent service for patients.



What improvements have been made operationally?

The IT change (upgrading of RotaMaster) which was significant, was the main difference that helped the team work more efficiently. Setting this up and transferring over the information was definitely worth it. Now all clinicians can book shifts through web bookings whereas previously this was managed by email. There is now a robust system in place that is reliable and efficient.

What are your goals and what do you like about SELDOC?

Service wise, we are always looking how to improve efficiencies on the job and the team are keen to evolve along with any changes within the company, so offering new ideas and solutions is what we as a team strive for. Career wise, I am really happy where I am now, but looking back I never thought I would be in this position, it's all about what is right for you at the time as circumstances change, so do your priorities, I am confident that when the time is right, I will be given the chance to progress and learn new skills to develop my career. What I love about SELDOC is the people, I work with a great team and we support each other, it's very gratifying to know that you are ultimately part of a team that helps the people who need it most, and also to give the patient a kind and caring experience when they visit or speak to us.

Interview with Clare Garbutt cont...

How do you relax after a shift?

I love to bake, I bake all kind of dishes, I find this extremely relaxing and my signature dish is Key Lime Pie, any requests, please email me!

FUN FACT ABOUT CLARE

Hopefully in the near future I would love to learn how to surf, it's something that I've always wanted to do, Cornwall here I come!

Starters and Leavers

Dr Kevin Barnett - Medical Director; **Zubeda Shaikh** - Financial Controller; **Marize Harries** - Service and Training Coordinator; and **Alpha Kamara** - Talent Acquisition and Development Manager have all moved on from SELDOC. They will be greatly missed, and we wish them the best for the future.

Please give a warm welcome to our new starters:

Dr Loshanan Mohanarajah is covering the role of Associate Medical Director across SELDOC.

Gemma Jones is our Associate Clinical Director and also our Safeguarding and IPC Lead.

Paul Kelly is our new Financial Controller

Kol Huseyin has started a 3 month secondment to Rota Team and Rota Admin

Abdullahi Gure – Clinical Recruitment Lead starts 10th December

Please note that due to the demand to put on additional services this winter, **we are actively looking to increase our pool of clinicians**, for all types of SELDOC activity – if you know of colleagues who may be interested, please direct them to our website <https://www.seldoc.co.uk>

Thank you for reading our newsletter, if you have any topics you would like to be added in for the next addition, (March 2022) please contact Jacqueline on: j.o'meara@nhs.net

In the meantime, we wish you all a Merry Christmas and Happy New Year for 2022

