

Happy Holidays

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In this December Edition

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CEO Update – Steven Pink

Dear Colleagues

A warm welcome to the end of 2022 newsletter. As the year comes to a close, I want to take a moment to reflect on all that we have accomplished together. We have worked well as a team, developed new services, grappled with a number of challenges, and built a new subsidiary offer in Verve. SELDOC is stronger as a result. Thank you all.

Clinical

Our clinical performance is strong. Gemma, our Clinical Director, and Loshanan our Associate Medical Director have been doing a grand job leading our governance activity. As well as ensuring safety in our services, key areas of focus include patient satisfaction, clinical effectiveness and shared learning. There is a real momentum, which is important as we drive progress – not only in current services, but also as we develop new ones.

Operations

Despite huge volume pressure across the system, our service delivery is performing well. Our services have different key performance indicators, depending on how they are commissioned. It is fair to say that we are above 95% performance as an average. We have been able to maintain a strong brand in South West London through our bases at St Georges and St Helier where performance is superb.

CEO Update cont..



Our rota fill is 95%- 100% across all services

Delivery Performance is higher than 95% across the services.

I am delighted that we are also supporting St Georges A&E to help them protect space for patients who really need emergency care. In South East London, our performance is strong despite enormous increases in volume and our ECAS support service is building momentum – again demonstrating how SELDOC can effectively support different parts of the system. If you would like to know more about these, please join one of our update calls or email me.

Financial

We re-planned the financial shape of our business when the previous South West London contract moved to a new Lead Provider and we are broadly on track against this plan. Everyone has worked especially hard to achieve this, and I am grateful. There are bound to be more opportunities for us to shine when we see some of the pressures facing the NHS. Once again, we will pull together as a team and make a difference. I am delighted that the team's hard work meant we were able to make a one-off "cost of living" payment to staff in November.

New business

As well as developing new services in collaboration with other providers, we have been busy submitting procurement bids for UTC services. There are three procurements in South East London: Bromley, Greenwich and Bexley. These bid submissions give us a great opportunity to look at how we provide our services as a system partner working with other organisations. We have received the result on Bromley where we missed the winning slot by a very small margin. We will let you know on the others as soon as we are informed. The development of Verve Healthcare is a major element within our new business strategy. There is more detail below.

Verve



Verve Healthcare's purpose is to help make workforces happier and more productive, the world over. From small beginnings, we have a significant ambition to deliver an influential business in this market. It is growing rapidly, as employers decide to invest more in the wellbeing of their staff. Verve focuses on mental health, physio and general primary care. By asking questions directly to employees, we are able to determine whether someone needs help now or is likely to need help in the future. We then intervene quickly to provide what is required.

As you will imagine, a lot of work has gone into the development of technology, the acquisition of a new clinical workforce and the creation of a compelling sales and marketing campaign. Early adopter customers are signing up now and you will see more of our PR and marketing as we move into January. We will be running Verve business update sessions early in the New Year to ensure everyone is up to date.

People

The overall results from our staff surveys are very positive. Most of you noted that you are satisfied or very satisfied with your work at SELDOC. I am pleased to see this and we have included a simple summary of what we have done/are doing in response to your feedback later in this newsletter.

Before I close, please let me thank every one of you personally for your hard work and commitment to SELDOC. Your efforts make an enormous difference. . As we look ahead to the New Year, I am confident that we will continue to achieve great things together. Thank you for all that you do, and have a happy and safe Christmas.

Best wishes
Steven, CEO

PS – we have sent a small “thank you” Christmas hamper to staff and colleagues; where you requested a voucher instead, we have sent you one.



EMPLOYEE RECOGNITION AWARD WINNERS FOR DECEMBER 2022

Following our last announcement of the winners for Autumn 2022, we had some great entries, with each showing great competency, adaptability, empowerment and compassion. Each nomination is scored against the company values and it is with great pleasure to announce the December winners are:

**Team Award – Rota Team: Yvonne Taff/Rachel Kelly/Clare Garbutt/Koran Husseyin
Gemma Jones – Associate Medical Director SEL**

See below what the nominators said about the winners:

I believe Gemma has stepped forward and led the CG team since the Medical Director left the post. She has been empowering for me as a member of the team and I believe other members of my team also feel this way. She has been compassionate when I shared any areas of concern and is willing to add to her long to do list where possible.

Clare is always helpful and goes out of her way to offer support. Clare has taken her new role as Rota & Compliance officer with real enthusiasm and applied the same proactive approach she has to rota fill. The overall clinical compliance has improved within weeks and is now reaching 100% across majority of training courses.

Rachel is doing great job in her new role as Rota & On boarding Co-Ordinator. In a very short space of time Rachel has played vital part in implementing effective changes across on boarding process. Her proactive approach and daily focus allowed for more proficient and faster on boarding of new clinicians. For example, obtaining references for new clinicians, which historically proven to be challenging, Rachel managed to significantly reduce total of outstanding references. Currently, only 3 new clinicians awaiting references.

Yvonne worked really hard on improving the fulfilment of GSTT rota. She has proactively dealt with new clinicians starting across GSTT services, organising inductions, shadowing shifts and ensuring site-specific information and requirements are passed on relevant people. The overall GSTT fulfilment has improved significantly over the past few months.

Kol has been supporting the Rota team on/off for over 12 months now. Even though his role is not permanent, any time Kol is asked to support the rota team, his approach is positive and always goes the extra mile to deliver 100% rota. Just last week he worked additional hours to help the team to deliver urgent changes to the at home rota.

Flu Jabs

As with last year during the flu season, we are advising front line healthcare staff to get their flu jab. If for any reason you are unable to get this from your GP, please go to your pharmacy to receive one and SELDOC will reimburse the costs.

Please send an expense claim form to the Finance Team:

seldoc.finance@nhs.net



<<FULL NAME>>
<<JOB TITLE>>

SELDOC Healthcare work directly for the NHS with GPs/Nurses/Dispatchers/Drivers

New Staff Training

Following the Staff Survey, we identified the need for some training to help recognise if anyone needs support with mental health and also to recognise the signs of any bullying in the workplace. As well as training Mental Health champions, we have added the following courses for all staff to complete:

Mental Health Awareness in Primary Care: The modules will take approximately 30 minutes to complete. It is designed for all primary care staff to assist with their understanding of the principles relating to the concept of mental health awareness and the practice of this concept in the context of primary care. The course contains a case study and multiple-choice questions. **Please note this course is OPTIONAL.**

Bullying and Harassment: This module is likely to take approximately 30 minutes to complete. It is designed for all primary care staff to assist with their understanding of bullying and harassment and how this should be addressed in their daily working lives. It contains a case study and multiple-choice questions. Please note this course is for line managers ONLY. **Managers will automatically have this course assigned to them.**

To access these courses, please login to your TeamNet Account/Menu/People/Staff Training. Please contact HR if you are having issues logging in: seldoc.hr@nhs.net

Staff Survey Results and Actions

Following our staff survey sent out in March and September this year, we asked your opinions and we would like to say a big thank you to all those who completed this.

As promised, we randomly picked three names who participated in the survey and the three team members will be receiving a £100 gift voucher: Asquith Bonaparte, Jane Hunte and Lucie Dyer – congratulations!

We take the feedback from the survey very seriously, and we are committed to addressing the areas for improvement. We have been working with managers and staff to develop a plan to address these issues, and to continue to create a positive and supportive work environment. Please see below “you asked, we did” chart showing the specific items for concern and action already taken and action we are planning to take.

Area of Concern	“You Asked”	“We Did”
Staff Benefits	Mental health at work support	Mental Health Awareness Training has been added to all mandatory training modules. Regular 1:2:1 discussion with manager ensuring employee wellbeing is at the forefront.
Pay Disparities	Gender pay gap review	HR and Finance reviewed service staff rates between gender and established there were no disparities.
Career opportunities	Line managers to actively support the progression in 1:2:1’s	Performance reviews twice yearly – new template has been adopted
Additional training / professional growth	Better communication between Manager and staff member to develop career and personal growth.	Manager to use new template to address professional growth in staff 1:2:1’s
Advertises all internal vacancies	Internal jobs to be posted via email and added to the Company website.	All new roles are being shared with Staff and will be on the careers page on the website.
Safety at work	ID badges for all staff Change door codes	Sites have been checked for security issues and planned site moves will facilitate new security measures.
Job security	Better communication from line managers about job/business changes within their department	Weekly HO staff calls (for business updates) are being cascaded down to the Service staff via conference calls and or emails.
Ideas to make SELDOC better place to work	Uniforms and healthy lifestyle	We are looking into staff uniforms and will update you in the new Year. The “Get Moving” programme will be available on the Verve website in January.
Team Building Day and Social Events	More face to face events and team building within Teams and the wider network	We are asking staff how they would like to progress on this
Cost of Living Crisis and Inflation	Remuneration is not in line with inflation	The company made a cost of living payment in November to all staff including Bank workers. We have sourced an online discount provider that help NHS staff: www.bluelightcard.co.uk There is a fee of £5.00 for BlueLight (a 2 year subscription) which can be claimed back via an expenses form
Improve working relations and communications	Better communications between departments and more F2F events	A survey will be sent to staff on suggestions on how we can improve communication and work expectations.
Training – bullying and harassment / mental health awareness/	Access to training in the areas of bullying and harassment and mental health awareness.	Bullying and Harassment and Mental Health Awareness for all staff are now on TeamNet. Requests for other types of training should also be beneficial for the business.

SELDOC Career Progression Interview with Camilla Ketter SEL Service Delivery Manager

Camilla started with SELDOC back in 2017 as a Receptionist and went on to be trained as Driver and Dispatcher for the Out of Hours Service the following year. She then went on to progress into the Shift Managers role and has been able to use this experience in the role she has today as Service Delivery Manager. Camilla has been in this role for 2 years now and I was able to catch up with her to discuss her journey.



Camilla's role:

To put it briefly, Camilla's responsibility is to efficiently plan and provide operational services within the SEL's geographic locations. Camilla oversees a team of about 30 people, including shift supervisors, drivers, dispatchers, and receptionists. Camilla takes on a shift in every function to give her a greater understanding of the difficulties that her team can encounter in order to stay in touch with everything that occurs on the front line.

What is the first thing you do on arrival at work and what does your typical day look like?

I arrive at 9.30am and check the Tessa Jowell site's drug room (temp control), stock room, and make sure all the car keys and oxygen cylinders are in good condition. I review my emails and schedule for the numerous team calls. It's remarkable how many questions I get about the parking every day, and I have to communicate with the management of the parking lot!

The day-to-day operations of the service, such as staff calls, fleet management calls, meetings with the SWL Service delivery Manager, IT, and Rota Team, are things I frequently discuss with the Ops director. The seamless day-to-day operation of the service is ensured by a number of elements. Every day can be very good, but because I am now a manager "on call" during off-hours, there may occasionally be difficult circumstances that are challenging, but overall the service functions well.

I would like to add that the OOH service support team are doing well, even though the demand has increase we are still hitting green on our KPI's and that's the result of the great team work with the OOH team.

How did you come into the role?

I began working here as a receptionist in 2017, received training to become a Driver and Dispatcher in 2018, and then advanced to become a Shift Manager. I applied for the position of Assistant to the Service Delivery Manager in 2019 and received a lot of experience from it as well as from the OOH function I previously held and was familiar with. As a result, the move into the position of Service Delivery Manager for SE in 2020 was seamless. When I applied for the job, the Operations Director was very supportive. I was able to do this since I was familiar with the OOH team. There were certainly challenges, but with my line manager's assistance, we overcame them. I appreciate all the help I have received from SELDOC and am immensely proud of my progress.

What are you passionate about in work?

I am committed to helping my team and making sure the service operates well, and I will go above and beyond. For instance, when a new team member arrives, I will coach them on my own time to make sure they are comfortable with their responsibilities. My own experience upon joining made me believe that training new employees was essential.

What improvements have you seen in the last 12 months?

More patient face-to-face appointments have been added, and St. John's (Lewisham) now offers a new service that includes daytime services, PLT once a month, and OOH, as well as vitamin K cases and palliative care. The company is always changing as we adapt to the NHS's reforms. The communication between team members, which necessitates numerous meetings but guarantees that everyone is on the same page, is what I consider to be the best development.

How do you relax after a shift/day at the office

I like to Relax and unwind with my family, I have two 2 children aged 23 and 10 and this Christmas I will be hosting the big day (so no calls please!) I also go to the gym to keep healthy when I have time.

FUN FACT ABOUT Camilla

I trained for the 10K Race for Life and did 10,000 steps everyday!
I will be taking part in the 10k for McMillian Race for Life, in 2023.

A warm welcome to our new starters:

Dr Michelle Best	Dr Juan Pena
Dr Indre Licyte	Dr Leka Satkunanathan
Dr Mark Obeng	Donna Paradero - Receptionist
Dr Olukayode Akinmade	Angela Jackson - Receptionist
Dr Constance Kerali	



Thank you for reading our newsletter, if you have any topics you would like to be added in for the next addition, March 2023 please contact Jacqueline at: j.o'meara@nhs.net