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CEO Update – Steven Pink

Dear Colleagues

Please accept my apologies that this update is a little later than planned. Everything has been "full on". Let me tell you what we have been up to.

Urgent Treatment Centres

Providing urgent treatment centre services is a logical extension of our current service portfolio and builds on the experience we have developed with GSTT over the last eleven years. Over the last 24 months or so, we have brought new skills into our business with deep UTC experience. This was to support diversification into this area. In line with our strategy and leveraging our experience of working with partners, we submitted a bid for UTC services in a new South East London Borough in the summer. Commissioners have told us the decision has been delayed for internal reasons and so we are waiting to hear. In the meantime, we are getting on with the next bid and building new relationships to support it.

GSTT

Our relationship with GSTT continues to grow stronger as we support the team with developments in their ED, UTC and @Home services. We had some rota challenges earlier in the year and our team has done an amazing job in addressing this. We are not quite at 100 per cent yet but we are "on the up" and getting ever closer. Well done team.

The new services

Our new LAS and PPG services are now motoring and it is hard to believe they have only been going since June. Our performance is strong and we have offered additional support to PPG in South West London if they need it. I am delighted that so many colleagues who transferred to PPG are still working shifts at SELDOC. The SELDOC family links are certainly standing the test of time.

We are also deepening our relationships with LAS Colleagues. The service is performing well and the partnership has buckets of opportunity for the future.

On the up in South East London

In South East London the shape of our service has changed dramatically: the face to face only service has now evolved into a truly mixed model with a very high number of remote consultations. We are delighted with this, and once again, our teams are doing an amazing job in some pretty challenging times with large volume increases.

Cont...

Verve

Finally, our new private sector service is now live in pre-sale phase. This means our high level offer is in the market and we are eliciting interest from early-adopter customers before our full marketing programme begins later in the year. We have recruited physiotherapists and mental health practitioners as well as GPs to support this service. Please take a look at www.vervehealthcare.co.uk

All in all, very busy and exciting times. So many people are working their socks off. Thank you all so very much.

Best wishes
Steven

Here are some of our patient's comments showing their appreciation. It is always good to be reminded of the impact we all have, in whatever your role is at SELDOC

Really good service. The triage doctor actually listened to what the problem was. She was reassuring about what could be achieved. The attending doctor was efficient and again listened to the problem, made a thorough clinical examination and treated appropriately.

I believed I have serious illness and after initially trying the NHS a week ago, I decided to go private and pay the £265 consultant fee. I was devastated when I turned up to be told I'd have to wait another week. Out of despair I tried SELDOC and the wonderful lady couldn't have been more friendly or the appointment easier to make.

Extremely efficient knowledgeable and profession

Tessa Jowell Seldoc team could not be more helpful. Wonderful

The initial contact was thorough and caring and was clearly passed on with accuracy and attention to detail; within minutes I was called by a doctor; shortly after I was given an appointment at a nearby Seldoc centre and I saw a good doctor who allowed me to describe the issue in my own words and who prescribed what I needed

Very fast respond ask questions about my symptom I was also book an appointment to see a doctor The GP that look after me she was absolutely amazing she examined me to make sure that my heart rate is ok temperature blood pressure is ok and most of all make sure I got medication to go home with because I was in pain. She is my guardian angel best doctor in the world

The doctor was absolutely fantastic, very thorough

I was looked after by the best professional in the UK

GENDER PAY GAP INFO

We are committed to paying people fairly for their work at SELDOC in the context of our organisational performance and the markets in which we operate. This means where two individuals with the same experience with the same job, will be paid the same salary. As part of this, we will act upon any existent gender pay gaps. **We have recently completed a review to identify any current gender pay gaps and have addressed these.**



EMPLOYEE RECOGNITION AWARD WINNERS FOR SEPTEMBER 2022

Following our last announcement of the winners for summer 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 autumn winners are:

Camilla Ketter – SEL Service Delivery Manager

Wendy Parr – SWL Service Delivery Manager

Gareth Hunt – SEL Shift Manager/Driver

Both Wendy and Camilla demonstrated great commitment towards the SWL mobilisation project and the CQC Inspection respectively. Great results in both cases. Here is what the nominees expressed:

“Wendy and members of her team worked until 2 in the morning last night on the mobilisation so I feel they should be put forward for potential nominees of next round of recognition awards”.

Camilla – “making sure all elements of the service were working well to meet patient need and CQC inspection requirements. Presenting to inspectors with authority and demonstrable skill giving confidence in how the service is run. The inspectors were clearly impressed by our team which Camilla leads, she has set them up for success, by being clear on what is needed and supporting them to be their best.”

For Gareth Hunt, I want to draw your attention to the outstanding contribution of Gareth in respect of our business continuity response to the Adastra outage. Several nominations were made for Gareth in this respect.

Nominees said, “the best way I could describe Gareth’s work during the crisis when Adastra was down was, an excellent IT manager in an emergency situation. Gareth’s IT expertise and his willingness to voluntarily help at the time of this Adastra crisis helped the work flow to be managed effectively and smoothly at Tessa base.”

Wendy, Camilla and Gareth demonstrated in line with SELDOC Values
Adaptable * Empowering * Competent * Compassionate * Patient-First

Congratulations to all and thank you!

All Winners will receive a £100 gift voucher and the Employee Recognition Plaque engraved with their name. **If you would like to be part of the select committee, please let Jacqueline know at: seldoc.awards@nhs.net**

Please email seldoc.awards@nhs.net if you would like to submit a member of staff for the next awards in December 2022. The deadline for submissions is Friday, 25th November 2022. Please include as much information as possible about the reasons for your nomination and which values they pertain to.

Overall rating for this location

Good

Are services safe?	Good
Are services effective?	Good
Are services caring?	Good
Are services responsive to people's needs?	Good
Are services well-led?	Good

Inspected and rated

Good



CQC "Good" Rating

We are very proud to announce that at our recent CQC Inspection, we were rated **GOOD**, the inspection found that SELDOC Tessa Jowell services had:

- ✓ Good systems to manage risk so that safety incidents were less likely to happen. When they did happen, the service learned from them and improved their processes.
- ✓ The service routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- ✓ Staff involved and treated people with compassion, kindness, dignity and respect.
- ✓ Patients were able to access care and treatment from the service within an appropriate timescale for their needs.
- ✓ There was a strong focus on continuous learning and improvement at all levels of the organisation.

This is a fantastic result and we would like to thank all those involved who helped make this happen.

THANK YOU

SELDOC ID CARDS – ACTION REQUIRED BY ALL STAFF

As you have already been made aware, we have implemented ID cards across the business so that our patients and customers can clearly identify us. Our provider is "Card Hero" who are facilitating the cards and who will hold your data safely in line with the new GDPR rules.

Please watch a short video on how it works [Card Hero](#). Please use the link here to upload your photo: [HERE](#) and complete the details as promoted.

Cards will be sent to your home address and it is crucial that the correct address is added, so please double check you have the correct postcode and address details.

Photographs should be of a professional nature, please use head and shoulder only and suitable clothing and background.

Our aim is to have everyone signed up for a card by September 2022. If you have any problems please email: jacqueline.omeara@nhs.net and we will deal with your requests as soon as we are able.

If you haven't ordered already, please do today - thank you all for your co-operation

Following our staff survey sent out in March this year, we will be asking again for you to complete our follow-up survey. The comprehensive surveys are in order to better understand employee morale, satisfaction, engagement, and wellbeing at SELDOC.

Your opinions are important to us, and this survey is your chance to express those opinions. Please note all questions need to be completed.

We are using the survey results for three main purposes:

1. To improve all factors of the work environment that impacts employee satisfaction, performance, health, and wellbeing;
2. To make SELDOC a more inclusive workplace; and
3. To listen to your suggestions and recommendations and formulate action plans to make SELDOC better.

We would like to get 100% participation in order to ensure that each and every employee's voice is heard.

We will be offering 3 X £100 voucher to participants whose name is drawn randomly 'out of a hat'.

If you did not participate in our first survey of 2022 then please take this opportunity to contribute this time around. If anything is preventing you from participating then please let Andre Osborne, HR Manager know so that he can assist you.

If you have not yet received the link from Survey Monkey, please contact Jacqueline O'Meara as soon as possible, either text/call/email: 07887537730 / Jacqueline.omeara@nhs.net

**Thank you for participating in our survey. Your feedback is important.
I HAVE EXTENDED THE DEADLINE TO 21st OCTOBER FOR COMPLETION**

Random Drug Testing now being implemented

At SELDOC we place the utmost importance on protecting our patient and our staff. In line with our Drugs and Alcohol testing policy, SELDOC will be conducting randomised drugs and alcohol testing across all of its services including Hanover House. The drugs and alcohol-testing can occur at any time of the day or night and across 7 days a week, at any location and is conducted by a reputable and licensed, independent drugs and alcohol testing service. Should a tester arrive when you are on shift, you will be required to provide a breath test for alcohol and a urine test for illicit substances.

As per the policy, this is a contractual requirement. Failure to provide a sample of breath or urine specimen when requested will be reported immediately to your line manager and senior on call manager and may lead to disciplinary action.

We hope you understand that this is good practice in any healthcare organisation to help ensure the safety of our patients, staff and members of the public.

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