Employee Handbook
Welcome to Maidstone and Tunbridge Wells NHS Trust (MTW)

As your Chief Executive I am pleased to welcome you to the MTW team. I hope that you will feel proud working in this Trust, where we are committed to putting the patient at the centre of everything we do, and strive constantly to improve.

I, and the Trust Board, want to communicate with all of you regularly and keep you involved in what’s going on. There is a weekly e-newsletter called Update, which comes from me, a staff magazine, Pride, and our intranet site where you can find out what you need to know about the Trust.

However, communication is not just one-way either. On the intranet you will find a Talk to Us section where you can ask questions or make direct contact with the Executive Team.

MTW is a large healthcare Trust. We provide a full range of general hospital services to around 500,000 people living in the south of west Kent and parts of north east Sussex.

In addition, the Trust provides specialist cancer services to about 1.8 million people through our cancer centre (Kent Oncology Centre) at Maidstone and a sister unit at Kent & Canterbury Hospital, for the whole of Kent, Hastings and Rother.

We employ a team of approximately 5,300 people. We currently have two main sites: Maidstone Hospital and Tunbridge Wells Hospital. Tunbridge Wells Hospital is the first one hundred per cent single room NHS hospital in the country.

I hope you find your career with us here enjoyable and rewarding.

Best wishes

Glenn Douglas
Chief Executive
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This handbook is also available in electronic format and can be accessed on our intranet. For out of hours access please log on to www.mystaffhandbook.co.uk.

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The RCN welcomes you to Maidstone and Tunbridge Wells NHS Trust

The Royal College of Nursing is the largest nursing-specific trade union in the UK. We welcome nurses, midwives, health care assistants and assistant practitioners.

We campaign on your behalf on issues that are relevant to you, your workplace and the NHS.

We offer legal protection, expert representation and an advice service should you need personal or professional support. You can access award winning online tools, professional development resources including an online library, and discounts on events.

No other union offers you all of this and much more. You can’t afford to be without the RCN.

Join today. Visit www.rcn.org.uk/join or call 0345 772 6100
VISION AND VALUES

Successful organisations are clear to align their overall purpose and ambition and the day-to-day development and delivery of services. This ensures that everything we do, as individuals and teams, contributes to, and is consistent with the overall direction and purpose of the organisation. For this reason we developed a mission statement and vision to explain what we aspire to deliver. We also define our strategic aims which describe, in a little more detail, what we need to do to achieve our vision.

Our Mission: Our focus is our patients.

Our Vision: To be a successful, integrated healthcare provider, in the top 20% of Trusts nationally, for the quality of services that we deliver.

Our Strategic Aims:
- To become a truly patient and customer-centred organisation
- To deliver services that are viable and sustainable
- To take the system leadership role to deliver integrated care in our locality
- To operate at high levels of quality and efficiency to generate long-term financial sustainability

Our Values:
The Trust has also developed Trust values. If our vision and strategic aims set out “what” we should deliver, the values set out “how” - this helps to create our identity as a service provider and shapes our behaviour as individual members of staff. MTW’s values are represented by the word PRIDE.

- P - Patient First:
  We always put the patient first
- R - Respect:
  We respect and value our patients, visitors and staff
- I - Innovation:
  We take every opportunity to improve services
- D - Delivery:
  We aim to deliver high standards of quality and efficiency in everything we do
- E - Excellence:
  We take every opportunity to enhance our reputation
AN OVERVIEW OF OUR HOSPITALS

Maidstone Hospital

Our large hospital, with 400 beds, provides a wide range of complex and routine surgical and medical services supported by the latest in diagnostic facilities. Maidstone Hospital is the base for the Kent Oncology Centre, which provides complex radiotherapy and chemotherapy for patients throughout Kent and North East Sussex.

The hospital is also the base for our busy Accident & Emergency Department, Stroke Unit, Breast Care Centre, and Eye, Ear and Mouth Unit and our midwife led Birthing Centre.

Tunbridge Wells Hospital

Our hospital in Tunbridge Wells opened in September 2011 and is the first NHS hospital in England to be built with 100% single rooms for inpatients. Patients benefit from over 500 single rooms and other discreet treatment areas that provide privacy and dignity. Each inpatient room is equipped with its own en-suite bathroom facilities. Patients can adjust the temperature of their own rooms and most have woodland views.

The hospital provides a range of complex and routine surgical and medical services. It has a Trauma Centre, Accident & Emergency Department, Orthopaedic Centre and Women and Children’s centre, all of which service patients from across the area.

The new hospital is seen nationally as an example of best practice in the design of patient-safe facilities and has attracted widespread international interest.

We also have a dedicated Stroke Unit based at Tonbridge Cottage Hospital, a sister site to Kent Oncology Centre at Canterbury and a satellite eye unit at Medway Hospital. We also provide a range of community clinics across the area.

Staff Restaurants

At each of the main sites there are staff restaurant facilities, providing hot and cold food. As an employee of the Trust and as long as you are wearing your name badge you will be able to buy a subsidised meal. Other outlets are also available such as Costa Coffee, WH Smiths and services run by the League of Friends.
BENEFITS OF WORKING IN THE TRUST

The Trust is committed to ensuring that we attract and retain the best employees possible. The Trust understands that staff give the best care to patients when they can strike a healthy balance between work and other aspects of their life. The Trust accepts joint responsibility with staff to develop a range of working arrangements that balances the needs of patients and services, with the personal needs of staff.

All employees have the right to request flexible working patterns once they have been in post for 26 weeks. This right enables employees to work flexibly. It cannot be provided automatically as there will always be circumstances when the manager is unable to accommodate the employee’s desired work pattern due to service needs.

With this in mind, the Trust recognises a number of flexible working practices including:

- Job Share
- Career breaks
- Annualised hours
- Part Time hours
- Term time working

Staff Benefits/Discounts and Training

Health Service Discounts - This website offers exclusive discounts to NHS employees. The site provides information about hundreds of discounts available from some of the country’s largest businesses, plus many more features.

All you need to do is log on to www.healthservicediscounts.com and register.

There are a number of other discounts offered to employees, which are advertised and can be found on the Trust’s intranet noticeboard.
Childcare Facilities

Busy Bees day nursery is located on the Maidstone Hospital site. NHS employees have priority, but there is a waiting list and employees are advised to register their child’s name as soon as possible. NHS employees receive a discount and details can be obtained by contacting:-

- Busy Bees day nursery, telephone number 01622 226515.

Childcare Vouchers – these can be arranged with Computershare Voucher Services. The contact details are:

Tel: 0845 002 1111
Email: parent@computershare.co.uk
Web: www.computersharevoucherservices.com

As an employee of the Trust you will be asked to provide an employer number, which can be obtained from the HR Department.

Moat Housing Association

To aid first time buyers the government launched the ‘Starter Home Initiative’. As a worker for the NHS you may be eligible for a keyworker housing initiative. If you are interested in finding out more please visit the website www.moat.co.uk/keyworkers, or telephone 07002 662846.
Total Reward Statements

A total reward statement is a personalised summary that shows your full NHS employment package and other benefits that your employer provides. They are updated and refreshed annually. Typically, the following information will be included:

- NHS employment details
- Local benefits
- Pension benefits (if you are a member of the NHS Pension Scheme.)

Staff are key to the success of the Trust and we are committed to ensuring that staff are provided with a good employment package and range of benefits to support and motivate them to provide the best possible care and experience for our patients.

The following are a selection of the benefits available to you as a Maidstone and Tunbridge Wells NHS Trust employee:

- Salary Sacrifice Schemes
- Discounts
- Subsidised canteens
- On-site libraries (both Maidstone and Tunbridge Wells)
- Free inter-hospital bus service and free travel on specific mainline bus routes
- Long Service and Retirement awards
- Staff Awards
- Travel Vaccinations (at cost)
- Flu Vaccinations
- Counselling
- Fast Track Access to Hospital Services
- Health and Well-being Checks (in our Occupational Health Department)
- Smoking Cessation Advice
- Weight Loss Programmes
Learning and Development

MTW is committed to creating an environment where staff are informed, valued and involved. We encourage a culture of continuous learning, enabling staff to develop their skills in support of effective patient care. Learning and development activity is fundamental to organisational success.

Information on all aspects of education and training available to staff is provided in the Learning & Development Prospectus, which is published annually. A copy is available electronically on the Learning & Development intranet site. http://mtwintranet/directory/departments/learning-and-development

The Trust has dedicated education centres providing and developing focused educational opportunities for all doctors in training, their Educational Supervisors, Consultants and General Practitioners within the Trust catchment area.

The Trust has a 24/7 library service and membership is free to all staff. The Trust libraries hold 14,000 titles, including several e-books. The libraries subscribe to more than 400 journals and resources can be requested from other libraries if required.

Opportunities for Career Progression

The Trust is keen to develop and retain key skills within the organisation and is committed to harvesting talented individuals to ensure they reach their full potential.

In addition to the learning and development opportunities, outlined above, the Trust will actively support and encourage local development of all employees through both formal training and education and on-the-job development, including acting up and secondments opportunities and support to progress through your chosen carer pathway.

All jobs are advertised internally through the NHS Jobs website.
Live happily ever active.

Virgin Active Tunbridge Wells is no ordinary health club. Members here benefit from a 20m swimming pool, the latest equipment, over 80 group classes each week, great children’s amenities, relaxing spa facilities, and a wide range of flexible membership choices.

Try it all out for yourself. See virginactive.co.uk or call 01892 774000 to arrange your complimentary visit.
PROTECTING YOU - EMPLOYMENT MATTERS

Conditions of Service

When your employment commences with the Trust you will receive a contract of employment, which contains all the main details of your pay and conditions of service. This contract of employment is supported by a set of policies and procedures, which can be found on the Trust’s intranet site. Brief details of some of the Trust’s key policies are provided in this section. If you have any problems accessing these documents please contact your line manager or the Human Resources Department.

Confidentiality

You are likely to have access to all kinds of information, including computer data and manual records relating to the medical or personal affairs of patients and/or staff, as well as sensitive information relating to the business of the Trust. All information is to be regarded as confidential and must never be divulged or discussed with anyone (including members of your family) except in the normal performance of your duties. Any breach of confidentiality will be dealt with in line with the Trust’s disciplinary policy and procedure.

Fraud and Corruption

Every Trust employee has a part to play in the fight against fraud. The Trust’s Local Counter Fraud Specialist (LCFS) works alongside the Trust in order to raise awareness of the issues surrounding fraud and thus enforce the message that acts of dishonesty within the Trust, and indeed the NHS as a whole, will not be tolerated. It is incumbent upon all NHS employees to act vigilantly and responsibly in order to protect the organisation and its resources. If you suspect a colleague, patient or individual of a fraud or an offence involving the Trust, you should report your suspicions to the Trust’s Director of Finance or the Trust’s Local Counter Fraud Specialist (LCFS).

Gifts and Hospitality

You should ensure that you do not become involved in any conflicts of interest with your duties. You must not, either directly or indirectly, accept a gift, reward or benefit, from anyone whom you are brought into contact with by reason of your work, other than:-

- Modest gifts, eg flowers or chocolate from patients.
- Gifts of a promotional nature.
Governance and Policy

The protection, care and safety of our staff and patients is of the utmost importance to the Maidstone & Tunbridge Wells NHS Trust. All of our policies are in line with national guidelines and current legislation.

All new or amended policies and procedures are fully consulted on and are Equality Impact Assessed. These assessments are a systematic way of looking at policies to ensure that they do not have any adverse impact on people in terms of race, religion/belief, sexual orientation, disability, gender or age.

Speak Out Safely

Maidstone and Tunbridge Wells NHS Trust is committed to creating, sustaining and promoting a culture and climate of openness and honesty, ensuring that all staff are confident and encouraged to raise concerns in accordance with Professional Codes of Conduct and Trust policy. The Trust wants staff to have confidence that their concerns will be taken seriously and that the issues are resolved thus ensuring that all activities of the Trust are carried out in a way that promotes the highest standards of patient care and business practices.

Free expression by individuals of their genuine concerns is welcomed by management as a contribution towards protecting patients, staff and the public and improving services. The Trust is committed to dealing responsibly, openly and professionally with all concerns that are raised.

At one time or another we will all have a concern about what is happening at work. However, such concerns are usually easily resolved through a quick discussion with the person best placed to resolve the problem, whether that be your line manager, a colleague, or other person within the organisation. However, occasionally the concern cannot be resolved in this way and needs escalation through a different route and that is when this policy should be used.

The purpose of this policy is therefore to provide a safe mechanism for staff to raise legitimate concerns in good faith and have a clear process to follow about how to do this, with the assurance that such concerns will be fully investigated and dealt with by the Trust, with the individual raising the concern receiving feedback on the outcome of the investigation.
Disciplinary

All members of staff are responsible for their own behaviour at work in accordance with Trust policy. It sets out the standards of conduct expected of Trust staff and the procedure for dealing with concerns about the conduct of Trust staff. The Trust is committed to managing concerns about conduct fairly, reasonably and promptly to ensure appropriate and consistent processes for staff and to ensure the effective and safe provision of services for patients.

Equality and Valuing Diversity

MTW is proud to serve a diverse population and to employ a diverse workforce. It is fully committed to promoting equality of opportunity access, dignity, and respect in the services it provides and in its workforce strategy and employment practices.

Grievances and Disputes

The Trust is committed to ensuring that, wherever possible, grievances and disputes are resolved by informal discussion and every effort should be made to do so by the manager and staff members.

Harassment and Bullying

The Trust is committed to providing a healthy working environment where all staff are treated with the dignity and respect they deserve, and it values the contribution that all staff make to delivering efficient and high quality services. We recognise that to deliver these services to the best of their ability, staff need to be able to work in an environment that is free from harassment and bullying in all its forms. Bullying and harassment is morally, legally, and professionally unacceptable. All staff must treat colleagues with respect and dignity.

The Trust has a rich diversity of staff which is both welcomed and valued. Any behaviour by staff which undermines this diversity is unacceptable and will not be tolerated in this organisation.
Sickness Absence

It is important that we are proactive in managing sickness and absence in the Trust so that we can deal fairly and sympathetically with staff who are sick, whilst at the same time, minimising any impact on patient care.

Should you not be able to come to work due to sickness, you must notify your manager as early as possible, by telephone (not text message), on your first day of absence. A reason should be given, as well as how long you think you will be away from work. For periods of sickness between 1 and 7 calendar days, a self certificate form must be completed. For 8 days or more, a medical certificate from a GP/medical practitioner is required.

When you return to work, you will complete a return to work interview with your manager. It is the responsibility of all employees to comply with the sickness and absence policy – this can be found on the intranet.

Full copies of all Trust policies and procedure can be found on the Trust’s intranet site.
Fostering
Adoption
Bring their dreams to life
We need more foster carers and adoptive families to give children stable and loving homes in Kent.
Together we can change futures.
Contact us to find out more about the rewards of fostering and adoption.

www.kentfostering.co.uk
www.kentadoption.co.uk
0845 330 2968
(Quote 2014 NHS MTW)
Follow us on Twitter @kent_cc
THINGS YOU NEED TO KNOW

National Terms and Conditions of Service

National Terms and Conditions of Service apply to all staff directly employed by NHS organisations (with the exception of very senior managers).

There are two types of National Terms and Conditions, Agenda for Change and Conditions of Service for Doctors and Dentists.

These National Terms and Conditions relate to pay, hours of work, sickness absence, redundancy pay, maternity leave and pay and many other employment aspects. A copy of your relevant Terms and Conditions can be accessed via the NHS Employers website.

Working Hours

Working in a hospital environment means many services operate 24 hours a day, 7 days a week. All staff are legally required to have a break of 20 minutes for every 6 hours worked. All breaks are unpaid.

Salary payments

Salaries are paid monthly in arrears to your bank or building society account on the 24th of each month.

The Trust operates a Staff Bank, which is paid weekly in arrears to your bank or building society account each Thursday (unless there is a Bank Holiday when payment is made on a Friday).

All payroll related claim forms are available on the Trust intranet.

In the event of any issues or concerns relating to your pay, please discuss these with your line manager in the first instance. Further to discussion with your manager, should you need to escalate, you should contact the Payroll team.
Annual Leave

The annual leave year is calculated from 1\textsuperscript{st} April to 31\textsuperscript{st} March each year. The amount of annual leave you are entitled to depends on your hours of work and length of service, and there is an easy to use ‘Annual Leave Calculator’ available on the Trust intranet which will quickly calculate your leave entitlement if you commenced employment part way through the annual leave year.

All NHS service is counted towards Annual Leave entitlement and service does not need to be continuous.

Annual leave entitlements for non-medical staff:

On appointment: 27 days + statutory holidays
After 5 years’ service: 29 days + statutory holidays
After 10 years’ service: 33 days + statutory holidays

Annual leave entitlements for medical and dental staff can be established by looking at the Medical Staff Leave Policy and Procedure which is available on the intranet (Q-Pulse).

Please note that annual leave for part time staff is calculated on a pro-rata basis.

Should you have previous NHS service you will be required to provide your manager with evidence of this in order to claim your full entitlement.

Pension Scheme

All new joiners are automatically enrolled in the NHS Pension Scheme (providing eligibility criteria is met). Staff eligible for the NHS pension scheme will benefit from an employer contribution of 14\% of pensionable earnings as well as:

- Tax relief on contributions
- Reduced national insurance contributions
- In-service death benefits
- Pension benefit payable to dependents including children
- Pension at retirement age
- Ill health benefits
- Premature retirement benefit
- Voluntary early retirement option
- Ability to increase pension.

For staff who do not meet the NHS Pension Scheme eligibility criteria the Trust offer an alternative pension option and they are automatically enrolled into NEST (National Employment Saving Trust).

Staff can choose to opt out should they wish to do so. Should you require further information about the NHS Pension Scheme, please access http://www.nhsbsa.nhs.uk/pensions or for NEST, please visit www.nestpensions.org.uk
Occupational Health

Occupational Health is concerned with how our health can affect our work, and our work can affect our health and well-being. Occupational Health provides a service to the Trust for advice to managers and employees for work related issue, and helps to support employees with medical conditions that can affect their ability to work and remain fit for work and should be used in conjunction with your General Practitioner. The Occupational Health Department provides a service across both the main hospital sites between the hours of 08:30 – 16:30, Monday to Friday. Contact numbers are 01622 224324/O1892 633232 or email mtw-tr.occupationalhealth@nhs.net

Occupational health services for Trust Employees include:-

- Fitness to work assessment prior to commencing work
- Health surveillance
- Fitness to return to work
- Redeployment advice
- Rehabilitation advice (including restrictions to facilitate earlier return)
- Safety and welfare at work advice
- Self referral for advice
- Immunisations/blood titres for work
- Contact tracing
- VDU eyesight test
- Workplace assessments
- Counselling
- Fast track policy facilitation.
- Lifestyle screening
- Health promotion activity
- Weight loss advice
- Smoking cessation advice/referral
- Substance misuse advice/referral
- Sharps injury/contamination injury advice and management

Performance Appraisal

The Trust operates an annual performance appraisal for all staff. For medical staff this takes place between October – December each year and for all other staff the appraisal cycle runs from April – June each year.

Everyone will have their own Personal Development Plan (PDP) which will be developed jointly in discussion with their manager.

All employees appointed under Agenda for Change Terms and Conditions will need to demonstrate that they meet local agreed performance requirements before pay progression can be awarded.
Health and Safety

The Trust recognises its responsibilities under the Health & Safety at Work Act 1974 (HSW 1974) and all associated legislation enabled under the Act. We are committed to safeguarding the health and safety of our employees, patients, visitors, volunteers, contractors and others who visit our premises or are affected by our activities.

All Trust managers will ensure that employees under their control have access to and attend all Health & Safety training relevant to their job. Managers also have a responsibility for formulating and implementing departmental safety rules, ensuring that suitable and sufficient risk assessments are carried out and findings acted upon, and ensuring that their staff comply with them.

All employees are responsible for acquainting themselves with the Trust’s Health & Safety policies, procedures and rules governing their activities, and for co-operating with management in complying with them. All staff must attend any Health & Safety training arranged for them, and report accidents, incidents and unsafe conditions to their manager or in the absence of their manager, the Risk Team.

Financial Governance

As a public sector organisation the Trust is duty bound to ensure that financial transactions are carried out in accordance with the law and government policy.

Therefore, all members of staff have a duty to ensure they are aware of and comply with the contents of the Standing Financial Instructions (SFIs) and Standing Orders (SOs). These documents are published on the intranet and are updated regularly. Please ensure that you keep up to date.

Information Governance

Information Governance provides the assurance framework by which the NHS manages all information - in particular the personal and sensitive information of patients and employees. It allows organisations and individuals to be confident that personal information is dealt with legally, securely and appropriately.

Information Technology (IT)

Your e-mail account and information system access will be set up by your line manager, who will arrange any necessary system training. Please note that you have a personal responsibility to read and abide by relevant Trust policies available on the Trust intranet.

The Health Informatics Service (HIS) offers a single point of contact for all IT system faults, and the current HIS Service Desk contact details are available on the Staff Intranet.
Quality & Governance

All NHS organisations need to be underpinned by robust governance arrangements. Good governance is critically important in ensuring that the quality and safety of patient care delivered by the Trust is at the heart of the organisation.

By learning from incidents, claims, complaints, concerns and compliments, we can drive improvements in the services we offer to patients. Clinical Governance is defined as being:
“A framework through which NHS organisations are accountable for continuously improving the quality of their service and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish.”
(Clinical Governance in the new NHS. HSC 1999/065)

Save money on your everyday healthcare

Claim money back, up to annual limits, for:

• Dental check-ups and treatment
• Sight tests, new glasses and contact lenses
• Physiotherapy and other complementary therapies

There are many more benefits and we pay claims, usually in just a few days.
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0800 4585272

enquiries@walkerscars.com
PARTNERSHIP WORKING WITH STAFF

The Trust is fully committed to partnership working. We recognise numerous Trade Unions for negotiating, consultation and collective bargaining purposes.

Trade Union reps have meetings to discuss all issues and decisions that affect staff in the Trust.

The Trust encourages its staff to join a professional staff organisation or Trade Union and play an active role in its activities.

The Trust works in partnership with the Staff Side representatives in the JCF (Joint Consultative Forum) and the JMCC (Medical and Dental) to inform staff of issues and provide a forum for discussion and negotiating on behalf of staff.

Staff Side representatives are available to all staff for general enquiries and general advice. Representation is limited to Union members.

The Trust Intranet has a link to Staff Side information and all recognised Trade Unions within the Trust.

Staff Side Chair: Annemieke Koper
annemieke.koper@nhs.net

JMCC Chair: Mike Browning

Staff survey

The Trust recognises the importance of staff opinions and is keen to receive feedback on all aspects of employment. Through participation in the NHS National Staff Survey, the Trust gives staff the opportunity to comment on a wide range of topics.

The results of the survey highlight any areas of concern and provide a platform for the Trust to establish an action plan to address key issues and make necessary improvements. Full results from the survey are published on the intranet.
OUR ENVIRONMENT AND RESPONSIBILITIES

Security

The Trust uses CCTV, keypad and swipe card locks in certain areas to aid security, however, all staff have a security role to play. Please ensure that:

- Personal property is not left lying around
- Trust property is locked away when not in use
- You challenge strangers
- Report suspicious behaviour

ID badges must be worn at all times with the photograph and written details visible. ID badges must not be defaced.

Do not lend your ID badge to anyone else, or allow anyone other than yourself to use it for swipe access to secure areas.

The Trust does not accept responsibility for any personal property including motor vehicles which are lost or damaged on its premises.

Smoke free policy

The Trust is a smoke free environment throughout all its sites, both buildings and grounds. Smoking is not allowed anywhere inside the hospital buildings. Rooms set aside for smoking no longer exist. Smoking is not allowed at any main entrances to the hospital buildings, in Trust property or in Trust leased vehicles when in business use. Designated smoking areas are provided at both hospitals.

Car parking and travel

Staff who need to use a car to get to and from work should apply for a car parking permit to park in one of the designated staff parking areas. Applications will be evaluated and will be given to those staff who fit the criteria. Staff are not permitted to park in areas which are designated for patients and visitors. Please see the intranet for more details.

There is a free bus service between the two hospitals for staff to access regularly through the day and evening. The full timetable is available on the intranet.
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For Further Information
Please Call
01483 272323

www.davidshepherd.org
MEDIA AND OTHER COMMUNICATIONS

Media

If you are contacted by a journalist, please refer them immediately to the Communications Team, who will deal with their enquiry.

You should not give any information or comment to a member of the media without first consulting your manager and the communications department.

Publications

Quarterly patient magazine – Patient First
Quarterly staff magazine – Pride

Website

Our website can be visited at www.mtw.nhs.uk

Freedom of Information

Under the Freedom of Information Act 2000 (FOI), we are legally obliged to respond to any and all written requests for information. If you receive a written request for information, please refer it to the Head of Information Governance.
USEFUL CONTACTS

The Staff Bank

The Staff Bank is located at Maidstone Hospital.

There are occasions when the Trust needs to use short-term, temporary workers to ensure safe staffing levels and support additional service needs. The Staff Bank team work closely with Recruitment to externally advertise flexible bank work opportunities on an ongoing basis in order to continue to build our in-house, multi-skilled flexible workforce.

Internal staff who wish to join the staff bank should contact the Recruitment Team and request an internal application pack.

Contact the Staff Bank Team on extension 28800 or email mtw-tr.staffbank@nhs.net

To request an internal bank application pack email mtw-tr.recruitment@nhs.net
Contacts list for all staff employed in the Maidstone & Tunbridge Wells NHS Trust can be accessed via the Trust intranet.

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<tr>
<td>Switchboard</td>
<td>0 or 01622 729000</td>
</tr>
<tr>
<td>Cardiac Arrest</td>
<td>2222</td>
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<tr>
<td>Chaplaincy</td>
<td>24569 or 33353</td>
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<td>Communications</td>
<td>25858</td>
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<tr>
<td>Counter Fraud</td>
<td>01622 680715</td>
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<tr>
<td>Emergency Planning Manager</td>
<td>32947</td>
</tr>
<tr>
<td>HR Department</td>
<td><a href="mailto:MTW-tr.HR1@nhs.net">MTW-tr.HR1@nhs.net</a></td>
</tr>
<tr>
<td>IT Helpdesk</td>
<td>01303 290600</td>
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<tr>
<td>Library</td>
<td>24647 or 35489</td>
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<tr>
<td>Occupational Health</td>
<td>24324 or 33007</td>
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<td>Post Graduate Centres</td>
<td>28408 or 35368</td>
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<tr>
<td>Recruitment</td>
<td><a href="mailto:mtw-tr.recruitment@nhs.net">mtw-tr.recruitment@nhs.net</a></td>
</tr>
</tbody>
</table>

**External contact numbers**

Prefix extension numbers starting 2 with 01622 2
Prefix extension numbers starting 3 with 01892 3

Further contact details can be found:-

Trust intranet: [http://mtwintranet/](http://mtwintranet/)
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