

**NHS**

**Whittington Health**  
NHS Trust



# Whittington Health Handbook for Nurses and Midwives



## Our Mission

Helping local people  
live longer, healthier lives

## Our Vision

Provide safe, personal, coordinated  
care for the community we serve

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# Welcome



My name is Michelle Johnson and I am the Chief Nurse and Director of Patient Experience at Whittington Health NHS Integrated Care Organisation.

I love working at Whittington Health and am incredibly proud of our nursing and midwifery staff who work hard to ensure all our patients and public receive the best possible care at all times.

Our staff are considered 'Outstanding' for caring and they work within an organisation rated as 'Good' by the Care

Quality Commission (CQC 2018). At our last inspection the inspectors noted that the Trust belongs to the staff and that every member of staff "goes the extra mile for patients".

I am also proud to call myself a Capital Nurse. I work with colleagues across the NHS in London to get nursing staffing right to ensure everyone in the capital receives the same high-quality care experience.

## What you should expect from us

Our commitment to you is that you will have access to excellent nurse leaders and a personalised approach to your continuing education and professional development. We will work with you to ensure you have the best learning and career opportunities.

Living our I.CARE values gives us a strong foundation for compassionate leadership and you should expect to be treated with kindness, fairness and respect at all times.

## What we expect of you

We expect our nurses and midwives to have excellent clinical abilities and to play their part in delivering our I-CARE values to ensure patients and their families receive the best possible care.

You should exemplify the highest standards of care, clinical competence and compassion. You need to be committed to be the best. You should be an effective communicator and be courageous in speaking up if patient care is compromised.

If you see me, do stop and introduce yourself. I truly value feedback to help me make continuous improvements.



@johnsonmich18



Chief Nurse Blog on our website



## You and your career

If you're an ambitious nurse or midwife, Whittington Health is the right place for you. There's a strong culture of developing and encouraging talented healthcare professionals via education, robust support and non-judgemental professional guidance.

In national staff surveys, the Trust consistently scores in the top 20% for access to training; it has been accredited with the Investors in People award and is an endorsed provider with the Institute of Leadership and Management.

## Treating you fairly

We work hard to ensure our colleagues are treated with dignity and respect and have equal opportunities.

Our Promoting Equality, Diversity and Human Rights policy outlines our commitment to ensuring that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable.

Equality and Diversity training is a mandatory module and further training is available.

## About us

As one organisation providing both community and hospital services, we are known as an Integrated Care Organisation. We serve 500,000 people living in Islington and Haringey and also provide care to people in Barnet, Enfield, Camden and Hackney, and in an increasing number of other London boroughs, too. The headquarters of the Trust is based at the Whittington Hospital in Archway in the London borough of Islington.

We have an income of over £300 million, employ over 4,200 staff and are proud to work with over 150 volunteers who give invaluable support in our work.

Our priority is to give our patients and the public the right care, at the right time and in the right place. We have 308 hospital beds (including Midwifery) and our clinical areas include an Emergency Department, ambulatory care, surgery, maternity services and therapy and we specialise in the care of older people. We run services from 30 community bases in Islington and Haringey.

Our Children and Young People Integrated Clinical Services Unit gives healthcare across the hospital

and community, in schools and homes, from conception through to adulthood. This service includes health visitors and school nurses and tailored, personalised care is given to over 115,000 children. In our catchment area there are 159 schools.

In our friendly maternity unit we have a delivery rate of around 3,800 births per year. We have a five-bed birthing centre and an eight-roomed labour ward.

Our community adult services include specialist care for long-term conditions, District Nursing, community Matrons, learning disability services and specialist nursing in the community.

As an Integrated Care Organisation, we bring safe and high-quality services closer to home and speed up communication between community and hospital services to improve people's experience and clinical pathways. We have close ties with patients, carers, GPs, social care and mental health services and many other providers and voluntary sector organisations.





# In 2017/18 there were:



**797,634**  
contacts with patients  
in the community



**3,761**  
babies delivered



**2,269**  
elective admissions



**41**  
hospital



**60**  
community



**101,814**  
visits to our emergency  
department

## Quality Improvement

We strive to offer more effective and efficient services for our patients and public. We believe Quality Improvement is everybody's responsibility and we take a multi-disciplinary approach to QI, involving our patients, nurses, AHPs, doctors, students, managers, administration staff and other key groups. The Bronze level QI training is a mandatory e-learning module.

## Awards

We believe in celebrating exceptional staff and have annual awards for those who have been outstanding in their roles. We are proud that nursing staff from our organisation are frequently shortlisted from hundreds of entries for prestigious national awards, including the Nursing Times Awards.

The Trust has also won awards from external bodies. We have received a CHKS Top Hospitals Quality of Care Award, which celebrates acute sector organisations' achievements in healthcare quality and improvement and a Health Service Journal award for Community Health Service Redesign that resulted in greater efficiency, better patient care and savings due to improved productivity.

## Working in Islington and Haringey

Islington is just north of the River Thames and Haringey is north of this; both are well connected by tube, rail and bus to the rest of London and beyond. Within the borough there are areas of high deprivation and also affluent neighbourhoods. There are many challenges and rewards of nursing in such a diverse community.

Islington is a vibrant and popular place to live and has a thriving nightlife scene, including world-renowned theatres such as Sadler's Wells and the Almeida. There are bustling high streets with many shops, pubs and restaurants and there are also a number of parks, including the beautiful Waterlow Park, Hampstead Heath and Parliament Hill Fields.

Haringey is a dynamic and diverse borough with green spaces, rich diversity, international supermarkets and a growing number of cosmopolitan cafes and restaurants. Its northern reaches give easy access to the countryside.

# What we offer you

We believe in caring for our staff as happier staff means happier patients. We have an extensive range of benefits to help you manage financially, socially and personally.

- Advice re safe alcohol levels - support for alcohol and drug abuse
- Automotors – help to purchase/ lease cars
- Bicycle loan scheme
- Counselling (People at Work)
- Charitable sporting events
- Cycle training and maps
- Childcare vouchers
- Cricket team
- Dietician 1 to 1 advice
- Employee Assistance Programme
- E-learning
- Eye tests
- Exercise challenges
- Equal opportunities
- Flu vaccinations
- Fusion Lifestyle discounted membership
- Football
- Flexible working
- Financial advice (People at Work)
- Gym discounted rates
- Green travel plan
- Health and Wellbeing (Whit Fit Wellbeing Strategy)
- Infant support
- Jobshare
- Keep fit
- Key workers' housing scheme
- Lifestyle advice
- Legal advice - People at Work
- Massage therapy (discounted)
- Mindfulness
- NHS discounts website



- Occupational health
- Physiotherapy fast track
- Pension scheme
- Ping pong
- Quit smoking support
- Restaurants discount
- Relaxation area in Whittington Court
- Running club
- Smoking Cessation clinics
- Staff awards
- Season ticket loan
- Sweat Shop discount
- Training & development
- Theatre Club
- Unions
- Vouchers (my Trust benefits)
- Walking groups
- Well person days
- Whittington Court staff restaurants
- Yoga





## Housing

Accommodation provision at Sussex Way is managed by Network Homes. Sussex Way has good travel links and accommodation is arranged in flats that house six or seven people. Each flat has a shared kitchen and dining area plus private, en-suite rooms, each with a single bed, wardrobe, curtains, desk with drawers, storage, desk lamp and computer, tv and phone links. There are

laundry facilities and a cleaning service for the common areas. Rent is around £650 per person per calendar month (subject to market forces), including all utility, service charges and Council Tax. The accommodation manager at headquarters can be contacted on 020 7288 3088.

# Preceptorship

Taking your first steps as a Newly Registered Nurse is an exciting time and it can be a little daunting. Whittington Health's Preceptorship programme teaches you essential clinical skills in a carefully planned programme, giving you the required knowledge and expertise to become a safe, autonomous practitioner.

Registering with the Nursing & Midwifery Council (NMC) means you are accountable for your actions/omissions and we believe having a clear pathway of learning through your first year is key to ensuring your success and upholding patient safety.

We will help you fulfil required professional standards and offer excellent training, guidance and advice. Alongside this we offer an informal hotline for times when you need a friendly ear. At Whittington Health you will feel that you are being listened to and supported.

Those who undertake the programme, modelled on the Capital Nurse initiative, include nurses and midwives who are newly registered, anyone returning to practice after a five-year break and all nurses coming from overseas for the first time. Our Preceptorship programme is 12 months, giving you a comfortable length of time to strengthen your clinical skills and grow in confidence.

Nursing and midwifery are life-long learning professions and your Preceptorship year is just the start. There are no limits to how far you can go and we aim to help you achieve your professional goals.

Your Preceptor oversees your training and gives you support in clinical and practical areas in our hospital and in the community. Preceptors have trodden the same path as you, experienced the same ups and downs and are now successfully embedded into the Trust. Practice Development Nurses and Midwives who are specialists in their area give additional training and support.

Our Preceptorship programme gives you access to study days in your first year. To keep track of your development, we use a Competency Assessment Tool (CAT) along with development reviews to record progress and document your attainments. We run very popular, monthly, informal Band 5 & 6 forums in which you meet the Chief Nurse or her deputy, learn about developments, hear talks from guest speakers and raise any questions you have.



Call: 020 7288 5892



@WhitHealth @preceptorWhitt

# Induction

We ensure you're quickly orientated into our Trust, whether you are a newly registered or experienced nurse or midwife, a returner, or a nurse coming from overseas for the first time. During your first week with us you will be familiarised with the basics you need to operate safely and competently and to uphold patient safety.

Your line manager or the Human Resources department organise your Induction which is one week and includes:

- **3 days Corporate Induction**
- **2 days New Nurse Orientation**

*NB: there may be a period where you work in a supernumerary capacity in your clinical area before your induction is complete.*



## Our Learning & Development team organises:

- Statutory Training (to ensure the Trust fulfils its legal requirements)
- Mandatory Training (demanded by the Trust to limit risk and ensure safe working practices)

Training varies for community nurses, hospital nurses and midwives and details of each will be given, along with expectations of how you should record your development.

## Statutory/Mandatory Training\*

- Conflict Resolution
- Duty of Candour/Risk Management
- Fire Safety
- Equality, Diversity & Human Rights
- Health, Safety & Welfare
- Infection Prevention and Control Level 1 and Level 2
- Information Governance
- Backcare & Patient Handling Level 1 and, for some, Level 2
- Resuscitation
- Safeguarding Adults Level 1 and, for some, Level 2
- Safeguarding Children Level 1 and, for some, Levels 2 and 3
- Quality Improvement Bronze Training
- WRAP - counter-terrorism awareness training

\*may change according to Trust requirements

## Midwifery Mandatory Days

- Manual Handling
- Fire Training
- Adult Resuscitation
- Multidisciplinary CTG training
- 6-monthly update of fetal monitoring and CTG interpretation
- Multidisciplinary emergency obstetric skills drill
- Quality Improvement Bronze Training



## Learning resources

### Library

As soon as you join we recommend you enrol at our excellent library. It provides a light and warm place to study with helpful staff who are always willing to guide you. It offers extensive services, including access to journals and databases through OpenAthens. Additionally, you can access UpToDate which is a highly regarded 'point of care' tool designed to support evidence-based decision making by clinicians, plus The Royal Marsden Manual of Clinical Nursing Procedures.

Prior to your Revalidation process the librarians will invite you to participate in journals sessions to read and review articles in a group environment.

The Library is in the Highgate Wing on Dartmouth Park Hill. Contact the library at [whl@nhs.net](mailto:whl@nhs.net)

### Simulation Centre & Hub

The Simulation Centre blends innovative education with state-of-the-art clinical simulation enabling staff to practise difficult or risky procedures on realistic 'breathing' mannequins. The use of mannequins, 3D computer graphics and video allow healthcare professionals to work through emergencies together and hone skills.

The Simulation Hub can be set up to reproduce the environments of community nursing locations such as home, hospice, clinic or GP practice.



## New-to-area skills training

Our training will build your confidence and ensure you can safely care for our patients. Nurse training is comprehensive and just a few examples of subjects covered are Phlebotomy, Cannulation, IV Drug Administration, Tissue Viability, Leg Ulcer Management and Bladder & Bowel Training.

There are workshops within the community and the hospital that you will be able to attend. Examples are sepsis management, end-of-life care, pain management, frailty, falls prevention and awareness and district nurse referral. With your line manager you will identify which workshops are most relevant to you and the area that you are working in.

Our Children and Young People's service also offers training appropriate to the setting you are working in. These areas can include School Nursing, Health Visiting, children's hospital services, Neonatal Intensive Care and Children's Emergency Department.

We bring in speakers on specialist areas such as nutrition and palliative care. We also have a 'HELP' study day, with a simulation of dealing with the deteriorating patient to build your confidence in an emergency.

### Midwife training

You'll work five months in the Labour Ward, two months each on the ante- and post-natal wards and will have brief placements in the Maternity Assessment Unit, Birth Centre and Community. You will have a named Preceptor for your whole year and a co-Preceptor/Buddy in each clinical area.

You will also attend training sessions, which include:

- Child Protection
- IV admin of drugs
- Cannulation
- Mentoring Update
- Suturing
- Epidural lecture
- Risk management
- Fetal monitoring/interpretation
- Normal birth
- Antenatal screening
- Breastfeeding workshop
- Domestic violence
- Women's health
- Bladder care
- Research update
- Group clinical supervision

*These sessions vary annually.*

# Uniforms: hospital and clinics



Nursing Executive



Matron



Specialist Nurse



Nursing Associate



Sister /  
Charge Nurse



Junior Sister /  
Junior Charge Nurse



Assistant Practitioner



Phlebotomist



Staff Nurse



Midwife



Health Care Assistant



Flow Co-ordinators



Practice Development Nurse /  
Education (Senior Nurse )



Advanced / Emergency  
Nurse Practitioner



Ward Receptionist



Student Nurse /  
Trainee Nursing Associate  
(Middlesex / London South Bank)

# Career opportunities

## Nursing Pathway

We hope that you will love being part of the Whittington Health nursing and midwifery workforce and stay with us for many years as you develop professionally and personally into a first-class nurse or midwife. We work hard to ensure everyone is treated with dignity and respect and has equal opportunities and we apply this ethos to every stage of your career, from recruitment to retention and training.



Many people have been with us for their entire career, often spending time working in both our community and in our hospital teams. We hope that speaks of the friendliness of the Trust and reassures you that choosing Whittington Health is good for you and your career. You'll get to know many people by name from all departments and at all levels and will receive unrivalled support and encouragement to fulfil your ambitions.

The Trust supports continuing professional and personal development to ensure you give a high-quality service to our patients. We offer and support a diverse range of education, training and development opportunities to facilitate flexible working and learning.

There are of course many pathways open and emailing [whh-tr.clinicaleducation@nhs.net](mailto:whh-tr.clinicaleducation@nhs.net) is the first step to finding out more. Here's a simple chart showing typical progression.

<p><b>Band 5</b> Preceptor Staff Nurse</p>	<p><b>Entry level, preceptee and overseas nurses</b></p> <ul style="list-style-type: none"> <li>• Ongoing learning and proving you have achieved core nursing competencies</li> <li>• Bridging the gap between undergraduate study and first nursing role</li> <li>• Learning new clinical skills and consolidating existing skills</li> </ul>
<p><b>Band 5</b> Staff Nurse</p>	<p><b>Consolidating skills and competencies</b></p> <ul style="list-style-type: none"> <li>• Building specialist skills and competencies</li> <li>• Practicing leadership skills</li> <li>• Completing student supervision and assessment course</li> </ul>
<p><b>Band 6</b> Staff Nurse or Midwife, Health Visitor or School Nurse</p>	<p><b>Being a team leader</b></p> <ul style="list-style-type: none"> <li>• Advancing specialist skills &amp; competencies</li> <li>• Advanced local speciality training</li> <li>• Continuous development &amp; use of management and leadership skills</li> <li>• In-house leadership study &amp; appraisal study days etc.</li> </ul>
<p><b>Band 7</b> Specialist Nurse or Midwife, Health Visitor or School Nurse</p>	<p><b>Managing and leading an area</b></p> <ul style="list-style-type: none"> <li>• Acting as a role model through demonstrating specialist skills and competencies</li> <li>• Supervising others to enhance their development</li> <li>• Attending study sessions on sickness and absence, management, disciplinary etc.</li> </ul>
<p><b>Band 8</b> Senior Nurse or Midwife, Lead Nurse, Specialist Nurse or Matron</p>	<p><b>Managing and leading a specialist area or team</b></p> <ul style="list-style-type: none"> <li>• Continuous assessment of care pathways</li> <li>• Offering clinical input at the highest levels of care</li> <li>• Exemplar demonstrations of quality and safety</li> <li>• Mentoring, coaching and leading others</li> </ul>

## Rotational Posts

Being part of an Integrated Care Organisation means you can gain invaluable experience in many community and hospital clinical areas and specialities. Our rotational posts offer you exceptional career development opportunities. Here are some examples.

- Adult nurses can choose from rotations which cross district nursing or specialist nursing teams and the hospital environment and community teams. You'll be given a rotational passport for your journey and can then continue into a permanent post in your chosen area.
- Over a 24-month period, children's nurses can rotate over three of these areas: general children's ward, emergency department, complex care, community nursing team, neonatal intensive care unit or the children's ambulatory care unit. You'll use a rotational passport and will be given help in completing your Preceptorship programme. Post-rotation, you will enter a permanent post in your chosen area.
- Midwives, during the Preceptorship programme, are rotated around the ante-natal ward, post-natal ward and labour ward, with supernumerary time in the maternity assessment unit, birth centre and community. Following

Preceptorship, they can either work in an integrated community/intrapartum pattern, or experience a further 6-monthly rotation around the in-patient wards for 18 months to ensure they maintain their skills in all areas. Neonatal life support courses and immediate life support courses are available to midwives, too.

## Internal transfer scheme

As an alternative to rotational posts, the Trust operates an internal transfer scheme for nurses seeking a sideways opportunity. Band 5 and 6 nursing staff can tailor their career path, allowing them to develop clinical skills and knowledge whilst enhancing professional goals in a streamlined process.

To take part in the transfer scheme, you must have:

- been employed by the Trust for nine months' minimum
- completed a six-month probationary programme
- had an appraisal within the last 12 months
- gained agreement, approval and support from current Ward/Team Manager

Full conditions of the scheme are on the Intranet.

## Becoming a Link Nurse

We support and welcome enthusiastic new nurses to develop specialist skills and knowledge by becoming a Link Nurse. You could attend meetings and updates from the specialist nurse, help improve patient safety and disseminate, train and support colleagues in your specialist area.

Areas to consider are pain management, infection control, dementia, tissue viability, falls, stomas, bariatrics, diabetes, frailty, bowel and bladder, Parkinson's, health & safety, fire safety, manual handling, privacy and dignity, heart failure, respiratory, safeguarding, incontinence, learning disability, multiple sclerosis and sickle cell.

## Post-Preceptorship clinical development

With partner universities, post-Preceptorship Continued Professional Development is based around flexible models that include degree and Masters programmes, plus stand-alone modules that offer flexibility in meeting your professional academic needs and our Trust's objectives.

To access courses, you need to gain agreement from your line manager in the first instance, and then contact the Clinical Education team at **whh-tr.clinicaleducation@nhs.net** for application forms or further advice.

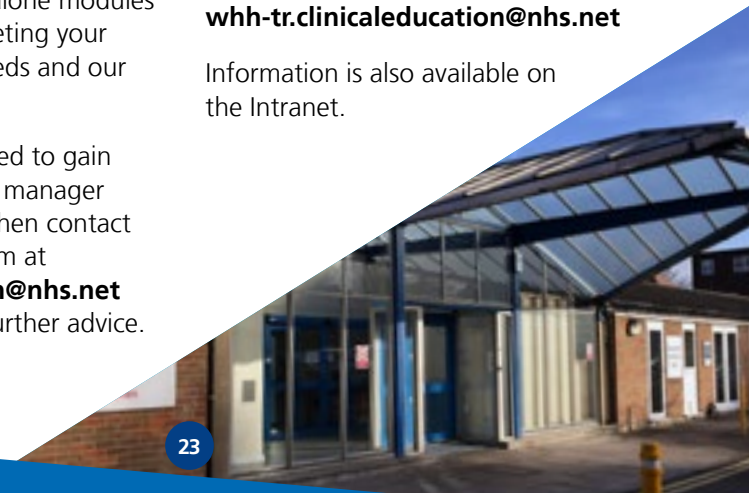
A wide range of post-registration courses and programmes are available, from non-credit-bearing modules up to doctoral studies. We also offer the opportunity to gain qualification in areas such as district nursing, health visiting, intensive care, neonatal care, emergency department and theatre. We offer advanced clinical practitioner courses. Whatever your speciality interest, we have something to offer you.

We encourage a variety of approaches: taught lessons and workshops; joining or leading projects; shadowing; e-learning; action learning sets and self-directed learning.

For courses and studies that are a requirement of the role, then full study leave will normally be given. Five days' leave is usually given for training as identified in your personal development plan.

For courses that are not essential, study leave and funding should be discussed with your line manager, or contact our clinical education team **whh-tr.clinicaleducation@nhs.net**

Information is also available on the Intranet.





## Career Clinics

We offer an excellent career guidance and support service. Our monthly Career Clinics offer 30-minute appointments to get advice about your academic credit profile, topping up your academic qualifications, undertaking postgraduate studies or simply checking you are up to date clinically and professionally. The clinics are run by a member of the Nursing Directorate and university representatives.

If you have any questions about training, the Clinical Education team members can arrange a meeting to discuss matters that are important to you. The email is [whh-tr.clinicaleducation@nhs.net](mailto:whh-tr.clinicaleducation@nhs.net)



## Midwifery courses

Places can be allocated at Middlesex University for longer courses, for example:

- Preparation for Mentorship – a 5-day course over 3 months, where you learn to mentor students; can be done as an accredited or non-accredited course.
- Examination of the Newborn – a 6-month course learning how to carry out screening examinations of babies within the first 72 hours of life.
- Resuscitation of the Newborn – a 3-month course learning about the physiology of the newborn and helping you become a skilled practitioner in resuscitation.
- High-dependency course – a 3-month course to learn about high-risk obstetric care.
- Non-clinical development – courses in leadership and becoming a Professional Midwifery Advocate.

## Non-clinical courses

Our current offering includes:

British Sign Language, communication skills, Mental Capacity Act, appraisal skills, mastering difficult conversations, building resilience, IT Office Suite training, coaching, mentoring and action learning and pension awareness. Full information is available from our Learning & Development department, who can be contacted at [whh-tr.LearningandDevelopment@nhs.net](mailto:whh-tr.LearningandDevelopment@nhs.net)

# Training for overseas nurses

Our overseas nurses are a valued and vital part of our workforce. If you're joining us from overseas, we want to guarantee you give our patients the highest standard of professional care, so we have a dedicated clinical education and practice development team to support you as you progress to Registration with the NMC.

## Observed Structured Clinical Examination (OSCE)

You'll attend two weeks of induction/local induction, including a taster shift in your clinical area. A free OSCE preparation booklet will be provided detailing clear learning outcomes and teaching resources. Before your exam you use our Simulation Centre to practise your core skills independently.

## Six-week OSCE Training Programme

### Week 1: Welcome to the UK

A staff member will help you with:

- Occupational Health clearance
- Biometric residence permit
- Opening a bank account
- Accommodation
- Generally settling in

### Week 2: Corporate induction

- An introduction to Whittington Health and its values
- Induction welcome day
- Face-to-face and e-learning training
- Key mandatory training

### Week 3: Professional/local induction

- Visit to the ward
- Local clinical skills training
- Complete e-Learning

### Week 4: Intensive OSCE course

One-week programme of five interactive learning sessions totalling 37.5 hours

### Week 5: OSCE test

OSCE practise, assessment and supervision, after which an education team member accompanies you to a UK designated test centre

### Week 6: NMC Registration

Subject to success in all above, and clearance, you will be registered with the NMC

# Future leaders

The Organisational Development Team enhances your development in service of our patients and service users. We develop leaders who create positive and supportive working environments.

## I.CARE Leadership Programme

Popular 5-day course develops resilient, innovative and compassionate leaders. Delivered by different subject matter experts.

## I.CARE Team Player

1-day course explores what makes a team player. Learn how to play to your strengths, communicate effectively and become more self-aware.

## I.CARE Leaders and Influencers

New paired learning leadership programme where you are paired with different professional groups in a peer-learning model.

## B6 & B7 Clinical Leadership Programme

For aspiring Band 6/7 nursing, midwifery and health visiting leaders. Leading in a diverse environment, dealing with conflict, holding effective coaching conversations, adhering to our I.CARE values.

## Leadership Apprenticeships

Leadership Qualification at level 3 (Supervisor/Team Leader) and level 5 (operational/departmental leadership).

## Coaching Conversations Training

2-day workshop, which focuses on effective coaching conversations to enhance performance, motivation and commitment.

## Team Facilitation

Facilitators help teams to communicate, examine and solve problems and make decisions.

## Bespoke Team Facilitation

The OD team offers a variety of people skill workshops to suit the needs of specific teams, including Communication, Conflict and Team Working. They also offer Myers Briggs profiling and team feedback sessions.



## Coaching

Trained coaches help you unlock your potential and reach your goals. An internal coaches list is available on the OD Intranet page.

## Mediation

Confidential and voluntary process which helps staff problem-solve collaboratively and rebuild relationships.

Your line manager can help you investigate the NHS Leadership Academy Programmes, at your appraisal or any other time. Visit [www.londonleadershipacademy.nhs.uk/core-programmes](http://www.londonleadershipacademy.nhs.uk/core-programmes) to find out more about the Edward Jenner, Mary Seacole, Elizabeth Garrett Anderson and Nye Bevan programmes, or email [whh-tr.clinicaleducation@nhs.net](mailto:whh-tr.clinicaleducation@nhs.net)

## Internal coaching and mentoring

We have a bank of 30 internal coaches and mentors to guide you in non-clinical areas such as management, leadership, having difficult conversations and mediation.

## External coaching and mentoring

Register with ConneX, for coaches and mentors across London.

[www.londonleadershipacademy.nhs.uk/coaching-and-mentoring/coaching](http://www.londonleadershipacademy.nhs.uk/coaching-and-mentoring/coaching)



# Appraisal & NMC

## Appraisal

We take your development seriously for, by investing in our staff, we ensure we offer the very best care for our patients and public.

On joining the Trust we'll discuss your first-year objectives and your training. The focus will be on your development needs and we'll let you know what resources are available. You'll have further meetings at 3 and 6 months.

Your first full appraisal will happen 12 months after you join and will then take place annually. It looks backwards and forwards, giving you the chance to reflect on your learning and experience and to plan for the future.

Your appraiser should help you:

- evaluate your progress
- recognise your achievements
- focus on areas for improvement/development
- give you tools/advice/resources that will help you in the coming year.

After your appraisal, paperwork needs to be submitted to the Trust's education department. Outcomes from your appraisal can be used as part of your NMC Revalidation (see right).

There will also be opportunities for regular progress checks with your line manager between your annual appraisals.



## NMC Revalidation

All nurses, health visitors and midwives must maintain their registration annually with the NMC. Every three years you will go through a process called Revalidation to demonstrate that you practice safely and effectively and adhere to professional standards.

The requirements for each three-year period are:

- 450 practice hours, or 900 if you are both a nurse and a midwife
- 35 hours of Continuing Professional Development, of which at least 20 hours must be participatory learning. You must keep accurate records of your CPD.
- 5 pieces of practice-related feedback
- 5 written reflective accounts
- Reflective discussion
- Health and character declaration
- Professional indemnity arrangement
- Confirmation – you need to have appointed someone in the Trust to confirm your development in order to achieve successful Revalidation.

All the information you need can be found on the NMC website but if you need further support please contact the Clinical Education team **whh-tr.clinicaleducation@nhs.net** who will do all they can to help you. Before Revalidation, do take part in the excellent journal review sessions offered by our library.

[www.nmc.org.uk/globalassets/sitedocuments/revalidation/how-to-revalidate-booklet.pdf](http://www.nmc.org.uk/globalassets/sitedocuments/revalidation/how-to-revalidate-booklet.pdf)





## Caring for you

Many challenges come with settling into a new environment or starting a new job and we want to reassure you there is help available if you are struggling or simply want to chat in confidence.

'Pastoral care' is the care of your wellbeing and it might be needed for times when you're unhappy or facing challenges that fall outside of your educational or professional needs. We believe we should care well for our staff, for happier staff means happier patients.

Our pastoral care team is based in the Chaplaincy Office and offers support to everyone, of all religions and none.

Call on 020 7288 5337. If it goes to voicemail and you want to speak to someone immediately, call the headquarters switchboard on 020 7272 3070 and ask them to bleep the Chaplaincy team; out of hours there is a rota of pastors available for you, so ask for one of those.

We have Freedom to Speak Up Guardians and Champions. The national Speak Up initiative aims to help workers feel they can raise concerns or issues with no barriers between grade or profession. Guardians and Champions help protect patient safety, improve workers' experience and promote learning and improvement.

Our Occupational Health department works to ensure the day-to-day health and wellbeing of staff, carries out health assessments and can provide advice and counselling.

- **Occupational Health**  
020 7288 3351
- **Employee Services** (Payroll)  
020 3316 1166
- **Site Managers**  
020 7288 5421
- **Health & Safety Officer**  
020 7288 5006
- **Pharmacy**  
020 7288 3387
- **Clinical Education**  
020 7288 3393
- **Preceptorship**  
020 7288 5892
- **Whittington Education Centre**  
020 7288 5185
- **Library**  
020 7288 3580
- **Equality & Diversity**  
020 7288 3838



We have endeavoured to give accurate and up-to-date information, but please use this booklet as a guide only.



We believe Whittington Health NHS Trust, which has outstanding staff in a good organisation, attracts some of the best healthcare professionals. We are very proud of the high standard of care we give to our patients and public and of the commitment, passion and professionalism demonstrated by all our staff. We look forward to welcoming you and working with you.

**[Whh-tr.RecruitmentWhittHealth@nhs.net](mailto:Whh-tr.RecruitmentWhittHealth@nhs.net)**

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**020 7272 3070**

