

Southern GP Federation Support Unit

Empowering General Practice to provide best primary care

 3 FEDERATIONS

 72 GP PRACTICES

 425,826 PATIENTS

- ❖ Armagh & Dungannon
- ❖ Newry & District
- ❖ Craigavon



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Southern FSU Introduction

GP Federations have been established by GPs to support General Practice and facilitate the transformation agenda in health and social care in a primary care setting. There are three GP Federations in the Southern area. Each Federation has been established as a clinically led not-for-profit Community Interest Company. Through the pooling of resources and working at scale, this makes possible the provision of services which would not otherwise be delivered at individual practice level. The Southern GP Federation supports 72 GP Practices across the three Federations which collectively cover a patient population of approximately 425,000.

Armagh & Dungannon GP Federation, Craigavon GP Federation and Newry & District GP Federation.

The work of these Federations is supported by the Southern Federation Support Unit (SFSU). The SFSU has been designed to provide Federation members with support, advice and expertise in the design and delivery of service provision. SFSU functions include central management expertise, planning, accounting, communication, corporate governance, human resources and the delivery of a range of services on behalf of Federations. The core purpose of SFSU is to ensure that clinicians are free to focus on ensuring that they provide the best clinical outcomes for their patients, while improving the quality of care that they receive.

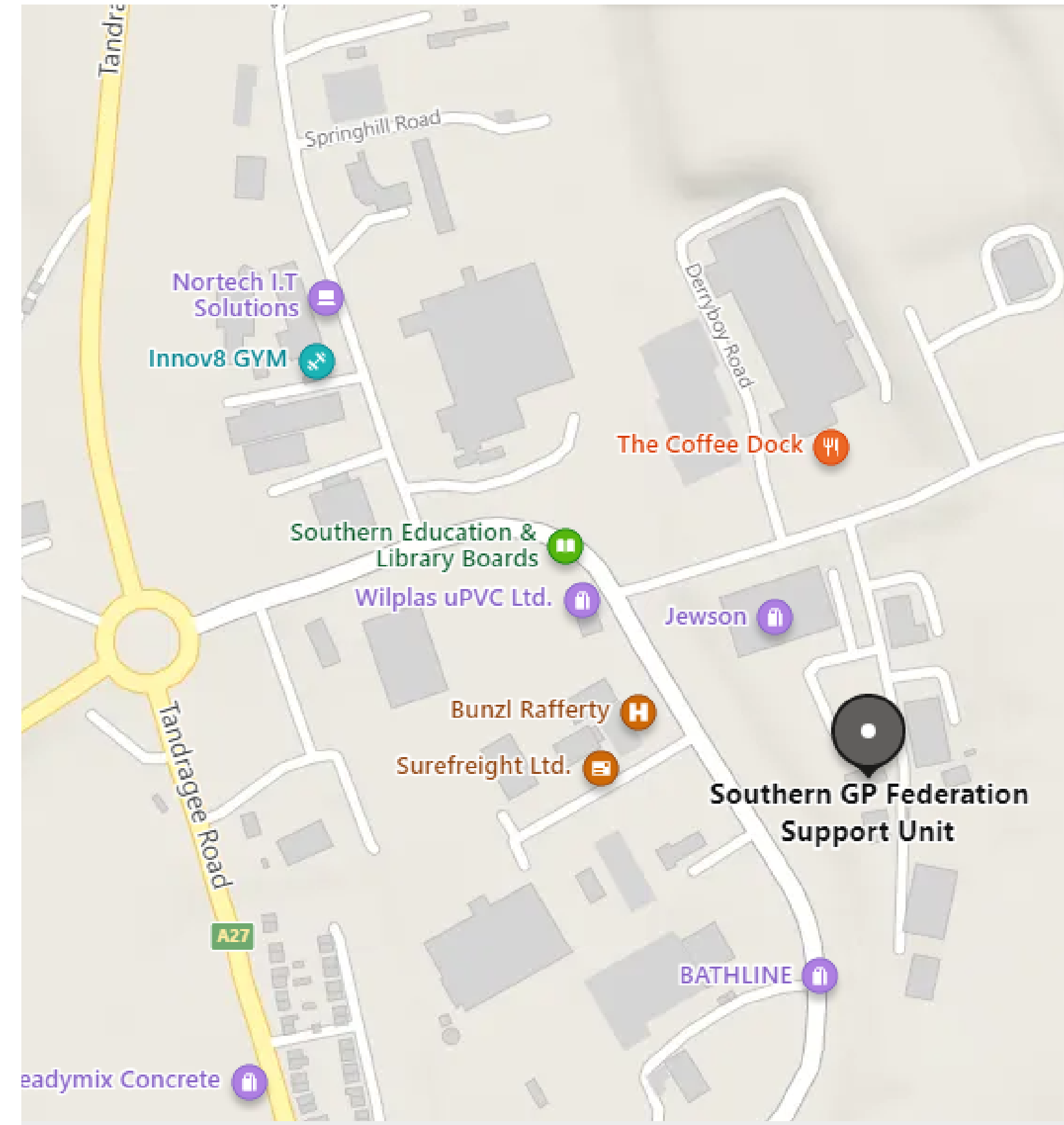
Getting To Southern FSU From Newry

❖ By Car

Head north on Lower Catherine Street towards B79. Turn left on A28 - Canal Street. At the roundabout take the 3rd exit for A27 - Tandragee road. At the roundabout take the 4th exit for Shepherds Way. Bear left onto Derryboy road. Turn right to stay on Derryboy road. The federation will be on your right hand side.

❖ By Bus

Take Bus 63 from Newry bus centre and get off at the stop Carnbane Gardens. Walk until the Shepherds Way roundabout and take the first right, turn left onto Derryboy road and turn right to stay on Derryboy road. The federation will be on your right hand side.



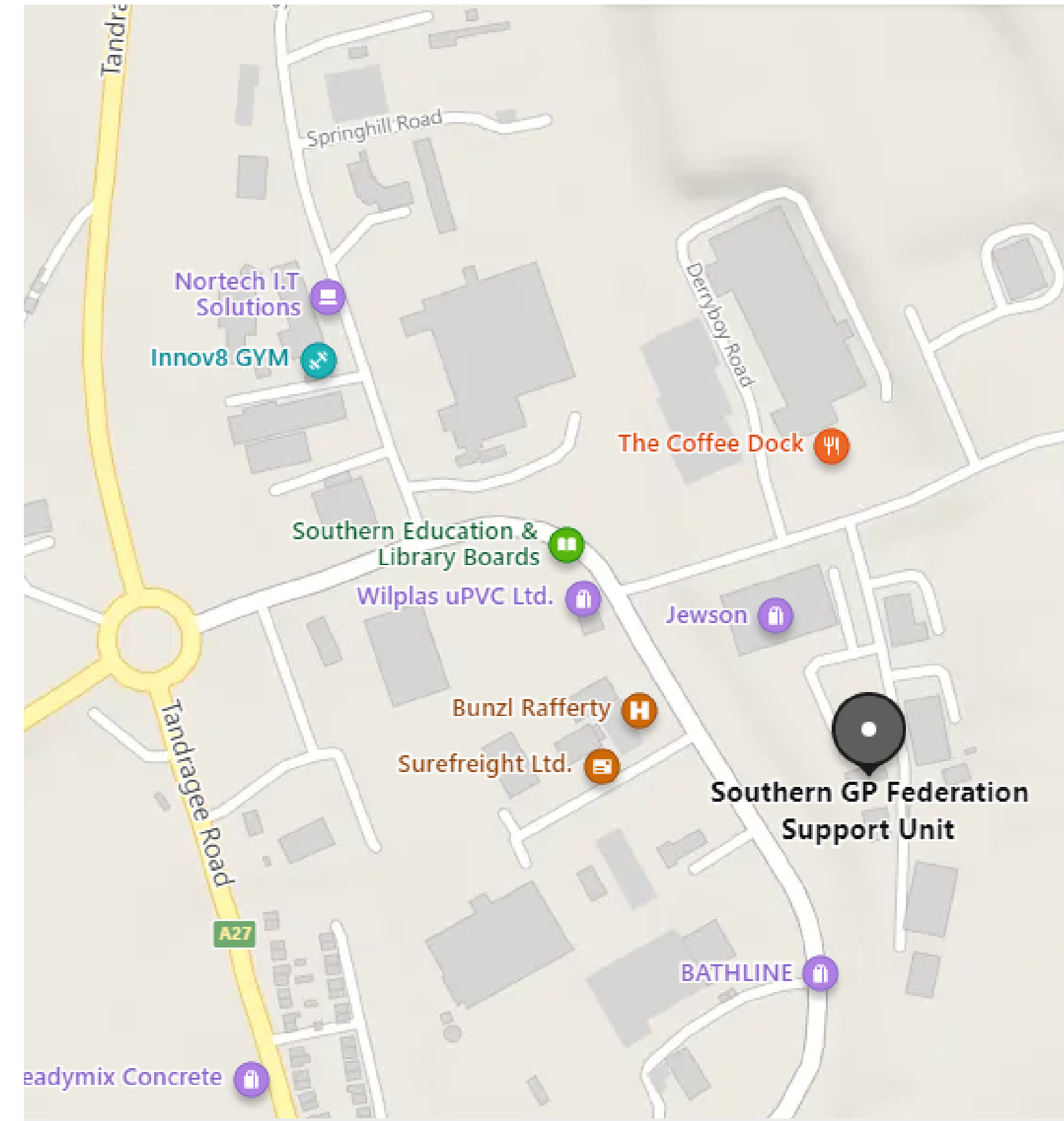
Getting To Southern FSU From Armagh

❖ By Car

Follow A28 to Shepherds Way in Newry. Continue on Shepherds way. At the roundabout, take the 3rd exit for Sherpherds Way. Bear left onto Derryboy road. Turn right to stay on Derryboy road. The federation will be on your right hand side.

❖ By Bus

Take Bus 61 towards Portadown, Danske Bank. Walk to Carleton Street. Take bus 63 to Newry, Carnbane Gardens. Walk until the roundabout and take the first right, turn left onto Derryboy road and turn right to stay on Derryboy road. The federation will be on your right hand side.



Key Contacts



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Key Contacts



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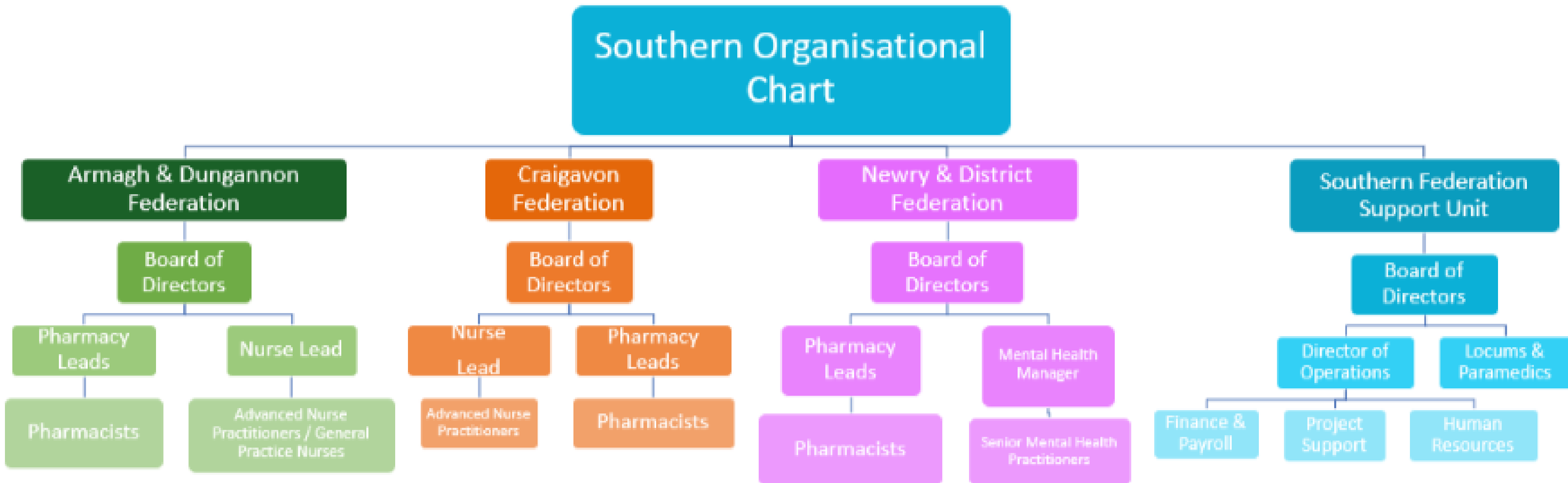
Patrice McGinn | Project Support Manager
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Key Contacts



Emma Poland | HR Assistant
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Organisational Structure



Purpose

**Empowering General Practice To
Provide Best Primary Care**



Core Values

Clear Communication

Promoting listening and understanding to influence change.

Accountability

We take ownership of our roles within the Federation/FSU and accept responsibility for your actions towards each other and those we represent.

Respect

We show respect for each member of our organisation and acknowledge their skills in carrying out their role.

Core Values



Openness & Transparency

SFSU will promote openness and transparency in all our interactions both internal and external.

Leadership

We undertake to encourage a culture of leadership for all: for individual growth and the advancement of primary care.

Innovation & Creativity

We support and encourage creativity and innovation to shape the future of the organisation

Benefits of Working For Southern FSU



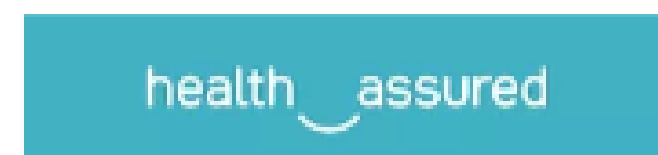
SERVICE-RELATED BENEFITS

Annual Leave starts at 27 days (pro rata) with increments at 5 and 10 years. In addition you will receive 10 statutory holiday days with pay. The HSC Pension Scheme is available along with an enhanced sick pay scheme that increases with service.



The HSC Pension scheme is a valuable benefit for people working in the health service. The employer contribution rate for the HSC Pension stands at 22.5% as of April 2019. Being a member allows you to financially prepare for retirement.

HSC PENSION



EMPLOYEE ASSISTANCE PROGRAMME

Health assured is the UK and Ireland's largest independent and award-winning employee assistance programme provider. They offer a 24/7 helpline with calls answered by experienced in-house counsellors, legal and financial specialists. In addition to this, they offer a smartphone app with personalised content and analytics.

Benefits of Working For Southern FSU



CASH HEALTH PLAN

Health shield provides cash plans for employees to claim back the costs of dental check-ups, fillings, eye tests, physiotherapy, prescriptions and more up to an agreed limit. In addition, you will have access to an app 'MyWellness', which has additional wellbeing tips and rewards benefits.



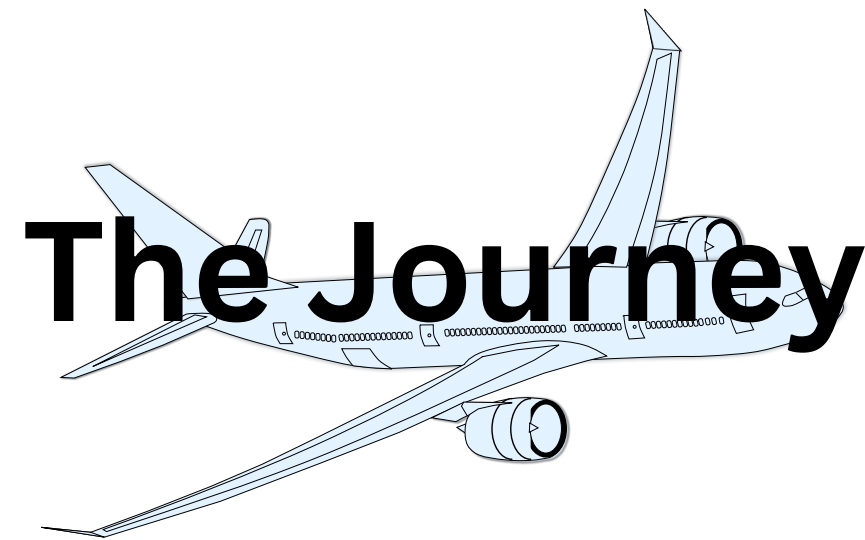
CYCLE TO WORK SCHEME

Cyclescheme is an employee benefit that saves you 26-40% on a bike and accessories or even more depending on offers available. You pay nothing upfront and the payments are taken tax efficiently from your salary by your employer.



TECH SCHEME

Tech Scheme removes financial obstacles associated with buying new technology and allows you to purchase from a catalogue of over 5,000 items from Currys. You save 13% on National Insurance as it comes directly out of your salary. The cost is spread over 12 months, interest free.



Our Past

GP Federations have been established by GPs to support General Practice and facilitate the transformation agenda in health and social care in a primary care setting. There are three GP Federations in the Southern area. Each Federation has been established as a clinically led not-for-profit Community Interest Company.

Our Present

The Southern GP Federation currently supports 72 GP Practices across three federations which collectively covers a patient population of 425,000. Our purpose is to empower best general practice to provide best primary care.

Our Future

We plan to expand our services and continue to support federations in functions such as central management expertise, planning, accounting, communication, corporate governance and human resources.

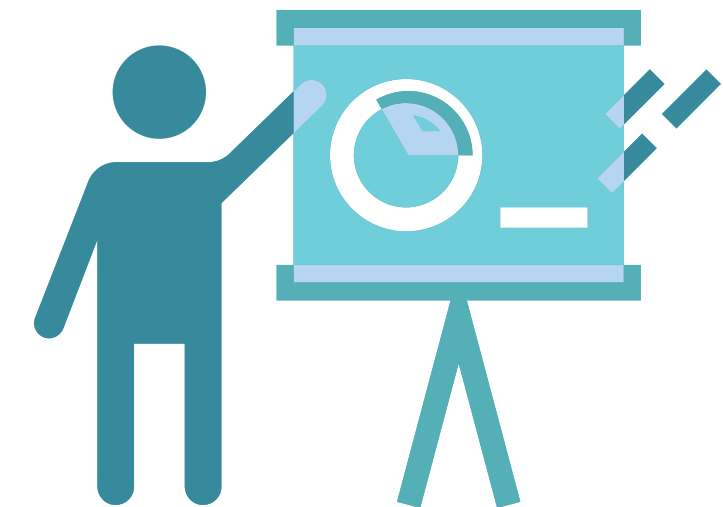
What To Expect

On Your First Day

On your first day in the Southern GP Federation Support Unit/place of work you will be introduced to the team and their roles/responsibilities. Next you will be given a tour of the building you will be working in. An induction will take place which will clarify policies and procedures within the Federation/FSU. Following this, you will be made aware of training modules that need to be completed on HSC Learning.

Initial Weeks and Months

Once the HSC Learning training modules are complete, understanding the structure of the organisation will ideally allow you to move into the team smoothly and steadily. Working closely with your line manager and taking part in regular meetings to ensure that you feel competent in your role. Furthermore, you will observe the culture of the company and any additional training sessions taking place you may be made aware of.



Terms of Contract

6 Month Probationary Period

The appointment is subject to a satisfactory 6 months probationary period. Failure to achieve a satisfactory level of performance, including attendance during the probationary period may result in this employment being terminated in accordance with Federation procedures.

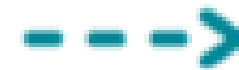
Reporting Lateness To Work



Contact your line manager and if you are unable to get through to them - call the office.



Give the reason for the lateness and state the approximate time you will arrive at work.



Make your line manager aware that you have arrived at work.

Terms of Contract

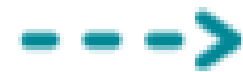
Salary Scale/Timesheet/Payslip

Your salary will be found in your contract in the form per annum, pro rata. You will be paid in monthly instalments, normally on the third last banking day of each month. Furthermore, your contracted hours can be found in the schedule. The working pattern may be varied from time to time, subject to your agreement. Any changes will be confirmed in writing.

Reporting Non-Attendance Due To Illness



Contact your line manager and if you are unable to get through to them - call the office.



State that you are ill and that you will not make it into work. Discuss back to work details if possible.



Make your line manager aware that you have arrived and discuss returning to work.

Holidays - Annual Leave

Entitlement to annual leave will increase to 29 days per annum pro rata after 5 years' service with the Federation, and 33 days per annum pro rata after 10 years' service.

The holiday year runs from 1 April to 31 March the following year. If you start working for Federation on 1 April, you are entitled to 27 days of annual leave with pay in addition to statutory and bank holidays.

On termination of your employment, you will be entitled to leave, based on your length of service in that leave year, less any leave already taken. Where more leave has been taken than you are due at the date of termination of employment, the excess will be deducted from monies due to you.



Terms of Contract

Statutory Holidays

You will receive the following Statutory (Public) Holidays with pay. Part time staff will receive a pro rata proportion of the bank holiday entitlement regardless of the days on which they are required to work. When the public holiday falls on a Saturday or Sunday; the 'substitute day' is normally the following Monday. The list of dates in order follow below:

- New Year's Day
- St Patrick's Day
- Easter Monday
- Easter Tuesday
- First Monday of May
- Last Monday of May
- 12th July
- Last Monday in August
- Christmas Day
- Boxing Day

Retirement

There is an occupational pension (HSC Pension Scheme) relating to this employment. This appointment is pensionable unless you opt out of the scheme. You will be auto-enrolled into the scheme and pension contributions will be automatically deducted from your pay on a monthly basis.



Terms of Contract

Continuous/Reckonable Service

Previous employment with another NHS/HSC employer may be considered in determining certain terms and conditions for this post.

Maternity & Paternity Leave & Pay

An occupational maternity and paternity scheme is in place for those employees that meet the qualifying criteria. Please refer to the policy guides for more information.

Sick Leave & Pay

Employees absent from work following to illness will be entitled to receive sick pay in line with service requirement. Your attendance will be managed in accordance with the Federation's Absence & Sickness Management Policy and Procedure.

Terms of Contract

Disciplinary Procedure

Deals with staff conduct & behaviour and misconduct issues. Fair, appropriate and consistent and all who are involved in the process are treated with dignity and respect. During the disciplinary procedure, the employee has the right to be accompanied or represented by a colleague or trade union representative and will be given advance notice of this right.

Expenses

Expenses shall be paid at the rates determined by each Federation. All expenses need to be claimed for within 3 months. The expense form can be found on the website under the HR section.

Termination of Employment

Your statutory employee notice to leave employment can be between 1 to 12 weeks, however your contract can state 1 to 3 months.

Terms of Contract

Criminal Convictions

- You are required to immediately notify your line manager if you are charged or convicted of any criminal offence. These include motoring offences at law which are criminal convictions and may affect your employment particularly if you have to use a car as part of your employment.

Secondary Employment and Spare Time Activities

- You must not engage in any secondary employment or spare time activity which would bring into question your loyalty and reliability, or in any way weaken public confidence in the conduct of the Federations business or in any other way prevent the efficient performance of your official duties.
- If you are in any doubt about the propriety of engaging in any secondary employment or other activity, you must seek and accept the advice of the Federation. Staff must not consume any chemical or substance such as alcohol or other drugs that will impact on their judgement or performance at work.

Key HR Policies & Procedures

Appraisal Policy & Procedure

Look back and review what has been accomplished in line with the objectives that were set during the previous year.



Look forward to what needs to be accomplished during the coming year and agree objectives accordingly.



Discuss and identify support, learning and development activities that may help meet objectives and record this on the Performance Development Plan.

Performance & Capability Policy

- Managers and employees are encouraged to deal with performance concerns with early resolution in the first instance if appropriate.
- Policy provides a framework of support where an employee is lacking in some area of knowledge, skill or ability, and is consequently unable to carry out some, or all the duties required of them to an acceptable standard.

Key HR Policies & Procedures

Grievance Policy & Procedure

Grievances are concerns, problems or complaints that an employee may raise with their employer. It is important to work with your line manager and resolve grievances informally where possible, taking responsibility for making your own suggestion in finding a resolution where practicable. It is important to treat those in this process with kindness and respect. At all stages during the grievance procedure, the employee has the right to be accompanied and/or represented by a colleague or trade union representative and will be given advanced notice of this right.

Key HR Policies & Procedures

Conflict, Bullying & Harassment Policy

We strive to create and promote a harmonious working environment, where all staff feel safe at work and are treated with respect and dignity, regardless of their sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, religious or similar philosophical belief, political opinion, disability, race, colour, ethnic or national origins, nationality, sexual orientation and age.

We aim to create an organisation that people want to be a part of and feel proud. We plan to demonstrate our commitment by dealing with conflict, bullying and harassment effectively and promptly.

Special Leave Policy

Carers Leave is designed to manage emergency, unplanned, short-term problems for example illness of a child, close relative or partner or breakdown of care arrangements at a short notice for a maximum of 3 days in any rolling 12-month period.

Time off for medical appointments wherever possible to be made outside working hours or at the beginning or ending of the day. There is a maximum of 2 hours may be paid.

Key HR Policies & Procedures

Equal Opportunity Policy.

- Federations provide equality of opportunity in employment to all persons, and will not discriminate unlawfully against employees on any of the protected equality grounds which include Sex, Pregnancy or Maternity, Gender reassignment, Martial or Civil Partnership status, Religious or Similar Philosophical Belief, Political opinion, Racial group, Sexual orientation, Disability and Age.
- Staff must treat each other with dignity and respect. They must not commit any acts of unlawful discrimination or harassment against any other person, such as their co-workers or patients.



Key HR Policies & Procedures

Confidentiality & Data Protection

The parties to this agreement shall use their respective best efforts to ensure that all information received by them relating to the Federation and its business shall not be disclosed to any third party. No party shall use or disclose to any person any financial or other information relating to the organisation of the other otherwise than for the sole purpose of operating the federation. Through the course of your employment you may become aware of information concerning patients, clients and staff which may be in a variety of formats for example electronic, paper-based or oral.

Information relating to identifiable patients/clients/staff must not be divulged without consent to anyone other than authorised persons. Authorised persons may be, for example, medical, pharmaceutical, nursing or other professional employees, as appropriate, who are concerned directly with the care, diagnosis, treatment or management of that person.

Computer technology is used across the Federation to hold information on patients, clients and staff. All employees are expected to behave in a responsible, professional, ethical and lawful manner when using the Federation's computing and information systems.

Key HR Policies & Procedures

Confidentiality & Data Protection Continued

All staff must abide by current legislation, Federation policies and procedures.

These include:

- Data Protection Act 1998.
- Computer Misuse Act 1990.
- Protecting Data Office Manual.
- Access to Information - Summary of Staff Guidelines.
- IM&T Security Policy and Associated IM&T.

Procedures Further guidance is available on the FSU website. You should ensure you are familiar with this. Actions such as breaches of confidence, unauthorised access to computer material, unauthorised modification of computer material, criminal damage of equipment etc. could lead to disciplinary action and possible prosecution in a court of law. Personal information must not be stored in email databases. The Federation reserves the right to monitor and audit access to and use of systems including email and Internet sites accessed.

Health & Wellbeing

Employee Assistance Programme (EAP) - Provided by Health Assured

Family advice line on topics such as childcare and eldercare. Furthermore legal information & consultation on a range of issues including personal, financial and legal matters.

Unlimited access to 24-hour, 365 days per year confidential counselling and support line. The number is 0800 028 0199.

Structured counselling as required - up to 6 sessions of either face-to-face, telephone or online counselling.

Access to My Healthy Advantage Health & Wellbeing app which provides access to weekly mood trackers, Four Week Plans, Mini Health Checks, Health hub, Webinars, Wellbeing content, ability to request a counsellor to call back and a personalised news feed.

Code for health assured - MH192107

Health & Wellbeing

Healthshield Voluntary Corporate Cash Health Plan

There is a choice of levels to choose from with no contract involved and is taken via monthly deduction from pay. The plan focuses on Health & Wellbeing, as well as a recompense of everyday healthcare costs: Dental, Optical, Wellbeing Treatments, Physio etc. You can get money back on 22 Therapies, Massages, Aromatherapy, Reflexology etc. Specialist Consultations, Hearing Tests/Aids, ECG, MRI, Pathology are on offer. In addition, children covered for free on both individual plans and those including a partner.

Cascade HR System

Cloud based system - you will be issued with a login and password. Use to Request Annual Leave and check your employment and personal details.

Health & Safety



Location of First Aid Box

The first aid box is located in the kitchen. Check the location of the first aid box in your place of work.

Smoking and Health

In accordance with the Smoking (Northern Ireland) Order 2006 the Federation operates a no smoking policy.

Visitors Policy

Visitors must be greeted at the door and signed in once they enter the building. When they are leaving they are required to sign out.

Emergency Evacuation Policy & Fire Awareness Training

In the event of an emergency everyone in the building must leave immediately and make their way to the Excel Gymnastics. In regard to fire awareness training an E-learning module is available on HSCNI to complete (should be completed as part of training). Ensure you understand the procedures in your place of work involving evacuation and fire safety

Appearance & Personal Property



Dress Code

The Southern FSU expects employees to dress appropriately both in clinical and office settings. Employees are expected to demonstrate good judgment and professional taste.

Personal Property

The Federation accepts no responsibility for personal property lost or damaged on its premises, whether by fire, burglary, theft or otherwise. Employees are advised to protect themselves as far as they believe proper against all risks.

Useful Links On The Website

The website link - www.southernfsu.co.uk

Under members log on you will have access to six sections:

- HR Section - HR01
- GPP Section - GPP01
- Mental Health Section - MH01
- Practice Section - Federation1
- Employee Wellbeing Section - Federation1
- Education - Federation1

