

INTRODUCTION

Induction is the process whereby a new member of the TH CIC team, whether staff or Director, acquires sufficient information, knowledge and skills to work effectively within the TH CIC.

BACKGROUND

There is no specific legislation relating to inducting new staff other than what is in your *Contract of Employment*, i.e. all employers are required to behave reasonably, to establish and maintain a relationship of trust and confidence and to provide a safe system of work, complying with health and safety legislation. The Health and Safety At Work Act 1974 requires employers to provide adequate instruction and training to ensure that employees are aware of their responsibilities and the practices and procedures required to ensure the health and safety of themselves and others.

However, induction training is crucial to settling in new members of staff and ensuring that they make a contribution to the work of the TH CIC as quickly as possible. The TH CIC uses an induction checklist to ensure all necessary items are covered (which also serves as a record of the induction).

AIMS OF INDUCTION

The purposes of induction are:

1. to help the new staff settle in and stay with the TH CIC;
2. to provide new staff with an understanding of the TH CIC, the main terms and conditions of employment (including health and safety issues) and an awareness of the roles of other team members.
3. to get the most effective performance from new staff in the shortest possible time;

This process of assimilation does not happen naturally. Even the most self-confident people experience some form of anxiety during their first few weeks at work. This anxiety can be focused on the skills and knowledge needed for the new job but, even more importantly, the interpersonal skills required to fit into the new organisation and establish relationships with others. The new member of staff's training and emotional needs need to be addressed through a planned induction training programme. The Operational Manager will help:

1. Determine their training and other needs
2. Devise a programme and schedule to meet these needs
3. Brief and train the new member of staff up for the job – and much of this may be delegated to key personnel with special expertise

4. Help them to understand the principles of Confidentiality and take them through the TH CIC's Health and Safety protocol
5. Ensure a trainer (usually the line manager) and mentor are assigned to them
6. Put as much as possible in writing – for example, pointing them to well-written protocols and procedures to ease them into the TH CIC's systems
7. Explains the training programme to them; this will help allay anxieties and emphasise the importance with which the TH CIC views the quality work and training and the regard in which it holds its staff.

THE INDUCTION TRAINING PROGRAMME

There are no set rules to designing and delivering an effective induction programme. The content, method, time period and the “trainer” will depend on what the TH CIC needs, your responsibilities and the position of the job. The Operational Manager will oversee the whole induction training programme – some of which may be delivered by him or her but other areas delegated to more appropriately trained staff. Doctors will be inducted by a fellow doctor within the TH CIC.

The basic needs of all new recruits are a familiarity with:-

- the team
- the TH CIC buildings and surroundings
- the main responsibilities and tasks of the job
- the terms and conditions of employment (including issues of confidentiality)
- health and safety issues
- the management style and structure of the TH CIC
- the organisation

Name:	***Insert Name of New Employee***	Welcomed by:	***Insert Name & Position of Person***
Job title:	***Insert Position of New Employee***	Date:	***Insert Date***

Documentation and Information required from the New Employee

Document(s) confirming proof of eligibility of employment within the U.K.	
P45	
National Insurance number	
CF383 (certificate of reduced rate NI)	
SSP 11 - expiry date	
SSP 1 (changeover form)	
DSS link letter	
Personal pension details	
Contracted out - Yes / No	
Bank address	
Bank account number	
Bank sort code	
Emergency Contact name:	
Emergency Contact relationship:	
Emergency Contact address:	
Emergency Contact Tel. No.:	
Driving Licence	
Passport	
Criminal Records Bureau (CRB) Disclosure Document	
UUID (Smartcard)	

Documentation and Information to be given to the New Employee

It is good practice to let the new employee have a copy of the following list – this enables them to follow what is happening and will act as a reminder of anything missed or that needs particular attention.

It should be the responsibility of both management and the new starter to ensure that all relevant items are properly covered during the induction period.

THE INDUCTION PROGRAMME SHOULD BE COMPLETED PRIOR TO THE EMPLOYEE WORKING UNSUPERVISED

CRITERIA	DATE	CARRIED OUT BY	COMMENTS
INTRODUCTION TO THE TH CIC <ul style="list-style-type: none"> • Who's who • TH CIC history (plus NHS / healthcare systems and TH CIC information for employees from outside of UK) • Services / Area • TH CIC policies and procedures • Service aims, objectives, future plans and developments 			
THE JOB <ul style="list-style-type: none"> • Requirements of new job • Standards expected • The rights of people who use the service 			
TERMS & CONDITIONS OF EMPLOYMENT <ul style="list-style-type: none"> • Written terms and conditions issued? • Hours, breaks, method of payment • Holidays • Maternity / paternity / parental leave provisions • Probationary period • Period of notice • Sickness provisions • Pension provisions 			
EQUAL OPPORTUNITIES POLICY AND WORKER DEVELOPMENT <ul style="list-style-type: none"> • Training provision • Performance appraisal • Policy / procedures to prevent bullying and harassment 			
WORKER / EMPLOYER RELATIONS <ul style="list-style-type: none"> • Staff Meetings • Grievance & disciplinary procedure 			
ORGANISATION RULES <ul style="list-style-type: none"> • Smoking policy • Dress code • Telephone calls • Break facilities • Toilets • Computer security • Parking 			

CRITERIA	DATE	CARRIED OUT BY	COMMENTS
<p>HEALTH AND SAFETY</p> <ul style="list-style-type: none"> • Health and Safety • Awareness of hazards • Location of exits & extinguishers • Assembly point • Dangerous substances or processes • Reporting of Accidents • Reporting of Significant events and Incidents • First aid • Working alone / at home 			

I confirm that I have received an induction to Thanet Health Community Interest Company, and I understand my role and responsibilities.

Name: _____

Signature: _____

Date: _____

New Employee – Identified Training Requirements

Generic Training	Trainer	Signed as Competent	Date
EMIS			
Intranet			
Email			
Telephone system / call procedure			
Photocopier			
Role Specific			
Overview of receptionist role			
Reception day book			
Information governance			
General			
Divulging test results			
Preparing drinks			
Shredding			
Tidy workstation			
Appointments (Doctors)			
Daily appointments			
Triage			
Minor Ops			
Cryotherapy			
Baby clinics			
Sigmoidoscopies			
Duty doctor			
Visits			
Messages			
Appointments (Nurse Practitioner)			
Daily appointments			
Messages			
Appointments (Nurses)			
Daily appointments			
Phlebotomy			
24 hour BP monitoring			
Smears			
COPD			
Diabetic			
Asthma			
CHD			
Health visitors (baby clinic)			
Midwife			
District nurses			
Front Desk			
Appointments			
Releasing prescriptions			
Repeat Prescriptions			
Processing repeat prescriptions			
Dealing with conflict			
Re-authorisation			

