

Working in the NHS

Dr David Eadington

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Developing people

for health and

healthcare

www.hee.nhs.uk

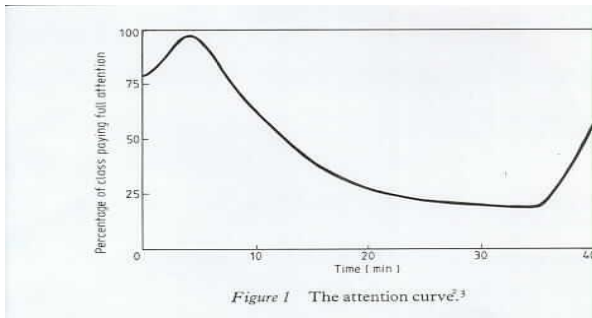
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Learning

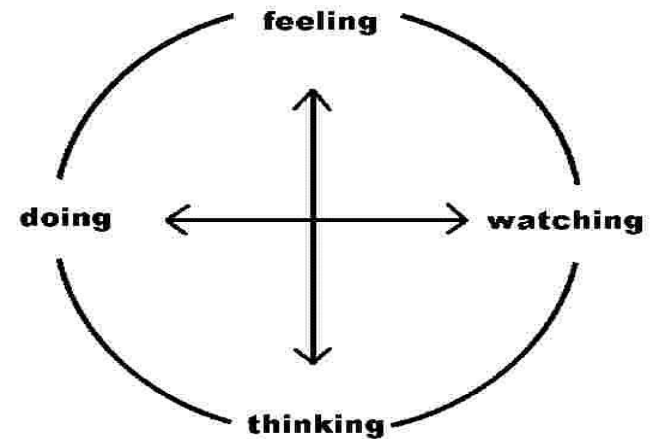
Adult/self directed learning

Learning styles

- less didactic
- more interactive



Technical and generic skills

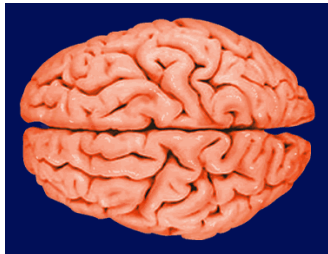


Expectations

- Hierarchies and democracies
- Authority and authority figures
- Challenging senior figures

Patient expectations of us are conflicting...

Health Education England



- objectivity
- emotional detachment
- competence
- reliability



- emotional intelligence
- Intuition
- sensitivity

Trusted

	2006 (%)	2008 (%)	Change
Doctors	92	90	-2
Teachers	88	86	-2
Judges	81	78	-3
Clergy/Priests	75	73	-2
Scientists	72	65	-7
Newsreaders	66	61	-5
Police	61	59	-2
Civil Servants	48	44	-4
Trade Unionists	41	38	-3
Ministers	22	22	0
Journalists	19	18	-1

‘Cultural Competence’

- Understanding and valuing diversity
- Having the capacity for cultural self-assessment
- Being conscious of the dynamics inherent when cultures interact
- Having institutionalized cultural knowledge
- Having adaptations of service delivery reflecting understanding

Adapting 'Cultural Competence'

Clinical – differences amongst people of different racial and ethnic background

Communication – differences in style, method and meaning in communications, even when dominant language is used well

Ethics – different belief systems will challenge firmly held Western beliefs inculcated through years of professional development

Trust/respect – different levels of trust where individuals have come from countries where authority figures have misused their positions. Respect in that some cultures will so respect a clinical authority figure that they will agree with the clinician and seek to provide 'acceptable' answers.

Facilities & Support



Health Education England

- Chaplaincy – 24 hour multi-faith service
- Occupational Health Service
- Professional Registration
- Responsibility to maintain registration where applicable
- Working Hours Set out in Terms & Conditions, employees not expected to work over 48 hours per week
- Internet Access
- Pay - paid directly into bank/building society account, details on payslip
- NHS Pension Scheme – available to all employees between the ages of 16 and 70

Key Policies /

Procedures

- **Equality & Diversity** Zero tolerance of any discrimination
- **Attendance** Expected to attend work punctually. Persistent lateness may lead to disciplinary action
- **Sickness Absence** Notify manager ASAP, follow procedure, attend review meetings. Procedures vary
- **Capability** Every effort to be made to support employees
- **Discipline & Conduct** All expected to maintain highest standards of performance and conduct, formal action for poor conduct or behaviour

Key Policies /

Procedures

- **Study Leave** Based on needs of service, must obtain authorisation from manager
- **Annual Leave** Based on NHS service, must obtain authorisation from manager
- **Grievances & Disputes** Right to raise concerns and to have concerns dealt with promptly, informal resolution wherever possible
- **Whistle blowing** Encouraged to express concerns at an early stage to manager, HR or Trade Union representative
- **Harassment & Bullying** Zero tolerance of any harassment or bullying
- **All HR policies and procedures on Trust Intranet**