



Employee Handbook

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A welcome to KGPC from our Chairman

Welcome to Kingston GP Chambers!

KGPC was set up in 2008 and since that time, we have grown from being a small independent provider to being one of the key players in healthcare provision within the Royal Borough of Kingston and beyond.

Our success is due in no small part to our team of committed clinicians and support staff, who work tirelessly to provide excellent care directly to our patients; as well as working to continuously develop our services, ensuring that we remain at the forefront of providing high quality, innovative and timely solutions to improving patient care and experience.

It is a pleasure and a privilege to Chair this organisation of dedicated and likeminded individuals, and I do hope that you enjoy your new role with us.



Dr Anthony Hughes
Chairman Kingston GP Chambers

An overview of KGPC

Kingston GP Chambers (KGPC) is a federation of all 20 NHS General Practices within the Royal Borough of Kingston upon Thames, founded in 2008 as a limited company. Our mission is to promote and protect the voice of general practice in an ever changing medical environment. The company is led by a Board of Directors who are also GP Partners in their own Practices within Kingston. Board meetings are held monthly.

The main aims of KGPC are to:

- Improve access to clinical care for patients in Kingston
- Support GP Practices in Kingston to provide high quality care
- Help build the NHS workforce of the future

KGPC works collaboratively with both secondary care and the private sector. At present we provide community clinics for Dermatology, Urology, Neurology, Dementia and Diabetes led by GPs with specialist training in these areas.

In addition, KGPC is at the forefront of improving patient access to primary care. We aid surgeries in delivering a comprehensive out of hours service offering GP appointments across a number of hub locations in the evenings Monday to Friday, over the weekend and on Bank Holidays, as well as providing a Minor Illness Service in collaboration with NHS 111.

In addition to our clinical services, KGPC also provides support to member practices in key areas such as IT, including project management support for the implementation of new IT initiatives across Kingston; HR, including a centralised recruitment function for Kingston practices and provision of HR specialist advice; and Governance, including specialist advice on regulatory compliance.

KGPC's Board and members are passionate about both developing their existing workforce and securing the workforce of the future, and as such, KGPC is proud to house Kingston Training Hub (formerly CEPN) which identifies and addresses the learning and development needs of practice staff across Kingston.

In 2019, KGPC expanded its training provision by establishing Kingston Education Centre (KEC), which is a dedicated training facility. KEC works alongside university partners and member practices to provide clinical placement opportunities to students of nursing, medical and allied health professional undergraduate courses. KEC is a unique resource, which is highly valued by our university partners and their students.

Working collaboratively with like-minded organisations has been a key feature of KGPC's success to date. This has included ventures with Your Healthcare, Kingston Hospital, NHS111, Health Education England, and the other GP federations in Southwest London. We aim to continue to grow as we are increasingly recognised as the provider of choice for; innovative health pilots, enhanced and urgent GP services, and of undergraduate clinical placement opportunities. We also expect an increasing role as we support, reinforce and develop the position of general practice as the core building block for an increasing range of jointly-provided services.

In April 2023, another significant milestone was achieved when KGPC acquired Sunray Surgery. The day to day running of the surgery is overseen by the Practice Manager and Senior Partner.

KGPC's Mission, Aims, Values and Behaviours

Our Mission:

To support excellence in Primary Care in Kingston

Our Aims:

- To Improve access to clinical care for patients in Kingston
- To Support GP Practices in Kingston to provide high quality care
- To Help build the NHS workforce of the future

Our Values and Behaviours:

Commitment to Quality and Safety	I will: <ul style="list-style-type: none">- Be professional and carry-out my role to the best of my ability- Put safety first
Respect, Dignity and Compassion	I will: <ul style="list-style-type: none">- Value and appreciate the contribution of others- Respect the differences of others and treat everyone fairly
Responsive to Need	I will: <ul style="list-style-type: none">- Be flexible and adaptable in my approach to my role- Be a team player
Openness and Accountability	I will: <ul style="list-style-type: none">- Take personal responsibility- Have the courage to speak up and make my voice heard- Act as a role model for patients and colleagues
Continuous Learning and Improvement	I will: <ul style="list-style-type: none">- Welcome opportunities to learn and develop- Reflect on my performance and identify ways to improve

Whos who at KGPC







The Board

Anthony Hughes Board Chair and Partner at Sunray Surgery Interim Safeguarding Lead	Nick Merrifield Finance Director and Clinical Director New Malden and Worcester Park Primary Care Network	Richard Hughes Clinical lead for Enhanced Access and Co-Director for Kingston Primary Care Network
James Benton Clinical Director Canbury, Churchill, Orchard Berrylands Primary Care Network	Dhiren Shah Caldicott Guardian	Phil Moore Clinical Director Chessington and Surbiton Primary Care Network

Clinical Leads

Dr Richard Hughes Enhanced Access Service	Dr Nerida Burnie Dementia Service	Dr Catherine Ramsey Diabetes Service
Dr Nassif Mansour Neurology Service	Dr Prasun Kumar Urology and Vasectomy Service	Dr Brankica Polomcic Kingston Education Centre
Dr Jane McCahy Dermatology Service		

The Head Office Team

 <p>Ann Cox</p> <p><i>Chief Operating Officer (Operations)</i></p> <p>In partnership with Chris, Ann leads the KGPC team, with a focus on strategic oversight for KGPC's core services. Ann's role involves working closely with external partners who commission our services and reporting on performance to the Board.</p>	 <p>Chris Warren</p> <p><i>Chief Operating Officer (Projects)</i></p> <p>In partnership with Ann, Chris leads the KGPC team, with a focus on business development and innovation. Chris' role involves identifying new ideas opportunities for the business to grow and leading on projects to enable new ideas to be realised.</p>	 <p>Pavol Weiss</p> <p><i>Transformation and Innovation Project Manager</i></p> <p>Pavol supports the delivery of information and technology services for GP systems and related primary care services. He is also the Change manager for Digital First projects in Kingston.</p>
 <p>Alix Polley</p> <p><i>Diabetes Service Manager</i></p> <p>Alix manages the Tier III Community Diabetes Service, providing operational management as well as undertaking regular audits to manage performance.</p>	 <p>Anne Murphy</p> <p><i>Training Hub Clinical Lead</i></p> <p>Anne identifies, organises and supports all post-graduate nurse education across Kingston and provides professional support to return to practice nurses.</p>	 <p>Laura Jackson</p> <p><i>Training Hub Manager</i></p> <p>Laura is responsible for identifying the training needs of both clinical and non-clinical staff across Kingston and developing plans to meet those needs. Laura is a Registered General Nurse with many years' community and public health nursing experience, developing quality patient services and clinical governance.</p>



Nick Cornish

***Kingston Education Centre
Manager***

Nick manages the Kingston Education Centre and leads on the day to day co-ordination of students at Kingston Education Centre. He also delivers bespoke resilience training to the students on placement as well as at universities.



Adam O'Donnell

***Senior CQC Compliance
Specialist***

Adam supports GP practices across Kingston and Richmond by providing advice on governance and CQC compliance issues. He also helps practices prepare for CQC inspections including practice visits and mock inspections.



Amar Gandavadi

CQC Compliance Specialist

Amar works alongside Adam in supporting Adam to provide advice to GP practices on compliance and CQC compliance issues.

Christine Griffin

Diabetes Service Administrator

Christine provides administrative support to the Diabetes Service, including managing appointments and monitoring feedback.



Mark Mensah

***Recruitment and Retention
Manager***

Mark leads on HR and recruitment & retention internally and provides support to GP Practices and PCNs, including running recruitment campaigns for internal and practice staff



Chloe Pusey

Deputy Clinical Services Manager

Chloe supports the day-to-day management and monitoring of the clinical services arm of Kingston GP Chambers, including Kingston Enhanced Access.



Vicky Allen

Clinical Service Team Leader

The Clinical Services Team Leader, manages the Enhanced Access Service, specialist clinics and minor illness clinics. This includes scheduling GPs and receptionists, monitoring performance and feedback, and providing on-call support. She also leads the clinical services team in our Surbiton office.



Fionnuala Williams

Administrator/Receptionist GPwER

Fiona is the first point of contact for patients and external organisations. She provides support for our specialist clinics, Minor Illness and Kingston Education Centre



Natalie Campbell

Administrator/Receptionist

Natalie works alongside Fiona as the first point of contact for patients and external organisations, They provide support for our specialist clinics, Minor Illness and Kingston Education Centre.



Saskia Desmond

Support Services Administrator

Saskia supports the administration in Kingston GP Chambers including support for clinical services, recruitment and Kingston Education Centre.



Isaac Elliott

Support Services Apprentice

Isaac is an apprentice who provides administrative support to assist with the smooth operation of the education centre. He also provides reception and admin support across the Chambers organisation.



Omali Abeyratne

Deputy Practice Manager

Omali assists Eva in various duties required for the smooth running of the practice.



Gareth Hull

Sunray Surgery Clinical Lead

Gareth is a senior partner and clinical lead at Sunray.

He has particular interest in diabetes, men's health and paediatrics and is the Child Protection lead at the surgery. He is the Practice representative on the Local ICB Council of Members and for the last year has sat on the ICB Governing Body Board, working on how best to deliver healthcare to the residents of Kingston.

Eva George

Practice Manager

Eva is the Practice Manager at Sunray Surgery. As Practice Manager, she is responsible for the administration of the practice and works cooperatively with the GPs, admin team and other medical practitioners.

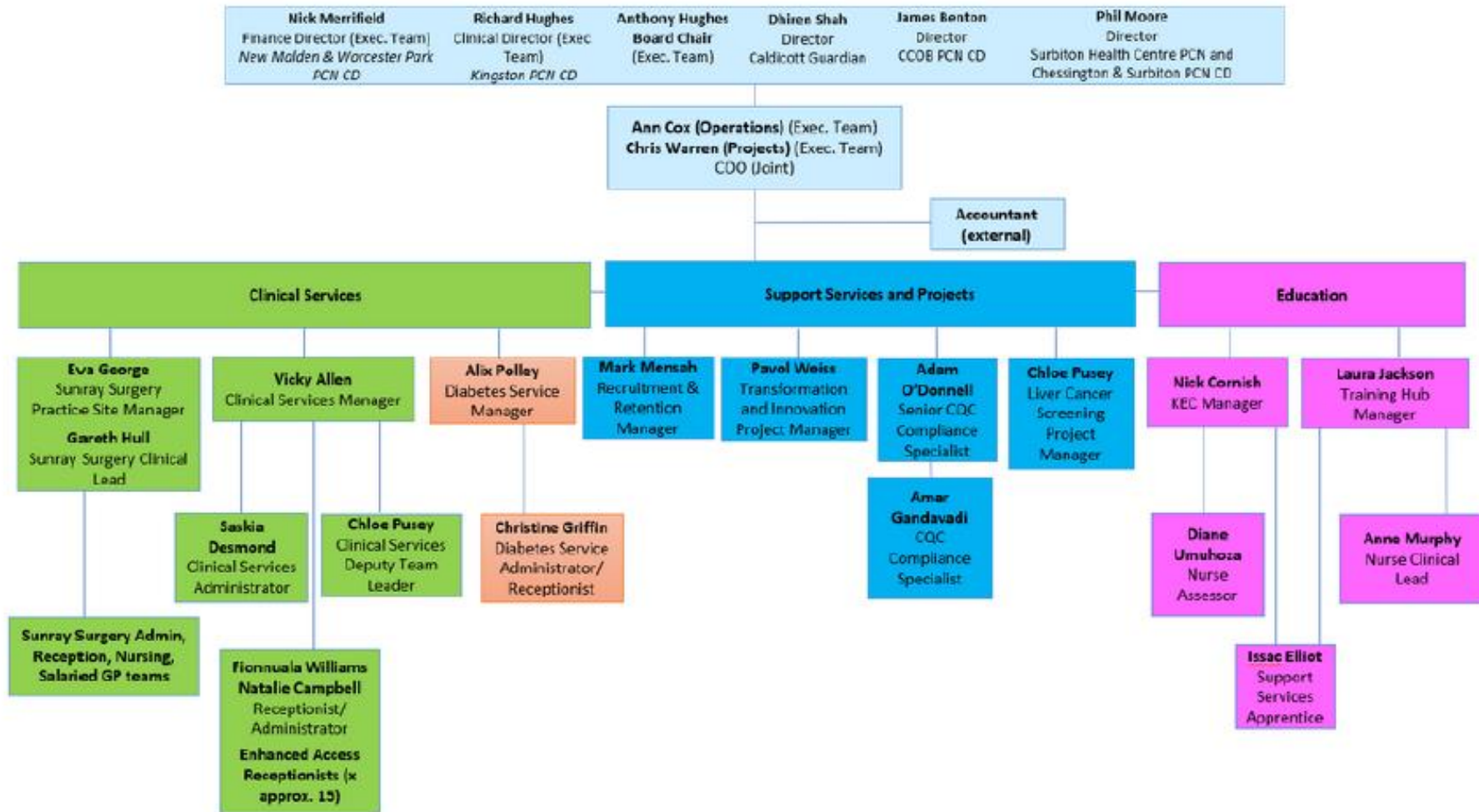


Diane Umuhoza

Nurse Assessor

Diane works within the Education Centre leading on the inter-professional learning between student groups.

Organisational Chart



Starting work at KGPC

Your first day



Our head office is based at CI Tower, New Malden, KT3 4HG. Our GP clinics are run from the ground floor, whilst head office are based on the fourth floor. The office is ideally placed on the high street and well served by local buses and trains. Both floors have kitchen facilities, whilst the fourth floor also has a designated breakout area. Free parking is available on the residential roads surrounding CI Tower, which also has cycle storage and shower facilities.

You will receive a formal orientation and induction on your first day. This will include a building orientation, introduction to colleagues, allocation of computer log-ins, and instructions on how to carry-out any tasks that are expected during your first few days.

Staff joining our Corporate Team on a permanent or fixed term basis will be provided with an induction plan, which their manager will discuss with them in detail.

Your induction plan will be tailored specific to your role and will include regular one to one meetings with your Manager to set, agree and review objectives. At the end of your probation period, you will have a formal review meeting and the objectives and goals will then carry forward into the Performance Appraisal Process. Your first appraisal will be in 12 months once you have completed your probation period. During the 12-month period, you will have regular one to one meetings with your Manager to review progress and to provide any support to enable you to meet your objectives and goals.

Sessional staff joining Enhanced Access, Minor Illness and KEC Teams will be met on site by a member of the management team at the start of their first shift, who will provide a building orientation and provide assistance with logging into computers and phones. There is a separate Staff Handbook for sessional staff.

Mandatory Training

All staff must complete mandatory training modules and time will be allocated in your induction plan to complete these modules. If you have already completed these modules, your certificates will be accepted if they are in date according to the validity periods provided below. Staff will be given access to the Blue Stream online training portal to complete training. It is the responsibility of all staff to ensure that they are up to date with all training requirements for the duration of their employment with KGPC.

	Valid For
Safeguarding Children (GPs, nurses – L3; HCAs, practice managers, receptionists L2)	3 years
Safeguarding Adults (GPs, nurses – L3; HCAs, practice managers L2; receptionists L1)	3 years
GDPR/Data protection/Information governance/ Data Security	1 year
Sepsis Awareness/Training	1 year

Accessible Information Standard	5 year
Basic Life Support	1 year
Chaperone – Receptionists/HCA	1 year
Equality & Diversity	5 years
Fire Safety	1 year
Principles of Health & Safety	3 years
Infection Control	1 year
Mental Capacity Act	5 years
Fire Warden	1 year
Supporting those with learning disabilities	3 years
Oliver McGowan	3 years
Autism Awareness –Tier 1; Non clinical staff	3 years
Tier 2; Clinical staff	

Ongoing suitability

Background checks will have been carried-out on all staff as part of the pre-employment screening process. KGPC will continue to carry-out periodic suitability checks to ensure that staff remain suitable for their role; this includes repeating DBS checks at least every 3 years, annual completion of the DBS Self-declaration form and regular checks with professional regulators where applicable. If you are contacted and asked to provide documents or other evidence, please do so promptly.

Further details can be found in our Ongoing Suitability policy.

Policies

Part of your induction plan will include allocated time to read KGPC's policies. The list of policies can be found on the [employee portal](#) and include the following:

- Safeguarding Children
- Safeguarding Adults
- Complaints
- Learning Events
- Infection Prevention and Control
- GDPR
- IT and Data Security
- Leave
- Social Media
- Confidentiality
- Chaperoning
- Business continuity (relevant to the site(s) you work from)
- Appraisal
- Bullying and Harassment in the Workplace
- Staff Home Working (if you will be working from home)
- Whistleblowing

In addition, all clinicians must ensure they are familiar with the following policies:

- Patient consent
- Controlled Drugs prescribing
- Remote Consulting
- Clinical Record Keeping
- Significant Event

Online staff portal

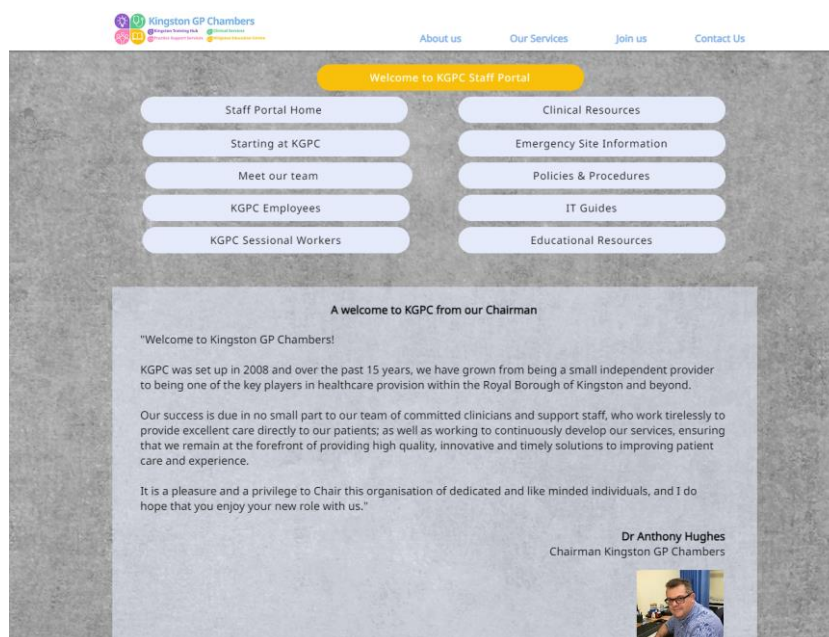
KGPC's online staff portal houses all the information you should need in the course of your employment with us, including:

- Policies and procedures
- Significant event and complaints reporting forms
- Safeguarding contact information
- Key Contact information including Practice by-pass telephone numbers
- Clinical guidelines and updates (including local prescribing and NICE guidelines, MHRA updates)
- Links to statutory reporting forms (e.g. for notifiable diseases, COVID test results)
- Patient leaflets and resources
- Site-specific manuals

The portal is accessed via the "Staff portal" section of our website (<https://www.kingstongpchambers.co.uk/portal>) using the following log-in details:

Password: KGPC

All new staff members are encouraged to access the portal and familiarise themselves with the content during their first few days.



Annual Leave

Annual leave entitlement for new employees will be stipulated in their contracts, and will be pro-rated based on start date and contracted hours.

The leave year runs from 1st April until 31st March. Annual leave is requested through Bluestream Academy.

Steps to book annual leave:

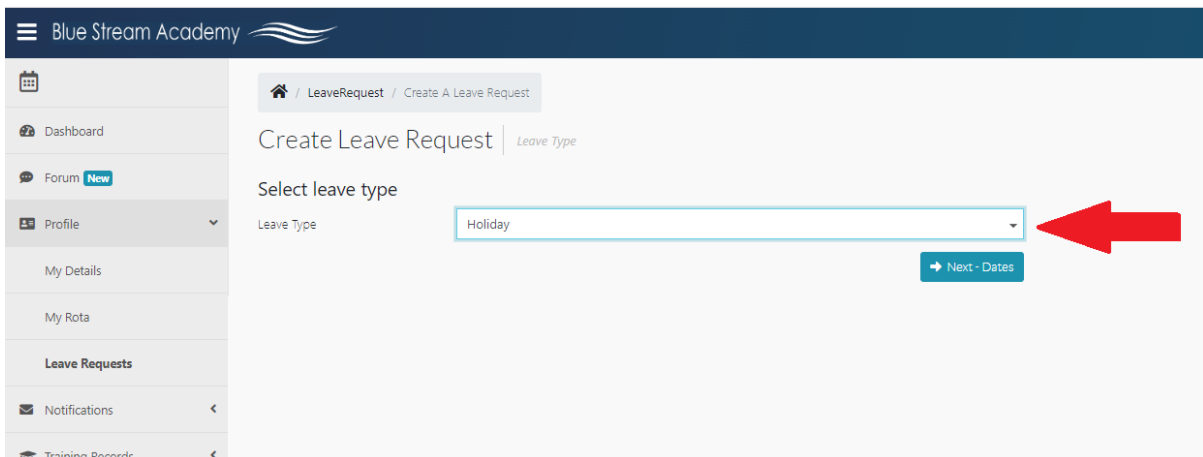
1. From your Bluestream homepage click on “Profile” and then “Leave Requests”:

The screenshot shows the Bluestream Academy homepage. The left sidebar contains a menu with items: Dashboard, Forum (New), Profile (selected), My Details, My Rota, Leave Requests (highlighted with a red arrow), Notifications, Training Records, Policies & Documentation, and Management. The main content area features a teal banner with 'Welcome back Ann!'. Below the banner, user information is displayed: Organisation: Kingston GP Federation (530271), Job Role: He..., Department: Kingston GP Chambers, Usage: Unlimited usage. A 'Refresh Dashboard' button is visible below the user information.

2. Click on “Add Leave Request”:

The screenshot shows the 'Leave Requests' page. The left sidebar is the same as in the previous screenshot. The main content area displays 'Leave Requests | Administer Leave Request' with filter options: Show all in Department, Show all in Site, Show all with my Job Role, Include my Non-Holiday Absences (Sickleave, Maternity, Training etc). Below this is a calendar for June 2023. Bank holidays are marked: Bank Holiday - England And Wales (Mon 28), Bank Holiday - Northern Ireland (Mon 28), Bank Holiday - Scotland (Tue 29). The right sidebar shows 'My Leave Requests' summary: This Year Entitlement, Available Toit, Total Entitlement, This Year Used, This Year Remaining, and a '+ Add Leave Request' button (highlighted with a red arrow). A message below the button says 'You have no leave requests at...'

3. Select type of leave, either "Unpaid" or "Holiday":



Blue Stream Academy

Home / LeaveRequest / Create A Leave Request

Create Leave Request

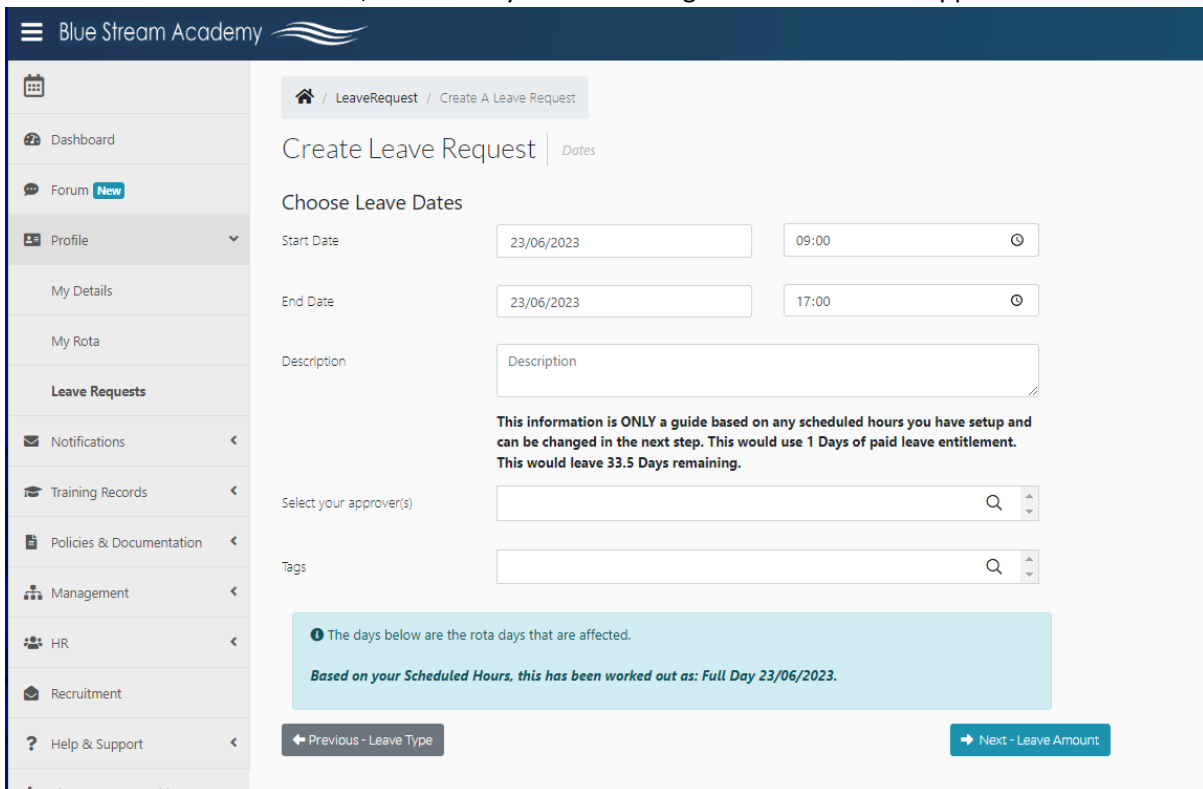
Leave Type

Select leave type

Leave Type:

[Next - Dates](#)

4. Enter details re. dates, etc. Select your line manager under the list of approvers.



Blue Stream Academy

Home / LeaveRequest / Create A Leave Request

Create Leave Request

Dates

Choose Leave Dates

Start Date:

End Date:

Description:

This information is ONLY a guide based on any scheduled hours you have setup and can be changed in the next step. This would use 1 Days of paid leave entitlement. This would leave 33.5 Days remaining.

Select your approver(s):

Tags:

[Previous - Leave Type](#) [Next - Leave Amount](#)

5. Enter the total number of working days you are requesting to take as leave.

Blue Stream Academy

Home / LeaveRequest / Create Leave Request

Create Leave Request

Leave Amount

Enter Leave Amount

The entitlement that will be deducted for this request has been calculated below as a guide ONLY. Please check and confirm that the right number of hours and minutes are deducted from your entitlement before saving the request. A days leave entitlement is calculated as **7 hours and 30 minutes** as per your profile setting.

Total Days: Days

Unpaid Days: Days

Please confirm how many working hours and minutes this leave request will cover.

Total: Hours Minutes

Total Unpaid: Hours Minutes

Previous - Dates Next - Confirm and save

6. Click on “Save Request”. The request will then be sent through to your manager for approval.

Blue Stream Academy

Home / LeaveRequest / Create Leave Request

Create Leave Request

Summary

Summary of Request

Request Type Holiday

Start Date 23/06/2023 9:00 AM

End Date 23/06/2023 5:00 PM

Total Days 1 Days

Unpaid 0 Days

Leave Used This request will use 7 hours and 30 minutes of your entitlement.

Previous - Leave Amount Save Request

7. You will receive an email once your manager has accepted/rejected your request.

Maternity Leave

Employees are entitled to 52 weeks’ maternity leave in total, broken down as follows:

- 26 weeks’ ordinary maternity leave (OML), including a 2-week period of compulsory maternity leave
- 26 weeks’ additional maternity leave (AML) that starts immediately after OML.

Paternity Leave

Paternity leave lasts for a fixed period of one week or two consecutive weeks.

Other types of leave including; bereavement, dependant care and study leave are covered in the **leave policy**.

Your employment with KGPC

Full details of our HR arrangements can be found in our HR policies, which are available to all staff via the online staff portal. Below is an overview of key points.

Health and Safety

KGPC are fully indemnified and take the health and safety of its staff, patients and visitors very seriously. A full risk assessment of each site has been completed and a Health and Safety policy is in place which details the action that will be taken to mitigate Health and Safety risks. However, all staff members are responsible for ensuring that they do not act in a way that puts themselves or others at risk.

Occupational health

All new joiners to KGPC will be requested to complete an Occupational health form including vaccination history. Required vaccinations are outlined in the ongoing suitability policy. KGPC are keen to implement measures which keep employees healthy and safe. All KGPC staff are able to book into minor illness or enhanced access services when required. An occupational health review can also be held by our chairman Dr Anthony Hughes.

Mental health support for our head office staff is available through our designated Mental Health First Aider as well as through the [staff mental health and wellbeing hubs run by the NHS](#). Mental health and addiction support is also available to clinicians via [Practitioner Health](#)

Dress code

KGPC staff are expected to maintain a professional appearance, and dress appropriately for their role. Staff are not permitted to wear; lightly coloured jeans, sportswear, leggings, flip-flops, gymwear or large logoed clothing items during their day to day work.

Smoking

Smoking (including the use of e-cigarettes/vapes) is not permitted on any KGPC sites. Where a site has designated outside smoking areas, staff must adhere to these.

Unplanned absence

Where a member of staff is unable to attend work at short notice (e.g. due to sickness), they must contact their manager by phone as soon as is practically possible. Should their line manager not be available, members of staff are encouraged to notify the Recruitment and Retention Manager.

Probation and appraisal

All staff will be subject to an initial probation period, as stipulated in their contract. Performance will be monitored on a continual basis during this period and the member of staff will meet with their manager regularly to discuss their progress and to address any areas where additional support is needed.

Staff will receive an annual appraisal with their manager, which is an opportunity to review performance and celebrate achievements over the past year, as well as to put in place new objectives and identify any training and support needs.

Safeguarding

Safeguarding patient safety is of paramount importance. If a safeguarding concern occurs, please contact the interim safeguarding lead Dr. Anthony Hughes (anthonyhughes@nhs.net)

Pay

Staff will be paid monthly by bank transfer, usually on the last Friday of the month. Specific arrangements with regards to expenses will vary by role and will be explained to you by your manager during your induction if applicable.

Eye tests

KGPC will contribute £25 towards the cost of an eye test conducted by a suitably qualified optician. Employees are free to use any suitably qualified optician and will be reimbursed the value of their eye test subject to providing a receipt and confirmation they have attended their appointment. The expense will be reimbursed during the next appropriate pay-run.

One test will be reimbursed in any 12 month period

Pension

Staff will automatically be enrolled into the company pension scheme administered by [People's Pension](#). The employee contribution is 4%, whilst the employer contribution is 3%. Further details will be provided upon joining the scheme.

Discount scheme

KGPC staff are eligible to join the Blue Light Card discount scheme reserved for emergency services and NHS staff. For more information on signing up, please visit <https://www.bluelightcard.co.uk/>

Home working

Some roles within KGPC are suitable for home working; however, no employee has the automatic right to work from home. Home working requests should be made to your manager, who will consider your request carefully and make a decision about whether the request can be accommodated. All employees must complete a home working risk assessment and have this signed off by the Recruitment and Retention Manager before being permitted to work from home.

Learning event procedure

KGPC are keen to embed a continuous learning and improving environment. Occasionally, there may be times where an incident or situation has caused harm to patients, staff or the future viability of the service. This would also include any incidents, which could also have the potential to cause harm. KGPC have a low threshold when it comes to reporting such instances, to encourage further development of our services. Staff are therefore encouraged to familiarise themselves with the learning events policy and ensure they complete a learning event record form, where one arises. The learning event form and policy can be found under the incidents, learning events and complaints section of the staff portal. If you have any questions, please contact a member of our CQC team.

Your personal information

KGPC takes great care to ensure that it stores personal information securely and processes it in line with Data Protection Act and GDPR law. If you have any questions or concerns about the use of your personal information, you should direct these to your manager in the first instance.

Equal Opportunities and staff concerns (including bullying/harassment)

It is our objective to ensure that the talents and resources of our employees are utilised to the full and that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, social class, sexual orientation, race, ethnic origin, creed, religion or belief, disability or age or is disadvantaged by conditions or requirements which cannot be shown to be relevant to performance.

The Organisation has an Equal Opportunities Policy and it is your responsibility to read it and to comply with it at all times.

At KGPC, we want all staff members to work in a safe and supportive environment, and bullying and harassment will not be tolerated. If you have any concerns about the way you are being treated at work, you should speak to your manager or the Recruitment and Retention Manager as soon as possible.

This handbook is an overview of working for KGPC and aims to give you some insight into our business. We welcome you to our team and will do all we can to help and support you in your new role.

Your induction

A personalised induction plan has been put in place for you (see next page). This will be overseen by your line manager.

Your line manager is:

Your line manager's contact details are:

Phone:

Email:

Log-ins and passwords

You will be given personal usernames and passwords for all systems you are required to use as part of your role. These can be recorded below, but please ensure that you keep these details securely.

Windows

Username:

Password:

NHS Mail

Username:

Password:

Phone

Username:

Password:

EMIS

Username:

Password:

Rotamaster

Username:

Password: