

Progress in Practice

University Hospitals Coventry and Warwickshire NHS Trust are active about employment

UHCW NHS Trust's excellent training and employment schemes were identified during the testing process for the good corporate citizenship assessment model. Testing the model helped the Trust to communicate good practice and to make connections and contacts across departments.

Summary

UHCW NHS Trust is the second largest employer in Coventry and takes this responsibility seriously. Numerous initiatives are in place to ensure that the Trust is a good employer, operating as a good corporate citizen by making the most of opportunities for regeneration and economic investment in health. Activities to date include: the Career and Employment Coaching Project (see below), a crèche at Walsgrave Hospital (with funding secured for a nursery at St Cross Hospital), a Child & Family Care Co-ordinator and an Attendance Manager who has brought down the Trust's absence rate and helped the long-term sick return to work.

The good corporate citizenship assessment model was helpful in highlighting and consolidating areas of good practice and identifying where there was the potential to develop. In recognising the necessity of a central point for co-ordination and communication of the efforts being made, a new group, the UHCW NHS Trust Regeneration Maximiser Team, is being established. The aim of the Team is to engage Trust employees from a cross sector of departments and build capacity to inform and involve UHCW NHS Trust in local, regional, national and European programmes.



"The role of the NHS is vital in the redevelopment of our region and as the second largest employer and public sector body we have a responsibility to influence the growth and the improvement of our most deprived communities through integrated schemes of training, skills transfer and development, housing, transport, Health Impact Assessments and community health and wellbeing programmes."

David Roberts, Chief Executive, University Hospitals Coventry and Warwickshire NHS Trust

Links and organisations involved: University Hospitals Coventry and Warwickshire NHS Trust, <http://www.uhcw.nhs.uk/>

Contact:

Janet Cairns; Director of Education & Health Regeneration; University Hospitals Coventry and Warwickshire NHS Trust, Walsgrave Hospital, Clifford Bridge Road, Coventry CV2 2DX; 0247 696 8734; janet.cairns@uhcw.nhs.uk

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(Summary continued)

When looking at the community engagement area of the model, many staff were surprised to find out how much the Trust is already doing. There is a Patients' Forum, an internal Patients' Council, NHS Staff Survey, the Patient Advice and Liaison Service and a 'cognitive partnership' at executive level. One participant commented that it was good to meet people from across the Trust and to find out more about what is happening in other areas. Patient communication is also set to improve with a Patient Information Resource Centre based in the new UHCW NHS Trust Hospital that is due to open on the Walsgrave Hospital site in July 2006.

The Trust recognises that at present, many of their good initiatives are dependent on individuals, and that for good corporate citizenship to be mainstreamed it needs to be embedded into the Trust's strategies, and this is just what UHCW NHS Trust is aspiring to do.

UHCW NHS Trust Career and Employment Coaching

UHCW NHS Trust Career and Employment Coaching commenced in April 2005 with funding from the Neighbourhood Renewal Fund, obtained through The Coventry Partnership. The overall aim of the project is to help disadvantaged people into employment through targeted training, support and advice and guidance.

The project will run until March 2006 and aims to support 500 local people who are interested in working in the NHS. By July 2005 the project had already advised 110 people and received over 500 initial referrals. The project has also established increased interest from specific target groups, such as 18-24 year olds and people from ethnic minorities. The project follows on from the success of the Activate Project that provided support and training for local, disadvantaged people and helped them to access employment and training opportunities.

Expectations are high that UHCW NHS Trust Career & Employment Coaching can maintain the same standards and benefit both the Trust and the local community.

Across: Hansa Kundalia, a previous Activate student, is now working as the UHCW NHS Trust Career and Employment Coaching Project Assistant

Young People's Council

Following the results of the National Young People's Survey, undertaken as part of the NHS Survey Programme, UHCW NHS Trust has decided to set up a Young People's Council.

The Trust will be sending out letters to the Heads of local schools in September asking for young people with an interest in health services, to join their Council. Parents and siblings will be invited to attend the first meeting and after that the aim is to empower the young people of the Council and find out what matters to them. It is also envisaged that members of the Council will focus on future health promotion work.

UHCW NHS Trust consolidated supply and delivery

At present goods are delivered to split sites with separate receiving areas for catering, pharmacy, linen etc. However, when the new UHCW NHS Trust Hospital opens in 2006 there will only be one, smaller, receiving area with restricted site access and less storage space on the wards.

This has prompted the procurement team to look at combining and scheduling deliveries and so limiting the number of heavy vehicles accessing the site. The plan is to manage the supply chain more efficiently, reduce the amount of packaging used (and for packaging to be returned to the supplier) and to have a central warehouse where goods can be collected and delivered together. This aims to reduce costs and benefit the environment through reduced waste and transportation.



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