



CC_HR00_Staff Handbook

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Introduction

This Employment Handbook is part of the agreement set out in your contract of employment with The Portland Medical Centre. It is intended to assist you in your day to day work. The information it contains, which is in alphabetical subject order, will be reviewed from time to time and any suggested changes should be put to the Practice Manager.

If you are unsure about any terms and conditions of service in this Employment Handbook, or associated policies & procedures, you are advised to seek clarification and further explanation from the Practice Manager or Partners, because failure to observe them may result in disciplinary action.

For full details of the organisation's policies and procedures, please see pages 16 of this Handbook.

1. Appearance and Conduct

When dealing with patients or other members of the public, please remember that you are in the public eye and the impression of the Organisation depends on you. It is important, therefore, that your conduct is of a high standard and that your appearance is clean and smart at all times.

As a professional Organisation we have a strict dress code which must be complied with at all times. Where you are required to wear the uniform provided, it must be worn at all times, whilst at work

You must conduct yourself in an appropriate manner at all times, whilst in or around your place of work and whilst in uniform, including before and after work and on breaks. *You are referred to our Uniform policy for further information.*

2. Complaints

At some stage, someone may make a complaint to you about the Organisation/Service etc. You may even be the subject of a complaint yourself.

All complaints must be sympathetically received and quickly dealt with, however minor they might appear.

Refer to the Complaints Policy and Procedure

3. Computers and electronic communication

In order to minimise the risk of virus infection of computer software, staff must not introduce unauthorised data on to Organisation's computers. It is essential that only Company supplied disks, USB keys, CD's etc., are used and no computer material derived from the Company should be removed from the premises or electronically transferred outside the Company, or installed onto other machines without authorisation.

Any act or misuse which compromises or potentially compromises the integrity of Organisation's computer hardware or software will be considered as gross misconduct. This includes the accessing or downloading of any pornographic, obscene, illegal or other unacceptable material from the Internet.

You are not permitted to use the internet, email or other forms of electronic communication for any purposes other than authorised work related business and you are not permitted to browse the internet, send or receive personal emails at work. Misuse of the internet, email or other forms of electronic communication is regarded as misconduct.

The access, downloading or distribution of pornographic material and/or other offensive material is regarded as gross misconduct, as is the sending of offensive, damaging or discriminatory emails or images to another person.

The Organisation reserves the right to monitor internet usage and the transmission of emails at any time.

Please refer to the IG04-Acceptable Use Policy for further information.

4. Confidentiality

You must ensure that you do not breach any duty of confidentiality under data protection or make any unauthorised disclosures of information whether in response of patients, employees or any other person. This includes any discussion of the Organisation in any form using social network sites, such as Facebook, Twitter, Bebo, MSN and others.

All information concerning patients, staff (in connection with their employment) and the Company business is strictly confidential. A breach of confidentiality constitutes gross misconduct and may result in dismissal, subject to the provisions of the disciplinary procedure.

The reason for a strict code of confidentiality in relation to patients is that, in general practice, you are in possession of, or have access to, personal health information about individuals. This must remain confidential unless the patient provides informed consent for its release. In a limited number of circumstances, the doctor responsible for patient's care may decide that particular information should be disclosed without consent. This would be justified, for example, in cases where disclosure was in the patient's interest, but it was impossible, or medically undesirable, to seek his or her consent. Another example would be a situation where the doctor decided that he/ she had an overriding duty to society to disclose information because a serious crime had been, or was very likely to be, committed. However, such rare decisions are the doctor's and under no circumstances must staff make a decision to disclose patient information.

All doctors have a strict code of confidentiality and any breach of it by their staff could lead to disciplinary action being taken against the doctor by the General Medical Council.

However, you should be aware that this general duty of confidentiality does not affect your statutory rights under the Public Interest Disclosure Act 1998, to make disclosures of otherwise confidential information without being dismissed or otherwise subjected to detriment.

However, the company would expect that matters you are concerned about should normally be raised within the Company in the first instance. Such matters (e.g. about the safety of patient care) may be raised with the Operations Manager or any Director.

You should note that the Act does not grant unfettered rights to disclose otherwise confidential information. The act of disclosure which attract statutory protection are confined to certain subjects and to certain ways and means of disclosure.

(See also Medical Records – patient access to records in section 20 of this Handbook).

As part of your employment you will be asked to sign the Confidentiality clause, a copy of which will then be put in your personal file.

5. Contracts of employment

You will have received a contract of employment relating to your particular job enclosing this Employment Handbook. When signed, these together form a legally binding agreement between yourself and Communitas Clinics.

6. Convictions/offences

This employment is exempt from the provisions of the Rehabilitation of Offenders Act 1974. You are not therefore entitled to withhold information requested by the partners about any previous convictions you may have, even if in other circumstances these would be regarded as 'spent' under the Act.

You are therefore required to provide this information before starting work. Concealment of such information may result in your dismissal,

You are further required to report forthwith to the partners any convictions or alleged offences with which you are charged (including traffic offences) while you are an employee of the partners.

7. Disciplinary Procedure

The Organisation has a Disciplinary procedure which applies to all employees and which is available to all employees. You are responsible for ensuring that you are aware of our rules regarding potential misconduct and comply with them at all times.

Please refer to the Disciplinary Procedure for further information.

7.1 Performance issues

Genuine performance issues will not usually be dealt with in accordance with our Disciplinary Procedure and will be addressed separately, unless they are considered to be the result of any potential misconduct on your part.

Please refer to the Capability Procedure for further information.

7.2 Suspension and Paid Leave

You may be suspended on full pay or placed on paid leave in circumstances where the Organisation considered this justified. This will be discussed with you and confirmed in writing and you will continue to receive your normal basic pay during any periods of suspension or paid leave. Suspension is not regarded as a disciplinary penalty, or an indication of guilt.

7.3 Dismissal Procedures

Once you have successfully completed your probationary period/extended probationary period, you will not usually be dismissed from your employment unless or until you have been provided with information as to why we are contemplating your dismissal and this has been discussed with you at a meeting, at which you are entitled to be accompanied by a fellow employee or an appropriate union representative. You will be given the right to appeal against any decision to dismiss you.

8. Drugs & Alcohol

The drinking of alcohol and the taking of drugs (other than those medically prescribed) whilst you are at work, is strictly forbidden, as is reporting to work under the influence of alcohol or non-prescribed drugs. Such behaviour is regarded as gross misconduct and may lead to your dismissal.

It is your responsibility to ensure that any drugs you have been prescribed will not affect your ability to work safely and we may require you to produce evidence from your medical adviser, that this is the case. You must inform your line manager, of any drugs you have prescribed and are currently taking.

9. Equal Opportunities and Diversity

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.

If you consider that you have been bullied, harassed, victimised or unlawfully discriminated against in any way (whether by another employee, a client or any other person) you should report the matter immediately to the Practice Manager or a Partner and it will be addressed in accordance with our Grievance Procedure.

Please refer to the Equal Opportunities Policy for further information.

10. Expenses

You are entitled to reclaim any authorised expenses you have incurred during the course of your employment, provided that they are supported by the appropriate receipts or other proof of payment. Details of how to reclaim expenses will be provided to you and expenses must be reclaimed promptly and no more than 3 months after they were incurred.

11. Over time

You will be required occasionally to work extra hours to cover the absence of colleagues, arising from holiday, sickness or other causes. Such extra hours will be paid at your current hourly rate. All authorised overtime must be claimed via completed over time sheet submitted to your line manager prior to the pay roll cut-off date as advised by the Senior Manager.

Alternatively, time off in lieu may be granted with your agreement. All such time off must be at times to be agreed with your line Manager beforehand.

12. Fire routine

Fire prevention is the responsibility of every member of staff, it is the duty of everybody to become familiar with the Company procedures for dealing with a fire and to prevent any potential fire hazards immediately. You should study the fire notices placed at various points in your place of work.

Make sure you are able to raise the alarm and identify the fire alarm when it is given.

Know the correct procedure for reporting a fire and to whom it should be reported and know where you yourself are to report.

Familiarise yourself with the various types of fire extinguisher available in the Company, where they are located and how to operate each type.

Be sure you know the arrangements for the evacuation of staff and visitors.

In the event of fire, you are not expected to take risks, and for your own safety as well as that of others, if the fire alarm is activated, try to keep calm and do not panic.

Please ask the Operations Manager for further guidance if you feel you are not sufficiently aware of all matters affecting fire prevention and routine.

From time to time the Operations Manager will arrange fire drills in which you are required to participate.

13. First Aid

The Company has a medical box for immediate use on the premises. Please speak to the Operations Manager regarding first aid, and details of where the box/equipment is stored.

14. Freedom of Information Act

The Freedom of Information Act 2000 gives people a general right of access to information held by public bodies. Access to personal information is governed by the Data Protection Act 1998.

You can find general information about the Freedom of Information and Data Protection Acts on the Information Commissioner's Office, (ICO), website: <http://www.informationcommissioner.gov.uk>

Please also Refer to the company's Freedom of Information Policy.

15. Grievance Procedure

The Organisation has a Grievance Procedure which is available to all employees and which should be followed in the event that you have a grievance concerning your employment with us.

Please refer to the Grievance Procedure for further information.

16. Health and Safety

You must comply with all instructions and take all reasonable measures to ensure the safety and security of yourself and others, our premises, information and other property. You must ensure you are familiar with all health & safety related equipment and guidelines relevant to your role and/or registration requirements.

If you travel to different places of work during the course of your employment and/or you do not have a usual base from which you work, you are required to report in at the beginning of each day and when you move to each subsequent location, to leave a message stating where you are, why you are there and how long you expect to be there.

16.1 Accident or injury at work

Any accident of a member of staff, patient or a visitor must be reported to the Operations Manager or other nominated member of staff immediately. A factual statement covering to the fullest possible extent,

all the circumstances of the accident, which is required to ascertain the cause and prevent its recurrence. All reports of accidents to staff and members of the public while on the company premises must be recorded.

16.2 Health and safety law

Information on health and safety laws can be found on the poster produced by the Health and Safety Executive

See the company Health & Safety Policy for further information, as breach of this and other safety rules is regarded as gross misconduct and may result in your dismissal.

15.3. Infectious Diseases

It is essential when working with patients that you take every precaution to avoid infection and the spread of infectious diseases. Under no circumstances should you come to work premises if you believe that you may have an infection or an infectious disease that could be passed on. In the event that the Organisation has reason to believe that you may be at risk of contracting an infectious disease, you will be advised of this and of the necessary precautions you must take.

For health and safety reasons you must disclose to us as soon as possible the fact that you are, or may be, pregnant as well as any other health issues (including if you are HIV positive). Such information will be treated in confidence, wherever possible.

16. Leave

16.1 Adoption Leave

To qualify for adoption leave you must have had 26 weeks service by the week of match. Leave is split as follows - 26 weeks ordinary adoption leave and 26 weeks additional adoption leave.

Statutory Adoption Pay is for 39 weeks as follows:

6 weeks @ 90% of average weekly earnings.

33 weeks at the lower rate of £140.98 from April 2017

13 weeks unpaid.

16.2 Annual Leave

Annual leave is specified within your Contract of Employment.

16.3 Compassionate Leave

The Company will do its best to try to act sympathetically towards you if you lose a close relative and it recognises that from time to time you may need to take time off to help you in your personal lives. Compassionate Leave will be granted according to the individual circumstances, therefore, the following are guidelines only and if you need further clarification you should talk to the Operations Manager or a Director.

The Company will allow you to take 5 days paid compassionate leave in addition to existing holiday entitlement requested at short notice, where you lose a close relative. (The Company considers close relatives to be, partners, wives, husbands, sons, daughters, mothers, fathers, mother/father-in-law, brothers and sisters).

Each circumstance will be dealt with at the discretion of the Management Team/ Directors.

16.4 Dependant Leave

You will have the statutory right to take reasonable unpaid periods of time off work to deal with emergencies involving a dependant of yours. This can include your spouse or partner, child or parent or other relative who is a member of your household.

Examples of the circumstances in which this leave might be taken are illness, death, an unavoidable and unforeseen failure in care arrangements, the birth of a child to your spouse or partner, and incidents involving your child during school hours.

You must discuss any requests with a Senior Manager and obtain approval before taking the leave. If this is not possible, owing to either the nature of the emergency or the lack of availability of those from whom approval must be sought or both, you must inform an alternative member of staff as soon as possible that you have taken the leave and its precise duration.

Dependant leave in general is expected to last no longer than is reasonably necessary to deal with the emergency arising. Longer term arrangements must be the subject of separate agreement between you and your Line Manager.

You hereby agree that an appropriate deduction from your pay will be made by the Organisation for any such leave.

16.5 Extreme weather conditions or events

During winter months or significant events, this may seriously delay or prevent you from attending work. Whilst we expect all staff to make all reasonable effort to attend, there may be some occasions where this is not possible. This may be due to road closures or a lack of public transport due to prevailing weather conditions or other significant events. In these conditions the following will apply for all staff:

During these circumstances, you have no automatic legal entitlement to remain at home on full or reduced pay. Instead, you have the following options available to you:

- *Annual leave.* If you are unable to attend work, you may choose to take this time as annual leave.
- *Unpaid leave.* An alternative is to take time as unpaid leave. If you do this, your annual leave allowance will remain unaltered.
- *Overtime.* It may be possible to make up this time e.g. to work an extra hour a day. If you wish to pursue this as an option, you should discuss this with the practice manager.

You are required to telephone a member of Service Management to let them know if you are going to be delayed or unable to attend work. This should be done as soon as you know that you will be delayed or unable to attend work, or at least 30 minutes before you are due to start.

16.6 Jury Service

If you are required to undertake jury service you should inform your Line Manager on receipt of the summons, while attending you will continue to be paid. Any attendance, allowance or fees to which you are entitled to from the court will be deducted from your salary. You must inform the Operations Manager of the amount you receive in order that the appropriate adjustment can be made.

You will be required to work on any contracted day where there are four or more working hours remaining after you have been released from court

16.7 Parental leave

Subject to your having completed one year's service with the Organisation, you have a statutory entitlement to 18 weeks' unpaid parental leave to care for a child. There is a separate 18-week entitlement in respect of each of your children, whether natural or adopted, for whom you have legal responsibility. Any parental leave granted by any previous employer will be subtracted from the 18 weeks' total for the child concerned. You will be required to produce any documentary evidence of previous leave granted. You hereby consent to Communitas Clinics Ltd seeking confirmation from any previous employer of whether any such leave has been granted to you, and if so, in what amounts.

The right is separate (in the case of female employees) from their rights to ordinary and additional maternity leave.

The taking of such leave will be subject to the statutory terms.

Subject to the statutory terms, leave may be taken at any time:

- up until the child's 18th birthday

16.8 Paternity Leave

To qualify for paternity leave you must:

- Have 26 weeks' service by the 15th week before the expected week of childbirth or in the case of adoption, date of match.
- Be the father or partner of mother or adopter and have responsibility for the child's upbringing.
- Remain in continuous employment with the employer from the end of the Qualifying Week up to the date of birth or placement of the child
- Give the employer notice of when you expect to take paternity leave.

One or two consecutive weeks' leave can be taken within 56 days of the date of birth/placement for adoption

The current rate of pay is £140.98 per week or if lower 90% of average earnings of less (April 2017).

Additional Paternity leave

The Government allows employees who are fathers or partners of mothers or adopters, to take paternity leave of up to 26 weeks' in the first year of the child's life or the first year after the child's placement, if the mother of the child returns to work before the end of the maternity leave period to which she is entitled Effective date 3.4.2011 – born or placed after this date. To qualify for this you must confirm the maternity or adoption status of your partner and that they are returning to work.

Please note Shared Parental Leave will come into place from April 2015, which will mean Additional Paternity Leave no longer applies. Please see Shared Parental Leave Policy for more details.

16.9 Unpaid leave

Unpaid leave, other than dependant or parental leave, is normally granted when the employee has exhausted his or her annual leave entitlement. This type of leave is discretionary and may be granted only in exceptional circumstances if and when the needs of the Organisation allow.

17. Leaving Employment

If you wish to terminate your employment, you must give notice of your intention to leave according to the period specified in your Contract of Employment. Failure to do this may result in loss of any wages or salary due. Outstanding wages or salary will either be paid when you leave, or forwarded subsequently within a month, together with your income tax form, P45.

18. Maternity

All women are entitled to maternity leave regardless of length of service.

To receive Statutory Maternity Pay (SMP) you must have 26 weeks' service by the end of 15th week before the Expected Week of Childbirth (EWC) and minimum earnings level.

Rates of pay for SMP are as follows:–

6 weeks @ 90% of average weekly earnings.

33 weeks at the lower rate of £140.98 from April 2017

13 weeks unpaid.

Ordinary Maternity Leave is 26 weeks

Additional Maternity Leave is 26 weeks

Total – 52 weeks of maternity leave

The Maternity pay period can start any time from the 11th week before the EWC.

The leave date cannot be before the 11th week before EWC, unless childbirth occurs before the 11th week, in which case ordinary leave will commence on the date of childbirth.

During the 4 weeks before the EWC, if sickness occurs that is partly or wholly related to pregnancy, then maternity leave will commence from that date.

You will not be able to return to work until at least 2 weeks after the birth, as this is the compulsory maternity leave period.

Pregnant employees who do not qualify for SMP may be entitled to maternity allowance, which is claimed from the DSS. You will need confirmation of your employment status and reasons you do not qualify for SMP from your employer.

See Shared Parental Leave policy for details of curtailing maternity leave from April 2015.

19. Medical/Hospital appointments

Staff with prior approval of a member of the Manager Team, may be allowed reasonable paid time off to attend medical or dental appointments, where necessary duties must be re-arranged to provide adequate cover. Where possible, you must ensure that medical and other appointments are made outside working hours. Pregnant staff have statutory rights not to be unreasonably refused paid time off for ante-natal care.

20. Medical Records

20.1 Patient access to records

Patients have certain statutory rights to have access to their own medical records, under the *Data Protection Act 1998*, the *Access to Medical Reports Act 1988* and the *Access to Health Records Act 1990*.

There are important procedures to be followed when patients make applications for access under any of these Acts, including time limits for action by the doctor.

All applications must be referred to the patient's doctor/ Senior Manager who is responsible for responding to them.

20.2 Staff access to records

Both directly-employed Company staff and attached NHS clinical staff, e.g. GPwSI, Clinical assistants, community nurse, may have access to patient information which is necessary for the effective care of the patient, with the patient's consent. Access is at the discretion of the partners or doctors employed by the Practice, via the Administration staff.

Patient records must not be removed from the Practice premises, except where this is necessary for patient consultations at branch surgeries, outlying clinics, or occasionally, in the patient's home. When transporting or using patient records you must keep them in your personal custody and return them to the Company Head Office premises as soon as possible.

Staff who are patients of the Company must not attempt to gain access to their own medical records or those of friends or members of their families. Access to relevant computerised records will be barred and written records will be stored separately in a secure place. Access to their own records may only be granted under the terms of the *Data Protection Act 1998*, the *Access to Health Records Act 1990* and the *Access to Medical Reports Act 1988* mentioned above. Similarly no other member of staff should attempt to gain access to the medical records of their colleagues or members of their families

21. Name and/or address – change of:

During the course of your employment you may change your address/home, or your name through marriage or divorce. If so, please let the Operations Manager know immediately, in writing, so that tax (pension) and other records can be amended.

22. Outside activities

You must not, without the prior written consent of Management, accept any other employment outside the Company. The consent of the partners will not be unreasonably withheld. Any such employment must not impinge on you contracted duties with them, nor must it have the effect of causing you to work for more than 48 hours per week on average, taking into account both or all (if more than two) of your employments.

If the employment for which permission is sought is likely to cause you to work more than 48 hours per week on average, then you may wish to notify the Company and the other employer that the 48-hour week should not apply in your case, as is your right. However, this does not affect the Company's right to withhold permission to undertake outside employment where it is believed this will impinge on the performance of your contracted duties with the Company, as above.

You hereby agree to permit the Company to approach any other company, firm or person by whom you are or may be employed, for the purposes of ascertaining that the total of numbers you work per week does not exceed the average limit of 48 set down in current legislation. The Company may also discuss with external employers how to reduce your working hours to this limit or below, if you do not wish to opt out of the provisions of Working Time Regulations. The Company's consent to your accepting outside employment does not imply any responsibility on their part for your acts and omissions in the course of such activities.

23. Staff meetings

You are required to attend and participate in relevant meetings within the Company. These may occasionally involve attendance outside your normal working hours. Payment will be made at your normal hourly rate, or time off in lieu may be granted with your agreement

24. Professional registration (and indemnity)

You are required to produce the Company evidence, in the form of original documents, of full registration with your professional regulatory body, as required by your contract of employment before commencing your duties, and are similarly required to produce evidence of retention of registration from year to year.

Failure on your part to maintain full professional registration including suspension or erasure from the appropriate register and the imposition of conditions upon your registration, will entitle the partners to suspend you on full pay immediately and thereafter to terminate your appointment by written notice.

25. Property

25.1 Personal Property

Communitas Clinics cannot accept responsibility for articles of personal property lost or damaged on their premises whether by burglar, fire, theft or otherwise and you are advised to effect your own insurance cover against all risks.

25.2 Organisational Property

All documents, computer data information, equipment and items of uniform remain the property of the organisation and must not be used for any other purposes, other than for the organisation.

You must promptly return all property belonging to us whenever you are requested and should not remove property/papers/files, etc from our premises, unless authorised to do so.

You must return all property, equipment and items of uniform belonging to the organisation, within 7 days of your employment ending. You must not keep copies of any documents, computer files or other information and must delete any such information that you may have copied on a computer or electronic equipment owned by you.

The Organisation reserves the right to deduct up to £50 from your final wages, if you fail to return all items of uniform and equipment, when you leave.

If applicable, access to the Organisation's email and computer system from your home will be suspended during periods of absence such as long term sickness, maternity and paternity leave.

25 Records

You are required to keep proper records as determined by the Organisation, relevant to your role.

26 Retirement

Please see the Organisation's retirement procedure for more information

27 Security

In addition to ensuring the personal safety and the security of their own property (see *Personal property* above), staff can help, for example by:

- making sure the doors to unauthorised areas and safety cupboards are properly shut and/or locked;
- immediately reporting all disruptive or untoward incidents to the Practice Manager or a Partner;

- ensuring that any property or money for which they are responsible is securely held, regularly checked and accounted for;
- ensuring at the end of the working day that all doors, windows and cupboards are securely locked;
- reporting any unexplained disappearance of property or suspected pilfering to the Practice Manager or a Partner.

28 Procedures

Please ensure you are fully aware of the Company (locations) procedures in relation to security.

29. Sick Leave

29.1 Notification of absence

This is explained in your Contract of Employment and in the Sickness Policy

29.2 Statutory Sick Pay

If you are sick you may be legally entitled to Statutory Sick Pay (SSP) for 28 weeks absence in any spell or series of linked spells of sickness. Spells separated by a period of eight weeks or less count as one. *(Please refer to your Contract of employment and the Sickness policy for further information).*

30. Smoking

You are not permitted to smoke inside any premises where you work. This policy also applies to all forms of E Cigarettes. Failure to comply with these rules is regarded as gross misconduct and may result in your dismissal. It is also a criminal offence and may be reported to the police.

You are permitted to smoke during your breaks provided you ensure you are not in view of any work premises and you are not in uniform or somewhere where you can be seen by patients. You should ensure that you have extinguished any cigarettes safely, do not litter, wash your hands after smoking and do your best to ensure that you do not smell of smoke when returning from a break.

31 Telephone – including mobiles

The company telephone system should not be used for personal calls except where it is unavoidable or authorised by a Senior Manager.

Personal mobile phones may not be used during company time.

32 Trade Union membership

Members of staff are free to become members of a trade union. Members of staff will not be discriminated against in any way as a result of their membership or non-membership of a trade union.

33 Training & Development

The Organisation is keen to train and develop its staff. You may be required to attend training courses or obtain qualifications from time to time. Your manager will discuss any specific training needs with you during your performance reviews.

Where training is provided the Organisation may be prepared to assist you with any costs incurred. This will be subject to you agreeing that, if you terminate your employment or if you are dismissed as a result of misconduct, you will repay the cost to the Organisation of any training course or qualification it has funded over the last 12 months and that these costs will be deducted from your wages. You will be asked to sign a separate Training Fees Agreement regarding the funding of training courses.

34 Staff appraisal

Your performance will be discussed with you at least once a year by your Manager or a Partner. This is an opportunity to discuss your job and other matters if you wish.

Please refer to the Training Policy for further information

35 Treatment – non clinical staff

You must not advise on medical issues or prescribe treatments for patients unless you have been authorised to do so. Any such requests must be referred to a doctor, or a nurse as appropriate. Non-medical clinical staff must undertake only such duties in the treatment of patients as have been properly delegated to them and for which they have been appropriately trained. Items prescribed for, or treatment given to, patients must be recorded in their notes

36 Working Time Regulations

There are statutory rights relating to the length of your working hours, breaks while working, minimum rest periods and minimum entitlements to paid annual leave. These became law on 1 October 1998. The main rights are:

- a) not to be required to work more than 48 hours per week on average;
- b) if your working day lasts for more than six hours, to be given a minimum 20 minute break;
- c) to have a minimum of 11 consecutive hours' rest in a period of 24 hours;
- d) to have either:
 - i) a minimum of 24 consecutive hours' rest in a week; or
 - ii) a minimum of 48 consecutive hours' rest in a fortnight;
- e) after 13 calendar weeks' employment, to have the legal minimum for paid annual leave

Individual members of staff can opt out of the 48-hour week and their rights to the defined rest periods in order to work longer than this on average per week. They can also opt in again, subject to the notice periods in the Regulations.

In order to ensure compliance with the Regulations, the Company is required to monitor the hours worked by the staff, irrespective of the number of hours worked per week. You are therefore required to participate in hours monitoring exercises implemented by Regulations, average weekly working hours will be calculated over a reference period of 17 weeks. This may involve staff in completing monitoring forms, to which your manager will advise accordingly.

There are also special provisions for young workers between the ages of 16 and 18 which are more beneficial than the above in relation to rest periods.

Please see your main contract of employment for further details under the clauses dealing with your hours of work and annual leave.

37 Organisation Policies and Procedures

Communitas Clinics has various policies and procedures that are in force from time to time, as well as regulatory and other legal duties, with which the organisation must comply.

You must ensure that you are fully aware of any rules, policies, procedures, regulations and other legal requirements that affect your duties and responsibilities and comply with them at all times.

As part of your employment, it is your responsibility to ensure you are aware of and review any updates to company documentation. Please see table below with details of the company policies and procedures, which are available as a hard copy via Administration and copies are also available on the company shared drive and on the clinical System (System One).

Company policies and procedures	Confirmation you have read and understood (please put your Signature in the boxes below)	Comments or notes you may wish to make
Anti Bribery Policy (HR01)		
Bullying harassment (HR02)		
Equal Opportunities Policy (HR03)		
Capability Procedure (HR04)		
Disciplinary Procedure (HR05)		
Drug & Alcohol (HR06)		
Acceptable Email & Internet Use policy (IG04)		
Health & Safety Guidelines (HR07)		
Flexible Working Policy (HR08)		
Grievance Procedure (HR09)		
Management of Stress Policy (HR10)		
Probationary Policy (HR11)		
Recruitment, Selection & Retention (HR12)		
Redundancy Policy (HR13)		
Retirement Policy (HR14)		
Sickness Policy (HR15)		
Shared Parental Leave Policy (HR16)		
Social Media Policy (HR17)		
Staffing Policy (HR18)		
Training Policy (HR19)		
Whistle-Blowing Policy (HR20)		
Zero Tolerance Policy (HR21)		
Gifts Policy (HR22)		
Induction Policy (HR24)		
Confidentiality Code of Conduct Guidelines (IG13)		
Supervision Policy (HR25)		

VERSION HISTORY TABLE

VERSION	DATE UPDATED	UPDATED BY	REASONS
CC_HR00_Staff Handbook_20151203	17/12/2016	AB	Confidentiality Code of conduct guidelines and induction added to signed policies list. Review of section 30. Smoking. To include e-cigarettes
CC_HR00_Staff Handbook_v1.0_published	19/12/2016	AB	Updated policy check list to include Supervision Policy. Issued as V1.1
CC_HR00_Staff Handbook_v1.1_published	13/10/2017	AB	Updated policy check list to include Recruitment, Selection & Retention (HR12). Issued as V1.2
CC_HR00_Staff Handbook_v1.1_published	15.12.17	JH	Updated adoption leave pay rate – 16.1 page 9 Updated paternity leave pay rate – 16.8 page 11 Updated maternity leave pay rate – 18 – 12 Re-issued as V1.3