



# NEWSLETTER

WINTER 2023

"SERVICE EXCELLENCE THROUGH OUR PEOPLE"



## Welcome to the December 'festive' edition of the DSFS newsletter!

"As we are in winter, we know to expect some adverse weather, and we have already seen our fair share of this over last few months with snow and flooding in Chesterfield. I want to thank all my DSFS colleagues for their hard work in challenging conditions. I heard some amazing stories of people going above and beyond and it is one of the things that continues to make me very proud to be part of such an incredible organisation.



**Dennis Kentrop, Managing Director**

"There are plenty of ways that we like to say thank you and our recognition scheme is a big part of this, but it wouldn't be Christmas in Chesterfield without the addition of a few chocolates here and there, so we hope you enjoyed those too!

"At Christmas, we normally celebrate in the UK which we like, but this year I look forward to spending some time with family in The Netherlands."



"I hope you all manage to take some time to enjoy the festive period and a huge thank you for your continued support and for all your hard work in providing excellent services and wishing you and your loved ones a happy and healthy 2024!"

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Pictured (L-R): Jon Cort, Steve Heppinstall, Chris Tann, Rachel Walker, Mark Williams, Anna Nelson, Carol Warren and Dennis Kentrop

## New Accessibility Guides thanks to DSFS support

Working with AccessAble; the UK's leading provider of detailed disabled access information, the Trust has launched new guides to improve the experience for people with accessibility requirements when visiting the hospital. This project was led by Chris Tann, Director of Operations from initiation through to completion, alongside the Trust's Patient Experience Team.

The guides cover everything from parking facilities and hearing loops, to walking distances and accessible toilets. Chris recently officially launched the guides alongside Steve Heppinstall, Director of Finance for the Trust and representatives from AccessAble.

Chris said: "A lot of people contributed to making this happen – it has been a long road to get here but I'm really pleased that all the work is complete, and people can now benefit from having these guides available and being able to plan their journey to the hospital. I want to thank everyone who played a part in getting this over the line!"

All of the details in the guides have been checked in person, onsite, by trained surveyors so they cover a range of different accessibility needs.

The guides can be found below and will be part of the Trust's new website now it has launched: [View Chesterfield Royal Hospital NHS Foundation Trust's Accessibility Guide](#) and via the AccessAble App which is free and can be downloaded from the App Store.

## Welcomes!

A warm 'DSFS' welcome to our new colleagues and congratulations to those promoted.

- **Ryan Eastman** joined as Head of Financial Management
- **Louise Lowry** joined as Associate Director of Finance
- **Shaun Marsh** moves from Head of Safety to Head of Compliance



Ryan Eastman



Louise Lowry



Shaun Marsh

**Theresa Tomlinson** will also join DSFS in January as our Head of Safety.

## A Tree-mendous gift to the NHS and the environment



Thanks to a successful application to NHS Forests, we managed to secure 230 trees which were planted across the hospital site, as part of National Tree Week (27 November to 3 December).

Thirty of the new saplings were planted close to our £2m Health and Wellbeing Hub – which opened in the summer and offers our colleagues access to the latest gym and counselling break-out facilities, thanks to the Chesterfield Royal Charity's fundraising appeal.

The planting event which was attended by the Mayor and Mayoress of Chesterfield and other senior officials also included 15 colleagues across the Trust and DSFS who were nominated by their colleagues – some due to their commitment to the environment, some who have gone the extra mile and were nominated to mark their hard work and dedication. **Continued...**

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Continued...

**Congratulations to Sara-Lea Goodwin, James Walmsley, and Lee Brookes who were all nominated by their colleagues to be part of this important event.**



"It was a privilege to be nominated to plant a tree and represent DSFS. Restoring the environment and habitat for the local community and wildlife is something very close to my heart being a huge nature nerd."

**Lee Brooks, Specialist Clinical Engineer**

"I felt proud to be able to show my support for environmental sustainability, and make a positive impact for the future of our planet. It was a pleasure to be involved in showing how the Trust is having a positive impact on our local conservation."

**James Walmsley, Application Support Specialist**



"I was delighted to be chosen to plant a tree at the Health and Wellbeing Hub, it was an honour to be involved in the event and I look forward to watching the trees grow and blossom."

**Sara Goodwin, Patient Catering Manager**

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# Our new patient menu

Together with Sodexo, we launched a new general menu and nutritional support menu in November – including meals from the new supplier Apetito. The new menus were developed in consultation with Sodexo, DSFS and the Trust’s dietetic department to ensure they are nutritionally balanced, provide a choice and cover the dietary needs of our patients.

Monthly patient feedback has been considered, as well as the views of the staff. Vegetarian options, and many specific dietary menus are available for each mealtime.

Our menus work towards being compliant with British Dietetic Association Guidelines, Hospital Food Initiatives and the Patient-led Assessments of the Care Environment (PLACE) guidance from the NHS Constitution.

**We have also taken the first steps to decarbonise the patient menu by swapping 30% of the red meat dishes for white meat and poultry dishes. Additionally, small changes have been made to the menu to prioritise ingredients with a lower carbon footprint, such as vegetarian and fish options.**

Vegan options are now also coded on the general and nutritional support menu with a ‘Vg’. It is hoped that by making small changes to the menu cycles we can have a significant impact to the carbon footprint whilst ensuring that patient choice isn’t compromised.

*Pictured right - new fish goujons, and three bean salad (vegan option).*



## Training update

84%

**Currently, around 84% of our people are compliant with their essential training. Our target is 90% so we are not far off! Well done to everyone so far – please keep pushing on this!**

All our essential training aligns to the Core Skills Framework, which ensures all our people have the right skills and knowledge to carry out their roles in the varied environments that we work in.

All new starters need to be compliant with their essential training by their first shift, so managers need to ensure that their team are set up with a work email address and an Aspire account, or if our DSFS Induction is on their first day, they will be set up during this session.

Essential training expires over time and some is annual so needs to be completed each year such as Information Governance (IG). We all need to check our aspire accounts regularly or check with supervisors, to check which essential training courses need completing/updating.

Any questions or issues concerning your essential training, please contact the HR Team at [crhft.dsfs@nhs.net](mailto:crhft.dsfs@nhs.net) or on ext: 3737.



*Building, Leading & Working*

**THE DSFS WAY**

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# INCLUSION STARTS HERE

NATIONAL  
CENTRE FOR  
DIVERSITY

PROUD TO BE  
FREDIE



## Do you want to be a FREDIE Friend?



Investors  
in Diversity  
Award

Thank you to everyone who completed the FREDIE Investors in Diversity questionnaire - your feedback has enabled us to identify what we need to focus on as we work towards the commitment in our Inclusion Pledge towards becoming a truly inclusive employer.

### So, what is FREDIE?

FREDIE stands for Fairness, Respect, Equality, Diversity, Inclusion and Engagement (FREDIE for short) and is the backbone of a truly inclusive culture. It is also about our organisation being effective in advancing equal opportunity for everyone in an inclusive way.

We have work to do and we need you!! Based on your feedback from the FREDIE survey we have drafted an action plan, which will be followed by setting up a FREDIE group who will work together on the action plan to start to spread the FREDIE word throughout DSFS.

To make this work we need FREDIE FRIENDS - who will work together to improve communication about FREDIE and its principles and support the changes and improvements we need to make. Anyone from any team can get involved!!

We are also working with the National Centre for Diversity to achieve the Investors in Diversity Award - which is a nationally recognised Equality, Diversity and Inclusion accreditation recognising excellence in organisational approach. A key part of this is to ensure that DSFS is a welcoming, respectful, fair and inclusive place to work and that we involve our colleagues in the changes they have told us we should make.

If you would like to get involved in making DSFS a better place to be, please get in touch so we can tell you more. For further information please contact HR at [crhft.dsfshumanresources@nhs.net](mailto:crhft.dsfshumanresources@nhs.net) or on ext: 3737.

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# Colleague of the Month

Our colleague of the month awards acknowledge and celebrate all the people that go above and beyond in their daily roles. Thank you to everyone who voted and congratulations to those that were selected. There are four winners per month that represent one of the DSFS 4R's values. Here are our latest shining stars!

## Reliable

**Keith Fox** – nominated for his 'above and beyond' attitude and for always treating patients and staff with respect. Keith 'always goes the extra mile and provides star treatment to all patients'. He has been described as being 'Elmton's bread and butter', always friendly, kind, cheerful, always reliable and does his job to the best of his ability. Keith is known for always being helpful with enquiries or jobs that may need doing and 'you know he will give it his all'.



**Duncan Brown** – nominated for providing extra support at month end, stepping in and covering a key role over the course of two months. Duncan did a 'fantastic job', making excellent notes, asking sensible questions and completing various reports on time and was relied upon to accurately complete the task and support the service.

**Karen Shipman** – nominated multiple times for her reliable work on Domestic and particularly in the Birth Centre. She has been described as being a wonderful person, kind, considerate and a great asset to the team. Karen always demonstrates the DSFS 4 R's values, is proactive and organised. She goes out of her way, every shift, to help out, ensuring the rooms are cleaned to a high standard and provide a better environment for staff, patients and visitors.





## Responsive

**David Tansley** – David has been an 'exceptional team member since the day he joined'. From very early on, David set the gold standard and delivered first class customer service. Since joining, not only has David demonstrated all the DSFS values once, but he continuously does. Our Procurement team are continuously receiving emails and calls from their customer base affirming what the team see him demonstrating each and every day. David willingly takes on unfamiliar tasks to support his colleagues, stays at work to finish what he starts and helps Procurement to provide the best service to patients and customers.



**Nicola Norton** – Nic, has got a heart of gold and goes over and above to help everyone. She stayed a full 12-hour shift to support the service, managing staff, decanting across the hospital and managing rotas for the evening shift, all at short notice. In addition to this, she also took an unwell colleague to ED and stayed with them offering her support and kind words

**Jon Walmsley** – Jon, our IT Service Manager was recognised in October for his superb responsiveness. He worked above and beyond to ensure patient care could be delivered due to the power outage caused by the floods. Jon worked a 14-hour day, on Saturday and then again on the Sunday to fix a damaged switch in Theatres ensuring that no operations had to be cancelled. Jon undertook an investigation into the impact of the power outage and successfully restored IT connectivity to a number of areas as quickly as possible.



**Colin Regan** - Colin was nominated in October for his responsiveness in relation to an incident that happened in the main entrance. He politely and compassionately went out of his way to help a very ill patient, having a heart attack being rushed into ED. He quickly secured them a wheelchair and escorted them to ensure they were seen by the appropriate person in the department.

## Respectful

**Diane Doherty** – Diane has received multiple nominations for being respectful. Diane goes out of her way to ensure all patient needs are met and she helps in any way she can. Diane is a real pleasure to work with and an asset to the team. Nothing is ever too much trouble for her and she always goes the extra mile, is kind and welcoming. She always turns up on time, demonstrates her kindness and respectfulness to colleagues and patients.



**Conor James** – Conor received multiple nominations for demonstrating respectfulness. Connor responded to an urgent IT issue quickly and whilst resolving this issue he identified and resolved another issue with a colleague's telephone that was causing some upset. Connor was empathetic, understanding and kind. He went the extra mile to resolve his customers concerns. He showed compassion, respect and was resourceful in how he managed his work. He demonstrated service excellence with a quick turn around time, fixing all issues without a complaint.

**Stuart Robinson** – Stuart was nominated in October for displaying respectful behaviour. He demonstrated compassion and kindness when supporting a vulnerable member of the public, offering reassurance and comfort to them and their family. He calmly advised the individual to remain at the hospital until their family were able to collect them during the floods and made a worrying time so much easier.





## Resourceful

**Jake Stubbins** – Jake always makes a conscious effort to make time for colleagues. He is kind and approachable. Since starting with the Finance team in September 2022 and throughout his placement, Jake has taken on every challenge presented to him with enthusiasm and completed it to an excellent standard.



His role in proactively improving spreadsheets, creating and updating procedure notes and using new methods demonstrate his resourcefulness, responsiveness and efficiency. We are hopeful that Jake can support the Finance team into the future.



**Richard Morris** – Richard has been nominated for his resourcefulness, being an absolute credit to the team, going above and beyond, particularly for the team in the Emergency Department. His patience and reliability make him a really valued member of staff and he 'personifies the 4 values'.







# We really value you...

As a valued DSFS employee here are your benefits:

## Huge range of BLUE LIGHT CARD NHS discounts and healthcare staff benefits



- Money saving deals and vouchers
- Travel and holiday deals
- Top hotel discounts
- Relaxing airport lounge and airport parking discounts
- Mouth-watering restaurant deals
- Money off fashion fixes
- Deals on mobile phones, utilities, and gym membership.
- Find out more at:

[www.bluelightcard.co.uk/healthservicediscounts.php](http://www.bluelightcard.co.uk/healthservicediscounts.php)

## Food and Drink Discounts



All DSFS employees receive a discount on Food and Drink from our catering outlets, **just show your ID badge.**

## 5% off Stagecoach bus travel



For all DSFS staff (using NHS Discount) Simply download the App

## DSFS NEST Pension



Upon joining you can choose whether to pay 5% or 8% and DSFS will match which you choose. For more information, visit the NEST website:

[www.nestpensions.org.uk/schemeweb/nest.html](http://www.nestpensions.org.uk/schemeweb/nest.html)

## Generous annual leave



Gives you 27 days leave upon joining which rises to 29 days after 5 years and 33 days upon 10-year service (pro rata).

## Pay enhancements of 40%



If applicable to your role and contract, for any hours worked after 8pm and before 6am on Monday to Friday and for hours worked on Saturdays, Sundays, and Bank Holidays.

## Elephant in the Room Psychotherapy



Free and confidential mental health support and counselling service.

## Development and Training opportunities



We are committed to developing and growing our people wherever possible, whether in your own team or into a different area of the business. Speak with your manager for opportunities in your area.

## 24/7 anonymous Employee Assistance Programme offering information and support



- Counselling and Emotional Support
- Legal and Tax Advice
- Debt and Financial Advice
- Everyday matters and Family Care
- Guidance for managers
- Further information please click on the links above or:  
Call: **0800 085 1376**
- email [assist@cic-eap.co.uk](mailto:assist@cic-eap.co.uk)  
Visit: [www.well-online.co.uk](http://www.well-online.co.uk)
- Username: DTlogin Password: wellbeing  
Text relay: 18001 0800 085 1376

## Electric car scheme



Find out more and the cars on offer at: [www.nhsfleetsolutions.co.uk](http://www.nhsfleetsolutions.co.uk) using the code VPD 166 to register.

Alternatively email [enquiry@nhsfleetsolutions.co.uk](mailto:enquiry@nhsfleetsolutions.co.uk), or call **0344 811 8282**

## Cycle to Work Schemes



**VIVUP** up to £1000 for a bike with or without accessories. Via salary sacrifice  
**Green Commute** up to £5,000 toward a bike or e bike. Via salary sacrifice.

**Free cycle service and basic repairs** drop / pick up service Chesterfield [info@inclusivepedals.org.uk](mailto:info@inclusivepedals.org.uk)

## Flexible working Opportunities



Depending on your team and role we offer different shift patterns, flexible working and hybrid working to help you balance work and home life.



## Your questions answered...

**Here, Holly Fogden, Head of HR and OD answers your queries - from recruitment to benefits:**



**Q, Can new joiners to DSFS join the NHS Pension?**

**A,** DSFS provide a Nest pension in which you can decide to contribute 5% or 8% and the company will match this. DSFS does not offer the NHS Pension to new joiners.

**Q, I TUPE'd into DSFS, if I move roles within DSFS will I lose my TUPE Terms and Conditions?**

**A,** If you move to another role within DSFS you will retain your TUPE Terms and Conditions that you transferred onto but you will move to a DSFS Pay scale.

**Q, Why are some of my colleagues on different terms and conditions?**

**A,** When DSFS was set up in April 2019 around 730 employees were TUPE'd (Transfer of Undertakings, Protection of Employment) into the organisation from CRH. There are also some employees who have TUPE'd into DSFS from Royal Primary Care (RPC). As per the TUPE regulations, these employees have their terms and conditions protected at the point of transfer. The terms and conditions of new employees into DSFS are slightly different.

**Q, Do DSFS Pay a bonus to its employees?**

**A,** DSFS does not currently pay any bonuses to its people.

**Q, Do DSFS pay a bonus to its directors?**

**A,** DSFS Directors do not receive any bonus payments.

**Q, Can all DSFS employees be nominated for the colleague of the month award?**

**A,** All employees working for DSFS can be nominated for an award (eligibility criteria as per our policy will then be checked by HR). The nominations for DSFS People can also be from outside of the organisation for example from individuals at the Trust can nominate DSFS People.

**Q, Where do I find information about how to recruit into DSFS?**

**A,** You can access the Pay and Remuneration Toolkit on the DSFS Page of the intranet, which explains all processes and authorisation processes surrounding recruitment.

# How do you travel to work?

There are several schemes available to colleagues to help you travel more sustainably to work as well as saving money.



The NHS Derby and Derbyshire **Liftshare scheme**, makes it easier for staff to share their commute. Lift sharing helps you to cut your fuel costs, cut congestion and pollution and reduce pressure on car parking and make new friends. Download the Liftshare app, click 'Join Liftshare' then 'Join a community' and search for NHS Derby & Derbyshire. Alternatively sign up on <http://liftshare.com/uk/community/derbyshirenhs> or scan the Liftshare QR code.



(Liftshare QR code)



There are schemes to help you save money on **buses**. Hulleys offer free travel on the number 80 bus service on production of a valid staff ID card and Stagecoach offer a 5% discount on bus tickets purchased on the Stagecoach App using a Stagecoach QR code.



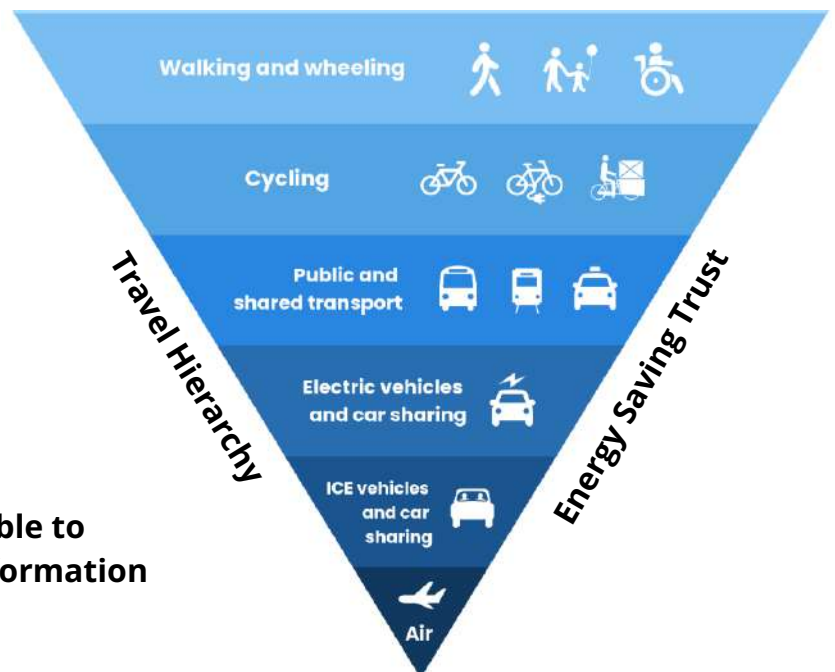
(Stagecoach QR code)



**Cyclists** can use cycle to work scheme with Vivup [www.vivupbenefits.co.uk](http://www.vivupbenefits.co.uk) allowing a spend of up to £1,000 and Green Commute Initiative [www.greencommuteinitiative.co.uk](http://www.greencommuteinitiative.co.uk) (code CRHNHS or DSFS) allowing a spend of up to £5,000. There is also the opportunity to try an Electric bike for free for three weeks using the Inclusive pedals NHS eBike loan scheme [inclusivepedals.org.uk/dchs.html](http://inclusivepedals.org.uk/dchs.html)



For staff interested in **leasing an electric car** 'Fleet my new car' provides a cost-effective way to lease a brand-new electric car via salary sacrifice. For more information, please visit [www.nhsfleetsolutions.co.uk](http://www.nhsfleetsolutions.co.uk) using code VPD166.



There are a lot of different options available to colleagues. If you would like any more information please contact Sally on ext: 2621