

DSFS

Celebrating **5 years** of

SPECIAL EDITION:



Our Birthday Celebrations

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A message from **Dennis**

Welcome to the Spring edition of the DSFS newsletter. I am very excited that we have now reached the important milestone of five years since the creation of our business – Derbyshire Support and Facilities Services.

We have been through some challenges since inception – not least of all with the Covid pandemic, but we continue to deliver exceptional services to the Trust despite all the challenges.

This is because of you! DSFS is made up of exceptional people doing extraordinary things to help the Trust and patients.

We continue to go from strength to strength and I hope you will take some time to appreciate how hard we have all worked to get to this position. To show our appreciation we will be organising a series of events for DSFS colleagues, so I hope you will be able to take part in some of these. I know that we are operating in a financially pressured environment, so we are thinking carefully about that and this is another reason we are going with low key gatherings.

The first of these was our DSFS gathering in the Retreat where we were able to showcase some of the fantastic work of DSFS and celebrate what we have all achieved - there is more about this and some pictures from the event on page 5. Thank you to everyone who joined us to mark this occasion. I appreciate that not everyone was able to join us so please try to join us at one of our future gatherings.

As I have said before, I am incredibly proud to be part of the DSFS team (#WeAreDSFS) and of what we have accomplished together. I am even more excited to see what we can achieve in the next five years, as DSFS and also as part of the Group (Hospital, DSFS and RPC). **Thank you everyone!**



Dennis Kentrop, Managing Director

Welcome to DSFS!

We want to welcome the **64 new starters** that have joined the team since our last newsletter. These essential roles are in all aspects of our business stretching from Porters to Finance, ICT to Retail. Welcome to all!

There have also been some changes within the Service Management structures with the appointment of **Alex Green as Interim Director of Operations and Estates**, and the recruitment of **Keiran Ashcroft as the new Head of Estates**. Chris Tann will be taking on the role of Project Director reporting into Alex Green, focusing on specific Operational projects. **Simon Loukes has also joined us as Head of Capital Projects** and **Jon Walmsley has been promoted into the role of Interim Head of ICT and Digital Services**. A bit of information about them all is below.



Alex Green, our Interim Director of Operations

We are delighted to announce that Alex Green, previously Head of ICT and Digital Services, has been appointed as Interim Director of Operations and Estates at DSFS, and will take up the post from April 2024 on secondment for twelve months.

Alex Green commented: "This is a wonderful opportunity which I was delighted to accept, and I look forward to developing and strengthening the relationships at DSFS and across the Trust in this new role. I'd like to say a massive thank you to my colleagues in IT for their support since joining the company and I attribute a large part of this success to them.

"I'd also like to extend a warm welcome to Keiran Ashcroft and Simon Loukes who join DSFS as Head of Estates and Head of Capital Projects. I look forward to working with them, and everyone else in my team, in the future."

Alex will replace Chris Tann who is taking phased retirement.

Simon Loukes - Head of Capital Projects

Simon has recently joined DSFS as the new Head of Capital Projects. Simon has been working at Rotherham Hospital for the last four and a half years and before that he was at Doncaster and Bassetlaw NHS Foundation Trust. He has worked in the NHS for about 20 years, working his way up "off the tools" to this new office position – so he knows a thing or two about estates and Capital projects. Simon said: "Everyone has been really pleasant, helpful and supportive so far. It has been a good experience, and I am really looking forward to making some improvements and positive changes, allowing us to deliver the best patient focused projects whilst striving for continual improvement.

As Head of Capital, Simon will be looking after a variety of areas - everything from projects that align with our Green Plan, such as carbon reduction schemes and utilising solar power, to ward upgrades and new build projects. He added: "When I am not at work, then I like to relax by water, as I am a keen fisherman and I love match fishing on commercial fisheries."



Keiran Ashcroft, our Head of Estates

Keiran joins us from Nottingham University Hospital NHS Trust (NUH) where he worked as Assistant Head of Estates and managed an estates team of around 100 staff. He also spent time at Scunthorpe and Goole hospitals.

Keiran has an ex-military background having spent eight years as commissioned engineering officer in the Royal Navy. He is proud to have worked his way up from a band five estates role to become the Head of Estates for the Trust.

Keiran said: "I'm really excited about joining DSFS. The organisations values mirror my own and everyone I have met so far is warm and welcoming. We're very fortunate within our Estates team to have a huge amount of skill and experience - not many estates teams include refrigeration and gas safe engineers, for example. I am most looking forward to seeing the team develop over time. I'm a people person and I realise that as leaders we are nothing without a good team. I'm passionate about training, development and succession planning within teams. DSFS has impressed me with a warm, friendly induction and equally friendly teams."

Going forward, Keiran will be looking at how we can best utilise our estates budget and target it in the places it is most needed, to improve the patient and staff experience.

He added: "The hospital helped to treat someone close to me recently and that was a big part of why I applied for the role here."

In his spare time Keiran can be found gigging with a Red-Hot Chili Peppers tribute band - playing bass and singing. He said: "I've played musical instruments since I was four years old and find them a great way to unwind after a stressful day."



Jon Walmsley - the Interim Head of ICT and Digital Services

Congratulations to Jon, who has been promoted to Interim Head of ICT and Digital Services from ICT Infrastructure and Development Manager. Jon who is a familiar face at the hospital having worked here for the last ten years, initially starting on a three-month contract for ICT Project Support but has worked his way up to Head of ICT, which is a good example of the opportunities for internal development within DSFS.

He said: "I'm thrilled to be starting this new role and most looking forward to delivering an exciting programme of work over the coming year, aimed at enhancing both the staff and patient experience. I have received many messages of congratulations both from the ICT team and wider Trust colleagues. I even got a cheer when my appointment was first announced, which was an unexpected surprise!"



He added: "I am looking forward to working closely with the ICT Director on digital strategy and working with the wider ICT team to help continue to provide service excellence and digital improvements throughout the organisation."

Happy Birthday, DSFS!

We marked DSFS's 5th birthday in April by hosting a celebration event in the Retreat for all colleagues to attend.

Thank you to everyone who made this event so special and who took the time to host stalls, create decorations, bake cakes, run quizzes and showcase your teams and departments.

Hundreds of colleagues visited and were able to learn more about DSFS, and the important role they play in supporting Trust colleagues and patients.

Thank you for everyone's involvement in the DSFS celebration.



Thoughts from the day...



Callum Baker, Trainee Clinical Engineer

“

*I've worked for DSFS for the last five years and worked for the Trust four years prior. For the last year and a half, I have been doing an Apprenticeship in Electrical Mechanical Engineering, and I am just coming to the end of my first year. The celebration event has been good because **it has brought everyone together** and you can see who is actually under the same banner, so you can see who is working alongside who in the company.*

”

“

*I recently joined DSFS, and my manager and colleagues are very supportive, so you don't feel like you are alone. You don't need to worry as the team is always happy to support. **I am delighted that DSFS is turning five years old**, and I am proud to be part of the organisation.*

”

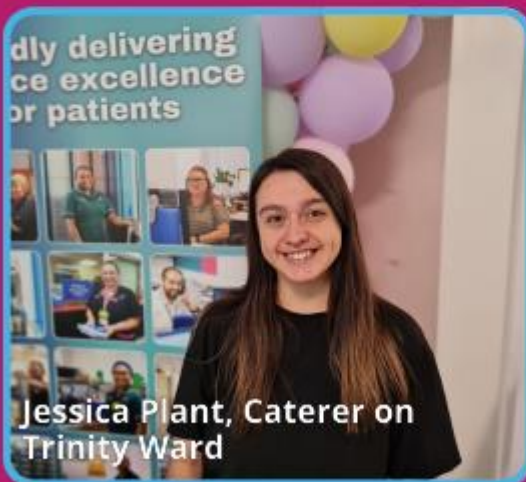


Austain Puthenpadam, ICT Infrastructure Support Specialist

“

*I really enjoy working for DSFS, the hours I work are flexible around my kids. I like working in a healthcare environment - not having as much responsibility as a doctor or nurse but still be able to care for people and look after them and comfort people. I work on the postnatal ward, and I can relate to people as I have two young kids. I've worked here since 2020. **I can't believe they have been here five years now, when I started, DSFS was quite new – it's just crazy that it has gone so quickly.***

”



Jessica Plant, Caterer on Trinity Ward



Simon Tyler, Bank Porter

“

*I joined the NHS just before DSFS was created and went over to DSFS within about six months of starting. For me, **what I like about the job is the flexibility.** I only came for a year and then five years later I am still here. **It is good to celebrate their anniversary and our success.***

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“

*We are a small team, and we take patients from the wards to theatres and their operations and then back afterwards, with support in between. **I think the celebrations have been brilliant.** I didn't really realise how big DSFS was until they put all the services under one roof. I've met some interesting people and have been finding out about the different roles that they do, and **I think the effort that everyone has gone to is amazing to see.***

”



Ryan Littlewood, Lead Operating department Orderly



Tracey Queenan, Business Delivery Officer and Freedom to Speak Up Champion (left)

“

*I came straight to DSFS and **what I really enjoy is to see the company grow.** To start out and have to deal with Covid - now to see it flourishing, and celebrating what the company and we have achieved. Everybody is really busy, and you can think it is too much to take the time out to celebrate like this but **when you see what an effort people have put into this, it is absolutely brilliant.***

”

“

*I feel great that we are now five years old and I **love my job, I love the company.***

”



Natcha Trakunkanha, Patient Services Assistant on Paediatric Assessment Unit (far right)



Paul Devonshire, Residences Co-ordinator & Employee Associate Director (EAD) (right)

“
I joined just before the creation of DSFS in 2017. **We're a good team and it's nice to be part of an organisation that is looking forward and looking to grow, and become bigger and better. It's nice to mark the occasion today and celebrate DSFS turning 5 years!**
”

“
I only joined in November, so I am quite new but so far, **I really enjoy working for DSFS.** It is very fast paced, so it is extremely busy but my staff that I work with are great. It's very exciting for everybody that DSFS is celebrating. **There has been a lot of planning, but I think we've done really well.**
”



Stacie Stacey, Catering Supervisor



Tegan Whittaker, Assistant Management Accountant

“
I started during Covid, having just left school, and did a level two in Management Accounts. I've just started my level three this year. **I enjoy my job and I get to meet lots of different people like Service Managers from different areas of the Trust. It's nice to celebrate and see the other areas in more detail and to speak to people about what they do.**
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“
It's a good thing that DSFS is celebrating five years, I love my job - I really enjoy it. We have a good team.
”



Dawan, Patient Services Assistant on Paediatric Assessment Unit (second from right)

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. All of the winners below represent one of the **DSFS 4R's values**.

Here are our latest shining stars!

Responsive

We are always responsive to our customers' requirements and requests – acting promptly, doing what we've agreed, meeting and exceeding expectations and ensuring concerns are addressed and issues are resolved

Resourceful

We are resourceful in our approach - creative, imaginative and empowering; and giving everyone in our DSFS team permission to challenge 'the norm', to seek out solutions and to make decisions that improve the facilities and support services we provide



Respectful

We are respectful, kind and professional - helping and supporting our DSFS and Trust colleagues, our patients and our customers; presenting ourselves positively and meeting the highest quality standards in everything we do

Reliable

We are always reliable - our patients and our customers can depend on us to provide environments for patient care and workplaces that are welcoming, safe, clean and sustainable, along with services that are high-quality, high-performing and focused on customer need



Luke Brewster

Respectful

Luke was nominated by his colleague for demonstrating the DSFS value, **Respectful**.

*"Luke has consistently shown his **dedication to his role** as a Patient Escort. His constant friendly and helpful manner when greeting visitors and patients is invaluable to the patient and visitors experience. Luke is often the first-person visitors and patients will see when entering.*

*"We are proud to be his colleagues as an excellent representative for DSFS and Chesterfield Royal and he fully deserves the recognition for the exceptional service he provides. Luke's reliable and respectful manner and responsiveness in dealing with the variety of patients and visitors at the hospital allows him to give knowledgeable advice and offer help to patients and visitors entering the hospital, as well as **comfort to them in an often-intimidating environment**."*

Adrian's colleague said: *"Unfortunately, Adi has had an extended break away from work and had only just returned when the ICT team had to plan and execute a move into the ED Fallow space at short notice. **He's hit the ground running**, pushed himself above and beyond as with everything he's done and ensured the move has gone as smoothly as it could.*

*"Accommodation is sensitive subject within the ICT team and if the move had run into issues, it would have had a severely negative impact on the team. This is a continuation of the **amazing work he contributed to the UECD project** that I sadly couldn't nominate him for as the recognition scheme started just after go-live. Sue (ICT Operations Manager) has been able to completely rely upon, and trust, Adi to plan the move at pace. **Masterfully lining up ducks to ensure it was executed with great success.***

*"When challenges inevitably appeared, he was **resourceful and responsive** in finding solutions and compromises. At every turn he has also been respectful of some of the team's nervousness about the move and supported individuals with his leadership style that is straight from the heart. He has also worked in lockstep with our other DSFS colleagues to ensure nothing was missed or overlooked. **He absolutely demonstrates the values and culture that DSFS aspires to.**"*



Adrian Smith

Reliable

Adam's colleague said: "Adam has been helping to support one of the newest members of the Clinical Engineering team. While it is the role of everyone in the team to support new starters, **Adam has gone the extra mile** and is working hard to help John bed into his new role. Adam has taken it upon himself to go out of his way to ensure John is receiving the best advice and on-the-job training in his new role within the team and DSFS."



Adam Faulkner
Reliable



Martyn Caudwell
Responsive

"Martyn was nominated by his colleagues for particularly demonstrating our DSFS value, **Responsive**. Martyn was described by his colleagues as going above and beyond to support a member of the public when they needed support in a personal crisis. Martyn responded to the needs of the member of the public and whilst doing so reacted in a calm and professional manner. **Martyn's support was greatly received by the individual concerned who later contacted switchboard to send their personal thanks!**"

Michelle's colleague said: "**Michelle has worked flexibly all year to support senior vacancies in finance and maternity leave**, with a variety of roles to support while undertaking her own new role. Despite agency and capital supporting finance, Michelle still stepped in her old role for four weeks to resolve a critical submission for the Trust. Michelle demonstrates the values every day. When 'the chips were down' we were able to rely on her. She stepped into the crisis, was **responsive and resourceful** with NHS England to resolve matters and is respectful to all her colleagues and clients every day. **She is extremely professional and can be relied on by DSFS no matter what forum you put her in.**"



Michelle Lindley
Resourceful



Harris Mohammed
Respectful

Harris was nominated by his colleague for demonstrating the DSFS value, **Respectful**. Harris was complimented for his warm welcome, professionalism, respectfulness and going the extra mile to support all of his colleagues and service users. **Harris was described as helpful, knowledgeable and putting himself out there**, placing staff needs and patient care first. Harris's colleagues said that they are **proud to work alongside him!**

"Dave was nominated by his colleagues for particularly demonstrating our DSFS value, **Responsive**. Dave was described by his colleagues as going **above and beyond** to support another colleague when they needed support in a personal crisis. Dave acted upon information given to him and sought relevant support by going out of his way to ensure his colleague received the relevant care, **Dave conducted himself professionally** and was there when support was required."



Dave Lewis
Responsive

Diane was nominated by a number of people for particularly demonstrating our DSFS value, **Responsive**. Diane has been described as being kind, **compassionate, helpful and non-judgemental**, working hard during every shift, listening to patients and always being happy to help. Diane is sincere in her work and manages her duties with a friendly approach, being promptly active, supportive, clean and tidy and friendly in the way **she delivers fantastic care**.

"Diane literally keeps me going as a nurse. She is obliging, caring and wonderful with patients and staff. Diane has a wonderful attitude with patients, she goes the extra mile for them. She is great with staff - we all love her. She is reliable, caring, has great communication, respectful, team player and attentive."



Diane Doherty
Responsive

Diane Lee
Reliable



Diane Breedon
Respectful

"Without fail they bring a smile to everyone's faces when they visit us in ICT. They make a point of stopping and talking to everyone in the team, checking in with them and sharing a joke or two to brighten the day. When we've faced challenging times, they have brought much needed levity while still making sure we're being looked after. Both Diane and Diane can always be relied upon to do their job with a smile upon their faces which is infectious, but also be respectful of times when people may need privacy, or a light-hearted chat wouldn't be appropriate. As we moved into the ED Fallow space, they have shown great resourcefulness in adapting to the new space while continuing to deliver their high level of service."

Wendy (bottom far left) was nominated by colleagues and service users for particularly demonstrating our DSFS value, **Resourceful**. Wendy has been described by her colleagues as always being there to support the team, **she is respectful to patients and staff and always reliable and caring**, ensuring patients get what they need. Service users commented that Wendy is very approachable in any situation and when she is on shift she's never late with drinks or her dinner trolley.

Wendy was complimented by her colleagues who said that she always **goes the extra mile and looks after both patients and staff**, she is always on time every shift with hot drinks and strikes up a lovely rapport with everyone around her.



Wendy Umney
Resourceful



Tracey Queenan
Resourceful

Tracey has been recognised for **going the extra mile** in supporting the domestic team in the residences to gain IT access, this has enabled them to register e-mail addresses to help support essential training and support them to access other company and Trust information as required. Tracey's colleague said

"Tracey has overcome the challenge of providing IT access for a staff group that doesn't work on a computer or electronic device as part of their normal working day. She has provided a suitable environment and relevant training and support to enable them to access what they need as well as setting a plan for how this can be maintained in the future whilst ensuring that staff continue to feel supported and confident to use the appropriate systems. This issue was on the 'too difficult' pile but Tracey has overcome this as well as helping the team and company essential training objective."

Ian Hazel Awarded CHCIO Certification

Congratulations to Ian Hazel, Director of ICT and Infrastructure who recently became a CHIME Certified Healthcare Chief Information Officer (CHCIO).

Launched in 2008 by the College of Healthcare Information Management Executives (CHIME), the CHCIO program is the only certification designed exclusively for leaders in health information technology. It represents one of the highest professional achievements in the industry, with more than 700 healthcare CIOs in 23 countries who have earned the accreditation.

Ian says, "I'm proud to have been awarded this prestigious qualification, and pleased to be able to demonstrate to our patients and the local community that our ICT and Digital service is committed to ensuring all our members of staff are appropriately qualified and experienced."



To achieve CHCIO status, candidates must have at least three years of experience in the position, participate in programs and events that continue their education as an IT leader and pass a rigorous examination. These qualifications ensure that the CIO is truly dedicated to ongoing education, an important characteristic in an industry where it is important not to become stagnant.

"Healthcare is undergoing a massive transformation," said CHIME President and CEO Russell Branzell, CHCIO. "We are shifting to a value-based environment, improving coordination across the continuum and striving to reduce costs. Health IT is critical to achieving these goals. The CHCIO designation is a recognition that a CIO has the skills necessary to be a strategic leader in the organisation."

Congratulations to Ian on this prestigious award!

Theresa is **swimming** her way to success!

When not at work, Theresa Tomlinson our new Head of Health and Safety Management, can normally be found somewhere, anywhere, involving water.

Most people would be happy just to have achieved a Guinness World Record for swimming the Channel as part of a four-person relay team, but not Theresa – she has also accumulated three World medals, five Commonwealth titles and more National medals than she can count - all in Lifesaving Sport.

Theresa has been a qualified lifeguard since the age of 16 and she has always been an active swimmer, however she was pulled back to the pool because both her children joined the local lifesaving club, and she was asked to teach there.

She's not stopping there though, as she has been busy getting ready for her next challenge when she travels to the Australian Gold Coast in August to compete in the World Masters Lifesaving Championships. She will be taking part in four individual events and four relays, all over a period of seven days.

Theresa said: "Lifesaving swimming is the 'most heroic sport you've never heard of.' Ultimately, I love swimming and I have a very competitive streak. The difference between lifesaving swimming and normal competitions is that it is more about everybody – at the end of the day it is a skill that will help save a life, if needed. It is still competitive but it a much more friendly kind of competition. I've met people from all over the world – it's a great sport to do."

Good luck Theresa!!!



DSFS Appraisal Season

1 April until 30 September 2024

This is your chance for you talk about how you are, how you are doing at work, your job role, and how we can best support you to achieve your objectives and anything else that want to achieve to at work.

In DSFS, our appraisal season runs from 1 April until 30 September, so please ensure you book an appraisal with your manager.

It is really important and allows you to:

- Celebrate your successes and achievements
- Talk about the challenges or difficulties you have faced
- Identify where you need support
- Talk about your focus and work objectives for the next year
- Discuss any opportunities for learning and development
- Talk about your career
- Talk about how you can help make DSFS a place where we all belong
- Discuss how you meet our values and work in a Respectful, Reliable, Responsive and Resourceful way

If you have any questions or require help and advice, please speak to you line manager or contact: crhft.dsfs@nhs.net or on ext: 3737.

#WeAre 