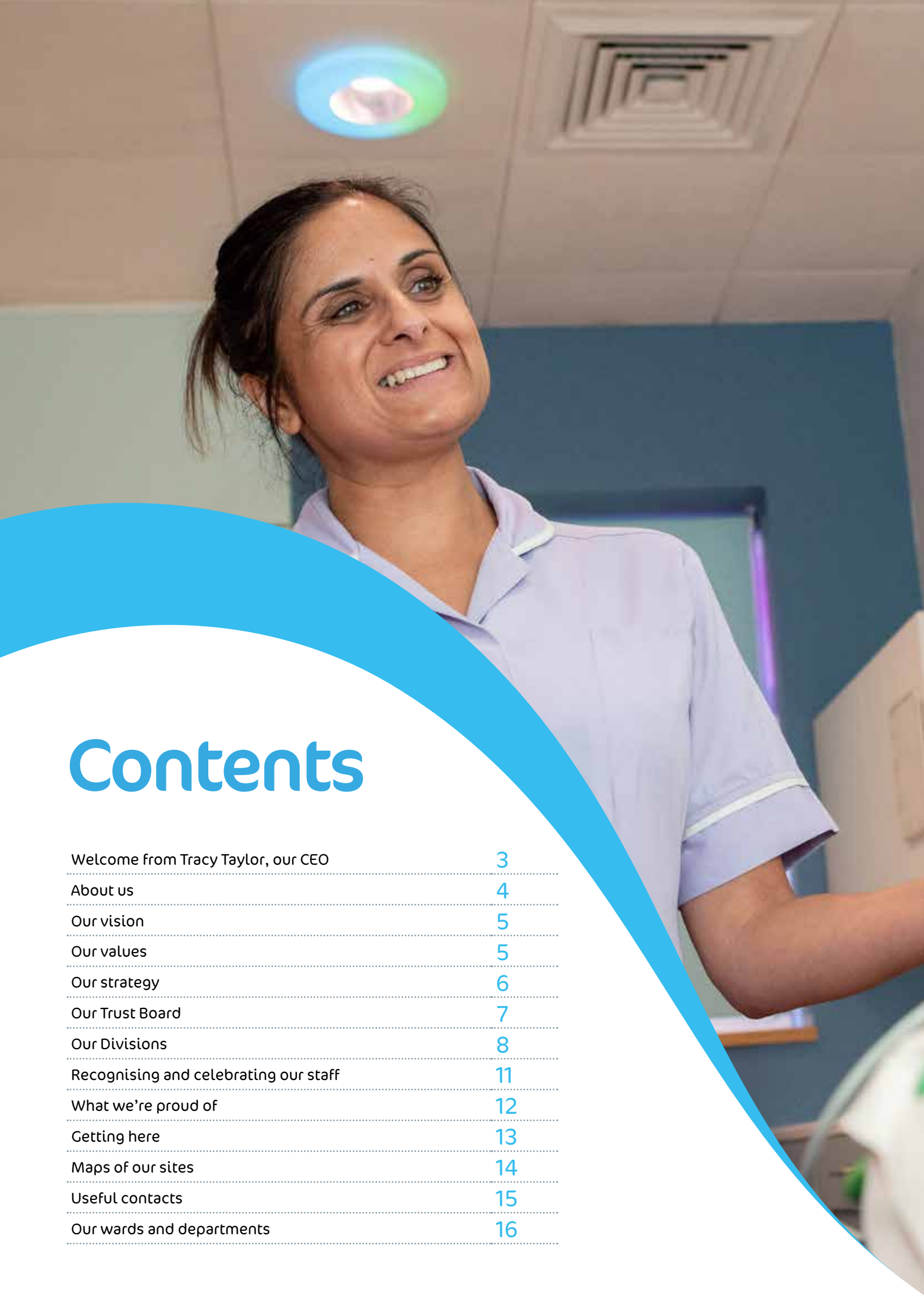




Nottingham
University Hospitals
NHS Trust



Welcome to NUH



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Welcome from Tracy Taylor, our CEO

**A very warm welcome to Nottingham on behalf of
'Team NUH.'**

I could not be prouder to be Chief Executive and part of 'Team NUH', which is made up of 15,000 staff and 1,600 volunteers who strive every day to do the best possible job for our patients, their families and carers.

Ensuring our patients receive consistently high quality, safe care with outstanding health outcomes and experience is at the centre of everything we do. Our values, developed by patients and staff, are also pivotal and guide our decision-making.

We are very clear that we need to be ambitious for our patients and we always try to involve patients and staff and listen to their views about any developments or changes we are planning. We are committed to openness and transparency and learning when things go wrong to help make our hospitals ever safer for patients.

We celebrate our fantastic staff so that staff and teams receive the recognition and appreciation they deserve throughout the year.

This summary booklet is intended to give you an overview of the Trust, welcome you to Nottingham and introduce you to the brilliant 'Team NUH.'



Tracy Taylor
CEO



About us

We have an important contribution to make to life in Nottingham and the wider region and we take this responsibility seriously. With 15,000 staff, we are one of the biggest employers in the city with a central role in supporting the health and wellbeing of our local population. We play a leading role in research, education and innovation.

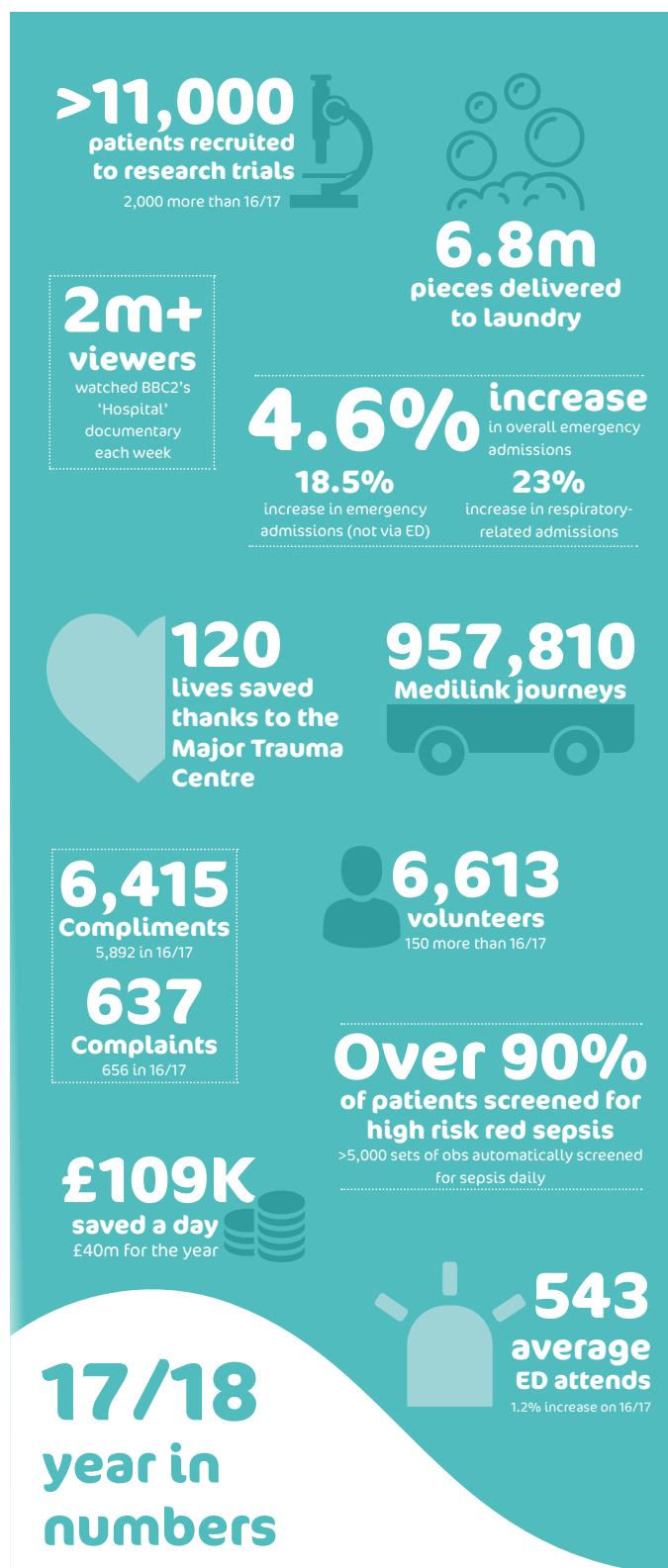
NUH was established in 2006 following the merger of Nottingham City Hospital and Queen's Medical Centre (QMC). We have a budget of just under £1 billion, 90 wards and 1,700 beds across three main sites: QMC, City Hospital and Ropewalk House. We deliver district general services to 2.5m residents of Nottingham, Nottinghamshire and its surrounding communities. Our specialist services allow us to deliver care to 4.5m people from across the East Midlands and nationally for a handful of services.

- QMC is where our Emergency Department (ED), Major Trauma Centre and the Nottingham Children's Hospital are based. It is also home to the University of Nottingham's School of Nursing and Medical School
- Nottingham City Hospital is our planned care site, where our cancer centre, heart centre and stroke services are based, and where some of our emergency admissions units are located
- Ropewalk House is where we provide a range of outpatient services, including hearing services.

We have a national and international reputation for many of our specialist services, including stroke, renal, neurosciences, cancer services and trauma.

We are at the forefront of many research programmes and new surgical procedures. In partnership with the University of Nottingham we host a Biomedical Research Centre carrying out vital research into hearing, digestive diseases, respiratory, musculoskeletal disease, mental health and imaging.

As a teaching trust we have a strong relationship with our colleagues at the University of Nottingham and other universities across the East Midlands, including Loughborough University, where we are part of the Olympic Legacy project. We play a vital role in the education and training of doctors, nurses and other healthcare professionals.



Our vision

We want to be known for our pursuit of outstanding health outcomes and excellent patient and staff experience. We want to further develop our local hospital services in a way which better integrates them

with community services, and ensure only patients who need to come into hospital for care do so. We also have an ambition to grow and further develop our specialist services to secure our future as a leading specialist centre.

Our values

We want our values and behaviours to capture what makes working at NUH and being part of "Team NUH" special. The standards apply to all of us, are part of everybody's job and apply to every action we take, every decision we make and how we care for our patients, their family members, carers and each other.

They underpin our ability to deliver exceptional patient care and create a great environment for everyone who works at NUH, and one where we consistently demonstrate to patients and staff that we listen and we care. We are in the process of refreshing our values, working with our patients and staff.



Our Strategy

To achieve our vision, we will deliver six promises (known as our 6Ps). These are described below in future detail.

Our Promises	
Our Patients	We will ensure our patients receive consistently high quality, safe care with outstanding outcomes and experience
Our People	We will build on our position as an employer of choice; with an engaged, developed and empowered team that puts patient care at the heart of everything it does
Our Places	We will invest in our estate, equipment and digital infrastructure to support the delivery of high quality patient care
Our Performance	We will consistently achieve our performance standards and make the best use of resources that contribute to an affordable healthcare system
Our Partners	We will support the improvement of the health of the communities we serve through strong system leadership and innovative partnerships to deliver integrated models of care
Our Potential	We will deliver world-class research and education and transform health through innovation



Our Trust Board

The Trust Board is responsible for managing NUH. The Board consists of Executive Directors, Non-Executive Directors, Associate Non-Executive Directors and Advisors to the Board. Visit www.nuh.nhs.uk/meet-the-board for more information.







We have five clinical Divisions, each led by a Divisional Director, General Manager and Divisional Nurse - supported by Heads of Service and Matrons responsible for specific care areas.

We have a number of corporate directorates and services which support our clinical Divisions, including Finance, HR, Learning and Organisational Development, Operations, Strategy and Transformation, Governance, ICT, Communications and Engagement, and Estates and Facilities.

Who's who NUH Corporate Services



Executive Team

<div><div>Tracy Taylor</div><div>Chief Executive</div><div></div></div>	<div><div>Mandie Sunderland</div><div>Chief Nurse</div><div></div></div>	<div><div>Dr Keith Girling</div><div>Medical Director</div><div></div></div>	<div><div>Rupert Egginton</div><div>Chief Financial Officer</div><div></div></div>	<div><div>Caroline Shaw</div><div>Chief Operating Officer and Deputy Chief Executive</div><div></div></div>	<div><div>Alison Wynne</div><div>Director of Strategy & Transformation</div><div></div></div>
<ul style="list-style-type: none">• Nursing, Midwifery Leadership & Standards• Complaints• PALS• Patient Experience• Professional lead for AHPs• Infection Control• Safeguarding• Public & Patient Involvement• National and local patient surveys (including FFT)• Patient information• Online patient feedback• CQC Visits	<ul style="list-style-type: none">• Senior Medical Advice• Doctors leadership and Standards• Responsible Officer• Quality Governance• Serious Incidents• Research and Innovation• Caldicott Guardian• Medical Education• Medicines Management• Professional lead for Pharmacists• Professional lead for Scientists	<ul style="list-style-type: none">• Financial Management• Financial Planning• Procurement• SLA negotiations• Capital Programme• Payroll and pensions• Payment of suppliers• Financial accounting and Treasury Management• Financial systems<ul style="list-style-type: none">• Internal Audit• Charitable Funds• Information & Analytical Capacity• Programme Management Office	<ul style="list-style-type: none">• Operational performance across the five divisions• Achievement of national access targets• Lead system wide operational performance improvement• Contractual and financial performance obligations across the five Divisions• Commissioning support for service delivery• New service delivery models• Site leadership• Estates & Facilities	<ul style="list-style-type: none">• Trust strategy• Strategic planning• Strategic partnerships• Strategy implementation• Commercial strategy• Business development• Clinical Services Strategy• Integrated Business Plan• Private patients• NUH Improvement Programme• ICS / ICP• Transformation governance	

Advisors to the Board

Michelle Rogan Director of Corporate Governance	Nicky Hill Director of Human Resources	Laura Skaife-Knight Director of Communications & External Relations	Andrew Fearn Director of Digital Services	Andrew Chatten Director of Estates and Facilities Management	Tim Guyler Director of Integration
<ul style="list-style-type: none"> Corporate Governance Trust Board and Committees Advice and support to Chair, CEO, Non Executive Directors and CEAG Legal Advice and Services Claims Management Insurances Inquests Trust Policies and Procedures Trust HQ functions Risk Management CQC Regulation Board Assurance Framework Emergency Planning Health & Safety QMC Main Reception 	<ul style="list-style-type: none"> Human Resources Department People Strategy Recruitment Training & Education Strategy Leadership Development Occupational Health Organisational Development Staff Side Relationships Health and Well Being Equality & Diversity Staff Engagement 	<ul style="list-style-type: none"> Communications Department (internal, media and external communications) Digital Communications Recognition events Membership communications and database External stakeholder relations Public consultation Volunteers 	<ul style="list-style-type: none"> Digital Strategy & Planning Clinical Digital Transformation Records Management Information Governance & Assurance Digital Business Development Operational Digital Services Management – Community & Acute Freedom of Information Act Data Protection Act EMRAD Consortium Accountable Officer Senior Information Risk Owner 	<ul style="list-style-type: none"> Estates and Facilities Services Estates Strategy and Development Control Plan Strategic Property, Assets and Land Management Corporate Landlord Energy & Environmental Management (including waste) Strategy Statutory Compliance Capital Developments Fire Safety Management Programme Director for Tomorrow's NUH 	<ul style="list-style-type: none"> NUH leadership for the Greater Nottinghamshire Transformation Programme NUH leadership for East Midlands Region/ Network Transformation Service improvement leadership for Greater Nottinghamshire Transformation Programme ICS / ICP

Our Divisions

Medicine Division

Delivers emergency and secondary care to our local population of Nottingham and Nottinghamshire. Services are across both City Hospital and QMC, and includes 710 inpatient beds, a workforce of 2,400 staff, and annual budget of c. £176m. Services include Acute Medicine, Stroke, Cardiology, Cardiac Surgery, Infectious Diseases, Diabetes and Immunology and Allergy. We also provide a number of specialised tertiary services to the East Midlands region and nationally, including being a regional specialised centre for Cystic Fibrosis, Cardiology Services and Infectious Diseases.

Dr Alun Harcombe
Divisional Director



Jen Beaumont
Divisional General Manager



Lorraine Hourd
Divisional Nurse



Surgery Division

Consists of 25 diverse clinical specialties covering Head and Neck, Neurosciences, Trauma and Orthopaedics, Abdominal, Chest and Endocrine and Major Trauma services. The Division has an annual turnover of £260m and employs over 2,000 staff. We are the Major Trauma Centre for the East Midlands, which is the busiest in the country with the best clinical outcomes in England. The centre is one of a national network of specialist centres which concentrate expertise and resources to give the best possible care, including intensive care, brain surgery and rehabilitation.

Simon Parsons
Divisional Director



Jo Fort
Divisional General Manager



Tracey Keane
Divisional Nurse



Clinical Support Division

Is made up of five clinical pathways: Acute Care, Ambulatory Care and Therapies, Science and Technology, Pharmacy and Medicines, Diagnostics and Imaging. Clinical Support services are provided through 50 operating theatres, day-case facilities and 66 critical care beds together with imaging facilities on both sites including magnetic resonance imaging (MRI), computer tomography (CT), Plain Film, ultrasound and nuclear medicine. The Division has the largest medical workforce in the Trust which is circa 4,000 staff. The annual income for critical care is £105m. Activity is carried out primarily in inpatient and outpatient settings and teams are involved in many community locations providing care closer to home for patients.

Mike Bennett
Divisional Director



David Campion
Divisional General Manager



Scott Purser
Divisional Nurse



Cancer and Associated Specialties (CAS) Division

Is made up of the following ten specialties; Breast Services, Clinical Haematology, Oncology, Palliative Medicine, Plastics and Burns, Radiotherapy, Renal, Thoracics, Urology and Pathology. Our Cancer Centre is a tertiary referral centre for the whole of the East Midlands, and over the past year has seen 18,000, 2-week wait referrals. The Division delivers services through approximately 209 inpatient beds and has a workforce of around circa 1,713 staff with an annual budget of £191m. 48% of the Division's income comes from local commissioning and 52% through specialised commissioning.

Simon Roe
Divisional Director



Amanda Kemp
Divisional General Manager



Belinda Dring
Divisional Nurse



Family Health Division

Incorporates the Nottingham Children's Hospital, delivers exemplary secondary care to our local population of Nottingham and Nottinghamshire. It has the fourth largest Maternity Unit in England and is well-regarded for its research and expertise. The Division delivers strong specialist care within the wider East Midlands region and nationally for some services. The Division has around 400 inpatients beds, 62 critical care beds and 50 community clinics, with a workforce of c. 1,900 staff and an annual budget of £153m.

Andrew Marshall
Divisional Director



Maggie McManus
Divisional General Manager



Lesley Reilly
Divisional Nurse



Joy Payne
Director of Midwifery



Recognising and celebrating our staff

We have an extensive programme to reward, celebrate and recognise our staff. This includes, but is not limited, to:

- **NUHonours Awards –**
our annual staff awards – held in November. Categories, consistent with our priorities and ethos, include:
 - Apprentice of the Year Award
 - Trainee of the Year Award
 - Leader of the Year Award
 - Inspiring Staff Wellbeing Award
 - Training & Development Award
 - Volunteer of the Year Award
 - Rising Star Award
 - Team of the Year Award
 - Unsung Hero Award
 - Equality, Diversity and Inclusion Award
 - Fundraiser of the Year Award
 - Community Champion Award
 - Best Use of Time and Resources Award
 - Caring & Helpful Award
 - Patient Safety Champion Award
 - Clinical Star Award
 - Research & Innovation Award
 - Quality Improvement Award
- **Nurse and Midwife of the Year Award –**
held in May each year and run in partnership with the Nottingham Post newspaper and Nottingham Express Transit (Tram)
- **Daisy Awards –**
a monthly awards celebration to recognise nurses who provide excellent care to patients and their loved ones
- **Long Service Awards for staff –**
each Spring we celebrate and thank staff who mark 25, 30, 35 and 40 years of service in year to the Trust at a special awards evening
- **Volunteer Long Service Awards –**
every June, we celebrate our long-serving volunteers who support our hospitals
- **Transforming Healthcare Awards –**
new for 2018, these awards celebrate the contribution of our Allied Healthcare Professionals
- **Quick wins –**
an established ideas scheme for staff that enables ideas to quickly be translated into reality thanks to support from our NUH Charity
- **'Thank you' cards –**
available for all staff
- **Weekly video celebrating 'Team NUH'**
- **Staff lottery**
- **Staff discounts**



What we're proud of



Most **research-active** Trust in the country outside of London, Oxford & Cambridge

Largest pilot site in the country for Nursing Associates

Opened our doors for Series 3 of the **award-winning** BBC2 'Hospital' documentary – demonstrating our commitment to being a **leader** in openness and transparency



Our **SWAN model of care** to better support patients and their families through bereavement has rolled-out Trust-wide



Most established **Shared Governance** programme in the country

7 national **GIRFT** clinical leads and ambassadors



Strong **patient safety** culture (reporting of risks, incidents and sharing learning)



Innovative approach to patient, public & community **involvement** which is embedded at **all levels** of the organisation

First Trust in the country to develop an Excellence in Admin Academy

Ambition to become the **first** Magnet accredited Trust in the UK and internationally recognised for care excellence



Strongest clinical outcomes **in the country** for our East Midlands Major Trauma Centre

The **#endPJparalysis** and **#EDfit2sit** campaigns were pioneered in Nottingham



National **recognition** for sepsis reduction



Strong trainee **engagement** & only Trust in **country** to have a Junior Doctor Liaison post



Consistently **strong** patient experience scores for A&E and inpatients

Getting here

Getting to our hospitals is quick and easy.

They are very well served by public transport, including the tram at QMC and various bus routes. We are proud that we remain the only hospital in the country to be connected by tram. We have secure cycle storage facilities at both hospitals.

QMC and City Hospital are both linked to free park and ride facilities which are accessible via the popular Medilink bus service that offers journeys to patients for just £1.10 (free for staff).



Maps of our sites

QMC site map



Emergency Department (A Floor)	A	Main Entrance (B Floor) Including Security & Car Parking Office	D	Nottingham Childrens Hospital Nursery & Occupational Health	F	Post Graduate Education & Trent Simulation and Clinical Skills Centre	H
Eye, Ear, Nose & Throat (EENT) Building	B	Maternity	E		G		
Fracture Clinic	C						

City Hospital site map



Breast Institute	A	Dundee House	H	Nottingham Radiotherapy Centre	O	Trust HQ, Human Resources, Finance Dept, Security and Car Parking Office, Access Control	T
Cityside Restaurant (staff and public)	B	GU Medicine	I	Occupational Health	P	Urology Centre	U
Cleft Lip and Palate	C	Hayward House	J	Postgraduate Education Centre	Q	The Wolfson Cystic Fibrosis Centre	V
Clinical Sciences Building	D	Heathfield House	K	Renal and Dialysis Unit	R		
Clinic 7 Elizabeth Suite	E	Linden Lodge	L	Trent Cardiac Centre	S		
Day Surgery	F	Maggie's Centre	M				
Derwent Living Residence	G	Maternity & Hospital Hotel	N				

Useful contacts

Communications Team	nuhcommunications@nuh.nhs.uk x61975
PALS Team	0800 183 0204 x62301/65412
Pay services helpdesk	x57456
In-house emergency	x2222
Car parking	QMC: x62072 City: x54962
Complaints lead	x62319
Governance faculty	x63858
Occupational health	0115 962 7646 x56646
ICT helpdesk	x69000
Switchboards	QMC: 0115 924 9924 x1 City: 0115 969 1169 x1
Estates and Facilities helpline	x57000
HR	x76450
Chaplaincy	QMC: x63799 City: x56187 or Switchboard for duty Chaplain 24/7
Car parking office	x54992
Access control	QMC: x64212. Open 9:30am – 12pm & 1pm – 3pm Monday, Wednesday and Friday City: x76245. Open 9:30am – 12pm & 1pm – 3pm Tuesday and Thursday
UNION numbers	Maisie LaFond, Staff Side Chair & RCN Lead Tel: 07713 097051 Andrew Clayworth, Joint Staff Side Vice Chair & UNITE Lead Tel: 07713 097014 Martin Hallam-Benn, Joint Staff Side Vice Chair & Unison Lead Rep Tel: 07985 251619 Helen Inskip, Staff Side Secretary & RCN Lead Tel: 07812 268157

