**Welcome Event Frequently Asked Questions**

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| **Topic** | **Question** | **Answer** |
| Travel to Work | What are my options for travelling to work? | All staff working at or for the Plymouth Hospital NHS Trust that wish to park in any of the on-site/off-site car parks need to apply for a parking permit through the parking portal, follow this link <https://admin.parkindigo.co.uk/plymouth/home.aspx> . Currently due to over subscription of permits a waiting list is in place for all staff parking permits.  Alternative parking is available at NWQ (Known as the Gravel Pit) you apply by emailing the permit team on [nwqpermits.uk@sabagroup.com](mailto:nwqpermits.uk@sabagroup.com) or visit the office situated on the NWQ. You can also use the George Park &Ride.  For detailed information about car travel and other options such as public transport, motorbikes and bicycles, follow this link  <http://staffnet.plymouth.nhs.uk/Staff/TravelInformation/CarTravel.aspx>  During the COVID-19 outbreak, travel to work arrangements such as parking may change see below re COVID-19 arrangements |
| COVID-19 | How can I find out the latest information in the Trust regarding COVID-19? | Regularly updated information about COVD-19 for staff regarding work and their personal wellbeing is provided via Trust emails, Staffnet (the Trust’s intranet site) and your line manager. Please keep yourself updated. |
| Pension | Can I join the NHS Pension Scheme? | You are eligible to join the NHS Pension Scheme if you're between 16 and 75. When you start work you will be enrolled as a member of the Scheme.  Pension contributions will come out of your salary. You will see this on your payslip.  Full detail of the NHS Pension scheme is on the NHS Pensions website <https://www.nhsbsa.nhs.uk/nhs-pensions> |
| Pay | When do I get paid? | Pay day is the 28th day of the month unless the 28th falls on a weekend or bank holiday. On these occasions pay day will be the Friday before that. |
| Annual Leave | When does the annual leave year start and finish? | The 1st April to the 31st March |
| Annual Leave | How do I request annual leave? | Please discuss with your line manager and submit your request on the Healthroster system |
| Annual Leave | How is annual leave recorded? | On Healthroster. Healthroster is an electronic system for all rostering and leave management including sickness, to be done electronically. Healthroster has functionality called Employee Online which all staff will have access to in order to request Leave using a smart device, computer or phone. |
| Sickness/other Absence | Who do I contact if I feel unwell or there is another reason I feel unable to attend work?. | Telephone your line manager or the person in charge if your line manager is not available. The time to report absence varies from ward/department. On commencing please ask what the local reporting arrangements are. |
| Information Technology | How can I gain access to Clinical Systems and an NHS e-mail account? | Contact the IT Service Desk via telephone on extension 37000 or 01752 437000, or email [plymouthictservicedesk@nhs.net](mailto:plymouthictservicedesk@nhs.net). IT hours of support are Monday to Friday 8am-5pm with an on-call service for urgent issues at all other times. |
| Appraisal | When will I have my first appraisal? | Within 3 months of your appointment and yearly thereafter. Medical and Dental staff will need to access the Trust policy which is available from Medical HR or the Trust Intranet site. |
| Identification | How will I get a Trust ID badge? | Your photograph will be taken for a Trust ID badge at the Welcome Event. You will be able to collect your ID badge a day after from the hospital Reception Desk on Level 6  Another opportunity to have your photograph taken is in the Discovery Library level 5, Derriford Hospital on Wednesdays between 1-2pm and Thursdays 10-11am. |
| Uniforms | How do I order a uniform? | Please contact your line manager who will order your uniform. In addition please ask about the dress code applicable for your ward/department |
| Communication | How will I receive Corporate Information? | We like to communicate regularly in individual and as one big Trust team. We do this is a variety of ways. These are:  Face to Face: Via your line manager and with colleagues  Electronically: ‘Vital Signs’ , weekly Staff News from the Trust and ‘Daily Email’  Social Media: Twitter @UHP\_NHS and Facebook @UniversityHospitalsPlymouthNHSTrust |
| Trust Documents | Where are the Trust Clinical Guidelines and Policies held? | You can view the Trust Guidelines and Policies on the internal G Drive/Document Library/UHPT Clinical Guidelines and UHPT Trust Documents. |
| Staff Support | What personal support is there for me? | Your manager will be able to support you through our range of HR family friendly policies. To complement our current Occupational Health and Wellbeing provision, we also have a Staff health and financial wellbeing package, for further information, click on this link <http://staffnet.plymouth.nhs.uk/Staff/HumanResources/OperationalHR.aspx> |