**Staff Induction Policy**

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**Table of contents**

[1 Introduction](#_Toc499882757) 2

[1.1 Policy statement](#_Toc499882758) 2

[1.2 Principles](#_Toc499882759) 2

[1.3 Status](#_Toc499882760) 2

[1.4 Training and support](#_Toc499882761) 2

[2 Scope](#_Toc499882762) 3

[2.1 Who it applies to](#_Toc499882763) 3

[2.2 Why and how it applies to them](#_Toc499882764) 3

[3 Definition of terms](#_Toc499882765) 3

[3.1 Induction](#_Toc499882766) 3

[4 How to use this policy](#_Toc499882767) 3

[4.1 Induction variants](#_Toc499882768) 3

[4.2 Induction programme template](#_Toc499882769) 4

[5 Summary](#_Toc499882770) 4

[Annex A – Generic induction](#_Toc499882771) 5

[Annex B – Practice manager induction specifics 11](#_Toc499882772)

[Annex C – GP induction specifics 13](#_Toc499882773)

[Annex D – Nursing staff induction specifics 15](#_Toc499882774)

[Annex E – Administrative staff induction specifics 17](#_Toc499882775)

# Introduction

## Policy statement

Staff induction is an important element of the onboarding process. It enables the new member(s) of staff to be introduced to the environment in which they will be working. A comprehensive induction programme will enable new team members to understand their roles, responsibilities, and policies and procedures within Sheerwater Health Centre.

## Principles

Induction is about supporting personnel, ensuring that they are able to carry out the duties which they are employed to undertake. In accordance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Regulation 18: “Providers must ensure that they have an induction programme that prepares staff for their role”.

Induction will also underpin the mission, vision and culture of the practice, enabling new members of staff to fully understand the role and aspirations of the practice.

The induction process is to be well planned and whilst induction may vary depending on the role of the new member of staff, the core content will remain the same. Line managers are responsible for ensuring that new members of staff complete the induction programme within a reasonable time period.

## Status

The practice aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a disadvantage over others, in accordance with the Equality Act 2010. Consideration has been given to the impact this policy might have in regard to the individual protected characteristics of those to whom it applies.

This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of your contract of employment.

## Training and support

The practice will provide guidance and support to help those to whom it applies understand their rights and responsibilities under this policy. Additional support will be provided to managers and supervisors to enable them to deal more effectively with matters arising from this policy.

# Scope

## Who it applies to

This document applies to all employees, partners and directors of the practice. Other individuals performing functions in relation to the practice, such as agency workers, locums and contractors, are encouraged to use it.

## Why and how it applies to them

Induction involves all members of the team at Sheerwater Health Centre. It is a support mechanism that enables new employees to adjust to their new working environment and to fully understand how their role aligns to the strategic objectives of the practice.

Staff will be expected to take an active role in induction and provide support to new employees, giving advice and direction, ensuring that the new employee gains an overall understanding of the processes and routines at Sheerwater Health Centre.

# Definition of terms

## Induction

The action or process of inducting someone to a position within an organisation.

# How to use this policy

## Induction variants

This policy comprises of the following:

Annex A – Generic induction (applicable to all staff)

Annex B – Practice manager induction specifics

Annex C – GP (including locum) staff induction specifics

Annex D – Nursing staff induction specifics

Annex E – Administrative staff induction specifics

Annex F – Dispensary staff induction specifics

All staff are to complete the generic induction with the practice manager, with staff completing the additional annex relevant to their position.

Mandatory training specifics are also included within each annex where applicable.

## Induction programme template

An induction programme template is available at Annex G, which is to be populated to reflect the requirements of the new employee.

# Summary

An effective induction programme will enhance the onboarding process, ensuring that new employees have a thorough understanding of the practice and their role within it. This will also improve service delivery, ensuring that the needs of patients are met.

# Annex A – Generic induction

**INTRODUCTION**

On behalf of the partners and practice manager, welcome to Sheerwater Health Centre medical practice. General practice is an environment that requires a thorough understanding of primary care and the skills required to deliver an excellent service, with the overarching aim being to enhance patient care and experience.

An effective induction programme is key to enabling you to assume your duties efficiently, giving you confidence in your new role. It will help you understand the practice, provide relevant guidance and ensure you are able to work safely and effectively.

This element of the induction programme applies equally to administrative, clinical and locum staff.

**ABOUT THE PRACTICE**

The Sheerwater Health Centre practice is a single partner practice, providing general medical services to a patient list of approximately 3000 patients in Sheerwater. The practice has been located in this building since 1998.

The practice offers a full range of services, all of which are detailed on the practice website: [www.sheerwaterhealthcentre.nhs.uk](http://www.sheerwaterhealthcentre.nhs.uk)

The practice was inspected by the Care Quality Commission (CQC) in February 2016, and was assessed as good. The report for this inspection can be found <http://www.sheerwaterhealthcentre.nhs.uk/>

The practice statement of purpose: <http://www.sheerwaterhealthcentre.nhs.uk/statement-of-purpose.php> .

The practice also has an internal website with relevant information

We are sure you will enjoy working at Sheerwater Health Centre practice and look forward to a long and positive working relationship.

**NEW STAFF MEMBER DOCUMENTATION CHECKLIST**

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Role |  |
| Start date |  | Mentor |  |

|  |  |
| --- | --- |
| Document(s) confirming proof of eligibility of employment within the UK |  |
|  |
| P45 (or P46, only if P45 not available) |  |
| National Insurance number |  |
| Contracted out: Yes / No |  |
| Bank address |  |
|  |
| Bank account number |  |
| Bank sort code |  |
| Emergency contact name |  |
| Emergency contact relationship |  |
| Emergency contact address |  |
| Emergency contact telephone number | Landline:  Work:  Mobile: |
| Driving licence (type & number) |  |
| Disclosure Barring Service (DBS) Enhanced |  |
| NHS smartcard number (if applicable) |  |
| NHS employee number (if applicable) |  |
| NHS login currently used (if applicable) |  |
| GMC / NMC registration |  |
| GMC licence (if applicable) |  |
| National Performers List (if applicable) |  |
| Proof of degree |  |
| Medical indemnity |  |
| Employment history (a CV with explanations of any gaps in employment) |  |
| DBS check |  |
| Passport (original must be shown) |  |
| Proof of address 1 (driving licence) |  |
| Proof of address 2 (utility bill) |  |
| Clinical reference 1 (name & address of referee) |  |
| Clinical reference 2 (name & address of referee) |  |
| Occupational Health |  |
| Revalidation (every five years) |  |
| Appraisal (undertaken annually) |  |
| Training (copies of any mandatory training completed) |  |

**INDUCTION CHECKLIST**

The mentor is responsible for ensuring that this checklist is completed within a reasonable time period. Both the new staff member and mentor are to ensure that all elements of the induction are completed satisfactorily.

|  |  |  |  |
| --- | --- | --- | --- |
| **CRITERIA** | **DATE**  **ACHIEVED** | **MENTOR** | **COMMENTS** |
| **PRACTICE INTRODUCTION**   * Introduction to staff members * Tour of practice site(s) * Practice history * Services delivered * Practice policies and procedures (overview) * Practice development plan * IT system (check familiarity) * Phone system * Staff alarm system * Extant practice leaflet |  |  |  |
| **CONDITIONS OF EMPLOYMENT**   * Job description issued * Contract of employment issued * Employee handbook issued (if applicable) * Daily routines & job requirements * Maternity / paternity / parental leave  provisions * Probationary period (if applicable) * Period of notice * Reporting sick (and provisions) * Pension information * Appraisal procedure * Organisational structure |  |  |  |
| **EqualITY & DIVERSITY and PERSONAL DEVELOPMENT**   * Training programme * Further education & general training policy * Performance appraisal * Promotion opportunities * Practice / Trust E&D Policy |  |  |  |
| **Worker / employer relations**   * Trade union membership * Meeting programme * Grievance & disciplinary procedure * Appeals procedure |  |  |  |
| **Organisation rules**   * Smoking policy * Dress code * Use of mobile phones * Staff facilities * Cloakroom / toilets / lockers * IT security * Parking facilities |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **CRITERIA** | **DATE**  **ACHIEVED** | **MENTOR** | **COMMENTS** |
| **Health and safety**   * Site H&S representative * Practice / Trust H&S Policy * Emergency procedures * Location of emergency equipment * Exits and assembly point(s) * Reporting of accidents * Awareness of hazards – any particular to type of work * Risk assessments * Hepatitis B (policy & signature) * Dangerous substances or processes * First aid * Personal hygiene * Preventative and protective measures * Working alone / at home * Pregnant women and new mothers * Health surveillance (if appropriate) * COSHH |  |  |  |
| **Welfare and worker benefits / facilities**   * Cycle to work scheme * Car-share programme / parking * Protective clothing routine / supply * Medical services * Practice discounts (if applicable) |  |  |  |
| **PRACTICE POLICIES**   * Infection Prevention Control * Safeguarding * Chaperone * Violent & Abusive Patients * Did Not Attend * Sharps Injuries Protocol * Sample Handling * Caldicott Policy * Access to Records |  |  |  |
| **CLINICAL ROUTINES**   * Referral Policy * Results process * Prescribing (including repeat process) * Local services * Enhanced services |  |  |  |

**MANDATORY TRAINING REQUIREMENTS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CRITERIA** | **DATE**  **ACHIEVED** | **DATE OBSERVED** | **CERTIFICATE**  **(if applicable)** | **COMMENTS** |
| Basic Life Support |  |  |  |  |
| Advanced Life Support |  |  |  |  |
| IPC |  |  |  |  |
| Mental Capacity Act |  |  |  |  |
| Safeguarding |  |  |  |  |
| Office Safety |  |  |  |  |
| H&S Training |  |  |  |  |
| Caldicott & Confidentiality |  |  |  |  |

# Annex B – Practice manager induction specifics

|  |  |  |  |
| --- | --- | --- | --- |
| **CRITERIA** | **DATE**  **ACHIEVED** | **INCUMBENT SIGNATURE** | **COMMENTS** |
| **Personnel MANAGEMENT**   * Organisational diagram * Appraisal & records * Contracts * GP specifics (schemes) * Pay & pensions (including pay grades) * Fees (i.e. membership with BMA) * Recruitment * Leave & absences * Sickness * Dress code * HR-related polices * Locums (policies and records) * Benefits (if applicable) |  |  |  |
| **FINANCIAL MANAGEMENT**   * Contract (type) * Mortgage (if applicable) * Loans * Partners’ drawings * HMRC returns * Accountant (arrange introduction) * Banking * Income generation * System for accounting (IT) * Budgets (including forecasting & invoicing) * Insurance (practice & clinicians) * Reports & returns |  |  |  |
| **PREMISES**   * Security * Access * Systems (alarms / fire etc.) * CCTV (if applicable) * Contractors (gardens, windows) * Suppliers * Telephone system * Waste (general & clinical) * Utilities * Equipment & maintenance * Grounds (car park etc.) * Record-storage system (inc. off-site) |  |  |  |
| **IT**   * Clinical system * Asset register * Security * Access * Policies * Practice website * NHS Choices * File structure * Local network / intranet |  |  |  |
| **STRATEGIC MANAGMENT**   * Mission, vision & values * Strategic management plan * Practice development plan * Business resilience plan * Succession planning * Emergency plans, i.e. pandemics * Policies (review & release) * Initiatives (recent & planned) * Patient Participation Group (PPG) * Regional CCG overview & intro * Network (local practices / WIC and secondary care facilities) * QOF * CQC (latest grading) * Working practices * Comments, compliments & complaints * Current issues / investigations |  |  |  |
| **PARTNERSHIP**   * Contract type * Drawings review process * Private earnings * Seniority * Succession planning (retirement dates, notice period, etc.) * Meeting frequency * Records / documentation * Lease / mortgage information |  |  |  |

# Annex C – GP induction specifics

|  |  |  |  |
| --- | --- | --- | --- |
| **CRITERIA** | **DATE**  **ACHIEVED** | **INCUMBENT SIGNATURE** | **COMMENTS** |
| **Personnel**   * Line management responsibilities * GMC registration * Appraisal & revalidation * Continuing professional development * Clinical supervision * Occupational health * Indemnity * Pay, pensions and drawings |  |  |  |
| **lead roles**   * QOF * GP specialist interests |  |  |  |
| **CLINICAL**   * Consulting room * IT system (tutorial if necessary) * Clinical governance * Internal referral * External referral * Escalation of safeguarding issues * Child protection * Pathology (requesting tests & results) * Prescribing (inc. repeat process) * Local services * Enhanced services * Minor surgery * Clinics (list & frequency) * Home visits * Private fees * Useful contact information * Training (internal & external) * Communication * Dictation |  |  |  |

**Continued overleaf…**

**MANDATORY TRAINING REQUIREMENTS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CRITERIA** | **DATE**  **ACHIEVED** | **DATE OBSERVED** | **CERTIFICATE**  **(if applicable)** | **COMMENTS** |
| Basic Life Support with AED |  |  |  |  |
| Anaphylaxis |  |  |  |  |
| IPC |  |  |  |  |
| Mental Capacity Act |  |  |  |  |
| Safeguarding Level 3 |  |  |  |  |
| Office Safety |  |  |  |  |
| H&S Training |  |  |  |  |
| Caldicott & Confidentiality |  |  |  |  |
| Cervical Screening |  |  |  |  |

# Annex D – Nursing staff induction specifics

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| --- | --- | --- | --- |
| **CRITERIA** | **DATE**  **ACHIEVED** | **INCUMBENT SIGNATURE** | **COMMENTS** |
| **Personnel**   * Line management responsibilities * NMC registration * Appraisal & revalidation * Mentorship * Clinical supervision * Continuing professional development * Occupational health |  |  |  |
| **lead roles**   * QOF * Chronic disease management |  |  |  |
| **CLINICAL**   * Consulting room * IT system (tutorial if necessary) * Clinical governance * Internal referral * External referral * Escalation of safeguarding issues * Child protection * Pathology (requesting tests & results) * Prescribing (inc. repeat process) * PGDs * Local services * Enhanced services * Supporting minor surgery * Clinics (list & frequency) * Home visits * Cervical screening * Contraception * Ear care * Immunisations * Chronic diseases – asthma, COPD, diabetes, CKD, etc. * Spirometry * Sexual health * Travel health * Wound care * Ulcer care & compression bandaging * Useful contact information * Training (internal & external) * Communication |  |  |  |

**MANDATORY TRAINING REQUIREMENTS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CRITERIA** | **DATE**  **ACHIEVED** | **DATE OBSERVED** | **CERTIFICATE**  **(if applicable)** | **COMMENTS** |
| Basic Life Support with AED |  |  |  |  |
| Anaphylaxis |  |  |  |  |
| IPC |  |  |  |  |
| Mental Capacity Act |  |  |  |  |
| Safeguarding |  |  |  |  |
| H&S Training |  |  |  |  |
| Caldicott & Confidentiality |  |  |  |  |
| Cervical Screening |  |  |  |  |
| Chronic Disease Management |  |  |  |  |
| ECG Recording |  |  |  |  |
| Family Planning |  |  |  |  |
| Immunisation |  |  |  |  |
| Wound Care |  |  |  |  |
| Venepuncture |  |  |  |  |
|  |  |  |  |  |

# Annex E – Administrative staff induction specifics

|  |  |  |  |
| --- | --- | --- | --- |
| **CRITERIA** | **DATE**  **ACHIEVED** | **INCUMBENT SIGNATURE** | **COMMENTS** |
| **Administration**   * IT system * Telephone system * Fax machine * Photocopier * Appointment system * Home visits * Urgent appointments * Cancellations * Clinic structure * External support services, i.e. midwifery, health visitors, social services, district nursing, etc. * Repeat prescriptions * Test results * Record-keeping * Did Not Attend * Electronic Referral System (ERS) * Scanning * Summarising * Complaints * Emergencies |  |  |  |

**Mandatory training as per Annex A.**