

# Sessional Workers Handbook

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## **An introduction to KGPC from our Chairman**

Welcome to Kingston GP Chambers!

KGPC was set up in 2008 and since that time, we have grown from being a small independent provider to being one of the key players in healthcare provision within the Royal Borough of Kingston and beyond.

Our success is due in no small part to our team of committed clinicians and support staff, who work tirelessly to provide excellent care directly to our patients; as well as working to continuously develop our services, ensuring that we remain at the forefront of providing high quality, innovative and timely solutions to improving patient care and experience.

It is a pleasure and a privilege to Chair this organisation of dedicated and likeminded individuals, and I do hope that you enjoy your new role with us.



***Dr Anthony Hughes***  
***Chairman Kingston GP Chambers***

## **An overview of KGPC**

Kingston GP Chambers (KGPC) is a federation of all 20 NHS General Practices within the Royal Borough of Kingston upon Thames, founded in 2008 as a limited company. Our mission is to promote and protect the voice of general practice in an ever changing medical environment. The company is led by a Board of Directors who are also GP Partners in their own Practices within Kingston. Board meetings are held monthly.

The main aims of KGPC are to:

- Improve access to clinical care for patients in Kingston
- Support GP Practices in Kingston to provide high quality care
- Help build the NHS workforce of the future

KGPC works collaboratively with both secondary care and the private sector. At present we provide community clinics for Dermatology, Urology, Neurology, Dementia and Diabetes led by GPs with specialist training in these areas.

In addition, KGPC is at the forefront of improving patient access to primary care. We aid surgeries in delivering a comprehensive out of hours service offering GP appointments across a number of hub locations in the evenings Monday to Friday, over the weekend and on Bank Holidays, as well as providing a Minor Illness Service in collaboration with NHS 111.

In addition to our clinical services, KGPC also provides support to member practices in key areas such as IT, including project management support for the implementation of new IT initiatives across Kingston; HR, including a centralised recruitment function for Kingston practices and provision of HR specialist advice; and Governance, including specialist advice on regulatory compliance.

KGPC's Board and members are passionate about both developing their existing workforce and securing the workforce of the future, and as such, KGPC is proud to house Kingston Training Hub (formerly CEPN) which identifies and addresses the learning and development needs of practice staff across Kingston.

In 2019, KGPC expanded its training provision by establishing Kingston Education Centre (KEC), which is a dedicated training facility. KEC works alongside university partners and member practices to provide clinical placement opportunities to students of nursing, medical and allied health professional undergraduate courses. KEC is a unique resource, which is highly valued by our university partners and their students.

Working collaboratively with like-minded organisations has been a key feature of KGPC's success to date. This has included ventures with Your Healthcare, Kingston Hospital, NHS111, Health Education England, and the other GP federations in Southwest London. We aim to continue to grow as we are increasingly recognised as the provider of choice for; innovative health pilots, enhanced and urgent GP services, and of undergraduate clinical placement opportunities. We also expect an increasing role as we support, reinforce and develop the position of general practice as the core building block for an increasing range of jointly-provided services.

In April 2023, another significant milestone was achieved when KGPC acquired Sunray Surgery. The day to day running of the surgery is overseen by the Practice Manager and Senior Partner.

## Who's who at KGPC?

### The Board

<b>Anthony Hughes</b> Board Chair and Partner at Sunray Surgery	<b>Nick Merrifield</b> Finance Director and Clinical Director New Malden and Worcester Park Primary Care Network	<b>Dr Richard Hughes</b> Clinical lead for Enhanced Access and Co-Director for Kingston Primary Care Network
<b>James Benton</b> Clinical Director Canbury, Churchill, Orchard Berrylands Primary Care Network	<b>Dhiren Shah</b> Caldicott Guardian	<b>Phil Moore</b> Clinical Director Chessington and Surbiton Primary Care Network

### Clinical Leads

<b>Dr Richard Hughes</b> Enhanced Access Service	<b>Dr Nerida Burnie</b> Dementia Service	<b>Dr Catherine Ramsey</b> Diabetes Service
<b>Dr Nassif Mansour</b> Neurology Service	<b>Dr Prasun Kumar</b> Urology and Vasectomy Service	<b>Dr Brankica Polomcic</b> Kingston Education Centre
<b>Dr Jane McCahy</b> Dermatology Service		

### The Head Office Team

## The Head Office Team



**Ann Cox**

***Chief Operating Officer  
(Operations)***

In partnership with Chris, Ann leads the KGPC team, with a focus on strategic oversight for KGPC's core services. Ann's role involves working closely with external partners who commission our services and reporting on performance to the Board.



**Pavol Weiss**

***Transformation and  
Innovation Project Manager***

Pavol supports the delivery of information and technology services for GP systems and related primary care services. He is also the Change manager for Digital First projects in Kingston.



**Alix Polley**

***Diabetes Service Manager***

Alix manages the Tier III Community Diabetes Service, providing operational management as well as undertaking regular audits to manage performance.



**Anne Murphy**

***Training Hub Clinical Lead***

Anne identifies, organises and supports all post-graduate nurse education across Kingston and provides professional support to return to practice nurses.



**Laura Jackson**

***Training Hub Manager***

Laura is responsible for identifying the training needs of both clinical and non-clinical staff across Kingston and developing plans to meet those needs. Laura is a Registered General Nurse with many years' community and public health nursing experience, developing quality patient services and clinical governance.



**Nick Cornish**

***Kingston Education Centre  
Manager***

Nick manages the Kingston Education Centre and leads on the day to day co-ordination of students at Kingston Education Centre. He also delivers bespoke resilience training to the students on placement as well as at universities.



**Adam O'Donnell**

**Senior CQC Compliance Specialist**

Adam supports GP practices across Kingston and Richmond by providing advice on governance and CQC compliance issues. He also helps practices prepare for CQC inspections including practice visits and mock inspections.



**Amar Gandavadi**

***CQC Compliance Specialist***

Amar works alongside Adam in supporting Adam to provide advice to GP practices on compliance and CQC compliance issues.

**Christine Griffin**

***Diabetes Service Administrator***

Christine provides administrative support to the Diabetes Service, including managing appointments and monitoring feedback.



**Mark Mensah**

***Recruitment and Retention Manager***

Mark leads on HR and recruitment & retention internally and provides support to GP Practices and PCNs, including running recruitment campaigns for internal and practice staff



**Chloe Pusey**

***Deputy Clinical Services Manager***

Chloe supports the day-to-day management and monitoring of the clinical services arm of Kingston GP Chambers, including Kingston Enhanced Access.



**Vicky Allen**

***Clinical Service Team Leader***

The Clinical Services Team Leader, manages the Enhanced Access Service, specialist clinics and minor illness clinics. This includes scheduling GPs and receptionists, monitoring performance and feedback, and providing on-call support. She also leads the clinical services team in our Surbiton office.



**Saskia Desmond**

***Support Services Administrator***

Saskia supports the administration in Kingston GP Chambers including support for clinical services and Kingston Education Centre.



**Natalie Campbell**

***Administrator/Receptionist***

Natalie works alongside Fiona as the first point of contact for patients and external organisations. They provide support for our specialist clinics, Minor Illness and Kingston Education Centre.

**Betty Boxer**

***Administrator/Receptionist***

Betty is the first point of contact for patients and external organisations. She provides support for our Minor Illness and Kingston Education Centre



**Isaac Elliott**

***Support Services Apprentice***

Isaac is an apprentice who provides administrative support to assist with the smooth operation of the education centre. He also provides reception and admin support across the Chambers organisation.

**Julia Jalilova**

***Nurse Assessor***

Julia is a Nurse assessor within the education centre. She works closely with the student nurses who are on placement to ensure they achieve their competencies. She is also our Infection Control Lead across the education centre.



**Gareth Hull**

***Sunray Surgery Clinical Lead***

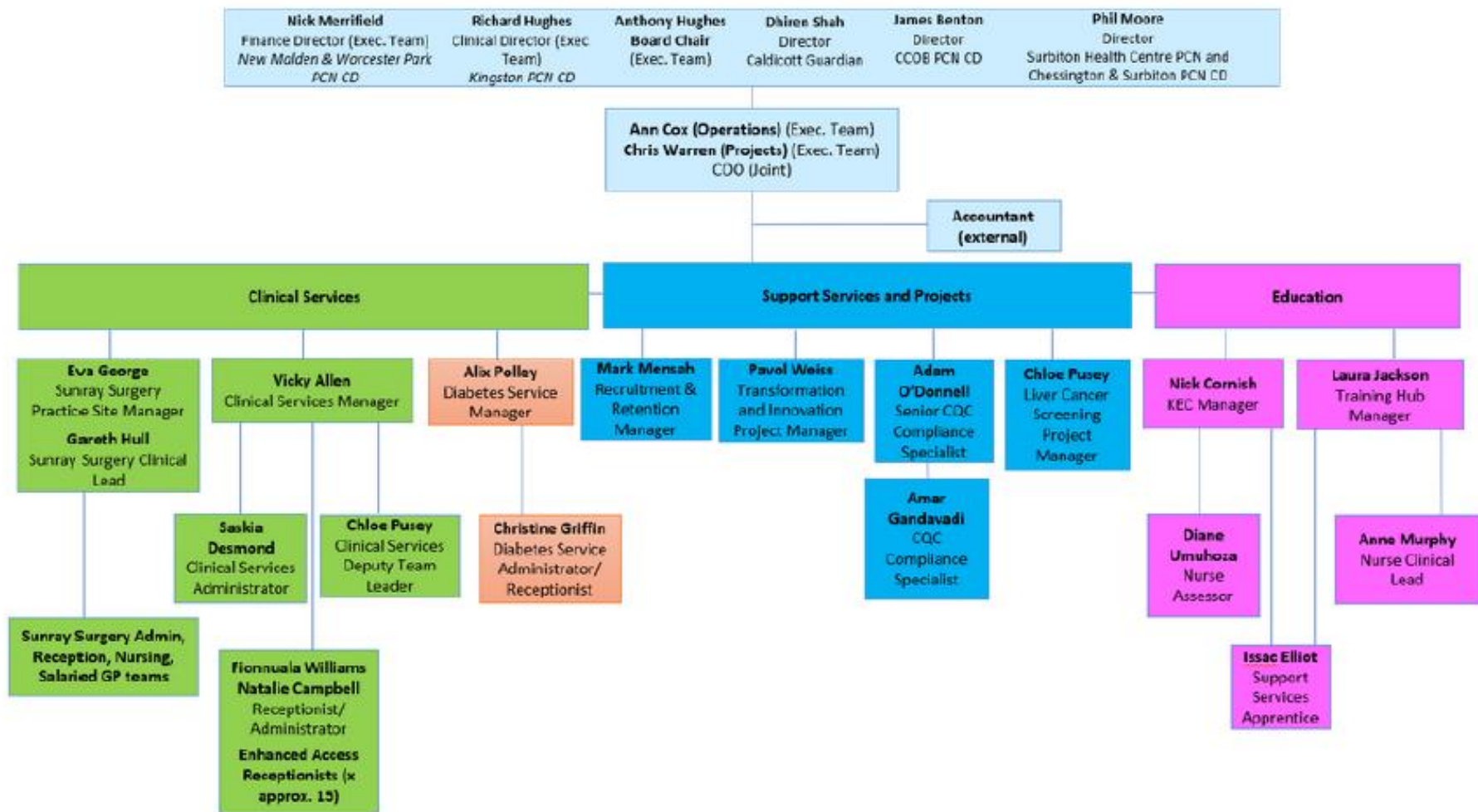
Gareth is a senior partner and clinical lead at Sunray.

He has particular interest in diabetes, men's health and paediatrics and is the Child Protection lead at the surgery. He is the Practice representative on the Local ICB Council of Members and for the last year has sat on the ICB Governing Body Board, working on how best to deliver

		healthcare to the residents of Kingston.
<p><b><i>Eva George</i></b></p> <p><b><i>Practice Manager</i></b></p> <p>Eva is the Practice Manager at Sunray Surgery. As Practice Manager, she is responsible for the administration of the practice and works cooperatively with the GPs, admin team and other medical practitioners.</p>		



## Organisational Chart



## KGPC's MISSION, AIMS, VALUES AND BEHAVIOURS

### Our Mission:

To support excellence in Primary Care in Kingston

### Our Aims:

- To Improve access to clinical care for patients in Kingston
- To Support GP Practices in Kingston to provide high quality care
- To Help build the NHS workforce of the future

### Our Values and Behaviours:

Commitment to Quality and Safety	<b>I will:</b> <ul style="list-style-type: none"><li>- Be professional and carry-out my role to the best of my ability</li><li>- Put safety first</li></ul>
Respect, Dignity and Compassion	<b>I will:</b> <ul style="list-style-type: none"><li>- Value and appreciate the contribution of others</li><li>- Respect the differences of others and treat everyone fairly</li></ul>
Responsive to Need	<b>I will:</b> <ul style="list-style-type: none"><li>- Be flexible and adaptable in my approach to my role</li><li>- Be a team player</li></ul>
Openness and Accountability	<b>I will:</b> <ul style="list-style-type: none"><li>- Take personal responsibility</li><li>- Have the courage to speak up and make my voice heard</li><li>- Act as a role model for patients and colleagues</li></ul>
Continuous Learning and Improvement	<b>I will:</b> <ul style="list-style-type: none"><li>- Welcome opportunities to learn and develop</li><li>- Reflect on my performance and identify ways to improve</li></ul>

## Your first session at KGPC

You will receive a formal orientation on your first day. This will include a building orientation, introduction to colleagues, allocation of computer log-ins, and instructions on how to carry-out the tasks that are expected of you.

Information is available via our online portal relating to all areas of your role, including:

- IT issues
- Clinical guidance and safeguarding
- Information for patients
- Site-specific manuals (including emergency arrangements for each site)
- Links to statutory reporting forms (e.g. Notifiable disease notification)

There is always an on-call manager available to address any problems that may arise during your shift. You will be sent the contact details of the on-call manager prior to your shift.

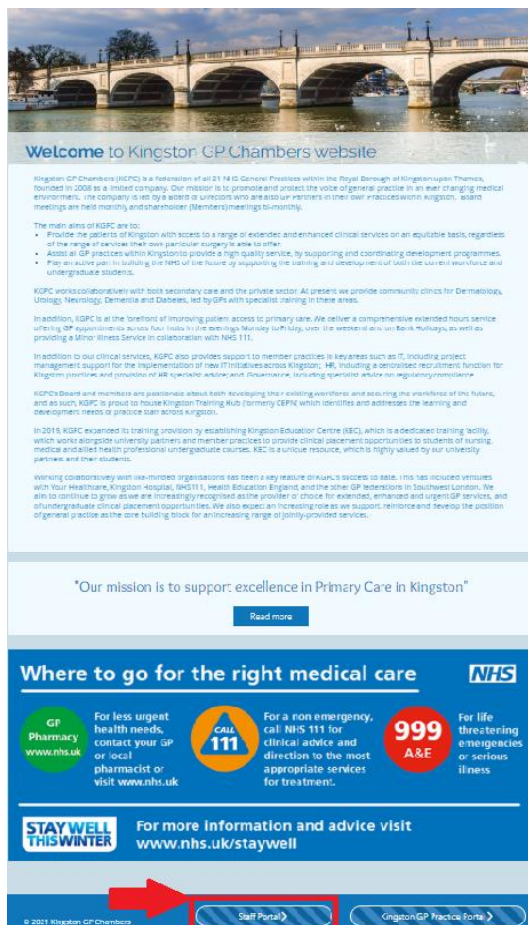
The online portal can be accessed as follows:

Load KGPC's website ([www.KGPC.co.uk](http://www.KGPC.co.uk)) and click on the "Staff Portal" section.

Log into the portal using the following log-in details:

Password: kgpc

The portal has a dedicated section called **"KGPC sessional workers"**



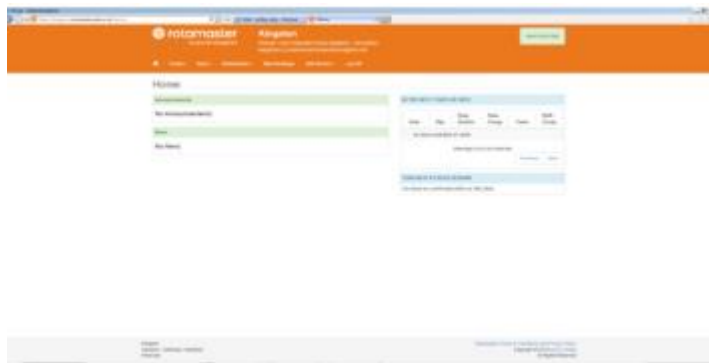
## Booking shifts

KGPC uses the [Rotamaster](#) system to book staff shifts. A link to the Rotamaster system and system guides are available on the KGPC staff online portal. Log in details and an induction will be provided by the admin team.

## Home Page

Any messages or announcements will appear here that are relevant to you. Please use the tick box to confirm that you've read and understood any that are viewable.

The Home Page will display your next session and any sessions that require cover in the next 7 days. If you would like further details of the available sessions, click on the relevant one and it will open to show all data required. To book a session you need to go to "Web Bookings" (Instructions are below).



## Portal

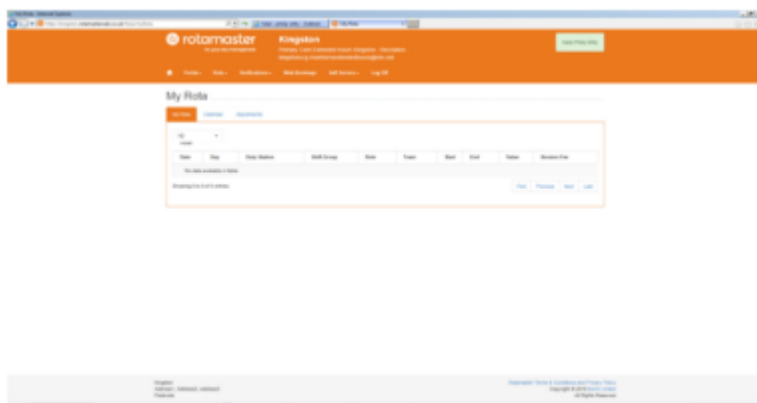
Any messages, info or news it's felt would be beneficial to you will be displayed in this section.

Rota

All of your confirmed shifts will be displayed here.

My Rota – This page displays your confirmed shifts within the time range set by the administrator.

It will confirm the date, day of the week, location, role, times and financial value.



Calendar – Shows your shifts in a calendar format.

### Availability

Shift	Day	Shift Name	Shift Group	Role	Value	Start	End	
14/07/2015	Tuesday	DOCTORS SURGERY	AA DAY SHIFT	AA DOCTOR	£1,242.88	08:00	16:00	<input type="checkbox"/>
14/07/2015	Tuesday	DOCTORS SURGERY	AA DAY SHIFT	AA DOCTOR	£1,242.88	08:00	16:00	<input type="checkbox"/>
15/07/2015	Wednesday	DOCTORS SURGERY	AA DAY SHIFT	AA DOCTOR	£1,242.88	08:00	16:00	<input type="checkbox"/>
15/07/2015	Wednesday	DOCTORS SURGERY	AA DAY SHIFT	AA DOCTOR	£1,242.88	08:00	16:00	<input type="checkbox"/>
16/07/2015	Thursday	DOCTORS SURGERY	AA DAY SHIFT	AA DOCTOR	£1,242.88	08:00	16:00	<input type="checkbox"/>
16/07/2015	Thursday	DOCTORS SURGERY	AA DAY SHIFT	AA DOCTOR	£1,242.88	08:00	16:00	<input type="checkbox"/>
17/07/2015	Friday	DOCTORS SURGERY	AA DAY SHIFT	AA DOCTOR	£1,242.88	08:00	16:00	<input type="checkbox"/>
17/07/2015	Friday	DOCTORS SURGERY	AA DAY SHIFT	AA DOCTOR	£1,242.88	08:00	16:00	<input type="checkbox"/>
18/07/2015	Saturday	DOCTORS SURGERY	AA DAY SHIFT	AA DOCTOR	£1,242.88	08:00	16:00	<input type="checkbox"/>
18/07/2015	Saturday	DOCTORS SURGERY	AA DAY SHIFT	AA DOCTOR	£1,242.88	08:00	16:00	<input type="checkbox"/>

In this section you can log your availability for upcoming rotas.

To log your availability, click the tick-box next to the shifts you are interested in and then click on “Log availabilities”. If you’d like to make yourself available for all the shifts on display click the very top box to the left of the end column.

If you wish to view any more information relating to the shift, click the plus sign to the left of the panel.

You can click as many shifts as you like but there is a wizard within Rotamaster which will over-ride your selections if it feels too many hours are being worked.

Please note that when you have made yourself available for a shift it will no longer be visible to you but will be to other users until it has been allocated to someone.

Edit Availability – You can withdraw shift requests here if they’ve not been allocated yet. Once a shift has been allocated you can only amend it directly with the administrator.

Downloaded – This shows all the shifts logged and have successfully been downloaded by admin.

## **Verifications**

Here you can verify the shifts allocated to you and check the associated values. Shifts with a green dot need to be validated but ones with a red no entry sign do not. To verify a shift, click the green thumbs up icon next to the shift. The shift will then turn green.

Click the “Verify Shift” icon at the bottom of the page to confirm your choices. If this is not done the shift will not be verified.

## **Web Bookings**

This page displays a list of shifts which are available for you to book. Please always check “Log Availabilities” as well as this page as some shifts cannot be confirmed on this page due to administration reasons and to be fair to staff.

If a shift is on show, it will immediately be assigned to you once you’ve chosen it.

To book a shift, simply click the “Book” icon next to the chosen shift.

If you have any queries whatsoever with regards to using Rotamaster please do not hesitate to contact the administrator and a one-on-one training session will be organised.

## **Cancelling a shift**

In order to avoid cancellations, before booking a shift in a KGPC service, please ensure that you are available to carry-out the shift.

Where you do need to cancel a shift, this should be done as soon as possible. Where a shift is to be cancelled up to three days in advance, the cancellation can be processed directly through the Rotamaster system.

Where a shift needs to be cancelled less than three days in advance, you must notify the booking team directly by emailing [kingstonccg.chambersextendedhours@nhs.net](mailto:kingstonccg.chambersextendedhours@nhs.net) or phoning 020 3405 8631.

## **Ongoing suitability**

Background checks are carried-out on all workers as part of the on-boarding process. KGPC will also carry-out periodic checks to ensure that workers remain suitable for the role they are undertaking.

Workers will be asked to provide updated documents and evidence of up to date training. When you are contacted for this information, please ensure you provide it promptly, as failing to do so may result in you being ineligible for work with us.

In order to remain eligible to work with us, you must maintain the following:

- A DBS check which has been issued within the past 3 years
  - Evidence of registration with professional regulators (where applicable)
  - Evidence of external appraisal (where applicable)
  - Up to date mandatory training (see below for guidance on validity periods)
- NB. KGPC can provide access to training resources via the Bluestream online training system should workers be unable to access the required training elsewhere.

Training course	Valid For
Safeguarding Children (GPs, nurses – L3; HCAs, practice managers, receptionists L2)	3 years
Safeguarding Adults (GPs, nurses – L3; HCAs, practice managers L2; receptionists L1)	3 years
Information governance	1 year
Basic Life Support	1 year
Fire Safety	1 year
Health & Safety	1 year
Infection prevention and control (appropriate to the role being undertaken)	1 year
Equality & Diversity	5 years
Sepsis	1 year
Mental Capacity Act (clinicians only)	5 years
Chaperone – Receptionists/HCA	1 year
Accessible Information Standard	5 years
Supporting people with a learning disability	3 years
Oliver McGowan	3 years
Autism Awareness – Tier 1; Non clinical staff	3 years
Tier 2; Clinical staff	

## Policies

All KGPC's operational policies are available via the [online portal](#) and can be referred to when needed.

All sessional workers must ensure that they are familiar with the following policies:

- Safeguarding Children
- Safeguarding Vulnerable Adults
- Complaints
- Significant Events
- Infection Prevention and Control
- GDPR
- IT and Data Security
- Social Media
- Confidentiality
- Chaperoning
- Business continuity (relevant to the site where the worker is located)

- Whistleblowing

In addition, all clinicians must ensure they are familiar with the following policies:

- Patient consent
- Controlled Drugs prescribing
- Remote Consulting
- Clinical Record Keeping
- Learning event

## **Working for a KGPC service**

### **Health and Safety**

KGPC takes the health and safety of its workers, patients and visitors very seriously. A full risk assessment of each site has been completed and a Health and Safety policy is in place which details the action that will be taken to mitigate Health and Safety risks. However, all staff members are responsible for ensuring that they do not act in a way that puts themselves or others at risk.

### **Dress code**

Sessional staff are expected to maintain a professional appearance, and dress appropriately for their role. Staff are not permitted to wear; lightly coloured jeans, sportswear, leggings, flip-flops, gymwear or large logoed clothing items during their day to day work.

### **Smoking**

Smoking (including the use of e-cigarettes/vapes) is not permitted on any KGPC site. Where a site has designated outside smoking areas, staff must adhere to these.

### **Shift allocations**

Sessional work is offered on a zero hours arrangement. There is no obligation for KGPC to offer work and there is no obligation for sessional workers to accept work. KGPC has a bank of sessional staff and is therefore committed to offering a fair allocation of shifts across the workforce.

### **Audits**

Regular audits will be conducted to ensure sessional workers are carrying out their designated role effectively. This can include call listening for reception staff by the Service Manager as well as a review of clinical notes by the Clinical Lead.

### **Pay**

The hourly Pay rate will be advertised ahead of shift booking. Sessional work does not include enrolment to a pension scheme. Workers will be paid monthly by bank transfer.

Information about hours worked will be taken from the Rotamaster system. The Rotamaster system will send you a system-generated invoice, and it is your responsibility to check this for accuracy. Any queries must be flagged to the Service Manager as soon as possible to ensure that issues can be resolved prior to the pay date.



## **Working locations**

Most clinics are run face to face across a number of sites within the borough. Sessional staff are encouraged to familiarise themselves with the emergency site information ahead of working a shift at a particular location. This information can be found on the staff portal.

There may be instances where clinics may be run from a remote location. Any instances where this occurs will be communicated by the Clinical Services team. There is no automatic right and KGPC reserves the right to change clinic set-ups where appropriate.

## **On-Call**

Should any issues arise, sessional workers should contact the designated On-Call Manager for their shift. This can include assisting with technical issues or matters for escalation which may occur during an out of hours shift.

## **Safeguarding**

Safeguarding patient safety is of paramount importance. If a safeguarding concern occurs, please contact the interim safeguarding lead Dr Richard Hughes ([richard.hughes7@nhs.net](mailto:richard.hughes7@nhs.net) 07788 415560) and copy-in Ann Cox ([ann.cox7@nhs.net](mailto:ann.cox7@nhs.net)) to any emails. All safeguarding concerns should be flagged with the receptionist you are working with so that they can include details in their end of shift report.

## **Learning event procedure**

KGPC are keen to embed a continuous learning and improving environment. Occasionally, there may be times where an incident or situation has caused harm to patients, staff or the future viability of the service. This would also include any incidents, which could also have the potential to cause harm. KGPC have a low threshold when it comes to reporting such instances, to encourage further development of our services. Staff are therefore encouraged to familiarise themselves with the learning events policy and ensure they complete a learning event record form, where one arises. The learning event form and policy can be found under the incidents, learning events and complaints section of the staff portal. If you have any questions, please contact a member of our CQC team.

## **Occupational health**

All new joiners to KGPC will be requested to complete an Occupational health form including vaccination history. Required vaccinations are outlined in the ongoing suitability policy. KGPC are keen to implement measures which keep employees healthy and safe.

## **Your personal information**

KGPC takes great care to ensure that it stores personal information securely and processes it in line with Data Protection Act and GDPR law. If you have any questions or concerns about the use of your personal information, you should direct these to your manager in the first instance.

## **Concerns from workers (e.g. bullying/harassment)**

We want all workers to feel that KGPC is a safe and supportive environment, and bullying and harassment will not be tolerated. If you have any concerns about the way you are being treated at work, you should speak to the Service Manager or the HR Manager as soon as possible.

## **Essential information**

**The Clinical Services Manager for the Enhanced Access Service is:**

**Your line manager's contact details are:**

Phone:

Email:

**(Where you are signed up for a weekend shift, you will be informed of the details of the weekend on-call manager)**

### **Log-ins and passwords**

You have been set up with usernames and passwords for the following systems. In most cases you will be asked to change the password when you log in for the first time – please keep a note of these and store it securely.

#### **Windows**

Username:

Password:

#### **NHS Mail**

Username:

Password:

#### **Phone**

Username:

Password:

#### **EMIS**

Username:

Password:

#### **Rotamaster**

Username:

Password:

