**Welcome to Calderdale & Huddersfield NHS Foundation Trust**

**Accident & Emergency Reception**

**New Starter Induction Pack**





**Emergency Care Management Team**

**Welcome!**

Welcome to CHFT Emergency Departments! We are so glad to have you on the team. The ED’s are a great place to work; we strive to provide the best possible service to our patients 24/7, 365 days a year!

We have a fantastic team who will support you throughout your journey in your new role as ED Receptionist/Admin Assistant.

This pack will provide some of the important information you need to know and understand – it can be overwhelming when starting a new job and there is a lot to take in, so keep this pack handy!

No day in the ED is the same – you will always come across something new or different – whether that be questions from patients that you may not know the answer to, or a change in the booking in process/questions – please remember that you can always ask if you are unsure! Ask your colleagues or us – we are always happy to help.

We really hope you enjoy your new role, and please let us know if you need anything.

Welcome to the team!

Val & Nat.

**Our Expectations**

* Be polite and courteous at all times.
* Always wear your name badge.
* Respect all patients and colleagues as individuals regardless of age, race, gender, culture, or religion.
* Maintain confidentiality (including on social media).
* Adhere to uniform policy.
* Follow hospital policy when reporting sickness or absence.
* Be punctual.
* Adhere to the booking must dos.
* Recognise and acknowledge your own limitations. NEVER put yourself in a position where you are out of your depth.
* Continuing professional development through self-learning & going to training provided by the department.
* Ensure data quality is a priority.
* Provide a safe environment for our patients & colleagues.
* Provide a high standard of service.
* Effectively communicate with patients and the MDT.
* Don’t be afraid to ask if you don’t know something!

**Useful Contact Numbers**

|  |  |
| --- | --- |
| Name | Number |
| Valerie Cartwright | 07900 263830 |
| Natalie Owen | 07826 222531 |
| Vicki Dyson | 07876 817322 |
| HRI Nurse in Charge | 01484 343572 |
| CRH Nurse in Charge | 01422 223849 |
| HRI Switchboard | 01484 342000 |
| CRH Switchboard | 01422 357171 |
| HRI ED Reception | 01484 343570  01484 343571 |
| CRH ED Reception | 01422 222325 |

**Shift Times from 6 October 2025**

|  |  |
| --- | --- |
| Shift | Time |
| Early (1 x 30 min break) | **0600 - 1400** |
| Late (1 x 30 min break) | **1400 - 2200** |
| Short Night (1 x 30 min break) | **2200 – 0600** |
| Long Day ( 2 x 30 min break) | **0700 – 2000** |
| Long Night (2 x 30 min break) | **2000 - 0700** |

**Allocate LOOP & Rostering**

User guides -[AllocateLOOP - CHFT Intranet (cht.nhs.uk)](https://intranet.cht.nhs.uk/non-clinical-information/e-rostering-services/e-rostering-services-nursing-workstream/allocate-me-userguides)

Allocate LOOP allows staff to view all aspects of their roster. This includes Annual Leave, enhanced hours, training days, skills, pay records & staff and requests for future shifts patterns & days off. It is accessible by App from the App store downloaded straight on to your phone or the internet on a tablet/PC.

It enables colleagues to:

* Make day off & duty requests.
* Manage annual leave entitlements to Trust policy and request leave.
* View and direct book available Bank shifts within the Trust.

The ED Reception roster is ad-hoc with shifts released 6-8 weeks in advance.

Requests can be made via the app and will be taken into consideration when the roster is being created – unfortunately requests cannot be guaranteed.

**Annual Leave**

All annual leave requests are submitted for approval via Allocate LOOP.

You are responsible for managing your own annual leave, ensuring that you adhere to the Trust protocol when booking. Please see the protocol & some FAQ’s here: [Annual Leave Management Protocol - CHFT Intranet (cht.nhs.uk)](https://intranet.cht.nhs.uk/workforce-organisational-development/human-resources/leave/annual-leave/annual-leave-management-protocol).

**Uniform Policy**

All ED Reception staff must adhere to the uniform policy – we are classed as working within a clinical area. The key points to remember are:

* Staff must **not** travel to/from work in uniform – you must change before & after shift.
* “Bare below the elbow”
  + - no watches or bracelets
    - 1 plain ring/band without stones
    - No nail varnish or acrylic/gel nails
* Hair must be tied up “off the collar”.
* No false eyelashes.
* Black, wipeable, full shoe with closed toe
* Plain stud earrings – no hoops.

The full uniform policy can be accessed [here](https://documentation.cht.nhs.uk/view-document.php?docID=129).

**Sickness Reporting**

The absence policy can be found [here](https://documentation.cht.nhs.uk/uploads/545/P-41-2012%20Attendance%20Management%20Group%20Policy%20V5.pdf).

All sickness must be reported at the earliest opportunity and in good time before your shift start.

During office hours (Monday to Friday 0900-1700) all sickness must be reported directly to line managers Nat/Tom – this must be done via telephone as per the Trust policy. Texts, WhatsApp’s, or voicemails etc. will not be accepted.

Outside of these hours or if Nat/Tom are unavailable, please contact the Nurse in Charge of the department – staff should not report sickness to colleagues working on the desk under any circumstances.

You can self-certify for 7 consecutive days – any absence longer than 7 days will require a Fit note from your GP.

You must report sickness daily during your self-certified time off until you are well enough to return to work. You should confirm you are fit to return by telephone as above.

**Electronic Staff Record (ESR)**

Your ESR is accessible online or via the app. ESR will show all your employment information including payslips and P60’s etc.

On your ESR there will be Essential Safety Training (EST) and Role Specific Training (RST) – it is your responsibility to ensure that this training is always kept up to date – above 95%. If you have any questions or need any support with this, please let Nat or Tom know.

**Other useful links:**

[Colleague Health and Wellbeing - CHFT Intranet (cht.nhs.uk)](https://intranet.cht.nhs.uk/workforce-organisational-development/colleague-wellbeing)

[New Starter Page - CHFT Intranet (cht.nhs.uk)](https://intranet.cht.nhs.uk/workforce-organisational-development/new-starter-page)

[Car parking and shuttle bus information - CHFT Intranet (cht.nhs.uk)](https://intranet.cht.nhs.uk/non-clinical-information/shuttle-bus-and-car-parking-information)

[Information Governance - THIS Staff Intranet](https://nww.this.nhs.uk/key-information/information-governance)

[Essential Safety Training - CHFT Intranet (cht.nhs.uk)](https://intranet.cht.nhs.uk/training/essential-safety-training)

[Open Learning Sessions - CHFT Intranet (cht.nhs.uk)](https://intranet.cht.nhs.uk/training/digital-health/open-learning-sessions)