



Committed to providing confidential, independent support and information for all staff

All information will be treated with the utmost confidentiality

## Contacting the chaplaincy

You can contact us in any of the following ways:

- **Telephone us** on  
(external) 01223 639121  
(internal) ext 639121
- **Leave a note** in the box outside the chapel
- **Pop into the Chaplaincy office**
- **Email us** at:  
[papworth.chaplaincy@nhs.net](mailto:papworth.chaplaincy@nhs.net)
- **We are available 24/7** via switchboard



Royal Papworth Hospital  
NHS Foundation Trust

# Chaplaincy

Staff support service



## Are you a member of staff in need of some help or support?

### Confidential listening and support

Staff members often need someone to be available to listen to them and to offer support and advice in relation to a range of work-related areas that may be troubling them (perhaps stress, difficulties with working relationships and/or bullying or harassment).

### Help and advice

In addition to other sources of support in the hospital: (managers, unions, HR), the chaplains can offer, confidential support through particularly difficult processes such as staff disciplinarys or capability procedures (whether staff members belong to a Union or not.) Royal Papworth Trust policy specifies that this support must be provided by a Trade Union representative or a colleague. The Chaplaincy Service can help those staff who are not Trade Union members although our service extends to all staff. We can provide a listening ear and a pastoral view as well as being able to refer you to other sources of support.

### Accompaniment

Members of the chaplaincy team often accompany staff members to these sorts of meetings. Although they are not experts in 'employment matters' as such, they are very

willing to be a 'third party presence' and to provide support and care for individuals having to engage with management systems and structures that may seem quite daunting. As a colleague, the chaplain is not someone who is 'outside' the system.

The Chaplaincy team is an experienced and valuable resource provided by the Trust to support staff in work related concerns. As fellow NHS staff we know many of the pressures and we are available 24/7 and will do our best to see you as soon as possible – even at very short notice.

A member of the chaplaincy team is always available to provide confidential listening and support

## The Chaplaincy team

The team is comprised of ministers, priests and volunteers from a range of traditions and in a variety of capacities full and part time, male and females, working together across the whole hospital.' All are employed by the Trust and have a wealth of life experience. They are expert in listening and offering support and advice, and several members have more specialised training in counselling and mediation. The Chaplains work across the Trust in all areas of the hospital: with staff, patients and relatives. They offer a confidential, non-judgemental service to anyone who requests it.



Whilst people often think of chaplains as 'religious' people, concentrating largely on specific 'practices' and 'rituals' (such as prayer and leading services), in reality, in an acute hospital within a secular and religious society their role is much broader than this.

In recent years their work has grown throughout the Trust, and particularly in the area of staff support, where chaplains have become increasingly involved in accompanying staff to investigatory and capability meetings, staff 'disciplinarys' and appeal meetings.

We see you as a vital part of the Trust team who deserve the right quality of support and care for all your work demands of you.