

Veteran Aware – Year One Review Report

Name of organisation	Royal Papworth Hospital NHS Foundation Trust	
Date submitted to Regional Lead	11/07/2022	
Type of organisation	Acute Specialist NHS Foundation Trust hospital	
Region	East of England	
Executive Lead – name and role	Mr Stephen Posey, Chief Executive Officer	
Name and role of Clinical Champion	Ivan Graham, Deputy Chief Nurse	Email address ivan.graham@nhs.net
Name and role of Management Champion	Richie Chapple, Principal Pharmacy Technician	Email address richard.chapple@nhs.net
Additional Champion/s E.g. Core committee, functional appointments, Trust and/or department ambassadors (Link to Charter)	Click or tap here to enter text.	

Governance arrangements

Confirm governance arrangements and reporting mechanisms for the Veteran Aware work stream in your organisation

Royal Papworth Hospital (RPH) received VCHA Accreditation on 11.10.2021. RPH is a small acute specialist provider, employing approximately 2500 staff. Up to this stage, the Veterans Aware work has reported directly into the Executive Directors meeting (they have been very supportive up to getting the VCHA Accreditation, and it is this meeting that approved the changes to annual leave for the Armed Forces family, in the new Trust Policy (mentioned later).

The new Trust Policy is scheduled to go to the Joint Staff Council (JSC) 21.07.2022 for final approval. JSC is Chaired by the Director of Workforce and Organisational Development.

What annual reporting do you have in place for the Veteran Aware work stream? For example: Board level reporting / Quality Account priorities / reporting schedule

The Veteran Aware work to date, has not been included in annual reporting. This Annual Review document is scheduled for Board of Directors 01.09.2022 (with a cover paper from the Armed Forces Champion). Further to this, an update from the Armed Forces Champion has also been added to the Board Forward Plan for September every year, which has been confirmed by the Trust Secretary Anna Jarvis (email dated 06.07.2022).

This short report is an opportunity for your organisation to provide a narrative summary of activities, achievements and challenges since your initial accreditation one year ago, and future aspirations.

Royal Papworth Hospital (RPH) received VCHA Accreditation on 11.10.2021. The work has been led by two Armed Forces Champions (who are both Armed Forces Veterans) in addition to their substantive roles (see Standard Two). Great progress has been made in the short time since our first VCHA Accreditation. There is a growing informal Armed Forces Network which started with the two members of staff (as champions) and now consists of 19 members of staff.

The table below shows the members of staff who are part of the informal network group (at the time of writing this review). This group covers the range of grades of staff across NHS Agenda for Change (for example band 2 through to band 8d are represented); and includes a variety of different professions (including medical consultant) across different teams and departments throughout the organisation.

Armed Forces Veterans	Deputy Chief Nurse
	Principal Pharmacy Technician Homecare Services
	Transplant Consultant
	Corporate Nursing Administrator
	Logistics Support
	Resuscitation Officer (Paramedic)
	Staff Nurse Day Ward
	Domestic
	Medical Education Team Administrator
	Specialist Dietician
	Specialist Nurse
	Chief Echocardiographer
	Estates Officer x 2
Theatres Clinical Lead (RN)	
Reserves	Specialised Cardiac Physiologist (Army Reserve)
Cadet Forces Adult Volunteers	Staff Nurse (Sgt, RAF Air Cadets)
Other	Assistant Director of Quality & Risk (Ex Sea Cadet Corps, NCO)
	Workforce Manager (Ex RAFVR(T), Flying Officer)

For several years we have held a Remembrance Service on 11th November at Royal Papworth Hospital. Over the last two years, this has been restricted due to COVID-19, however we were still able to do

something in November 2021. We always share via social media and it is always popular with our staff, patients and their families.



Royal Papworth Hospital NHS FT... ✓
@RoyalPapworth

#LestWeForget #RemembranceDay



12:38 · 11/11/2021 · TweetDeck



Royal Papworth Hospit... · 14/11/2021 ...

We remember them

@IvanGrahamRN and @richiechapple have served their country and now strive to support the patients of Royal Papworth, to continue to make a difference to the lives of many.

#RemembranceSunday #LestWeForget



[Richie Chapple left of the picture & Ivan Graham right]

Since our accreditation, while continuing to care for patients as a busy specialist hospital, we have written our new Trust Armed Forces Policy (discussed further below); we have continued to grow the informal internal network (as noted above); and we have continued to liaise with our external network partners (as shown within this paper). While (like across the NHS) much has been impacted by COVID-19, we do not believe it has hindered our work as an Armed Forces community and we are proud of what we have achieved. The evidence listed in the Standards below, hopefully helps to demonstrate this.

Timeline of key events

This is a timeline of key events, historically and to-date (to help set some perspective):

- 2014** – Royal Papworth Hospital (formerly Papworth Hospital) became a member of the original Community Armed Forces Covenant scheme
- 2014** – Employer Recognition Scheme Silver Award
- Apr 2017** – Employer Recognition Scheme Silver Award renewed
- April 2019** – Royal Papworth Hospital moved from its historical site in Papworth Everard, to its new location on the Cambridge Biomedical Campus
- 1 May 2019** – Royal Papworth Hospital opens to patients in the new location
- 9 Jul 2019** – HM Queen formally opens the new Royal Papworth Hospital
- Jan 2020** – Trust Armed Forces Champion (IG) and Deputy (RC) formally identified. This really helped to raise the Armed Forces ‘family’ profile across the Trust.
- Mar 2020** – COVID-19 Pandemic, hospital incident room opened (note: this only stood down 14.06.2022)
- Jan 2021** – Royal Papworth Hospital Armed Forces Champion (IG) support to OP RESCRIPT liaison (Military Aid to the Civil Authorities (MACA) process) for Cambridge Biomedical Campus
- Oct 2021** – VCHA Accreditation awarded

Apr 2022 – Re-signed the Armed Forces Covenant

Apr 2022 – Employer Recognition Scheme Silver Award renewed

Jun 2022 – new Trust Armed Forces Policy (DN857) written

Jul 2022 – VCHA Accreditation renewal application

Standard One – The organisation understands and is compliant with the Armed Forces Covenant

Royal Papworth Hospital NHS Foundation Trust was originally a member of the Community Covenant scheme (2014). The Trust re-signed and therefore re-affirmed our commitment, the Armed Forces Covenant 04.04.2022. Confirmation email was received 04.05.2022 from *Jamie Simmons | Administration Officer | Defence Relationship Management | Ministry of Defence*.

This is included in the new Trust Armed Forces Policy (DN857) as Appendix A.

Standard Two – The organisation has a clearly designated veterans Champion Dyad

Royal Papworth has two very active Armed Forces Champions: Ivan Graham, Deputy Chief Nurse – Ex Royal Air Force (Princess Marys Royal Air Force Nursing Service; and Tactical Medical Wing. Prior to regular RAF Service, Ivan was also in the Air Training Corps, Air Cadets) and Richie Chapple, Principal Pharmacy Technician – Ex Royal Army Medical Corps.

Both are very well supported by Mr Stephen Posey, Chief Executive Officer. We are also very fortunate to have the support of Professor John Wallwork CBE, Trust Chairman. Both Stephen and John have always been very supportive of the Armed Forces community, attending events and speaking to members of the community and other staff, patients and visitors.

Standard Three – The organisation support the UK Armed Forces as an employer

Variety of Armed Forces Veterans (AFVs) in Trust

As noted above, there is a variety of Armed Forces Veterans and the wider Armed Forces family working at Royal Papworth Hospital. Since we started raising the profile (IG volunteered to take on the role in Jan 2020 and RC picked up the deputy role that same month; we then went into COVID-19 Pandemic command and control phase, as of 13 March 2020), this list has grown from two, to 19. We do not yet have a formal network (it has not stopped the 'informal network' from growing); and this might be explored during 2022/23. The Trust has recently set up two new networks (women's network; and disability and difference network; in addition to its BAME network and LGBT network which are more well established). There is excellent collaboration amongst these networks, including the informal Armed Forces Network. For example, a recent event circulated through the national Armed Forces network (from the Network Diversity Engagement Team - British Army Engagement Group) in celebration of Pride month, was shared with the Trust Armed Forces Champions, which was then shared via the LGBT network internally (email dated 23.06.2022).

New Trust Policy

As noted above, this is the new DN857 Armed Forces Policy.

- This Policy covers all the wider Armed Forces community employed by Royal Papworth Hospital NHS Foundation Trust. This includes Armed Forces Veterans, Reserves, Cadet Forces Adult Volunteers and where necessary, their families.
- This Policy defines our obligations towards all employees who are members of the Reserve Forces. It also covers Reserve Forces Training & Mobilisation.
- This Policy is applicable to staff who are employed by Royal Papworth Hospital NHS Foundation Trust. However, it is also recognised that there will be patients; their families and friends; and colleagues who work for partner agencies (for example OCS and Skanska [our PFI Estates Partner]) who will also be part of the wider Armed Forces Family. While this Policy does not cover these groups of staff, it will help with understanding the definitions and signposting for further information.

Previously, staff who were Armed Forces Reserves were covered under the Trust DN065 Special Leave Procedure, however there was no mention to the wider Armed Forces family. The new DN857, also changes the additional leave entitlement for Royal Papworth staff who are Armed Forces Reserves from 5 days to 10 days, and for staff who are Cadet Forces Adult Volunteers (CFAVs), entitles them to an additional 5 days annual leave.

As part of the Policy review, IG contacted a local Officer Commanding (OC) Air Cadets Squadron (directly messaged via Twitter) for benchmarking with regards to the 5 days for the CFAVs. The OC replied (conversation dated 05.07.2022 has been saved for reference). The conclusion was:

Sounds really supportive and very fair to both parties

13:12

Staff story example – member of staff who is a Reserve

Email to HR from a recruiting manager 03.06.2021:

Dear Recruitment Team,

Please find attached the paperwork for the successful candidate from last week's interview for a band 6 role Specialised Cardiac Physiologist [REDACTED]. [REDACTED] has now considered his options carefully and has decided to accept the provisional offer.

[REDACTED] is a reservist in the army (D company 4th Battalion), and has enquired as to how we will be able to support this, and I said I would enquire from our Trust what the exact policy is. He asked if we were members of the "government scheme for support for institutions employing reservists" – he said this usually involved a period of protected leave (about a week) that is paid for by the government to support army training and practice. Most training is at weekends and evenings, and very little annually to affect the work in the post, and we are very keen to support [REDACTED] as it was clear that he had developed strong leadership and organisational skills from his experiences with the army.

I would be most grateful if you could let me know what the rules are on this issue at this Trust, and we can let [REDACTED] know.

Many thanks for your help with this process.

Kind regards,

[REDACTED]

[REDACTED] **Lead Cardiac Physiologist Electrophysiology & ECG**
Cardiac Physiology Dept Line: 01223 638058

HR manager reply 07.06.2022:

Hi [redacted].
From our special leave procedure DNO65.
I think we would want to support a bit more sympathetically than this wording suggests though.
However it does say a week's paid leave and potentially a flexible working agreement to take into account training nights. [redacted] [recruiting manager] is very supportive though and we know in advance so that will help making this a success.
I've copied in Ivan [Trust Armed Forces Champion] for information as we do need to look at how we support applications from ex-armed forces and reservist personnel.
Kind regards
[redacted]

Time off for training with the Reserve (e.g. Territorial Army (TA)) and Cadet Forces will only be granted for essential training purposes, therefore, circumstances around the request for the time off must be explored in the first instance. A maximum of the equivalent of one week, paid, per year may be granted. Any additional time off requested and granted will be made up with annual leave or unpaid leave.

[redacted] Head of Employee Relations

Armed Forces Champion (IG) reply 10.06.2021:

Thank you [redacted] and [redacted].

I am very supportive of this. The "government scheme" that [redacted] refers to is the national Veteran Aware Scheme (which we are in the process of building our portfolio for) and the Employer Recognition Scheme. I plan to look at our policies in relation to this.

There is also a section now on ESR ([redacted] as per previous emails) where we can record if we are part of the Armed Forces family, so we have an opportunity for ongoing monitoring.

Thank you for copying me into the email and discussion.

Regards
Ivan

Following this, the member of staff accepted the job offer. Afterwards, IG learned that without this support, the member of staff was unlikely to accept the offer. This was even more important as this is a difficult to recruit into profession. The Policy has been updated (as discussed in this review) and steps have been made to explore the new ESR option (as discussed later).

Employer Recognition Scheme Silver accreditation

Royal Papworth Hospital has had Silver accreditation status since 2014 in the Employer Recognition Scheme. A renewal was submitted in April 2022. Confirmation email of renewal application was received 08.04.2022.

Step Into Health

IG has been liaising with the Step into Health team (Voirrey Walsh and Lydean Collins). The data sharing agreement; and Step into Health Pledge, were both signed and submitted 07.07.2022. A named workforce contact and named clinical contact have been provided. See Appendix 1.

ESR

IG started liaising with our Head of Workforce Information (Adam Radwell) in June about the Armed Forces 'role' in ESR for NHS staff. The email trail can be seen at Appendix 2. This work will be progressed later this year and has been added to the Next Steps plan.

We recruit via NHS Jobs so the question of are you part of the Armed Forces Family is already asked as part of that process.

Standard Four – Staff in the organisation are trained and educated in the needs of veterans

There is no specific training or education delivered to Trust staff. At this stage, it has not been necessary. The two staff who are leading the Armed Forces work are both Armed Forces Veterans personally, one (IG) also an ex RAF Cadet (Air Training Corps) of nine years, before joining the RAF (as also noted in Standard Two above). Both are very active in informally educating staff regards the Armed Forces community, but also in raising awareness of Veterans.

The role of Armed Forces Champion

Royal Papworth staff are aware of how to contact the Armed Forces Champions via Twitter, email, through our intranet page, telephone and in person (both are very visible and accessible across the organisation).

The role of Champion is clearly written on email footers:

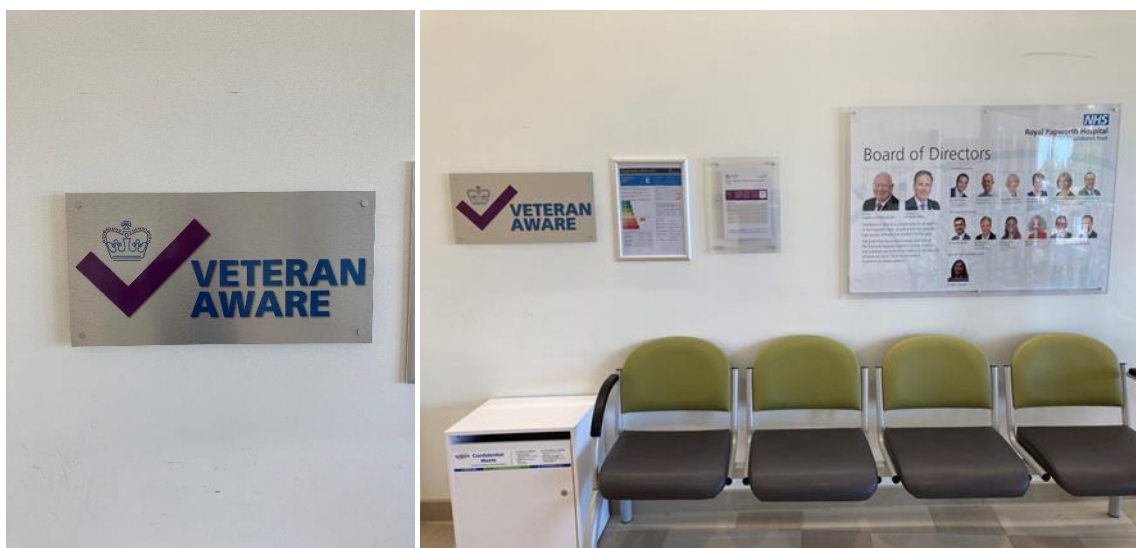
Ivan Graham RN DipHE BA(Hons) MSc
Deputy Chief Nurse
Trust Armed Forces Champion
 Pronouns: he/him
 Direct Line: 01223 638855
 Email: ivan.graham@nhs.net
 Executive Assistant: teresa.stephens1@nhs.net | Direct Line 01223 639778
Royal Papworth Hospital NHS Foundation Trust
 Papworth Road | Cambridge Biomedical Campus | Cambridge | CB2 0AY | 01223 638000

Richard Chapple MPharmT
Principal Pharmacy Technician Homecare Services
Trust Armed Forces Champion (Deputy)
 Pharmacy Department
 Pronouns: He/Him
 Homecare Office Number : 01223 638540
 Direct Line: 01223 638623 Working Days Mon - Thurs
 Team E-mail: phn-tr.pharmacyhomecare@nhs.net
Royal Papworth Hospital NHS Foundation Trust
 Papworth Road | Cambridge Biomedical Campus | Cambridge | CB2 0AY | 01223 638000

This has had a very positive effect in raising the profile and has helped in developing the network.

Veteran Aware

Our Veteran Aware Hospital sign is in place at the in the front entrance which has been excellent at raising the profile of our work.



Flag pole

We have a flag pole at the front of Royal Papworth Hospital which we use. Recent examples for our Armed Forces work are: Remembrance November 2021 (included above) and Armed Forces Week June 2022, which was also shared on Twitter:



Ivan Graham
@IvanGrahamRN

As Armed Forces Veterans ourselves @ChappleRichie, Philip, John and I are proud to work for @RoyalPapworth supporting #ArmedForcesWeek @NHSVeteranAware @NHSEArmedForces @ArmedForcesDay



10:27 · 22/06/2022 · Twitter for iPhone



New Trust Policy

As noted in the introduction and in Standard Three above, we have written a new Trust Armed Forces Policy (DN857). This Policy is being presented by IG 21.07.2022 to the Joint Staff Council (JSC) and already been approved by the Executive Directors. This policy signposts staff and explains terminology and will be openly available on the staff intranet pages once it has been through JSC next week.

Standard Five – The organisation has established links to appropriate nearby veterans services

Poppy Appeal

We have a positive and established relationship with local Royal British Legion Poppy Appeal Organiser Lt Col (Ret'd) Edmund Brookes TD and we received a letter of thanks dated 24.11.2021 (Appendix 3) for our support again to the annual Poppy Appeal.

COVID-19 Pandemic response OP RESCRIPT

(While this example is earlier than our initial VCHA accreditation, we have included it as an example of military partnership during a national emergency).

During the COVID-19 Pandemic, the Cambridge Biomedical Campus was one of the national hubs selected for the surge of COVID-19 patients. At Royal Papworth we took additional extremely sick patients into our Critical Care service, including our ECMO (Extracorporeal membrane oxygenation) service; as well as additional patients from the region into a new Acute Respiratory Care Unit. As such, Cambridgeshire and Peterborough CCG applied for additional support through the Military Aid to the Civil Authorities (MACA) process, and Armed Forces staff were allocated to Addenbrookes Hospital (the neighbouring hospital to Royal Papworth), as part of OP RESCRIPT (we decided that the military deployment would be better placed if they were allocated to one Trust, rather than spread over two). Due to the complexities of the OP and the extreme clinical regional and national position, IG (Royal Papworth Armed Forces Champion) was asked by the Regional Medical Director, Dr Melanie Iles, to be the link person, between the Armed Forces liaison team and the Cambridge Biomedical Campus. One piece of feedback from Dr Iles (email dated 14.04.2021): *“Ivan I am cc’ing you as I feel your support early on to help identify what was possible was really helpful.”*

Military leadership day 2022

In May 2022, Royal Papworth Hospital were offered two places by Kristina Carrington, Regional Employer Engagement Director, to a Military Leadership Day on Tuesday 12th July 2022 taking place at West Tofts Camp, Thetford, Norfolk. IG wrote out to department leaders and managers for expressions of interest. There were several staff who declared an interest and names were pulled out of a draw to chose the two fortunate members of staff: Staff Nurse from Cardiology; and Senior Pharmacy Technician from the Pharmacy Team.

Local USAF link

From 2019, we have established links with the United States Air Force at RAF Lakenheath. Prior to the COVID-19 Pandemic, Honorary Trust no cost contracts were explored in order for USAF clinical personnel to undertake clinical placements at Royal Papworth Hospital. This had to be paused during COVID-19. IG has written to our USAF contact: Morgan Shaff, MSN, RN – Outreach Director, Clinical Currency Program, 48th Medical Group, RAF Lakenheath (29.06.2022) to regain contact.

Liaison for placement at Stanford Hall

During Feb 2021, one of our Specialist Physiotherapists expressed an interest in spending some time observing at the Defence Medical Rehabilitation Centre (DMRC), Stanford Hall. Trust Armed Forces Champion IG made contact via an ex PMRAFNS colleague for a contact to liaise with to see if this were possible. While hampered by the COVID-19 restrictions, the Lt Col did reply and contact details were passed on to the Specialist Physiotherapist. *(w/c 27.06.2022, the Specialist Physiotherapist has confirmed with IG that they still intend to follow up on this contact. For date context, COVID-19 restrictions were only just starting to be lifted across healthcare facilities June 2022, and some are still heavily restricted).*

Email dated 17.02.2021:

Hi Ivan,

Thank you for your email and sorry for my delayed response.

As you can imagine, DMRC is not taking visitors at the moment due to Covid. When we do return to facilitating visits it would be a great idea to host a visit from your Specialist Physiotherapists.

Please feel free to pass on my details but it would be good to know any specific area of interest so I can pass to the correct clinician here.

Great to see you're championing the Armed Forces at your Trust, good work.

Regards,

██████████

Lt Col ██████████ | PLA Physiotherapy | Defence Medical Rehabilitation Centre | Stanford Hall | Stanford on Soar, Loughborough | LE12 5QW
Mil Tel: 95238 4300 | Civ Tel: 01509 251500 x4300 | Email: ██████████@mod.gov.uk



'Working together to deliver excellence in rehabilitation'

Professional Doctorate and Veterans and Families Institute (VFI), Anglia Ruskin University

The Trust Armed Forces Champion (IG) is undertaking a Professional Doctorate and is therefore the principal investigator looking at Armed Forces Veterans working in the NHS (it is an Immersive Narrative Inquiry research study). IG is in the third year (this is a part time Doctorate, while working full time) and the Doctorate is with Cambridge Anglia Ruskin University. As such, IG is part of their Veterans and Families Institute (VFI) <https://aru.ac.uk/veterans-and-families-institute>

Standard Six – The organisation identifies veterans to ensure they receive appropriate care

Patient story – Phill

As featured in the original VCHA application 2021:

14 February 2020: Phill is a current inpatient on critical care. He is connected to a BiVAD which is keeping his heart pumping while he waits for a potential life-saving heart transplant. Phill served with 29 Commando Regiment, Royal Artillery, for 12 years until June 2018. On Thursday, around a dozen of the regiment travelled up from Plymouth to visit him. They presented him with a military beret, a framed army dagger and Commando Poem, and showed him video messages from other members of the regiment who couldn't be there.

The reunion would not have been possible without the care and compassion shown by the multidisciplinary team on critical care for helping Phil to be moved down to the atrium from critical care. Phill's wife, Roxy, shared her appreciation for the work of the team on Facebook: "I really cannot put into words how grateful me and my husband are for all that the team have done, not just today, but throughout our stay here in critical care. The fact that even with how busy you all are, time was made, and there was no rush. Having Phill's Commando brothers visit has boosted his morale ten fold. He hasn't stopped smiling all day."



This update was posted on Twitter in August 2021:



Royal Papworth Ho... · 14/08/2021

This is Phill. He's gone from being critically ill in our hospital while waiting five months for a heart transplant 18 months ago to organising a football match last w/end, raising £1,130 for [@papworthcharity](#).

The power of [#OrganDonation](#).

How it started: How it's going:



3 26 173 ↑

Standard Seven – The organisation will refer veterans to other services as appropriate

Patient example

Royal Papworth Hospital Safeguarding Lead contacted IG for advice earlier in the year regards a patient who was an Armed Forces Veteran who had no family or friend support and the patient was due to be discharged home. IG gave advice about Armed Forces signposting. The Lead Social Worker and Safeguarding Lead said: This was a patient who had been in the Army and it turned out was already known to SSAFA, so we linked up to ensure a safe discharge and to explore the options and what was best for him.

Following this patient story, the Occupational Therapy Team were also in touch about equipment for home for another veteran.

PALS (Patient Advice and Liaison Service) team

As part of this review, I spoke to one of our PALS officers (CJ; 29.06.2022) to ask what they would do if they had an enquiry from a member of the Armed Forces 'family'. CJ answered that they do not get enquiries from Armed Forces Veterans or others (as they would log this on their enquiry form), however if they did, she would signpost having undertaken an internet search for the appropriate service as required; if required liaise with our in-hospital Social Work Team who are based in the office next door; and/or they would make contact with one of the Armed Forces Champions to offer further advice or assistance.

Veteran Aware QR code poster

This has been shared with PALS and the Social Work and Discharge teams during July 2022.

VETERAN AWARE

An aid for the support and effective discharge of patients who are members of the Armed Forces community.

OpCOURAGE Mental Health	Royal British Legion Support & Advice	SSAFA Support & Advice
Little Troopers Military Children Support	Blind Vets UK Sight Loss Support	BLESMA The Limbless Veterans Charity
Defence Medical Welfare Service Healthcare Support	Veterans Welfare Service WDP/AFCS Advice & Support	Veterans Trauma Network Service-Attributable Physical Injuries

Hover your smartphone camera directly over the QR code to be taken directly to the website

Patients Administration System

When patients are booking in/accessing our services, they are not currently asked the question (are they part of the Armed Forces family)? The digital records system in use at Royal Papworth is called Lorenzo. We have explored the options that are available within Lorenzo.

This is a screen shot for a test patient:

The Digital team are also reviewing to see if is possible to indicate currently serving personnel as well. We have added this a follow up to our next steps (which are summarised later).

Standard Eight – The organisation raises awareness of veterans

In addition to and as noted in the examples above, the Trust uses social media to help raise the awareness and profile of the Armed Forces community.

Trust internal publications

Royal Papworth uses its internal communication channels to continuously help raise awareness of the Armed Forces and Veterans.

Some examples are:

Support for veterans

updated: 25 August 2021

Recent events in Afghanistan have put a spotlight on the Armed Forces and Veterans community

We have veterans who work for us here at Royal Papworth but we will also treat people who used to serve in the Armed Forces.

There is specific mental health and wellbeing support available for veterans through Op Courage, so it's important that we know where to signpost veterans for support. Op Courage <http://www.nhs.uk/opcourage> can be accessed in the East of England by calling 0300 323 0137 or emailing mevs.mhm@nhs.net

The Royal British Legion (0808 802 8080) is also available seven days-a-week and also from Veterans Gateway (0808 802 1212) which is available 24/7.

[back to home page](#)

23.06.2022 NewsBites 23.06.2022 had a feature on Armed Forces Day, which also included a link to contact the Armed Forces Champions.

Armed Forces Day

Saturday (25 June)



In anticipation of the celebratory and supportive [Armed Forces Day](#) on Saturday (25 June), Armed Forces veterans [Ivan Graham](#), Deputy Chief Nurse and [Richie Chapple](#) from the pharmacy team have proudly showcased and flown the Armed Forces Flag at the hospital - showing support for the Forces, troops and their families.

If you are a member or veteran of the Armed Forces, or have a family member who is, get in touch with [Ivan](#) or [Richie](#) to grow our Royal Papworth Armed Forces network.

Invictus Games Gold Medal

Royal Papworth has supported the Armed Forces community for many years. As an example of this, in our main atrium, we have an Invictus Games Gold Medal that was donated to Royal Papworth Hospital in 2016 after we cared for an Invictus Games participant (Sgt Marks) who was transferred to us for life saving treatment.

Invictus Games gold medal



HRH Prince Harry invited members of the Royal Papworth Hospital Critical Care team to Kensington Palace in 2016 where he presented Royal Papworth Hospital with the Invictus Games gold medal won by US athlete Sgt Elizabeth Marks.

Sgt Marks is one of many patients whose life has been saved by our highly specialised team in Critical Care, having been supported by an advanced medical system called extracorporeal membrane oxygenation (ECMO).



Following her recovery, Sgt Marks competed in the 2016 Invictus Games, where she won four gold medals, one of which she dedicated to the team from Royal Papworth Hospital. She asked Prince Harry to deliver the medal as a mark of her gratitude and in recognition of the care she received from our Critical Care team.



Sgt Marks' gift is a testament to the work of the Critical Care team. Following on from this wonderful donation, we're appealing for your support to help us continue delivering the highest standards of cardiothoracic care for each and every one of our patients.

By supporting Papworth Hospital Charity you will ensure that pioneering medicine and innovative surgical advances at Royal Papworth Hospital not only transform the lives of hundreds of thousands of patients, but also help shape the treatments of tomorrow.



Royal
Papworth
Charity

Royal Papworth Hospital
NHS Foundation Trust

To donate please visit the
Papworth Hospital Charity website.

Registered Charity Number: 1049224

In September 2021, this update was featured on Twitter, following Sgt Marks' success at the Tokyo 2020 Olympics (which took place in 2021 due to COVID-19):



Royal Papworth Ho... · 03/09/2021

Congratulations @SGTMarks - a gold medal and a world record in the women's 100m backstroke S6 final at @Tokyo2020



We are still very grateful for the Invictus Games gold medal you donated to us in 2016 after being treated on ECMO here at Royal Papworth Hospital.

#Paralympics



Trust Lead Governor is an Armed Forces Veteran

Our Trust Lead Governor (featured in the original VCHA application 2021) remains our Lead Governor. This is the extract from the public website <https://royalpapworth.nhs.uk/our-hospital/how-we-are-run/our-council-governors>

Dr Richard Hodder - Lead Governor



Richard's medical career included time in hospitals, the RAF, research and general practice. Since retiring he has maintained an active interest in health issues as well as voluntary work at Royal Papworth Hospital and Addenbrooke's. In late 2012 he underwent a successful pulmonary endarterectomy at Papworth. As a Governor his main interest is in the quality of care and patient safety/dignity.

Staff member email

Email from a member of Trust staff who is an Armed Forces Veteran (dated 21.10.2021). It refers to our previous years Remembrance Service and is written to IG and RC (Trust Armed Forces Champions):

From: [REDACTED] (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <[REDACTED]@nhs.net>
Sent: 21 October 2021 07:37
To: GRAHAM, Ivan (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <ivan.graham@nhs.net>
Cc: CHAPPLE, Richard (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <richard.chapple@nhs.net>
Subject: RE: Remembrance 2021

Good morning both

Last years' service was wonderful, I would love to attend again. I am replying because my amazing husband has joined the Trust (pending induction 1st Nov) and he is ex-service too. As soon as he has an NHS email I will forward on to you so he can be included. I hope this is ok?

Best wishes and thank you for all that you do

[REDACTED]
[REDACTED] | Resuscitation Officer
Clinical Education

Support from Trust Estates

For Remembrance 2021, the Trust Estates Team also purchased some “Tommy’s” without being asked to do so by the Armed Forces Champions.

“[Estates staff member] has purchased some of the “Tommy’s” as you will have seen around the villages in the past we have purchased these from the Royal British Legion Industry and will have these at the South Entrance to the hospital during the same time” (email 21.10.2021, Director of Estates and Facilities)



Summary

As this Year One Review Form shows, it has been a busy year since our initial VCHA Accreditation on 11.10.2021. Several examples have been included across the eight Standards to provide a variety of evidence for things that have been achieved during the reporting year. The Next Steps section below shows where plans have been put in place for the two imminent changes within the Champions Dyad; and lists the next items of work to continue growing our Veterans Aware and Armed Forces family work across Royal Papworth Hospital.

Next steps

1. The Trust Armed Forces Champion (IG) is leaving Royal Papworth Hospital (last working day 22.07.2022) and returning to North West Anglia NHS Foundation Trust (NWAFT). The doctorate research that IG is undertaking will be continued (with NWAFT as the base site, pending the necessary update to Trust and University ethics application for transfer of site); IG will support the VCHA work at NWAFT and has networked with the Armed Forces Champions at NWAFT; and this VCHA one year review document has formed part of a structured handover for IG to RC at Royal Papworth in order for this work to continue. IG and RC will continue to liaise together as Champions which will also support the wider network.
2. The current executive lead Stephen Posey (CEO) is leaving the Trust in August 2022. At the time of writing this report, a replacement CEO has not been appointed. In the meantime, the Director of Workforce and Organisational Development, Oonagh Monkhouse, has offered to be the named Executive Director supporting our Armed Forces work.
3. Annual reporting to Trust Board. This Annual Review document is scheduled for Board of Directors 01.09.2022 (which is the next available Board), with a cover paper from the Armed Forces Champion. Further to this, an update from the Armed Forces Champion has also been added to the Board Forward Plan for September every year, so there will be an annual update annually to the Trust Board.
4. We do not have a formal Armed Forces Network. Up to this time it has not been necessary, nor stopped the work of the 'informal network' progressing. The Trust already has a number of successful staff networks (as noted in Standard Three above), and therefore it might be explored during 2022/23, formalising a Trust Armed Forces Network. This will be explored further through the Armed Forces Champion and informal network colleagues.
5. Step into Health: the Pledge and data sharing agreement were submitted 07.07.2022, therefore follow up on this work as discussed in Standard Three (above).
6. ESR: follow up on this work as discussed in Standard Three (above).
7. Patients Administration System: follow up on this work as discussed in Standard Seven (above).

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Royal Papworth Hospital NHS Foundation Trust

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Upon completion of this form, please return it along with any supporting evidence to your Regional Lead

Internal Purposes Only – to be completed by Regional Lead

Date year one review form received from Trust: Click or tap to enter a date.

Date submission sent to steering group: Click or tap to enter a date.

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Key points of this document

- This Policy covers all the wider Armed Forces community employed by Royal Papworth Hospital NHS Foundation Trust. This includes Armed Forces Veterans, Reserves, Cadet Forces Adult Volunteers and where necessary, their families.
- Royal Papworth Hospital NHS Foundation Trust (RPH) employs staff who are members of the Reserve or Cadet Forces and recognise the valuable contribution that reservists and Cadet Force Adult Volunteers make to the Armed Forces and their civilian workplace.
- This Policy defines our obligations towards all employees who are members of the Reserve Forces. It also covers Reserve Forces Training & Mobilisation.
- This Policy is applicable to staff who are employed by Royal Papworth Hospital NHS Foundation Trust. However, it is also recognised that there will be patients; their families and friends; and colleagues who work for partner agencies (for example OCS and Skanska) who will also be part of the wider Armed Forces Family. While this Policy does not cover these groups of staff, it will help with understanding the definitions and signposting for further information.

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1. Introduction

- 1.1 NHS findings showed that 100 per cent of respondents would recommend employing members of the Armed Forces community. This demonstrates the extensive benefits of the Armed Forces workforce, such as long retention rates, positive working behaviour and the effect of additional skills from military service (NHS Employers, 2018).
- 1.2 Overall, the data shows that employing Armed Forces members in NHS organisations should be encouraged. It is recommended that not only should employers actively recruit members of the Armed Forces community, but must also be able to provide a supportive environment for current serving [Reserves] personnel and also for individuals transitioning into a civilian career (NHS Employers, 2018).

2. Purpose

- 2.1 The Royal Papworth Hospital NHS Foundation Trust (RPH) Armed Forces Policy is designed to be the 'go to' Policy for all Trust Armed Forces Policy matters for Trust employees.

3. Scope

- 3.1 This Policy covers all staff employed by RPH who are members of the Armed Forces community. This includes Armed Forces Veterans, Reserves, Cadet Forces Adult Volunteers and where necessary, their families. This Policy also covers Reserve Forces Training & Mobilisation.
- 3.2 This Policy is applicable to staff who are employed by RPH. However, our patients; their families and friends; and colleagues who work for partner agencies (for example OCS and Skanska) might also be part of the wider Armed Forces community. This Policy will help with understanding some of the definitions and where necessary, signpost to other advice or sources.

4. Definitions

- 4.1 **Armed Forces Covenant:** The Armed Forces Covenant, which was enshrined in law in the Armed Forces Act (2011), has at its core the principles that Service Personnel, Veterans, and their families are not disadvantaged by their Service and that special provision is made for those who have sacrificed the most, including the injured and the bereaved. The Covenant has led to a greater awareness across the public sector and society more broadly of the disadvantages created by systems designed for civilian life and the need for special consideration in some cases to the Armed Forces community of Serving Personnel, Veterans, and their families (HM Government, 2018, pp.8-9).

RPH re-signed the Armed Forces Covenant in April 2022. A copy of which is included as Appendix 1.

- 4.2 **Armed Forces Veteran:** HM Government defines a Veteran as anyone who has served for at least one day in Her Majesty's Armed Forces (Regular or Reserve), or Merchant Mariners who have seen duty on legally defined military operations. Under the definition, Veterans have already left the Armed Forces. The responsibility of the Ministry of Defence for Veterans is mostly delivered by its Veterans UK agency, and covers military or war pensions, compensation for injury suffered, welfare support, medals and transition [from military to civilian] support. If Veterans need public sector services, these are provided by civilian public-

sector service providers such as the NHS. Cadets and adult cadet officers [who have not served in the Regular or Reserve Armed Forces] are not eligible for recognition as Veterans (this is because the level of commitment is different to those who have served in the Armed Forces). The strength of the current UK definition is its inclusiveness – everyone who has shown willing to serve in the Armed Forces and made it through the rigorous selection processes (though not necessarily the subsequent training) is a Veteran once they leave. Veterans' needs and perspectives will differ depending on their length of service and their experiences. Most Veterans have served much longer than one day. It is also important to note that not all issues [for Veterans where this is applicable] experienced by Veterans may be as a result of their time in the Armed Forces (HM Government, 2018, p.8).

- 4.3 **Cadet:** A young trainee who receives military training through a voluntary youth organisation (for example: Sea Cadets, Army Cadets, Air Cadets, Combined Cadet Force), typically of school age (NHS Employers, 2020a). The term “Cadet” is also used in Armed Forces training units for those adults under training for example “Officer Cadet”.
- 4.4 **Cadet Leaders / Cadet Force Adult Volunteers (CFAV):** Someone who volunteers their time to help with the training of Cadets (NHS Employers, 2020a).
- 4.5 **Demobilisation:** The term for when reservists that are currently mobilised; are given the order to stand down from their military deployment (NHS Employers, 2020a).
- 4.6 **Dependant:** Someone whose parent or guardian is serving or has served in the Regular or Reserve Forces (NHS Employers, 2020a).
- 4.7 **Deployed / Deployment:** When a member of the Armed Forces is called up to action in readiness for military duties (NHS Employers, 2020a).
- 4.8 **Employer Recognition Scheme (ERS):** The ERS awards are run in partnership with the MoD and are a way for organisations to show their public commitment to supporting staff, patients and potential employees that are part of the Armed Forces community (NHS Employers, 2020a).
- 4.9 **Ministry of Defence (MoD):** The department that is responsible for implementing the defence policy set by Her Majesty's Government. It is the headquarters of the British Armed Forces (NHS Employers, 2020a).
- 4.10 **Mobilisation:** The process of calling reservists into full-time service. Mobilisation normally lasts between 3 and 12 months, depending on role and specialism. Subject to the severity of the crisis, there would normally be a minimum of 28 days' notice of the date that a reservist will be required to report for mobilisation, although there is no statutory requirement for a warning period prior to mobilisation (NHS Employers, 2020a).
- 4.11 **Reservist:** See Appendix 3, Section 3 below.
- 4.12 **Service Leavers:** Serving Personnel who are planning to leave, who are still under the direct responsibility of the Ministry of Defence (HM Government, 2018, p.8).

5. Duties and responsibilities

5.1 Employees:

Trust staff who are part of the Armed Forces community, should notify their line manager so that the line manager is aware of the employees position. Trust staff should also indicate their Armed Forces status on ESR (*at the time of writing this Policy (July 2022), it is intended for this to be introduced at RPH later in the 2022 year and more information can be obtained from the Trust Armed Forces Champion*). This will enable the employee to be supported in accordance with this Policy.

All staff at RPH should be aware that as an organisation, we have signed up to the Armed Forces Covenant (Appendix 1) which says: “*We, [Royal Papworth Hospital NHS Foundation Trust], commit to honour the Armed Forces Covenant and support the Armed Forces Community. We recognise the value Serving Personnel, both Regular and Reservists, Veterans and military families contribute to our business and our country.*”

5.2 Chief Executive and Executive Directors (EDs):

The Chief Executive is the signatory on behalf of the Trust on the Armed Forces Covenant (Appendix 1). EDs have executive responsibility for; and are accountable to the Trust Board for compliance with this Policy.

5.3 Line managers:

Line managers have a responsibility to support their employees in accordance with this Policy. Line managers also have a responsibility to RPH in considering the needs of the Trust and service delivery for patients, when making decisions in partnership with the employee and the Armed Forces community, in respect of this Policy.

5.4 Trust Armed Forces Champion (and Deputy):

See Appendix 2. Direct contact can be made by emailing: richard.chapple@nhs.net and add into the email title ‘Armed Forces enquiry’, or via switchboard.

At the time of writing this Policy, Trust Communications are exploring the option of adding a search option into the new Trust Intranet for “Armed Forces Champion” and this remains in the design phase.

6. Legal framework (NHS Employers, 2020b)

- 6.1 RPH pledges support towards members of, or those wishing to join the Reserve Forces or Cadet Forces and acknowledges the training undertaken by these staff that enables them to develop the skills that benefit both the individual, our patients and RPH.
- 6.2 This Policy defines the obligations towards members of the Reserve or Cadet Forces and states that the organisation will not disadvantage any reservist or CFAV who has notified of their status or who are made aware directly by the MoD through reserve status notification.
- 6.3 An employer’s relationship with a reservist member of staff should be like that of any other employee. However, there are areas where a reservist’s status may affect the operations of the organisation. Legislation exists to define the rights and liabilities that apply to both parties.
- 6.4 There are two main pieces of legislation relating to employers and the Volunteer Reserve Forces:

- 6.4.1 The Reserve Forces Act 1996 (RFA 96) which provides the powers under which reservists can be mobilised for full-time service.
- 6.4.2 The Reserve Forces (Safeguard of Employment) Act 1985 (SOE 85) which provides protection of employment for those liable to be mobilised and reinstatement for those returning from mobilised service. Further details about Reserve Forces Training & Mobilisation are provided in Appendix 3.
- 6.5 Reservists are required to inform their employer that they are a member of the Reserve Forces, allowing the organisation to provide the relevant support. The organisation also recognises the additional skills that being a reservist brings to the civilian workplace and therefore useful to understand where these particular skill sets are within the workforce.
- 6.6 The MoD provides an employer notification each year in the form of a written confirmation that the employee is a reservist. The letter will also provide detail of mobilisation obligations, rights as an employer and employee, details of financial assistance available upon mobilisation and where possible, details of any annual training commitments. A follow up letter will be sent each year confirming these details, it is the reservist's responsibility to ensure that the employer details are correct.

7. Special Leave

- 7.1 For purposes of leave, this Policy works in partnership with the Trust Special Leave Procedure (DN065). The request for leave, the decision, the length of time and whether the leave is paid or unpaid should be documented using the Special Leave Application form (a copy of this form, adapted for the Armed Forces community, is included in Appendix 4 of this Policy).
- 7.1.1 The following categories are included:
- Armed Forces Reserve
 - Cadet Forces Adult Volunteer
 - Armed Forces Veteran
 - Family member of Armed Forces Veteran/Reserve/Cadet Forces
- 7.2 It is the responsibility of the line manager, in consultation with Workforce, to ensure that the exact nature and details of the time required is obtained where possible.
- 7.3 For ALL leave or time off considerations, prior to accepting duties, staff should discuss the situation with their line manager and an agreement reached as to whether RPH can accommodate the time off expected. An official letter or form of documentation from the appropriate Service must be produced if requested upon application of this leave to confirm the leave is warranted.
- 7.4 Time off for essential training with the Reserves and Cadet Forces (where staff are CFAVs) will be granted for essential training purposes unless this is deemed to place the Trust in an unsafe position. If this was to be the case, this will be discussed with the staff member and their line manager and if possible, alternative dates considered.
- 7.5 **For Reservists:** RPH is committed to granting additional paid leave of two weeks (10 days) per year to **Reservists** specifically to enable them to attend their annual camp. Appendix 3 (Reserve Forces Training & Mobilisation) provides further detail.

- 7.6 **For CFAVs:** a maximum of the equivalent of one week (5 days), paid, per year may be granted. Any additional time off requested and granted will be made up with annual leave or unpaid leave.
- 7.6.1 Where possible and practicable, RPH will allow flexibility for employees who are CFAVs to fit their working hours in with their volunteering. This may not always be possible and should be discussed in the first instance with the line manager.

- 7.7 **For Armed Forces Veterans and / or Family members of Armed Forces Veterans/Reserves/Cadet Forces,** there is no agreed additional paid leave duration granted automatically through this Policy. However, consideration will be given where appropriate in accordance with the Trust Special Leave Procedure, Trust Values, and in the spirit of the Armed Forces Covenant (Appendix 1).

For example, there may be a compassionate consideration for a funeral service of a member of the Armed Forces community who is not an immediate relative; or a particular parade, ceremony, or event that is of importance to the employee, as part of the Armed Forces community. This may not always be possible and should be discussed in the first instance with the line manager. All staff can also approach the Trust Armed Forces Champion (or deputy) for advice.

- 7.8 For all RPH staff covered by this Policy (as referred in Section 3 – Scope), time off will also be considered for other circumstances where the training or duty is non-essential. Staff should discuss with their line manager in the first instance and complete the form at Appendix 4.

8. Defence Employer Recognition Scheme

- 8.1 The Defence Employer Recognition Scheme (ERS) encourages employers to support defence and inspire others to do the same. The scheme encompasses bronze, silver and gold awards for employer organisations that pledge, demonstrate or advocate support to defence and the armed forces community, and align their values with the Armed Forces Covenant (MoD, 2022).
- 8.2 The ERS is designed primarily to recognise private sector support although public sector organisations such as the emergency services, local authorities, NHS trusts and executive agencies are also eligible to be recognised (MoD, 2022).
- 8.3 At the time of writing this Policy, RPH has Silver status, with an intention to progress towards Gold status. RPH re-validated Silver status in April 2022. More information can be found at: <https://www.gov.uk/government/publications/defence-employer-recognition-scheme/defence-employer-recognition-scheme>

9. Veterans Covenant Healthcare Alliance

- 9.1 RPH was first awarded accreditation for the Veterans Covenant Healthcare Alliance (VCHA) on 11 October 2021. This includes permission to use and display the Veteran Aware accreditation mark:



- 9.2 The VCHA is a group of NHS providers – including acute, mental health, community, and ambulance Trusts, who have agreed to be exemplars of the best care for, and support to, the armed forces community (be they Regular, Reserves, Veterans, spouses or dependants).
- 9.3 The VCHA is hosted by the Royal National Orthopaedic Hospital and is partnered with NHS England and Improvement's Armed Forces Commissioning. There is more information about the VCHA on the website: <https://veteranaware.nhs.uk/>

10. Step into Health

- 10.1 Step into Health (NHS Employers, 2022) works to support the Armed Forces community to access the career opportunities available in the NHS. More information can be found at: <https://www.militarystepintohealth.nhs.uk/>
- 10.2 RPH was first awarded accreditation for the Veterans Covenant Healthcare Alliance (VCHA) on 15 July 2022, after the Step into Health Pledge (Appendix 5) was signed and submitted on 7 July 2022. This also grants RPH permission to use the Step into Health logo:



- 10.3 **How it works:** Step into Health is made up of NHS organisations which have pledged their support to the programme. Through Step into Health, members of the Armed Forces community can connect to NHS organisations to set up training opportunities, clinical and general work placements, insight days and receive application support. The programme provides opportunities for a pathway into a career in the NHS. Once the member of the Armed Forces community registers themselves on the Step into Health system, they are then able to get in touch with the Step into Health team and the identified contacts at the registered NHS Trust.
- 10.4 **Who it is for:** Step into Health is open to all service leavers, reservists, veterans, Cadet Force Adult Volunteers and the families of all of these.
- 10.5 For further information, you can speak to the Trust Armed Forces Champion.

11. Other support

11.1 There are several other organisations available designed to support the Armed Forces community. VCHA have produced a poster (Appendix 6) with QR code links for several excellent websites. It has been designed as an aid for the support and effective discharge of patients who are members of the Armed Forces community, however it is useful source for all. A copy has also been provided to the Patient Advice and Liaison Service (PALS) and the Social Work and Discharge teams.

11.2 Further sources of guidance and information can be obtained from the following:

Defence Relationship Management

<https://www.gov.uk/government/groups/defence-relationship-management>

Helpline: – 0800 389 5459. This is a free telephone helpline open during office hours where advice and guidance can be obtained on training, mobilisation and employment issues.

Royal Navy website www.royalnavy.mod.uk/the-fleet/maritime-reserves

Army website: www.army.mod.uk/join/20233.aspx

Royal Air Force website www.raf.mod.uk/rafreserves

12. Equality Statement

RPH is committed to a Policy of equal opportunities in employment. The aim of this Policy is to ensure that no job applicant or employee receives less favourable treatment because of their race, colour, nationality, ethnic or national origin, or on the grounds of their age, gender, gender reassignment, marital status, domestic circumstances, disability, HIV status, sexual orientation, religion, belief, political affiliation or trade union membership, social or employment status or is disadvantaged by conditions or requirements which are not justified by the job to be done.

13. Trust Values

All requests for special leave should be considered in line with the Trust values: Compassion, Excellence and Collaboration.

14. Monitor and Review

This Policy will be reviewed by the Trust Armed Forces Champion, in consultation with the Armed Forces community, staff side colleagues and Workforce, every three years, or earlier if required (for example a change in national best practice). Exceptionally, a request for a review of the Policy can be made at any time where it can be shown that the needs of either the Trust or its employees are not being met.

15. References

HM Government, 2018. The Strategy For Our Veterans: Valued. Contributing. Supported.

Ministry of Defence (n.d.). Reserve Forces Training & Mobilisation Policy – Example template. <https://www.gov.uk/government/publications/reservist-employers-toolkit/reservist-employer-toolkit> [Accessed 01.03.2022]

Ministry of Defence, 2016. Your guide to Employing Reservists. <https://www.gov.uk/government/publications/your-guide-to-employing-reservists> [Accessed 01.03.2022]

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NHS Employers, 2018. Evidence Base. Employing members of the Armed Forces in the NHS.

NHS Employers, 2020a. Armed Forces glossary [online]. <https://www.nhsemployers.org/articles/armed-forces-glossary> [Accessed 23.03.2022]

NHS Employers, 2020b. Reserve and Cadet Forces model policy example [online]. <https://www.nhsemployers.org/publications/reserve-and-cadet-forces-model-policy-example> [Accessed 06.07.2022]

NHS Employers, 2022. Step Into Health [online]. <https://www.militarystepintohealth.nhs.uk/> [Accessed 31.03.2022]

**Appendix 1
Signed Armed Forces Covenant**




Royal Papworth Hospital NHS Foundation Trust

We, the undersigned, commit to honour the Armed Forces Covenant and support the Armed Forces Community. We recognise the value Serving Personnel, both Regular and Reservists, Veterans and military families contribute to our business and our country.

Signed on behalf of:

Royal Papworth Hospital NHS Foundation Trust

Signed: 

Name: Mr Stephen Posey

Position: Chief Executive Officer

Date: 04/04/2022

The Armed Forces Covenant

An Enduring Covenant Between

The People of the United Kingdom

Her Majesty's Government

– and –

All those who serve or have served in the Armed Forces of the Crown

And their Families

The first duty of Government is the defence of the realm. Our Armed Forces fulfil that responsibility on behalf of the Government, sacrificing some civilian freedoms, facing danger and, sometimes, suffering serious injury or death as a result of their duty. Families also play a vital role in supporting the operational effectiveness of our Armed Forces. In return, the whole nation has a moral obligation to the members of the Naval Service, the Army and the Royal Air Force, together with their families. They deserve our respect and support, and fair treatment.

Those who serve in the Armed Forces, whether Regular or Reserve, those who have served in the past, and their families, should face no disadvantage compared to other citizens in the provision of public and commercial services. Special consideration is appropriate in some cases, especially for those who have given most such as the injured and the bereaved.

This obligation involves the whole of society: it includes voluntary and charitable bodies, private organisations, and the actions of individuals in supporting the Armed Forces. Recognising those who have performed military duty unites the country and demonstrates the value of their contribution. This has no greater expression than in upholding this Covenant.

Section 1: Principles of the Armed Forces Covenant

- 1.1 We, **Royal Papworth Hospital NHS Foundation Trust**, will endeavour in our business dealings to uphold the key principles of the Armed Forces Covenant, which are:
- *no member of the Armed Forces Community should face disadvantage in the provision of public and commercial services compared to any other citizen*
 - *in some circumstances special treatment may be appropriate especially for the injured or bereaved.*

Section 2: Demonstrating our Commitment

2.1 We recognise the value serving personnel, reservists, veterans and military families bring to businesses and to the country. We will aim to uphold the principles of the Armed Forces Covenant, by seeking to:

- promote the fact that we are an **Armed Forces-friendly organisation**, to our staff, patients and wider public;
- support the employment of **veterans**, recognising military skills and qualifications in our recruitment and selection process;
- support the employment of **Service spouses and partners**; where possible providing flexibility in granting leave for Service spouses and partners before, during and after a partner's deployment;
- support staff who are members of the **Reserve Forces**; granting additional leave for annual Reserve Forces training; supporting any mobilisations; actively encouraging membership of the Reserve Forces;
- support staff who are volunteer leaders in **military cadet organisations**, where possible granting additional leave to attend annual training camps and courses; actively encouraging membership of cadet organisations; supporting local cadet units;
- support **national events** such as Armed Forces Day, Reserves Day, the Poppy Appeal Day and Remembrance activities;
- support **Armed Forces charities** with fundraising and supporting staff and students who volunteer to assist.

2.2 We will publicise these commitments through our literature, on staff notices, and on our website, setting out how we will seek to honour them and welcome any feedback from the Service community, our staff, patients and wider public on how we are doing.

Appendix 2

Armed Forces Champion

Reference: <https://www.nhsemployers.org/articles/identifying-armed-forces-champion> (accessed 06.07.2022).

The Armed Forces Champion (this includes the Deputy Armed Forces Champion and/or other Armed Forces Champions where these are in place) will work on the organisations Armed Forces agenda and will help to co-ordinate efforts to fulfil any pledges made when signing the Armed Forces Covenant or signing up to Step into Help and embed support of the Armed Forces community throughout the organisation.

The Armed Forces Champion will help co-ordinate the organisations' internal and external activities relating to the Armed Forces community and keep the organisation up to date with good practice. Having a dedicated point-of-contact for your Armed Forces employees also helps to make employees feel recognised, valued and well-supported and will establish an avenue for feedback.

The Armed Forces Champion will oversee / coordinate activities such as:

- arrange for the organisation to sign the Armed Forces Covenant
- arrange for the organisation to pledge to Step into Health and coordinate Step into Health activities
- oversee work towards Ministry of Defence Employer Recognition Scheme Awards
- organise activities around nationally observed Armed Forces celebrations and events
- link with the Communications Team to promote the organisation's forces-friendly stance
- liaise with the Trust Board

The Armed Forces Champion will:

- be a point-of-contact for Armed Forces employees
- be a point of contact for Armed Forces community job applicants
- help to create an Armed Forces policy or review existing policies to ensure they are forces-friendly
- increase staff awareness of the Armed Forces agenda
- set up an internal Armed Forces network for employees

Engaging with other organisations. The Armed Forces Champion:

- will become the organisation's external point-of-contact for matters relating to the Armed Forces; they might:
- liaise with other NHS organisations in the region that are pledged to Step into Health or working towards becoming forces-friendly employers
- liaise with Armed Forces organisations
- set up and run a dedicated Armed Forces Twitter account
- join the NHS Armed Forces champions Facebook group and the Step into Health Facebook group to engage with other Armed Forces champions and members of the Armed Forces community
- attend relevant events, including our regional networking sessions, our Armed Forces conference.

Appendix 3

Reserve Forces Training & Mobilisation

This section is taken from Ministry of Defence (n.d.), *Reserve Forces Training & Mobilisation Policy Example template*, and benchmarked against NHS Employers (2020b) *Employing Staff in the Reserve and Cadet Forces - Model Policy Example* (see references) and made applicable to RPH.

1. Introduction

RPH employs staff who are members of the Reserve Forces and recognises the valuable contribution that Reservists make to the UK Armed Forces, their communities and the civilian workplace.

2. Purpose and Scope

- 2.1 RPH has pledged its support for members of, or those wishing to join the Reserve Forces and acknowledges the training undertaken by Reservists that enables them to develop skills and abilities that are of benefit to both the individual and their employer.
- 2.2 RPH will not disadvantage those Reservists who notify the Trust of their Reserve status or those Reservists who are made known to RPH directly by the Ministry of Defence (MoD).
- 2.3 RPH shall, subject to the provisions set out in Section 5 below, agree to release Reservists for attendance at Reserve Forces Training events where these take place on their normal working days.
- 2.4 RPH shall, subject to the provisions set out in Section 6 below agree to the release of all employees mobilised for Reservist duties.
- 2.5 RPH will continue to treat the contracts of employment of employees mobilised for Reserve Service as operable throughout the period of such service and there will be no loss of continuous service or service related benefits. (Under The Reserve Forces Act (Safeguarding of Employment) Act 1985, an employee's service is terminated on mobilisation, but providing the employee follows the correct notification procedure under the Act, he or she can return to employment upon which their continuity of service will be restored).

3. Types of Reservist

- 3.1 There are two main types of Reservist:
 - i. Volunteer Reservists: civilians recruited into the Royal Naval Reserves, Royal Marines Reserves, Army Reserve and Royal Air Force Reserve.
 - ii. Regular Reservists: ex-regular service personnel who may retain a liability to be mobilised depending on how long they have served in the Armed Forces.
- 3.2 The Reserve Forces Act 1996 also provides for other categories, such as:
 - i. Full Time Reserve Service: Reservists who wish to serve full time with regulars for a predetermined period in a specific posting.
 - ii. Additional Duties Commitment: part-time service for a specified period in a particular post.
 - iii. Sponsored Reserves: These are personnel employed by a contractor to provide a service to the MoD.

- iv. High Readiness Reserves: These are Reserves, usually with a particular skill set, that are available at short notice (with written agreement from their employer)

4. Reserve Status Notification

- 4.1 Reservists are required to inform their employer that they are a member of the Reserve Forces and the specific force that they belong to. This is so that the organisation can provide the appropriate level of support to the Reservist. It also assists with resource planning during periods of leave e.g. training and/or mobilisation. RPH also recognises the additional skills and experiences that being a Reservist can bring to the organisation and therefore it is useful for the organisation to have an understanding of where these particular skills and experiences exist.
- 4.2 The MoD provides an employer notification each year in the form of a written confirmation that the employee is a reservist. The letter will also provide detail of mobilisation obligations, rights as an employer and employee, details of financial assistance available upon mobilisation and where possible, details of any annual training commitments. A follow up letter will be sent each year confirming these details, it is the reservist's responsibility to ensure that the employer details are correct.
- 4.3 It is the responsibility of the Reservist to ensure their personal details are kept up to date e.g. if they change employer or leave their respective Reserve Force.
- 4.4 In any circumstance, the Reservist will not be disadvantaged as a result of notifying RPH of their Reserve status.

5. Reserve Forces Training commitments and Time off

- 5.1 RPH recognises the importance of the training undertaken by Reservists that enables them to develop skills and abilities that are of benefit to their respective Reserve Force, the individual and the organisation.
- 5.2 Training commitments for reservists vary but are usually between 9 and 27 days a year, and typically include:
 - i. **Weekly training:** most Reservists train at their local centre for around two-and-a-half hours, one evening a week.
 - ii. **Weekend training:** all Reservists are expected to attend a number of training weekends which take place throughout the year.
 - iii. **Annual training:** a 2 week annual training course sometimes referred to as 'annual camp'. This may take place at a training establishment, as an attachment to a Regular Unit, a training exercise or a combination of any of these. Training normally takes place within the UK, although each year some Reservists train overseas.
- 5.3 RPH is committed to granting additional paid leave of two weeks (10 days) per year to **Reservists** specifically to enable them to attend their annual camp.
- 5.4 Additional unpaid leave or annual leave from the employee's normal annual allocation will be considered for short periods of training provided adequate notice is given and where such training cannot be undertaken in off-duty time. Attendance at weekend training which cannot be undertaken during off-duty will be subject to the same arrangements. The

employee should discuss the details with their line manager, who will need to consider the needs of the employee and the organisation (also note Section 7 of the main Policy).

5.5 Line managers will facilitate work rosters to allow attendance at annual camp and other training commitments (e.g. weekly or weekend training sessions) unless there are exceptional circumstances.

5.6 Reservist employees should give as much notice as possible of training commitments to allow appropriate planning for absences. Permission once given will not be rescinded unless there are exceptional circumstances.

6. Mobilisation

6.1 Mobilisation is the process of calling reservists into full-time service. This can be with the Regular Forces on military operations or to fulfil their part of the UK's defence strategy or humanitarian operations. The Reserve Forces Act 1996 provides the legal basis for mobilisation. In the past this has usually been done on a voluntary basis with the prior agreement of employers but can involve compulsory mobilisation of selected personnel.

6.2 Mobilisation will normally be for between 3 and 12 months, depending on their role and specialism. For operational reasons the MoD is unable to give the employer a precise return date. Subject to the severity of the crisis there would normally be a minimum of 28 days' notice of the date that a reservist will be required to report for mobilisation, although there is no statutory requirement for a warning period prior to mobilisation.

6.3 An employee who wishes to volunteer for mobilisation must seek prior agreement of their employer via their line manager. This must be done as soon as possible to allow rostering / job planning time and needs of the service / department to be considered. Where there are multiple requests in a single department/unit these will be referred to the appropriate senior manager.

6.4 A period of mobilisation comprises three distinct phases:

- i. Medical and pre-deployment training;
- ii. Operational tour;
- iii. Post-operational tour leave

6.5 When a reservist is called up for mobilisation you will receive:

- i. a copy of the call-out notice
- ii. notification of the expected return date and likely duration of mobilisation
- iii. details of employers' and reservists' statutory rights and obligations
- iv. information about financial assistance
- v. information about exemption and deferral.

7. Applying for Exemption/Deferral/Revocation

7.1 In all cases of mobilisation, RPH will release the Reservist to report for duty unless there are exceptional circumstances, whereby the decision and reasoning will be explained to the Reservist.

7.2 In such circumstances line managers have the right to seek exemption, deferral or revocation if the Reservist's absence is considered to cause serious harm to service delivery. Definitions of 'harm' will vary from case to case, but may include:

- i. loss of reputation, goodwill or other financial harm

- ii. impairment of the ability to produce goods or provide services
- iii. harm to the research and development of new products, services or processes (which could not be prevented by the granting of financial assistance under sections 83 and 84 of The Reserve Forces Act 1996).

7.3 Details of how to apply for exemption are included in the Reservists call-out pack. The application must reach the Adjudication Officer within 7 days of the organisation receiving a call-out notice. If this timescale is not met, permission to make a late application will need to be obtained from the Adjudication Officer. The Reservist also has the right to apply for exemption or deferral if the call-out papers arrive at a difficult time.

7.4 If an unsatisfactory decision is received following the application for a deferral, the organisation can appeal for a hearing by the Reserve Forces Appeals Tribunal. Appeals must reach the Tribunals Secretary within 5 days receipt of written notice of the decision. If the tribunal rejects the application for exemption or deferral, RPH will be required to release the Reservist for mobilisation.

8. Treatment of Terms and Conditions during mobilisation

8.1 **Pay:** The MoD will assume responsibility for the Reservist's salary for the duration of their mobilisation. They will pay a basic salary according to the Reservist's military rank. If this basic element is less than the Reservist receives from RPH, it is the Reservist's responsibility to apply to the MoD for the difference to ensure that they suffer no loss of earnings. This is known as a Reservist Award.

8.1.1 Where mobilisation occurs the employee will be given special unpaid leave of absence.

8.1.2 RPH is not required to pay the Reservist's salary during the period of mobilisation.

8.2 **Benefits:** Contractual benefits that are suspended by the organisation during mobilisation can be claimed by the Reservist as part of their Reservist Award. Example benefits include: Health insurance; Life insurance; Company car.

8.2.1 The Line Manager and Reservist should discuss benefit arrangements during the pre-mobilisation meeting. This should cover those benefits which will be suspended and for any continuing benefits, arrangements should be made as to how these are paid.

8.3 **Pension:** If the Reservist is a member of the organisations pension scheme and the employer suspends the employer contribution, and the Reservist chooses to remain within it, then the MoD will make the employer contributions for the period of mobilisation, as long as the Reservist continues to make their personal contributions.

8.4 Annual Leave

Reservists should be encouraged to take any accrued annual leave before mobilisation. RPH is not obliged to accrue annual leave for a Reservist employee during the period of mobilisation. Reservists accrue annual leave with the MoD whilst they are in full time service. When they demobilise, Reservists are entitled to a period of post-operational leave (POL). During this period they will continue to be paid by the MoD.

8.4.1 Any consideration of carrying over annual leave would need to be discussed with the employees line manager. In accordance with DN131 Annual Leave Procedure, carry over of annual leave is not best practice and would only be considered in very exceptional

circumstances. (As noted at 8.4 above; RPH recognises that Reservists are entitled to a period POL. During this period they will continue to be paid by the MoD).

- 8.5 **Dismissal/Redundancy:** A Reservist's employment cannot be terminated on the grounds of their military duties or their liability to be mobilised. To do so would be a criminal offence under s.17 of The Reserve Forces (Safeguarding of Employment) Act 1985.
- 8.5.1 Reservists can be included in the redundancy pool if this is necessary due to a downturn in business or closure of a department. However, all employees should be treated consistently, and redundancy criteria should not discriminate against Reservists on the grounds of their Reserve service or call-up liability.
- 8.6 **Sick Pay:** During the period of mobilisation the Reservist will continue to accrue any rights to service-related organisational sick pay. Should a Reservist become sick or injured during mobilisation they will be covered by Defence Medical Services and any financial assistance will continue to be received (including pay) until demobilised. If the sickness or injury continues and this results in early demobilisation, the Reservist will remain covered by Defence until the last day of paid military leave.
- 8.6.1 After this time The Reservist will be covered by the Trust sickness arrangements (in line with local policy).
- 8.6.2 If the Reservist becomes ill post mobilisation, and a notional return to work date has been agreed, they will be covered by the Trust sickness arrangements (in line with local policy).

9. Return to work

Both the Reservist and their employer have obligations under The Reserve Forces (Safeguarding of Employment Act) 1985 regarding the return to work process.

- 9.1 **Reservist:** The Reservist must write to their employer by the third Monday after their last day of military service making their request to return to work and suggesting a date which should fall within 6 weeks of their last day of full-time service. This letter formally starts the return to work process.
- 9.1.1 They are also encouraged to informally contact the employer to discuss their return to work at the earliest opportunity, whether via a letter, a meeting or a telephone call. The formal application must be made in writing for it to be valid under the Act.
- 9.1.2 If a Reservist is not happy with the offer of alternative employment they must write to the employer stating why there is reasonable cause for them not to accept it. If a Reservist believes that an employer's response to their application denies their rights under the Safeguard of Employment Act 1985, an application can be made to a Reinstatement Committee for assessment. This committee will consider the Reservist's application and can make an order for reinstatement and/or compensation.
- 9.2 **Employer:** The Employer has an obligation under Reserve Forces (Safeguarding of Employment) Act 1985 to reinstate the Reservist, where possible to their former role, and if not, to a mutually acceptable role on the same terms and conditions prior to mobilisation.
- 9.2.1 The Reservist should be reinstated within 6 weeks of the last day of their full-time service. They must be reinstated for a minimum period of 13, 26 or 52 weeks, depending on their

length of service prior to mobilisation.

- 9.2.2 Sometimes Reservists may need refresher training when they return to work, or be given time to familiarise themselves with processes and procedures in the workplace. Financial assistance may be available for retraining if it is required as a direct result of their mobilisation, although applications cannot be made for training courses that would have taken place anyway. Evidence of costs will be required in addition to evidence that the Reservist could not reach the required standard by any other means, such as workplace experience.

10. Aftercare

- 10.1 A Reservist returning to work will benefit from a smooth re-integration into the workplace/team. The following should be considered as part of this process:
- i. The need to update on changes and developments in the Trust.
 - ii. The need to offer specific refresher training where it is sought/considered necessary.
 - iii. Where the job duties have changed since mobilisation a period of skills training may be required to assist with new aspects of the job.
 - iv. Whether the reservist can meet up with colleagues informally or socially before or after return to work to prevent any feeling of dislocation, if this is sought.
 - v. Reasonable time off to seek therapeutic treatment if required.
- 10.2 Performance Review: Line managers who carry out Performance Review meetings with a Reservist should be aware that Reserve Forces activities undertaken by an individual (either through training or mobilisation) bring essential skills into the workplace such as leadership, communication, team working and organisational ability, which ultimately lead to improved performance in the workplace.

11. Financial Assistance

Financial assistance for employers in the event of an employee who is a Reservist being mobilised is governed by the Reserve Forces (Call out and recall) (Financial Assistance) Regulations 2005. These cover additional costs above the normal earnings of the called-up Reservist associated with replacing that employee. There are 3 types of award available:

- 11.1 One-off costs:** Agency fees, if a recruitment agency or employment agency is used to find a temporary replacement, or advertising costs. There is no financial cap on claims, but any claim must be supported by relevant documentation.
- 11.2 Recurring costs:** Overtime costs, if other employees work overtime to cover the work of the Reservist (by the amount that such costs exceed earnings of the Reservist). Costs of temporary replacement (by the amount that such costs exceed earnings of the Reservist). The maximum claim available is £110 per day (£40,000 per annum). Claims can be made for every normal working day that the Reservist is away on service. An application for one-off costs and recurring costs must be made within 4 weeks of the end of full time Reservist service.
- 11.3 Training award:** If a returning Reservist has to undertake additional training as a direct result of their mobilisation (routine training excluded), then the organisation can make an application for the financial assistance.

**Appendix 4
Special Leave Request Form (Armed Forces)**

This form should be completed and signed by the employee and authorised by the manager as soon as possible following the request, either prior to or immediately after the leave where necessary the manager should discuss the request with the Workforce Department before confirming the amount of paid and/or unpaid leave granted. A copy of this completed and signed form, whether leave is authorised or not, needs to be kept on the individual’s staff file.

Any relevant documentation should be attached to the form.

TO BE COMPLETED AND SIGNED BY THE EMPLOYEE

Employee’s name: _____ **Job Title / Band:** _____

Department: _____

I request ___ day/s or hours leave from: _____ to _____ as defined below:

- | | | |
|--|--------------------------|---------------|
| Armed Forces Reserve | <input type="checkbox"/> | paid / unpaid |
| Cadet Forces Adult Volunteer | <input type="checkbox"/> | paid / unpaid |
| Armed Forces Veteran | <input type="checkbox"/> | paid / unpaid |
| Family member of Armed Forces Veteran/Reserve/Cadet Forces | <input type="checkbox"/> | paid / unpaid |

Reasons for request of leave:

Employee’s Signature: _____ Date: _____

TO BE COMPLETED AND AUTHORISED BY THE MANAGER (WHETHER LEAVE IS GRANTED OR NOT)

I confirm that the leave requested above has been **granted/not granted** for the following

reason/s: _____

Duration of leave granted: _____ day/s or hours, with/without pay

Manager’s signature: _____ Date: _____

NB Complete and sign a Post Amendment form for unpaid leave and forward to Employee Relations Management for processing to payroll, to ensure the individual is not overpaid.

Name of Employee Relations Partner contacted for advice: _____

Appendix 5
Signed Step into Health Pledge





Step into Health

Connecting employers in the NHS to talent from the
Armed Forces community


Royal Papworth Hospital
NHS Foundation Trust

Royal Papworth Hospital NHS Foundation Trust

We, the undersigned, pledge to champion the Step into Health programme and value the contribution made by military service leavers and their families.

Signed on behalf of:
Royal Papworth Hospital NHS Foundation Trust

Signed: 
Name: **Mr Stephen Posey**
Position: **Chief Executive Officer**
Date: **07/07/2022**




ROYAL FOUNDATION
OF THE DUKES AND DUCHESSES OF CAMBRIDGE


WALKING WITH THE WOUNDED
Supporting Those Who Served

Demonstrating our commitment

Royal Papworth Hospital NHS Foundation Trust recognises the value serving personnel, veterans and military families bring to our workforce.

We will seek to support the Step into Health programme by agreeing to the following:

- *Reviewing recruitment practices and removing any barriers to recruiting members of the Armed Forces community.*
- *Sharing dedicated Step into Health contact details.*
- *Building a relationship with the Career Transition Partnership (CTP).*
- *Using the Step into Health branding to promote consistent messages about the programme.*
- *Using the Step into Health candidate system to record interactions with potential candidates and to refer between NHS organisations as required.*

Our organisation will also enhance our commitment to Step into Health by:

- *Offering work placements/tailored support to the Armed Forces community and provide support to those who apply for a vacancy.*
- *Providing support for those service leavers who have additional needs.*
- *Promoting the programme and sharing messaging via our website and social media.*
- *Partnering with other NHS organisations in the region to share best practice and make efficient use of resources.*
- *Supporting candidates in the NHS who may wish to settle elsewhere*
- *Supporting, where possible, forces families who need to locate for service reasons*
- *Liaising, when required, with other NHS organisations who have hosted candidates moving to your region*

We will publicise these commitments through our literature and/or on our website, setting out how we will seek to honour them and inviting engagement from the Armed Forces community to develop this further.

Appendix 6
QR code poster for Armed Forces community support



An aid for the support and effective discharge of patients who are members of the Armed Forces community.



OpCOURAGE
Mental Health



Royal British Legion
Support & Advice



SSAFA
Support & Advice



Little Troopers
Military Children Support



Blind Vets UK
Sight Loss Support



BLESMA
The Limbless Veterans Charity



Defence Medical Welfare Service
Healthcare Support



Veterans Welfare Service
WDP/AFCS Advice & Support



Veterans Trauma Network
Service Attributable
Physical Injuries

Hover your smartphone camera directly over the QR code to be taken directly to the website

Further document information

<p>Approval – this is required for all documents. Approval should be by the relevant committee(s)*. State the name(s) of the committee(s) and the full date(s) of the relevant meeting(s):</p> <p>*In exceptional circumstances only, approval can be by Chair's Action or by appropriate ED or NED – state full date of approval</p>	Executive Directors
Approval date (<i>this version</i>) (Day, month, year):	15.03.2022
Approval by Board of Directors or Committee of the Board (required for Strategies and Policies only):	Joint Staff Council (JSC)
Date (Day, month, year):	21.07.2022
This document supports: <i>standards and legislation – include exact details for example CQC.</i>	<ul style="list-style-type: none"> • HM Government, 2018. The Strategy For Our Veterans • The Armed Forces Covenant • The Reserve Forces (Safeguard of Employment) Act 1985 • The Reserve Forces Act 1996
Key associated documents:	<ul style="list-style-type: none"> • DN065 Special Leave Procedure • DN131 Annual Leave Procedure
<p>Counter Fraud In creating/revising this document, the contributors have considered and minimised any risks which might arise from it of fraud, theft, corruption or other illegal acts, and ensured that the document is robust enough to withstand evidential scrutiny in the event of a criminal investigation. Where appropriate, they have sought advice from the Trust's Local Counter Fraud Specialist (LCFS).</p>	

GRAHAM, Ivan (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST)

From: GRAHAM, Ivan (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST)
Sent: 07 July 2022 15:29
To: Voirrey Walsh; Lydean Collins
Cc: WAY, Janet (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST); CHAPPLE, Richard (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST)
Subject: RE: Royal Papworth Hospital NHS FT x SITH [Step into Health]
Attachments: Royal Papworth Hospital_signed data sharing agreement (Step into Health)_07.07.2022.pdf; Royal Papworth Hospital_signed pledge_07.07.2022.pdf

Dear Voirrey and Lydean,

Further to below, please find attached:

1. Signed pledge
2. Signed data sharing agreement

Please note that I am leaving Royal Papworth Hospital (I am returning to North West Anglia NHS Foundation Trust). My last working day is 22.07.2022.

Royal Papworth Contacts (copied in) will be:

Workforce contact: janet.way1@nhs.net (also named point of contact in data sharing agreement)

Armed Forces Champion/clinical contact: richard.chapple@nhs.net

Thank you for all your support and with best wishes,
Ivan

Ivan Graham RN DipHE BA(Hons) MSc

Deputy Chief Nurse

Trust Armed Forces Champion

Pronouns: he/him

Direct Line: 01223 638855

Email: ivan.graham@nhs.net

Executive Assistant: teresa.stephens1@nhs.net | Direct Line 01223 639778

Royal Papworth Hospital NHS Foundation Trust

Papworth Road | Cambridge Biomedical Campus | Cambridge | CB2 0AY | 01223 638000



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Tweet us: [@RoyalPapworth](https://twitter.com/RoyalPapworth)

Follow us on Facebook: www.facebook.com/RoyalPapworth

We are a member of Cambridge University Health Partners

From: Voirrey Walsh <Voirrey.Walsh@nhsemployers.org>

Sent: 07 April 2022 10:31

To: GRAHAM, Ivan (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <ivan.graham@nhs.net>

GRAHAM, Ivan (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST)

From: RADWELL, Adam (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST)
Sent: 21 June 2022 09:08
To: CHAPPLE, Richard (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST);
GRAHAM, Ivan (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST)
Subject: RE: ESR and Armed Forces family staff

Morning both,

I have added the information to both of your records so you should now be able to view it on MyESR under My Employment -> Supplementary Roles.

Once Anne is in post I will hand this over and ask her to get in touch to look at rolling this out across the Trust. As it doesn't sound like huge numbers the initial workload shouldn't be too much – it would then just be identifying a process for adding the information for new starters.

All the best for the future Ivan.

Thanks,

Adam

Adam Radwell | Head of Workforce Information

Workforce Directorate

Direct Line: 01223 639795

Royal Papworth Hospital NHS Foundation Trust

Papworth Road | Cambridge Biomedical Campus | Cambridge | CB2 0AY | 01223 638000

Royal Papworth House | Spitfire Close | Ermine Business Park | Huntingdon | PE29 6XY

Please note Wednesday is my non-working day.

From: CHAPPLE, Richard (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <richard.chapple@nhs.net>
Sent: 21 June 2022 08:41
To: GRAHAM, Ivan (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <ivan.graham@nhs.net>; RADWELL, Adam (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <a.radwell@nhs.net>
Subject: RE: ESR and Armed Forces family staff

Good morning Adam

I am in agreement to be the test for this to happen as a Veteran.

Many thanks

Kind regards

Richie

Richard Chapple *MPharmT*

**Principal Pharmacy Technician Homecare Services
Trust Armed Forces Champion (Deputy)**

Pharmacy Department

Pronouns: He/Him



Homecare Office Number : 01223 638540
Direct Line: 01223 638623 Working Days Mon - Thurs
Team E-mail: phn-tr.pharmacyhomecare@nhs.net

Royal Papworth Hospital NHS Foundation Trust

Papworth Road | Cambridge Biomedical Campus | Cambridge | CB2 0AY | 01223 638000

From: GRAHAM, Ivan (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <ivan.graham@nhs.net>
Sent: 21 June 2022 08:39
To: RADWELL, Adam (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <a.radwell@nhs.net>
Cc: CHAPPLE, Richard (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <richard.chapple@nhs.net>
Subject: RE: ESR and Armed Forces family staff

Thank you Adam,

This is really helpful and much appreciated. I am happy for you to add Armed Forces Veteran onto my record as a test (as I am certain Richie will be). After that, I think this could wait until you get Anne in your team. Richie and I are aware of approx. 10 – 15 members of staff that we would regard as Armed Forces family, however part of what we are doing (in line with the Armed Forces Covenant) is raising the profile, so it is likely to be more, however probably not large numbers. My last working day in the Trust is 22nd July, so it would be Richie leading on this after that.

Thank you again,
Ivan

Ivan Graham RN DipHE BA(Hons) MSc
Deputy Chief Nurse

Trust Armed Forces Champion

Pronouns: he/him

Direct Line: 01223 638855

Email: ivan.graham@nhs.net

Executive Assistant: teresa.stephens1@nhs.net | Direct Line 01223 639778

Royal Papworth Hospital NHS Foundation Trust

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Tweet us: [@RoyalPapworth](https://twitter.com/RoyalPapworth)
Follow us on Facebook: www.facebook.com/RoyalPapworth

We are a member of Cambridge University Health Partners

From: RADWELL, Adam (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <a.radwell@nhs.net>
Sent: 20 June 2022 17:08
To: GRAHAM, Ivan (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <ivan.graham@nhs.net>
Cc: CHAPPLE, Richard (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <richard.chapple@nhs.net>
Subject: RE: ESR and Armed Forces family staff

Good Afternoon Ivan,

Further to my earlier email, I have spent a bit of time looking into the functionality in relation to Armed Forces information being recorded on ESR.

As I mentioned earlier, there is the option to record 'Armed Forces Reservist', 'Armed Forces Reservist – High Readiness' and 'Armed Forces Veteran' on ESR under an employee's record. This is recorded under a section of ESR called 'Supplementary Roles'.

Once this information has been added into ESR, it can be reported via the ESR reporting tools, and an individual can also view the information on MyESR (under My Employment -> Supplementary Roles). If you would like me to add this information to your record as an initial test so you can view this then please let me know.

I am happy to support the recording of this information on ESR if that would be of benefit. Do you have any idea of the numbers of employees who would fall into the Armed Forces? I just need to try and get an understanding of the initial admin workload that would take to get this set up?

If there is no immediate rush for this to be rolled out – Anne O'Donoghue will be joining my Team at the start of July as the ESR System Manager (taking over my old role). This might be a good project for her to get stuck into once she is in the Team as she will be able to dedicate a bit more time to it than I currently can.

Please let me know your thoughts?

Thanks,

Adam

Adam Radwell | Head of Workforce Information

Workforce Directorate

Direct Line: 01223 639795

Royal Papworth Hospital NHS Foundation Trust

Papworth Road | Cambridge Biomedical Campus | Cambridge | CB2 0AY | 01223 638000

Royal Papworth House | Spitfire Close | Ermine Business Park | Huntingdon | PE29 6XY

Please note Wednesday is my non-working day.

From: RADWELL, Adam (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST)

Sent: 20 June 2022 09:57

To: GRAHAM, Ivan (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <ivan.graham@nhs.net>

Cc: CHAPPLE, Richard (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <richard.chapple@nhs.net>

Subject: RE: ESR and Armed Forces family staff

Hi Ivan,

I am aware there is functionality to record 'Armed Forces Reservist' and 'Armed Forces Veteran' as a Supplementary Role within in ESR – however other than the functionality being there, I don't know much more about it.

I will collate a bit more information regarding this and get back to you if that is okay.

Kind Regards,

Adam Radwell | Head of Workforce Information

Workforce Directorate

Direct Line: 01223 639795

Royal Papworth Hospital NHS Foundation Trust

Papworth Road | Cambridge Biomedical Campus | Cambridge | CB2 0AY | 01223 638000

Royal Papworth House | Spitfire Close | Ermine Business Park | Huntingdon | PE29 6XY

Please note Wednesday is my non-working day.

From: GRAHAM, Ivan (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <ivan.graham@nhs.net>
Sent: 16 June 2022 12:57
To: RADWELL, Adam (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <a.radwell@nhs.net>
Cc: CHAPPLE, Richard (ROYAL PAPWORTH HOSPITAL NHS FOUNDATION TRUST) <richard.chapple@nhs.net>
Subject: ESR and Armed Forces family staff

Hi Adam,

I am just putting the final touches to our new Trust Armed Forces Policy.

I understand there is now a section on ESR where staff can be identified as / they can indicate that they are part of the Armed Forces family.

Is this a function in ESR you are familiar with? It would be good to have a few moments of your time to discuss it and how this could be of help to us at RPH.

Thank you
Ivan

Ivan Graham RN DipHE BA(Hons) MSc
Deputy Chief Nurse
Trust Armed Forces Champion

Pronouns: he/him

Direct Line: 01223 638855

Email: ivan.graham@nhs.net

Executive Assistant: teresa.stephens1@nhs.net | Direct Line 01223 639778

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We are a member of Cambridge University Health Partners



Lt Col (Ret'd) Edmund Brookes TD
Poppy Appeal Organiser
Trumpington
149 Shelford Road
Trumpington
Cambridge
CB2 9ND
01223 840374
edmundbrookes@outlook.com

24 November 2021

To All Poppy Appeal Collectors and Helpers

Dear *Richie*

2021 POPPY APPEAL

First and foremost, with the end of our annual Appeal on 13th November and the following day being Remembrance Sunday, I am writing to each and everyone who has helped in any way with the 2021 Poppy Appeal, whether at Waitrose, or in arranging for static collecting tins in shops, offices and schools. Whether you did one shift or ten, whether it was your 10th or 1st year, I am truly and equally grateful to you all. The total sum received so far is £8,917.78 with a little more to come from wreaths (Donations through the card reader are not yet known). For interest the smallest amount in a tin was £28.55 and the largest £280.50. Only one tin did not have a bank note in. As ever Waitrose & Partners have been very supportive.

The total sum collected cannot be directly compared with the c£14,500 in 2019 because we were able to accept card donations this year, but when these are taken into account, I have every confidence that we will surpass that figure. There were a lot more notes and only 1140 £1 coins compared with triple that number in 2019, a lot less weight to take to the bank.

From an administrative perspective it has been more difficult than hitherto. When some of us had to withdraw for various understandable reasons, other very promptly offered to cover extra slots. Indeed we covered 100% of the slots at Waitrose, and it was a pleasure to welcome new faces. As ever we could have done with more "pins" despite the 1000 I received. Card donations were not helped by a design flaw in the collector which took it out use for 3 days, but it proved very successful. I always make a report to Aylesford on our appeal and any snags and these issues have already been reported.

Again, I thank you for your efforts, support and time, and hopefully look forward to working with you again next year. Just as soon as I get the card reader total I will let you know

Kind regards

Name *Pharmacy Dept* Total Sum Collected *£120.79*