

## STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

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| <b>Title</b>     | <b>New Staff On-boarding Procedure</b>                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Doc. No.</b>                   |  |
| <b>Scope</b>     | <b>All new PC24 employees &amp; existing PC24 personnel with 'Line Manager' responsibilities</b>                                                                                                                                                                                                                                                                                                                                                |                                   |  |
| <b>Purpose</b>   | <p>This Standing Operating Procedure will act as a guide to all those involved in inducting new staff into the organisation and will appoint responsibility to the appropriate member of staff for each involved duty.</p> <p>This SOP should be followed in accordance with the Recruitment and Selection Policy and the Appraisal Policy.</p>                                                                                                 |                                   |  |
| <b>PROCEDURE</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>RESPONSIBILITY</b>             |  |
| <b>1</b>         | Line manager contacts the new employee with start date, time and location.                                                                                                                                                                                                                                                                                                                                                                      | Line Manager                      |  |
| <b>2</b>         | <p>Line manager, or designated deputy, to meet with new employee and provide 'Local Induction Checklist' which can be sought by the line manager from the following location:</p> <ul style="list-style-type: none"> <li>• Select shared drive – shared (<a href="#">\\uc24.local</a>) (S:)</li> <li>• Select the folder 'Local and Corporate Induction'</li> <li>• Print or save a copy of the document 'Local Induction Checklist'</li> </ul> | Line Manager                      |  |
| <b>3</b>         | Line manager, or designated deputy, to complete all sections of the 'Local Induction Checklist' document, ensuring training is arranged with suitable departments and signed-off when complete.                                                                                                                                                                                                                                                 | Line Manager                      |  |
| <b>4</b>         | <p>Local Induction is to be completed within 3 months of the new employees start date. The 'Local Induction Checklist' must be returned to the training team once complete via the following e-mail address:</p> <p><a href="mailto:PC24Training@pc24.nhs.uk">PC24Training@pc24.nhs.uk</a></p> <p>A member of the training team will acknowledge receipt when received.</p>                                                                     | Line Manager / PC24 Training Team |  |

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| 5  | The training team will retain a record of all completed local inductions and will report on completion compliance, as required for the monthly IPR organisational report.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | PC24 Training Team                               |
| 6  | <p>The new employee will be required to complete a 'Corporate Induction' module during the first week of their employment. This module can be found in Primary Care 24's electronic learning platform, LearnSpace and takes approximately 1.5 hours to complete.</p> <p>The line manager will request a LearnSpace account from the training team and login credentials will be sent to the new employee, with a support document for guidance. The new employee will complete a short assessment as part of the module which will be recorded via LearnSpace and compliance reported by a member of the training team, as required for the monthly IPR organisational report.</p> | Line Manager / PC24 Training Team / New Employee |
| 7  | <p>A 'LearnSpace Account Request Form' can be located in the following destination:</p> <ul style="list-style-type: none"> <li>• Select shared drive – shared (<a href="\\uc24.local">\\uc24.local</a>) (S:)</li> <li>• Select the folder 'Local and Corporate Induction'</li> <li>• Save a copy of the document 'LearnSpace Account Request Form', complete and return to the training team using the e-mail address <a href="mailto:PC24Training@pc24.nhs.uk">PC24Training@pc24.nhs.uk</a>.</li> </ul>                                                                                                                                                                           | Line Manager                                     |
| 8  | Line manager to arrange a 'Meet the Chief' meeting for the new employee, via the Executive Assistant team e-mail address <a href="mailto:roombookings@pc24.nhs.uk">roombookings@pc24.nhs.uk</a> . An Executive Assistant will confirm a date and time via e-mail and will attach an 'Induction Questionnaire' for the new employee.                                                                                                                                                                                                                                                                                                                                                | Line Manager / Executive Assistant               |
| 9  | Diary date agreed for three months after commencement to introduce appraisal process, review settling in and agree personal objectives for year 1.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Line Manager                                     |
| 10 | Diary date agreed for 6 months after commencement to review probation and progress against objectives.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Line Manager                                     |
| 11 | Diary date agreed for first full appraisal for 15 months after employment commencement.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Line Manager                                     |

|    |                                                                                                                                                                                 |              |
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| 12 | <p>Completion of first appraisal and completion notes sent to the HR department via the following e-mail address:</p> <p><a href="mailto:HR@pc24.nhs.uk">HR@pc24.nhs.uk</a></p> | Line Manager |
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| <b>Title</b>                                                                                                                                                                                                                         | <b>New Staff On-boarding Procedure</b>                                                |                                                                    |                                                        | <b>Doc. No.</b> |  |
| <b>Version</b>                                                                                                                                                                                                                       | V1                                                                                    |                                                                    |                                                        |                 |  |
| <b>Supersedes</b>                                                                                                                                                                                                                    | N/A                                                                                   |                                                                    |                                                        |                 |  |
| <b>Approving Managers/Committee</b>                                                                                                                                                                                                  | Human Resources                                                                       |                                                                    |                                                        |                 |  |
| <b>Date Ratified</b>                                                                                                                                                                                                                 | 03.02.2021                                                                            |                                                                    |                                                        |                 |  |
| <b>Department of Originator</b>                                                                                                                                                                                                      | Human Resources / Training                                                            |                                                                    |                                                        |                 |  |
| <b>Responsible Executive Director</b>                                                                                                                                                                                                | Director of HR                                                                        |                                                                    |                                                        |                 |  |
| <b>Responsible Manager/Support</b>                                                                                                                                                                                                   | HR Manager                                                                            |                                                                    |                                                        |                 |  |
| <b>Date Issued</b>                                                                                                                                                                                                                   |                                                                                       |                                                                    |                                                        |                 |  |
| <b>Next Review Date</b>                                                                                                                                                                                                              | February 2023                                                                         |                                                                    |                                                        |                 |  |
| <b>Target Audience</b>                                                                                                                                                                                                               | All new PC24 employees & existing PC24 personnel with 'Line Manager' responsibilities |                                                                    |                                                        |                 |  |
| <b>Version</b>                                                                                                                                                                                                                       | <b>Date</b>                                                                           | <b>Control Reason</b>                                              | <b>Accountable Person for this Version</b>             |                 |  |
| V1                                                                                                                                                                                                                                   | 29.01.2021                                                                            | New process SOP                                                    | HR Manager                                             |                 |  |
|                                                                                                                                                                                                                                      |                                                                                       |                                                                    |                                                        |                 |  |
| <b>Reference documents</b>                                                                                                                                                                                                           |                                                                                       | <b>Electronic Locations</b>                                        | <b>Locations for Hard Copies</b>                       |                 |  |
|                                                                                                                                                                                                                                      |                                                                                       | Primary Care 24 Intranet / Corporate Policies/ Current SOPS/ ..... | Standard Operating Procedures File in the Call Centre. |                 |  |
| <b>Document Status:</b> This is a controlled document.<br>Whilst this document may be printed, the electronic version maintained on the PC24 Intranet is the controlled copy. Any printed copies of the document are not controlled. |                                                                                       |                                                                    |                                                        |                 |  |