

Welcome Induction: NHS Greater Manchester Shared Services

Andrea Anderson, Director of Corporate Services Operations and Transition /
Andrew White, Director of Clinical Services and IM&T Operations and Transition



Greater Manchester Shared Services

Hosted by NHS Oldham CCG
on behalf of the Greater Manchester CCGs

Welcome to NHS Greater Manchester Shared Services (GMSS)

About us...

We provide expert support and advice to clinical commissioners across Greater Manchester to help deliver improved health services to their local populations

We employ around 350 staff and have two main bases; Ellen House in Oldham and St James's House in Salford

Our services include; Care Gateway, Contract Management and Performance, Data Quality, Effective Use of Resources, Finance, Greater Manchester Projects and Contracting Team, Information Governance, IT, Market Management, Medicines Optimisation, NHS 111, Patient Services, People Services, Registration Authority, Resilience.

Senior Management team and Heads of Service

Managing Director
John Hampton

Director of Corporate Services Operations and Transition
Andrea Anderson

Director of Clinical Services and IM&T Operations and Transition
Andrew White

Chief Finance Officer
Jackie Murray

Policy and Corporate Operations
Mark Carroll

HR
Kathryn Mooney

Market Management, IG and IT Procurement
Stuart Moore

Contract Management and Performance
Jo Li

Registration Authority
Roy Blair

Organisation Development and Learning
Linda Gallagher

Patient Services, Patient Experience and NHS 111
Adrienne Bell

Effective Use of Resources, Data Quality and Care Gateway
Lynne Duxbury

Medicines Optimisation
Sarah Jacobs

Greater Manchester Projects and Contracting Team
Gareth Jones

Head of IT Technical Support
Ann Halpin

Head of IT Delivery and Development
Martin Sheridan

Corporate Finance
David Stead

Financial Accounts
Guy Fitzpatrick

Corporate meetings

- Senior Management team meeting (SMT)
- Governance Committee
- Corporate Operations
- Clinical Operations
- IT Operations
- People and Organisational Development
- Staff Engagement Forum (SEF)
- Health and Wellbeing planning meeting
- Staff Side

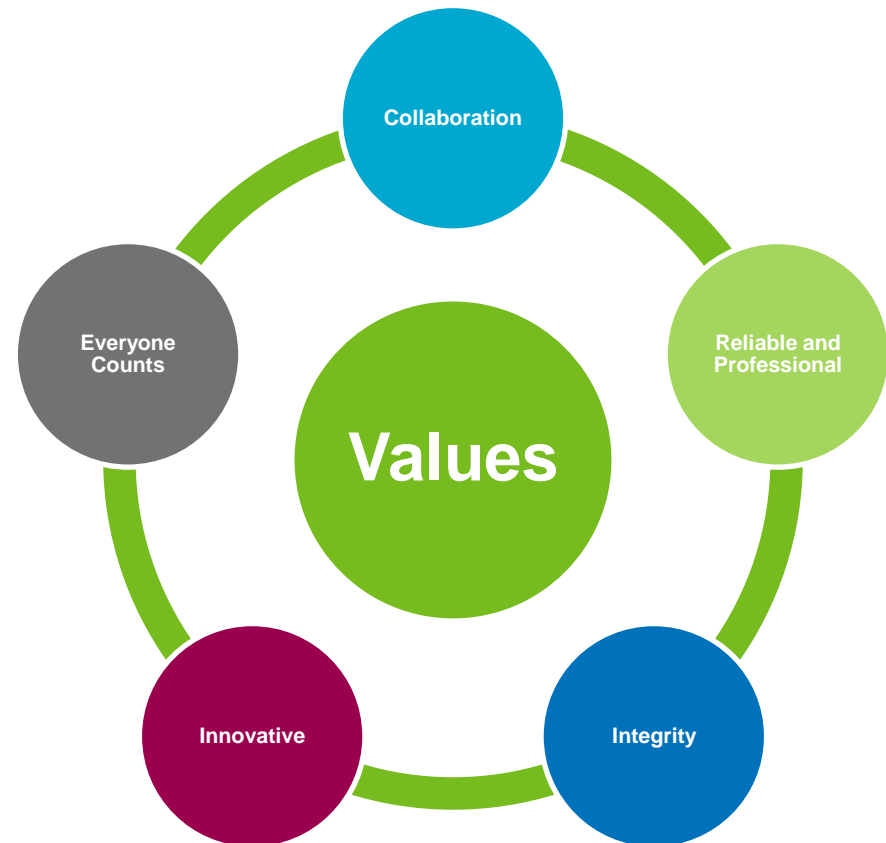
Vision and Values

Vision

To be a quality, trusted and valued partner supporting our clients in the delivery of efficient and effective health and social care across Greater Manchester.

Values

All staff are expected to demonstrate the organisations values in all that they do.



Corporate Objectives

Develop and maintain effective business relationships across Greater Manchester to ensure GM shared services are fit for purpose now and in the future.

Engage with Greater Manchester to influence and support a future shared services transition into a combined organisation, in line with the GM Corporate Functions Review / GM Commissioning Hub.

Ensure our services offer best value for money.

Continually improve and enhance our services.

Become an “Employer of Choice” by embedding a culture of health and wellbeing, continuous development and empowered staff.

Support our greatest asset – our staff - through the transition.

Using GMSS IT

Our IT systems and devices hold a wealth of sensitive information. This means they can often be the target of attack. Using devices responsibly and securely helps to ensure sensitive information is not accessed by those who may wish to cause harm. Good security behaviour when using IT is vital to ensure that you and the organisation stay protected.

Do

- ✓ Lock your device or computer terminal when leaving it unattended.
- ✓ Wait until instructed by IT to upgrade your device or install new software.
- ✓ Connect only sanctioned devices and media to the network, such as authorised USB sticks or mobile phones.
- ✓ Store only the essential information you need on portable devices or mobile phones.
- ✓ Avoid using work devices and work email for personal use – you could be putting yourself, and those you contact, at risk.
- ✓ Adhere to good practice and policy for information management by ensuring all your work is stored on your organisation's IT systems.
- ✓ Use your IT devices in line with the Acceptable Use Policy.
- ✓ Report any suspicious emails to the IT Service Desk.

Don't

- ✗ Store passwords with the associated device – if you lose the device then anyone can gain access to it.
- ✗ Download apps onto work devices unless they have been authorised by IT.
- ✗ Install new software or carry out software upgrades unless instructed to by IT.
- ✗ Connect unauthorised IT devices or media (e.g. USB sticks or CD s) to the IT network without going through the proper channels.
- ✗ Connect personal mobile devices to corporate devices (e.g. charging personal mobiles on work laptops) unless authorised to do so; you may inadvertently pass on malware.
- ✗ Use public Wi-Fi on IT devices you have received from the organisation.
- ✗ Lose track of what corporate IT devices are in your possession and where they are.
- ✗ Click on or download any email attachment or link from unknown sources.

If you have any queries please contact Phil Scott, IT Security Manager, on philscott@nhs.net or telephone the IT Service Desk on 0161 765 6688 if you notice something that doesn't look quite right.

Health and Wellbeing



‘**Everyone Counts**’ - our health and wellbeing strategy provides opportunities and information to support staff to lead healthy lives and make choices to improve their wellbeing.

What to look out for:

- ♥ A calendar of health and wellbeing activities runs throughout the year.
- ♥ GMSS sports teams; including football and golf.
- ♥ A health and wellbeing room at Ellen House, offering a space where staff can take a break and relax their mind. The room also has a health and wellbeing library and regular massage and other wellbeing taster sessions.

Health Assured – our employee assist programme offers confidential support services to all staff who may require help with personal or work issues.

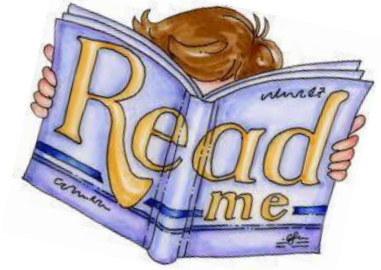
Support is available 24 hours a day 365 days a year by calling freephone 0800 716 017.

The Health Assured website offers lots of useful information and can be found at

www.healthassuredeap.co.uk/home/.

Look out for details in the weekly staff bulletin, ask your colleagues or email corporatesupport@nhs.net for more information.

Useful information



Communications

The Bulletin: a weekly staff newsletter 'The Bulletin' is sent out every Thursday, keeping staff informed about what is going on across the organisation

Intranet: useful information, corporate documents and templates can be found on the staff intranet ([SharePoint](#)).

Website: more information about the organisation can be found on our website: www.gmsharedservices.nhs.uk.

Staff Engagement Forum

The Staff Engagement Forum is your opportunity to share ideas and contribute to improving the organisation. If you'd like to get involved, email corporatesupport@nhs.net.

Policies

Corporate and HR policies can be found on People Matters.

IT Service Desk

The IT Service Desk can be contacted on 0161 765 6688.
Requests should be raised via the IT Service Portal.

To access both, click on the 'Service Now' icon on your desktop.



Questions?



Organisational Development and Learning



Appraisal paperwork and supporting documentation can be found in the Organisation Development and Learning section of People Matters.

If you have any development and learning queries email hr.businessservices@nhs.net.

Questions?

Mandatory Training

