

# Join us!

Electronic Patient Records  
Candidate pack



*Outstanding  
Care for One+All*



Royal Cornwall Hospitals is a special place to work. While we're a large regional centre recognised for clinical excellence, we're also known for our friendly and inclusive culture. People come to work here to care for our patients and progress their careers and stay because they become part of our family.

We are proud of our people and our culture – which is built on our shared values – **Respect, Compassion, Honesty and Teamwork**, we are one team.

# Isn't it time you joined us?



A photograph of two female healthcare professionals in blue scrubs. The one on the left has a stethoscope around her neck and is holding a white document. The one on the right is wearing glasses and holding a green document. They are standing in a clinical setting with a blue curtain in the background.

# About us

The Royal Cornwall Hospitals NHS Trust (RCHT) is the main provider of acute and specialist care services in Cornwall and the Isles of Scilly. We serve a population of around 500,000 people - a figure that can increase significantly with visitors during the busiest times of the year. We employ approximately 6,700 staff and have a budget of approximately £580 million.

We are a teaching hospital in partnership with the University of Exeter Medical School, University of Plymouth School of Nursing and Midwifery, and Peninsula Dental School. The Knowledge Spa on the Royal Cornwall Hospital site is the base for medical and nursing as well as ongoing education for health professions in clinical and non-clinical roles.

Keeping at the forefront of medical advances, we are continually developing our clinical services as well as our facilities and are committed to maximising the range of specialist care that can be offered locally. Allied to this is a growing reputation for research and innovation.

This is an exciting time to be a part of team RCHT. Our 10-year strategy sets out our ambitions for the future, including our flagship Women and Children's Hospital, part of the national New Hospitals Programme. It represents the biggest ever single investment in healthcare in Cornwall and is due to complete in 2028.

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# A place to work

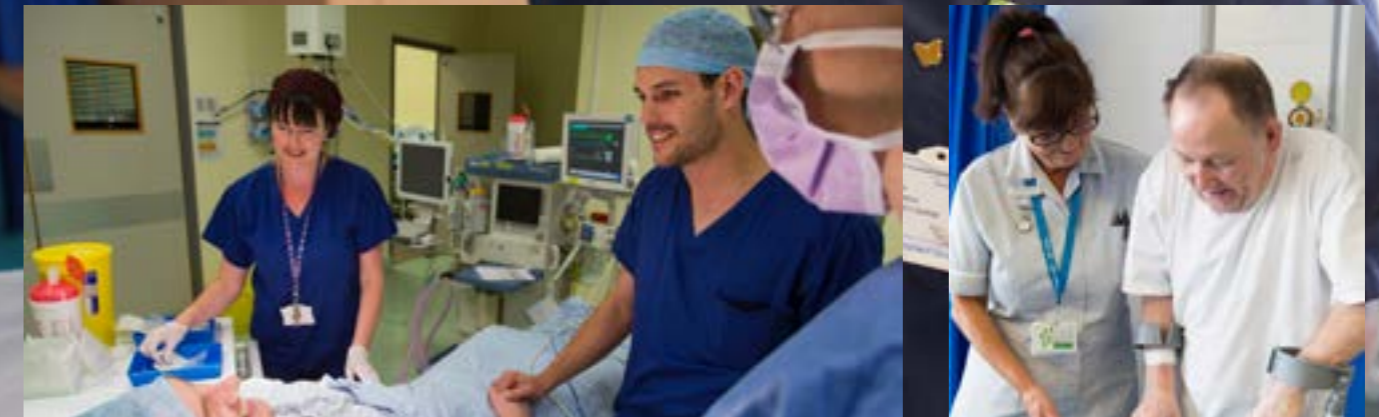
RCHT delivers care across Cornwall, at our main hospital site as well as in a number of other hospitals and clinics – bringing care closer to our communities.

**The Royal Cornwall Hospital** in Truro (Treliske) is the biggest hospital in Cornwall providing emergency and specialist healthcare. The Emergency Department is based at the Royal Cornwall Hospital alongside critical care facilities, high-tech operating theatres, maternity services, cancer care, pain clinics and a wide range of outpatient services from eyes, ears and skin to specialist therapies. Additionally, there are excellent education and training facilities.

**West Cornwall Hospital** in Penzance provides a wide range of healthcare services including: Urgent Treatment Centre, two medical wards, day case surgery, x-ray facilities, a renal unit, a treatment centre and outpatient clinics for a wide range of conditions including eyes, ears, bones, liver, lungs, veins and heart.

**St Michael's Hospital** in Hayle provides a range of specialist services including surgery for breast and orthopaedic patients with two recovery wards, x-ray facilities, outpatient clinics and therapies. At the Hayle site there is also Marie Therese House which is a specialist neurology rehabilitation centre.

In recent years we have invested millions of pounds in making the hospital an even better place to work, visit and receive care.



# Our Strategy

Our vision is ‘Outstanding Care for One and All’ and our 2022-2032 strategy describes our ambitions to provide this outstanding care across Cornwall and the Isles of Scilly. [Visit our website](#) to find more information on our Trust Strategy.

We know we have a journey of improvement ahead of us to achieve this. We want to transform and modernise, refocussing our efforts on ensuring we have a person-centred approach to everything we do and delivering the right services, in the right place, with the right people, to ultimately ensure we are one of the safest hospitals to receive care.

## Supported and Valued People:

We will become a great University Hospital, known for its excellence in supporting staff in wellbeing, training and development pathways.

## Safe, High Quality Care:

We will provide safe, high quality care, refining our model of care to be person centred and as close to home as possible.

## Journey of Improvement:

We will embed a culture of learning, leadership and improvement across the Trust, focused on core business, and grow our reputation for research.

# Our Values

## Respect

We promote diversity and equality, and we are respectful to others and to our environment.

## Compassion

We treat everyone with the care and compassion we would want for our loved ones.

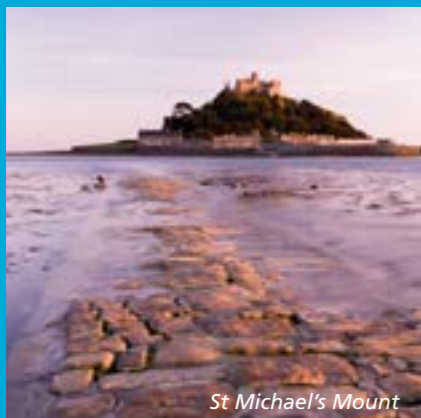
## Honesty

We speak up and learn from our mistakes and do what we say we will do.

## Teamwork

We help each other to deliver the best outcomes for One + All.

We want to deliver the right services, in the right place with the right people to ultimately ensure we are one of the safest hospitals to receive care.



# Cornwall – a great place to live

When it comes to natural good looks, Cornwall sets the bar for UK holiday destinations. From long stretches of sand to the jaw-dropping scenery, you couldn't find a better place to live than Cornwall and the surrounding areas.

Cornwall is famed for its world-renowned beaches which make it a surfing haven as well as one of the leading holiday destinations in the UK.

With castle ruins and UNESCO World Heritage sites dotted throughout the county, the history in Cornwall is something that is to be celebrated alongside the changing scenery and fabulous local produce.

We have excellent rail links to London, with a mainline from Penzance to Plymouth and five branch lines throughout the county too; you can be in the capital in just over five hours.

Daily flights operate out of the county just seven miles outside of Truro from Newquay airport, serving a huge choice of destinations in the UK, as well as to Europe. UK destinations include Glasgow, Newcastle, Manchester, Dublin and Edinburgh.

You can also fly direct into London Stansted or Gatwick to pick up international flights to practically any destination worldwide. We are also just a short flight or boat journey away from the stunning Isles of Scilly.

Come and work for the NHS in one of the most beautiful places on earth.

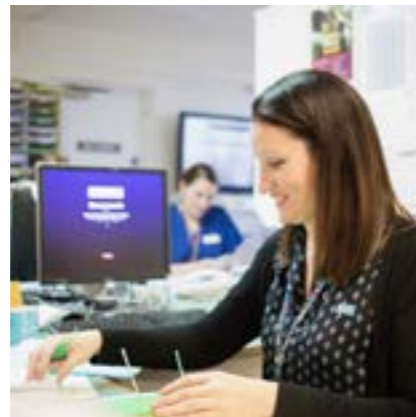
**Cornwall is home to people from all over the world, making it a lively, vibrant place to live.**

# Your career at Royal Cornwall Hospitals

Our Trust is a great place to develop your career.

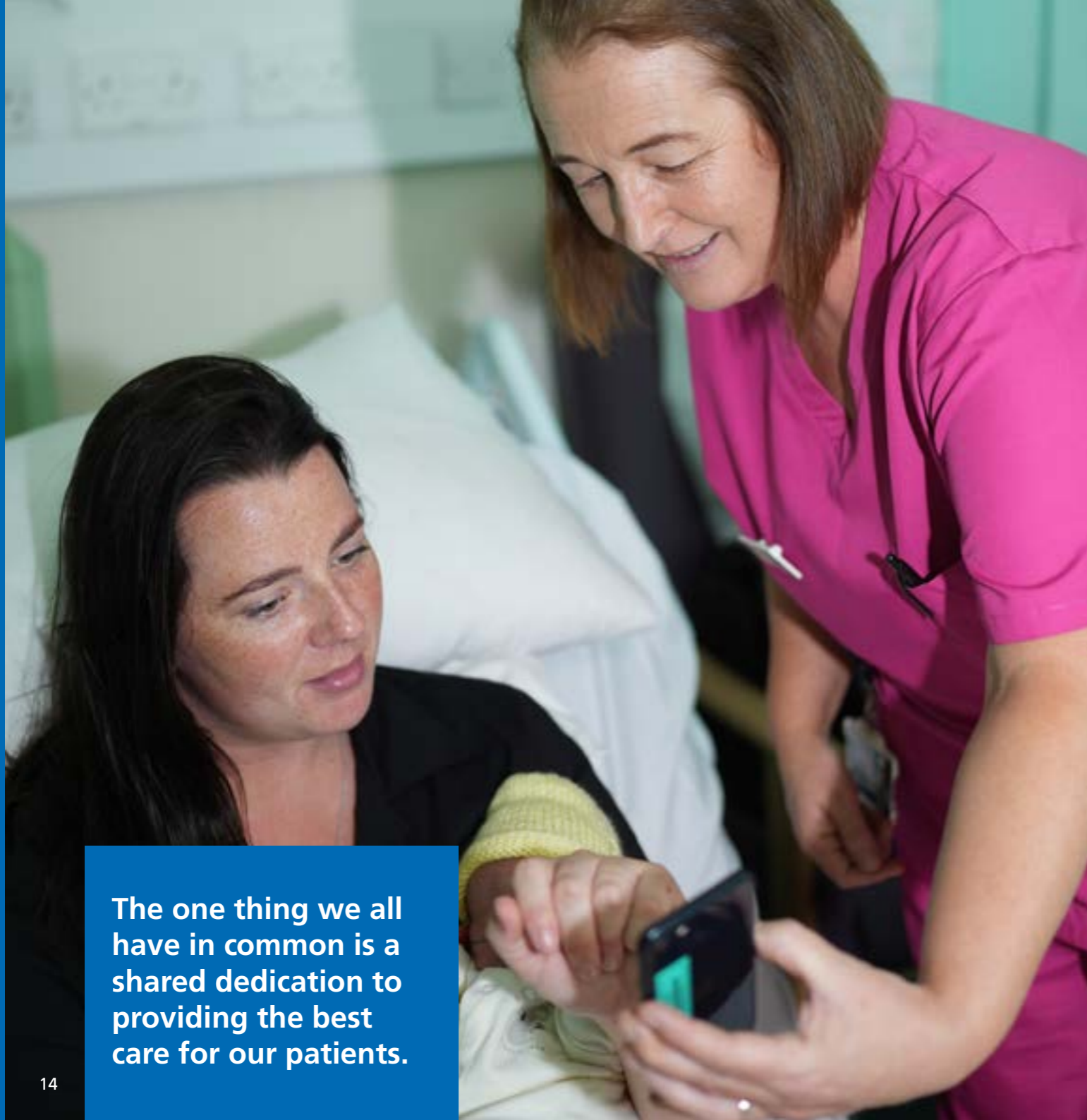
People come to Cornwall and they stay. The Trust is committed to providing development opportunities for all staff and we support our teams in a number of ways, with access to education and training, and a range of flexible learning and development opportunities including leadership and management development, coaching and mentoring programmes and opportunities for secondment. Clinical staff have clear development pathways and our appraisal scheme ensures everyone has dedicated time with their manager to talk about their development and future career.

Whatever level you're working at, the Trust offers opportunities to shine.



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# Thriving with us

RCHT is committed to staff learning and development and we are proud of our links with educational establishments as well as our in-house training.

Whatever your starting point and whatever your professional goals we are here to help you grow as an individual and within our team to provide outstanding care.

➔ [Occupational health](#)

➔ [What our staff say](#)

➔ [Learning and development](#)

➔ [Pensions](#)

➔ [Equality, diversity and inclusion](#)

➔ [Civility and respect](#)

➔ [Leadership and management](#)

➔ [Health and Wellbeing](#)



The one thing we all have in common is a shared dedication to providing the best care for our patients.

# Caring for our staff

Staff at the Trust have access to a wide range of benefits, in recognition of their hard work and dedication.

In addition to an excellent annual leave entitlement (and an option to buy additional leave) and access to the NHS Pension Scheme, we also offer parent and carer friendly flexible working and access to childcare support services.

## Benefits include:

### Health & Wellbeing

- Counselling advice service
- Onsite Health and Wellbeing Service
- Outdoor gym
- Chaplaincy services
- Cycle storage facilities
- On-site parking\*
- Staff support network
- Employee Network Groups

### Modern workplace

- Flexible retirement scheme
- Flexible working practices
- Special leave policies
- Career breaks
- Access to child care facilities
- Variety of discounts from local attractions and businesses
- Cycle to work salary sacrifice scheme
- Car lease scheme

### Recognition

- Long service awards
- Annual and monthly team and staff awards
- Extensive staff development and training opportunities

*\* Subject to application*



**Staff at the Trust have access to a wide range of benefits, in recognition of their hard work and dedication.**

# Electronic Patient Record Programme

An Electronic Patient Record (EPR) will transform the way we deliver care to our patients. EPR will integrate many of our digital and paper-based systems into a single platform, providing a more joined up way of working across our hospitals, improving safety, and transforming the way we care.

Information will be more accurate and up to date, improving care outcomes and the quality of our services. It will help coordinate patient flow and support effective scheduling in areas like operating theatres and outpatients. It will also hold information from other systems, reducing duplication and the need to for our staff to log in to multiple platforms. Our EPR will be known as eCare.

## The national picture

NHS England is providing £1.9 billion to NHS trusts to ensure they all meet a core level of digitisation and have EPR systems in place.

This investment in digitising the frontline will ensure that health and care staff have access to health-related information when and where it is needed, supporting them to deliver care efficiently, effectively, and safely, reducing variation and improving outcomes.



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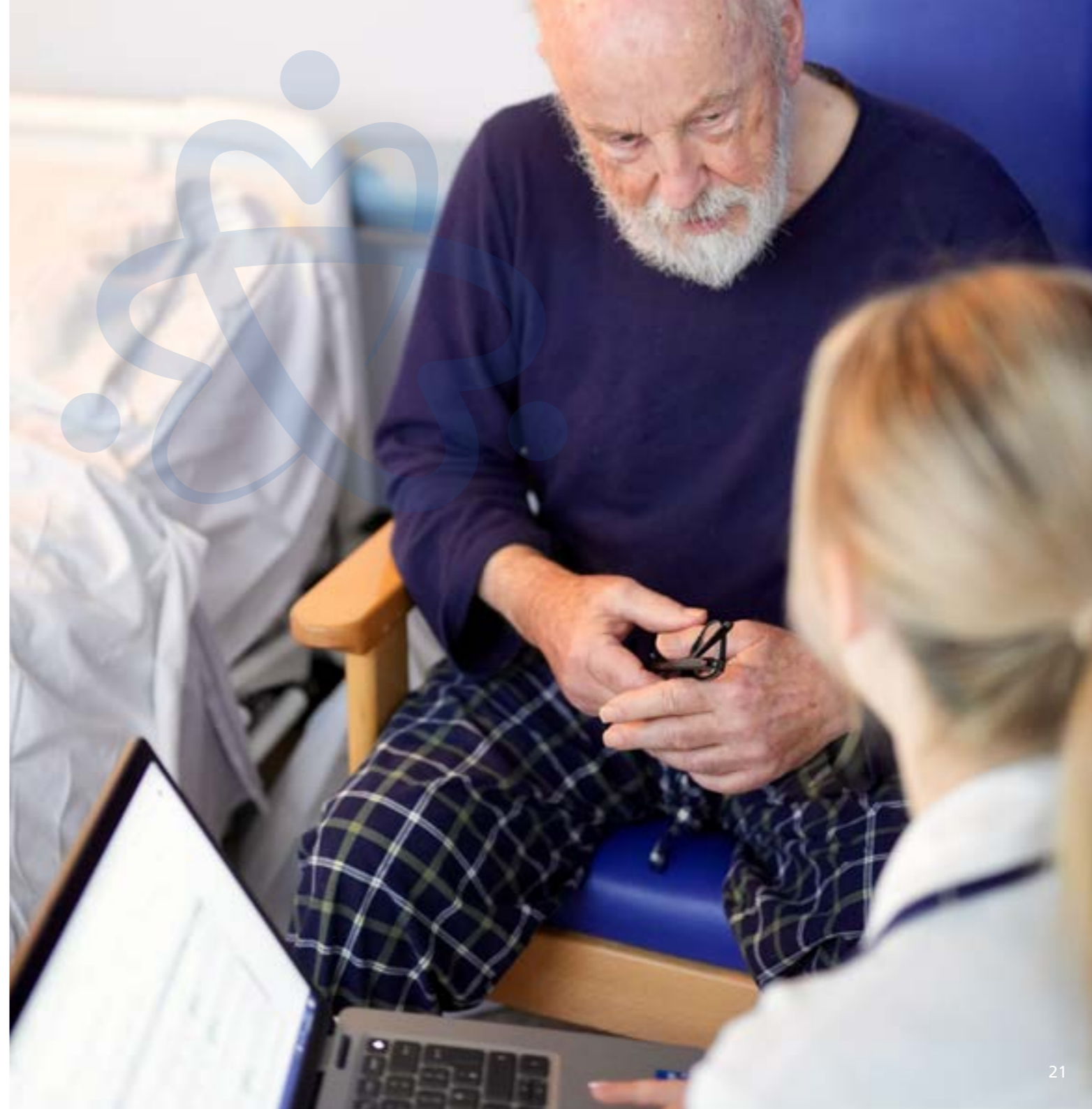
# Transforming care in Cornwall

Adopting an EPR will be one of the most significant changes we've made to improve healthcare in the region.

For our staff it means they'll have the most up-to-date complete patient information at their fingertips; accessing what they need quickly and securely via one record, enabling them to spend more time with their patients to provide smoother and safer care.

Patients will reap the benefits too with an improved experience across our health and care system. It doesn't matter which of our hospitals a patient attends, their EPR will follow their healthcare journey even if they move between our services and departments. Patients will also be able to take control of how they manage their health with an online portal allowing them to access their medical records and appointments.

This is a really exciting time to join the team at RCHT and be part of our digital transformation.



## Our values

Respect

Compassion

Honesty

Teamwork

If you've been inspired to join our team, you'll find all of the opportunities we offer on our website:

🖱️ [royalcornwallhospitals.nhs.uk](https://royalcornwallhospitals.nhs.uk)



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**Care for One+All**