

# Management Bulletin

May 2022

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## **Guidance**

[Implementing patient initiated follow-up: guidance for local health and care systems, NHS England \(updated 18th May 2022\)](#)

*This guidance supports implementation of patient initiated follow-up (PIFU), setting out the main considerations and best practice, drawn from learning from people, clinicians, services, trusts and systems across England.*

NHS England, Published May 17<sup>th</sup> 2022 Updated May 18<sup>th</sup> 2022

## **HR**

[Maternity leave and pay rules – and what you're entitled to](#)

*A guide to the complex rules relating to pay and time off for pregnant staff and their partners*

*Employers must give all pregnant employees reasonable paid time off to attend antenatal care appointments made on the advice of a doctor, midwife or health visitor, says the government. This includes parenting and relaxation classes.*

Nursing Standard. 37, 5, pp. 23-24

## **Health & Wellbeing**

[Managers' mental well-being and when it's okay to say it's not okay](#)

*Being candid with colleagues about your mental ill health takes courage and can chip away at stigma, but there could be risks you will need to manage*

Nursing Standard. 37, 5, pp. 38-41



## **Integrated Care**

### **[The Health and Care Act: six key questions](#)**

*The Health and Care Act, which introduces significant reforms to the organisation and delivery of health care services in England, received Royal Assent in April 2022. In this long read, we explain what the changes brought in by the Act mean in practice.*

The King's Fund, May 17<sup>th</sup> 2022

## **Leadership**

### **[Current evidence on organisational learning from patients complaints](#)**

*This review identifies, appraises and synthesises published data on how health care organisations demonstrate learning from patient complaints, including the barriers experienced*

Nursing Times, 118 No. 4 pp. 35-40

## **Patient Safety**

### **[The chasm between theory and practice in NHS complaint handling](#)**

*John Tingle, Lecturer in Law, Birmingham Law School, University of Birmingham, discusses several reports on NHS complaint handling*

British Journal of Nursing 31, No. 9 pp. 510-512

## **Quality Improvement**

### **[Impact of COVID-19 on Surgical Service Provision, Medical Staffing and Training at a Large Acute NHS Trust in the United Kingdom](#)**

*The BHRUT General Surgery Department has successfully implemented a system to work through the pandemic to minimise its effects on surgical provisions. This template can act as a guide to nationwide hospitals if ever faced again with a similar challenge.*

Patient Safety & Quality Improvement Journal, 10 (1) pp. 35-40

## **Workforce**

### **[Pandemic lessons: gauging how NHS staff work now](#)**

*A discussion to discover how the pandemic has changed perceptions of hospital workspace, and how we can start to implement change both in physical space and cultural views of hospital roles.*

Health estate journal, 76 (5) pp. 58-61 May 2022

### **[The importance of management's response to staff speaking up in the healthcare setting](#)**

*Melika Ghorbankhani and Aled Jones highlight the role of the 'recipient' of concerns raised by healthcare staff, and discuss ways that managers can create a culture of psychological safety that promotes speaking up.*

British Journal of Healthcare Management 28, No. 5 pp. 108-111

### **[Applying the employee value proposition to emergency medicine](#)**

*Jonathan Matthews explains how the employee value proposition can improve staff engagement in NHS emergency departments.*

British Journal of Healthcare Management 28, No. 5 pp. 146-150



[Adding value: a strategic vision for volunteering in NHS trusts](#)

*A comprehensive report exploring our research findings and reflecting on some of the challenges, intended as a resource for volunteer services managers and policy leads.*

The King's Fund, May 10<sup>th</sup> 2022

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