**ED RECEPTION - SICKNESS REPORTING & TIMEKEEPING PROTOCOLS**

***SICKNESS REPORTING***

Sickness must be reported within good time of the start of your shift, unless exceptional circumstances.

**You must report your sickness absence yourself (unless exceptional circumstances) and it must be done verbally over the telephone. It is not acceptable to report sickness via email, text message or WhatsApp.**

**HOW TO REPORT SICKNESS**

**During Normal Office Hours** – Telephone Natalie Owen or Tom Whittle

**Outside Normal Office Hours** – Telephone the Nurse in Charge at the site you are due to work at

***It is not acceptable to report sickness to colleagues in Reception***

***TIMEKEEPING***

1. All staff are expected to arrive in department, get changed into uniform and be ready to log on by their shift start time.
2. If you are going to be late for a shift, you must ring Natalie or Tom if during office hours or the Nurse in Charge if out of office hours.
3. Text messages, WhatsApp or calling colleagues on Reception is not acceptable - you must contact Natalie, Tom or the NIC by telephone to advise them you are going to be late and what your expected time of arrival is.
4. If a colleague does not turn up for a shift on time and you haven't been made aware of them running late by Natalie, Tom or the NIC you must report this to us straight away. We need to be aware so that we can check that the staff member is okay and if they are on their way and so that we can organise cover on the desk in the meantime where necessary to avoid detrimental effect on department/patients waiting to book in.

**CONTACT NUMBERS**

**Natalie Owen** – 07826 222531

**Tom Whittle** – 07795 911435

**HRI Nurse in Charge** – 01484 343572

**CRH Nurse in Charge** – 01422 223849