



SONIC HEALTHCARE
UK



**Welcome to
Sonic Healthcare UK**

Message from our CEO

I am delighted to welcome you to Sonic Healthcare UK and hope that this brochure provides some useful information about our organisation.

You are joining one of the world's leading healthcare providers specialising in laboratory medicine, radiology and general practice medicine. In the UK we are the largest independent provider of pathology / laboratory medicine to both the NHS and private healthcare sectors.

We employ over 3,000 staff across the UK who, on a day to day basis demonstrate their dedication and passion as healthcare workers to the communities they serve. You are an important part of our team and your progress and development is as valuable to us as it is to you. I look forward to meeting you at some point in the future.

With my very best wishes.



David Byrne
CEO - Sonic Healthcare UK



CEO David Byrne speaking
with Sonic Academy staff

About Sonic Healthcare UK

Sonic Healthcare UK is part of Sonic Healthcare, an internationally renowned healthcare provider which has grown to become one of the world's leading healthcare providers, with operations in Australasia, Europe and North America.

As a leading provider of clinical laboratory diagnostic services across the United Kingdom, Sonic Healthcare UK is comprised of two divisions: Health Services Laboratories (HSL) and The Doctors Laboratory (TDL).

TDL is the largest independent provider of clinical diagnostic services in the UK. Through a UK wide network of laboratories, TDL supports a range of healthcare settings - from GP clinics to overseas clients and global corporations. HSL is a unique pathology company - the only joint venture in the UK where two NHS Trusts and one private provider have come together with the united goal of providing a clinically led, world-class pathology service.

The venture is a partnership between University College London Hospitals NHS Foundation Trust (UCLH), the Royal Free London NHS Foundation Trust (RFL), and TDL. All are dedicated to providing clinically-led pathology services to the NHS using the hub and spoke laboratory network model.

Medical leadership is regarded as the most important pillar of our operational philosophy and every laboratory in our network is clinically led by consultant pathologists from the relevant customer Trust. Working closely with our Chief Medical Officer, Dr Rachael Liebmann, they act as the advocate for patients and referring clinicians.

In total the organisation is a collaborative network of 26 laboratory sites across the UK, from London to Glasgow. The network serves a mixture of both NHS and private patients, providing the extensive, essential and dependable pathology results required for vital clinical decisions every hour of every day.



Our newly refurbished Essential Services Laboratory at Whittington Hospital



Sonic Healthcare is one of the world's largest pathology providers. Headquartered in Sydney, Australia and employing over 41,000 staff in seven countries, Sonic entered the UK market in 2002 when it acquired The Doctors Laboratory.



TDL is the largest independent provider of clinical diagnostic services in the UK. Through a UK wide network of laboratories, TDL supports a range of healthcare settings - from GP clinics to overseas clients and global corporations.



A joint venture between the University College London Hospital, Royal Free London and The Doctors Laboratory, providing a pathology diagnostics service to our NHS trust partners, other NHS customers, and TDL.



The Sonic Difference



Medical Leadership

Medicine demands a deep understanding, empathy, and continuous dedication to education to ensure optimal patient care and treatment results. At Sonic Healthcare UK, we value Medical Leadership, which emphasises the importance of having seasoned medical and scientific experts in key leadership roles to cater to the specific requirements of both our healthcare professionals and patients.

Through Medical Leadership, we aim to ensure that everyone who is part of Sonic Healthcare UK understands how vitally important their role is in the delivery of high-quality medical services to each and every patient. Medical Leadership has always been enshrined in our corporate culture. It reflects our understanding that medicine is a profession rather than a business and is responsible for our continued success. We acknowledge the trust that clinicians place in us and strive to mirror their commitment to medical excellence in everything we do.

Our Medical Leadership principles are endorsed by the executive leadership team and provide all staff with clear guidelines about the interaction between our people and external stakeholders – doctors, patients, other customers, and our local and global communities.

The Core Values

Sonic's Core Values were created by our staff more than 20 years ago, and act as guiding principles for how we conduct ourselves as an organisation.

Our Core Values set the standard for the collegiate and supportive way in which we behave towards one another, as well as the professionalism with which we conduct ourselves in our day-to-day duties. Individually, our Core Values articulate our commitment to medical excellence. Collectively, they empower our people to deliver exceptional medical services to doctors and patients.

Since their inception, Sonic's Core Values have been embraced by Sonic Healthcare staff around the world as a unifying code of conduct.



Core Values

Commit to service excellence

To willingly serve all those with whom we deal, with unsurpassed excellence.

Treat each other with respect and honesty

To grow a workplace where trust, team spirit and equity are an integral part of everything we do.

Demonstrate responsibility and accountability

To set an example, to take ownership of each situation to the best of our ability and to seek help when needed.

Be enthusiastic about continuous improvement

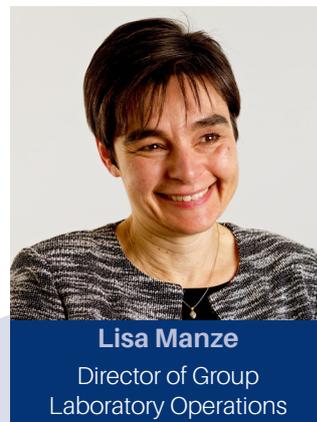
To never be complacent, to recognise limitations and opportunities for ourselves and processes and to learn through these.

Maintain confidentiality

To keep all information pertaining to patients, as well as professional and commercial issues, in strict confidence.

Sonic Healthcare UK's Executive Team

The Executive Team is formed from members of the board of directors and senior managers. It is responsible for all aspects of our laboratory operations and the support functions that make up the Sonic Healthcare UK Group.



The Network

Sonic Healthcare UK aims to deliver clinically-led diagnostics, innovation, value, and long-term investment to healthcare. At the core of this ambition is a hub and spoke network of laboratories that help drive efficiencies whilst sharing technologies and expertise across all of our sites.

The network of 27 UKAS accredited laboratory sites supports a wider network of hospitals and other clinical settings across the United Kingdom. These in turn are supported by a robust IT network and our own dedicated courier team to ensure any sample is treated with the same care and rapid processing, no matter where in the country you are.

This network of laboratories is ably supported by our own, in-house logistics team - the largest dedicated courier service handling pathology samples in the UK. Supporting over 4,500 UK NHS and private healthcare customers, our team of over 170 staff provide a unique, dedicated service with the fundamental principle of 'delivering for the patient'.

Our couriers play a vital role in the smooth running of the business, delivering not just samples, but reagents and other consumables, so that all other functions within the organisation can continue to operate without interruption.

London Based Laboratories

- The Halo Building (HQ)
- 60 Whitfield Street (UCLH)
- 76 Wimpole Street
- Barnet & Chase Farm Hospital
- BUPA Cromwell Hospital
- Central Middlesex Hospital
- Cleveland Clinic London
- Ealing Hospital
- Hospital of St John & St Elizabeth
- North Middlesex Uni. Hospital
- Northwick Park Hospital
- Royal Free Hospital
- Royal National Orthopaedic Hospital
- UCLH Haemostasis Laboratory
- Whittington Hospital



over 2.9

million patients served
by our laboratories



1,522

assays available across
our laboratories



26

accredited laboratory sites
in the United Kingdom



3,158

members of staff work
for Sonic Healthcare UK



16,500

miles covered by our
couriers each week



45,289

hours of training completed
by our staff last year



950

Point of Care devices
used across the network



over 1,300

research studies supported by
our innovations department

HR Information

Staff Handbook

A lot of the information you may need can be found in the staff handbook which cover relevant staff policies. The handbook has been streamlined to incorporate all policies whether you're a TDL or HSL member of staff. You can view a PDF of the handbook at anytime by visiting:

www.hspathology.com/employeehandbook or
www.tdlpathology.com/employeehandbook



Occupational Health & Wellbeing

Sonic Healthcare UK is committed to the protection of your health whilst at work. As part of your new starter documentation, you will be asked to fill out a **“New Starter Questionnaire”** as well as an **“Immunisation Form”** (for laboratory staff only) via a link sent by email.

Please ensure you complete the necessary information. You will be contacted directly by Medigold, our occupational health provider, to assess your fitness to work and ensure your immunisations are up to date in line with your contractual role. Please ensure you are informing your line manager of any appointments booked with Medigold.

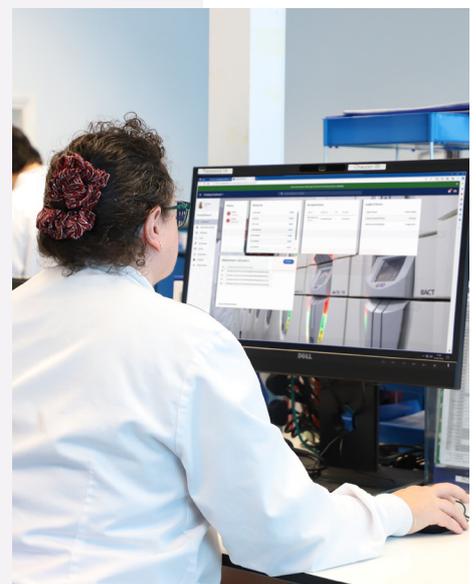
Sonic Hub

SonicHub is our online Human Resource Information System (HRIS) that is powered by The Access Group's PeopleXD software, also known as CoreHR. You can access on a PC, tablet or mobile device.

The system allows you access to relevant information, your payslips, book annual leave, log any sickness, etc. Shortly after the company receives your signed contract via Signable, we will create an account for you on the system and an automated email with an account activation link will be sent to your personal email address. You will need to follow instructions and activate the account **within 14 days** as the link expires afterwards. This is when you will be required to create a password, and once activation is complete, another automated email will be sent with your username.

To access the Website: [SonicHub Login](#)
For Mobile App Download Instructions: [Click Here](#)

Further information about Sonic Hub can be found on page 10.



Training With Us

Getting you trained and able to work safely and independently in your role is crucial. Your manager will work with you to identify your training needs.

Corporate Induction

Induction introduces you to the organisation and combines an interactive online session and completion of online modules on our training website, Sonic Learn.

Our Learning & Development team will book you onto a session and you will receive the details via email, so keep an eye out for an email from Sonic Learn (you may need to check your spam filters). We endeavour to get you booked onto an induction session within the first few weeks of your start date. Your manager will also receive a copy of your booking.

This induction course is mandatory, and your probation is dependent on completion. We encourage you to log onto Sonic Learn and complete the modules in advance of the session.

Online Induction sections:

- Welcome from the Chief Executive, David Byrne
- Duty of Candour
- Introduction to Health and Safety
- Introduction to Quality Management
- Introduction to Information Security
- Discussion about trade Unions and their detail

Here are a few key points to note:

- You will need to liaise with your manager to ensure your attendance. Please check with them regarding access to an appropriate device, such as a PC, laptop or phone, and a quiet place to join the session.
- You will need to join with your camera on and with your name on the screen and not the device name.
- If you cannot attend, you must rebook onto another session via Sonic Learn. To reschedule, you need to cancel your first booking and then rebook a new event. To cancel your booking, return to the Staff Induction course on Sonic Learn, and then select 'cancel' from the booking information screen.

Departmental Induction

Alongside your corporate induction, you will also have a departmental induction where your manager will go through an induction checklist making sure you know everything about the site you're working on and the local processes you need to follow.

Future Learning & Development

Throughout your career at Sonic Healthcare UK, you'll be given further opportunity for skilled and personal development. CPD opportunities via the Sonic Learn platform (see page 9) or our annual programme of Sonic Connect events are a great way of not only learning new skills, but also a chance to interact with colleagues from across the network. Your line manager and the regular company communications will update you on new opportunities.



Blood Transfusion training at St John & St Elizabeth Hospital



One to one mentoring opportunities for managers



Sonic Connect training

Sonic Learn

Sonic Learn is our online training website that provides crucial information and training. You will be given a unique login by your manager and can access the website via any mobile device at: www.soniclearn.com.

When logging in for the first time, you will be prompted to change your password. Please use a password that is strong and only memorable to you. When you log in, you will need to complete all your mandatory training. You can find out how to complete your online training below, along with some FAQs.

We also recommend that you look at the help page, which includes some video guidance on common tasks, such as what to do if you forget your password.

How do I find courses on Sonic Learn?

To find your **Mandatory courses** are clearly identified and accessible via your dashboard. Click the 'My Dashboard' link on the blue menu bar and then click on the course title. All courses listed under 'Required Learning' need to be completed - see image right.

To find **additional CPD courses**, go to the 'Find Learning' page. Here you can explore the course by selecting filters on the left-hand side or searching for a specific title. Search for course title, click on the course and enrol. You will then be able to access the course - see image right.

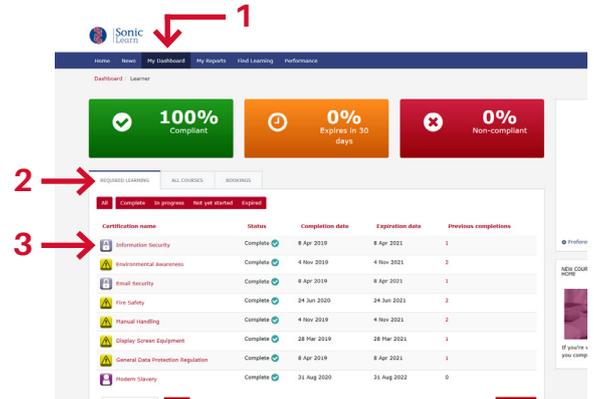
Why is the course still showing as outstanding, I'm sure I finished it!

The most common reason for a course not being marked as complete is that you have outstanding activities within the course. Make sure you have completed all sections by looking for a tick to the right of the activity - see image right.

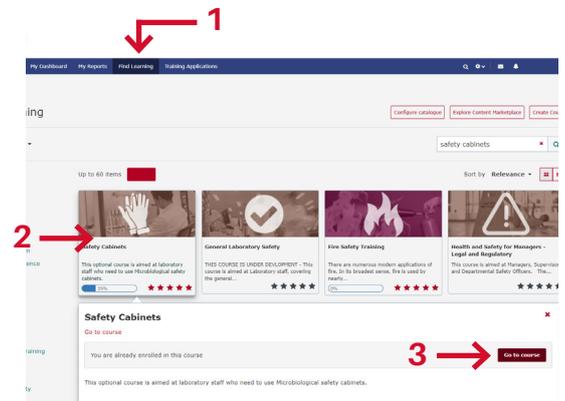
Another common reason is that you have not achieved a pass mark in the assessment. This usually occurs on questions that need to have more than one answer selected to be marked as correct. It's easy to have a question only partially correct. Go back and review your assessment.

What should I do if I'm still having problems?

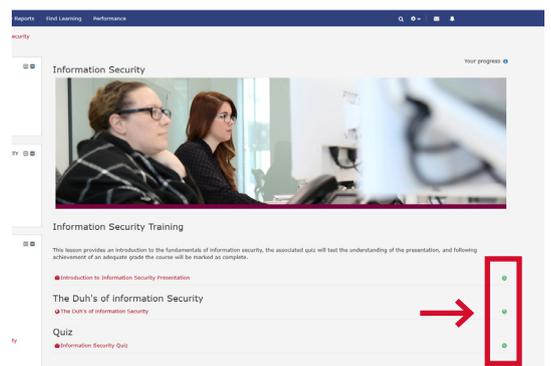
If you're having problems with Sonic Learn, please contact our Learning and Development team at: training@tdlpathology.com who will be more than happy to help. The more information you can give regarding the issue, the quicker we will be able to resolve it. Sending through screenshots of the problem is really helpful!



How to find your mandatory courses



How to find additional CPD courses



Ensure all activities have green ticks besides them

Sonic Hub

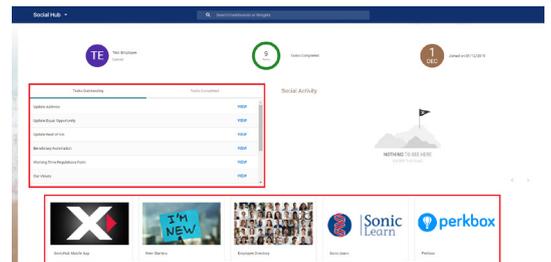
Most of your day to day HR enquiries or concerns will be resolved via Sonic Hub. Below is a handy guide to get you started.

Sonic Hub / Home Page

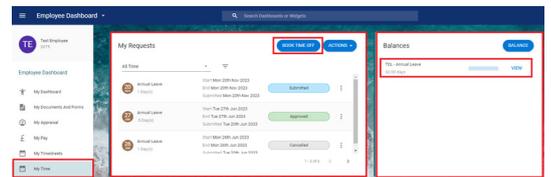
When you first log into the system, you will be prompted to change your password to something more memorable to you. We encourage you to use a strong password that contains uppercase, lowercase and a special character. Once you have logged in for the first time, you will be directed to the Social Hub. This is where you will have some onboarding tasks to complete to finalise your account. These are:

- Update Address
- Our Values
- Update Equal Opportunity
- Health & Wellbeing
- Update Next of Kin
- Our Policies and Handbook
- Beneficiary Nomination
- Upload Profile Photo
- Working Time Regulations Form

The **Social Hub** page will also contain links to useful resources such as; Sonic Learn, Our Values, Health & Wellbeing, Perkbox, Our Policy Documents and more.



Sonic Hub Page



My Time Screenshot

How to book annual leave

To book your annual leave and to see your current balance, follow these steps: **Employee Dashboard > My Time**

The **Balances** widget will show your current balance and by clicking View you will be able to see a complete breakdown of your entitlement.

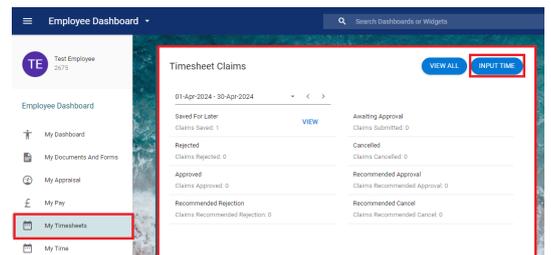
The **My Requests** widget will allow you to book leave by clicking on **Book Time Off** and also cancel any leave you have approved by your line manager. One you have requested leave, either 1 full day or a half day (AM or PM), your line manager will be notified with the details where they can action the request.

How to complete your timesheets

Most employees are required to complete and submit timesheets. If you're a Bank Worker or worked overtime, this is the place you can complete this task. To input your timesheets, follow these steps:

Employee Dashboard > My Timesheets

The **Timesheet Claims** widget will be where you can input timesheets, review what has been actioned and view a claim that is waiting for approval. By clicking on **Input Time** you will be able to add any Pay Code you have been assigned. Bank Workers will have the Pay Code "Bank Workers 1" assigned, which is required to be inputted for any shift worked and it will be paid at the hourly rate. If you have completed overtime, this is where you can add these to your timesheet. Once you have added your claims, you can submit them which will then go to your line manager to action.



Timesheet Claims Screenshot

Need further assistance?

If you are having issues with Sonic Hub, then please contact our HR Systems team at HRSystems@tdlpathology.com where a member of the team will be able to assist you further.

To reset a password, you can complete this via the website login page by clicking on Forgotten your password? This cannot be actioned by emailing in.

If you have locked your account, please send us an email to the address above.

If you are trying to complete an Expense and your Cost Centre Code is missing, please also send us an email.

FAQs & Useful Contacts

What do I need for my first day?

Your manager will be in touch regarding your first day, which will include instructions on when and where to arrive. If you haven't heard from them, please get in touch. If you can't get hold of them, contact HR.

What do I do if I'm sick?

Make sure you call your manager within the first 30 mins of your start time. They will log this on Sonic Hub and talk you through the next steps. We hope you get well soon!

When do I get paid?

27th of the month unless that day falls on a weekend, then you are paid the Friday closest to the 27th (*December pay day will vary*).

Who should I ask if I have general HR queries?

If you have any queries, please ask for support from your line manager as your first point of contact. If you need to contact the HR department directly for any general queries, refer to the contacts section below.

What should I do with the Contract Pack you sent me?

Please save your signed contract documents for your records.

Where can I find the staff policies e.g. sickness policy?

Contractual policies can be found in the staff handbook - **see page 7** for links to the different staff handbooks.

I have a payroll query, who do I contact?

If you have any payroll queries, please raise these with your line manager in the first instance. Should you need to contact the Payroll Department, contact details are available in the contacts section below.

I have received my P45 from my previous job, what should I do with this?

When you receive your P45 from your previous employer, please ensure you send this to the Payroll Department (*find their contact details on the below*).

I have a pension related query, who do I contact?

Please contact Payroll Department (*find their contact details below*).

HSL Switchboard:
+44 (0) 207 307 9400

TDL Switchboard:
+44 (0) 207 307 7373

HR Department:
+44 (0) 203 912 0278

Payroll Department:
+44 (0) 207 460 4807

Email Addresses:

HR Queries: hr@tdlpathology.com

HR System Related Question: hssystem@tdlpathology.com

Occupational Health: occupational.health@tdlpathology.com

Learning & Development: training@tdlpathology.com

Payroll Queries: payroll@tdlpathology.com / payroll@hslpathology.com





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