



Pets As Therapy  
PAT  
Visiting PAT Dogs and Cats

PETS AS THERAPY  
PAT  
Visiting PAT Dogs and Cats

**Equality and Human Rights**

**Annual Report**

**April 2013 to April 2014**



# Equality and Human Rights

## Annual Report

April 2013 to April 2014



# Our Vision and Values

*Our vision is:* To provide the best possible care for our patients

*Our Values are:*

- We put patient safety above all else
- We aspire to excellence
- We reflect, we learn, we improve
- We respect & support each other

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# Executive Summary

The Equality and Human Rights Annual Report for 2013/2014 reviews the progress Northampton General Hospital has made to promote equality and celebrate diversity in the year 2013 to 2014.

From a Service perspective this report demonstrates that we have an understanding of the service needs of the Northamptonshire population and we are developing services in response to these needs as well as making improvements to the estate that will support our service users.

In addition, we have provided areas of good practice such as examples of providing reasonable adjustments for individuals with Learning Disabilities and those patients with Dementia. We have also demonstrated the language support we have provided and alternative ways of communicating to our patients with easy read leaflets suitable for the use by people with learning disabilities, reading or cognitive problems or patients whose first language is not spoken English.

From an Employment perspective we demonstrate our commitment to equality through our two ticks and our commitment to staff through our developing staff engagement strategy. This year we have developed our partnership working with our union colleagues and are developing our leadership and management programme.



A handwritten signature in black ink, appearing to read 'Sonia Swart'.

Dr Sonia Swart  
*Chief Executive*



A handwritten signature in black ink, appearing to read 'P. Farenden'.

Paul Farenden  
*Chairman*

# Introduction

Northampton General Hospital believes that Equality and Diversity (E&D) is central to what we do. Equality is about creating a fairer society where everyone has the opportunity to fulfill their potential.

The Trust aims to deliver high quality services that are accessible, responsive and appropriate to meet the diverse needs of the different groups and individuals we serve and the staff we employ.

To achieve this aim, we want to ensure that service users and employees are not subject to any form of discrimination or unlawful treatment. Everyone can expect to be treated with equal respect and dignity regardless of their background or circumstances.

It is important to us that we do not discriminate unlawfully in the way we provide our services and the way we recruit, train and support our workforce. The Trust does not tolerate any forms of unlawful or unfair discrimination. In addition it recognises that all people have rights and entitlements.

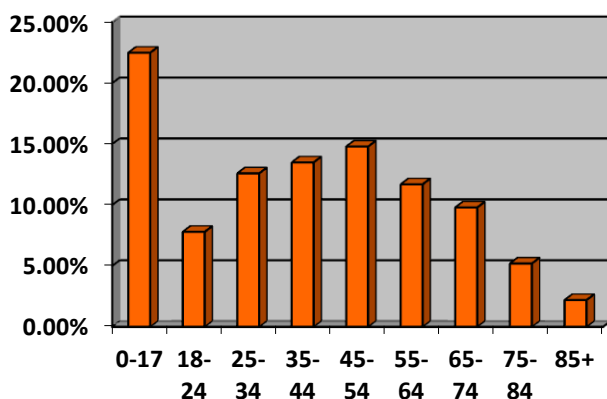




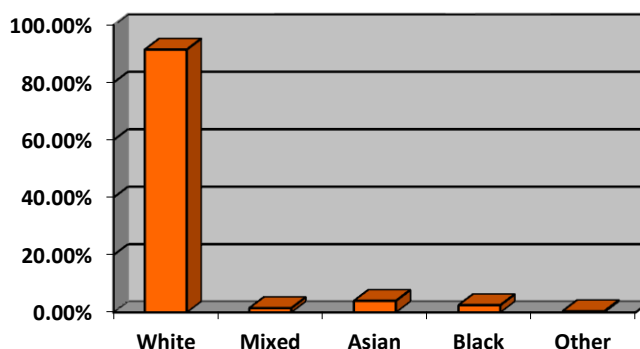
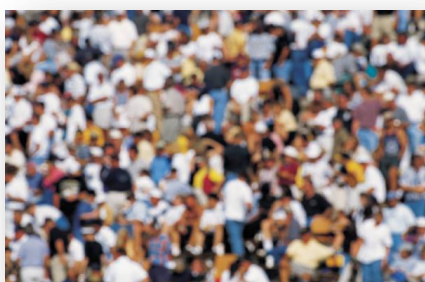
# Our Population

Northamptonshire has a population of 712,200 people (ONS population projections, published 29 May 2014). More than 30% of the population are in the least deprived quintile, and around 12% are in the most deprived quintile. While the population of Northamptonshire is expected to rise by around 5% to approximately 749,000 by 2020, the increase in working age population is estimated at only 2%, whereas the total population aged 65 and over is projected at 17%. The 70-74 age group will rise by 40% (the post-war baby boomer generation), and the number aged 90 and over is expected to rise by 30%.

Northampton General Hospital NHS Trust has ensured that its strategic direction is aligned with that of the wider NHS community. An aging population is likely to impact significantly on health services, with the number of people living in Northamptonshire with long term conditions increasing.



**Local Population by age**



**Local Population by ethnicity**

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# Our Services

Northampton General Hospital NHS Trust (NGH) is a 619 bed acute hospital based in Northampton town centre providing a full range of acute services. It has operated on this site since 1793. The other hospital site is in Daventry, providing further acute services.

Northamptonshire is one of the fastest growing counties in the UK with a growing and ageing population. Northampton General Hospital NHS Trust provides general acute services for a population of 380,000 and hyper-acute stroke, vascular and renal services to 684,000 people living throughout whole of Northamptonshire. The trust is also an accredited cancer Centre, providing services to a wider population of 880,000 who live in Northamptonshire and parts of Buckinghamshire. For one highly specialist urological treatment we serve an even wider catchment.



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# Our Services

## interesting articles

### Barratt Birth Centre

The new NGH Barratt Birth Centre opened in December and is the first midwife-led unit in the county.

The new centre has four birthing rooms, three of them with pools, plus kitchenettes and double beds so partners can stay over. It provides a way of having a baby in a more homely and calming environment, with all the benefit of having expert support very close should the need arise. As with home birth, the new birth centre is suitable for women who are healthy and with a 'low risk' pregnancy who are unlikely to develop complications.

A new birthing pool room on the obstetric labour ward was opened earlier in the year and proved very popular. A maternity observation ward was also opened alongside the labour ward, providing an area for mothers who require increased monitoring either before or after birth.



With these improvements, NGH is able to offer a complete range of birth options for women and their families. The value of caring for women in a favourable environment is known to be the key to their birth experience. NGH now has the ability to offer the choice of an obstetric labour ward, a birth centre or a home birth ensuring that women receive the right care, in the right environment for them at the right time.

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## Cancer Information Centre

Macmillan Cancer Support and NGH have worked together to develop the Macmillan Cancer Information and Support Centre for Oncology. The service has been so successful that they have moved to a bigger and better centre within the Trust and are able to expand the service they offer.



The service has consistently offered free, good quality, comprehensive information and support to people affected by cancer, their friends, relatives and carers. They have a large resource library and the centre is staffed by a Macmillan Information Specialist and Information Assistant who are supported by volunteers. Many of the volunteers have had personal experiences of cancer and are trained to provide appropriate emotional support. The service has been relocated to a centre on the ground floor of the Oncology Department and the size of the new centre means there is space for the Macmillan Welfare Benefits Advisor and the opportunity to offer complementary therapies and link with the Look Good Feel Better workshops which teach women how to manage the visible side effects of cancer and its treatment.

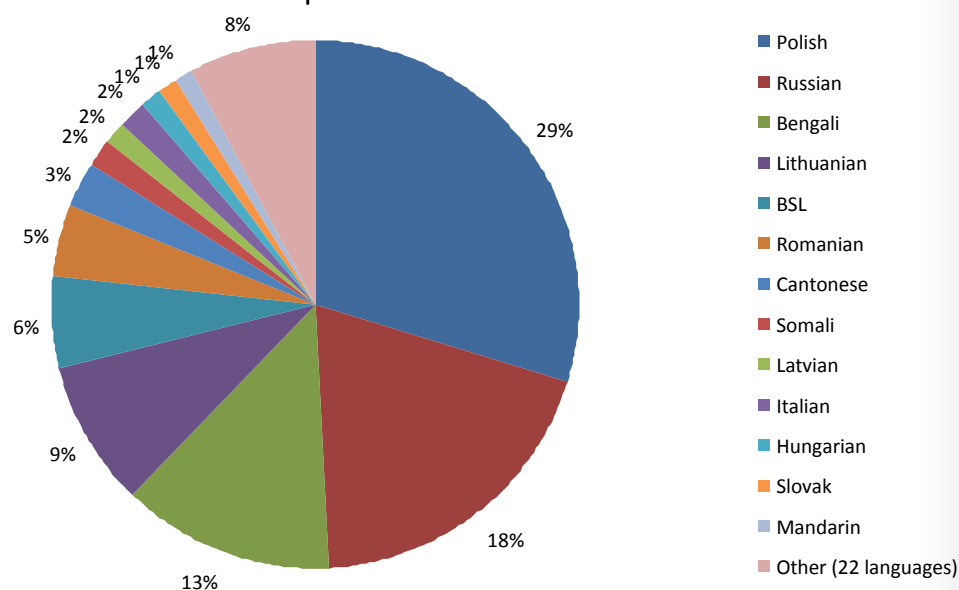
## Interpreting and Translating

The Trust recognises that patients who have a first language which is not spoken English, have the right to professional language support. Inadequate communication with people whose first language is not spoken English limits their ability to access services. It also can have a major impact on the quality of care and treatment they receive when they do access care when communications between clinicians and patients is inadequate.

Thebigword provide the interpreting and translating services at NGH. They provide telephone interpreting, face to face interpreting (including sign language) and written translation including Braille.

Over the 2013/14 period there was a 40% increase in the number of times the interpreting and translating services were accessed. Telephone interpreting was used 423 times and face to face appointments were undertaken 1664 times, using interpreters in 35 different languages. The most demand was for Polish, Russian, Bengali and Romanian interpreters. The demand for Polish / English interpreting remains substantially higher than the demand for all other languages, accounting for 26% of all face to face requests.

Chart showing Languages requested



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## Pets as Therapy

Man's best friend has been living up to its name at NGH as three Pets as Therapy (PAT) dogs help to brighten up the days for some of our long-term and elderly patients, including those recovering from a stroke. Golden Retriever Millie and black Labrador Jessie pay visits to some wards at the hospital, helping to bring smiles to patients' faces and often bringing back happy memories for former pet owners.

Research has shown the many benefits that interaction with animals can achieve in promoting health and well-being and addressing the physical, emotional and social aspects of a person's recovery.

Pets as Therapy is a national charity and has over 5,000 PAT dogs and PAT cats throughout the UK. Before the animals and volunteers are accepted as Pets for Therapy they undergo an assessment to establish that the animal has the correct temperament to become a visiting animal. All the animals have health checks and are fully vaccinated.



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## Age UK Project in A/E

Since March 2013, Age UK Northamptonshire have been working in partnership with NGH to provide an A&E support service to offer practical and emotional support to older people (age 55 plus) admitted to the A & E department. Age UK staff work in the department from Thursday to Monday from 16.30-21.30 and assist the healthcare professionals in the hospital by attending to the patients' non-medical needs, supporting discharge requirements and providing further care or support after discharge.

The Age UK staff can assist with time and place orientation when an elderly person comes into the department, doesn't recognise the environment or why they are there. They can be frightened and wanting to leave without treatment, or not wanting to stay on the bed. A member of Age UK staff can remain with them, if they are not supported by a carer, and provide a constant presence and reassurance. They can contact carers or relatives on behalf of the patient and support them with their emotional needs at this often bewildering and frightening time.

They may then assist in transferring the patient to the assessment wards providing some continuity for the patient. The AgeUK may also be able to provide additional information to the receiving ward staff that may enable their

on-going care to be person centred. Age UK can offer practical assistance in the form of signposting to support services for carers and arranging benefit assessments if required.



## Estates Projects

As in previous years, provision has been made within the annual capital plan to improve the environment and access for staff, patients and visitors with a disability. Below is a summary of the works carried out in 2013/14 some of which are access works in response to access surveys and assessments whilst others have been incorporated as part of phased building upgrading work.



- Further fire alarm beacons have been installed throughout public areas, the Audiology department and public toilets to help people who are Deaf or hard of hearing to be made aware of a fire alert.
- New reception desks which are disability friendly have been installed in Main theaters, the ophthalmic department and medical outpatients. They all have hearing loops available.
- A door has been widened in one of the examination rooms in Medical Outpatients for access for bariatric patients.
- Corridors have been upgrading using colour to help aid partially sighted persons and contrasting grab bump rails help give assistance.
- Three wards have been redecorated to introduce colour and improved signage to help patients, especially those with dementia.
- New bold yellow/black signage for Eye Casualty has been introduced throughout the site at the recommendation of the Northampton Association for the Blind.
- A new raised zebra crossing has been installed at the southern entrance to provide level wheelchair access and to help slow traffic in that area.
- Level access showers, grab rails and colour contrast fittings to the showers and toilets on Sturtridge, Balmoral and Robert Watson wards.
- White toilet fittings, seats etc on the Care of the Elderly wards have been changed to dark blue to give visual contrast.



## The Play Specialists

Play Specialists, working alongside other health care professionals, organise daily play and art activities in the activity centre or at the bedside, providing play to achieve developmental goals, help children master and cope with fears and anxieties, and to prepare children for hospital procedures. They also support families and siblings, contribute to clinical judgments through play-based observations, teach the value of play to the sick child, encourage peer group friendships to develop and organise special events. From lending support for surgery to distraction techniques whilst undergoing certain procedures on the ward or in outpatient areas and leading play sessions, this small team helps to safeguard the emotional care of the many children here at NGH, providing them with coping mechanisms necessary to help them get through stressful times.



An Activity Centre is accessible for children on both Paddington and Disney wards. The bright and cheerful room is filled with a selection of toys, colouring books, DVDs and video games. The Play Specialists help to explain things in a child friendly manner and helps the child to understand the big decisions taking place around them enabling the child to make more sense of their hospital experience.

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## Care of Patients with Dementia

The Trust continues to utilise the butterfly logo magnet on the patient white boards as a means of identification of patients who have a diagnosis of dementia to alert all staff that these patients may require additional support and appropriate adjustments whilst in our care due to their diagnosis. NGH have also now additionally introduced the 'outline butterfly' logo to alert staff that a patient is confused or has cognitive impairment but does not have a diagnosis of dementia on admission.

Carers assist staff to complete the Patient Profile which is kept at the patient's bedside and helps all staff groups be aware of the patients likes and dislikes and can help to avoid distress and frustration for the patient. Where the patient is booked for elective surgery, the Patient Profile is now commenced in the Pre-operative Admission Clinic in preparation for admission.

Where three wards have been redecorated, the Trust has introduced colour and contrast to help patients identify their bed bay and bed space. Clear pictorial signage has been introduced and all wards have been provided with dementia friendly clocks to help orientate patients to time and place.

Dementia Champions have been established on all wards and most departments. The Champions attended bespoke training sessions and act as a single point of contact for ward /department staff. They will act both as a resource and a support to promote best practice in Dementia care in their ward or department.

The Dementia Focus Group has been established and is chaired by a Trust Governor. It consists of a small group of volunteers who have a particular interest and /or experience in dementia care who work together with Trust staff to help monitor and improve the care of patients with dementia at NGH.

The Focus Group completed an audit on most of the adult wards to identify whether the Butterfly magnets were being used on the white boards and where they were used, if a Patient Profile was completed and available at the patient bedside. The results were shared with the Ward Sisters and Matrons and action plan agreed to make improvements.

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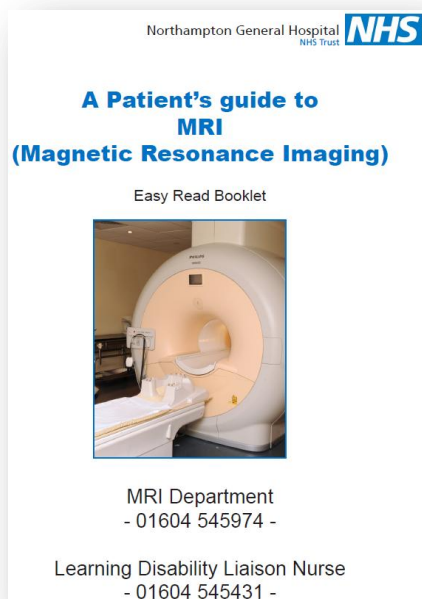
## Patients with a Learning Disability

NGH and Nene Clinical Commissioning Group continue to jointly fund the Learning Disability Liaison nurse post providing access to expertise and support regarding patients admitted to NGH with a Learning Disability (LD).

An electronic flagging system is in place for identification of a patient with a Learning Disability. Similarly, the LD Liaison nurse is informed when patients attend pre-operative assessment clinic in order that reasonable adjustments can be made for the patient's surgical journey. An LD toolkit is being used on the wards and includes an admission checklist, a risk assessment for additional support needs and a discharge planning tool. The Hospital Passport is embedded and used across the hospital. This helps healthcare staff know how best to support and care for an individual with a Learning Disability.

Consulting with people with LD through the 'Finding Out Group', the Trust continues to develop easy read leaflets and information.

The recognition and assessment of pain can be a challenge, particularly in patients with a cognitive impairment and communication difficulties. We have worked with the acute pain specialist nurse to develop a pain assessment tool for patients with a Learning Disability, cognitive impairment or dementia.



The Trust is in the process of recruiting an individual with a Learning Disability to work alongside the Learning Disability liaison nurse one day a week. Their role will include the education of healthcare staff (expert by experience) and to obtain feedback from patients with a Learning Disability.

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## The Disability Advisory Partnership Group

The Disability Advisory Partnership Group comprises of both senior NGH health professionals and representatives of people with disabilities from appropriate local organisations. The group meets quarterly and acts as an advisory body regarding the provision of services at NGH from the perspective of people with disabilities.

In order to utilise specialist expertise, audits were commissioned to be completed by Northampton Association for the Blind in the Eye Department and Deafconnect in the audiology department. Resulting action plans were developed and the following improvements made:

- **Audiology Department**

We were aware that the environments and the signage with the service were not as good as they could be, this was brought to our attention by a visit from Deaf Aware and from patient feedback. As we are not yet in a position where we can make major changes we did endeavour to make what changes that were within our gift to do, to improve the environment and waiting area and update notifications to our patients. These are as follows:



- Patients no longer wait in the corridor in area K. All patients now are located in the waiting area within the Audiology department.
- The repair room is now located within the Audiology department and not along the corridor.
- A new Audiology Manager has been appointed.
- A Loop system is available in the department.
- A Minicom system has been installed to allow patients to independently contact the department.
- An electronic numbering system for patients waiting is due to be installed, IT are sourcing a signage system that will show the numbers as Yellow on Black to support patients who are partially sighted.
- There is clear signage to indicate “Dogs for the Deaf are welcome”.

- The Audiology manager is currently reviewing if we could deliver any services nearer to the patient's home (in the community) for example simple repair drop in clinics.
- The Audiology manager is looking to develop standard Hearing Aid repair packs for all patients.
- There is some further work to develop videos that can be accessed via the Hospital You Tube to show patients how to look after their aids.
- Training is to be undertaken by all staff to be proficient with basic British Sign Language (BSL). This training will be in conjunction with and supported by Deaf-Aware.
- There is now a dedicated wheelchair space in the waiting area.
- The repairs room has received a makeover, however it is acknowledged, with the estates department that further work is required to bring the department to an acceptable standard.
- New Hearing Test equipment has been purchased and installed.

## Eye Department

Over the last 12 months the Ophthalmology Department has undertaken a number of new initiatives and structural changes which we hope will benefit the care, treatment and experience of our patients.

In November 2013 we had a rebuild of our reception area which prevents patients having to queue when booking in and booking out. The new reception now has separate areas for both booking in/out and it has reduced this process.



The department has also implemented many of the suggestions made by the Northampton Association for the Blind (NAB) who carried out an inspection of the unit in 2012. One of the major benefits is the signage for the Ophthalmology department which is now throughout the hospital site.

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The department has also acknowledged the concerns which have been raised with regard to the seating in outpatients, many of the seats were not appropriate for the patient group and many were unstable and dated.

We have now through our charitable funds ordered new chairs for the department and we hope to purchase more for the other areas within the department.

Through discussions with Jane Williams from the NAB we have agreed to have a better area for information which will be easier to access. We are also in discussions to see if we can look at reintroducing a NAB staff member to work within the department.

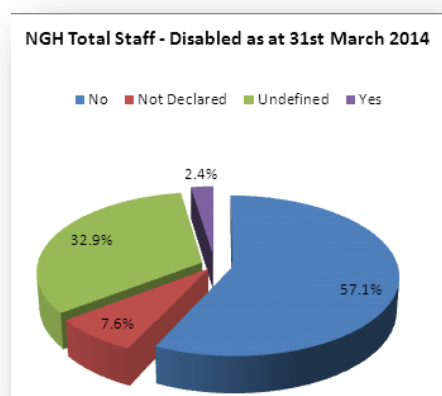
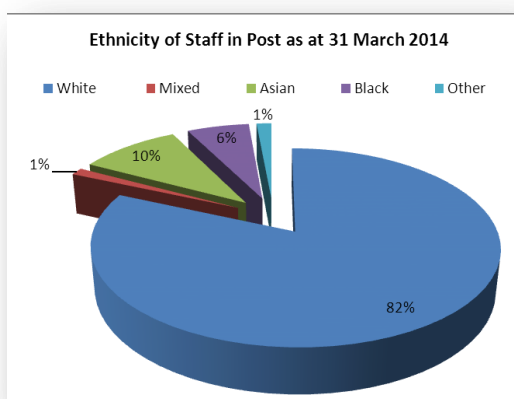
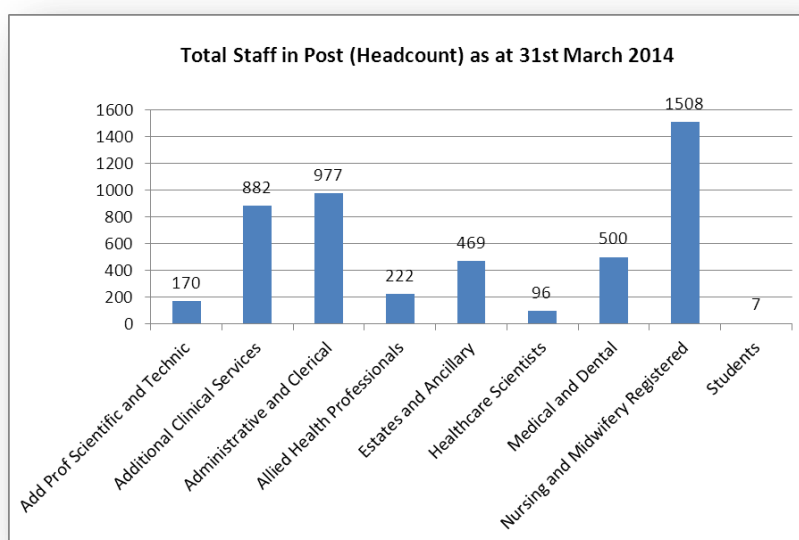
While not part of the NAB report, new service delivery models should give the patient a better experience of the Ophthalmology service. The new and exciting change to the Glaucoma service will reduce the number of appointments for many patients have to attend. As we are aware it can be difficult for patients to attend appointments for a number of reasons. One of the main issues is parking. Due to difficulties in finding a parking place many patients arrive early and spend time sitting in the department.

We have also introduced a drinks machine as this was not available and the canteen is a distance from the department which many of our patients find it difficult to access.

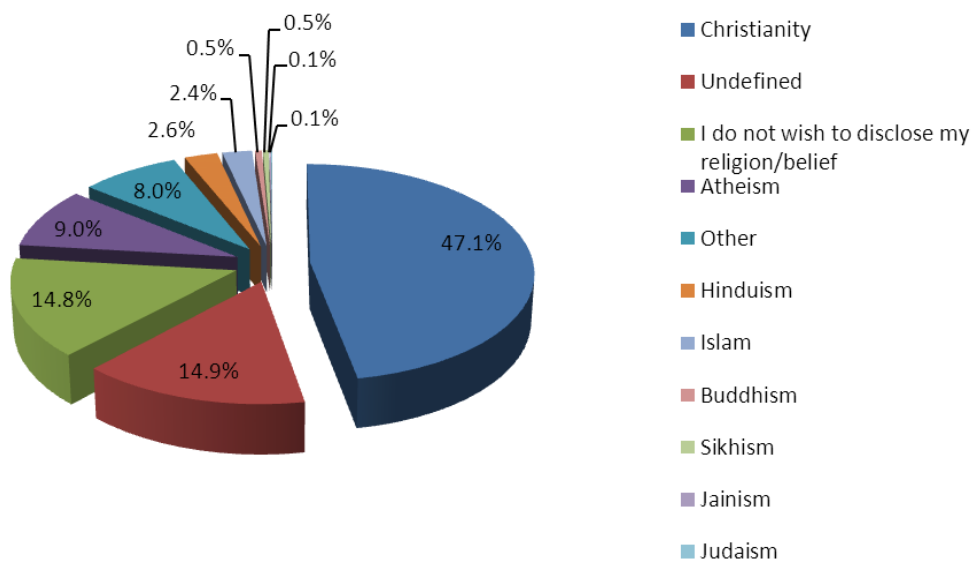


# Our People

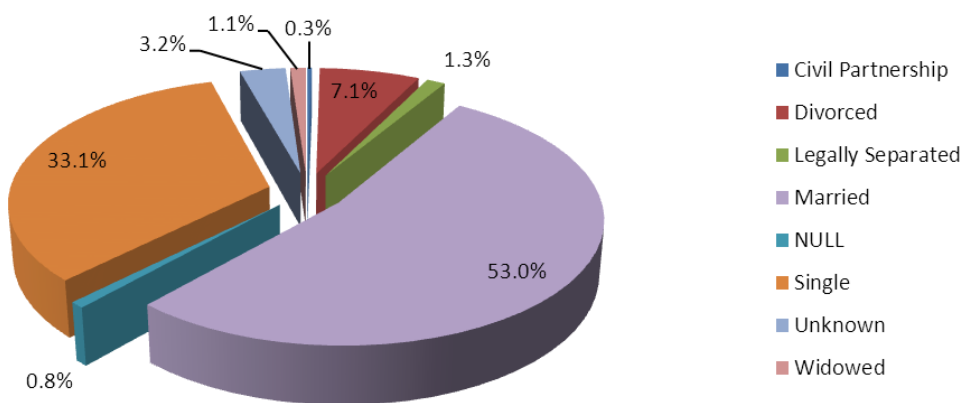
The Trust employs 4184.77 whole time equivalent (wte) members of staff, a headcount of 4882 people, (as at 31 March 2014).



NGH Total Staff by Religious Belief as at March 2014



NGH Total Staff by Marital Status as at 31st March 2014





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# Our People

## interesting articles

### Staff and Management Sign a New Partnership Agreement

In order to demonstrate our common commitment to working in partnership to ensure stable, positive and collaborative Working relationships, NGH management and Staff Side signed a Partnership Agreement in February 2014. Staff Side Chair Rachel Forster and Director of Workforce and Transformation Janine Brennan said: “The Partnership Agreement is the result of 12 months of hard work by colleagues from Human Resources, management and our trade unions, to identify how we will forge a constructive and positive approach to joint working for the benefit of our staff and our patients.” Working in collaboration has the potential to produce some important benefits for the Trust including:

- Delivering improved services to patients/users
- Improved mutual understanding
- An opportunity for partners to contribute their experience and ideas to the development and implementation of the workforce implications of policy on health and social care
- An ability to assess the likely impact of emerging policy on the NHS workforce and to mitigate risk
- More effective implementation of policy
- Ensuring high standards of employment practices
- Providing a transparent and streamlined structure for trade union, employer and staff engagement



## NHS Equality, Diversity and Human Rights Week 12-16 May 2014

The third NHS-wide Equality, Diversity and Human Rights Week, was organised by NHS Employers and shone a light on the ongoing work across the NHS to ensure that it continues to meet the diverse needs of its local populations and is a place where staff from all backgrounds will want to work. One of the seven key principles of the NHS, as detailed in the NHS Constitution, is to:

*“provide a comprehensive service, available to all irrespective of gender, race, disability, age, sexual orientation, religion, belief gender reassignment, pregnancy and maternity or marital or civil partnership status. The service is designed to diagnose, treat and improve both physical and mental health. It has a duty to each and every individual that it serves and must respect their human rights. At the same time, it has a wider social duty to promote equality through the services that it provides and to pay particular attention to groups or sections of society where improvements in health and life expectancy are not keeping pace with the rest of the population.”*

In addition the NHS Constitution Staff Rights help to ensure that they are treated fairly, equally and free from discrimination. During Equality, Diversity and Human Rights Week, we suggested our staff asked themselves the following questions:

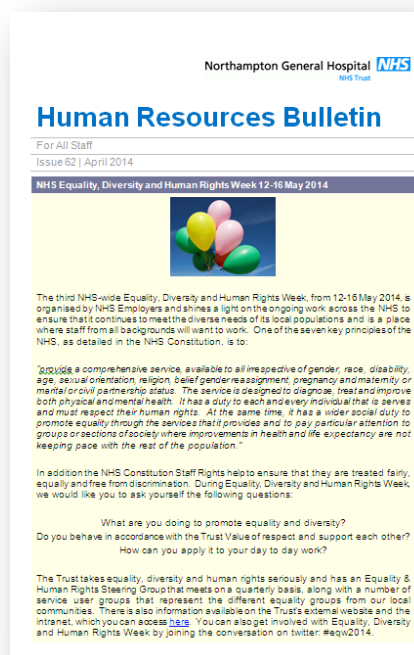
What are you doing to promote equality and diversity?

Do you behave in accordance with the Trust Value of respect and support each other?

How can you apply it to your day to day work?

The Trust takes equality, diversity and human rights seriously and has an Equality & Human Rights Steering Group that meets on a quarterly basis, along with a number of service user groups that represent the different equality groups from our local communities. We have information available on our website and the staff intranet. Staff could also get involved with Equality, Diversity and Human Rights Week by joining the conversation on twitter.

The Trust advertised the NHS Equality, Diversity and Human Rights Week through the HR Bulletin to promote the ongoing work taking place across the NHS.



## Band 7 Development Programme

The Organisation Development team were invited to take part in the Band 7 development programme and facilitated a session around managing performance which was well received. They are developing a wide variety of tools, techniques and handy 'how to' guides to support our managers and staff in developing themselves, their people and their services.

Development pathways for our Management and Leadership programmes are underway and will take the form of modular sessions which all our managers and leaders will be able to access. The programmes will have a blended learning approach to maximise the opportunity for people to access.



The modules will be provided through:

- Master classes
- Facilitated workshops
- E-learning
- Action learning sets
- External opportunities
- Forums and web based support

Our Managing for Quality development programme will be launched in October 2014 and our Leading for Success programme will follow shortly afterwards.

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## Staff Lesbian, Gay Bisexual, Transgender (LGBT) and Allies Forum

Our colleagues at Northamptonshire Healthcare NHS Foundation Trust have an established LGBT and Allies Forum and extended an invitation to all NGH staff, who wish to join the group. The objectives of the forum are:

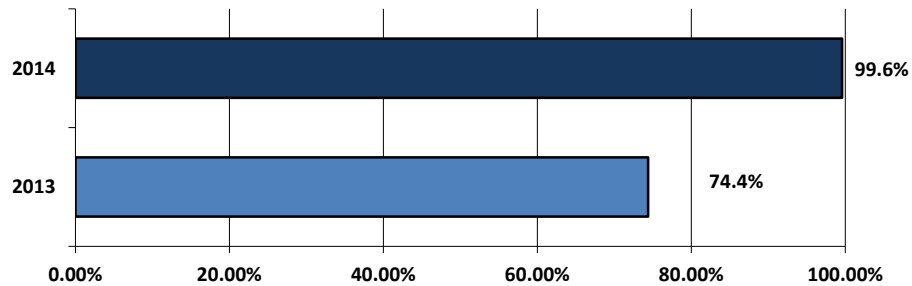
- To provide a safe environment to share and discuss work related experiences in order to gain support and advice.
- To promote and raise the profile of the Trust as an LGBT friendly employer to become the leading employer of choice.
- Help the Trust develop knowledge, skills and understanding of dignity, respect and inclusion for LGBT service users to help the Trust become the healthcare provider of choice for LGBT service users.
- To act as a consultation forum for planned actions by services to meet their duties under the Equality Act 2010.
- To advise on issues relating to the working environment/employment and potential employment/service delivery as they affect Lesbian, Gay, Bisexual and Transgender employees and service users.
- To assist the Trust in making sure its policies and procedures take into account the needs of LGBT staff and service users.
- To organise regular work-focused meetings and social events and promote cross-service networking opportunities for LGBT staff.
- To be a channel for discussing relevant legislation and updating LGBT staff on initiatives from legitimate, national LGBT organisations.



Anyone with an interest in promoting the awareness of LGBT issues was encouraged to attend and add items to the agenda.

*Healthcare workers from across the UK came together to take part in the London Pride Parade in June. Kate Bates, one of our midwives and mother of a gay son, was there with her family and sent us this great photo.*

## Staff Training Compliance



Percentage of Staff in date with Equality & Diversity Training

## Equality and Diversity Awareness Training

All new staff receive equality & diversity training as part of the Trust Induction which covers:



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This training is delivered through PowerPoint presentation, group discussion, question and answer, group work and games. Through using these different methods of delivery, we make it as interactive as possible so everyone can participate, enjoy the session and take something away from it.

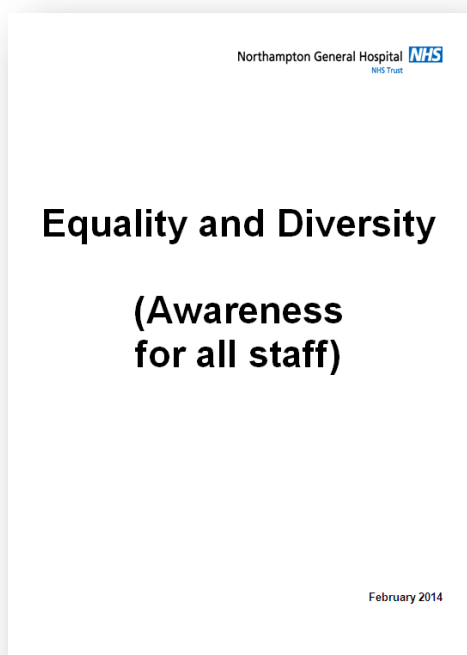
### Feedback from staff

*“There is always something to learn even if you can’t put it into practice straight away”*

*“Very interesting and thought provoking”*

*“Generated good discussion”*

*“To think more before taking action or speaking. Recognising individualism and moderating approach accordingly and sympathetically”*

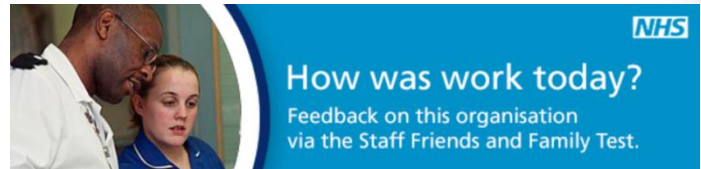


In January 2014 an Equality & Diversity awareness leaflet was sent to all staff linking equality & diversity with the NHS constitution and to support the training sessions.

In addition all of our procedural documents have been designed to support the Trust’s effort to promote Equality and Human Rights in the work place and have been assessed for any adverse impact using the Trust’s Equality Impact Assessment tool as required by our Equality and Human Rights Strategy.

## Staff Engagement Programme SFFT

Our people are what make Northampton General Hospital special. Staff feedback is of vital importance for us to ensure we can help continuously improve the working lives and the care they deliver, so, similar to the way we have implemented the Friends and Family Test for our patients, we now regularly seek views on how well we are doing as an organisation for our staff and for our patients.



SFFT is a simple feedback tool which allows staff to give their feedback on our Organisation. It is not designed to replicate the annual NHS staff survey; it is designed to complement the survey and give a more up-to-date picture of staff experience.



We ask just two questions

**How likely are you to recommend NGH to friends and family if they needed care or treatment?**

**How likely are you to recommend NGH to friends and family as a place to work?**

The first results were encouraging and captured themes across the organisation which continuously updates our priority areas.

A new staff engagement strategy is being developed for 2014/2015 and aims to improve the interaction between staff, support a positive culture and ensure staff of all levels, in all areas have a voice and are part of influencing the future of NGH.



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## Work experience and Career Events

In order to promote Northampton General Hospital and all the different roles within the NHS, the Learning and Development team have attended career events in local schools including the Northampton School for Boys, making the students aware of all the possibilities there are within the NHS. Also to try to break down the stereotypical thought that boys can't do nursing.

Alongside attending these events, the Learning and Development Team also run career events within Northampton General Hospital. This 3 day programme contains some of the different career opportunities within Northampton General Hospital and the sessions are run by staff from the various departments.

Work experience is available via an application process to all pupils from local schools. We have various departments that support work experience which is from ½ day (shadowing) to 2 weeks.

## Apprentices



Northampton General Hospital have been recruiting and supporting apprentices for a few years, however from September 2013 NGH began the recruitment of apprentices in-house instead of using a skills broker. The jobs are advertised on NHS jobs and the National Apprenticeship Scheme website and those short listed are invited to attend an assessment day.

Currently we offer and have recruited apprentices in: Business Administration level 2 and level 3, Support Services, Catering, Peri-op, Customer Service. Along with these fixed term apprentices, we also offer apprentices for substantive staff in health, maternity, business administration,

Since September 2013 NGH have recruited 15 apprentices.





# Northampton General Hospital

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