MISSION STATEMENT

‘Striving for Excellence in Medical Equipment Management and Promoting the Profession.’

INTRODUCTION

The Clinical Engineering South Best Value Group started this period with a Conference in September 2014 and then a further three meetings in December with March and June in 2015.

The new club year is due to commence on 15th September 2015 as another joint Conference with the North Group. The theme is around ‘Old and New Equipment’ with a keynote presentation by the Head of Hospital Inspections of CQC as ‘Developments, Requirements and Demonstrating Evidence - Medical Devices’. The Conference will yet again will also be open to non members at a fee. Later followed by three respective meetings in December with March and June 2016.

Membership this year remains buoyant with an excellent cross section of topics and clinical engineering managers. One Trust has rejoined and an addition new Trust has committed to this next period. Trusts are welcome to try one 'sampler' meeting.

The group’s focus has continued to look at providing quality services in a competitive market and considered strategies to ensure that services continue to be enhanced by the introduction of new technologies.

CHAIRS VIEW

Once again I have thoroughly enjoyed chairing the last round of meetings and I never cease to be amazed at the knowledge and experience shared by our members. Our group has been very well attended this year and has again grown in numbers with members joining us from two large Trusts.

The demands on our service are continuously growing and we intend to be at the forefront providing safe and effective equipment management. Benchmarking our services is therefore crucial in offering assurance that we are working in the most effective and efficient way possible. The MHRA has also recognised the importance of benchmarking in the latest guidelines stating ‘Healthcare organisations should consider benchmarking their management of medical devices with other healthcare organisations’. MHRA, 2014. Managing Medical Devices.

I would like to thank Richard Steventon for his excellent facilitation skills; Richard also brings a wealth of experience and has been instrumental this year in guiding both the North and South Clinical Engineering groups to form a collective set of key performance indicators and benchmarking data.

Agenda items for our meetings cover a wide range of current topics, ranging from new equipment innovations, careers and training through to cost improvement initiatives and areas of improved practice. Key topics this year included discussions and planning around the implementation of the Medical Device Safety Officer role (MDSO) and the approaching transition to ISO 9001:2015 quality management standard.

I would urge anyone who is involved in the management of medical equipment within NHS organisations to consider membership of this productive, best value group.

Paul Goodfellow - General Manager, Medical Equipment Management Services, Southend University Hospital NHS Foundation Trust
MEETING VENUES

The South meetings are always held in London close to Euston mainline station and at the Royal Asiatic Society (NW1 2HD) which is only a very short walk away of around ten minutes.

The 2015 Conference will take place at Hellidon Lakes Golf & Spa Hotel, Hellidon, Daventry, NN11 6GG. Some eighteen Medical Equipment Manufacturers/Suppliers have booked exhibition stands and places were very quickly taken up once the date was agreed.

DISSEMINATION OF CLINICAL ENGINEERING INFORMATION

The NPAG Network Staff maintains a library and register of all documents/papers for distribution upon request. These are also made available to members of other NPAG Best Value Groups, with the agreement of the originator. Follow up reviews on the subjects and responses are now a fixed agenda item at each subsequent meeting. An archive is now being stored on a OneDrive. Members are encouraged to keep this service active thus to help a web based ‘Network Enquiry Form’ has been established.

All presentation slides, notes and tabled documents are made freely available to Group members and when permission is granted, loaded onto the member’s web page with annual updated password security.

NETWORKING

Meetings continued to prove a focal point for members to build an affinity with each other, resulting in some visits between their respective organisations to view new equipment, offer reciprocal training and share mutual information on working practices and policies. The members also maintain an email group, supported by the facilitator where questions and requests for advice or sample policy documentation are shared with all NPAG Clinical Engineering members via the NPAG Network. A Microsoft ‘OneDrive’ has been setup up to allow real time updating of benchmark spreadsheets and several other folders to support sharing of important mutual issues viz::

- Device Information
- Device Issues
- Nurses Technology Form
- Repair Assessments
- Risk Assessment Tools
- Useful Documents*
- Useful URLs

* Folders within such as Modernising Scientific Careers (MSC with RCT), MHRA, Managed Equipment Services and a SWOT Table for contributing too.

Recently and a dated 'Index' has been set up so that members can periodically check and thus quickly access new documentation that has been added.

Much better cross correlation is occurring now with the North group due to having a common Facilitator. Very positive feedback has been received.

INFLUENCING POLICY

The membership, as a group voice, is able to influence national policy and practices. Relevant information of findings will be passed on. A positive link with a NHS England Patient Safety representative has been established with personal visits to both group meetings. Two South members are currently on the monthly web based safety (MDSO) panel discussion group.
CE MEETING 1 - CONFERENCE

The following presentations were delivered:

- "Telehealth and Telemedicine Supporting the delivery of Out of Hospital Diagnostics" - Jonathon Pither - Executive Director. Physiological Measurements
- "Rapid Rhythm – The 90 second ECG" - Dr Matt Pearce (CEO – Rapid Rhythm)
- "Impact of Remote Monitoring Technology in the Patient Care Pathway" - Wayne Moore MCI - Telematic & Biomedical Services Ltd
- "Latest Developments in Ultrasound Echo Cardiology & Technology" - Simon Robson - GE Healthcare
- "3D Endoscopy" - Alison Westney Senior Product Specialist - Imaging Olympus Medical

CE MEETING 2

Presentation by

- Louise Stenson - Solutions Development Manager. www.supplychain.nhs.uk
  "The Importance of Decision Support"
- Edward Glenn - Team Developer. www.gmdnagency.org
  "GMDN - a Clinical Engineering tool"
- Mark Callaghan - Dep. Head of Equipment Services, Medical Equipment Implementation Manager for Nottingham University Hospitals NHS Trust.
  "Equipment Commissioning, the Nottingham GMDN experience"

A positive outcome benefit from this meeting is that members have been granted Free Membership to the GMDN Agency. Please contact gemma.aitchison@npag.eastamb.nhs.uk for further details.

CE MEETING 3

Presentation by

- Gerhard Bauhuis, Ashley Buck with Paul Burroughs. - Bronkhurst
  "Syringe Pump Calibration"
- Rob Stow - Connectivity Project Manager - Welch Allyn
  Vernon Brown - Regional Sales Manager - South East
  Jacqueline Stevens - Regional Sales Manager - East Anglia.
  "Connectivity for Patient Monitors"
CE MEETING 4

Presentation by

- Jamie Llewelyn - Company Director - Renova Surgical
  Roger Williams - Southern Territory Manager
  "The Importance of Reverse Engineering in Surgical Devices"

- Nick Chant - UK & Ireland Service Manager - Surgical Technologies - Medtronic
  "The Development of the Medtronic Service Offering"

BENCHMARKING

An important aspect of the group’s meetings is sharing data to benchmark performance and data. To facilitate this, the group has developed six KPIs, which they revisit on a regular basis. These KPIs enable members to monitor their department’s individual performance and provide a means to monitor continuous performance. Data is continually updated and is stored on a mutual OneDrive for real time information. The latest update is to be for fiscal year 2013-14. Following both North and South's December meeting there has been unanimous mutual agreement to merge both groups' spreadsheets into a single version so that now 30 Trusts are represented on the same sheet. Each Chair has been given the "autonomous" task to rationalise the different KPIs into a common list between the two with a starter maximum of six. A sheet for financial year 2013-2014 data had been established and recently a new sheet for 2014-2015 added.

The members also maintain a central database of each trust’s clinical engineering staffing, budgetary, equipment and other useful supporting data to facilitate networking and provide additional supporting information for benchmarking.

Recently a spreadsheet on prices paid for specific spares by each Trust on a common Medical Device (viz McKinley Ambulatory Syringe Driver) has been instigated. Also a Top Ten Risk sheet based on which items would have priority to be serviced and likewise those which can be considered as ‘repair only’. Also following June's meeting a spreadsheet to asses Renova Surgical's performance has been established.

TOPICS

These are too numerous to mention so a typical agenda is shown as:

- Apologies for Absence.
- Minutes of last meeting.
- Matters Arising not covered by the Agenda.
- NPAG Network Review of Questions asked of members.
- Modernising Scientific Careers - VRCT Updates
- Development - Updates and Progress of KPI exercises: - OneDrive.
- Identification of Cost Savings and other initiatives.
- Open Forum - Areas of good practice/problems.
- Dates/Agenda matters for future meetings.
- Any Other Business.
2015 CLINICAL ENGINEERING MEMBERS

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>Trust / Organisation</th>
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<tbody>
<tr>
<td>Adam Armstrong</td>
<td>Head of Medical Engineering</td>
<td>Cambridge University Hospitals NHS FT</td>
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<tr>
<td>Ellen Fosker</td>
<td>Clinical Engineering Manager</td>
<td>East of England Ambulance Service NHS Trust</td>
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<tr>
<td>Steve Burnside</td>
<td>Acting Medical Engineering Manager</td>
<td>Gloucestershire Hospitals NHS FT</td>
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<tr>
<td>Steve Webb</td>
<td>Manager</td>
<td>Gloucestershire Hospitals NHS FT</td>
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<tr>
<td>Simon Ward</td>
<td>Medical Devices Manager</td>
<td>Hertfordshire Community NHS Trust</td>
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<td>Jonathan</td>
<td>Applebee</td>
<td>Plymouth Hospitals NHS Trust</td>
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<td>Paul Horn</td>
<td>Manager</td>
<td>Poole Hospital NHS FT</td>
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<td>Steve Webb</td>
<td>EBME Manager</td>
<td>Princess Alexandra Hospital NHS Trust</td>
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<tr>
<td>Rajkumar Poornachandran</td>
<td>Deputy Head - Clinical Engineering</td>
<td>Royal Berkshire NHS FT</td>
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<tr>
<td>Jon Shenton</td>
<td>Clinical Engineering Manager</td>
<td>Royal Derby Hospital</td>
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<tr>
<td>Lawrence Barker</td>
<td>Head of Medical Engineering</td>
<td>Sandwell &amp; West Birmingham Hospital NHS Trust</td>
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<tr>
<td>Paul Goodfellow</td>
<td>General Manager</td>
<td>Southend University Hospitals NHS Foundation Trust</td>
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<tr>
<td>William Peasgood</td>
<td>Clinical Support</td>
<td>UHCW NHS Trust</td>
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<tr>
<td>Douglas Clarkson</td>
<td>Quality &amp; Development Manager</td>
<td>UHCW NHS Trust</td>
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<tr>
<td>Peter Smithson</td>
<td>Head of MEMO</td>
<td>University Hospitals Bristol NHS Foundation Trust</td>
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<tr>
<td>David Wilson</td>
<td>EBME Manager</td>
<td>West Suffolk NHS Foundation Trust</td>
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<tr>
<td>Gary Cordery</td>
<td>Head of HEMS</td>
<td>Basidon &amp; Thurrock University Hospital NHS Foundation Trust</td>
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<tr>
<td>Hassan Aghourime</td>
<td>Medical Device Manager</td>
<td>Northampton General Hospital</td>
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NPAG DEVELOPMENTS

CPD Certification
The NPAG is a member of the CPD Certification Service. The Clinical Engineering South Best Value Group has received further CPD approval for 2015. CPD Certification is a formal recognition of the contribution that membership of the Clinical Engineering South Group makes to members' continued professional/personal development.

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Clinical Engineering South Best Value Group

At the end of the annual round of meetings, members will receive certificates of attendance for all meetings attended during the year to evidence the contribution made as part of lifelong learning.

There will be 6 CPD points for each meeting attended i.e. up to 30 CPD points for the year’s membership.

NPAGNetWork
The NPAGNetWork provides the facility for members to ask questions of any individuals, group or groups within the overall NPAG membership. Questions can be sent to the NetWork Facilitator who disseminates them across the NPAG membership. Responses are collated and returned to the originator and others who declare an interest in the question asked.

NPAG Library
The NPAG Library holds presentations from NPAG best value groups and conferences, together with policy and other documents sent in by members. Access to these items is via the NPAGNetWork Facilitator.

NPAG Alerts
The NPAG monitors websites and bulletins to identify health related news items and announcements that may be relevant to NPAG members. Alerts are circulated to BVG facilitators for them to pass on to the members of their BVGs, where considered appropriate.

NPAG Website
The NPAG website now includes private areas for each of the NPAG BVGs. Through these sites, BVG members can access and download meeting agendas, minutes, presentations and survey forms.

NEW TO NPAG MEMBERS REFERRAL SCHEME AND DISCOUNTS

NEW: Members Referral Fee – Introduce a friend and get 1 meeting for free.

A member referral resulting in another Trust / Organisation registering for full membership of the same group will result in the referring member qualifying for a one meeting discount*

The discount applies to the full membership fee only (not applicable to the 2nd member rate). The discount will be applied once, at the start of the current meeting round. Mid round membership referral discounts will be processed at the start of the following year’s membership round.

Multiple referrals will result in multiple discounts up to four referrals per meeting round.

*Equivalent to £137.50 for the Clinical Engineering South BVG.

Second Club Membership - A 10% discount will be applied when an existing NPAG member joins an additional Group. This does not apply to the £245 second member rate.

FURTHER INFORMATION & CONTACT DETAILS

For further information about the Clinical Engineering South Best Value Group please contact Richard Steventon, email: steventons@btinternet.com

For further information about the National Performance Advisory Group and its Benchmarking and Best Value activities, please contact the NPAG on:

Telephone: 01245 544600
Fax: 01245 544610
# NPAG Benchmarking & Best Value Groups

The NPAG organises and facilitates a national network of Best Value Groups that enables members to share experience, identify good practice; innovation and information to assist individual managers develop their own service improvement action plans.

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<tr>
<th>List of Best Value Groups</th>
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<tr>
<td>Clinical Engineering North</td>
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<td>Clinical Engineering South</td>
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<td>Estates Services</td>
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<td>Facilities (North)</td>
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<td>Facilities (South)</td>
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<tr>
<td>Health Visiting &amp; School Health Services</td>
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<td>Development Network</td>
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<td>National District Nurses Network</td>
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<td>NHS Sustainability Lead Network</td>
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<td>NHS Transport &amp; Logistics</td>
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<td>Nursing &amp; Temporary Staffing</td>
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<td>Health, Safety &amp; Risk Management</td>
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<td>Operating Theatres Services</td>
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<td>Patient Transport Services Network</td>
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<td>Project Management</td>
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<td>Resilience Development Network</td>
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<td>Sterile Services Benchmarking Club</td>
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<td>Telecomms</td>
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<td>Waste Management Services</td>
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For further information on the NPAG and our future activities, please contact Gemma Aitchison or Marie Cherry by telephone on 01245 544 600, or by e-mail on gemma.aitchison@npag.eastamb.uk or marie.cherry@npag.eastamb.uk.
Available to all members of NPAG Benchmarking and Best Value Groups, and individual subscribers, the NPAG NetWork provides the facility for members to ask questions of any individuals, group or groups within the overall NPAG membership.

The response to questions raised has been excellent. The NPAG NetWork provides a managed forum for colleagues to share information - saving time and money in not re-inventing the wheel!

Questions raised in the past month have included the following topics:
- Pathology waste policy
- Facilities audit tool tools
- Decontamination of portable medical equipment
- Ward hairdressers
- Laundering Heat Labile items
- Fleet vehicle insurance
- Use of latex gloves
- Use of chute system for waste disposal

Thank you all who have responded!
For full details of how to use the NPAG NetWork, please contact npagnetwork@npag.eastamb.nhs.uk.

Forthcoming NPAG Events
An Introduction to Supporting the Bariatric Patient Workshop - Thursday 8th October 2015, Midlands

Clinical Engineering Annual Conference – 16th September, Hellidon Lakes Golf and Spa Hotel, Northamptonshire.

Putting the Patient First – Customer Care and Communication Skills in the NHS Training Workshop – (Onsite & National)
A one day workshop for NHS professionals, reinforcing customer care best practice so that patients receive the best possible experience through our people, always Putting the Patient First:
- Understanding the impact of your own behaviour on others
- How to handle challenging situations and people
- Effective communication techniques
- Understanding and managing patient expectations
- Identifying how and why perceptions are formed
- Proactive versus reactive behaviour
- Demonstrating a positive attitude
- Taking ownership

Clinical Professional Development for Occupational Health Nurses (National & onsite) Autumn 2015
- Pre Employment Clearance
- Spirometry
- Management of Physical Hazards
- Audiometry
- Sickness Absence Management Referrals
- Health & Safety

Please visit www.npag.org.uk for all our current courses, workshops, training & BVG meetings. Telephone: 01245 544600 or email gemma.aitchison@npag.eastamb.nhs.uk or marie.cherry@npag.eastamb.nhs.uk.
**REGISTRATION FORM**

**CLINICAL ENGINEERING SOUTH BVG 2015**

<table>
<thead>
<tr>
<th>ORGANISATION</th>
<th>ADDRESS</th>
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Type of organisation: NHS [ ] Social Enterprise [ ] Other [ ]

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Member 1 for a £275 Fee (2 meetings)  Additional Member/s £125

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**Reservations**

Please send completed booking form to:

(Photocopies acceptable)

**National Performance Advisory Group**

87 Coval Lane
Chelmsford
Essex, CM1 1TQ
Tel: 01245 544600
Fax: 01245 544610
Email: gemma.aitchison@npag.eastamb.nhs.uk
www.npag.org.uk

**Invoicing**

If the invoice address is different from that above please enter address below

**BOOKING CONDITIONS:**

A VAT invoice will be issued. VAT Registration No. 654 9195 01. VAT applies to any NHS organisation outside England and to any non-NHS organisation.

Payment is due on receipt of invoice. DO NOT send payment in advance of receipt of invoice. When invoice is received, payment should be made to ‘East of England Ambulance Service NHS Trust.’

ALL cancellations must be in writing. Cancellations received up to 2 weeks before the date of the first meeting will receive a full refund less an administration charge of £100. After this date refunds cannot be made. A substitute is acceptable. NPAG cannot be held responsible for any travel expenses or accommodation costs in the event of a cancellation or postponement of a meeting, workshop or an event.

A 10% discount will be applied when an existing NPAG member joins an additional Group. This does not apply to the £98 second member rate.

I confirm that I have read and accept the above BOOKING CONDITIONS and would like to register as a member of the ‘Clinical Engineering South BVG 2015’. Please invoice me for payment.

Authorisation Signature …………………. Your Order Number …………………..
# REGISTRATION FORM

## CLINICAL ENGINEERING SOUTH BVG2016

### ORGANISATION

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<tr>
<th>Organization Type:</th>
<th>NHS</th>
<th>Social Enterprise</th>
<th>Other</th>
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### ADDRESS


### PHONE NO. | FAX NO.

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<tr>
<th>Member 1 for a £550 Fee (4 meetings)</th>
<th>Additional Member/s £245</th>
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### NAME

### POSITION

### EMAIL

### SPECIAL REQUIREMENTS

(Dietary/Access)

### PHONE NO

### PA DETAILS

### Reservations

Please send completed booking form to:
(Photocopies acceptable)

**National Performance Advisory Group**

87 Coval Lane
Chelmsford
Essex, CM1 1TQ

Tel: 01245 544600 Fax: 01245 544610

Email: gemma.aitchison@npag.eastamb.nhs.uk

[www.npag.org.uk](http://www.npag.org.uk)

### Invoicing

If the invoice address is different from that above please enter address below


### PLEASE TICK WHICH MONTH YOU WISH TO BE INVOICED FOR PAYMENT:

- [ ] MARCH 2016
- [ ] APRIL 2016

### BOOKING CONDITIONS:

A VAT invoice will be issued. VAT Registration No. 654 9195 01. VAT applies to any NHS organisation outside England and to any non-NHS organisation.

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I confirm that I have read and accept the above BOOKING CONDITIONS and would like to register as a member of the ‘Clinical Engineering South BVG 2015-16’. Please invoice me for payment.

Authorisation Signature …………………. Your Order Number…………………

© NPAG 2015  

The NPAG is a part of the East of England Ambulance Service NHS Trust