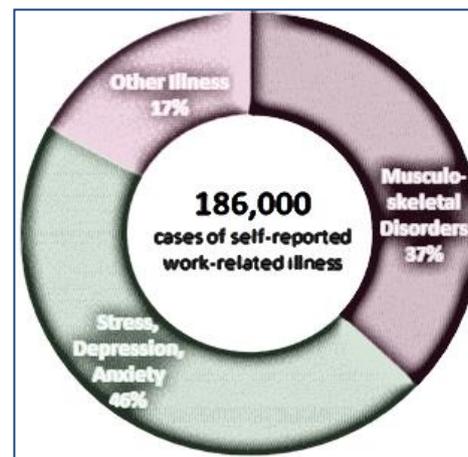


# Health, Safety and Risk Management Network

## Annual Report 2016-17



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Cert No: 9210

## MISSION STATEMENT

'To improve Health, Safety and Risk Management across the health economy.'

## INTRODUCTION

Welcome to the 2016-17 Annual Report of the NPAG Health, Safety and Risk Management Network.

We hope to give you an insight into the wide range of topics and presentations that the Group have covered during the year.

Last year the group changed its name to the Health, Safety and Risk Management Network to embrace the wider risk management role of members and to enable us to see the wider picture.

We have heard from some great speakers and continued to develop our national links with other bodies such as the HSE and HSL and organisations such as the Blood and Transport Service and Legal Firms.

Our new year commences in April 2017 so join us then!

**John King, Group Facilitator, NPAG**

## CHAIRS VIEW

As a member of this group for many years, and recently as Chair, I have seen the group grow in strength and members form strong working relationships. It is great to see networking at its best.

The meetings cover a wide range of topical subjects, always chosen by the members, so that the meetings are beneficial to us and cover the areas we are particularly interested in or where we wish to develop our knowledge and skills. We meet four times a year to discuss new and forthcoming legislation, market developments, new innovations and ideas. Through the group meetings and the between-meeting interactions we share ideas and best practise from our own trusts. Members absolutely recognise that many trusts have to evolve in the way they operate. The group and its members have a fundamental shared aim which is to improve Health, Safety and Risk Management across healthcare.

The sharing of new ideas and ways of working has been welcomed by members of the group who, as safety and risk professionals, have the task of ensuring we keep our staff safe in a constantly changing environment and with ever-changing legislation.

Our members come from diverse healthcare organisations including acute trusts, community and mental health trusts. This diversity has a positive impact on the dynamics of the group and our members wealth of experience enables problem solving and real support which is greatly valued.

We have already identified a number of issues that we want to address in 2017 and are working hard to expand the group in order to enrich the experience of membership and to help us become established as an expert group in the field.

We are all working in an ever-changing and challenging environment across the NHS network and this group helps us to stop working in silos. A lot of trusts are under cost pressures at the minute but the small price for membership of the group can be more than offset by the gains that can be made from membership by changing processes procedures and behaviour.

I would like to conclude by thanking all our members for sharing so openly and freely and NPAG's Victoria Combes and John King for their assistance during 2016, their help and assistance has been invaluable to the members and the smooth running of the group.

**Jayne Freeman, Chair - Health, Safety and Risk Management Group**

## TERMS OF REFERENCE FOR 2016-17

Each year at the start of a new round of meetings we review the group's Terms of Reference to ensure they continue to reflect our overarching aim to improve Health, Safety and Risk Management across the health economy.

For 2016 / 17 we agreed to:

- ✓ Meet quarterly to facilitate networking with peers
- ✓ Share information with like-minded groups and individuals including HSE, HSL, CQC and other NPAG national groups
- ✓ Discuss benchmarking and undertake an annual benchmarking exercise
- ✓ Critically examine and produce performance indicators, procedures & policies applicable to the group
- ✓ Learn from presentations from external agencies on new legislation and central guidance and case studies etc.
- ✓ Identify good practice & develop service improvements in terms of cost effectiveness & quality
- ✓ Identify & develop training opportunities
- ✓ Undertake horizon scanning

NPAG will support the group at and between meetings including with the provision of a dedicated members' area on the NPAG website and provision of the NPAG *Network* service.

## KEY HIGHLIGHTS 2016-17: PRESENTATIONS

2016/17 proved to be a great year for presentations – both from our own members and from experts in the field in both public and private sector bodies.

## UPDATE FROM HEALTH AND SAFETY EXECUTIVE BY ELIZABETH WARREN, POLICY ADVISOR, HEALTH AND SOCIAL CARE SERVICES TEAM ENGAGEMENT AND STRATEGIC INTERVENTIONS DIRECTORATE

Elizabeth had been part of an earlier meeting between HSE and NPAG that helped to re-establish our close ties. Elizabeth attended our first meeting of 2016 to update members on the work of her team. Her presentation covered:

- Relationship between HSE and CQC
- Strategy
- Statistics
- Moving and Handling
- Sharps
- A forward look

Elizabeth explained the changes to the relationship from April 2015 with CQC. In particular changes in enforcement of patient care now being CQC's role (England only). HSE - staff and others. Patient RIDDORs are still reported to HSE.

She outlined the six key themes that make up the Helping Britain Work Well Strategy:

**Acting together**

Promoting broader ownership of health and safety in Great Britain

**Tackling ill health**

Highlighting and tackling the costs of work-related ill health

**Managing risk well**

Simplifying risk management and helping business to grow

**Supporting small employers**

Giving SMEs simple advice so that they know what they have to do

**Keeping pace with change**

Anticipating and tackling new health and safety challenges

**Sharing our success**

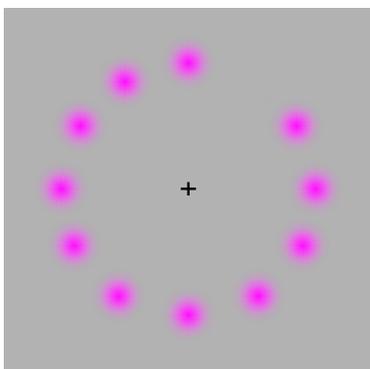
**CHANGING SAFETY CULTURE – MOVING TO PREVENTION AND INNOVATIONS AT NATIONAL BLOOD AND TRANSPLANT, PHIL TANNER (GROUP MEMBER)**

Phil commenced by giving an outline of the workshop that they have developed at National Blood and Transplant:

The aim is to provide a better understanding of:

- The limitations and fallibility of the human mind
- Where NBT currently are and the direction they now need to travel
- Observations as a tool for positive change

The starting point is that the human brain is faulty. We often make errors of perception. Phil went on to show some slides, like the one below, that are used to challenge perception.



*Many people see a yellow / green dot moving around the circle and the purple dots disappear completely*

Human Factors' looks at:

- the environmental, organisational and job factors, and human and individual characteristics which influence behaviour at work in a way that can affect health and safety (HS(G)48)
- Or any other factor / process

Phil concluded by exploring with the group the concept of *challenging* and how we can improve our techniques and therefore our confidence in this area.

## **STOPPING SLIPS AMONG HEALTHCARE WORKERS FOOTWEAR PROJECT AT HSL, GILLIAN FROST, EPIDEMIOLOGIST AND STATISTICIAN, HSL, BUXTON**

Gillian explained the seriousness of slips and trips, which are the main source of injury in the workplace. At 42%, this is by far the largest category of all injuries reported under RIDDOR (Kinds of specified injury to employees, 2014/15 – HSE).

She said that there are more slips and trips in health and social care than in any other sector. The main problem in this sector is perceived to relate to flooring and cleaning regimes. One solution is the introduction of slip-resistant footwear. Trials have shown that wearing such footwear can significantly reduce the incidence of injuries, although performance is thought to vary widely.

But which shoes are slip-resistant? HSL have developed a GRIP rating scheme based on a ramp test to rate slip-resistant footwear.

There are GRIP case studies confirming the improvements that can be made when using HSL-tested footwear. But, as Gillian explained, there is a need for more robust evidence before a successful case could be made to the NHS.

So the Aim of the project is:

To confirm, in a large pragmatic trial, that GRIP-rated slip resistant footwear can reduce slips among healthcare workers (+ economic analysis).

The study design is:

- Randomised controlled trial – gold standard, best evidence
- Recruit individuals and randomly allocate them to either
- Intervention: Receive a pair of GRIP-rated slip resistant footwear
- Control: Continue to wear their usual shoes

The proposal is to cover a range of NHS occupations – for example, nurses, kitchen staff, porters, community workers. Up to 4,400 employees across 4/5 trusts. Trusts will run one after the other although there will be a degree of overlap.

Gillian invited members to consider participating.

## **LEGAL UPDATE FROM JULIA MESSERVY-WHITING, PARTNER AT SHAKESPEARE MARTINEAU LLP**

One of the benefits of NPAG membership is free legal advice in your particular field courtesy of our partners Shakespeare Martineau.

Julia gave an overview of Shakespeare Martineau and their work. They are a leading law firm in the Midlands with a presence in London, and connected globally. They have offices in Birmingham, Leicester, London, Milton Keynes, Nottingham, Sheffield, Solihull, Stratford upon Avon and a serviced office in Brussels. Working with organisations of all sizes, the firm delivers a broad range of specialist legal services and particularly stands out for its expertise across sectors including energy, education, banking and financial services, investment funds and healthcare.

Types of work undertaken include advising on insurance claims for SMEs to global household names. It has particular expertise in access to finance, skills gaps and supply chain. Also fraud, recovery of funds and security solutions, etc.

In addition to looking at the updated PPE Regulations Julia also spoke about recent cases where NHS Trusts had been involved or where a case had possible implications for the NHS.

## ACHIEVEMENTS – BUILDING PARTNERSHIPS WITH OTHER BODIES

One theme running through the year has been their desire to work with and develop our relationships with like-minded national bodies and this has been formalised as one of our key objectives.

NHS Employers, the Health and Safety Executive, Health and Safety Laboratory and the National Back Exchange are just some of the bodies who have played a part in our discussions over the last two years. We have a standing member from NHS Blood and Transplant.

We have also been exploring links with other NPAG national groups including Resilience, Facilities and Estates.

## ACHIEVEMENTS – SUPPORTING OUR MEMBERS

NPAG *Network* requests, along with members' questions at meetings, ensured there were many issues to debate during the round.

Many discussions resulted in agreement to share policies, guidance notes and other useful documents or in specific actions – all aimed at helping to save time and improving services.

These are just some of the discussion points in 2016-17:

- E-learning and alternatives to face-to-face training
- Stress Risk Assessments
- In court - learning from patient deaths through health and safety incidents
- Incidents and incident reporting (Benchmarking exercise – see below)
- Identifying and Managing stress in the workplace
- RIDDOR reporting – when to report and when not
- Safety and security of vacant buildings
- Learning from major incidents – the immediate response and restoration to normality
- Improving Health and Safety Culture formed a half day workshop at our November meeting

## ACHIEVEMENTS - BENCHMARKING

For 2016/17 we again updated our approach to benchmarking. We carried out our traditional review of incidents and incident reporting but collected data over the last two years.

Here is a small sample of the areas we investigated with incident reporting:

- Total no of staff incidents
- Total no of patient incidents
- Total no of RIDDOR incidents - staff and other
- Total no of staff needle stick / inoculation injury incidents
- Total no of staff manual handling incidents
- Total no of staff slip, trip and falls incidents
- Total no of patient slip trips and falls incidents
- Total no slips, trips and falls incidents
- Total no of personal injury claims submitted in the year (staff, visitors and patients)
- Total sickness absence - long term and short term

## **SCHEDULED DATES AND TOPICS FOR 2017-18**

The first meeting of four will be held in Central London on 27 April 2017.

The first meeting is an ideal opportunity for members to set out their agenda for the coming year. At the last meeting of the 2016/17 series members identified some topics they would like to cover including:

1. CQC presentation by member Maurice Lidster of Torbay and Southern Devon NHS FT
2. Update on the Ebola outbreak from the Royal Free Hospital
3. Changes to Smoking regulations/policies
4. Health and Safety Culture
5. Benchmarking Incidents – refining and improving our approach
6. The use of apprentices

*(Most images in this Report have been taken from documents tabled and presentations received during the year)*

## NPAG DEVELOPMENTS

### CPD Certification

The NPAG is a member of the CPD Certification Service. The Health, Safety and Risk Management Network has received CPD approval for 2017-18.

CPD Certification is a formal recognition of the contribution that membership of the Health, Safety and Risk Management Network makes to members' continued professional/personal development.

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.

### NPAG Network

The NPAG Network 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 NPAG Network Coordinator 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 NPAG Network Coordinator.

### NPAG Website

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

## MEMBERS REFERRAL SCHEME AND DISCOUNTS

**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.*

**Second Club Membership** - A 20% discount will be applied when an existing NPAG member joins an additional Group. This does not apply to the £245 second member rate.

Introducing our **Try Before You Buy** option. Simply attend the first meeting of a group's new round, see what it's all about and if you decide it's not for you walk away commitment free\*.

*\*Try before you buy option is available to new members only. New members must inform NPAG in writing that they wish to 'try before they buy' prior to first meeting attendance. If the new member continues membership beyond the first meeting then the full group membership fee applies.*

# 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.

Clinical Engineering (North) BVG	National District Nurses Network
Clinical Engineering (South) BVG	NHS Car Parking and Travel Planning Network
Decontamination BVG	NHS Sustainability Leads Network
Estates Services (North) BVG	NHS Transport and Logistics BVG
Estates Services (South) BVG	Nursing and Temporary Staffing BVG
Facilities (North) BVG	Operating Theatres BM Group
Facilities (South) BVG	Resilience Development Network
Health, Safety and Risk Management Network	Security Network
Health Visiting and School Health Services DN	Telecoms
IT and Connectivity Network	Waste Management BVG
Mental Health Network	

For further information on the NPAG and our future activities, please contact Marie Cherry, Gemma Aitchison or Victoria Combes by telephone on 01245 544 600, or by e-mail on:

[marie.cherry@npag.eastamb.nhs.uk](mailto:marie.cherry@npag.eastamb.nhs.uk)

[gemma.aitchison@npag.eastamb.nhs.uk](mailto:gemma.aitchison@npag.eastamb.nhs.uk)

[victoria.combes@npag.eastamb.nhs.uk](mailto:victoria.combes@npag.eastamb.nhs.uk)

## Some Group Testimonials...

*"I have found NPAG provides me the essential networking and face to face contact, with my peers and learned professionals, to assist me with keeping up to date with new all aspects of my work. It provides a support network where you can share your challenges in confidence, in order to gain support and appreciate the latest initiatives to increase efficiency and productivity. Time well invested for any busy Healthcare Estates professional."*

Assistant Director of Estates, The Royal Marsden NHS Foundation Trust, member of the Estates South BVG 2016

*"Membership of the NPAG Clinical Engineering Group provides an ideal platform of shared learning, from a network of experienced & knowledgeable Members, whilst also creating the opportunity to receive the very latest on information and innovation in today's Medical Device market. This can prove to be an invaluable Asset in meeting the current challenges of a modern day Clinical/Medical Engineering department."*

Workshop Manager, Christie NHS Trust, member of the Clinical Engineering North BVG 2016

*"I think this year was very productive. It was a great learning experience and we made real progress especially with our changes to the ERIC reporting being accepted by HSCIC and our ongoing work with the EU to develop a healthcare waste qualification. I also had a good time at the last conference – very interesting learning from other countries about how they manage waste. It certainly gives some perspective to us."*

Sustainability Manager, 2gether NHS Foundation Trust member of the Waste Management BVG 2016

# NPAG Network

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:

- ❖ Job descriptions and banding
- ❖ Staff parking charges
- ❖ Electric Vehicle (EV) charging
- ❖ Disposal of ionisation smoke heads
- ❖ HFSS food removal
- ❖ Reporting pressure ulcers
- ❖ DaVinci Robot use
- ❖ Pathology waste policy
- ❖ Pool cars
- ❖ Decontamination of portable medical equipment
- ❖ Use of latex gloves



***Thank you all who have responded!***

For full details of how to use the **NPAG Network**, please contact the NPAG team on 01245 544600 or email: [npagnetwork@npag.east.amb.nhs.uk](mailto:npagnetwork@npag.east.amb.nhs.uk)

## ***Forthcoming NPAG Events***

Please visit [www.npag.org.uk](http://www.npag.org.uk) for all our current course, workshops, training & BVG meetings.

Phone: 01245 544600 / email [gemma.aitchison@npag.eastamb.nhs.uk](mailto:gemma.aitchison@npag.eastamb.nhs.uk), [marie.cherry@npag.eastamb.nhs.uk](mailto:marie.cherry@npag.eastamb.nhs.uk) or [victoria.combes@npag.eastamb.nhs.uk](mailto:victoria.combes@npag.eastamb.nhs.uk)

### ***March 2017 – Theatres and Decontamination Conference***

Contact Gemma for info

### ***Spring 2017 – Occupational Health Nursing Training Workshops***

Contact Gemma for info

### ***Putting the Patient First – Customer Care and Communication Skills in the NHS Training (On-Site Workshop)***

Contact Marie for info

### ***September 2017 - Clinical Engineering Conference***

Contact Gemma for info



# REGISTRATION FORM

National Performance Advisory Group

## Health, Safety and Risk Management Network 2017-18

ORGANISATION	
ADDRESS	

PHONE NO.		FAX NO.	
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**Member 1 for a £585 fee (4 meetings) Member 2 for an additional £245**

NAME		
POSITION		
EMAIL		
SPECIAL REQUIREMENTS (Dietary/Access)		

### Reservations

Please send completed booking form to:  
 (Photocopies acceptable)  
**National Performance Advisory Group**  
**East of England Ambulance Service NHS Trust**  
**Hospital Approach**  
**Broomfield, Chelmsford, Essex**  
**CM1 7WS**  
 Tel: 01245 544600  
 Email: [victoria.combes@npag.eastamb.nhs.uk](mailto:victoria.combes@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


### REGISTRATION 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 within 14 days of receipt of the registration form will receive a full refund. 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 20% discount will be applied when an existing NPAG member joins an additional Group. This does not apply to the £245 second member rate.

I confirm that I have read and accept the above REGISTRATION CONDITIONS and would like to register as a member of the 'HEALTH, SAFETY & RISK MANAGEMENT NETWORK 17-18. Please invoice me for payment.

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



Cert No: 9210