

# NPAG News

May 2020

Edition 163

Welcome to the May edition of NPAG News.

How strange these days are and, for us in the NHS, a time of great pressure and uncertainty.

Priorities have changed and many of our members have been re-deployed to support the response to the coronavirus crisis. At NPAG we too have been undertaking some unfamiliar duties in support of our host Trust, the East of England Ambulance Service. In particular, we have been supporting the recruitment of volunteers. In keeping with these changed circumstances, NPAG News this month takes on a rather different look and feel, much of the content supplied by yourselves—our valued clients and members.

As we adjust to a different way of working, NPAG will continue to support you. We are actively engaged with NHS England / NHS Improvement and other key bodies and offering them a way into the service to better understand what is happening locally and indeed to pass on new or updated guidance so that our members are kept fully up-to-date. We also now bring you a daily Briefing courtesy of one of the key contributors to our NPAG Resilience Network (see Pages 3 and 5.)

Please do come to us with anything you would like to contribute. The NPAG Network remains very active and able to share your questions and concerns with others across the country and bring you quick responses.

Last month we said that we wanted to explore what the current crisis might teach us in terms of changed priorities and ways of working and to try to look ahead to the time when we begin to return to a 'new normality'. Please see page 2.

We look forward to seeing you all again soon. In the meantime, stay safe.

**The NPAG Team**

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### **What a Member of the new NPAG Arts, Heritage & Design Network is doing—**

*'I'm doing a mix [of work] as I'm working on the Bristol Nightingale Hospital so have been into the support hub a couple of times – great networking with Anna at UHB, Hetty at RUH and Caroline at Yeovil, working together on staff wellbeing – FAB and all happening thanks to the NPAG network!'*

*Ruth Sidgwick, North Bristol NHS Trust*

## Planning for a new normality and supporting you

We are currently in a time of unprecedented uncertainty. Understandably, our immediate focus is on responding to the coronavirus crisis. But a time is coming when we are able to look more than just one or two days ahead, able to prepare for a return to normality. It is certain that things will never be the same again as they were just a couple of months ago.

Last month we looked back at earlier emergencies such as the two World Wars and noted that some things introduced then as temporary measures—daylight saving time, for example—have become a permanent feature in our lives. We wondered which of the changes we are now going through might become rather more permanent. Of course, this is all speculation and guess work but some pointers are becoming clear.

Thinking more 'local' than global has, of necessity, been part of our lives in recent weeks and it will be interesting to see if this trend continues.

Distributed workforces are another necessity at present, as we are asked to work from home wherever possible. For those of us in healthcare that is not always an option, of course, but there are many things we can do remotely, given the right technology.

We talk a lot about work / life balance, don't we? Will we be more focused on family, friends and our own wellbeing in future? If so, what will that mean for a future work / life balance? Will we begin to learn to live with less? How many of the products and services that we once considered essential and which we have recently had to go without, will still seem so important in future?

Of course, during previous crises we have often looked forward to a new, kinder, fairer society only to find in the event that little changed. Perhaps the nature and scale of this current crisis and our response to it will this time make a difference.

Coming closer to home, NPAG are looking into ways in which we might support our Members with new or enhanced services in future.

It appears that aspects of the lockdown may last longer than we originally thought and, as a result, our meetings and events may not be able to resume for some time.

So, NPAG are consulting with our Members on how best to support all of you, now and into the future.

We would like to explore the possibility of mini virtual meetings focusing on members' exchange and critical updates. These mini virtual meetings will be in addition to the standard number of meetings per round, which will resume as soon as possible, so there should be no concern over members losing out on face-to-face exchanges.



Your Facilitator will be discussing these ideas with you to gauge your interest in this new approach and how best to set about implementing things.

## What our Members are doing to support the response

The focus across the country is on responding to the coronavirus crisis. Many of our BVG Members are supporting their Trusts in a variety of different ways. Thank you for sharing your experiences. We have been overwhelmed by the number of responses and can only provide a small selection here. Others will follow in future editions.

In Northern Ireland Health and Social Care are provided by a single trust. The Trust are members of the NPAG *NHS Car Parking & Sustainable Transport Network*. These are some of things that are being put in place:

- The Support Services team at the South Eastern Health and Social Care Trust in partnership with the public bus operator “Translink” have established a free to use staff transfer bus between its main sites.
- Temporarily removed all parking charges for staff in our hospitals
- Introduced free meals for all NHS staff and will be providing grab and go containers from dining rooms and delivering free meals to our valued staff directly to the ward or clinical areas.
- The transport department has also taken over the logistical supply of PPE and general supplies across the entire Trust including also providing mobile PPE response service to local community residential facilities. The transport team also deliver pharmacy prescription to patients to speed up discharges.

Members of our newest group, *Arts, Heritage and Design in Hospitals* are also playing a full part in supporting their Trusts:

*A new Royal Marsden Manual of Clinical Nursing Procedures will be released on May 7th 2020, the WHO’s year of the nurse and midwife, and of the International Council of Nurses (ICN) Nursing Now movement. 2020 also coincides with the 200th anniversary of the birth of Florence Nightingale.*

*To mark this occasion, Tim Jackson a senior Royal Marsden nursing alumnus has been gathering recorded oral histories from his network of other retired nursing alumni. This oral history project was to ensure the history of The Royal Marsden’s nurses is celebrated.*

*As an investigation into this rich heritage, the project team (including me) aim to tease out individual narratives around and about the buildings they have worked in, the services they have provided and the communities they have served.*

These narratives are being transcribed and the RCN has shown an interest in archiving them.

Staying with the *Arts*, there are a number of things happening in Derby Hospitals of which this is one example:

*Staff are working really hard at the moment and need to feel immense gratitude for what they do. So many people are going above and beyond and we wanted to celebrate those people who were inspiring others and being such a positive force so we decided to turn them into super heroes.*

*It’s a bit of fun, but is also an important morale boost for everyone. Anyone can be nominated and Matt our illustrator uses a few pieces of key information about them to create a personalised image. The work will be shared across the teams through social media and through the hospital comms team.*

One of the key contributors to the NPAG *Resilience Network*, Tony Thompson, Director, OTHO, is helping all of us by sharing daily briefings and advice. These daily bulletins can be found on the NPAG website on the dedicated Coronavirus page:

<https://www.npag.org.uk/home/coronavirus-covid-19/>

*Waste Management* is a key challenge at the present time. Members have been implementing the new approved SOP for waste during the Covid-19 period. This was issued by NHS Improvement / NHS England in April and this has also been published at:

<https://www.england.nhs.uk/coronavirus/secondary-care/other-resources/standard-operating-procedures/>

If you would like to contact any of the contributors please contact John King:

E: [john.king@npag.eastamb.nhs.uk](mailto:john.king@npag.eastamb.nhs.uk)

## Helping our Members—NPAG Network

During this period of Covid-19 lockdown, many of our groups and Facilitators are initiating valuable email discussion to advise and support each other on how to continue to deliver their service during this global crisis. This work is facilitated by the NPAG Network.

The NPAG Network is available to all NPAG Best Value Group and Network members. The service was developed by NPAG, recognizing the need for a forum for healthcare providers to ask questions, request assistance and information, share documents, and get professional and practical advice from their peers throughout the UK, saving time and money in not re-inventing the wheel.

Members of the NPAG's Best Value and National Networking Groups form the nucleus of the *Network* – providing over 600 contacts throughout the UK.

Since April last year, the NPAG Network has sent out 200 requests for information and we've received over 600 responses, this is incredible sharing by our members!

A snapshot of the recent requests for information include:

*“Please could you share copies of your telephonist JD's, and confirm if the vast majority are now on band 3?”*  
Facilities BVG Member

*“All our cleaning teams are under immense pressure at the moment throughout the NHS. How are trusts dealing with reduced staff, heightened cleaning risks and trying to maintain national standards? We have already diverted all low risk cleaning and closed clinic staff to affected areas, pulled on all resources for contract staff, agency staff and such like. We are now reducing cleaning frequencies in wards not affected with Covid-19 – this isn't ideal. Could my fellow colleagues share any pearls of wisdom or amazing ideas they have introduced in their trust?”* Facilities BVG Member

*“Would it be possible to send out a request to members who would be willing to share their domestic water permit to work process and form?”* Estates BVG Member

*“I have been asked by a colleague who works in our organisation supporting NHS Supply Chain (Tower 11 Hotel Services) and wondered if the NPAG group could assist on this query? Tower 11 source polymer products including PVC body bags and are trying to source more bags in light of the increased demand through COVID-19. The question they are seeking clarity on is: How are PVC body bags disposed of in waste streams and will crematoriums and incinerators take these bags due to the gases they give off”. Any assistance the group are able to give would be greatly appreciated.”* Waste Management Member

Please note you need to be an NPAG member to submit an enquiry. Please send your NPAG Network requests to:  
E: [npagnetwork@npag.eastamb.nhs.uk](mailto:npagnetwork@npag.eastamb.nhs.uk)

## Helping our Members—NPAG Alerts

The NPAG Network is available to provide NPAG Alerts to keep our members in touch.

Some of the information we passed on to you in the last month in case you missed it:

*“Last week one of our members Polly Sinclair of Health Innovation Network, the AHSN for South London, set about pulling together a range of online resources which could be very valuable to people struggling to keep patients occupied and stimulated whilst being confined due to the current COVID-19 crisis.*

*We have reviewed many of these activities and compiled a guide bringing a lot of this together which we hope a range of people working on inpatient wards and in care homes or looking after a loved one at home will find useful. I know a lot of you are producing similar guides as well so hopefully by sharing this back we can all benefit. Please do forward this guide onto anyone that will find it useful. It is by no means exhaustive but it's a good starting point at least.*

*I should note we have not had time to test out all activities due to the pace at which we pulled this together so it's worth testing the appropriateness of activities for a person's needs. We also are not necessarily recommending these activities over any others, they just so happened to be the ones that CHAIN members made us aware of or that we came across easily online.”*

From: Griselda Goldsbrough, Art and Design Development Manager, York Teaching Hospital NHS Foundation Trust and member of the NPAG Arts, Heritage & Design in Hospitals Network

During the crisis we are also providing daily [Briefing Notes](#), which can be found on the NPAG website Coronavirus page. These bulletins are kindly compiled by Tony Thompson, Director, [OTHO](#), a regular contributor to the NPAG Resilience Network and which might be of value to you all. Recent topics have included a guide to the different needs of faith communities and how to get the best out of video interviews.

### **Tony Thompson, Director, OTHO**

Tony has been involved in various aspects of emergency management for over 50 years, dating back to the 1968 Surrey floods when he was part of the Military Aid to the Civil Community whilst serving in the RAF. He then served in the British Transport Police for 32 years where he had a command role in the response to many of the UK's worst rail disasters including Clapham Junction in 1988 and Ladbroke Grove in 1999 and the terrorist threat against the rail and underground networks. He was a member of the Police Major Disaster Advisory Team between 1993-2002. Police service was followed by a spell as a Deputy Director for the Office of the Deputy Prime Minister as Head of Regional Resilience for South West England when the Civil Contingencies Act was launched in 2004, and then Head of UK Emergency Response for the British Red Cross between 2005 and 2008. During his time with the Red Cross he became involved in the humanitarian response to many emergencies in the UK and overseas, supporting British victims of disaster affected by the Indian Ocean Tsunami, the 2005 London bombings, UK flooding and the earthquake in Pakistan in 2005. He spent five years living and working in the Middle East until 2014 and returned to the UK to work as an independent consultant in emergency and security management. He was Chair of the Emergency Planning Society between 2015-18 and is currently a member of the Executive Council of the Institute of Emergency Management and Civil Protection. He has been attending the NPAG RDN meetings in an advisory capacity since 2016.

## Working in partnership with NPAG

NPAG has established many important partnerships over the years. We work closely with a number of excellent training providers, consultants and key venues.

**NPAG is currently working to recruit either one or two associates with experience of, or an interest in, Clinical Engineering. The role commencing in May 2020 will involve facilitating our well established Clinical Engineering North and South Best Value Groups. Both groups meet 3 times per annum and join together in September for their annual conference. The Southern group meets in central London and the northern group meets in Wigan.**

For more information about the role and how to apply please contact:

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

## What's hot for the coming months

### National Networking Group Meetings

All BVG and Networking meetings have been postponed until the middle of June. Mini Virtual Meetings are being planned for groups in the coming weeks.

Dates below may be subject to change:

#### August

- Waste Management

#### September

- Security Network
- Clinical Engineering North
- Clinical Engineering South
- Facilities South
- Estates
- NHS Sustainability Leads Network

#### October

- Nursing & Temporary Staffing

### Workshops & Events

**Human Factor Onsite Training**

**Introduction to Resilience in the NHS, Onsite Training Workshop**

**Putting the Patient First Onsite Training Workshops**

**Equality & Diversity Onsite Training Workshops**

For details of the above please contact [Marie Cherry](#)

### Book your place now.....

**Waste and Sustainability Conference: 26th November 2020, Midlands**

Register your interest with: [Marie Cherry](#)

**Theatres and Decontamination Conference: 25th March 2021, Midlands**

Register your interest with: [Marie Cherry](#)

**Clinical Engineering Conference: 14th September 2021, Midlands—New Date**

Register your interest with: [Marie Cherry](#)

## Contact Us

Email: [npagnews@npag.eastamb.nhs.uk](mailto:npagnews@npag.eastamb.nhs.uk)

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