

NPAG News

September 2020

Edition 167

Welcome to the September edition of NPAG News.

Stepping into the autumn months is a busy time at NPAG. This year especially so.

Continuing to review and revise our products and services against the backdrop of Covid-19 has been challenging and we are very grateful to all of you for bearing with us as we made the necessary changes.

Following on from the comprehensive review of the recent Member Survey referenced in the August Edition, we have now written to Members of all groups to update you with regards to the plans for your group given the ongoing Covid-19 situation.

For each national group we have endeavoured to come up with a plan that best reflects your own wishes—also taking into account operational and financial considerations.

Some groups are ‘between rounds’ and we have been setting out, as far as possible at this point, the plans for the coming meeting round.

Dates and locations could be subject to change as the pandemic continues to unfold.

Virtual meetings will usually comprise a morning and afternoon session with optional networking time included over the lunch break period. We would suggest booking the full day out within your calendar as you would do for a face-to-face meeting.

Where appropriate we will, of course, be discounting the 2020 full membership fees. We will arrange a credit note for each who qualify at the end of the 2020 round. This is to allow for flexibility if group plans have to change.

As ever, we will continue to support you in other ways via the website and NPAG Network, which is attracting much attention right now—see opposite.

Please stay safe.

The NPAG Team

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A recent NPAG Network Request, reflecting the increasing interest in electric vehicles:

“Please can you ask the group if anyone has an E-Vehicle policy that they are willing to share and, if so, does it also include anything around mobility scooters?”

Working with People—Building a Digital Vision

NPAG are, of course, all about supporting people. Trying to put people at the centre of everything we do.

We were therefore delighted to invite Jane Knox who has an almost unique role at Kent and Medway NHS and Social Care Partnership Trust—that of Digital Business Partner and Communication & Engagement Digital Lead—to speak about her experiences.

Jane is a Member of the NPAG IT & Connectivity Network and was invited to speak at the recent virtual meeting of the Health Visiting and School Health Services Network about her work in engaging people in IT developments.

Members of the latter group have for some time been concerned about the pace of change with IT systems and the fact that change often feels ‘imposed upon them’. Jane explained her approach to engaging people—staff, managers and patients in building a new digital vision in Kent and Medway.

She set out the background:

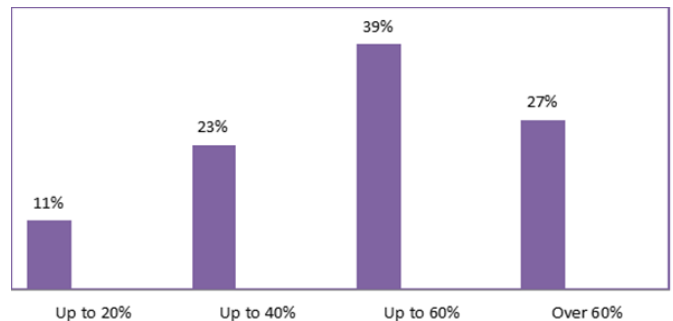
- Existing technology strategy was out of date
- An appetite and commitment to producing a new one
- Clear from the outset it was to be co-produced with people, patients & carers from across the organisation
- Must involve all care groups, strategic partners and GDEs
- Strong focus on clinical ownership.

Jane stressed that there was belief in the Trust that people did have influence and could shape the new strategy. In general, there is a strong commitment to putting people at the heart of what the Trust does – giving them a real voice.

The Trust area has a wide geographical spread, and this had an impact on the consultation process. But it was very important to ensure the fullest consultation. Surveys were used to understand current issues and improvements staff would like to see. Patients were included in the consultation process.

One of the things that the in-house development team was especially keen to capture was how much time was being spent on *entering* data into information systems. There was a concern that too much was being spent, but even so the results of that survey were revealing:

Two thirds of the leadership team believed they spend over 40% of their time *entering* data into information systems. The automation of data collection must therefore be a fundamental outcome of this strategy:



Time spent on entering data.

Jane spoke about different techniques in engaging people and the belief in the Trust that only by listening to people can developments be successful.

The importance of having a Trust Board-approved Strategy was also stressed.

The Strategy has three main Objectives:

- **Consolidating what we have**
- **Delivering what we need**
- **Developing what we want.**

Jane outlined progress to date and steps still to be taken in delivering the digital vision.

If you would like any further information about the Health Visiting and School Health Services Network or the IT & Connectivity Network please contact Marie Cherry for details:

e: marie.cherry@npag.eastamb.nhs.uk.

Helping our Members - NPAG Network

The NPAG Network is exceptionally busy at the moment , continuing to offer invaluable support 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. Evidence shows that they are all keen to share their experiences.

This just a small sample of recent requests from across the groups:

“Does anyone’s ophthalmic department have and use tear duct tubes? If so how do you process these through Sterile Services? Photo’s attached for information?”

Decontamination Member

“I am trying to see if anyone uses MyPorter to create jobs for their Porters and Cleaning team which includes MyAudit. Many thanks and hope everyone is well and keeping safe.”

Facilities South Member

“Is it possible to ask members if they have any experience of ‘Billi’ taps (usually installed in Mental Health Wards). The trust has had issues with ‘Zip’ taps and considering changing to ‘Billi’ taps?”

Waste Management Member

“We are setting up clinical triage at our single point of access, for community nursing calls. Does anyone have any triage template or processes I could potential look at?”

National District Nursing Network Member

“Please can anyone share their policy for safe transfer of patients from trolley to operating table?”

Operating Theatres Member

“We are starting the process of obtaining 9001 quality system. Would any of the team members be willing to share their QMS documents with us? “

Clinical Engineering Member

If you don't currently use the service, please do so. You will not be disappointed! Please send your NPAG Network requests to: E: npagnetwork@npag.eastamb.nhs.uk

(Please note: You need to be an NPAG member to submit an enquiry)

Telecoms Best Value Group 2020-2021

Meeting 1: 8th September 2020, Microsoft Teams

The Telecoms BVG is a unique group of NHS Telecom professionals. Membership of the group facilitates collaboration with Telecoms industry experts and service providers, allowing members to evaluate new technology, share best practice and influence service providers to secure best value solutions. One of the most valued benefits of membership is the peer-to-peer support between members, which often proves invaluable in resolving complex technical issues across the NHS.

The group holds quarterly meetings, generally at a Central London location, where two service providers are invited by the members at each meeting to give presentations on topical issues or products relating to current challenges relevant to members business needs. Due to Covid-19 restrictions, the group has agreed to two virtual meetings and 2 face-to-face meetings during this round.

The agenda of the meetings is driven by members needs and requirements with key topics for 2020-21 including:

- Evaluating innovative, cost effective solutions to replace current bleep and pager technology.
- The new 'Business as Usual': What is it and how do we continue to provide it?
- Collaborative working and its integration with the traditional telephony estate.
- How to secure best value in an ever changing market place.

"The Telecoms Best Value Group provides an excellent opportunity to engage with NHS colleagues and discuss common telecommunications issues affecting the NHS. Membership has allowed me to deploy services and products introduced through the group which have provided best value solutions for my Trust. I consider membership of this group essential and worthwhile to any NHS telecoms professional." Telecoms Manager. St Georges University Hospitals NHS FT

Why join? Our Chair says:

"Being a member of this unique group will enhance your knowledge base and simplify your life! The Covid 19 outbreak has given the NHS many challenges. Communications has been subject to an extraordinary change with unprecedented adoption of new technologies to enable a predominately office-based workforce to become mobile and work, with full access to required resources, from the most appropriate location. These changes will define the way our teams will be expected to provide service to our colleagues, and what better way to assist in this change than becoming a member of the NPAG Telecoms Best Value Group?" Richard Hooper, UHBW FT. Joint Chair

Interested? The first meeting of the round will take place on Tuesday 8th September 2020 via Microsoft Teams. The remaining three meeting dates and venues will be agreed at the first meeting. Please contact Marie Cherry for details: e: marie.cherry@npag.eastamb.nhs.uk

Try Before You Buy places are available, please contact Marie for information.

National District Nurses Network 2020-21

The NPAG National District Nursing Network is a large, dynamic, friendly group. It brings together District Nurses from all over the country to meet and share new ideas, discuss common problems, provide solutions, whilst being creative and innovative.

The network works closely with the Queen's Nursing Institute (QNI) and NHS England and Health Education England. It is an important resource for those organisations by providing an expert focus groups to lead and develop National strategy. The group has been running for several of years and has consequently developed a rich membership.

The Network holds an annual conference in December which is open to District Nurses nationwide. Last year the event focused on Manchester and its devolved budget and we were delighted to have The Mayor of Greater Manchester Andy Burnham presenting an inspirational message to the delegates.



What the Members Say:

"The Network has introduced me to colleagues from across the country. It has made me realise that District Nurses have the same issues, it has given me the opportunity to discuss these issues and to share solutions. The collaboration with the QNI provides us with the opportunity to have our say to lobby the government." Group Member 2019-20

Over the last 2 years members have highlighted their initiatives and we have had some interesting presentations including:

- **Insulin Safety**
- **Nursing Associates and Assistant Practitioner**
- **Documentation**

Why join? Our Chair says:

"The forever changing focus of the NHS can be exhausting, what is clear is that community is the focus for the future. The NDNN offers its members to be actively involved in influencing the policy and services of the future. It offers a form of supervision for its members, directing, advising and offering solutions."

The Network holds 4 meetings a year – with the current pandemic we are looking at other ways of networking. At present the group plans to hold 2 virtual meetings, a conference and a subsequent face-to-face meeting. These meetings are scheduled to take place in late September 20, November 20, December 20 and March 21. We will, of course, continually be monitoring the government guidance and members will be kept fully updated.

NPAG is a member of the CPD Certification Service. As a Network member, you will receive an annual CPD certificate at the end of each year to verify attendance at BVG meetings.

One of the greatest benefits to members is access to the NPAGNetwork. This is a fantastic resource providing a managed question and answer service enabling members to unlock the information held by the entire network of NPAG members.

Interested?

The first meeting of the round will take place in late September via Microsoft Teams. A further three more dates have been scheduled across 2020-2021.

Please contact Marie Cherry for further details of complete the included registration form to secure your place: e: marie.cherry@npag.eastamb.nhs.uk

Try before you buy places area available for the first meeting, contact Marie for details.

Arts, Heritage & Design in Healthcare Network 2020-21

Last year NPAG set up a new national Networking Group for NHS managers and professional leads involved in the leadership and delivery of Arts, Heritage and Design services across hospitals. Our purpose is to share best practice, to find solutions and offer support to those working within this field of healthcare. We are also working to help raise the profile of the profession and, where appropriate, to improve and standardise approaches to working.

An NPAG national Network is a structured forum for healthcare professionals to meet, discuss current issues and receive presentations on topics they are interested in. Its prime purpose is to support managers in the continuous improvement of their service. NPAG have a long track record of supporting healthcare managers across the country, with over twenty such networks in operation. One year on and the Arts Network is well-established after three very successful meetings.

Our Chair Says:

“Arts and heritage programmes in our hospitals play a key role in fulfilling recommendations set out by the 2017 inquiry report from the All Party Parliamentary Group for arts in health. I would urge hospital trusts to join this new national network, to assist in improving our hospital environments through high quality arts, heritage and design initiatives.”

Rt. Hon. Lord Howarth of Newport, Co-Chair, All-Parliamentary Group on Arts Health & Wellbeing.

What can the Network offer me?

We share information and experience in an open and honest environment, receive presentations from topical speakers, undertake benchmarking exercises, debate policy and identify innovations and good working practice. NPAG is a member of the CPD Certification Service and as a Network member, you will receive an annual CPD certificate to verify attendance at meetings. Between meetings you can access a managed question and answer service and a resource library, enabling members to unlock expertise across the field.

Time to think, discuss and plan

At the end of the last series of meetings we debated the concept of National Guidelines (similar to those of the National Criminal Justice Arts Alliance). Members were asked to consider the following areas:

Collection Management / Evaluation & Research / Art in Design & Build / Arts Participation / Governance

We will be developing these ideas during the coming round of three meetings over the next year, as well as finding time to debate hot topics, successes and challenges.

How do I sign up?

The first meeting of the 20-21 round will take place virtually via **Microsoft Teams on the 7th October 2020**. Please contact Marie for further details: e: marie.cherry@npag.eastamb.nhs.uk

Register online: <https://www.npag.org.uk/arts-heritage-and-design-in-healthcare-network/>

Try before you buy places are available, please contact Marie for details.

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.

If you are interested in working with us either in facilitating one of our national groups or developing a training package that we could deliver together then please contact Marie at the address below:

Marie Cherry: marie.cherry@npag.eastamb.nhs.uk.

What's hot for the coming months

National Networking Group Meetings

Dates below may be subject to change and meetings could be face-to-face or virtual:

September

- Security Network
- Clinical Engineering North
- Clinical Engineering South
- Facilities South
- Estates
- NHS Sustainability Leads
- Telecoms
- IT and Connectivity
- Decontamination
- Resilience Network
- National District Nurses Network

October

- Arts, Heritage and Design
- Health Visiting and School Health
- Car Parking & Sustainable Transport
- Nursing & Temporary Staffing
- Facilities North

Workshops & Events

Clinical Professional Development for Occupational Health Nurses

Human Factor Onsite Training

Introduction to Resilience in the NHS, Onsite Training Workshop

Putting the Patient First Onsite Training Workshops

Equality and Diversity Onsite Training Workshops

Assertiveness & Self Management Training Workshops

For details of the above please contact [Marie Cherry](mailto:marie.cherry@npag.eastamb.nhs.uk)

Book your place now.....

Theatres and Decontamination Conference: 25th March 2021, Midlands

Register your interest with: [Marie Cherry](mailto:marie.cherry@npag.eastamb.nhs.uk)

Waste and Sustainability Conference: 29th April 2021— New Date

Register your interest with: [Marie Cherry](mailto:marie.cherry@npag.eastamb.nhs.uk)

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

Register your interest with: [Marie Cherry](mailto:marie.cherry@npag.eastamb.nhs.uk)

Contact Us

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