

NPAG News

November 2020

Edition 169

Welcome to the November edition of NPAG News.

The clocks have gone back, the days are becoming shorter and, sadly we are still in the grips of coronavirus and with increasing levels of uncertainty and concern about our immediate future as winter beckons.

With new restrictions including a second Lockdown for England in prospect, NPAG are here to support you. Given the continuing difficulty in meeting face-to-face, our virtual meetings have become well-established; each best value group has had at least one meeting via Microsoft Teams. And they have been very well-received.

With that success, we are **moving our training workshops online** for the foreseeable future, at least until March 2021. We are offering special Promotional Rates on all workshops booked before the end of the year. Please see Page 2, 3 and 4 for details.

We will continue to support you in other ways too, via the website and NPAG Network, which remains very busy—see Page 3. We are currently reviewing the way we organise the documents held on the Members’ Areas and would like to thank those Members that have taken the time to give us their advice on how they would like to see things categorised.

Another development to report—we are now offering quick, 5-minute sessions on Teams to support individual members who are new to the platform, have set up the free App on a personal device or just want to practice with us.

Finally, we would like to invite all members to provide a brief paragraph/sentence as to why you feel your Network / Group is of best value. We would also like to run an occasional series of **one-to-one interviews** to feature in future editions. So, please also let us know if you would like to participate. If so, please contact Marie Cherry: e: marie.cherry@npag.eastamb.nhs.uk.

Thank you all for your continued support and please stay safe.

The NPAG Team

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The NPAG Arts, Heritage and Design in Healthcare Network recently had a Teams meeting and this is what the Member from Royal United Hospitals Bath NHS FT said about it:

“Thanks, I think it was the best video conference so far in my experience.”

Putting the Patient First

Customer Care & Communication Skills in the NHS, Virtual Organisational Training Workshop

“The patients must be the first priority in all of what the NHS does. Within available resources, they must receive effective services from caring, compassionate and committed staff, working within a common culture.” Francis Report, 2013

This workshop was originally developed as a direct response to the Francis Report recommendations. The workshop has since evolved to further embrace the **NHS People Promise**: *“This is a promise we must all make to each other—to work together to improve the experience of working in the NHS for everyone.”* NHS England and NHS Improvement.

This one-day virtual workshop is aimed at all NHS Staff. The agenda is designed to increase the awareness of the service user relationships, and its importance and impact on your organisation. The programme is bespoke to your objectives and will reflect on your organisational core values, ensuring the outcomes are successful and can be measured.

By the end of the day participants will have a skill set that enhances their ability to:

- Understand the impact of their behaviour on others
- Learn how to handle challenging situations & people
- Develop effective communication techniques
- Understand patient expectations
- Identify how and why perceptions are formed
- Demonstrate a positive attitude
- Take ownership

Further workshop benefits include:

- Evidence to the CQC of your commitment to improving patient care through staff training
- Supports the “Francis Report Recommendations” that relate to the service that is provided
- Contributes towards achievement of the Knowledge and Skills Framework
- Development of ‘Actions Plans’

Attendees will be inspired by the service they provide and want to apply best practice techniques to develop and support not only patient relationships but also each other.

“Great engagement opportunity to reflect on previous failings and recognise how to move forward in the future.” NHS South Worcestershire CCG

Meet the Trainers

Sheila Fisher, Training Consultant
Impact Training Consultancy Services Ltd

Sheila has 27 years of experience as a qualified Training and Development professional, 9 years of which within the NHS as the Organisational Development Training Manager in a large Acute NHS Trust. Sheila is enthusiastic, dedicated and a self-motivated person who enjoys supporting change in the workplace through existing and new initiatives. Sheila’s passion is in Organisational Development working closely with teams to enable them to be efficient and effective within their role to provide a quality service not only to their colleagues but to their clients. Sheila’s diagnostic approach enables her to design, develop and provide the right bespoke packages to meet the needs of any organisation that she works with. Sheila is experienced in working in multi-disciplined environments and has worked a variety of sectors inside and outside of the NHS.

Jaskiern Kaur, Training Consultant

“People are my passion. We will all at some point in time be in receipt of the services we deliver. Working in the NHS for over 15 years I have progressed through operations to senior management level enabling me to understand both operational and strategic challenges. Currently leading the Equalities agenda through an Organisational Development lens at a large NHS trust allows me to bring current challenges to the table at all levels. To support this, I am also a specialist Advisor for the CQC. Values led programmes of work are close to my heart, supported with real time data I have a niche platform to which I am able to highlight and debate our unconscious bias that challenge our everyday practices.”

Interested? Please contact Marie Cherry for further details: e: marie.cherry@npag.eastamb.nhs.uk

Special Promotional Rate: Book your workshop before the 14th December 2020 at the special rate of just £995! This can work out as little as £83 per attendee (based on 12 delegates).

Assertiveness and Self Management

Virtual Organisational Training Workshop

The NHS is the largest employer in Europe, with over 1.4 million employees, the NHS has a responsibility to remain at the forefront of the inclusion and fairness agenda for patient and staff.

This one-day workshop has been designed to assist all NHS staff in dealing with work pressures and change more confidently through assertive communication and positive self-management.

The content of the workshop is bespoke to each organisation's needs. The content will reflect your objectives and ensure that the outcomes are successful and can be measured by incorporating an Action Plan for the team, and personal development plans for individuals. Action Plans will identify the key changes needed to be made, the skills to practice in order to build self-esteem, build self-confidence and improve communication skills through assertiveness techniques.

The day is highly interactive, practical, and yet supportive. It uses many different forms of learning including self-assessments to develop assertiveness skills and increase confidence and self-esteem. Participants will gain the tools and techniques which will enable them to work more effectively with work colleagues and service users.

This workshop will look at:

- Through self-assessment recognise your style and behaviours
- Optimist or Pessimist – self-assessment
- Communication Styles
- Managing your image – making the most out of 'you'
- Techniques to build self-esteem and confidence
- Tackling barriers to assertiveness
- Non-verbal behaviour in relation to assertiveness
- Managing difficult and challenging situations – tips and hints
- Developing a personal action plan with a difference!

Recent delegate feedback received from a virtual training course with Richmond Wellbeing Service:

"I personally really liked hearing everyone else's perspectives as it was comforting/reassuring to hear we all have ways in which we feel a bit shy/insecure/nervous. I also liked that it started quite wide and then we funnelled down to get to those key things we need to work on. Jas is friendly, funny and engaging. She made it feel easy to share and get involved. Definitely one of the most interesting and engaging work trainings I've done!"

Further workshop benefits include:

- This workshop can be used as evidence to the CQC of your commitment to improving patient care through staff training
- Contribute towards achievement of the Knowledge and Skills Framework
- This workshop has been designed to be delivered on a virtual platform

Interested? Please contact Marie Cherry for further details: e: marie.cherry@npag.eastamb.nhs.uk

Special Promotional Rate: This workshop is delivered over two half days, with homework to be completed in-between. It is aimed at a minimum of 8 and maximum of 12 delegates. The promotional price is £1595. The workshop can be tailored to be delivered in one day and is currently on offer at £995.

Promotional rates are only valid if booked before the 14th December 2020.

Clinical Professional Development for Occupational Health Nurses Spring 2021

A series of 6 practical training workshops

Occupational Health Nurses are leaders in public health in the workplace setting. Their role is pivotal and it is, therefore, imperative that their training provides them with the necessary knowledge and competencies.

NPAG's Clinical Professional Development for Occupational Health Nurses training module programme which launches again in February 2021 is specifically aimed at nurses who are new to Occupational Health. The intention is to provide nurses with the daily clinical and professional skills and experience that they require to undertake their duties. Those attending will gain clinical skills, which will serve to support further academic qualifications and training.

What previous attendees have to say...

'Excellent course. Informative. Opportunity for discussion & sharing experiences.'

Fitness For Work, February 2019, Physiotherapy Lead Staff, Health & Wellbeing, Abertawe Bro Morgannwg University Health Board

'Really useful day - very knowledgeable trainer.'

Occupational Health Condition Management, February 2018, Occupational Health Nurse, Kettering General Hospital NHS FT

'I feel very empowered to change my practice as a direct result of this study.'

Skin & Respiratory Surveillance : History Taking and Case Management, March 2020, Occupational Health Nurse, Queen Elizabeth University Hospital NHS Trust

NPAG are offering a series of 6 Practical Training Workshops:

- **Employment Health Screening: February 2021**
- **Fitness for Work: February 2021**
- **Skin & Respiratory Surveillance: History Taking and Case Management: March 2021**
- **Sickness Absence Management Referrals: March 2021**
- **Occupational Health Condition Management: March 2021**
- **Health Surveillance: History Taking & Case Management: April 2021**

See below for some examples of module content:

- Standards of fitness to work
- Principles of assessment, scope & limitations of OH nursing role
- Escalation criteria
- Understanding of the main surveillance techniques & their limitations
- Basic knowledge of risk assessment, exposure control measures & PPE
- History taking
- Clinical assessment
- Management reporting
- Principles of case management

It is our recommendation that Occupational Health Nurses with 2 years or less experience should attend.

Applicants are encouraged to attend as many or as few workshops as they feel necessary.

Interested?

Please contact Marie Cherry for further details:

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

These modules are being planned to take place face-to-face in the Midlands, this will be kept under review and can be delivered virtually depending on lockdown restrictions.

Special Promotional Rate

Book before 31st December 2020 and receive a 10% discount.

Helping our Members - NPAG Network

The NPAG Network remains very busy, continuing to offer invaluable support to all NPAG Best Value Group and Network members.

The service was developed by NPAG, recognising 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 small sample of recent requests from across the groups reveals the broad spread of interest:

“I was wondering if anyone has completed a non-clinical transport review which includes, logistics, legislation, vehicle insurances required, finance, staff etc. Ideally an external consultant to review the service provided. If you have please can I have the specification used. ”

Facilities South Member

“Theatre team brief and De-Brief record. How is this recorded and stored as multiple patients are discussed? ”

Operating Theatres Member

“Does anyone use different crockery for example coloured plates for their wards with dementia patients? If so would they be able to share details of suppliers?”

Facilities South Member

“I wondered if it would be possible to put a question to the panel regarding taxi usage at hospitals for members of staff, patients and equipment etc. being transported to another site. Roughly how much is spent on taxis for these kind of trips annually? What methods have been effective in reducing dependency on taxi journeys? ”

NHS Car Parking & Sustainable Transport Network Member

“Can any members advise on their methodology for disinfecting manually washed items?”

Decontamination BVG Member

“ Would it be possible to put a request out to members of the Facilities groups to ask if they would be able to share with me job description and person specification for the post of cleaning audit monitoring officer role/post?”

Facilities North 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).

Health Visiting & School Health Services Network Join us in 2020/21

Our Vision

To support the on-going and consistent development of children, young people and family services through the identification and sharing of innovative practice and working with appropriate professional bodies to shape quality service delivery.

Our Terms of Reference

To support the achievement of consistently improved performance and value for money by:

- Sharing information including: clinical and working practices, organisational developments, partnership working with external bodies/partners
- Advising relevant national organisations and professional bodies through the partnership pathways of gaps within Health Visiting, School Nursing and the wider delivery of public health and care to influence research and development
- Seeking to understand the original vision or intention behind government policy or guidance and disseminate this through the members organisations
- Interpreting new ideas regarding practice for fellow professionals
- Developing, nurturing and maintaining relationships with relevant advisory and professional groups for example: Community Practitioner and Health Visitor Association, School and Public Health Nurses Association, Institute of Health Visiting, Department Of Health, Public Health England, NHS England
- Responding to and taking part in national and regional consultations

Our Joint Chairs say:

“Whether you are new to the group or a longer-standing member, as Chairs we agree that we have developed really strong, positive and professional relationships with senior colleagues nationally. We have a common purpose, in that we are all passionate about improving the health needs of children and families and are keen to share best practice and evidence by our workforce.

You cannot underestimate the benefits of networking, coming together and sharing practice and offering solutions based focused attention to real time issues in a protected environment. The support received from members and the NPAG administrative team extends outside of meetings and is given generously. This collective ongoing external support is invaluable in an ever challenging and complex professional context.

Being part of the HV and SHN network provides the opportunity to network with other professionals nationally that lead our HV and SHN vital services to support children, young people and families. The group enables opportunities to share from one another and support shaping service delivery fit for the future. The national leaders and speakers are invaluable and enable raising issues to support discussions for solution focused decision making.

The group also provides the opportunity to raise professional issues affecting the workforce and we have access to national leaders and key note speakers such as Wendy Nicholson, which provides the group with an excellent platform to raise, discuss and support each other in dealing with the complex issues affecting all of our children's and family's services.”

Interested?

The first of four meetings will be taking place on Microsoft Teams on **Thursday 26 November 2020**. Please contact Laura Howe for further details e: laura.howe@npag.eastamb.nhs.uk

Try Before You Buy places are available.

Customised Healthcare Waste Management Vocational Qualification

ICERMS has developed three distinct vocational qualifications in partnership with the Scottish Qualifications Authority and our own Waste Management BVG. These unique qualifications have been designed around the specific competencies required for the complex and demanding role of a healthcare waste manager.

The role of a healthcare waste manager is a highly technical one and involved far more than just the management of waste. In order to meet the requirements of modern healthcare waste managers, ICERMS has developed a total of three vocational qualifications, each with its own distinct learning pathway.

Each qualification is mapped to the UK and EU Qualification Frameworks. The qualification units are each drawn from an overarching healthcare waste management suite of vocational education units and each qualification pathway reflects one of three key roles in the healthcare waste management sector:

1. Healthcare Waste Manager at a Healthcare Facility (15 Mandatory and 5 Optional Units)
2. Healthcare Waste Manager at a Healthcare Waste Treatment Facility (9 Mandatory and 6 Optional Units)
3. Healthcare Waste Manager at Healthcare Waste Transport Operations (9 Mandatory and 3 Optional Units)

Interested? For further information about this bespoke qualification and the assessment process please contact: e: scott@icerms.com or e: marie.cherry@npag.eastamb.nhs.uk.

Advertising with NPAG

**Would you like to see your company or organisation feature in NPAG News?
Want to come along and talk to our members about a new product or initiative?**

Sponsorship packages are now available with prices starting from as little as £200!

NPAG's current sponsorship packages include:

- BVG Meeting Sponsorship
- Event & Workshop Sponsorship
- NPAG News Sponsorship
- Feature an advert in the NPAG monthly newsletter

If you would like to speak to us about any of these options or to create a bespoke package we would love to hear from you! Get in touch today!

NPAG's purpose is to support Managers in the *continuous improvement* of their services. In order to do this we work with a wide range of partners across the country — both inside and outside the NHS. We have at least 20 national networking groups and run a series of training workshops and events of different types. Members of NPAG's Best Value and National Networking Groups form the nucleus of our Network, providing over 600 contacts throughout the UK. So, by becoming a sponsor with NPAG, many new doors could open up for your company.

Interested? Please contact Marie Cherry for further details: e: marie.cherry@npag.eastamb.nhs.uk

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:

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

What's hot for the coming months

National Networking Group Meetings

November

- National District Nurses
- Waste Management
- Clinical Engineering South
- Health Visiting and School Health Services
- Resilience

December

- NHS Sustainability Leads
- IT & Connectivity
- Decontamination
- Resilience
- Security
- Nursing & Temporary Staffing
- Operating Theatres
- Clinical Engineering North
- Estates
- Telecoms

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)

Conference Dates

Theatres and Decontamination Conference: 25th March 2021, Virtual

Register your interest with:

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

Waste and Sustainability Conference: 29th April 2021

Register your interest with:

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

Clinical Engineering Conference: 14th September 2021, Midlands

Register your interest with:

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

Contact Us

e: npagnews@npag.eastamb.nhs.uk

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