

# NPAG News

## January 2021

Edition 171

Happy New Year and welcome to the first edition of NPAG News for 2021.

Many will be glad to say goodbye to 2020 — an unbelievable year in so many ways and with a festive season that was unlike any other. We begin the new year with a degree of hope with vaccines now being rolled out but, for the moment, in another national Lockdown, with coronavirus cases rising rapidly again. Some Trusts are on the point of becoming Covid-only hospitals.

NPAG will continue to operate virtually until at least the end of the March. As we reported in the December Edition, many groups are finding the new ways of working quite effective for them and we continue to develop the MS Teams service to enable Members to chat, keep in touch and share documents and thoughts between meetings.

Some Members have expressed concern that the development of Teams might replace the established facilities such as the NPAG Network and the Members' Area on the NPAG website. But we can assure you that all our other services will continue to operate.

In fact, the NPAG Network is currently especially popular. In the last few days there have been requests from Members of Clinical Engineering, Facilities, NHS Car Parking & Sustainable Transport, NHS Sustainability Leads, National District Nurse Managers, Operating Theatres and Telecoms groups, among others. The Network provides an NPAG-wide response to your questions at a time when we are all striving to make sense of the world we are now in. For details on how to access the Network please see page 4.

So, let's hope that things really do begin to improve as we move further in to 2021. Do keep on telling NPAG how we might continue to improve our service to all of you, so that you may in turn better deliver your own services to patients and colleagues.

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

**The NPAG Team**

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A recent comment from a Member of the NHS Sustainability Leads Network:

***"Pleased to be back in 2021!"***

***Thanks for your ongoing support and inspiration."***

## NPAG Best Value Groups Review

A short review of our national networks, which form the heart of NPAG's services, as we begin a new year.

NPAG's groups support managers across the country in the *continuous improvement* of their services. From an Estates and Facilities beginning, the subjects covered have grown hugely and now embrace Arts, Heritage and Design, Clinical Engineering, IT & Connectivity, and Resilience among the 20 or so networks currently operating, representing some 600 people throughout the UK. Some groups have been running for well over 10 years and others, such as Arts, are still very new to NPAG.



At the start of 2020 all groups were meeting in a traditional face-to-face setting—often in central London or the Midlands. Then, creeping up on us, almost unnoticed, we were all suddenly facing a major change. On the 17th March 2020, in light of the unfolding pandemic, NPAG took the decision to write to all our Members to say:

*'Following yesterday's update from our government, NPAG has decided to postpone all NPAG BVG and Networking meetings within the next 12 week period (w/c 23<sup>rd</sup> March – 15<sup>th</sup> June 2020). We will review the situation after this period and keep you updated via email.'*

There then followed a short period of some uncertainty, during which we were all trying to make sense of the phenomenon that was unfolding around us.

NPAG quickly took the decision to operate all its national meetings using the virtual platform Microsoft Teams. This shift was essential, but it presented a very steep learning curve. We began offering all groups the option of a mini virtual meeting to keep in touch while we developed a full virtual service.

By May, groups were beginning to meet virtually. Despite some relaxation of national restrictions during the summer, we have continued to operate on a virtual platform, gradually making refinements as we move forward. Indeed, as we slowly return to a kind of normality over the new year, the virtual meeting is very much here to stay. In fact, the newly-relaunched NHS Transport & Logistics Best Practice Group will be an entirely virtual experience for now (Page 5).

This quote from the Facilitator of our two Clinical Engineering groups sums up the kind of experience Members can expect from NPAG groups:

*"Members of the North and South Clinical Engineering groups benefitted from a timely educational session at their last meetings. Brian Baitup of HAC Training gave members an hour-long session on an introduction to medical pipeline systems and VIE plant operations. Not usually the direct concern of Clinical Engineers, but rather colleagues in Estates, this session equipped members with much needed background knowledge.*

*During the current pandemic, a teamwork approach to problem solving is needed more than ever and enabling members to understand and contribute to the wider issues is very important. A knowledge of the oxygen supply chain, local technical management and consumption rates benefits all professionals concerned with the delivery of good patient care and NPAG is pleased to have been able to arrange this session."*

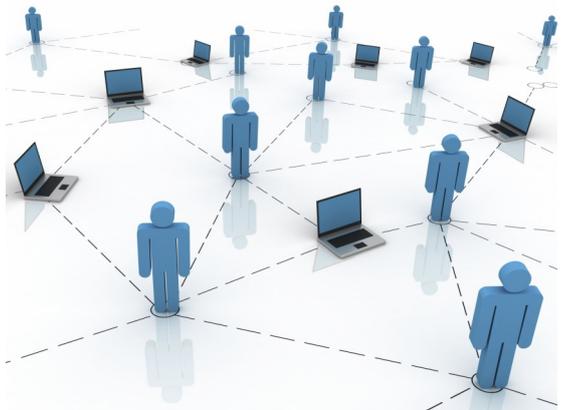
If you would like information about any of our national groups including the try-before-you-buy offer, please contact Marie Cherry: E: [marie.cherry@npag.eastamb.nhs.uk](mailto:marie.cherry@npag.eastamb.nhs.uk).

## Helping our Members - NPAG Network

The NPAG Network is busier than ever, reflecting its invaluable support to all NPAG Best Value Group and Network members during the most challenging of times for healthcare.

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 reflects the huge spread of subject areas covered:

*“We are looking to develop a pathway to support Nursing Associates to administer symptom control medication to end of life patients; often a request will be made for medication for a symptom but when the nurse visits and makes their assessment a different or additional drug may be indicated from the prescription in the home meaning that NA’s would not be used for this type of intervention. If anyone has any information they can share regarding how they have implemented such a pathway in their area, it would be much appreciated.”*

NDNN Member

*“Do you perform Paed operations (Under 1 year)? If so, how many sessions per week? Do you have a Paed ED?”*

Operating Theatres Member

*“I am looking for information regarding how much staff pay to use Hospital staff car parks in normal circumstances? (Pre Covid).”*

NHS Car Parking & Sustainable Transport Network Member

*“Do you use standard equipment lists in your Trust for users to purchase from? If so, please could you share a list of device types?”*

Clinical Engineering South Member

*“1. Does anyone have any information at all on the integration of SMS messaging with Netcall?  
2. Does anyone have any recommendations as to which service provider to use to get the best SMS rates?”*

Telecoms Member

*“Does anyone within the group manage car parking, if yes, do you have any bespoke car parking utilised for clinical staff i.e. consultants etc. Are you happy to share how this is managed with what criteria etc.”*

Facilities South 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](mailto:npagnetwork@npag.eastamb.nhs.uk)

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

## NHS Transport & Logistics BPG 2021

The NHS Transport & Logistics Best Practice Group combines two main essentials: decades of in-house experience and quality presenters from within and outside the NHS. That way we build on proven good practice whilst having an eye to new systems and developments!

NPAG's focus is to innovate and support continuous improvement in the face of ever-increasing pressure to save money and increase efficiency. Members proactively network discussing and sharing documents on the delivery of fleet management, logistics, parking and associated services. Meetings will take place via Microsoft Teams, allowing real-time meetings to take place with out the overhead of costly travel expenses and reducing our carbon footprint at the same time.

The meeting agendas are driven by the members. They include established standing items which are addressed through knowledge and experience from the members and carefully selected guest speakers. Items include:

- **Agenda for Change updates**
- **Fleet: Grey, Green & Courier**
- **Pool Car Management**
- **Trust Policies and Procedures: impact on Transport, Waste & ADR**
- **Medical Records**
- **CCGs & related matters**
- **Driver Handbooks**
- **Management of Taxi costs**
- **Vehicle procurement & management**

The members will be addressing the operational challenges faced during Covid-19, changes to work practices, staffing levels, and the recovery and changes

### Why join? Our Facilitator says:

*"The NHS Transport & Logistics BPG has been running for many years with great success. I have been proud to facilitate this group, the knowledge the members have and are willing to share is phenomenal and I can only see the group going from strength to strength for many years to come. Come along and see for yourself what a great resource this group can be to you and your organisation."*

*"The NPAG Transport and Logistics Group is attended by professionals managing transport and logistics demands in NHS Trust's throughout the country yet ironically facing the same challenges and delivering solutions. The knowledge shared, the ability to share policy, process and avoid having to 'reinvent the wheel' is invaluable not only in precious time but in increasing knowledge and being able to support your work by quoting examples of success and lessons learnt from other Trusts."* Former Member, The Newcastle Upon Tyne Hospitals NHS FT

Guest speakers are invited from relevant industry companies including The Mileage Company and Lightfoot to present on Duty of Care for Grey Fleet Use / mileage capture and Driver Performance / telematics systems respectively. Such collaborations hold great potential for all involved sharing innovations across the whole spectrum of NHS Transport and Logistics. The Group will continue to apply itself to keeping abreast of rapidly-emerging vehicle, infrastructure and software technologies and their potential for enhancing capabilities within the NHS.

The first of 4 meetings will take place on **Wednesday 20th January via MS Teams**. We are pleased to announce the following presentations:

- Gillian Donachie, Patient Environment Policy Lead, NHS England & NHS Improvement will provide an overview of the NEPTS review
- Simon Turner, Driving for Better Business Highways England will be presenting Managing Road Risk in the NHS

### Interested?

Please contact Marie Cherry for further details:

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

**Try Before You Buy** places are available. Please contact Marie for details.

## Putting the Patient First Virtual Workshops 2021

*“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 & NHS Improvement.

It is a one-day virtual workshop 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.

*“I have seen a general uplift in staff returning from this session. Thanks for helping getting the conversation started on the importance of values and beliefs in ourselves, each other & the service we deliver.”*

HSSD, Jersey

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

**Promotional Offer:** Book a date before the 31st March 2021 to secure the £995 workshop rate. Normally £1500.



## Advertising in NPAG News

Would you like to see your company 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!

## What's hot for the coming months

### National Networking Group Meetings

#### January

- Clinical Engineering South
- Clinical Engineering North
- Facilities joint meeting
- NHS Car Parking & Sustainable Transport
- NHS Transport & Logistics

#### February

- Arts, Heritage and Design
- Estates
- NHS Sustainability Leads
- Violence Reduction and Security
- Waste Management

### 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](#)

### Conference Dates

**Waste and Sustainability Conference: 29th April 2021 Virtual**

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

**Clinical Engineering Conference: 14th September 2021, Midlands**

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

## Contact Us

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