

Annual Report

Clinical Engineering North & South Best Value Groups 2020



Paul Blackett, Facilitator

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www.npag.org.uk

Mission Statement

“ Striving for Excellence in Medical Equipment Management and Promoting the Profession.”

Introduction

In 2020 having met initially 'in-person' at our first meetings of the year, we had to switch to virtual meetings as the UK entered lockdowns and national restrictions on meeting with others. The groups adapted to this change well and an 'interim' virtual meeting for groups was followed by the remaining planned meetings being held online. Our membership grew in 2020 and now comprises 48 members from 36 NHS Trusts.

The group's major focus this year has been on the management of their departments during the COVID pandemic. Members have shared top tips, discussed risk management and shared their expertise and knowledge through the NPAG Network as well as at meetings. Responding to the needs of members, timely presentations were secured on the new Medical Device Regulations and on VIE plant and medical gas pipelines.

Sadly our 2020 Conference was unable to take place but plans are in place for this to happen on Tuesday 14th September 2021. We plan for this to be in person, but if it is not possible we will have the conference virtually. We are also pleased that over 96% of attendees at our conferences would recommend them to others, the exhibition is particularly well supported with manufacturers showcasing cutting edge medical and test equipment.

Our first meeting of the new year starts on 2nd March for the South Group and 9th March for the North group. Members enjoy 3 meetings plus free attendance at the conference. Non-member Trusts are always welcome to try a one off 'sampler' meeting. The Clinical Engineering Best Value Groups North and South share a common agenda and meetings are usually held within a week of each other. This alignment allows the groups to arrive at a common consensus and yet allows for regional variations.

It would be amiss not to note that our well regarded Facilitator, Richard Steventon, stood down earlier this year. Richard brought a wealth of experience to the role following his 36 years NHS experience as Head of a Medical Engineering Department. Under Richards careful guidance both groups aligned and a NPAG Clinical Engineering conference began which has grown over the years into a successful and well regarded independent day. Members wish Richard well in his retirement.

Chairs' View

North Group

"The last twelve months have been the most challenging that most of us will have experienced in our careers and I have been very impressed by the way we have stepped up to support our organisations. Although we haven't been able to meet in person this year it has been very useful to be able to meet virtually and provide advice, support and reassurance to each other. I hope that everyone will appreciate the advantage that access to such a strong support network gives us and I look forward to seeing our numbers expand as we continue to adapt to the changing healthcare landscape."

Peter Owens, Trust Medical Engineering Manager, Heartlands Hospital

South Group

"I have been a member of NPAG CE since 2018. This group has been a great opportunity to know colleagues in the same role in different NHS hospitals and becoming acquainted with the way they approach the daily challenges in CE department and grasp some of the improvements implemented in their departments. During the quarterly meetings, a variety of topics have been discussed such as technical training, apprenticeships, level of customer's service from different companies and most important of all benchmarking data for KPIs which can be significantly helpful for new business cases. During the pandemic, it has been very much beneficial to share the information on new types of practices and their associated risks and share some of the solutions have been pursued. I strongly recommend everyone with responsibilities in Clinical Engineering to join and get the benefit of this network."

Maryam Mirjafari, Head of EBME -Technical Service Manager, Kingston Hospital NHS Foundation Trust

Dissemination of Clinical Engineering Information

NPAG maintains a library and register of documents and papers resulting from the work of the groups. Along with the previous minutes of meetings and any presentations linked to them, these are available on request to new and existing members.

Information is also made available to members of other NPAG Best Value Groups where interests overlap (with the agreement of the originator). For example, medical device networking maybe of interest to the IT and Connectivity Network. Questions asked by members through the NPAG Network are followed up at the next meeting where these are reviewed and responses discussed.

In addition to the documentation available through the NPAG Network and website, a Dropbox account which is accessible to members retains an extensive library of sample Job Descriptions, Policies, Risk Assessments and much more. This information has been collated over many years and is an invaluable source of information. All presentation slides, notes and tabled documents are made freely available to members and (with permission) loaded onto the NPAG Members website. [See Members web page](#). Access is restricted to current members only.

Networking

In person meetings continue to be the preferred method to meet and discuss issues with the opportunity for informal chats and building new business relations. However, the move to virtual meetings for most of this year has enabled members to attend whilst still being available in the workplace for unexpected needs. The initial meetings for 2021 are planned to be virtual but hopefully a return to face to face meetings will be possible and members will be consulted on future meeting arrangements.

Even with current restrictions, members have offered assistance to each other sharing mutual information on working practices and policies. During meetings relevant discussions are encouraged and an Open Forum agenda item is present for members present to share experiences and solutions to specific issues encountered.

The members also maintain an email group, supported by the facilitator where questions and requests for advice or sample policy documentation are shared with all NPAG Clinical Engineering members. The Dropbox and File storage of Microsoft Teams allow for straightforward updating of benchmark data spreadsheets and KPIs.

Influencing Policy

The membership, as a group voice, is well placed to influence national policy and practices. Over the years links have been made with an [NHS England Patient Safety](#) representative and they have visited both group meetings. Some members are currently on the national monthly web-based safety (MDSO) panel discussion group. National NHS organisations have presented at the conference in the past — the CQC presented in 2015 and the MHRA and NHS England in 2017.

Meeting 1

Presentations by:

Providing MRI Safety with an 'MRI Point of Care' monitor

Iain Quarrie, UK Technical Product Sales Lead [Future Medical Ltd](#)

Active Key, Hygienic, clinical input devices

Stephen Rodway, [Active Key UK](#)

Interim Meeting

An interim virtual meeting was held for members to discuss the ongoing pandemic and the pressures that departments were experiencing.

Meeting 2

Presentations by:

Creating a bespoke GMDN data solution for Clinical engineers

Edward Glenn, Developer [GMDN Agency](#)

Medical Device Regulations (MDR)

Mr Eric Rozeboom, Quality and Regulatory manager for Europe [Zoll Ltd](#)

Meeting 3

Presentations by:

VIE Plant and pipeline systems introduction

Brian Baitup, [HAC Medical Gas Training and Services](#)

Verathon BladderScan – Legacy, Present & Future – A Technical, Clinical & Operator Update.

Tim Higham Country Manager, [Verathon Ltd](#)

Meeting 4

Presentations by:

Your eyes on the inside - Health Care Technology Improving Medical Device-related Patient Safety

Ruth Johnson [Steris Ltd](#)

See more, know more and do more with the Acuson Sequoia - Addressing everyday clinical population challenges with new developments in BioAcoustic Technologies, AI and Advanced Applications

Judy Cuthbert [Siemens Healthcare](#)

Meeting Venues

Most meetings this year have taken place over Microsoft Teams. When restrictions allow, our usual locations are:

North meetings: These are usually located at Wigan West Premier Inn, Orrell Road, Orrell, Wigan, WN5 8HQ which has excellent parking and very quick motorway access.

South meetings: These are always held in London currently close to Euston mainline station. Previously these have been held at The Imperial Hotel 61-66 Russell Square WC1B 5BB.

Benchmarking

An important aspect of the group's meetings is sharing data to benchmark performance against similar Trusts. To facilitate this, the groups have developed six Key Performance Indicators (KPIs) which enable members to both monitor their department's individual performance (year on year) and compare against each other annually. Data is updated and stored in the Dropbox as the year progresses.

In 2020 members were asked to propose what they thought would be acceptable target values for these KPIs. These were analysed by means of mean, mode and median analysis and initial target percentages set. This completes a significant piece of work that began many years ago and can now be regarded as a de-facto national standard.

Along with performance data, the analysis of each Trust's clinical engineering staffing, budgetary, equipment and other useful supporting data is recorded to facilitate networking and provide additional supporting information for benchmarking.

Many members regard the benchmarking data and analysis one of the major reasons for membership. Benchmarking data can provide useful evidence to use as part of department business cases and internal drives for efficiencies.

Agenda format

A typical agenda is shown as:

- Review of morning session then formal meeting start
- Minutes of last meeting (Action Review and Matters Arising)
- Matters Arising and Routine Reviews:
 - ⇒ NPAG Network Review of Questions asked of members
 - ⇒ Information Sharing Updates
 - ⇒ Conference Updating
- Performance - Benchmarking and Key Performance Indicators
- Professional - Technical and operator training, Apprenticeships, Institutes information, RCT Update
- Open Forum of Cost Savings and other Initiatives - Areas of good practice/problems
- Any Other Business
- Dates for next meetings and future presentation suggestions

Future Plans

- Succession Planning—How to do it right!
- The future of accreditation
- Budget Pressures— Ideas to get ahead
- Quality Improvements
- Management of Risk
- Managing maintenance under increased operational pressure
- Cyber Security
- Integration with EPR systems
- The dark arts of Imaging made clearer

Members Feedback

“Membership has proven invaluable as it enables a proactive response to problems that are common across many Trusts through open forum discussion. This has never been more evident than over the last 12 months.”

Darren Gilheaney, Deputy Chief Medical Engineer, Blackpool Teaching Hospitals NHS Trust

“I have been a member of the Clinical Engineering South BVG for the last one and a half years, I found the group is very useful for finding help with many Clinical engineering practices which are currently not standardised and are varying substantially across clinical engineering departments in the country.”

Muraleedharan Kayyalackakathu, Chief Biomedical Engineer, Northampton General Hospital

“In an unprecedented year for Healthcare and its medical and technical challenges, the support and instant access to the very latest information from the NPAG Clinical Engineering best practice group has again been an invaluable resource to my department and the organisation.”

Nigel Watkinson, Medical Engineering Services Manager, The Shrewsbury and Telford Hospital NHS Trust

“I would like to thank the NPAG group for all the time and effort put into the meetings as the volume of information has been found to be exemplary. Further to this it was found that the value of networking and empowering information has allowed for a conclusive pathway for support.”

Paul Kirkby, Manager of EBME/Clinical Engineering and Equipment Library, Croydon Health Services NHS Trust

Benchmarking

Clinical Engineering South Best Value Group

Job Title	Trust / Organisation
Head of Clinical Engineering	Barking Havering Redbridge University Hospitals
Service Manager & Medical Technical Officer	Barts Health NHS Trust
Head of MEMS	Basildon & Thurrock University Hospitals NHS Foundation Trust
Head of EBME	Burton Hospitals
Head of Department	Croydon Health Services NHS Trust
Head of Clinical Engineering & Head of EBME – Technical services	East Kent Hospitals University Foundation Trust
Manager & Medical Devices Manager	Gloucestershire Hospitals NHS FT
Medical Devices Manager	Hertfordshire Community NHS Trust
Facilities Manager	Hillingdon Hospital
Deputy Head of CTS MDSO	Imperial College Healthcare
Head of EBME – Technical services	Kingston Hospital
Clinical Engineering Manager & Biomedical Engineering Manager	Northampton General Hospital
Head of Clinical Engineering	Norfolk and Norwich Hospitals
Medical Devices Operational Manager & Clinical Technologist	Norfolk Community and Healthcare Trust
Head of Clinical Engineering	Poole Hospital NHS Foundation Trust
Deputy Head – Clinical Engineering	Royal Berkshire Foundation Trust
Clinical Engineering Manager	Royal Derby Hospital
Clinical Engineering Manager & Technical Services Manager	Royal Marsden Foundation Trust
General Manager MEMS	Southend University Hospitals NHS Foundation Trust
Medical Electronics Manager	Taunton and Somerset NHS Trust
Lead for Medical Devices Support Services	Torbay and S. Devon Foundation Trust
Lead Clinical Technologist	University Hospitals of Leicester
Head of Clinical Engineering	University Hospitals Plymouth NHS Trust
Head of Clinical Engineering	University Hospital Southampton NHS Foundation Trust
EBME Manager	West Suffolk NHS Foundation Trust
Chief Technician	Whittington NHS Trust
Head of Clinical Engineering	Yeovil District Hospital NHS Foundation Trust

Clinical Engineering North & South BVG 2020

Clinical Engineering North Best Value Group

Job Title	Trust / Organisation
Trust Medical Engineering Manager & Heartlands Medical Engineering Manager	University Hospitals Birmingham NHS Foundation Trust
Chief Medical Engineer & Deputy Chief Medical Engineer	Blackpool Teaching Hospital
Trust Medical Engineering Manager	University Hospitals Birmingham NHS Foundation Trust
Medical Engineer	BWC Management Services Ltd
Medical Engineering Manager	Lancashire Teaching Hospitals NHS Foundation Trust
Medical Equipment Service Manager & Team Leader	Nottingham University Hospital NHS Trust
Operational Head of Clinical Technology	Royal Stoke University Hospital NHS Trust
MES Manager & EBME Manager	Shrewsbury & Telford NHS Trust
EBME Manager & Decom/Medical Devices Lead	Stockport NHS Trust
Head of Medical Physics	The Mid Yorkshire Hospital NHS Trust
Head of Clinical Engineering	The Royal Wolverhampton NHS Trust

NPAG Developments

CPD Certification

The NPAG is a member of the CPD Certification Service. The Clinical Engineering North & South BVGs have received CPD approval for 2021-22.

CPD Certification is a formal recognition of the contribution that membership of the Clinical Engineering North & South BVG 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.

NPAGNetwork

The NPAGNetwork 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 NPAGNetwork 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 NPAGNetwork 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.

Discounts and Offers

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.

Second Club Membership - A 25% discount will be applied when an existing NPAG member joins an additional Group. This does not apply to the £295 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 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.

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

For further information on the NPAG and our future activities, please contact Marie Cherry or Laura Howe by e-mail on:

marie.cherry@npag.eastamb.nhs.uk

Laura.howe@npag.eastamb.nhs.uk

Some Group Testimonials...

“Attendance at the NPAG Waste Management Best Value Group has been invaluable. The opportunity to meet managers from a wide variety of Trusts, share ideas, discuss issues and hear presentations from industry and high level officers from the EA and NHSi gives even a novice NHS Waste Manager the confidence to take their Trust forward, safe in the knowledge that they are following first rate guidance from ‘those who know’.

I can quantify savings made by following advice received both at the quarterly meetings and via email and the amounts would fund attendance at NPAG for years to come. Everybody benefits from being NPAG members and when I meet NHS waste colleagues who haven’t joined, I strongly suggest that they do.

The fact that this group is now informing Government policy via the EA and NHSi illustrates it’s standing within the waste industry – I cannot praise the organisation highly enough.” Waste and Linen Services Manager, The Queen Elizabeth Hospital King’s Lynn NHS Foundation Trust, Member of the Waste Management BVG 2019

“I LOVE being part of this group – it’s really opened up the arts and health network into something more like a team, our trust in each other, the sharing and ideas pooling that goes on, the mutual support during – and continuing – COVID and the security of knowing there are those out there going through the same issues, frustrations and challenges and we have a safe space in which to share and support – great stuff.” Arts Programme Manager (Job Share), North Bristol NHS Trust, Member of the Arts, Heritage and Design Network 2020

“We are certainly in a similar place and it was so helpful to hear from others earlier today. I have been somewhat left with this by our Procurement people! That’s why discussing with others provides such great support.

Another NPAG success and in such challenging times too!” Sustainability and Fleet Manager, Dorset Healthcare NHS Foundation Trust, Member of the NHS Sustainability Leads Network 2019-20

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

For full details of how to use the **NPAG Network**, please contact the NPAG team via email: npagnetwork@npag.east.amb.nhs.uk

Forthcoming NPAG Events

Please visit www.npag.org.uk for all our current course, workshops, training & BVG meetings.

Email: marie.cherry@npag.eastamb.nhs.uk or laura.howe@npag.easstamb.nhs.uk

Spring /Summer 2021 - Occupational Health Nursing Training Workshops

Across 2021—Putting the Patient First Onsite Training Workshops

29th April 2021—Waste and Sustainability Conference

14th September 2021—Clinical Engineering Conference

Contact Us

Phone: 01245 544600

Email: npagnews@npag.eastamb.nhs.uk

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East of England Ambulance Service
NHS Trust
Chelmsford Office, Hospital Approach
Broomfield, Essex
CM1 7WS

REGISTRATION FORM

National Performance Advisory Group

Clinical Engineering North Best Value Group 2021

Organisation	
Address	

Are you a member of another NPAG Networking Group? (Please tick) Y N

Member 1 for a £450 Fee
(x3 MS Teams & x1 F2F meeting)

Member 2 for a £295 Fee

Name		
Job Title		
Email		
Phone No.		
PA Details		
Twitter/LinkedIn Handle		
Special Requirements (Dietary / Access)		

Registrations

Please send your completed registration form to:
East of England Ambulance Service NHS Trust
National Performance Advisory Group
Hospital Approach, Broomfield, Chelmsford, Essex, CM1 7WS
 Email: marie.cherry@npag.eastamb.nhs.uk
 Web: www.npag.org.uk

Invoicing

If the invoice address is different from that above please enter 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 event.

A 25% discount will be applied when an existing NPAG member joins an additional Group. This does not apply to the £295 second member rate. As a registered contact you will receive our monthly NPAG Newsletter. Additionally, we may also send you more general information about our services, new products and offers. If you would prefer not to be contacted outside of your membership please tick here

I confirm that I have read and accept the above REGISTRATION CONDITIONS and would like to register as a member of the **Clinical Engineering North Best Value Group 2021**. Please invoice me for payment .

Authorisation Signature Purchase Order Number.....

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