

NPAG News

July 2021

Edition 177

Welcome to the July issue of NPAG News.

Summer is well underway and we are approaching the time of year when many of us would be looking forward to a well-deserved holiday. Perhaps this year will again be rather different—but hopefully the last big step out of Lockdown will take place later this month.

Although the roll-out of the vaccination programme has been a great success, we are picking up from some of our Members that Trusts are again actively engaged in Covid planning—preparing for a third wave of the pandemic.

But on a positive note, our Best Value Groups remain very well-supported. Most are still operating virtually, but this does offer Members the chance to attend urgent Trust meetings, if needed, and then to re-join later in the day. Understandably, many groups are very keen to get back to meeting around a table again and face-to-face meetings hopefully resume this month for the first time since March 2020. Others wish to tread more cautiously and we are doing our best to accommodate a range of approaches—bearing in mind ongoing travel restrictions for some.

Another impact of the pandemic is that many of our Member Trusts are reviewing the future pattern of work for non-frontline staff and embracing within their studies the future utilisation of the whole of their estates. Driven by the changes imposed by Covid and also the need to commence planning for a Net Zero NHS—a topic now firmly established on the agendas of many of our national groups.

With all the turmoil of the last year it is sometimes possible to overlook our responsibility to make sure the patient is the first priority in all of what the NHS does. In this edition we feature our successful Putting the Patient First Virtual Workshops—please see details on page 2 on how to register.

Also in this issue, you will find all the details of our 2021 Clinical Engineering Conference that is taking place in Coventry in September. See pages 4 and 5.

Best wishes from all at NPAG and please stay safe.

The NPAG Team

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A comment from a delegate at the last NPAG Clinical Engineering Conference:

“The conference gives the opportunity to expand your knowledge beyond the day to day operational tasks. It's also a great networking occasion.”

Head of Clinical Engineering, University Hospitals Plymouth

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.

This workshop is aimed at all NHS Staff. It is a one day CPD accredited workshop that can be delivered on a virtual platform or onsite at your premises. 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.

Meet the Trainers

Sheila Fisher, Training Consultant, Impact Training
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.”

“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

Interested?

Please contact Marie Cherry for further details:

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



Helping our Members - NPAG Network

The NPAG Network continues to provide a very welcome service 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. People remain very keen to share their experiences for the benefit of all. These are some of the recent, and very diverse requests:



“I would like to ask other members of the group about how they engage with staff. How successful is any staff engagement, whether an external company is used or if it is run internally and how they measure any carbon savings arising from it?”

NHS Sustainability Leads Member

“I am working on a proposal with Cumbria Wildlife Trust looking at having nature films accessible to patients during their stay via the TV screens and or tablets. I would be really interested to hear if hospitals have done work similar to this and if it has worked, or not!?”

Arts, Heritage and Design in Healthcare Network Member

“Can you let me know what portable paediatric ventilators are you using in your hospital other than Baby pac ventilators (Smiths) .“

Clinical Engineering South Member

“Can you please ask the group what method they use for providing water flushing assurance for little used outlets.”

Facilities South Member

“I was wondering how other organisations document their safety briefs in the morning? Is there a specific template you use, if so can you share?”

Operating Theatres Member

“Hi, new to security group and already looking to network to see if anyone’s able to share their Violence Prevention and Reduction Standard strategy. Have completed gap analysis but now have to put a strategy document together for Board approval. Any pointers greatly appreciated. ”

Violence Reduction and Security Management Network Member

“Please could I enquire with our Estates colleagues if any of their members have a specification, they would be willing to share with me for obtaining quotations to undertake a six faceted survey (or similar) across a number of sites.”

Estates 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).

Clinical Engineering Conference 2021

Tuesday 14th September 2021, DoubleTree by Hilton Coventry

This year's theme is 'Making Connections', taking the opportunity after a long period to once again renew contacts, meet new colleagues and connect with the future of the Clinical Engineering profession. Topics have been suggested by members of the groups and reflect the desire to better understand clinical activity and how best to train a workforce fit for the future.

Both the North and South Clinical Engineering (CE) Best Value Groups are well established. Each year new trusts join NPAG with membership geographically well dispersed within the NHS. The conference has been continually developed and has now been established for over 15 years. With ever increasing budget restrictions departments need to support and pro-actively improve efficiency and safety; hence striving to ensure best value. Trust Boards need consistent assurance that medical devices are being managed effectively and users trained appropriately. It is also vital that we are aware of technological advances and learn from each other's experiences.

Why Attend?

This annual one-day conference provides new insights into current topical issues. An associated exhibition will enable technical staff to have valuable and in-depth discussions with a large number of suppliers and manufacturers in a relaxed atmosphere. Previous delegate feedback has been extremely positive with 100% of respondents recording the day as Excellent or Good!

"The conference gives the opportunity to expand your knowledge beyond the day to day operational tasks. It's also a great networking occasion."

Head of Clinical Engineering, University Hospitals Plymouth NHS Trust, 2019 conference delegate

"Really useful and interesting event. All speakers were excellent. Great opportunity to network."

Trust Medical Engineering Manager, University Hospital Birmingham, 2019 conference delegate

NHS Early Bird Rate!

All NHS delegates can book before the 2nd August 2021 to receive the discounted delegate rate of just £95.

The Programme

9:20	Chairman's Welcome & Introduction Paul Blackett, NPAG North & South CE Facilitator
9:30	The NHS Scientific Service Provision Angela Douglas MBE, Deputy Chief Scientific Officer, NHS England & NHS Improvement
10:00	Training for the Safety, Servicing and Performance Verification of Medical Equipment Medical Equipment Portfolio Manager, Eastwood Park Training, Speaker TBC
10:30	Refreshment Break and Exhibition
11:00	Technical and Clinical differences in manufacturer defibrillator waveform Natalie Tzitzas, Zoll Medical
11:45	Apprenticeships 2021: Growing Your Own Professionals Laura Byrne, Trainer/Assessor Lead, Avensys UK Ltd
12:15	Lunch, Visit Exhibition & Networking
13:30	Welcome Back
13:35	What's next for Connected Care? John Mendonca, National Account Manager, Digital Health Solutions, Mindray
14:05	Title TBC CMR Speaker, CMR Surgical
14:35	Refreshment Break and Exhibition
15:05	Motivation Jimmy Gittins, Ex Rugby League
15:50	Chairman's Summary with Prize Draw Paul Blackett, NPAG Associate Consultant

Interested?

Please contact Marie Cherry for details or to secure your place:

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



Clinical Engineering Conference 2021 Exhibition and Sponsorship Opportunities

This year the conference theme is 'Making Connections'. The conference agenda is coordinated by Paul Blackett who facilitates both the NPAG Clinical Engineering North & South Best Value Groups.

Members from both groups have not only requested this conference but are also supporting the agenda and the programme content. As usual, a major exhibition will run alongside the conference with plenty of networking time scheduled throughout the day.

There will be a prize draw open to delegates, should they visit all exhibition stands and obtain details on their headed paper, this will ensure all exhibition stands receive plenty of exposure.

In 2019 we had 27 exhibition stands supporting us. This year we are again offering our popular Gold, Silver and Bronze exhibitor packages.

For further information about our sponsorship packages, please email Marie Cherry:

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



Sponsor a Best Value Group Meeting

In addition to our major NPAG events we also welcome sponsorship of our Best Value Group meetings throughout the year.

Many of our groups invite commercial providers to the NHS to present to their meetings. In return for sponsoring a meeting, companies are given direct access to senior members of high-profile NHS Trusts from across the country and can learn first-hand of the issues that they are having to confront on a daily basis. In many cases presenters will then be invited to attend and sponsor other related NPAG networks thus extending their reach across the healthcare system.

Recent topics and sponsors have covered a very wide variety of groups and subject areas including:

- **Clinical Engineering North & South, 'Maximising the Residual Value of Assets' by Mount International United Services**
- **Clinical Engineering North & South, 'Securing all medical devices from cyber-attack and a forensic insight into their utilisation and status' by Ordr**
- **Telcoms BVG, Abzorb**
- **Nursing & Temporary Staffing BVG, 'Bank Staff - simple, innovative and highly effective communication with BTS Atereo' by BTS Holdings Limited**
- **Telecoms BVG, Helping the NHS Remain Vendor & Technology Agnostic' by Abzorb**

Sponsorship packages are available for all 20 or so NPAG national groups. If you would like to know more about presenting and sponsoring a meeting please do get in touch.

E: info@npag.eastamb.nhs.uk

Violence Reduction & Security Management Network 2021-22—Membership is open!

The role of Violence Reduction & Security Management in the NHS has never been more important and so too the role of the NPAG Violence Reduction & Security Management Network. This network provides invaluable support to all those who have a lead role in these areas within their given trusts. This valuable Network continues to grow and to go from strength to strength – so why not come and join us if you work in this field?

“I have been a member of NPAG Violence Reduction & Security Management Network for nearly 3 years now, I have always come away with useful information that I can utilise within my Service. I have found this forum valuable in sharing good practice, in particular listening to some of the excellent guest speakers, who are also equally passionate about Security and raising awareness around the ever growing and changing risks of the industry.”

Local Security Management Specialist, Serco Heal

The NHS violence reduction & security agenda is large and complex. To help address some of the challenges here the following have been identified as Standing Items for the new round:

Physical Security

- ◆ Policy Work
- ◆ Legislation
- ◆ CCTV/Body Cameras
- ◆ Lockdown
- ◆ Thefts/ASB
- ◆ Access Control
- ◆ Security of assets
- ◆ Lighting / Fencing
- ◆ Manned Guarding
- ◆ Counter Terrorism
- ◆ Working with police & CPS
- ◆ FP10's, Medicines, Gases
- ◆ Protecting estate & assets

Violence Reductions / Staff Security

- ◆ Panic & Static alarms
- ◆ Lone Working Solutions
- ◆ PMVA/Restraint
- ◆ Application of sanctions
- ◆ Conflict Resolution &
- ◆ safety training
- ◆ Policy Work
- ◆ Legislation
- ◆ Assaults
- ◆ Hate Crime

In addition, each meeting has a ‘Hot Topics’ slot where members can raise current issues that are of concern to them. Outside of the meetings members network with each other to seek guidance, often receiving answers the same day via email and telephone to which this is all organised by the NPAG facilitator.

The Violence Reduction & Security Management Network receives expert input from NHS I+E, Health and Safety Executive, industry representatives, other NHS and non-NHS leaders in the field. All of this being complimented by the significant and wide-ranging knowledge and expertise of the members, coming from across the country, offering a greater range of sharing and learning than can be achieved with more localised networks.

Why join? Our Chair says:

“At a time when there is a lack of direction nationally regarding the Security Standards all NHS Providers have been used to working to, sharing of best practice and guidance and support from external subject matter experts has never been more valuable in supporting the security management function of all types of Trusts around the country. The effective management of security within a healthcare setting has its own particular requirements and restraints. At our quarterly meetings several important new initiatives have been presented and discussed. The Network has received valuable legal advice relating to various issues or challenges that can be presented to those who manage Security and security related data has been shared amongst the group.”

Interested?

There will be 4x meetings in the 2021-22 round. Meetings will take place on both MS Teams and Face2Face. The first meeting of the new round will take place on Thursday 15th July 2021 via MS Teams.

Please contact Marie Cherry for further details

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

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.

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.

What's hot for the coming months

National Networking Group Meetings

July

- Facilities North & South
- National District Nurses
- Car Parking & Sustainable Transport
- Violence Reduction & Security Management
- NHS Transport & Logistics

August

- Resilience Development Network
- NHS Sustainability Leads
- Waste Management

Workshops & Events

Clinical Professional Development for Occupational Health Nurses 2022

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

Clinical Engineering Conference: 14th September 2021, Coventry

Register your interest with:

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

NDNN Conference: 19th October 2021, London

Register your interest with:

[Laura Howe](mailto:laura.howe@npag.eastamb.nhs.uk).

Theatres and Decontamination Conference: Spring 2022, Midlands

Register your interest with:

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

Contact Us

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