

NPAG News

October 2022 Edition 192

Welcome to NPAG News for October 2022, as we begin a new era for our country with a new King and Prime Minister.

Moving further into autumn now, and we are in the midst of the busy NPAG programme of meetings and events.

In this Edition we report on the hugely successful NPAG Clinical Engineering Conference held on 15 September in Coventry.

Our 2022 Conference offered opportunities for those in a senior leadership role within Clinical Engineering to learn from speakers who have had first-hand knowledge of service improvement, training, education and personal development.

We welcomed delegates old and new for a day of learning and networking. A full report of the Conference is on page 5.

As we reported in the last NPAG News, we have been considering the future format of events. As we launch new rounds of meetings, we listen to the wishes of our Members and are developing a blended approach with a mix of virtual and face-to-face meetings for most of our groups. With winter coming we continue to proceed with caution and to review the options.

Also in this Edition we feature new meeting rounds of the:

- ◆ Arts, Heritage and Design in Healthcare,
- ◆ Telecoms and
- ◆ Waste Management Networks.

We also include our regular updates from the NPAG Network and the Email Exchange services, both of which help keep you informed between meetings.

Please do continue to let us have your thoughts about our meetings and events services and your ideas for any new services that you would find helpful in your daily roles.

Take care everyone, and we hope to see you at one of our autumn events— either face-to-face or virtually!

The NPAG Team

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"I never come away from one of our meetings without picking up new ideas – I am actively pursuing a number of projects that have been inspired by members of the group."

Assistant Director, South Eastern Health & Social Care Trust (NI)
Member of the Car Parking and Sustainable Transport Network

Telecoms Best Value Group

Meeting 1: Tuesday 11th October 2022, London

The Telecoms BVG is a unique group which brings together NHS Telecoms professionals, industry experts and service providers, and allows members to evaluate new technology, share best practice and influence service providers to secure best value solutions to telecommunication services across the NHS estate. The group offers peer to peer support to solve complex technical problems within member Trusts.

The group holds quarterly meetings, at a central London location. Two or three 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.

The agenda of the meetings is driven by members needs and requirements and, key topics for 2022/23 will include:

- Evaluating innovative, cost effective solutions to replace current bleep and pager technology
- Continued transition / migration from analogue to VoIP telephony
- Development and integration of Unified Communications platforms
- Consultation with service providers to secure cost effective solutions and tariffs.

"As a member of the group for nearly 20 years I have found it invaluable as a resource to assist with the provision of Telecoms services in my Trust. The opportunity to network with other Trusts, and share experiences can be invaluable in resolving issues and finding fresh ideas. The engagement with Suppliers has helped me keep up to date with developments in technology and saved many thousands of pounds on my annual budget, whilst improving the quality of service I am able to offer the Trust."

Head of Telecommunications, University Hospitals
Dorset NHS FT

Why join? Our Co-Chair says:

"Being a member of this unique group will enhance your knowledge base and simplify your life! This is the only National forum where NHS Telecoms professionals regularly meet, share knowledge and information and hear presentations from Major Service Providers. Although we are all separate organisations, many of our issues are common and are therefore discussed amongst like minded members (like you) at our friendly meetings. Don't struggle along on your own, come and meet the group, I promise that membership will add value to your life."

Simon Owen, Epsom & St Helier University Hospitals
NHS Trust

Benefits of Membership

- ✓ This is a national NHS network, bringing together a wealth of experience & skills from across the whole NHS
- ✓ Agendas are member led. Members raise issues, concerns, share advice & best practice at every meeting
- ✓ Send a deputy to meetings if you cannot attend
- ✓ Access to the NPAG Network & Document Library
- ✓ Access to the Members Area via the NPAG website
- ✓ CPD certificate of attendance
- ✓ A year's membership is less than the average cost of employing a management consultant for a day!

Interested?

Please contact Marie Cherry for more information, or alternatively you can complete the online form to secure your place:

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

w: [Telecoms Best Value Group | NPAG](#)

Try before you buy places are available.



Arts, Heritage & Design in Healthcare Network 2022-23

Meeting 1: 12 October 2022, Imperial College Healthcare NHS Trust



In 2019 NPAG launched a new national Networking Group for NHS managers and professional lead involved in the leadership and delivery of Arts, Heritage and Design services across healthcare.

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. We are very keen to support those just starting out.

An NPAG national Network is a structured forum for professionals to meet, discuss current issues and receive presentations on topics they are interested in. Its prime purpose is to support members in the continuous improvement of their services. NPAG have a long track record of supporting healthcare managers across the country, with over twenty national networks in operation. Three years on and the NPAG Arts Network is well-established, with a growing membership.



“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, compare our different approaches, 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 will receive support from the NPAG Team.

Time to think, discuss and plan

Members influence the meeting Agendas. Meetings are normally themed—in the round of meetings just finished we included: *Gardens and Open Spaces*, *Staff Training and Development and the impact of Covid on Healthcare*, *Creativity and Staff Wellbeing*. We recently launched a twitter handle, as another platform to share work, ideas, and celebrations of achievements, to name but a few —follow us [@NpagArts](https://twitter.com/NpagArts).

For 2022—23 we are planning three meetings, **12 October 2022**, **8 February 2023** and **14 June 2023**. At this stage we intend to offer 2 x face-to-face meetings—in London and Oxford—and one virtual meeting via MS Teams. We support our members throughout the year with a managed Q&A service ‘the NPAG Network’ and a library of stored documents. We will allow plenty of time in future agendas to debate hot topics, successes and challenges and to learn what is happening across the regions.

Interested?

Please contact Laura Howe for further details. **Try Before You Buy places are available.**

e: laura.howe@npag.eastamb.nhs.uk

w: [Arts, Heritage and Design in Healthcare Network | NPAG](https://www.npag.org.uk)

Waste Management Best Value Group

Meeting 1: 8th December 2022, MS Teams

Waste Management in the NHS has never been more important with those involved having a key role in helping to deliver the Greener NHS programme and in turn a Net Zero NHS. The role of the NPAG Waste Management BVG has become an ever more important forum for those involved in this work.

This group is well established and well respected, acting as a sounding board for other national bodies including NHS England, Environment Agency, Crown Commercial Services, Defra and CIWM. In the last round, the group achieved a membership in excess of one hundred, so if you have a role in waste management in the NHS, this national group for you!

Member Testimonials:

"I could not recommend a better group to be a member of if you have a responsibility for health care waste. I have yet to come across a question that they cannot be answered or good advice given from the membership, & unlimited support from colleagues in the NHS." Environmental Sustainability Manager, Homerton University Hospital NHS Trust

"Attendance at the NPAG Waste Management BVG has been invaluable. The fact that this group is now informing Government policy via the EA & NHSE illustrates it's standing within the waste industry – I cannot praise the organisation highly enough." Waste & Linen Manager, The Queen Elizabeth Hospital King's Lynn NHS FT

Environment Agency Testimonial:

"As a relatively new guest to the NPAG BVG, I have been bowled over by the professionalism of the members. The depth of knowledge in the room & willingness to help each other & share experiences is invaluable. This 'self-support network' for healthcare waste managers has been a revelation & I cannot emphasise enough the value that all attendees benefit from." Senior Advisor, Hazardous Waste Transfer /Treatment and Metal Recycling

The NHS waste management agenda is large and complex. To address some of the challenges, the members have identified agenda topics for the new round:

- New Clinical Waste Strategy
- Updated HTM 07-01
- New waste technologies
- Plastic recycling
- Waste tenders
- General recycling
- Regulatory requirements
- Job Descriptions
- Food waste
- IT systems / electrical waste
- Offensive waste stream
- Community waste
- Waste stream revenue opportunities
- Staff Education / awareness raising / induction

Our Chair says:

"My thanks once again go out to everyone who has played such an important & active part in the work of the Waste Management group over the last year – all the members, our associated guests who freely share their expertise with us, those who have contributed through presentations & demonstrations and, of course, Dale & Marie whose hard work allows the group to operate so seamlessly. The exchange of information & the support network provided helps us all execute our jobs just that little bit easier in what are often difficult circumstances. As always, I believe the benefits to be huge and it is a pleasure to be involved with you all."

Interested?

The first meeting of 4 will take place on the 8th December via MS Teams. This will be followed by x2 MS Teams meetings and x1 face2face meeting in Birmingham. Please contact Marie Cherry for details or complete the [Registration Form](#) to secure your place:

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

w: [Waste Management Best Value Group | NPAG](#)

Try before you buy places available.

Clinical Engineering Conference

ADVANCING CLINICAL ENGINEERING

15th September 2022

DoubleTree by Hilton Coventry

The NPAG Clinical Engineering Conference is always a wonderful opportunity for our members to get together and network, along with other delegates and conference supporters. The exhibition is always well supported from both suppliers and visitors during the day.

This year our conference took place a week after the sad death of Queen Elizabeth II, and our conference began with a reflection on the value she placed on public service and the presentation of the George Cross to the NHS just over a year ago, in recognition of the compassion and courage shown by the NHS over the previous 74 years.

Our theme of 'Advancing Clinical Engineering' was chosen to turn our attention from the previous two years of fast paced emergency management, to looking once again to department and personal development and to engage the wheels of advancement in our profession.

We started the day with Prof Harold Thimbleby presenting the stark reality of a cyber attack in Ireland and the chaos and upheaval that that caused. In particular the fact that this hazard has not gone away. Are we lured into mistaking slick and professional 'front-ends' of operating systems into thinking this gives us assurance that the software has been written robustly and tested exhaustively? Perhaps it is now within our remit to ensure manufacturers provide evidence of code testing during the purchase process.



Still thinking about medical equipment purchasing took us nicely into Lesley's presentation on how her Trust successfully managed the transition from ISO 9001 to ISO 55001, a relatively new standard designed specifically for equipment lifecycle management in an organisation.

We heard how staff became more engaged in working with the standard as they felt it more accurately reflected their work.



After the break Steve Veck of Surgivex raised the hazards of surgical plume – not to be confused with smoke! The chemical and biological substances that result from thermal and mechanical procedures such as electrosurgery and laser use are harmful.

For many years these have been dismissed to some degree, but now, through a new ISO standard, steps are being taken to address this. It is up to local Trusts, operating theatre staff and other professionals to raise the subject and lobby for local policies and procedures.



Turning to professional matters as Iain Threlkeld gave us a whistlestop tour of professional registration with the Engineering Council. The EngTech, IEng and CEng requirements were explained and appropriate careers stages suggested for when an application could best be made. Iain also touched on Professional Institutes and registration with the Register of Clinical Technologists.

After lunch, we heard from Dr Emma Bowers who ran through the recent changes to the STP training programme. Its new revision includes an element of research and development which she encouraged departments to consider. Even a small amount of time given to this area can yield benefits in many ways.



Taking on large projects takes a lot of resources out of already busy departments. Nata Zaman shared such a project with the conference with a recently completed EPR Medical Device integration initiative. Nata shared some tips for a project like this and the subject was opened up to the floor for discussion.



Clinical Engineering Conference Continued.



The subject of working in an IT world was explored further with a session by Rob Millard. Rob has staff trained and dedicated to IT aspects of Clinical Engineering. Working with colleagues in IT is slowly getting better with benefits to both sides of the coin. Rob also ran through his processes for the procurement of new medical equipment ensuring the relevant people in both departments are consulted.

In drawing the conference to a close, the chair thanked sponsors, presenters, AV and Hotel staff and of course the NPAG staff responsible for making the day work like clockwork. Working in new ways to meet the NHS Green Agenda, reducing our carbon footprint and waste.

Prize draws this year made by NPAG, British Medical Auctions and Althea rounded off the day with a few delighted winners. The opportunity to consider new topics presented by experts in their field along with networking opportunities and a varied range of supplier stands gave delegates much to think about on their way home.

See you next year!

Paul Blackett
NPAG Clinical Conference Chair
and Facilitator



2022 Conference Delegate Feedback:

"Excellent conference with good range of speakers and exhibitors."

"I selected the most beneficial talk based on the how much I learned from it (as the 55001 standard was new to me) but all the talks were insightful, providing food for thought and helped start conversations with my colleagues."

Our 2022 Sponsors:



Keeping in touch - Email Exchange service

All our NPAG groups operate within a framework that seeks to ensure a consistent, high quality service.

The guidelines do allow for flexibility of operation, and some groups have developed their own Email Exchange Q&A service, which sits alongside the NPAG Network, covered elsewhere.

This also allows for questions to be put to the group Members from NHS England and Improvement contacts, etc.

We thought it would be interesting to continue to share some of the recent, very varied traffic. Here is a small selection from recent weeks:



"Is anyone currently allowing singing inside their sites, and if so, can you share any guidance they have in place? I've started receiving festive singing requests so wanted to check on state of play across other Trusts, if possible."

Arts, Heritage and Design in Healthcare Network Member

"In previous roles in the private sector I have implemented ISO14001:2015 I'm interested in finding out if any other Trusts have this certification and the pros and cons of implementing it in the public sector in healthcare. Thanks in advance for any assistance."

NHS Sustainability Leads Network Member

"How long do other organisations keep internal retained data that is captured on CCTV, which has been saved on the system and used by HR in Investigations or complaint situations?"

We are currently reviewing our CCTV policy and wondered if 45 days after date of saving would mirror what other organisations have in place."

Violence Reduction & Security Management Member

"We have witnessed an increase in electrical items being stolen from premises. Items such as Nintendo switch that we provide children to play with whilst on the ward. I have been asked to look at security measures such as smart water etc. which I'm not too keen on. Could you please ask the group if there are any other devices or security recommendations to prevent small concealable items from been taken from the premises, does anyone else have this same issue?"

Violence Reduction & Security Management Member

"I have been asked to pull together a waste Segregation plan for the Trust. To cover the main topics:

- *How the Trust can increase waste segregation*
- *How to implement it*
- *Timeline*
- *Identify key stakeholders.*

I have a few ideas, but I just wondered if anyone else has pulled together such a plan and would be happy to share their work?"

Waste Management BVG Member

"At your organisation, do HCAs take patients to Theatre or do they have to be accompanied by a Registered Nurse?"

Operating Theatre Managers BVG Member

"I would be interested to speak to anyone in the group that feels they have an example of good practice that they use to monitor Performance Indicators for temporary workforce use, including any off frame use, on a weekly / daily bases with clinical teams."

Nursing & Temporary Staffing BVG Member

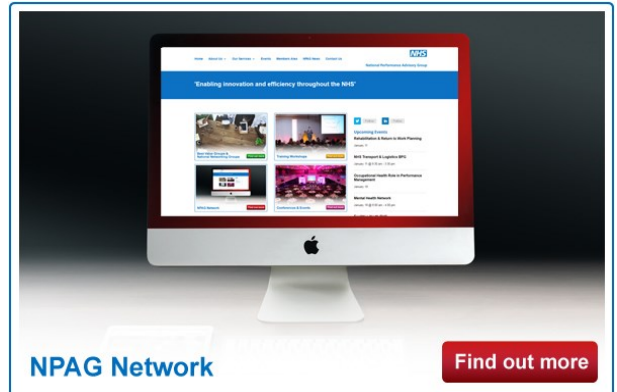
NPAGNetwork

Supporting our Members

The NPAG Network is available to all our Members and continues to provide a very welcome service.

NPAG developed the service, 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.



The Network has continued to attract a number of enquiries throughout September and this is a brief round-up:

“May I request a copy of other Trusts’ travel to work policy/guides for staff? Covering all aspects rather than just a car parking policy.”

NHS Car Parking and Sustainable Transport Network Member

“Has anyone heard of a cleaning product called CIDOX+, if so are you using it, what product did you have before CIDOX, and would you recommend it? Here at STH our procurement colleagues are pushing us to look at changing to this product, but we are very happy with our current product Tristel Fuse, I would be interested to hear your thoughts on this product.”

Facilities North Member

“Could I ask the group who uses Till payments for the PSP merchant account for pay and display machines? And if they do use Till payments how did they get out of using Worldpay? Could they send me the details?”

Violence Reduction & Security Management Network Member

“In relation to: <https://www.nss.nhs.scot/media/1733/natpsa2021003nhsp.pdf> Please can you distribute to the group as I would like to know:

- 1. Have all the flowmeters within the Trust been removed to comply with the alert?*
- 2. If not, what areas kept them?*
- 3. What was the (clinical) reasoning for not adhering fully to the alert? .”*

Clinical Engineering North Member

“We are experiencing some significant Broadband connectivity issues with our car parking equipment into the multistorey parking at our Royal Hallamshire hospital. I am hoping that someone within the Telecoms group may be able to offer some support with trying to get this resolved – something we have been attempting now with BT who we pay for Broadband and WPS the equipment provider for upwards to two years.”

NHS Transport and Logistics BPG 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.

Meet our Clinical Engineering Conference Sponsors



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What's hot for the coming months

National Networking Group Meetings

October

- Arts, Heritage and Design in Healthcare
- Facilities North
- NHS Sustainability Leads
- Telecoms
- Violence Reduction & Security Management Network

November

- EPRR Network
- Operating Theatres
- Clinical Engineering South
- IT and Connectivity

Workshops & Events

Clinical Professional Development for Occupational Health Nurses

Human Factor Onsite Training

Introduction to Resilience in the NHS, Onsite Training Workshop

Equality and Diversity Onsite Training Workshops

Assertiveness & Self-Management Training Workshops

Please contact [Marie Cherry](#).

Putting the Patient First Onsite Training Workshops

Please contact: [Laura Howe](#).

"Thank you both, it was an absolute pleasure to be there.

I took a lot out of the day myself, some really good insights into what is happening on the ground, and sparked some ideas of how we can as a team best support."

Donna Bisiker, National Implementation Manager, NHS England

Presenting at the Nursing & Temporary Staffing BVG in Birmingham, September

Conference Dates

NDNN Conference

22nd November 2022, Coventry

Register your interest with:

[Laura Howe](#).

National District Nurses Conference 2022

LOOKING TO THE FUTURE FOR COMMUNITY NURSING –
PUTTING NATIONAL STRATEGY INTO PRACTICE

22nd November 2022

DoubleTree by Hilton Coventry



National Performance
Advisory Group

Contact Us

e: npagnews@npag.eastamb.nhs.uk

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