

NPAG News

January 2023 Edition 195

Welcome to NPAG News for January and a very Happy New Year to all. We hope you have all had some opportunity to spend time with family and friends over the Christmas period after a very busy year.

At NPAG we are looking ahead to 2023 and we are excited to be planning some new services.

We are planning new Conference events, discussing the possibility of launching brand new best value groups and, behind the scenes, reviewing our own operating arrangements with the aim of providing improved efficiency to all our members over the coming year.

In this edition we provide information about new rounds of three of our national groups:

- ◆ Facilities South
- ◆ Health Visiting and School Health Services
- ◆ Decontamination

We continue to review our meeting styles. Through the winter months, most groups will be meeting virtually via MS Teams, but looking forward to spring and summer, many will be returning to face-to-face meetings again in centrally located venues.

Our special Christmas offer, launched in the December edition, is extended to the end of this month:

- ◆ A 25% discount will be applied to first members who recruit a new member to **any** of our national groups.
- ◆ This offer is valid until the 31st January 2023 and multiple referrals will result in multiple discounts, with up to *4 referrals per meeting round*. (see page 5 for conditions).

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

Take care everyone, and very best wishes for 2023.

The NPAG Team

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“Meeting up with colleagues across the UK allows a rich exchange of information and experience sharing.”

Health Visiting and School Health
Services Member

Facilities South Best Value Group 2023

Meeting 1: 25th January 2023, MS Teams

The NPAG Facilities South Best Value Group continues to be an increasingly recognised specialist group which enables senior operational facilities managers from across the NHS to share best practice initiatives, discuss operational concerns and measure service performance using tailor made benchmarking activities and to critically review cost.

The NHS more than ever is in a constant period of change in terms of service delivery, cost increases, procurement challenges and operational issues. Increasing demands placed on clinical and non clinical services are unprecedented. The way in which facilities staff continue to respond has been exemplary. As the NHS, trusts are deciding what the new normal way of operation will be. There has never been a more important time to take the opportunity to network with facilities colleagues and use the group synergy to improve the efficiency and effectiveness of service delivery.

Covid has raised the profile of how important Facilities are in ensuring excellent clinical services can be delivered. The group has been well established for a number of years with membership increasing year on year. NPAG has worked in the spirit of partnership to form strong links with NHSE colleagues. Members input into national initiatives and get access to quality speakers and decision makers.

The group meets 4 times per year and we hoping to include one joint meeting with members of the Facilities North BVG. This allows for a country wide network for members. The agenda for the meetings is chosen by members based on hot topics, new areas of legislation and areas of concern. Each meeting includes presentations on products and services as well as presentations from NHSE staff who are leading on national initiatives. Some of the topics planned for this year include but are not limited to:

- **National Uniform for E & F staff**
- **Apprentices and workforce**
- **National food standards and initiatives**
- **PLACE**

"I find Facilities South NPAG to be a very valuable Group, bringing together a broad range of knowledge and experience from across the NHS to one forum. The agenda allows for specific conversation with invited subject matter specialists and there is also time to talk about matters arising. As one NHS I feel these Groups are the way forward, sharing benchmarks and reducing duplication making them productive for all those who engage."

**2022 Member, Head of Estates and Facilities,
RJA Orthopaedic Hospital Foundation Trust**

Why join? Our Chair says:

"My role as Chair for this round of meetings has been thoroughly enjoyable. The meetings allow me to network with fellow professionals & continually expand my knowledge and skills which helps me perform more efficiently in my day-to-day role. This is a must join group for facilities professionals. The agendas are structured, and each meeting is supported by excellent presentations on very topical subjects specific to facilities management. I would like to thank all members and speakers for their continued support, input and contributions to the meetings. I would encourage potential new members to use the try before you buy facility that NPAG offers. I look forward to welcoming members old and new to the next round of meetings."

Interested?

The next round of 4 meetings will commence on **Wednesday 25th January via the virtual platform MS Teams**. Please contact Marie Cherry for further details:

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

w: [Facilities South Benchmarking Group | NPAG](#)

Try before you buy places are available, please contact Marie for details.



National Performance
Advisory Group

Health Visiting & School Health Services Network 2023

Meeting 1: Thursday 16th February 2023, MS Teams

We are a national networking group of NHS Managers and Professional Leads involved in the leadership and delivery of healthcare services across the 0-19 age group. We have been meeting since 2009, attracting members from across the country.

This year we are relaunching the group after a short break caused by the ongoing impact of Covid-19 on our membership. We again plan to meet four times a year, with a mix of virtual and face-to-face meetings in London / the Midlands. Our first meeting will be virtual via MS Teams. Membership offers CPD points.

What have we been doing?

Provided great benefit to our membership - partly through organising excellent speakers from, among others:

- ♦ **Leads within Public Health England (PHE) and NHS England / Improvement - both very active supporters of our group**
- ♦ **Our own members' Trusts on a range of innovative projects such as Home Conditions Assessment by Regender Athi and Randeep Kaur, Sandwell and West Birmingham Hospitals, Surrey 0 – 19 Advice Line by Jayne White and Anita Lamb and 'Living Your Best Life' by Tatenda Chigodora, E. London**
- ♦ **Other Trusts and organisations working on innovative projects across the country and regular updates from professional bodies active in the field, such as SAPHNA, iHV and CPHVA.**

Time to think, discuss and plan

But perhaps the most important feature of the meetings is the Members' Exchange, where anything can be brought to the table for discussion in a completely confidential environment.

Members all value the opportunity to learn about and reflect on the many different approaches to management, service delivery and the significant changes and challenges facing services to children, young people and families. We believe strongly in sharing and not reinventing the wheel, so policies and processes, innovations, ideas and good practice are freely shared. Between meetings we make use of the vibrant NPAG Network.

"Meeting up with colleagues across the UK allows a rich exchange of information & experience sharing."

2019-20 Network Member

Why join? Our Chair said:

"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."

Interested?

Why not come and see for yourself and you can **Try Before You Buy!** The first meeting in this round will take place via Microsoft Teams on **16th February 2023**.

Please contact Laura Howe for further details: e: laura.howe@npag.eastamb.nhs.uk

Decontamination Best Value Group 2022-23

Meeting 2: 2nd March 2023, Virtual via MS Teams

Why join? Our Chair says:

"As chair of the NPAG Decontamination BVG I find every meeting brings opportunities enlightenment a plenty! We are so fortunate to have the excellent central structure from NPAG & the services of a dedicated Facilitator for the Decontamination group. With a wider member base, now including many from decontamination commercial partners, instrument & detergent suppliers there is still the open forum to discuss all topics now often from different angles. Having respect for commercial interests the debates progress along very open lines and everyone is made to be part of a single group. Please come along & embrace the knowledge, experience, friendship, kinship & desire to ensure hospital decontamination is managed effectively & efficiently, from all of the members."

The NPAG Decontamination BVG is a unique group enabling NHS and private Decontamination Leads, Sterile Services and Endoscopy Leads / Managers and senior staff to meet and share new ideas, discuss common problems, and support one another in the practical implementation of day-to-day processing of reusable medical devices, and learn of new developments and changes in decontamination science.

Membership is open to NHS and private decontamination personnel and for over a decade, NPAG's members have strived to improve the delivery of decontamination sciences. The individuals within this industry continue to demonstrate real enthusiasm for seeking out improvements and developments. Each meeting contains at least one presentation from an external source (based on member requests) to increase member knowledge.

Learning from each other has been essential in reducing issues when managing the daily business of Decontamination, making it easier, more structured and ensures we increase patient safety. It is an excellent open forum for newly appointed Decontamination Leads/ Managers / senior staff to meet, providing support and it assists with the challenges they will face as the group has a range of members from newly appointed to those with 30+ years.

Members receive three facilitated meetings per year plus attendance to the NPAG Theatres and Decontamination Conference which will be held on 18th May 2023 in Coventry. Meeting agendas are driven by member needs and requirements and, as a start, will include:

- ◆ Process efficiencies
- ◆ MHRA changes to legislation
- ◆ production challenges
- ◆ tracking of medical devices
- ◆ Benchmarking Data
- ◆ Open Forum
- ◆ Staffing Concerns
- ◆ Difficult to Clean Devices
- ◆ Manufacturer's instructions

'The experience with NPAG is rather unique; a great opportunity to be part of a community of likeminded individuals from across both the public and private sectors, to share thoughts, experiences, concerns, and ultimately to build Decontamination best practice for the benefit of all, most importantly the patient. I thoroughly enjoy being part of this forum, hearing the contrasting experiences, and knowing that there is a common desire amongst decontamination professionals to help one another, and to be the best we can be, when no two days are ever the same!'
2021-22 Decontamination BVG Member

Interested? Please contact Laura for further details:

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

Try Before You Buy option available.

Christmas Special for NPAG Members Extended Members Referral Offer to 31 January!

With a wide portfolio of groups it is unsurprising that a number of them have strong links. Recently we have noticed a number of our members have elected to join more than one of our groups.

We currently offer all first members a 25% membership discount if they recruit a new Trust to their group, however we are offering a fantastic Christmas special for all first members to recruit a new member from within their own trust to any of our groups and receive a 25% discount off their membership*! Simply share our list below of networking and



best value groups with your colleagues and if anyone books on, you will receive a discount.

Our groups include:

- ★ Arts, Heritage and Design in Healthcare
- ★ Clinical Engineering (North)
- ★ Clinical Engineering (South)
- ★ EPRR
- ★ Estates
- ★ Decontamination
- ★ Facilities (North)
- ★ Facilities (South)
- ★ Health Visiting and School Health Services
- ★ IT and Connectivity
- ★ National District Nurses
- ★ NHS Car Parking and Travel Planning
- ★ NHS Sustainability Leads
- ★ NHS Transport & Logistics
- ★ Nursing & Temporary Staffing
- ★ Operating Theatres
- ★ Telecoms
- ★ Violence Reduction and Security Management
- ★ Waste Management

"I have been a member of the Facilities North Group for a few years now and find this group really beneficial. Facilities teams throughout the health sector are all subject to some degree to the same issues and it can be really useful to talk these through either at the meetings or by asking for help via the forum. The networking side is also excellent and I have made many friends, it is always handy to have a number of a colleague to call if you want to talk something through or ask for recommendations. I will definitely be renewing my subscription for another year especially as the pressures on the sector continue to intensify and the Facilities BVG being a network which can provide much needed support."

2021 Facilities North BVG Member, Head of Domestic Services, Sheffield Teaching Hospitals NHS Foundation Trust

The more new members that you refer, the lower your membership fee, for example based on 4 meetings in a round:

- Refer one new member - 25% on membership
- Refer two new members - 50% on membership
- Refer three new members - 75% on membership
- Refer four new members - 100% on membership

- * A 25% discount will be applied to first members who recruit a new member to any of our best value or networking groups.
- * This offer is valid from the 7th December 2022 to the 31st January 2023. After this date the discount will return to 25%.
- * Multiple referrals will result in multiple discounts, with up to *4 referrals per meeting round.

Interested?

Please contact us for further details:

e: info@npag.eastamb.nhs.uk

w: [Best Value Groups & National Networking Groups | NPAG](#)

Try before you buy places are available on all of our groups, contact us to book your place.

Putting the Patient First Organisational Training Workshops



National Performance
Advisory Group

Customer Care and Communication Skills in the NHS



"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 onsite training 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.

"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 & 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 & 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 & 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 & has worked a variety of sectors inside & 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 & 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 & debate our unconscious bias that challenge our everyday practices."

Interested? Please contact Laura Howe: e: laura.howe@npag.eastamb.nhs.uk

Theatres and Decontamination Conference

18th May 2023

Coventry Building Society Arena

Sponsorship Packages 2023

NPAG is proud to announce the date for the next NPAG Theatres and Decontamination Conference which will take place on Thursday 18th May at the Coventry Building Society Arena.

We first delivered this conference in March 2016. Since then, this event has grown in strength and size and we are looking forward to welcoming everyone back again in May.

Delegate registration and agenda details will be released shortly. Please register your interest by sending us an email to ensure you receive early bird booking details: e: info@npag.eastamb.nhs.uk.

Sponsorship packages are now available to book:

Gold Package Exhibition Stand

Package to include: -

Choice of stand location (on a first come first served basis)

- ◆ 2 meter depth x 3 meter width exhibition stand space
- ◆ Company logo to be included within conference marketing material
- ◆ Company logo to be included on NPAG website in run up to conference
- ◆ Hand-outs on registration
- ◆ 1 x 1/2-page advertisement within NPAG News (2023 edition)
- ◆ 4 x Delegate Passes (passes for the exhibitor stand staff)
- ◆ B&B for the night of the 17th May 2023 for up to two company representatives

Silver Package Exhibition Stand

Package to include: -

- ◆ 2 meter depth x 3 meter width exhibition stand space
- ◆ (stand position will be allocated by NPAG)
- ◆ Company logo to be included within conference marketing material
- ◆ Company logo to be included on NPAG website in run up to conference
- ◆ Hand-outs on registration
- ◆ 1 x 1/3-page advertisement within NPAG News (2023 edition)
- ◆ 2 x Delegate Passes (passes for the exhibitor stand staff)

Bronze Package Delegate Pack Inserts

The conference organisers will place inserts in delegate packs, as supplied by the sponsor and will be given to all delegates at registration.

Please note this package does not include attendance to the conference.

Package to include: -

- ◆ Company logo to be included within all conference marketing material
- ◆ Company logo to be included on NPAG website in run up to conference
- ◆ Company brochure / Information Sheet on registration desk
- ◆ 1 x 1/3-page advertisement within NPAG News (2023 edition)

All sponsorship packages have been frozen at 2022 rates. Please contact Marie Cherry for full details on all of our packages: e: marie.cherry@npag.eastamb.nhs.uk



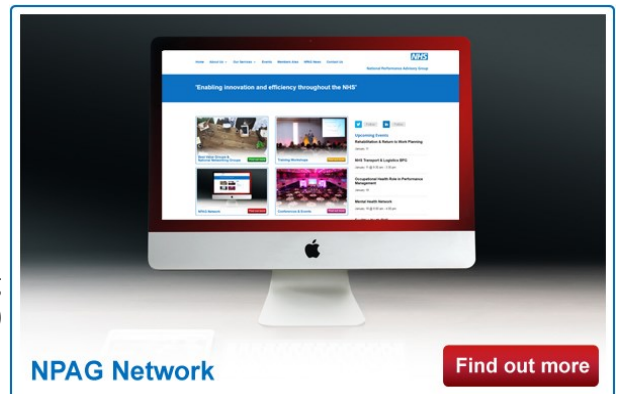
NPAGNetwork

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 reinventing 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.



Here are some recent Network questions:

"We are exploring the possibility of using NHSP and wondered if other Trusts could share their experience of working with them."

Nursing and Temporary Staffing Member

"Please could members provide a Terms of Reference for their Medical Device Committee / Group, to include representation and reporting route."

On behalf of Clinical Engineering North & South Members

"Does anyone have a Fleet Vehicle Policy and if so would they be prepared to share it please?"

NHS Car Parking and Sustainable Transport Network Member

"Do other Trusts have a digital food ordering system in place and if so, who provides the Software for this? As a mental health and community Trust I am interested in hearing how this is managed, do Facilities take the food orders?"

Facilities North Member

"At Coventry we have used Inditherm Speedheat units in Chemotherapy to warm patients forearms for cannulation. These are now difficult to maintain and our stock is diminishing. Some centres seem to use the Airglove system for warming, but we have reservations that they meet build standards as a medical device. We have not found suitable alternative to the Speedheat, as they have flexible suitable sized warming pads. Does anyone else have a warming solution for this purpose please?"

Clinical Engineering 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 and members must have permission to share documentation with NPAG.

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:



"Would some of you would kindly share their arts policy and if you work in a similar setting and/or have experience of how your arts policy fits within the social value mandate or have used the National Tom framework, I'd be grateful for an informal chat opportunity. If several of you were interested, we could coordinate."

On another note, there is an excellent course called School of Change Agents on NHS Horizons to do with the net zero agenda, and a lot of resource sharing on NHS Futures." Arts, Heritage and Design in Healthcare Network Member

"I would be very interested to understand what our security teams learned from those who suffered from the Strike action on Thursday 15th to help inform our plans going forward. Would any organisations be willing to share any learnings from the recent Nurses strike, we have plans in place but there is nothing like actual experience to help ratify those plans." Violence Reduction & Security Management Network Member

"I've been doing lots of education and awareness sessions with clinical groups recently where I've been sharing the cost advantages of proper segregation and consignment. I've been asked on multiple occasions if I can also provide some figures in terms of the associated carbon reduction and environmental impact."

*Does anyone know if there are any free resources out there that might help me pull together a *rough* idea of the carbon output of each type of waste treatment? I can then apply that to my figures and get them a vague idea."* Waste Management BVG Member

"Do members set a maximum number of hours per week/month that student nurses can work on the bank in their areas? Are there any recommendations/legislation ?" Nursing & Temporary Staffing BVG Member

"I'm looking to request 2 RRP's, one for builders trades and one for engineering trades to reflect BATJIC and JIB rates, but applying a consideration of pension and wider NHS benefits, as such not quite as much as the noted rates. At present my thinking is around £5k RRP for engineer's trades and £3.5k for builders trades, irrespective of current bands (most build trades are B3, engineers B4, but we have some exceptions for higher skills). I'm currently 25% of trades down and the situation only getting worse with pending retirements next year."

I understand that NHS PS rates are significantly higher than JIB etc rates plus will include the pensions etc, but for me to implement equivalent pay would need reflection from B3 through to B8's to ensure responsibility differentials requiring massive investment and there's no way our board could afford or support."

If colleagues would be willing to share, I'd be interested to understand what RRP's they have in place for standard joiner and electrical posts and if this has seen any uptake in recruitment."

Estates BVG Member

Working in partnership with NPAG

NPAG has established many important partnerships over the years. We work closely with a number of excellent training providers and business associates.

NPAG is currently looking to recruit either one or two associates with experience of in the following areas, or an interest in,

- **Health Visiting and School Health Services**
- **Energy**

If this is of interest to you, please contact us:

e: info@npag.eastamb.nhs.uk

What's hot for the coming months

National Networking Group Meetings

January

- Facilities South
- NHS Sustainability Leads
- Violence Reduction and Security Management
- NHS Transport & Logistics

February

- Arts, Heritage and Design
- EPRR
- Estates
- Health Visiting and School Health Services
- National District Nurses Network
- Operating Theatres

Workshops & Events

Clinical Professional Development for Occupational Health Nurses

Please contact [Marie Cherry](#).

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](#).

Sponsors! 2023 Conferences:

Please register your interest to sponsor the following conference:

- **Theatres and Decontamination Conference, Thursday 18th May 2023, Coventry Building Society Arena**
- **Clinical Engineering Conference, Tuesday 12th September 2023, Coventry**

Please email your interest to sponsor the relevant conference above, and your details will be recorded. You will be contacted with booking details shortly. Please email: e: info@npag.eastamb.nhs.uk

We are pleased to share that sponsorship rates will be held at 2022 prices.

Contact Us

e: npagnews@npag.eastamb.nhs.uk

w: npag.org.uk

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