

# Nursing & Temporary Staffing Best Value Group

## Annual Report 2022-23



**Dale Atkins, Facilitator**

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[www.npag.org.uk](http://www.npag.org.uk)

# Mission Statement

*To benchmark and network, by sharing experiences, knowledge and ongoing best practice initiatives and innovations in order to facilitate the efficient delivery of the Temporary Staffing service.*

# Terms of Reference: Objectives

To meet regularly to facilitate networking with peers.

To share information with like-minded groups and individuals.

*(This information to include: policies, guidance documents, organisational details, cost saving initiatives, performance information, etc.)*

To use the group as a networking facility between meetings supported by the NPAG Network function and the Inter Meeting Email Discussions facility (IMEDs).

To discuss benchmarking and undertake benchmarking exercises as required.

To support the achievement of improved performance and value for money, whilst applying the broad principles of benefits realisation.

To identify good practice & develop service improvements.

To identify learning and knowledge needs and to identify the means to satisfy these – working with external experts e.g. NHS Employers, NHS England / Improvement, HMRC, Department of Health and Social Care, Employment Law specialists (e.g. Shakespeare Martineau), Crown Commercial Services, etc.

# Introduction

“I’ve had the pleasure of facilitating this group for several years now. The group just goes from strength to strength and has just finished another excellent round of meetings.

The group is truly national with members joining from acute, community, mental health and specialist trusts from across the country.

It continues to engage with a range of external organisations including NHSE, DHSC, NHS Employers and selected commercial organisations – all of whom bring a wealth of knowledge and expertise to the meetings. Our special thanks go once again to Tom Long (from Shakespeare Martineau solicitors) for his continued support in relation to the group’s annual Employment Law session.

As well as benefitting from the input of external experts it is the members themselves who bring so much knowledge and experience to the group – with the above external agencies often using the group as a sounding board when developing national policies.

## Nursing & Temporary Staffing 2022-23

The group has 4 full day meetings during each round with the formats being a mix of virtual and face-to-face – this mix being determined by the members.

In addition to the actual meetings members also benefit from a significant amount of networking between meetings. This includes the excellent 'Inter Meeting Email Discussions' facility which enables members to ask questions of the group as a whole – often getting answers the same day (and sometimes within the hour!). We have shown some of the topic areas covered later in this report.

To more accurately reflect the work that the group does and come in line with current terminology it has been agreed that going forward the group will be known as the **NPAG Temporary Workforce Network**.

Whilst this group continues to grow we are always looking for new members so we do hope that you can join us in the new round - the first meeting of which will be held on **Thursday 22 June 2023**.

This first meeting of the round will in fact be in the form of our annual Employment Law session with Tom Long from Shakespeare Martineau solicitors in Birmingham. Always an incredibly valuable session."

**Dale Atkins, NPAG Best Value Group Facilitator**

## Chair's View

"I have been delighted to have had the opportunity to Chair the NPAG Best Value Group for Nursing and Temporary Staffing for the past few years and I have found my membership to be an extremely valuable and rewarding experience.

The networking opportunity within the group provides invaluable support managers of temporary workforces in NHS organisations.

There has been an array of interesting guest speakers and presenters who, with their variety of knowledge and expertise have provided informative and interesting information for the benefit of other NHS organisations.

The attendance of representatives from NHSE-I and DHSC continues to be extremely informative and useful. The group is now able to challenge and influence policy and practice relating to the temporary workforces throughout our organisations

It is obvious that there is a clear need for a group such as the NPAG Best Value Group for Nursing and Temporary Staffing and it is one that I am very keen to promote. This group will continue to help and support its members in rising to the ongoing challenges of working within this field and will help to ensure that services, particularly those associated with temporary staffing, are delivered to the highest standard in the most efficient and effective way.

In addition, I am extremely grateful to have had the support of the group's facilitator, who provides such a valuable role in pulling together the agenda, arranging the guest speakers, and ensuring that this group meets its objectives.

It has been a pleasure to be able to enjoy the many benefits of being part of such a network of like-minded individuals and I would like to extend my thanks to all attendees, speakers and to the NPAG team for their invaluable input and support.

I would also just add that the recent months have been extremely challenging for everyone re COVID-19 but I have been very proud of the way in which members have adapted to the new way of working with the introduction of virtual meetings, etc. Chairing remotely has certainly added a new dimension to the role."

**Sam Roberts, Chair**

# Members Testimonials - Past and Present

*"I have thoroughly enjoyed being part of this group over the past 5 years as it has afforded me the opportunity to benchmark my thoughts and ideas with like-minded people. The depth of knowledge and diverse skills of the members is a fantastic resource to be able to access and has undoubtedly saved me a great amount of time and trouble over the years. The various speakers that have attended over the years have enhanced my understanding of the complex issues that Temporary Staffing can present".* Extract - **Nurse Manager - Temporary Staffing. Shrewsbury & Telford Hospital NHS Trust**

*"Membership of the NPAG Nursing and Temporary staffing group has proven to be instrumental for our organisation in relation to decision making on both policy and process for temporary staffing. For me, membership of the group provides clear and tangible benefits through the exchange of ideas and solution-oriented strategies with colleagues from across the NHS with the added value of a legal perspective provided by Shakespeare Martineau and I would highly recommend the group to others."* Extract - **Workforce Information Manager Leeds & York Partnership NHS Foundation**

*"I have been a member of NPAG Nursing & Temporary staffing Group for 10 years now. The group invites some excellent guest speakers who are keen to share their knowledge and listen to our challenges. The group all help each other and share their successes and challenges and apart from meeting 4 times a year we are in regular contact by email. Anyone working in temporary staffing would benefit from the great work this group does collaboratively."* Extract - **e-Rostering & Temporary Staffing Manager Royal National Orthopaedic Hospital**

# Meeting Venues

The following meetings were held in this round:

- 1 - Thursday 23 June 2022 (virtual)
- 2 - Thursday 29 September 2022 (face-to-face)
- 3 - Thursday 15 December 2022 (virtual)
- 4 - Thursday 23 March 2023 (face-to-face)

*Note – 2 x F2F + 2 x Virtual in round.*

The above meeting formats were determined by member choice.

# Dissemination of Information

To ensure that the delegates feel able to discuss freely, the topic and key details are noted at meetings (unless the delegate requests that the information not be recorded).

Presentations and additional documents from the meetings are uploaded to the members website which is password protected.

Meeting minutes, agendas, presentations from meetings and shared documents are sent out via e-mail.

Members are able to ask questions between the meetings via an e-mail service which is provided by NPAG – the NPAGNetwork.

## Nursing & Temporary Staffing 2022-23

In addition to the NPAGNetwork members also have the opportunity to benefit from a facility known as - **Inter Meeting Email Discussions** - whereby any member can ask a question of (or share information with) the rest of group via the NPAG facilitator. The NPAG facilitator then sends this round to only members of this group. Responses go directly to the member who asked the question with responses being collated for group sharing. Often answers can be provided the same day! Topics covered in this round included:

Note – full details of the above (i.e. full questions and answers) can be obtained via NPAG HQ.

- *Safer Staffing Report (Julia)*
- *Bank Maternity Pay Rates (Esther)*
- *Escalated Rates (Denise R)*
- *Smartcards (Katie)*
- *NI Increases (Sam)*
- *National Minimum Wage Increases (Denise R)*
- *eRoster Access Levels (Sam)*
- *Medic On Duty (Denise R)*
- *Pay for Mandatory Training – Clinical Staff (Denise H)*
- *Rostering Nurse Associates (Eileen)*
- *Payment for bank workers if they are unable to work due to covid (Denise H)*
- *Agency Workers CEST Tool Questions (Katie)*
- *Absence Codes Linked to COVID (Andrew)*
- *Wagestream (Denise R)*
- *SafeCare – Request for Views (Colin)*
- *Other Disciplines Working on Wards (Colin)*
- *Agencies for large scale recruitment (Katie)*
- *Bank Worker Agreements, etc. (Cath)*
- *Haemodialysis Department – Off Framework (Stephanie)*
- *Performance Indicators for Temporary Workforce (Julia)*
- *EPMA Training (Andrew)*
- *New Starters waiting for PIN (Cath)*
- *Agency Block Bookings for Winter (Stephanie)*
- *Booking Staff for ED/A&E (Denise)*
- *Off Framework Proforma (Denise)*
- *Agency Rates (Sam)*
- *Self Rostering for Staff (Sam)*
- *National Tool Kits (Julia)*
- *Advertising Agency Work (Alex)*
- *Align Bank salary with Substantive (Katie)*
- *Theatre agency workers (Stephanie)*
- *Spending Cap – Off Payroll Worker (Gill)*
- *Agency Skills in ED (Denise)*
- *Allocate Bank Staff + (Karen)*
- *International Nurses (Denise R)*
- *Local induction checklists for bank and agency staff (Colm)*
- *Bank Agreements (Denise H)*
- *Annual Temporary Staffing Operations and Experience Survey (Denise R)*
- *Agency Dental Nurses (Leeds)*



# Meeting Content / Topics

This section is aimed at providing a flavour of the wide range of topics and discussions from the various meetings across the round. These are extracts only.

**Standing Items** – each meeting has had the following as fixed items on the agenda:

- *Inter Meeting Email Discussions*
- *Hot Topics Discussions*
- *Market Place – Sharing Good Practice*
- *Competencies*
- *Recruitment*
- *Appraisals & Induction*

### **HOT TOPICS - inc. COVID-19 – Updates / Impacts / Future Issues**

*At each of the meetings members were given the opportunity to share COVID-19 specific issues, challenges, developments, etc. The following are some selected anonymized extracts to provide a flavour of the discussions that have taken place during the round noting that the specific comments relate to the given time of year for the given meeting and the stage of the COVID-19 outbreak. It is to be noted that had COVID-19 not been so prevalent as a discussion topic the group would have discussed more general Hot Topics.*

*Member A* - Had been expecting demands on the bank to diminish but this has not happened – pressure from COVID hasn't subsided. Real shortage of qualified nurses. Developing a bank support group which meets monthly and virtually.

*Member B* - Again, bank requests have not gone down. Partly linked to elective catch up work but also have lots of long term sick. 3 x new theatres being built so demand is going to continue/increase. Lots of international recruitment going on.

*Member C* - All a bit crazy at the moment. No off-framework at the moment. Trust has purchased Allocate – proving to be a bit of a challenge. Have the full bundle – 24/7, ESR Go, etc.

*Member D* - The learning skill gap is concerning. Losing people at 55 retirement option rather than staying on. This even applies to community staff which is unusual due to the more friendly work patterns here. Have offered a £1,000 of staff stay on for a year but some have been stopping after 3 months and handing the money back due to the increase in workload. Have gone into business continuity mode due to this. Still involved in setting up a collaborative – challenges around, for example, equalising rates across organisations. Providing 50-60% banks staff cover in some areas!

*Member E* - If anyone is looking at or operating a collaborative bank with an Acute, Community and Specialist Trust please get in touch!

*Member F* - Similar to other MH members. Have high agency usage. No let up with work pressures. As above have a shortage of LD nurses with rates escalating. Still managing to recruit to bank. Filling a large no. of slots within the trust with bank staff. Not using off-framework regularly. Under a lot of pressure.

*Member G* - Nice to hear that everyone else is in a similar position re challenges / problems! Have 'T' as second largest agency fill ! Tried to keep them to ITU but now seeping into general wards. Started a Healthcare Support Worker academy working with local college. Will keep colleagues posted on this.

## Nursing & Temporary Staffing 2022-23

*Member H* - Going to Allocate in April 2023. Would appreciate help/advice from other members who already have them. Various members offered to discuss with Member H.

*Member I* - No off framework agency use but has a new People's director who wants to get more off framework staff to increase fill rate. Big challenge re getting staff for MH areas and particularly children's MH areas. Also facing significant challenges in local collaborative working project.

*Member J* - Had been doing a lot of international recruitment but now losing these staff as they can't afford to live in the area – expensive accommodation.

*Member K* - Trust involved in a lot of restorative work. Now have a workforce officer for the bank. Updating Bank Handbook. Ongoing bank support services. Using Teams for induction. Drive to reduce agency spend. Moving to Allocate soon.

*Member L* - Has observed that in her area that qualified staff nurses have been switching from Off Framework to On Framework agencies as they recognise that from 31 December they won't get work with the Off Framework organisations. Rather take some work at lower rates rather than none at all at higher rates. This is all down to the work of the ICS – everyone needs to work together – not just locally but also nationally.

*Member M* - Biggest issue is On Framework suppliers not having any qualified nurses. Can she get any help/advice from Member L please?

*Member N* - Problem in her area is that staff can go out of the ICS area (e.g. to Manchester) to get higher rates.

### *Also included*

- NHS Staff Survey – Member Results
- How colleagues are tackling increasing bank recruitment
- Schemes to enhance bank worker retention
- Loyalty/incentive schemes for bank workers/substantive bank staff

### **Sharing Good Practice**

Here members are given the opportunity to share experiences / learning / project details / etc. with colleagues - *examples from the round:*

- i) **'Responsive Workforce Team'** (Andrew- Member)
- ii) **'Peripatetic Workforce'** (Colin - Member)
- iii) **'NCL non-medical collaborative bank'** (Jill – Member)
- iv) **'System Working the Dorset Way'** (Hilary - Member)

*Note – full details of the above can be obtained via NPAG HQ*

### **External Presentations – examples from the round:**

- **'National Bank Worker Survey + Bank WRES'** (Dan Collard (RMN) Workforce Race Equality Standard Team | Programme Manager. NHS England)
- **'NHS Workforce Alliance - customer and procurement update'** (Mike Heelas. Crown Commercial Services)
- **'Softworks Update'** (Paresh Vadukul. Healthcare Relationship Manager UK. Softworks Ltd)
- **'Total Spend Management: a strategic approach to controlling and reducing agency usage'** (Richard Legate. Sourcing Director, Total Workforce Solutions)

## Nursing & Temporary Staffing 2022-23

### Documentation Shared during the Round

A key part of the NTS membership is the sharing of documentation, ranging from national guidance to local documents - examples from the round:

- LYPFT Bank Handbook 2022
- Draft Process\_Professional Services Engagement
- V2 NHFT STAFF BANK ONLINE TRAINING PAYMENT FORM.08.04.2022
- Feb 22 Safecare report trust level plus no HDU
- New BWC Bank Pay Rates April 2021
- Proposal for all Newly Qualified
- Local Induction Form - All Temporary Staff -2018
- LYPFT RW Project
- Price Card - 2022-23-v1.2
- Employment Law Session – Detailed Responses to Member Questions
- Workforce Alliance and Market Update
- Master Monthly Bank and Agency Collection Template Vn3.7

Note – full details of the above can be obtained via NPAG HQ

### Working with NHS England

The group continues to work with NHSE who are allocated a regular slot on the agenda. The following are some examples of the interaction and updates that take place.

#### Example 1

*(Irfan Suleman Deputy Director of Temporary Staffing. Temporary Staffing Team NHSE)*

Summary notes provided by Irfan:

- Agency expenditure ceiling to be reintroduced into the system oversight framework
- Continued use of data sharing agreements within systems to provide better transparency to remove competitive behaviours and identify areas for intervention
- Feedback taken, and move from weekly to monthly data collection
- Two toolkits, bank development and agency rules due to be published as support

Irfan also made reference to a letter that would be coming out and going to HRDs, amongst others. He agreed to share when it was available.

#### Example 2

*(Donna Bisiker. Programme Manager. Hannah Burton. Commercial Manager. Temporary Staffing Team. NHSE&I)*

Inserted here is the presentation provided by Donna and Donna - and shared with members.



NHSE UPDATE -  
NPAG December 2022



## Nursing & Temporary Staffing 2022-23

### Employment Law / Legal Session with Tom Long – Shakespeare Martineau

This session has become an annual summer event with the meeting directly supported by Shakespeare Martineau. Special thanks are extended to Tom Long – Legal Director - Shakespeare Martineau for his ongoing support. The following is an extract from the meeting giving an overall flavour of the topics covered. The embedded document at the end of this section provides a full set of notes from Tom Long.

#### Areas Covered

- Key employment tribunal cases
- What to look out for in 2022
- Specific questions

#### Case Law Update

- Voluntary redundancy and unfair dismissal - *White v HC-One Oval Ltd*
- Whistleblowing and unfair dismissal - *Kong v Gulf International Bank (UK) Ltd*
- Collective bargaining and direct offer to employees - *Kostal UK Ltd v Dunkley and others*
- Industrial action participation and protection from detriment - *Mercer v Alternative Future Group Ltd and anor*
- Worker's right to holiday pay - *Smith v Pimlico Plumbers*
- Agency workers' rights - *Angard Staffing Solutions Ltd v Kocur and others*

#### What to look out for in 2022

- Ethnicity pay gap reporting
- Disability workforce reporting
- Employment Bill
  - ◇ Carer's leave?
  - ◇ Neonatal leave?
  - ◇ Enhanced redundancy protection in pregnancy and maternity?
- Flexible working
- Call for evidence on UK labour market
- Menstrual leave?
- Fit notes
- Fire and rehire – Code of Practice

#### Specific questions

*Note – these had been collected from member prior to the meeting, collated and shared with Tom. Tom's responses were provided to members in a separate document.*

Q. Flowers and Harper cases – in relation to annual leave, can we still pay rolled up holiday and do we need to change the percentage used?

Q. Our Bank Disciplinary Process is independent of the Trust Disciplinary Process. If we aligned them to have a universal process, would this create a conflict of interest in relation to the employee/worker status?

Q. We seem to be getting lots of challenges from some bank and agency workers in relation to decisions / outcomes made about concerns and not using them anymore. Any advice on how this could be managed better?

Q. Our Trust has recently started paying bank staff average earnings for a period (up to 12 weeks) if they are assaulted/injured at work. They then pay SSP. Are there any issues in relation to this approach with regards to employee/temporary worker status?

Q. Agencies like to charge us when staff move from agency to bank.

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Q. Agencies like to charge us when staff move from agency to bank

Q. Is there any basis in which the Trust could introduce fees here?

Q. Do the agencies have any rights to amend their terms under the existing frameworks? We've seen agencies agreeing to engage under framework and then changing the notice periods on the contract to 18 weeks. The frameworks have supported them saying that it's on the Trust to check the small print...

Q. I would appreciate some clarity in regard to having bank and agency staff working long term on wards and the HR/WTD implications.

Q. If we are wanting to stop using a bank worker who has been with us for some time due to capability issues, how much notice would we need to serve?

Q. When we are paying an enhancement to substantive and bank staff for working extra at specific periods, i.e. Christmas, do we need to extend that to agency staff? If we have given, for example a Covid thank you payment to bank and permanent staff, do we need to offer this to agency workers?



7. From Tom -  
NOTES NPAG Update

## Future Plans

As with all NPAG groups it will be the members themselves who will decide on the actual agenda content and who the key speakers should be. It will also be the members who decide on the format of the meetings – as in whether they should be 'virtual', 'face-to-face' or 'hybrid'.

As we move into the new round in 2023/24 the Nursing & Temporary Staffing group will be looking at a wide range of areas including:

- Bank Agreements / Staff Contracts
- Bank v Agency Staff
- Appraisals & Induction
- Recruitment and Retention
- Agency Negotiations
- Employment Law
- Training and Education
- Job Descriptions
- Bank Admin Staffing/Structures
- Electronic Rostering
- Competencies
- Employment Policies
- On and Off Frameworks

### Future Plans

In addition, it will:

- Further develop relationships with national agencies including: NHS England, NHS Employers, NHS Counter Fraud Authority and the Department of Health and Social Care
- Act as a reference / collaborative steering group for these organisations as and when required
- Allow members to openly discuss any item of concern via the regular 'Hot Topics' agenda slot – operating Chatham House Rules
- Work with commercial organisations that can bring education and innovation to the meetings, particularly around rostering, resource management and employment law – including Shakespeare Martineau

### Group Membership for 2022/23

| Post   | Trust   |
|--|---|
| HR Systems Manager                                     | Leeds & York Partnership Foundation Trust                 |
| Lead Nurse Nursing and Midwifery Workforce Development | Tameside and Glossop Integrated Care Foundation Trust     |
| tbc  | Mersey Care NHS Foundation Trust                          |
| Specialist Adviser for Safer Staffing                  | South West Yorkshire Partnership NHS Foundation Trust     |
| Matron for Temporary Staffing                          | NELFT   |
| TSD Manager  | The Shrewsbury and Telford Hospitals NHS Trust            |
| Clinical Sister Workforce                              | Birmingham Women's and Children's NHS FT                  |
| Bank Manager   | The Royal Orthopaedic Hospital NHSFT                      |
| Clinical Deputy Head Temporary Staffing                | University Hospitals Birmingham NHS Foundation Trust      |
| Head of Temporary Staffing                             | Birmingham Community Healthcare NHS Foundation Trust      |
| Temporary Staffing Manager                             | Royal National Orthopaedic Hospital                       |
| Head of Workforce Resourcing                           | Dorset County Hospital                                    |
| Staffing Solutions Manager                             | Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust |

## Nursing & Temporary Staffing 2022-23

| Post                               | Trust   |
|------------------------------------|---|
| Senior Programme Manager           | Tees Esk & Wear Valley NHS Foundation Trust               |
| Clinical Professional Lead         | Cumbria, Northumberland Tyne and wear NHS FT              |
| Temporary Staffing Service Manager | Tees Esk & Wear Valley NHS Foundation Trust               |
| Strategic Staffing Lead            | Cumbria, Northumberland, Tyne & Wear NHS Foundation Trust |
| Staff Bank Manager                 | Northamptonshire Healthcare NHS Foundation Trust          |
| Temporary Workforce Manager        | Southern Health Foundation Trust                          |
| tbc                                | Northamptonshire Healthcare NHS Foundation Trust          |
| Director of Nursing                | Southern Health Foundation Trust                          |
| Learning and Development Manager   | Mersey Care NHS Foundation Trust                          |
| Temporary Staffing Manager         | Tees Esk & Wear Valley NHS Foundation Trust               |
| TB Team Leader                     | Sandwell & West Birmingham NHS Trust                      |
| Nursing Modernisation Manager      | South Eastern Health & Social Care Trust                  |
| Systems & Compliance Manager       | Birmingham Community Healthcare NHS Foundation Trust      |
| Clinical Lead Bank Staffing        | Leeds & York Partnership Foundation Trust                 |
| Professional Lead                  | Dorset Healthcare University NHS Foundation Trust         |
| Senior Sister                      | University Hospitals of North Midlands                    |
| Development manager                | Sandwell & West Birmingham NHS Trust                      |
| Development manager                | Sandwell & West Birmingham NHS Trust                      |
| Practice Educator                  | Birmingham Women's and Children's NHS FT                  |

# NPAG Developments

### CPD Certification

The NPAG is a member of the CPD Certification Service. The BVG has received CPD approval for 2023-24.

CPD Certification is a formal recognition of the contribution that membership of the Nursing and Temporary Staffing 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 25% 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 & Design in Healthcare Network<br>Clinical Engineering (North) BVG<br>Clinical Engineering (South) BVG<br>Decontamination BVG<br>Estates Services BVG<br>Facilities (North) BVG<br>Facilities (South) BVG<br>Health Visiting & School Health Services DN<br>IT and Connectivity Network<br>National District Nurses Network | Nursing and Temporary Staffing BVG<br>NHS Car Parking & Sustainable Transport Network<br>NHS Sustainability Leads Network<br>NHS Transport and Logistics BVG<br>NPAG Violence Reduction & Security Management<br>Operating Theatres BM Group<br>EPRR Network<br>Telecoms BVG<br>Waste Management BVG |
|--|--|

For further information on the NPAG and our future activities, please contact Marie Cherry, Laura Howe or Lynn Maddison by email on:

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

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

[Lynn.maddison@eastamb.nhs.uk](mailto:Lynn.maddison@eastamb.nhs.uk)

### Some Group Testimonials...

*“Excellent opportunity for discussion & sharing experiences. This is a forum where we can share best practices and discuss strategies for meeting these benchmarks... It provides an opportunity for us to learn from our peers and collaborate on ways to improve patient care. It also allows us to stay up-to-date on the latest research and trends in healthcare performance management.”*

Specialist Advisor (Equipping), NHS England, Clinical Engineering South BVG Member 2022

*“I have always found the group to be a great networking partnership and has always added value to my day to day working within my Facilities role. It doesn't matter what you need to gain knowledge of or problems you need to solve there is always someone within the group or the larger NPAG Family that can answer you or point you in the right direction to solve your particular problem. The speakers that are brought along to the meetings are always very informative and also provide added value.”*

Senior Contracts and Commercial Services Manager, Birmingham and Solihull Mental Health NHS Foundation Trust, Facilities North BVG Member 2022

*“NPAG CE South Group is a great avenue for Medical Engineers from various NHS Trusts to network, benchmark and share information. I have been an active member for many years and have found this group to be very well facilitated and productive. The opportunity to network with fellow Medical Engineers allows us to discuss our common problems and opportunities. Benchmarking is now recognised as an important factor to anyone that is involved in the management of medical equipment. I have used our NPAG data on a number of occasions to influence decisions and policy.”*

Head of Medical Engineering, Gloucestershire Hospitals NHS Foundation Trust, Clinical Engineering North BVG Member 2022

# NPAGNetwork

Available to all members of NPAG Benchmarking and Best Value Groups, and individual subscribers, the **NPAGNetwork** 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 **NPAGNetwork** 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 **NPAGNetwork**, please contact the NPAG team via email:

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

## Forthcoming NPAG Events

Please visit [www.npag.org.uk](http://www.npag.org.uk) for all our current course, workshops, training & BVG meetings or email:

[marie.cherry@npag.eastamb.nhs.uk](mailto:marie.cherry@npag.eastamb.nhs.uk), [laura.howe@npag.eastamb.nhs.uk](mailto:laura.howe@npag.eastamb.nhs.uk) or [lynn.maddison@eastamb.nhs.uk](mailto:lynn.maddison@eastamb.nhs.uk)

**Spring /Summer 2023 - Occupational Health Nursing Training Workshops**

**Across 2023—Putting the Patient First Onsite Training Workshops**

**18th May 2023—Theatres and Decontamination Conference**

**12th September 2023—Clinical Engineering Conference**

## Contact Us

Email: [npagnews@npag.eastamb.nhs.uk](mailto:npagnews@npag.eastamb.nhs.uk)

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# REGISTRATION FORM



National Performance Advisory Group

## Temporary Workforce Network 2023-24

|              |  |
|--------------|--|
| Organisation |  |
| Address      |  |

If you are a member of another NPAG Networking Group, to activate your discount please indicate which one here: \_\_\_\_\_

**Member 1 for a £530 Fee**  
(x2 MS Teams & x2 F2F meetings)

**Member 2 for a £295 Fee**

|  | Member 1 for a £530 Fee<br>(x2 MS Teams & x2 F2F meetings) | Member 2 for a £295 Fee |
|--|--|-------------------------|
| Name                                       |  |                         |
| Job Title                                  |  |                         |
| Email                                      |  |                         |
| Special Requirements<br>(Dietary / Access) |  |                         |
| Phone No.                                  |  |                         |

### PA Details

#### Registrations

Please email your completed registration form to:

E: [lynn.maddison@eastamb.nhs.uk](mailto:lynn.maddison@eastamb.nhs.uk)

W: [www.npag.org.uk](http://www.npag.org.uk)

**National Performance Advisory Group  
East of England Ambulance Service NHS Trust  
Hospital Approach  
Broomfield, Chelmsford, Essex, CM1 7WS**

#### 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 NPAG Temporary Workforce Network. Please invoice me for payment.

Authorisation Signature ..... Purchase Order Number.....