

December 2023 | Edition 206

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# NPAG News

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## Inside this edition

- National District Nurses Conference 2023
- Upcoming best value group meetings
- Keeping in touch between meetings

and much more...



# Welcome to NPAG News for December 2023

Welcome to the December 2023 Edition of NPAG News— the last edition of the year!

How quickly the year has slipped by. And as we approach another festive season we reflect on some of the achievements of 2023. What a year it’s been! We’ve run 3 national conferences, 80 best value group meetings and 18 workshops. Not forgetting the NPAG Network which has received over 150 queries from our valued members accross 2023.

We’re also very proud to have launched a completely new Energy best value group and also celebrated our 40th anniversary - a proud achievement not just for NPAG but for all our members, some of whom who have supported us for many years. Our special anniversary offers are still available until 17th December - see page 3 for how to benefit.

As always, this issue of NPAG News includes details of forthcoming BVGs rounds, conferences and workshops, along with a sample of the Network requests we received over the past month. Also included is a report of our National District Nurses Conference which took place in November under the theme of - ‘The Past. The Present. The Future.’ See the conference report on pages 4-6.

If there are any ideas about services or groups that you would like to share, please get in touch at [npagnews@npag.eastamb.nhs.uk](mailto:npagnews@npag.eastamb.nhs.uk).

We wish you all a very Happy Christmas and peaceful New Year.



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The Group’s structure and form mean that Members who attend are committed and dedicated to proactive networking, leading to tangible results.

Chair of the NHS Car Parking and Sustainable Transport Network

# News in Brief

## Energy - NPAG's Newest Best Value Group!

One of the targets that we have set for ourselves at NPAG is to launch a new national group from time-to-time. We always try to respond to requests from our membership and earlier this year we received a number of suggestions for a new Energy group to complement our existing Sustainability and Waste Management networks. You asked and we listened! On 23 November we launched the new Energy group with a successful Inaugural Meeting via MS Teams. See the report on page 7.

## BVGs - New Rounds Open for Registration

Some of our most popular Best Value Groups are soon to launch their new rounds for 2024-25, including Facilities South, and Decontamination. See details on how to join on pages 8 and 9.

## NPAG Christmas Opening Hours

The NPAG office will be running with reduced staff over the festive period. The office will be closed entirely on 25th and 26th December and again on 1st January 2024. If you need to get in touch with us during this time, please contact us via [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk).



M E R R Y C H R I S T M A S

NPAG would like to wish all our members, associates and colleagues a very Merry Christmas and every success for 2024

## NPAG 40th Anniversary Offers - Don't Miss Out

Last month we celebrated NPAG's 40th Anniversary with a great range of Special Offers. Don't forget, these continue to apply until 17th December:

- £40 for an additional member to join the same BVG
- £40 OFF Occupational Health Course bookings
- £40 OFF the NDNN conference bookings

Interested? Contact [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk) to take advantage of this limited time offer.

## New Workshops for 2024

We're delighted to announce that NPAG will launch brand new training workshops in 2024. These will be in the areas of 'Self care and burnout' and an entry level Occupational Health Foundation module. Watch this space for more information!

These will run alongside our existing workshops, including:

- Clinical Development for Occupational Health Professionals training workshops.
- Putting the Patient First: Customer Care and Communication Skills in the NHS
- Human Factors

## Follow Us on Social Media!

If you're not following us already, please do take a look at our social media channels which will keep you updated on current and future NPAG meetings and events in real time.



# National District Nurses Conference 2023



National Performance  
Advisory Group

District Nurses - The Past. The Present. The Future

28th November 2023

Northampton Town Centre Hotel

The National District Nursing Network held its 4th National Conference at The Town Hotel in Northampton on 28th November 2023. The theme this year was 'District Nursing – Past, Present and Future'.

Topics included:

- The History of the QNI
- Creating Capacity to Care
- Innovation in NHS Community Nursing
- Historical Review of Public Health within Liverpool
- Getting around the District: An Illustrated History
- District Nurses – celebrating the present, exploring future focused
- QNI Update
- Digital Prescribing for Community Teams

First to speak was Dr Crystal Oldman, who presented a 'History of the QNI' on behalf of Prof John Unsworth.

The history of the QNI is an interesting one. From its creation by the Rathbone family, following the writings of Florence Nightingale to train district nurses 188 to the end of training in 1968, to what it is today and the return of the title of Queens Nurse. Interestingly we learnt that it was another Florence; Florence Sarah Lees, also known as Mrs Dacre Craven, who was the driving force in the beginning. The message coming out of the presentation was Our History – Learn it. Know it. Own it!

The sponsorship of the conference has gone from strength to strength, and our thanks go out to our sponsors:



CIVICA



Next up was Levi Rowe, a Matron from Birmingham and Solihull Mental Health Trust with his presentation 'Creating Capacity to Care'. By that it was by looking after our own health and wellbeing – Levi gave a very poignant presentation about considering our role and the part we play in it, and the importance of having your own safety B.A.G.



The entire conference was dedicated to David Pugh, for his tireless work promoting District Nursing. David, the former NDNN Chairperson, sadly died 2 weeks before the conference. Delegates, speakers and sponsors followed an emotional tribute, given by Libby Horridge, with a minute's silence for reflection.

All at the NDNN and NPAG will miss David's presence at the meetings and also as a friend.



Next, delegates heard from Mel Cambage Associate Director of Nursing Experience and Improvement, North Tees and Hartlepool NHS Trust on Innovation in Community Nursing. Mel's presentation outlined the Quality Improvement journey of Community Kit Bags who were also a sponsor at the conference. She outlined the journey and how she and her team were inspired to move their innovation forward to make it a success.

Taking the conference into lunch Conleth Kelly, a Senior Lecturer at Liverpool John Moore's University, provided the background to the need for District Nurses in Liverpool. He took us on a fascinating journey starting at the building that was the birthplace of District Nursing and its influence on the public health agenda in Victorian England.

We were next joined by Dr Susan Cohen, an Independent Nurse Historian, who's book 'Getting around the District: An Illustrated History' was a popular purchase from the QNI stand, and a copy of which was donated towards the prize draw. It describes the evolution of transport for District Nursing from the traditional push bikes, motorbikes, tractors, horses, and horse and cart to the modern car and electric bike.

Delegates had plenty of time throughout the day to network and meet with sponsors and exhibitors.

We then had Sam Sherrington – National Deputy Director Community Nursing NHSE, who celebrated the present and exploring future focus. Sam outlined the CNO of England nursing plan and her 7 p's vision for the future. She introduced Karen Sturdy who has joined Sam in the team and discussed a number of innovations across the country, announcing that the Advanced Practice Conference 2024 is being held in Aberdeen. This is an international conference and District Nursing needs to be included as we are advanced nurses.

We welcomed Crystal back for the QNI update – looking to the future. She outlined the work of the QNI, providing an overview of the focus on influence, quality and voice. She also succinctly described the QNI's work with the International Community Nursing Observatory - their publications, including on digital advances and standards.

The last speaker of the day was our co-chair Tracey Ellershaw, Quality and Service Matron Improvement Matron, University Hospitals Morecombe Bay Trust. Tracey outlined the journey to introduce Digital Prescribing for Community Teams. The system was EMIS, and she described the project management aspect of the innovation using the PDSA cycle of change.



Summing the day up, it was a hugely successful conference with an action-packed agenda that took us down memory lane and into the future. We all learned things we didn't know about the history of our profession. Delegates gave us great feedback on the day, also confirming the good facilities of the venue and especially the food as it was lovely. It was great to see so many district nurses all come together, celebrating, remembering and excited for the future.

So, we now need a theme for next year's conference! Over to the members for their ideas.

Libby Horridge,  
NDNN Conference Co-chair

# National District Nurses Conference 2023



National Performance  
Advisory Group

District Nurses - The Past. The Present. The Future

28th November 2023

Northampton Town Centre Hotel

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PICC lines to Shower and Bathe with Confidence.

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## TalkToUs

The QNI Listening Service



The Queen's Nursing Institute (QNI) operates a free listening service, TalkToUs, which offers emotional support by phone to registered nurses working in the community.

The service is operated by trained listeners who are available for any nurses working in community or social care. TalkToUs is intended as a friendly ear for nurses who would like to talk to someone in complete confidence about any aspect of their work or personal life.



Scan the QR code  
to find out more  
or email [TalkToUs@qni.org.uk](mailto:TalkToUs@qni.org.uk)



The  
Queen's  
Nursing  
Institute

[www.qni.org.uk](http://www.qni.org.uk)  
Charity number: 213128

# NPAG Energy Network 2023

## Inaugural Meeting Summary

On Thursday 23rd November we held the Inaugural Meeting to launch this important new initiative. The meeting attracted Members of other NPAG groups such as the [NHS Sustainability Leads Network](#), the [Estates BVG](#) and the [Waste Management BVG](#), as well as NHS Managers new to NPAG.

We had three excellent presentations. After the welcome and introductions, we heard from [Mary Aladegbola](#), Net Zero Carbon Technical Lead at [NHS England](#), with her presentation titled “The National Energy picture and refresh of the HTM Making Energy Work in Healthcare”.

We then welcomed [Thiruvilan Arakkonam Mohan](#) where he presented “The need for an NPAG Energy Network from a Trust perspective and Current Hot Topics”. Thiru is the Facilities Lead at the [Devon Partnership NHS Trust](#).

To close this session we heard from [Mike Musil](#), Managing Director from [Exergy Solutions Ltd](#) with his presentation titled “Battery Energy Storage options”.

According to the feedback survey, the most valuable part of the meeting was the networking and sharing of best practice. Attendees spoke freely about the issues they face and how they are overcoming them. They were very keen to share the work they were doing to improve energy efficiency in their Trusts. Some were able to briefly share images of new innovations and would be keen to present to the group once fully established. At NPAG we understand the importance of member presentations and encourage this as a regular slot at our [Best Value Group](#) meetings. Discussions were then had to determine hot topics and we set out a plan for the coming year.



NPAG Best Value Groups continue to prove popular with members, offering a wide range of benefits, including the sharing of innovative practice, by bringing together colleagues in a facilitated environment. Our groups have helped influence government policy, many of these involved in formal consultation with the central bodies such as NHS England and the DHSC.

Interested?

The first meeting of the 2024 round is scheduled for 29th February and will be via MS Teams. Why not JOIN US! Please contact Laura Howe for further details: [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk)

# Facilities South Best Value Group 2024

The NPAG Facilities South Best Value Group is becoming increasingly recognised as an expert group of senior NHS professional managers who have a wealth of expertise in facilities management in the healthcare sector. The 4 meetings a year give members the opportunity to network, share best practice, discuss operational issues, measure service performance and carry out benchmarking activities which allows for critical review of the facilities management function.

The constant expectation of continuous improvement means there has never been a more important time to network with likeminded NHS Facilities colleagues who have a wealth of experience and to use the group knowledge and synergy to improve the efficiency and effectiveness of service delivery. This group has been established for over 20 years with membership increasing year on year with representation from Acute, Primary care, Community and Mental Health Trusts. Members have the opportunity to have a say in national initiatives and have an excellent working relationship with NHSE. Meeting agendas are member lead and each meeting includes a presentation on national initiatives, products and services.



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.

Head of Estates and Facilities, RJA Orthopaedic Hospital Foundation Trust

## 2024 Agenda items include:

- Apprentices and workforce
- Premises Assurance
- National food standards strategy
- ERIC
- PLACE

## Why Join? Our Chair says...



This is a must join group for facilities professionals. The agendas are structured, & each meeting is supported by excellent presentations on very topical subjects specific to facilities management. I would like to thank all members & speakers for their continued support, input & 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 & new to the next round of meetings.

Interested? Join us on the 24th January on MS Teams for the first of 4 meetings. Please contact Marie Cherry for further details: [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk)

# Decontamination BVG 2024

Meeting 1: Thursday 11th January 2024, virtual via MS Teams

The NPAG Decontamination BVG is a unique group enabling NHS and private Decontamination, 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, the latest regulations and learn of new developments and changes in decontamination science.

More managers are now having all aspects of decontamination included in their responsibilities and you are often a lone technical specialist manager within your organisation.

This is an opportunity to be part of a group that shares learning experiences and are always willing to support colleagues in a safe environment, to ask those questions that you have always been wanting to ask in a confidential meeting.

The members drive the agenda for each meeting and the facilitator will arrange experts on the subjects who will deliver non-commercial presentations. The patient safety is always foremost in our minds and the effectiveness of our decontamination process is a major contributor.

## Subjects we cover!

Implementing laser marking and research on the effects on the medical devices.

Innovative precleaning of flexible endoscopes to remove manual cleaning challenges.

Invasive probe decontamination.

Technical details of medical device repair ensuring it meets regulations and high quality standard.

Definition of repair and remanufacture.

The need for education and training for decontamination staff and the benefits relating to staff retention and progression.

Updates on existing practices, new innovations on endoscopy and sterile services service delivery.

## Why Join? Our Chair says...



I would encourage anyone who is involved within decontamination to get involved as I think they would find the knowledge and experience gained of excellent value as we work to our shared goal of improving hospital decontamination.

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 11th January 2023.

Please contact Laura Howe for further details: [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk)

# Putting the Patient First

## Organisational Training Workshops

### Customer Care and Communication Skills in the NHS

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. Bespoke to your objectives, the programme 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



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

Originally developed in direct response to the Francis Report recommendations, this workshop has evolved to further embrace the NHS People Promise “to work together to improve the experience of working in the NHS for everyone.”

Further benefits include:

- Evidence to the CQC of your commitment to improving patient care through staff training
- Contributes towards achievement of the Knowledge and Skills Framework
- Development of ‘Actions Plans’
- CPD accreditation



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? Contact Lynn Maddison for further information:  
[info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk)

# Clinical Development for Occupational Health Professionals

## A series of practical training modules

Occupational Health advisors are leaders in public health in the workplace setting. Their role is pivotal to delivering better workplace support needed to prevent work-related ill-health and improve productivity by reducing the effects of presenteeism, health-related job losses and improve opportunities for job-seekers with health impairments.

It is imperative any training provides evidence-based knowledge, theory and professional confidence and competencies. NPAG's Clinical Professional Development for Occupational Health Professionals training does just that and is specifically aimed at professionals working in Occupational Health.

Each module will:

- ✓ Enable you to hit the ground running in clinical practice.
- ✓ Provide you with the daily clinical and professional skills you require to undertake your duties.
- ✓ Give you the clinical skills to support further academic qualifications and training.



Each module represents standalone professional participatory CPD hours. Delegates attending all 8 modules will receive a Certificate of completion of the NPAG Foundation Course in Occupational Health.

### Modules:

Each module introduces recent research and developments, teaching critical thinking over academic content. Choose from:

1. COSHH Health Surveillance
2. Employment & Pre-Placement Health Assessment
3. Fitness for Work
4. Human Factors in OH, Ergonomic Assessment & Adjustments
5. Long-Term Condition, Health & Disability Management
6. Noise & Vibration Health Surveillance & Case Management
7. Occupational Health Risk Assessment
8. Performance & Attendance

Applicants are encouraged to attend as many or as few workshops as they feel necessary.

**£40 off** all bookings made by the 17th December 2023 for 2024 courses. Quote "NPAG 40th anniversary offer"

\*Fees detailed on page 6 in booking flyer, contact us for details.



A great study day – very useful, relevant and well presented. Probably one of the best study days I have been on in many years.

2023 Participant

**Don't miss out!** Modules will run across 2024.

Contact us for more details: [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk).

# NPAGNetwork

## Supporting our Members

National Performance  
Advisory Group

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.

[Find out more...](#)



Here are some recent Network questions:



How many staff (in total, not permit holders) do you have per site to how many allocated staff parking spaces? Some comparable data to other trusts would be really useful, thanks in advance.

NHS Car Parking and Sustainable Transport Network Member

Do any members have a method/process in place for reviewing the effectiveness of PM plans that they could share?, e.g. mean time between failure (MTBF).

Clinical Engineering North Member

What are the core hours of Trusts District Nursing Teams. Are there any Teams which work 8am to 8pm 7 days per week.

NDNN Member

Would it be possible to ask the Transport & Logistic NPAG group if they have any recommendations for driver training. The vehicles we use at LYPFT are 3x 3.5 tonne van and 10 EV Nissan NV 200. I am looking for a driver training course for my drivers.

NHS Transport & Logistics Member

Do any members use an auction house to resell old equipment for income generation, if so, do you send a full service history with each device? As per MHRA recommendations. If not, why?

Clinical Engineering North Member

Does anyone have a copy of a pain assessment tool which they use in the community in which they are using and they would be happy to share?

NDNN Member

If you don't currently use the service, please do so. You will not be disappointed! Please send your NPAG Network requests to: [npagnetwork@npag.eastamb.nhs.uk](mailto: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.

The NPAG Network will be closed between Wednesday 20th December until Thursday 4th January 2024.

# 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.

If this is of interest to you, please contact us: [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk)

## What's hot for the coming months

### National Networking Group Meetings

#### December

- Estates
- NHS Car Parking and Sustainable Transport
- NHS Sustainability Leads
- Telecoms
- Temporary Workforce
- Waste Management

#### January

- IT & Connectivity Network
- Decontamination
- NHS Transport & Logistics
- Violence Reduction & Security Management
- Health Visiting & School Health Services
- Facilities South
- Facilities North

### Workshops & Events

- Human Factor Onsite Training
- Clinical Development for Occupational Health Professionals training workshops
- Assertiveness & Self-Management Training Workshops
- Putting the Patient First Onsite Training Workshops

Please contact [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk) for more information.

## Sponsors! 2024 Conferences:

On Thursday 21st March 2024 we will be organising a Waste, Sustainability & Energy virtual conference. If you are interested in seeing the different ways you can sponsor this virtual event please get in touch.

Our Operating Theatres and Decontamination Conference will take place in Coventry in May 2024. Please do get in touch if you are interested in sponsoring this event and joining us as an exhibitor.

Please email your interest to sponsor the relevant conference above, and your details will be recorded.

### CONTACT US

[NPAGNEWS@NPAG.EASTAMB.NHS.UK](mailto:NPAGNEWS@NPAG.EASTAMB.NHS.UK)

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