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**Welcome to NPAG News.** Issued monthly, NPAG News provides information on recent NPAG activity and forthcoming events. Please forward NPAG News to all of your colleagues who may have an **interest in any of our activities.**  
Kevin Brice, Director, NPAG

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## HOSPITAL EVACUATION WORKSHOP SUCCESS!

The NPAG's 'Hospital Evacuation – Building Capability' workshop on 22<sup>nd</sup> May was a resounding success. Delegates received presentations from Colin Holburn (Consultant in Emergency Medicine, Sandwell General Hospital); Stephen Kelly (Hospital Director of Nursing, Pilgrim District Hospital); Richard Warren (Tendring District Council); Rachel Hutchinson (Joint Emergency Planning Officer, Essex County Council & Braintree District Council) and Ed Garrett (Communications Manager, NHS East).

Delegates also took the opportunity to discuss some of the key issues from each of the presentations in the four open discussion forums held throughout the day. In addition to some lively Q&A sessions, delegates willingly consented to share information and documentation.

In response to feedback from delegates, and to build on their enthusiasm, the NPAG has already scheduled a further workshop in October 2007 to be held in London. The NPAG is also establishing an Emergency Preparedness Development Network to enable everyone present on 22<sup>nd</sup> May to continue to network and share information with their peers and continuously improve their services.

For further information please e-mail: [john.king@npag.org.uk](mailto:john.king@npag.org.uk)

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## THE PRODUCTIVE WARD

The NHS Institute for Innovation and Improvement has developed the *Releasing Time to Care: Productive Ward* programme to show nurses how to apply improvement techniques to their work on wards. The Institute has organised two introductory events in June 2007 to explain progress to date, plans for the future and how to get involved. Over 100 acute trusts will be represented at these events, which are aimed at Directors of Nursing and colleagues. Further information can be found at: [www.institute.nhs.uk/productiveward](http://www.institute.nhs.uk/productiveward)

To support the concept of The Productive Ward, the NPAG is scheduling a workshop in September/October 2007 to hear from the Institute and the first phase test sites how the improvement techniques have been applied and the benefits that have been identified. Further details will be announced in the July edition of NPAG News.

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## DoH and CLIMATE CHANGE

The Department of Health has published a report on the health effects of UK climate change. Floods, heat waves and an increase in tick-borne diseases are all listed as potential problems brought on by climate change. A draft document has been placed on the DoH website.

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## NEW ONLINE TOOL

The World Health Organisation has launched a web site to enable researchers, health practitioners and consumers to search for information on clinical trials. The site works as a portal into multiple clinical trial registers with a global search function. To check it out, go to: <http://www.who.int/trialsearch/>

## UK COMES FIRST IN HEALTH SURVEY

US-based health foundation The Commonwealth Fund has put the UK at the top of a health system league that compares large English-speaking countries and Germany. According to the report the UK came out top as no one is excluded due to inability to pay and because the NHS delivers the correct and safest form of treatment more often than others.

## BRITAIN BECOMES A PROZAC NATION

The number of Britons prescribed antidepressants is at a record high, despite official warnings that many patients may not need them. More than 31 million prescriptions were written by doctors for antidepressant drugs last year, with the use of drugs such as Seroxat and Prozac increasing by 10%.

## BENCHMARKING

Many NPAG Best Value Groups are conducting national benchmarking surveys to identify areas for potential improvement and financial benefits. If you are interested in participating in any of the following exercises, please contact the named BVG Facilitator.

TOPIC	BVG	CONTACT
<a href="#">Domestic Services</a>	Facilities	<a href="mailto:bill.plumb@npag.org.uk">bill.plumb@npag.org.uk</a>
<a href="#">Portering Services</a>	Facilities	<a href="mailto:bill.plumb@npag.org.uk">bill.plumb@npag.org.uk</a>
<a href="#">Waste &amp; Recycling</a>	Facilities	<a href="mailto:bill.plumb@npag.org.uk">bill.plumb@npag.org.uk</a>
<a href="#">Car Parking</a>	Facilities	<a href="mailto:bill.plumb@npag.org.uk">bill.plumb@npag.org.uk</a>
<a href="#">AfC –Implementation of terms &amp; Conditions by Contractors</a>	Facilities	<a href="mailto:bill.plumb@npag.org.uk">bill.plumb@npag.org.uk</a>
<a href="#">Catering Costs &amp; Trust Profiles</a>	Catering	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
<a href="#">Restaurant Prices</a>	Catering	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
<a href="#">Hospitality &amp; Functions</a>	Catering	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
<a href="#">Sickness</a>	Catering	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
<a href="#">Transport Costs</a>	Non Patient Transport	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
<a href="#">Insurance Costs</a>	Non Patient Transport	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
<a href="#">Duties &amp; Responsibilities</a>	Non Patient Transport	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
<a href="#">Activity Profile &amp; Response Times</a>	EBME (North)	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
<a href="#">Quality Control Information</a>	Facilities (Community & MH)	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
<a href="#">Community Hospital Services</a>	Community Hospital Services	<a href="mailto:john.king@npag.org.uk">john.king@npag.org.uk</a>

## BEST VALUE GROUPS

NPAG facilitates 25 benchmarking clubs / best value groups within the NHS. These peer groups of like-minded managers enable opportunities to benchmark and compare their services; review processes; provide networking opportunities; June/July 2007 meeting calendar: -

5 <sup>th</sup> June 2007:	<a href="#">Occupational Health</a> meeting 4 of 4 (2006/07 round)
6 <sup>th</sup> June 2007:	<a href="#">Community &amp; Mental Health Facilities</a> meeting 4 of 4 (2006/07 round)
6 <sup>th</sup> June 2007:	<a href="#">Bank &amp; Agency Nursing</a> meeting 2 of 4 (2006/07 round)
6 <sup>th</sup> June 2007:	<a href="#">Theatres</a> meeting 4 of 4 (2006/07 round)
7 <sup>th</sup> June 2007:	<a href="#">EBME (South)</a> meeting 2 of 4 (2007 round)
7 <sup>th</sup> June 2007:	<a href="#">Sterile Services</a> meeting 1 of 4 (2007/08 round)
7 <sup>th</sup> June 2007:	<a href="#">Directors of Therapies</a> meeting 3 of 4 (2006/07 round)
11 <sup>th</sup> June 2007:	<a href="#">District Nursing</a> meeting 4 of 4 (2006/07 round)
12 <sup>th</sup> June 2007:	<a href="#">Shared Services Development Network</a> meeting 1 of 4 (2007/08 round)
14 <sup>th</sup> June 2007:	<a href="#">Health &amp; Safety/Risk Managers</a> meeting 3 of 4 (2007 round)
11 <sup>th</sup> July 2007:	<a href="#">EBME (North)</a> meeting 2 of 4 (2007/08 round)
11 <sup>th</sup> July 2007:	<a href="#">Bank &amp; Agency Nursing</a> meeting 3 of 4 (2006/07 round)
18 <sup>th</sup> July 2007:	<a href="#">National Patient Transport Modernisation Group</a> meeting 5 of 6
19 <sup>th</sup> July 2007:	<a href="#">Estates Services</a> meeting 2 of 4 (2007 round)
23 <sup>rd</sup> July 2007:	<a href="#">Facilities</a> meeting 4 of 6 (2007 round)
1 <sup>st</sup> August 2007:	<a href="#">Non Patient Transport</a> meeting 2 of 4 (2007/08 round)
9 <sup>th</sup> August 2007:	<a href="#">Waste Management</a> meeting 3 of 4 (2007 round)
16 <sup>th</sup> August 2007:	<a href="#">Catering Services</a> meeting 1 of 4 (2007/08 round)

For further information please e-mail: [gemma@npag.org.uk](mailto:gemma@npag.org.uk) or [marie@npag.org.uk](mailto:marie@npag.org.uk)

## NATIONAL EVENTS

Programme of forthcoming NPAG events (CPD Approved): -

- |  |                                     |
|--|-------------------------------------|
| • <b>Occupational Health – Delivering Results conference</b> | <b>11 July 2007, Leicester</b>      |
| • <b>Sustainability</b>                                      | <b>11 September 2007, London</b>    |
| • <b>Implementing NICE Guidance workshop</b>                 | <b>18 September 2007, Leicester</b> |
| • <b>Theatres-Surgical Patient Pathway workshop</b>          | <b>19 September 2007, Leicester</b> |
| • <b>Service Modernisation Workshop</b>                      | <b>September 2007, London</b>       |
| • <b>Emergency Preparedness workshop</b>                     | <b>October 2007, London</b>         |
| • <b>Patient Safety workshop</b>                             | <b>October 2007, Leicester</b>      |
| • <b>Security Services</b>                                   | <b>Autumn 2007, Leicester</b>       |
| • <b>4<sup>th</sup> NPAG National EBME Workshop</b>          | <b>Autumn 2007</b>                  |
| • <b>National Health &amp; Safety/Risk Management Event</b>  | <b>Winter 2007</b>                  |
| • <b>National Community Hospital Services Conference</b>     | <b>Winter 2007</b>                  |
| • <b>National Waste Management Conference</b>                | <b>Winter 2008</b>                  |

For further information on all NPAG events please e-mail: [sally.harris@npag.org.uk](mailto:sally.harris@npag.org.uk)

## ABOUT US

The NPAG (National Performance Advisory Group) is an NHS organisation that promotes Benchmarking and Best Value throughout the UK. The key objective is to assist NHS and other public sector managers in the continuous development and improvement of their services in terms of quality, fitness-for-purpose, performance and value for money

The Department of Health originally established and funded the NPAG in 1983. The management of the NPAG was transferred to Essex Ambulance Service NHS Trust in 1999 when all operations began to be conducted on a self-financed, trading basis. Following the reconfiguration of NHS ambulance services by the Department of Health in July 2006, the NPAG became a self-financed, trading division of the East of England Ambulance Service NHS Trust. The NPAG is managed on the Trust's behalf by Thames Management Services, an in-house NHS consultancy service provider.

Current NPAG operations include the following services: -

- **National benchmarking surveys**

The NPAG commenced the national benchmarking of NHS services in 1993. All NPAG benchmarking activity undertaken complies with the 'Benchmarking Code of Conduct'.

- **National best value groups**

Since 1997, the NPAG has facilitated a portfolio of national best value groups for peer group managers to periodically meet to benchmark and compare their services; review processes; network; share experience; identify innovative and good working practice; and work together to continuously develop and improve their services.

- **National events**

Since 1997 the NPAG has organised national events to enable NHS managers, and others from the public and private sector, to receive presentations on relevant policy and strategic initiatives, in addition to organisational topics.

- **NPAG NetWork**

The NPAG *NetWork* permits subscribers to ask their peers for advice and support through a managed question and answer e-mail system. Managers have benefited from the opportunity to co-ordinate questions through the NPAG to NHS colleagues and others.

- **Training workshops**

The NPAG organises and facilitates training workshops in association with partners organisations selected for their knowledge of the NHS and/or the topic covered within the workshop programme.

The NPAG is managed by Thames Management Services (Thames), an in-house NHS consultancy service provider.

Thames partners with the NPAG to provide a range of other consultancy services. These include the following: -

- **Management Consultancy**

Originally founded in 1959, Thames Management Services has evolved into a foremost provider of management consultancy services from within the NHS

- **Conference Organisation and Event Management**

Since 1991, Thames Management Services has provided conference organisation & event management services to a range of prestigious clients, e.g. HM Treasury; Department of Health; National Audit Office

- **Interim Management**

Thames Management Services has proved interim management solutions to NHS, local authority and charity sectors clients

## CONTACT US

For further information about the NPAG or any of its services, please contact us:

Email: [becky@npag.org.uk](mailto:becky@npag.org.uk) to register for Open Membership

Email: [marie@npag.org.uk](mailto:marie@npag.org.uk) or [gemma@npag.org.uk](mailto:gemma@npag.org.uk) to register for Associate Membership

Email: [marie@npag.org.uk](mailto:marie@npag.org.uk) or [gemma@npag.org.uk](mailto:gemma@npag.org.uk) to enquire about Best Value Group Membership

For further information about consultancy services available from Thames Management Services, please contact the following:

Email: [paul.wilson@npag.org.uk](mailto:paul.wilson@npag.org.uk) to enquire about management consultancy services

Email: [sally.harris@npag.org.uk](mailto:sally.harris@npag.org.uk) to enquire about conference organisation and event management services

Email: [rebecca.morgan@npag.org.uk](mailto:rebecca.morgan@npag.org.uk) to enquire about interim management services

**Telephone: 01245 544 600**

**Fax: 01245 544 610**

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

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**Murphy's Law:** The other line always moves faster.

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Telephone enquiries to: 01245 544 600

Fax: 01245 544 610

The NPAG (National Performance Advisory Group) is an NHS organisation that promotes benchmarking and best value within the NHS, throughout the UK. The NPAG operates as a self-financed, trading unit within the East of England Ambulance Service NHS Trust.

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