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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

<b>CONTENT</b>	<input checked="" type="checkbox"/>	<b>Chief Nursing Officer attends District Nurses Best Value Group</b>
	<input checked="" type="checkbox"/>	<b>NPAG becomes a 'Beacon Partner'</b>
	<input checked="" type="checkbox"/>	<b>Emergency Preparedness Development Network</b>
	<input checked="" type="checkbox"/>	<b>NHS Networks</b>
	<input checked="" type="checkbox"/>	<b>MAJAX! –Further success</b>
	<input checked="" type="checkbox"/>	<b>Business Continuity Plans Training Workshops</b>
	<input checked="" type="checkbox"/>	<b>The Productive Ward Workshop</b>
	<input checked="" type="checkbox"/>	<b>Snippets</b>
	<input checked="" type="checkbox"/>	<b>Training Workshops</b>
	<input checked="" type="checkbox"/>	<b>Benchmarking Clubs/Best Value Groups</b>
	<input checked="" type="checkbox"/>	<b>National Events</b>
	<input checked="" type="checkbox"/>	<b>Benchmarking</b>
	<input checked="" type="checkbox"/>	<b>Murphy's Law</b>

## **CHIEF NURSING OFFICER ATTENDS DISTRICT NURSES BEST VALUE GROUP**

Christine Beasley, Chief Nursing Officer (CNO), Department of Health attended the District Nurses Best Value Group meeting on 11<sup>th</sup> June 2007 in Birmingham. The most senior nursing adviser to the Government, Christine is responsible for delivering the Government's strategy for nursing, 'Making a Difference', and leads nearly 600,000 nurse, midwives and health visitors and allied health professionals. Maureen Morgan, Nursing Officer Policy & Planning – Primary Care, accompanied Christine to the meeting. Maureen is the nursing lead for PCT development and provides the nursing contribution to policy areas including commissioning, involving clinicians, personal medical services, and the development of nursing in primary care.

Christine (a district nurse herself earlier in her career) gave a presentation entitled, 'Changing Society, Changing Services'. The world is changing and all health and social care systems face a series of common challenges going forward. Christine's presentation outlined the strategic challenges to be faced, whilst remaining true to the founding values of the NHS in the face of these trends. The presentation covered modernising nursing careers; key priorities; possibilities for District Nursing; update career pathways and career choices; impact of PCT reconfiguration; different employment models; educating the future workforce and transactional and transformational change. In covering the possibilities for District Nursing, Christine considered that there was much yet to be discussed and debated. Government policy commits us to offering more care at, or close to home – in line with what patients want. A need to define the role of the district nurse as leader of a skill-mixed team, responsible for achieving high level clinical outcomes and patient satisfaction was one area indicated. The White Paper mandates alternative providers to introduce choice, flexibility and innovation. Whilst no one preferred employment model is stated, Christine was clear that nursing values should remain constant wherever practice takes them.

Christine and Maureen engaged in an interactive discussion on a range of topics related to the future delivery of district nursing services. Members had the opportunity to outline some of the initiatives they were taking to improve their services. Maureen agreed to visit some members' trusts to discuss further some of the developments being undertaken.

## **NPAG BECOMES A 'BEACON PARTNER'**

We reported in NPAG News edition 11 (April 2007) that a long-standing client of the NPAG had been awarded Beacon Status. Essex County Council's Emergency Planning service was awarded Beacon Status In March 2007. The NPAG was pleased to support the County Council in their Beacon Status bid, attending the visit of the assessors to County hall, Chelmsford last autumn. In recognition of our contribution to Emergency Planning partnership working in Essex, the NPAG have been made a Beacon Partner. John King represented the NPAG at a Reception given by the Chairman of the County Council on Friday 8 June when he was presented with a Certificate by the Chairman.

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

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## EMERGENCY PREPAREDNESS DEVELOPMENT NETWORK

In last months NPAG News, we reported the success of the NPAG's 'Hospital Evacuation – Building Capability' workshop on 22<sup>nd</sup> May. Following the success of this event, NPAG has now launched the 'Emergency Preparedness Development Network (EPDN)'. The next EPDN workshop – 'Warning, informing and advising the public – responding to a contamination alert', will be held at the Royal Statistical Society, London 15th November 2007. The workshop will include presentations on 'A Lock Down of A&E', 'Dealing with Self-presenters after a Chemical Incident' and 'Making the Media Work for You'.

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

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## NHS NETWORKS

The NPAG has engaged with NHS Networks to add value to subscribers to NPAG services. The NPAG has a page on the NHS Networks website ([www.networks.nhs.uk/npagroup](http://www.networks.nhs.uk/npagroup)) and has now added details for two of our groups. The Shared Services Development Network (SSDN) and the Emergency Preparedness Development Network (EPDN) now both have links on the NHS Networks site. We have also established private discussion forums (PDFs) for these two groups on the site. This will enable members to further network, exchange views, seek help from their peers and post documents to their member sites. The aim is for all NPAG best value groups will have this added service available to them as they renew.

For further information on NHS Networks, please visit: [www.networks.nhs.uk](http://www.networks.nhs.uk) or e-mail: [mike.simpson@networks.nhs.uk](mailto:mike.simpson@networks.nhs.uk)

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## MAJAX! – FURTHER SUCCESS

"MAJAX! – The Hospital Major Incident Teamwork Experience" workshops continue to be a success. The latest held in Basildon, Essex attracted delegates from as far a field as Bristol. Three more dates have now been added: 17<sup>th</sup> September (Rochdale), 21<sup>st</sup> September (London) and 2<sup>nd</sup> October (Shrewsbury).

For further information, please email: [marie@npag.org.uk](mailto:marie@npag.org.uk)

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## BUSINESS CONTINUITY PLANS – TRAINING WORKSHOPS

Can you survive a catastrophic loss of data, systems or facilities? How would your organisation handle any one of the many threats to your networked IT systems and the critical operations they support? Without an effective, proven recovery plan, any significant loss would shut down delivery of service to your customers. The National Performance Advisory Group has joined with Sphere Health Limited to deliver Business Continuity Plans workshops. The interactive training sessions have been designed to engage delegates in the process that will keep services running in an emergency, or at worst, expedite service recovery. In an increasingly hazardous, technology driven world where services are delivered from multiple, dependent sites, can *you* afford not to be prepared?

For further information, please email: [gemma@npag.org.uk](mailto:gemma@npag.org.uk)

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## THE PRODUCTIVE WARD WORKSHOP

In NPAG News June 2007 we reported our plans to schedule a workshop in September/October 2007 to support the concept of The Productive Ward. The NPAG's 'The Productive Ward' workshop will be held at the Royal Statistical Society in London on Thursday 13<sup>th</sup> September 2007. Delegates will receive presentations from Nick Downham, Associate, NHS Institute for Innovation and Improvement together with representatives of first phase test sites. Four tabletop discussion forums are programmed to enable delegates to discuss aspects of each presentation and to share their own service improvement initiatives.

For further information, please email: [sally.harris@npag.org.uk](mailto:sally.harris@npag.org.uk)

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## SNIPPETS

### Smoke Free From 1<sup>st</sup> July 2007

The Health Act 2006 – Statutory Instrument No. 3368 "The Smoke Free Premises and Enforcement Regulations 2006" which prevents smoking in any public building came into effect on 1 July 2007. Although the new legislation is designed to protect people from the known effects from second hand smoke it is anticipated that it will also prompt many people to make an attempt to quit. NHS staff are encouraged to contact your occupational health department or the National Smokers Help-line on [0800 169 0169](tel:08001690169) or [0800 056 7890](tel:08000567890).

## Healthcare Commission – Healthcare Associated Infection

The Healthcare Commission launched its biggest ever programme of visits relating to healthcare associated infection on 4<sup>th</sup> June 2007. It is going to carry out unannounced inspections at 120 NHS trusts over the coming year. Visiting 10 trusts per month, assessment managers will visit mostly acute trusts and check compliance with the Government's Hygiene Code, which outlines 11 compulsory duties to prevent and manage healthcare associated infections such as MRSA and Clostridium difficile.

Analysis of 2006/07 declarations to the Healthcare Commission on the government's 'Standards for Better Health' from 394 NHS trusts show for the three standards that relate to the Hygiene Code, in all three cases more trusts are declaring non-compliance compared to 2005/06. The Commission will take a view on whether declarations are accurate after carrying out a rigorous cross checking exercise.

## New Online Information Service puts Patients in Charge

Health Choices was unveiled by Health Secretary Patricia Hewitt on 19<sup>th</sup> June (<http://www.nhs.uk>) and aims to personalise healthcare and provide information that will allow patients to make meaningful choices about when and where to receive their treatment. Key features of the new site include:

- NHS library: Authoritative information on common conditions and procedures previously only available to clinicians.
- Compare Hospitals: for the most common procedures that enable patients to benchmark services and make informed decisions about where they go for treatment.
- Provider profiles: a space for hospitals to provide authoritative information on their services to their local communities.
- Your thoughts: an opportunity for the public to comment on and rate the quality of the treatment they receive and to allow providers to reply and identify areas in need of improvement.
- Up to date healthcare information in a range of online magazines targeted at specific groups such as teenagers and parents.

Patricia Hewitt said, 'NHS Choices puts patients in the driving seat – giving them access to information not previously available to them'.

## Energy Efficiency and Sustainability Fund

Health Minister Andy Burnham has announced a £100m capital fund to help the NHS make further energy savings and improve its environmental sustainability, even out of ten trusts are already hitting energy targets – new funding will help more trusts meet carbon targets and invest savings in patient care. Information packs are available containing advice and the relevant bidding and progress monitoring documentation. Most trusts should apply through their SHA, except Foundation Trusts who should contact [Dennis.Bastow@dh.gsi.gov.uk](mailto:Dennis.Bastow@dh.gsi.gov.uk) or [Chris.Holme@dh.gsi.gov.uk](mailto:Chris.Holme@dh.gsi.gov.uk)

## NPAG Waste Best Value Group Invited to Comment on WEEE Document

The Department of Health is producing new guidance on the collection, recovery, treatment and safe disposal of waste electronic and electrical equipment (WEEE). The document will be a supplement to HTM 07-01 "Safe management of healthcare waste". As part of the consultation process, the NPAG's Waste Best Value Group was invited to comment on the draft document. The NPAG's 'Implementing Safe Management of Healthcare Waste' workshop scheduled for October 2007 will provide the opportunity to question a select panel of speakers on all aspects of the HTM 07-01 guidance documentation (see **NATIONAL EVENTS** below).

## Use of Mobile Telephones in Hospital

The DH issued the second set of Guidance in May 2007. Melanie Kay, Chair of the Patient Power Review Group attended the Health & Safety/Risk Management BVG meeting on 14 June to speak about the implementation of the revised guidance. The latest guidance includes some very clear 'Do's' and 'Don'ts' to help local managers in drawing up their policies.

The guidance is available at:

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_074396](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_074396)

Ken Brown, Strategic Asset Manager, Department of Health is speaking on 'The Use of Mobile Phones in Hospitals' at the NPAG's Facilities Benchmarking Club at the Royal Sussex County Hospital, Brighton on 27<sup>th</sup> July 2007. Contact: [bill.plumb@npag.org.uk](mailto:bill.plumb@npag.org.uk)

## Hospital Readmission Rates on the Rise

Figures release by the NHS Information Centre showed there was a 22% increase in readmissions to 8.6 per 100 discharges among the 16 to 75 age group from 1998 to 2006. For the over 75, the increase was even higher at 31% to 13.6 per 100. The government said the reasons for the rise needed to be investigated.

## Healthy Futures #6: The natural environment, health and well-being

The Sustainable Development Commission's Healthy Futures publications provide the strategic context for sustainable development and how it can contribute to the NHS's goals of health improvement, reducing health inequalities and improving efficiency. The sixth publication explores the connections and opportunities for NHS organisations to promote health through the natural environment. Download a copy <http://www.sd-commission.org.uk/publications.php?id=542> or order free hard copies from Edna Elcome ([edna.elcome@sd-commission.org.uk](mailto:edna.elcome@sd-commission.org.uk))

## HSE To Remove 4,000 'Dodgy' Ladders Through A Ladder Exchange'

Every month nearly 100 people fall off a ladder at work and suffer serious injuries costing the economy £60 million each year. The Health & Safety Executive (HSE) will promote ladder safety messages through a 'ladder exchange', which aims to remove 4,000 'dodgy' ladders from workplaces in Great Britain. Dr Elizabeth Gibby, HSE's Head of Injuries Reduction Programme said, "We want anyone working at height to use the right ladder for the job and to use it safely. Ladder Exchange is 'the' opportunity for small trade businesses to assess the risks involved in ladder use and adopt sensible health and safety measure". More information can be obtained on the HSE website at: <http://www.hse.gov.uk/falls/ladderexchange.htm>

## Bill For Agency Nurses Tops £1bn

The House of Commons Public Accounts Committee says the NHS is still spending too much on stand-in nurses to cover absence, with the bill topping £1bn in 2005. The PAC pointed out this was 9% of the total nursing budget. Health Minister Lord Hunt said that spending on agency staff has now fallen to 3% of the total nursing expenditure. In most areas, a single agency has been selected to supply nurses to trusts after a tendering process to drive down prices.

## Patient Bleeds Dark Green Blood

A team of Canadian surgeons got a shock when the patient they were operating on began shedding dark green blood, the Lancet reports. The 42-year-old man emulated Star Trek's Mr Spock – a Vulcan who had green blood. Instead, the unusual colour of his blood was down to the migraine medication he was taking. His blood returned to normal once he eased off the drug.

## 'Master Chef' Misses Career Opportunity

Manchester United boss Sir Alex Ferguson told Manchester radio station Key 103 that he considered giving up football when his playing days ended to cook in and run a restaurant.

## A Penny Well Spent?

Did you know, that the European Commission wanted the UK to stop using the phrase "I am going to 'spend a penny'..."? It demanded that we change it to "I am going to 'EURO'-nate"...!

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**TRAINING WORKSHOPS** Programme of forthcoming NPAG training workshops (CPD Approved): -

- **BUSINESS CONTINUITY PLANS**  
11<sup>th</sup> September 2007 at Royal Statistical Society, London
- **MAJAX – The Hospital Major Incident Teamwork Experience**  
17<sup>th</sup> September 2007 at Premier Travel Inn, Rochdale
- **BUSINESS CONTINUITY PLANS**  
26<sup>th</sup> September 2007 at Highpoint Conference Centre, Leicester
- **MAJAX – The Hospital Major Incident Teamwork Experience**  
21<sup>st</sup> September 2007 at Royal Statistical Society, London
- **MAJAX – The Hospital Major Incident Teamwork Experience**  
2<sup>nd</sup> October 2007 at Shropshire Education & Conference Centre, Shrewsbury

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

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; July/August/September 2007 meeting calendar: -

11 <sup>th</sup> July 2007:	<b>EBME (North) meeting 2 of 4 (2007/08 round)</b>
18 <sup>th</sup> July 2007:	<b>National Patient Transport Modernisation Group meeting 5 of 6</b>
19 <sup>th</sup> July 2007:	<b>Estates Services meeting 2 of 4 (2007 round)</b>
24 <sup>th</sup> July 2007:	<b>Bank &amp; Agency Nursing meeting 3 of 4 (2006/07 round)</b>
27 <sup>th</sup> July 2007:	<b>Facilities meeting 4 of 6 (2007 round)</b>
1 <sup>st</sup> August 2007:	<b>Non Patient Transport meeting 2 of 4 (2007/08 round)</b>
9 <sup>th</sup> August 2007:	<b>Waste Management meeting 3 of 4 (2007 round)</b>
16 <sup>th</sup> August 2007:	<b>Catering Services meeting 1 of 4 (2007/08 round)</b>
6 <sup>th</sup> September 2007:	<b>Security Services meeting 4 (2006/07 round)</b>
6 <sup>th</sup> September 2007:	<b>Community Hospital Services meeting 3 (2007 round)</b>
6 <sup>th</sup> September 2007:	<b>Sterile Services meeting 2 of 4 (2007/08 round)</b>
11 <sup>th</sup> September 2007:	<b>Shared Services Development Network meeting 2 of 4 (2007/08 round)</b>
12 <sup>th</sup> September 2007:	<b>Operating Theatres meeting 1 of 4 (2007/08 round)</b>
13 <sup>th</sup> September 2007:	<b>Portering Services meeting 4 of 4 (2006/07 round)</b>
19 <sup>th</sup> September 2007:	<b>Facilities meeting 5 of 6 (2007 round)</b>
19 <sup>th</sup> September 2007:	<b>Health &amp; Safety/Risk Managers meeting 4 (2006/2007 round)</b>
20 <sup>th</sup> September 2007:	<b>EBME (South) meeting 3 of 4 (2007 round)</b>
26 <sup>th</sup> September 2007:	<b>National Patient Transport Modernisation Group meeting 6 of 6</b>
27 <sup>th</sup> September 2007:	<b>Estates Services meeting 3 of 4 (2007 round)</b>

CPD certification has been approved for those Best Value Groups starting new meeting rounds after 1<sup>st</sup> April 2007.

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)

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## NATIONAL EVENTS

Programme of forthcoming NPAG events (CPD Approved): -

- **Occupational Health – Delivering Results Conference**  
11 July 2007, Highpoint Conference Centre, Leicester
- **Sustainability Workshop**  
11 September 2007, Royal Statistical Society, London
- **Service Modernisation Workshop**  
12 September 2007, London, Royal Statistical Society
- **Implementing NICE Guidance Workshop**  
18 September 2007, Ramada Jarvis Hotel, Leicester
- **Theatres-Surgical Patient Pathway Workshop**  
19 September 2007, Ramada Jarvis Hotel, Leicester
- **Patient Safety Workshop**  
October 2007, Leicester
- **'Implementing Safe Management of Healthcare Waste' Workshop**  
October 2007, London
- **'Warning, Informing and Advising the public – Responding to a contamination alert' (Emergency Preparedness Development Network) Workshop**  
15 November 2007, Royal Statistical Society, London
- **Security Services Conference**  
Autumn 2007, Leicester
- **4<sup>th</sup> NPAG National EBME Workshop**  
Autumn 2007
- **National Community Hospital Services Conference**  
Winter 2007
- **National Waste Management Conference**  
February 2008

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

## 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
Domestic Services	Facilities	<a href="mailto:bill.plumb@npag.org.uk">bill.plumb@npag.org.uk</a>
Portering Services	Porters	<a href="mailto:bhowell4@tiscali.co.uk">bhowell4@tiscali.co.uk</a>
Waste & Recycling	Facilities	<a href="mailto:bill.plumb@npag.org.uk">bill.plumb@npag.org.uk</a>
Car Parking	Facilities	<a href="mailto:bill.plumb@npag.org.uk">bill.plumb@npag.org.uk</a>
AfC –Implementation of terms & Conditions by Contractors	Facilities	<a href="mailto:bill.plumb@npag.org.uk">bill.plumb@npag.org.uk</a>
Catering Costs & Trust Profiles	Catering	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
Restaurant Prices	Catering	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
Hospitality & Functions	Catering	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
Sickness	Catering	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
Transport Costs	Non Patient Transport	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
Insurance Costs	Non Patient Transport	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
Duties & Responsibilities	Non Patient Transport	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
Activity Profile & Response Times	EBME (North)	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
Quality Control Information	Facilities (Community & MH)	<a href="mailto:fwj60@hotmail.com">fwj60@hotmail.com</a>
Community Hospital Services	Community Hospital Services	<a href="mailto:john.king@npag.org.uk">john.king@npag.org.uk</a>

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**Murphy's Law:** In order to get a loan, you must first prove you don't need it.

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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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