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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>THIS MONTH</b>	<input checked="" type="checkbox"/>	<b>Communications</b>
	<input checked="" type="checkbox"/>	<b>Are You Ready to Deal with a Disaster?</b>
	<input checked="" type="checkbox"/>	<b>MAJAX – More Options</b>
	<input checked="" type="checkbox"/>	<b>Occupational Health-Delivering Results</b>
	<input checked="" type="checkbox"/>	<b>HSE 'Lightens the Load' to Support Euro Week</b>
	<input checked="" type="checkbox"/>	<b>Patient Safety Workshop</b>
	<input checked="" type="checkbox"/>	<b>Snippets</b>
	<input checked="" type="checkbox"/>	<b>National Events</b>
	<input checked="" type="checkbox"/>	<b>Training Workshops</b>
	<input checked="" type="checkbox"/>	<b>Benchmarking</b>
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	<input checked="" type="checkbox"/>	<b>Murphy's Law</b>

## COMMUNICATIONS

NPAG wishes to apologise to any of our clients who may have been inconvenienced by the failure in our e-mails between 18<sup>th</sup> and 30<sup>th</sup> July 2007. A technical fault occurred overnight on Wednesday 18<sup>th</sup> July, which caused our system to go down. This resulted in the inability to receive/send e-mails. We have been working with our service provider to re-instate the system. A series of other technical issues over this period prevented a prompt system return.

If you have sent e-mails to anyone at NPAG since close of play on Tuesday 17<sup>th</sup> July to Monday 30<sup>th</sup> July and have not yet received a response, we regret that we probably did not receive it. Please resend your original e-mail and we will respond as soon as possible. Thank you for your patience.

Yes, we are reviewing our Business Continuity Plan! Are you ready to deal with a disaster? See below.

## ARE YOU READY TO DEAL WITH A DISASTER?

UK businesses have not done enough to prepare for "business as usual" in the event of a business interruption. According to the Chartered Management Institute, UK companies blow 'hot and cold' when it comes to preparing continuity plans – putting their business at risk. Less than half of the 1,257 companies questioned had business continuity plans in place the institute said. For healthcare organisations, the prospect of not having a business continuity plan in place is unthinkable. NPAG has joined with Sphere Health Ltd to deliver Business Continuity Plan workshops in London (11<sup>th</sup> September 2007) and Leicester (27<sup>th</sup> September 2007). For further information, please email: [gemma@npag.org.uk](mailto:gemma@npag.org.uk) or telephone: **01245 544 600**

## MAJAX – MORE OPTIONS

Whilst the next MAJAX - The Major Hospital Teamwork Experience workshops planned for 17<sup>th</sup>, 21<sup>st</sup> September and 2<sup>nd</sup> October 2007 attract great interest, an increased number of trusts have expressed interest for on-site training sessions. This can be more cost effective if you want to give a team of senior trust managers the MAJAX major Hospital Teamwork Experience. In addition to training opportunities, the MAJAX team has developed a range of other service options to support the emergency planning process. For further details, please contact: [info@npag.org.uk](mailto:info@npag.org.uk) or telephone: **01245 544 600**

## OCCUPATIONAL HEALTH – DELIVERING RESULTS

The NPAG Occupational Health - Delivering results workshop held Leicester on Wednesday 11<sup>th</sup> July was a great success. Kit Harling, National Lead for NHS Plus gave the keynote address. Kit covered progress on NHS Plus, future plans and challenges, and the position that OH in the NHS takes in the wider work and health debate. With excellent presentations from all the speakers, delegates readily engaged in debating diverse issue including 'Latex Gloves-The Alternatives?', 'Sickness Absence Case Study' and 'Rehabilitation or Early Retirement?' During the lunch period, Jass Tatter, Web Support, NHS Networks gave his time to speak to delegates about the work of NHS Networks.

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## HSE 'LIGHTENS THE LOAD' TO SUPPORT EURO WEEK

This year's Euro week is set to 'lighten the load' as it focuses on Muscular Skeletal Disorders (MSD) and manual handling which remain the most common cause of occupational ill health with a total of 190,000 new cases reported to the Health and Safety Executive (HSE) last year. HSE will support the 'lighten the load' campaign by boosting its training initiative for safety representatives.

Marking HSE's support to the campaign at an event in Westminster today, Health and Safety Minister Lord McKenzie of Luton said, "MSDs have been a priority for the HSE and government for the last decade. They remain a common cause of sickness absence with 1.02 million cases in 2005/06 that resulted in 9.45 million workdays lost. This means that each person suffering took an estimated 17.3 days off work equating to an annual loss of 0.41 days per worker.

Over the next few months HSE will work in close partnership with the Trade Union Congress (TUC) to boost its current training programme for safety representatives. The training programme provides practical checklists and support material to facilitate risk assessments.

Geoffrey Podger, Chief Executive, HSE said, "HSE is committed to raising awareness and reducing the incidence of work related MSD cases. We will continue to work with employers and workers and their representatives, who are often best placed to spot issues. When employers and employees work together on health and safety issues, there can be real improvements."

Further details and action packs for European Week are now available to download from HSE's website <http://www.hse.gov.uk/campaigns/euroweek/index.htm>

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## PATIENT SAFETY WORKSHOP

The NPSA estimates 900,000 incidents are either harming or nearly harming an NHS hospital patient in the UK each year. The costs in human tragedy and suffering to patients, the effects on healthcare staff involved and the financial costs mean there has never been a greater need to improve patient safety and the patient environment.

The NPAG has organised a workshop at Dunchurch Park Hotel and Conference Centre (Near Rugby) on 10<sup>th</sup> October 2007. The event aims to provide 'best practice' examples from organisations that have been recognised with HSJ Awards for their work on improving Patient Safety. For a copy of the workshop flyer, providing details of all the presentations, please email: [sally.harris@npag.org.uk](mailto:sally.harris@npag.org.uk) or telephone: 01245 544 600.

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## SNIPPETS

### A Monkey Survey?

For a survey type method of collecting evaluation data, Survey Monkey is a useful tool - free online surveys (or a small subscription for surveys with larger data) go to: [www.surveymonkey.com](http://www.surveymonkey.com) It can be anonymous and people then don't feel they were using their own website but going through a third party, giving a more honest appraisal.

### Fewer Targets?

Chief Secretary to the Treasury, Andy Burnham, has announced that the 110 so-called public service targets are to be slashed to 30. The national targets are likely to focus on issues such as health inequalities, patient safety, patient experience and a trust's financial health. The HSJ suggests the 'simplification of targets is likely to see a renewed push for using data to drive local policy.' Andy Burnham wants greater use of 'real time data', not the continued gathering of historical figures.

### A Happy Birthday for Supply2.gov.uk

More than 50,000 public sector contract opportunities – many of which have a value of less than £100,000 – have been advertised on the portal since its launch in June 2006, 41 per cent of registered buyers publishing contracts on the portal are from local government. Since its launch [Supply2.gov.uk](http://Supply2.gov.uk) has also entered into interoperability partnerships with a number of government departments and procurement authorities, including the Ministry of Defence, Business Link and Constructionline - the Department for Business, Enterprise and Regulatory Reform (formerly the Department of Trade and Industry)'s national register of pre-qualified construction and construction-related contractors, who actively support [Supply2.gov.uk](http://Supply2.gov.uk) by publishing their contracts on the portal.

## **New HIV Pill Offers Hope**

A new oral drug for HIV that reduces the virus to undetectable levels has been cleared by a European licensing body for use. Discovered and developed by Pfizer, the drug Maraviroc has been given the go-ahead by the European Medicines Agency advisory panel committee and is now waiting marketing approval.

## **Scouts Need Unwanted Bikes to Aid Others**

Chelmsford welcomed 40,000 scouts from across the globe last week for the largest ever world jamboree. As part of the event, a call is being made for unwanted bikes and bike parts to be donated to African causes. The Jamboree is working with a number of charitable organisations – one of which is Re-Cycle which collects, mends and ships second-hand bicycles and parts to Africa, where they are used to help people get to work or school. If you have an unwanted bike in any size or condition, or bike parts, you can contact Re-Cycle at: [www.re-cycle.org](http://www.re-cycle.org)

## **CBI Welcomes Review Of Future Healthcare In London**

On 11 July, new junior health minister, Sir Ara Darzi, published a review of healthcare in London. The review proposes wide scale reform of the NHS including the introduction of 150 polyclinics in the capital and greater centralisation of specialist care. The polyclinics would offer GP services in addition to diagnostic tests, social care, mental health services and some minor surgeries. The CBI welcomes the review, which supports some of the recommendations made in a forthcoming CBI report on reform of GP services, namely that NHS services should be designed around patients' needs not the interests of traditional providers. Sir Darzi is also responsible for a fundamental review of the NHS across England, due to be completed in July 2008.

## **DH launches fraud and security consultation**

A consultation inviting comments on a draft code of practice for the use of powers to counter NHS fraud and security incidents has been launched by the DH. The draft sets out the requirements that counter fraud or security management specialists will need to follow when obtaining, handling, using and disclosing information under the Health Act 2006 powers in England and Wales. Closing date is 4 October 2007.

## **PFI Deals Reach Financial Close**

Health Investor reports that Healthcare Support, a consortium between developers John Laing Social Infrastructure and facilities management company Sodexo, has announced financial close on £361million hospitals project in North Staffordshire. They also report that the £311million private finance initiative (PFI) Pinderfields and Pontefract Hospitals Development Project has reached financial close.

## **Up In Smoke?**

From 1<sup>st</sup> October 2007, the law will be changed to lift the age of sale of tobacco from 16 to 18 in England and Wales. DH has launched a campaign to publicise the age at which people can buy tobacco.

## **The Royal Alexandra Children's Hospital – Award Winner**

On Friday 27<sup>th</sup> July, the NPAG's Facilities Best value Group held its meeting at Brighton and Sussex University Hospitals NHS Trust. As part of the day's programme, members were able to tour The Royal Alexandra Children's Hospital. The Hospital, which opened in June 2007, won the International Academy for Design in Health Healthcare Design Project Academy Award.

## **Guidance on Integrated Transport**

It is anticipated that the new Guidance on Integrated Transport for health and local authorities is likely to be issued in August/September 2007. Members of the NPAG's National Patient Transport Modernisation Group have contributed to the examination of opportunities for partnership and integration in the provision of patient, client, education and general passenger transport.

## **Lessons from the Geese**

As each bird flaps its wings, it creates an uplift for the bird flying behind. Flying in a 'V' formation adds around 70% greater flying range than if a bird was flying alone. Whenever a goose falls out of formation, it suddenly feels the drag and resistance of trying to fly alone, and quickly gets back into formation to take advantage of the lifting power of the bird in front. When the lead goose gets tired, it rotates back into formation and another goose takes the lead. The geese at the back of the 'V' honk to encourage those up front to keep up their speed. If a goose gets shot down or becomes sick, two others drop out of formation and follow it down to help and protect it. They stay with it until it is either able to fly again or it dies.

## NATIONAL EVENTS

Programme of forthcoming NPAG events (CPD Approved): -

- **'Sustainability' Workshop**  
11 September 2007, Royal Statistical Society, London
- **'Service Modernisation' Workshop,**  
12 September, Royal Statistical Society, London
- **'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**  
10 October 2007, Dunchurch Park Conference Centre, Nr Rugby
- **Implementing Safe Management of Healthcare Waste' Workshop**  
23 October 2007, Royal Statistical Society, London
- **'Warning, Informing and Advising the Public  
(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 Health & Safety/Risk Management Event**  
Winter 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)

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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**  
27<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)

## FUTURE WORKSHOPS

NPAG are reviewing options for further workshop opportunities with our training partner organisations and would like some feedback from you, our clients. Listed below the topics we are currently considering offering workshops on: -

- |   |                   |   |                     |
|---|-------------------|---|---------------------|
| 1 | Benchmarking      | 2 | Presentation Skills |
| 3 | Train the Trainer | 4 | Managing Change     |

If any of these may be of future interest to you, please send an email to: [info@npag.org.uk](mailto:info@npag.org.uk) to advise what you would like to see included in the programme of your chosen option(s).

## 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	Facilities	<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>

## 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: -

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

**Murphy's Law:** Anything you try to fix will take longer and cost more than you thought.

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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