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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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<b>THIS MONTH</b>	<input checked="" type="checkbox"/>	<b>Healthcare Commission - Associated Infection Study</b>
	<input checked="" type="checkbox"/>	<b>On The Team</b>
	<input checked="" type="checkbox"/>	<b>CIWM Approved Workshop</b>
	<input checked="" type="checkbox"/>	<b>Sustainability</b>
	<input checked="" type="checkbox"/>	<b>Do 'Crocs' Rock?</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>
	<input checked="" type="checkbox"/>	<b>Benchmarking Clubs/Best Value Groups</b>
	<input checked="" type="checkbox"/>	<b>NPAG Membership</b>
	<input checked="" type="checkbox"/>	<b>Murphy's Law</b>

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## HEALTHCARE COMMISSION – ASSOCIATED INFECTION STUDY

Healthcare Commission recently published a national study, *'Healthcare-associated infection: what more can the NHS do?'*, that outlines practical advice for trusts to consider in their attempts to reduce rates of infection.

Since the Healthcare Commission announced their biggest ever programme of visits relating to healthcare-associated infection (HAI) in June 2007, 11 trusts have been inspected and one improvement notice issued. The visits check compliance with the Government's Hygiene Code, which outlines compulsory duties to prevent and manage HAIs, such as MRSA and *Clostridium difficile*.

Details of the national study can be found at: [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk)

An online video tool to help tackle *Clostridium difficile* has been launched by the Department of Health. Designed for health care professionals, it includes a patient's experiences of the infection and a case study about how a Devon trust controlled an outbreak of it.

To view the information, visit: <http://learning.bmj.com/learning/search-result.html?moduleid=6070005>

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## ON THE TEAM

Andrew Murray and Jane Ward, members of the NPAG's Facilities Best Value Group, have been invited to join the Department of Health's MRSA Improvement Teams. The MRSA teams have now received additional funding and are being expanded to include C.Diff. The teams also include nurses, infection control experts and microbiologists.

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## CIWM APPROVED WORKSHOP

The "Implementing – Environment and Sustainability: HTM 07-01 Safe Management of Healthcare Waste" workshop on 23<sup>rd</sup> October has been approved by the Chartered Institution for Wastes Management (CIWM) to provide three quarters of a day towards the Institution's Graduate Structured Education & Training Programme. Approval for the workshop has also been received from the CPD Certification Service.

In addition to presentations on 'Good Working Practice Case Studies' in the morning, the afternoon of the workshop will be a 'Question Time' session with a select panel. Invited on the panel are Lorraine Brayford (Department of Health); Bob McIntyre (Environment Agency); Penny Rastall (Chair, CIWM Healthcare Waste SIG); Tony Ryan (NHS PASA) and Professor George Howarth (Association of British Healthcare Industries).

For further information, please email: [marie@npag.org.uk](mailto:marie@npag.org.uk) or telephone: **01245 544 600**

Jim Dixon, Facilitator, NPAG Waste Management Best Value Group has an article published in Public Sector Review, 'Behaviour and balance.' In the article, Jim discusses how new regulation alone cannot be relied upon to change attitudes to waste segregation. For further information on the article, or the Waste Management Best Value Group, email: [jim.dixon@npag.org.uk](mailto:jim.dixon@npag.org.uk) or telephone: **01245 544 600**

## SUSTAINABILITY

The 'Sustainability Workshop 1' on Tuesday 11<sup>th</sup> September in London is the first in a series of four workshops planned to provide a forum for NHS managers to share current good practice, develop a network of contacts, to encourage innovation and the sharing of knowledge for mutual benefit. Good Corporate Citizenship describes how NHS organisations can embrace development and tackle health inequalities through their day-to-day activities. By operating as good corporate citizens NHS organisations can benefit from a healthier local population, improved staff morale and faster recovery rates. They may also make big financial savings!

For full details of 'Sustainability Workshop 1' please email: [marie@npag.org.uk](mailto:marie@npag.org.uk) or telephone: **01245 544 600**

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## DO 'CROCS' ROCK?

It is probably rare for a fashion item to attract interest for potential use in the NHS. The appearance of 'Croc' type footwear seems to be having an impact, however. 'Crocs' may not have hit your trust just yet, but an increasing number of people appear to be attracted to wearing them. But with their appearance maybe comes a price?

A Swedish hospital wants to ban its staff from wearing Crocs, alleging these plastic clogs generate static electricity that can knock out medical equipment. Blekinge hospital in southern Sweden suspects the slip-on shoes are to blame for at least three incidents in which respirators and other machines malfunctioned. The mishaps caused no injuries. A hospital spokesman said staff wearing the clogs could turn into "a cloud of lightning" because of static electricity. The company importing Crocs to Sweden said they were performing tests on the shoes.

Closer to home, the Health and Safety Laboratory has received a lot of enquiries about the use of 'Croc' type shoes from NHS trusts recently. The expressed concern centres on the potential for slips and trips. Whilst very limited information about 'Croc' type footwear is available, it would be prudent to ask for slip resistance data before including this type of shoe on an approved footwear list. If it is simply a matter of members of staff finding clog type shoes more comfortable, the Health and Safety Laboratory would be happy to supply details of brands with known anti-slip performance.

Email: [hslinfo@his.gov.uk](mailto:hslinfo@his.gov.uk)

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## SNIPPETS

### Points mean prizes?

Staff joining up to the Terrace Restaurant Club at Brighton & Sussex University Hospitals NHS Trust can earn points to be spent in the restaurant for a 'free meal'. All members of the scheme are encouraged to earn additional points for purchasing all food, which are 'good for you'. Using their NHS ID cards, staff can register to join and load money onto their card via the cash-loading machine. Payments are deducted from an individual's balance by one swipe of their card. Points values are displayed on all menus for each dish served in the restaurant.

### Steria buys Xansa for £472m

French IT services company Steria has agreed to acquire UK-based business process outsourcing specialist Xansa for £472million. Steria says the merger with Xansa will create a top 10 European IT services provider, delivering pre-tax gains of €24 million (£16 million) in 2008, €49 million in 2009 and €53 million from 2010 onwards at a cost of €49 million over two years. Xansa's latest statistics show a company with over 8,000 employees, 5,000 of whom are based in India. Pre-tax profit for the year to 30 April 2007 was £16.4 million, on revenue of £379.7 million. Steria, which is headquartered in Paris, has 10,000 employees working in 15 countries, predominantly in Europe. It reported pre-tax profit of €77.9 million (£52.7 million), on revenue of €1.3 billion in 2006. Xansa are the 50-50 joint venture business partner with the Department of Health in NHS Shared Business Services.

### No more private treatment centres, says Johnson

Alan Johnson, the new health secretary, has announced there will be no more centrally-procured independent sector treatment centres (ISTCs) once the contracts in the pipeline have been signed. The move signals a possible departure from the Blair government's policy of increasing competition between public and private sector providers in the NHS acute sector. Instead, healthcare firms will most likely be used only when primary care trusts (PCTs) decide they require extra capacity.

## **Accolade for hospital shuttle bus**

A service, which shuttles patients and families between QEII Hospital and Welwyn Garden City and the Lister in Stevenage, has won a prize. The Health Shuttle, provided jointly by Hertfordshire County Council, the East and North Hertfordshire NHS Trust and the East of England Ambulance Service, has scooped first prize in the accessibility category at the annual National Transport Awards.

## **Departments need to do more to reduce risk**

A new report from the National Audit Office has found that 70 per cent of central Government departments are risking their own security by failing to ensure that sensitive data is being wiped from PCs before being disposed of, according to mobile encryption outfit, SafeBoot. Most departments are failing to obtain the proper paperwork to prove that data has been sufficiently secured and removed from old PCs. 'Implementing an organisation-wide security policy which ensures that detailed supplier-checks are carried out, that all devices are encrypted, and educating users that all information stored on their hardware is encrypted, is of paramount importance to any organisation – private or public sector', Tom de Jongh, product manager at SafeBoot, warned.

## **CBI to publish report on improving GP services**

The CBI will shortly publish a report looking at ways to make GP services more patient-responsive. A sizeable minority of patients are not able to access GP services when they need them and the quality of GP services is variable across the country. The report urges the Department of Health to increase patients' ability to change GP if they are not happy with the service they receive, provide more information on services to patients and encourage alternative providers to offer GP services in new and innovative ways in order to improve services. For further information, please contact: melanie.greenall@cbi.org.uk

## **NHS United?**

West Hertfordshire Hospitals NHS Trust is seeking planning permission, in partnership with Watford Football Club, for the Watford health campus. This will include an acute hospital, primary care facilities, a redeveloped stadium for the football club, affordable private housing, a hotel and conference centre and small business units. In addition to an £80-£100million benefit that the trust would otherwise have to incur, the scheme has also benefited from £750,000 from East of England Development Agency (due to the regeneration aspect). The development, together with the extension of the Metropolitan Underground line to Watford, will further enable the trust to compete in an era of patient choice.

## **Broccoli halves risk of deadliest tumours**

Eating broccoli twice a week can halve a man's chances of developing the most dangerous form of prostate cancer, a study suggests. It can cut the risk of an aggressive tumour by 45%, researchers have found. Eating cauliflower brings even greater benefits, reducing the risk by 52%. It has long been thought that the two vegetables can protect against the disease.

## **Office printers 'are health risk'**

Research conducted by the Queensland University of Technology found that 17 of the 62 printers tested emitted tiny particles of a substance like printer toner that were so small that they could penetrate a human lung, causing breathing problems. Though the team had not conducted a full chemical analysis of all particles, reports have emerged that some could be carcinogens. The Health and Safety Executive has published guidance on how to deal with wide format inkjet printing. It says that printers should only be housed in well-ventilated rooms, with wall or window-mounted fans to increase the supply of fresh air. It also says that sealed replacement cartridges should be used where possible. Health and safety risks associated with printers range from electrical hazards, noise, dusts and fumes to exposure to hazardous chemicals, which can cause respiratory problems, including occupational asthma, and dermatitis. These risks are controlled in the UK through several health and safety regulations, notably the Workplace (Health, Safety and Welfare) Regulations 1992; the Control of Substances Hazardous to Health Regulations 2002 (COSHH) and the Control of Noise at Work Regulations 2005.

## **Calls for a greener NHS**

The NHS Confederation is urging the government to help make the NHS greener following the publication of a report by the joint parliamentary committee on the draft Climate Change Bill. NHS Confederation chief executive Dr Gill Morgan wants a health expert to be placed on the proposed committee on climate change. "The NHS, as one of the world's largest and most resource-hungry public services, has a major role to play in tackling climate change," she said.

## **NOKIA mobile phone batteries**

Nokia have released a statement identifying that they have an overheating issue with some mobile phone batteries. This is confined to BL-5C batteries made by Matsushita between December 2005 and November 2006. If your Nokia mobile phone is affected, go to <http://www.nokia.com/batteryreplacement/en>

## **Signs unused due to ladder safety**

Roadside speed indicators worth more than £100,000 are lying unused in Lancashire because council workers have not been trained to climb ladders. Thirty-six Speed Indicator Displays (Spids), which warn drivers about speeding, have been bought by parish councils but have yet to be erected. Ladders must be used to install them but under health and safety laws people have to be trained to use them. Lancashire County Council is looking at organising courses on using ladders.

## **More Lessons from the Geese!**

Following on from last month's item – Lessons from the Geese – a reader has provided the following interesting facts: -

'When working in education, we had a seasonal problem with migrating Canada Geese. In trying to resolve said issue, I was encouraged to read 2 reports regarding management of migrant geese – one from the Environment Agency and one from DoT.

1. A low flying goose heading against the flow of traffic would impact the front of a vehicle with enough force to push the engine off it's mounts – having passed through the grill, and radiator.
2. Suggested methods of controlling geese are:
  - i) A large falcon (loads of those in London!);
  - ii) Scare charges (imagine that in a school – armed police would soon be on the way);
  - iii) Shooting the leader of the flock (who is obviously easy to identify – see my previous comment regarding fire arms in schools);
  - iv) Observing their landing approach and when they depart for the day (they rarely roost where they eat) tie bunting every two metres across their line of approach so they cannot land (Not helpful when they are using playing fields – ruins a game of football!)
3. Saving the best to last – and if you are eating, please read no further. Goose guano is highly toxic, and contains a number of chemicals not found in your average blackbird poo. It is also very plentiful, and grass coloured. Geese are grazers, but are not able to digest very efficiently – therefore every seven minutes (yes – someone at the EA did time it!) a goose will discharge approximately 250g of poo on to your neatly mowed playing field. A single goose can graze for up to 8 hours and a flock can be as large as 200 birds. Anyone for nice game of rugby?"

Well, I think the goose is now well and truly cooked. Thanks Dave!

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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 **WORKSHOP FULL**  
27<sup>th</sup> September 2007 at Highpoint Conference Centre, Leicester
- **MAJAX – The Hospital Major Incident Teamwork Experience**  
17<sup>th</sup> September 2007 at Premier Travel Inn, Rochdale  
21<sup>st</sup> September 2007 at Royal Asiatic Society, London  
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)

## **MAJAX – More options**

MAJAX - The Major Hospital Teamwork Experience continues to attract interest. In addition to the workshops planned for 17<sup>th</sup>, 21<sup>st</sup> September and 2<sup>nd</sup> October 2007 the MAJAX team has developed a range of other service options to support the emergency planning process.

For further details, please contact: [marie@npag.org.uk](mailto:marie@npag.org.uk) or telephone: **01245 544 600**

**NATIONAL EVENTS** Programme of forthcoming NPAG events (CPD Approved): -

- **‘Sustainability’ Workshop**  
11 September 2007, Royal Statistical Society, London
- **‘The Productive Ward’ WORKSHOP FULL**  
13 September 2007, 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)

With ‘The Productive Ward’ workshop on 13<sup>th</sup> September 2007 now fully booked, NPAG are considering the opportunity for a further workshop in the near future. Details will appear in NPAG News at the earliest opportunity and circulated to all who those potential ‘delegates’ we have not been able to accommodate on 13<sup>th</sup> September.

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## 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.

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

Members of the Telecomms Best Value Group have been invited to participate in a free survey on call monitoring by Genesis Communications. Genesis would welcome participation from other members. Details of the survey can be obtained from [gemma@npag.org.uk](mailto:gemma@npag.org.uk)

## BEST VALUE GROUPS

NPAG facilitates 25 benchmarking clubs / best value groups within the NHS. These peer groups of like-minded managers enable opportunities to meet; benchmark and compare services; review processes; provide networking opportunities; share experience; identify innovative and good working practice; and continuously develop and improve their services.

### September to November 2007 meeting calendar: -

- 6<sup>th</sup> September 2007: **Security Services** meeting 4 (2006/07 round)
- 6<sup>th</sup> September 2007: **Community Hospital Services** meeting 3 (2007 round)
- 6<sup>th</sup> September 2007: **Sterile Services** meeting 2 of 4 (2007/08 round)
- 6<sup>th</sup> September 2007: **Directors of Therapies** meeting 4 of 4 (2007/08 round)
- 11<sup>th</sup> September 2007: **Shared Services Development Network** meeting 2 of 4 (2007/08 round)
- 12<sup>th</sup> September 2007: **Theatre Services** meeting 1 of 4 (2007/08 round)
- 13<sup>th</sup> September 2007: **Portering Services** meeting 4 of 4 (2006/07 round)
- 18<sup>th</sup> September 2007: **Telecomms** meeting 2 of 4 (2007/08 round)
- 19<sup>th</sup> September 2007: **Health & safety/Risk Management** meeting 4 (2007 round)
- 19<sup>th</sup> September 2007: **Facilities** meeting 5 of 6 (2006/07 round)
- 20<sup>th</sup> September 2007: **EBME (South)** meeting 3 of 4 (2007 round)
- 20<sup>th</sup> September 2007: **Bank & Agency Nursing** meeting 4 of 4 (2006/07 round)
- 26<sup>th</sup> September 2007: **National Patient Transport Modernisation Group** meeting 6 of 6
- 26<sup>th</sup> September 2007: **Occupational Health** meeting 1 of 4 (2007/08 round)
- 27<sup>th</sup> September 2007: **District Nursing** meeting 1 of 4 (2007/08 round)
- 27<sup>th</sup> September 2007: **Estates Services** meeting 3 of 4 (2007 round)
- 3<sup>rd</sup> October 2007: **Community & Mental Health Facilities** meeting 1 of 4 (2007/08 round)
- 31<sup>st</sup> October 2007: **Non-Patient Hospital Transport** meeting 3 of 4 (2007/08 round)
- 8<sup>th</sup> November 2007: **Waste Management** meeting 4 of 4 (2007 round)
- 20<sup>th</sup> November 2007: **Facilities** meeting 6 of 6 (2006/07 round)
- 21<sup>st</sup> November 2007: **EBME (North)** 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)

The following Best Value Groups (BVGs) commence their next annual round of meetings in September 2007:

<b>Theatre Services</b>	<b>12<sup>th</sup> September 2007</b>	<b>Clore Management Centre, London</b>
<b>Occupational Health</b>	<b>26<sup>th</sup> September 2007</b>	<b>Bulkington Village Centre, Warwickshire</b>
<b>District Nursing</b>	<b>27<sup>th</sup> September 2007</b>	<b>Premier Travel Inn, Nuneaton</b>

If you may be interested in joining one of these BVGs, or any of the NPAG BVGs, please e-mail [marie@npag.org.uk](mailto:marie@npag.org.uk) or [gemma@npag.org.uk](mailto:gemma@npag.org.uk)

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## NPAG MEMBERSHIP

Full details of NPAG Membership options and fees can be obtained from [gemma@npag.org.uk](mailto:gemma@npag.org.uk) or [marie@npag.org.uk](mailto:marie@npag.org.uk) or telephone **01245 544 600**.

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**Murphy's Law:** If you fool around with a thing for very long you will screw it up.

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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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