



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.

THIS MONTH	<input checked="" type="checkbox"/>	Providing Transport in Partnership
	<input checked="" type="checkbox"/>	The Productive Ward
	<input checked="" type="checkbox"/>	Business Continuity Plan Workshops a Success
	<input checked="" type="checkbox"/>	MAJAX On Tour
	<input checked="" type="checkbox"/>	“Implementing – Environment and Sustainability: HTM 07-01 Safe Management of Healthcare Waste”
	<input checked="" type="checkbox"/>	Snippets
	<input checked="" type="checkbox"/>	NPAG Activity Programme
	<input checked="" type="checkbox"/>	Murphy’s Law

Providing Transport In Partnership – Guidance For Health Authorities And Local Authorities

The contribution of the NPAG’s National Patient Transport Modernisation Group (NPTMG) has been noted in the acknowledgements of the above guidance document. Prepared by the Department of Transport’s North West Regional Centre of Excellence (NWCE), the guidance is in final working draft stage – pending a confirmed release date. Several members of the NPTMG served as members of the Joint Local Authority/NHS Working Party, which formulated the advice document. NWCE has had a national lead role in the field of passenger transport since September 2005. This project is one of a number examining the ways in which public sector organisations plan, process and operate passenger transport services to delivery of their services and to promote accessibility and social inclusion.

For further information, please contact Bill Plumb: bill.plumb@npag.org.uk

The Productive Ward

The NPAG’s ‘The Productive Ward’ workshop held in London on 13th September was sold out. The 80 delegates that secured places received presentations from the NHS Institute for Innovation and Improvement and three of the development sites: Luton & Dunstable Hospital, Barnsley Hospital and Basingstoke & North Hampshire NHS Foundation Trust. The Productive Ward programme is run by the NHS Institute for Innovation and Improvement and aims to improve patient safety and the quality of care by increasing the amount of direct care time nurses spend with patients. The NPAG supports the principles of The Productive Ward and, following the success of the 13th September workshop, is planning a further workshop in Winter 2007/08.

Business Continuity Plan Workshops a Success

The first two Business Continuity Plan Workshops organised by NPAG in collaboration with Sphere Health have both been sold out! Feedback from delegates has been totally supportive and two further workshops have now been organised:

- **Tuesday 13th November 2007** in London
- **Thursday 15th November 2007** in Leeds

For further information please contact: gemma@npag.org.uk

MAJAX On Tour

The continued success of ‘MAJAX – The Hospital Major Incident Teamwork Experience’ training workshops (CPD approved) has prompted the development of a programme of regional workshops over the coming 12 months. The following dates are now available for bookings for those who value the opportunity to test at first hand their skills at ‘managing’ a Hospital Major Incident. The first four dates are: -

- **Friday 7th December 2007** in South West England
- **Friday 18th January 2008** in Yorkshire and Humber Region
- **Monday 11th February 2008** in Leicester
- **Friday 14th March 2008** in South East Coast, England

For further information please contact: marie@npag.org.uk

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“Implementing – Environment and Sustainability: HTM 07-01 Safe Management of Healthcare Waste”

The NPAG workshop on 23rd October includes presentations on ‘Good Working Practice Case Studies’ in the morning. The afternoon 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 or telephone: 01245 544 600

SNIPPETS

BQF – East of England Networking Group - LEAN

The British Quality Foundation’s East of England Networking Group has organised a meeting at BRE in Watford on 8 November 2007 on LEAN. The programme will include presentations on CLIP (Construction Lean Improvement Programme). The BRE Group is a world leading research, consultancy, training, testing and certification organisation delivering sustainability across the built environment and beyond. In addition to presentations, there will be the opportunity to tour BRE’s site exhibition of sustainable buildings. Spaces are limited. For further information, please contact: michael.conway@bqf.org.uk

NICE Consults on its First Patient Safety Solution Guidance

Two pieces of draft safety solution guidance published by NICE (13th September 2007), in collaboration with the National Patient Safety Agency (NPSA), make important recommendations about the prevention of pneumonia in mechanically ventilated patients, and how to improve processes to ensure that any medication patients are taking prior to admission to hospital is properly documented on admission. The draft guidance, which is out for public consultation until 10th October 2007, is the first of its kind from NICE to make recommendations on cost-effective interventions to prevent or mitigate patient harm in the NHS: www.nice.org.uk

Annual Health Check Ratings for 2006/2007

On Thursday 18th October 2007, the Healthcare Commission will publish the annual health check ratings for every NHS trust in England on their website: www.healthcarecommission.org.uk

Community Mental Health Services Show Improvements

In survey results published by the Healthcare Commission on 3rd September 2007 users of community mental health services say there have been some improvements in their care. However, concerns remain over social inclusion and access to counselling. Now in its fourth year, the survey provides a snapshot of people using community mental health services in England. Of the 15,900 people surveyed this year, 76% felt the services were ‘good’, ‘very good’ or ‘excellent’. This is on a par with previous years: www.healthcarecommission.org.uk

MoD Leads Public Sector Stationery Savings Deal

The price that public sector organisations pay for their office stationery, printer cartridges, paper and magnetic media has been cut by up to 62% in a ground-breaking collaborative led by the Ministry of Defence (MoD). Significantly reduced prices were achieved by holding what was the largest UK public sector reverse e-Auction ever, with the greatest savings for UK taxpayers ever achieved using an auction process. Under the new deal, which comes into effect on 1st October 2007, the suppliers will be Lyreco UK for stationery, Office Depot UK for cut paper, and Westcoast (Trading as Orion Media Marketing) for magnetic media and electronic office consumables. The public sector organisations collaborating in the process were (MoD, Her Majesty’s Revenue & Customs (HMRC), Home Office, Ministry of Justice, Metropolitan Police, Foreign and Commonwealth Office, HM Treasury and Office of Government Commerce (OGC)

CBI Meets Secretary of State for Health

The CBI’s Director General, Richard Lambert met with Health Secretary, Alan Johnson last week to discuss reform of the health sector. Richard discussed a forthcoming CBI report, which recommends increasing patient choice to improve GP access and service quality and also expressed CBI concern over delays and contract cancellations in the Independent Sector Treatment Centre programme. Mr Johnson outlined work his department is currently undertaking on what world-class commissioning for the NHS should look like. For further information, please contact: james.fothergill@cbi.org.uk

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The Last Word on Geese

For those regular readers who have been following the Geese revelations over the past two editions of NPAG News, here is positively the last word on the matter from a Goose!

A flock of geese flying in V formation, (research reveals what you do not see)

1 Each bird in front by flapping its wing creates uplift for the goose following and by flying in the V increases the flying range

(Common direction and a sense of community our efforts become quick and easy)

2 If a goose falls out of formation it feels greater drag and resistance

(If we had as much sense as a goose we would stay in formation with those headed our way)

3 When tired the lead goose rotates to the rear

(It pays while doing hard jobs to take turns thus no one is over burdened)

4 The geese at the back honk to encourage the lead goose

(We must encourage others as they strive to meet the daily grind)

5 If a goose gets sick or wounded or gets grounded for some reason two other geese fall out of formation and keeps it company and protection

(They stay with it until it flies or dies such are the depths of their ties)

6 **If only we humans had the sense of a goose their way of life is what we'd choose**

Sadly none of this has rubbed off on me! – John Goose

NPAG ACTIVITY PROGRAMME

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

- **BUSINESS CONTINUITY PLANS**
Tuesday 13th November 2007 in London
Thursday 15th November 2007 in Leeds
- **MAJAX – The Hospital Major Incident Teamwork Experience**
Friday 7th December 2007 in South West England
Friday 18th January 2008 in Yorkshire and Humber Region
Monday 11th February 2008 in Leicester
Friday 14th March 2008 in South East Coast, England

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

- **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
- **4th NPAG National EBME Workshop**
Autumn 2007
- **The Productive Ward Workshop**
Winter 2007/2008
- **National Health & Safety/Risk Management Event**
Winter 2007/2008
- **National Community Hospital Services Conference**
Winter 2007/2008
- **LEAN – Workshop**
Winter 2007/2008
- **National Waste Management Conference**
February 2008

For further information on all NPAG events please e-mail: sally.harris@npag.org.uk

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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.

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

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

BEST VALUE GROUPS

NPAG facilitates 25 national benchmarking clubs / best value groups within the NHS. Each programme of meetings enables peer groups of like-minded managers to have the opportunity to network; benchmark and compare services; review processes; provide networking opportunities; share experience; identify innovative and good working practice; and continuously develop and improve their services.

October to December 2007 meeting calendar: -

- 28th November 2007: **Community & Mental Health Facilities meeting 1 of 4 (2007/08 round)**
- 31st October 2007: **Non-Patient Hospital Transport meeting 3 of 4 (2007/08 round)**
- 8th November 2007: **Waste Management meeting 4 of 4 (2007 round)**
- 13th November 2007: **Catering Meeting 2 of 4 (2007/2008 round)**
- 20th November 2007: **Facilities meeting 6 of 6 (2006/07 round)**
- 21st November 2007: **EBME (North) meeting 3 of 4 (2007/08 round)**
- 4th December 2007: **Security Services final meeting (2007/08 round)**
- 5th December 2007: **Theatre Services meeting 2 of 4 (2007/08 round)**
- 6th December 2007: **EBME (South) meeting 4 of 4 (2007 round)**
- 6th December 2007: **District Nursing meeting 1 of 4 (2007/08 round)**
- 6th December 2007: **Sterile Services meeting 3 of 4 (2007/08 round)**
- 11th December 2007: **Shared Services Development Network meeting 3 of 4 (2007/08 round)**
- 11th December 2007: **Telecoms meeting 3 of 4 (2007/08 round)**
- 13th December 2007: **Estates Services meeting 4 of 4 (2007 round)**

For further information please e-mail: gemma@npag.org.uk or marie@npag.org.uk

NPAG MEMBERSHIP

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

Murphy's Law: A £600 picture tube will protect a 10 pence fuse by blowing first.

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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