



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"/>	'Patient Safety' Workshop
	<input checked="" type="checkbox"/>	'Implementing – Environment & Sustainability' Conference
	<input checked="" type="checkbox"/>	'Community Hospital Services' Conference
	<input checked="" type="checkbox"/>	'4th NPAG National EBME' Conference
	<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

This report (mentioned in NPAG News last month) has now been published. The contribution of the NPAG's National Patient Transport Modernisation Group (NPTMG) has been noted in the acknowledgements of the above guidance document.

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

'Patient Safety' Workshop

The success of the 'Patient Safety' Workshop at Dunchurch Park Hotel and Conference Centre on 10th October has prompted the NPAG to plan another event in early 2008. The 'good practice' examples presented came from: -

- County Durham & Darlington NHS Foundation Trust
- Lancashire Care Trust
- East Midlands Healthcare Workforce Deanery
- Salford Royal Hospital NHS Trust
- Medway NHS Trust

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

'Implementing – Environment & Sustainability' Conference

The NPAG 'Implementing – Environment & Sustainability: HTM 07-01 Safe Management of Healthcare Waste' conference in London on 23rd October 2007 attracted the largest number of delegates ever to an NPAG event. This emphasises the increasing importance attached to resolving issues with the safe disposal of waste generated within the NHS. Following three case study presentations in the morning, the afternoon session was dedicated to a 'Question Time' session where delegates could ask questions of an expert panel. The panel included representatives from: -

- Department of Health
- Environment Agency
- Dangerous Goods Safety Adviser
- NHS Purchasing and Supply Agency
- Association of British Healthcare Industries

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

'Community Hospital Services' Conference

For four years, the NPAG Community Hospital Services Best Value Group (BVG) has provided a network forum for managers. This 6th December 2007 event provides an opportunity to hear about some of the work of the BVG and from speakers on national initiatives that impact on Community Hospital Services. Topics: -

- Community Hospital Services Best Value Group – Review of the Year
- Implementing, 'Our health, our care, our say'
- The Productive Community Hospital
- The Patient Experience – a Community Hospital Service Patient
- Implementing the Mental Capacity Act

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

‘4th NPAG National EBME’ Conference

This conference organised in London on 13th December provides delegates with the opportunity to receive presentations from six speakers across a spectrum of EBME related topics: -

- Registration of Medical Equipment Engineers
- Training Users of Medical Equipment
- Clinical Procurement Specialists
- R F Footprint
- A Management Policy for On Loan Surgical Instruments
- WEEE Regulations and the Safe management of Electronic Equipment

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

SNIPPETS

NHS trusts ‘failing to handle complaints’

The Healthcare Commission claims that, many hospital managers; doctors and nurses do not listen to complaints or learn from their mistakes. In its first audit of how complaints are managed, the official health watchdog sent warnings to 30 NHS trusts and told 12 of them there had been a ‘significant lapse’ in how they handled patients’ concerns.

International Seminar and Open Day

The University of Northampton’s Healthcare Waste and Resources Research Group’s International Seminar and Open Day will be held on Wednesday 28th November 2007 at Sunley Management Centre (The University of Northampton: Park Campus). In addition to the University, speakers will be from DEFRA, NHS, and USA.

For further information, please contact: healthcarewaste@northampton.ac.uk or telephone Terry Tudor (Co-ordinator of the HCWRR Group) on: 01604 720636

The UK’s largest NHS Trust launched on 1st October 2007

Imperial College Healthcare NHS Trust was launched on 1st October 2007. Hammersmith Hospitals NHS Trust and St Mary’s NHS Trust have come together with Imperial College London to form the UK’s first Academic Health Science Centre. Made up of five hospitals – Charing Cross, Queen Charlotte’s and Chelsea, Hammersmith, St Mary’s and the Western Eye – and integrating with Imperial College London, the new Trust has an annual turnover of £760 million and employs 9,700 staff.

Revised WEEE Guidance Document

A revised guidance document covering implementation of the waste Electrical and Electronic Equipment Regulations, has been published by the Department for Business, Enterprise and Regulatory Reform (BERR): www.dti.gov.uk/innovation/sustainability/wEEE/implementation/page39540.htm

VAT is Interesting!

This was the title of Richard Southall’s presentation to the NPAG’s EBME (South) Best Value Group in September. Richard, VAT Manager at Birmingham & Sandwell Internal Audit Consortium, explained the background to VAT, its application in the NHS and where to find additional VAT help: Contact Richard on: 0121 424 0096 or email: richard.southall@heartofengland.nhs.uk

FRP-REUSEiT

FRP-REUSEiT is a computer recycling/refurbishing programme and is part of Forest Recycling Project (FRP). Based in the London Borough of Waltham Forest, it operates in and around East London in the main, but this area is expanding with demand. FRP-REUSEiT began in November 2004. To August 2007 they have received 922 computers booked in and have redistributed 385 of these to around 70 charities, community and voluntary organisations in the local community. They currently have over 200 PCs on shelves waiting for customers. www.frponline.org.uk or contact: FRP-REUSEiT on 020 8558 6664

Myth of the Month

Health & Safety Executive ‘[Myth of the Month](#)’ is that it had banned children from riding donkeys in a donkey derby and so they had to be replaced with inflatable sheep.

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 Wakefield
- **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): -

- **‘Warning, Informing and Advising the Public (Emergency Preparedness Development Network) Workshop**
15 November 2007, Royal Statistical Society, London
- **National Community Hospital Services Conference**
6th December 2007, London
- **4th NPAG National EBME Workshop**
13 December 2007, London
- **The Productive Ward Workshop**
Winter 2007/2008
- **National Health & Safety/Risk Management Event**
Winter 2007/2008
- **‘Security Services’ Conference**
Winter 2007/2008, Leicester
- **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

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
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

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**.

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.

November 2007 to January 2008 meeting calendar: -

8 th November 2007:	Waste Management meeting 4 of 4 (2007 round)
13 th November 2007:	Catering Meeting 2 of 4 (2007/2008 round)
20 th November 2007:	Facilities meeting 6 of 6 (2006/07 round)
21 st November 2007:	EBME (North) meeting 3 of 4 (2007/08 round)
28 th November 2007:	National Patient Transport Modernisation Group meeting 1 of 6 (2007/08)
4 th December 2007:	Security Services final meeting (2007/08 round)
5 th December 2007:	Theatre Services meeting 2 of 4 (2007/08 round)
6 th December 2007:	EBME (South) meeting 4 of 4 (2007 round)
6 th December 2007:	District Nursing meeting 2 of 4 (2007/08 round)
6 th December 2007:	Sterile Services meeting 3 of 4 (2007/08 round)
6 th December 2007:	Portering Services meeting 1 of 4 (2007/2008 round)
11 th December 2007:	Shared Services Development Network meeting 3 of 4 (2007/08 round)
11 th December 2007:	Health & Safety/Risk Managers meeting 1 of 4 (2007/08)
11 th December 2007:	Telecoms meeting 3 of 4 (2007/08 round)
13 th December 2007:	Estates Services meeting 4 of 4 (2007 round)
9 th January 2008:	Occupational Health meeting 21 of 4 (2008 round)
17 th January 2008:	Bank & Agency Staff meeting 1 of 4 (2007/2008 round)
18 th January 2008:	EBME (North) meeting 4 of 4 (2007/08 round)

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

Murphy's Law: If it jams - force it. If it breaks, it needed replacing anyway.

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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