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Issued monthly, NPAG News provides information on recent events and forthcoming NPAG activity. 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"/>	The Future Regulation of Health and Adult Social Care in England
	<input checked="" type="checkbox"/>	Achieving a Resilient Organisation
	<input checked="" type="checkbox"/>	Sustainability Workshop 2: Waste & Recycling
	<input checked="" type="checkbox"/>	Implementing NICE Guidance: Workshop 2
	<input checked="" type="checkbox"/>	Waste Management in Community Healthcare
	<input checked="" type="checkbox"/>	Snippets
	<input checked="" type="checkbox"/>	NPAG Activity Programme
	<input checked="" type="checkbox"/>	Murphy's Law

'THE FUTURE REGULATION OF HEALTH AND ADULT SOCIAL CARE IN ENGLAND'

A CONSULTATION ON THE FRAMEWORK FOR THE REGISTRATION OF HEALTH AND ADULT SOCIAL CARE PROVIDERS

Subject to Parliamentary approval, the Health and Social Care Bill will establish the Care Quality Commission. From April 2009, the new Commission will take over the functions of the Healthcare Commission, the Commission for Social Care Inspection (CSCI) and the mental Health Act Commission (MHAC). The Care Quality Commission will be an organisation responsible for regulating services across the health and social care sectors, which spend over £100bn of public money and involve about 2.9m people employed in delivery of services in over 25,000 establishments. This document (dated 25 March 2008) launches a twelve-week consultation on the proposals for the new system of registration for health and adult social care. In particular, this consultation is about the development of registration requirements and the scope of registration. The consultation period ends on 17 June 2008.

www.dh.gov.uk/en/Consultations/Liveconsultations/index.htm

ACHIEVING A RESILIENT ORGANISATION

The Civil Contingencies Act 2004 (CCA) places a duty on trusts to have business continuity plans in place to ensure that they can continue to exercise their functions in the event of an emergency so far as is reasonably practicable. The duty relates to all functions, not just their emergency response functions.

The CCA Definition of an emergency is as follows: -

'An event or situation which threatens serious damage to human welfare in a place in the UK, the environment of a place in the UK, or war or terrorism which threatens serious damage to the security of the UK.'

The organisation should be able to continue essential routine work during an incident or emergency situation and to provide essential supplies, with documented procedures for procuring additional or alternative supplies.

Trusts should have been compliant with the CCA by the end of 2005. However with many competing claims on limited resources, organisational reconfiguration and financial pressures, many are not.

In the last few weeks the Cabinet Office have underlined the importance of BCM by endorsing a report of the Chartered Management Institute's 2008 Business Continuity Management Survey.

Do you have a Board approved Business Continuity Plan? How could the NPAG help you?

In the area of Resilience – whether BCM, Emergency or Pandemic Flu Planning the NPAG's expertise includes: -

- ✓ Audit of current arrangements
- ✓ Benchmarking
- ✓ Identify opportunities for change
- ✓ Plan writing
- ✓ Training and awareness raising for staff
- ✓ Designing and delivering the exercising of plans
- ✓ Facilitating workshops

If you would like to know more about our services please contact John King: john.king@npag.org.uk

IMPLEMENTING NICE GUIDANCE – WORKSHOP 2

NPAG has organised a second workshop on Implementing NICE Guidance, which is to be held on 10th April 2008 at Highpoint Conference Centre, Leicester. This event provides delegates with the opportunity to receive presentations from those organisations that received recognition in the HSJ 2007 Awards for 'Implementing NICE Guidance'. Presenters will speak of their practical experience and the benefits they have achieved, and attendees will have the opportunity to examine how the work may be transferred to other parts of the country.

The programme includes presentations on: -

- Implementation Support Tool for Schizophrenia: Jane Moore, Oxleas Foundation Trust
- The Nottingham Fracture Liaison Project: Opinda Sahota & Kate Robertson, Nottingham University Hospitals Trust
- HOPE for the Future: Kylie Farbrace & Pam Hancock, North East Lincolnshire PCT
- Improving Local Outcomes for People with Skin Cancer: Peter Dickson, Bradford and Airedale Teaching PCT
- Implementing NICE Epilepsy Guidelines in a Learning Disability Service: Esther Whitten, Sandwell Mental Health and Social Care Trust

Please contact Sally Harris for further information: sally.harris@npag.org.uk

WASTE MANAGEMENT IN COMMUNITY HEALTHCARE

Under Core Standard C4e: the Healthcare Commission seeks compliance by primary care trusts with 'HMT 07-01: *Safe management of healthcare waste*' the prevention, segregation, handling, transport and disposal of waste is properly managed to minimise risks to patients, staff, the public and the environment. To gain compliance in the community healthcare setting is no mean feat. This workshop aims to provide some examples of the problems and solutions for others to learn from and assist in developing their services.

The programme includes presentations on: -

- Waste Management: Problems for Primary Care Organisations – Sid Siddiqui, Derbyshire PCT
- Governance & Risk in Community Healthcare – Karen Thornton, Doncaster PCT
- Waste & Infection Control: Impact on the Community Healthcare Sector – Wendy Feirn, Doncaster PCT
- Healthcare Waste: The Local Authority – Stephen Didsbury, Bexley Council
- Managing NHS Waste and Environmental Responsibilities: the role of the North East Ambulance Services' Environmental Management Working Group – Kevin Lewis, North East Ambulance Service
- A Total Waste Management Solution – Fiona Benson, Bedfordshire & Luton Partnership NHS Trust

This workshop is on Thursday 15th May 2008 at the Northampton Hilton Hotel. For further information, please contact Sally Harris: sally.harris@npag.org.uk

SUSTAINABILITY WORKSHOP 2 – WASTE & RECYCLING

The Sustainability Workshop 2: Waste & Recycling event held at the Ramada Jarvis Hotel in Leicester on 5th March 2008 was a resounding success. In addition to delegates receiving presentations from the Environment Agency, Aid to Hospitals Worldwide, Eastex and Cardiff & Vale NHS Trust a wealth of information was exchanged and shared. This included the following useful websites: -

- Environment Agency: www.environment-agency.gov.uk
- Aid to Hospitals Worldwide: www.a2hw.org.uk
- Eastex: www.eastex.org.uk
- NetRegs: Environmental guidance for your business: www.netregs.gov.uk
- Waste directory for all businesses: www.wasterecycling.org.uk
- Waste & Resources Action Programme (WRAP): www.wrap.org.uk
- National Industrial Symbiosis Programme (NISP): www.nisp.org.uk

Delegates agreed that the third workshop in the Sustainability series be focused on 'sustainable procurement'. This is now being organised and will be held in London, probably in June 2008. Details will be released soon. Contact John King: john.king@npag.org.uk for further information.

Are You in the CHAIN Gang?

CHAIN is an informal, multi-professional mutual support network in the field of health & Social Care. CHAIN, (standing for **C**ontacts, **H**elp, **A**dvice & **I**nformation **N**etwork), originated 11 years ago in the NHS Research & Development programme and has since grown into a not-for profit international online community of more than 5,000 people who are willing to share their understanding with each other. The community includes frontline healthcare practitioners from all professions, managers, educators, researchers and knowledge specialists. Although the UK's NHS is still at its core, CHAIN is now funded by a consortium of, 12 public/voluntary sector organisations from the UK and beyond, and has satellite networks in Canada, Australia, Ireland and Scandinavia. Membership is entirely free (as the network is resourced by the stakeholders, which in the UK include the NHS Institute for Innovation & Improvement; The National Institute for Health Research; The Scottish Government Health Directorates, The Health Foundation and Macmillan Cancer Care). Members of CHAIN get access to the network's online directory, as well as receiving between 20-40 messages per annum, which are targeted specifically to their individual interests. For further information on CHAIN, (including an external evaluation published in BMJ), and an online joining form, go to

<http://chain.ulcc.ac.uk/chain/index.html>

WRAP Publications

WRAP have published guidance documents demonstrating how to integrate good practice in the waste industry.

Delivering Effective Waste Minimisation

http://www.wrap.org.uk/downloads/Waste_man_technical1.e209b45f.pdf

Delivering Good Practise Waste Management

http://www.wrap.org.uk/downloads/Waste_man_technical.fcc5c613.pdf

CBI Contributes to NAO Study on the Management of Long Term Service Contracts

On 29 February, CBI members met with the National Audit Office to discuss supplier views on current contract management practices across central government. The NAO's Cross Government Studies team is engaged in a value for money study into how well government is managing long-term contracts across a range of service areas, such as, IT, facilities management and business processes. A key part of this study is the development of a best practice model of contract management, which is expected to be published in October 2008. For more information, please contact: <mailto:angela.hunter@cbi.org.uk>

Future Water

In February, the new water strategy for England, '*Future Water*' was announced. It sets out how we can ensure sustainable water supplies, a better protected environment, reduced emissions, and fair pricing. To save water at home, try installing a low-flush loo, taking showers or installing a water butt in the garden to collect this April showers. Visit www.direct.gov.uk for more water saving tips at home.

Dr. Joseph M. Juran, "Father" of Quality, Has Passed Away

Dr. Joseph M. Juran, noted author and "father" of modern day Quality Management, passed away on February 28th, 2008, from natural causes. Juran was 103 when he died and still active in the quality field. Juran's contributions to the quality field have been enormous. Along with Deming and Feigenbaum he was instrumental in the post-war rebuilding of Japan that led to Japan's leadership in producing quality products and services in the 1970's and 1980's. For further information on Juran's life visit http://www.juran.com/who_sub_our_founder.asp.

Silver Surfers Day – 23rd May 2008

Friday 23rd May 2008 has been designated, 'Silver Surfers Day' and is a great opportunity to support older people with digital literacy. If your older friends and relations aren't IT literate maybe this is your opportunity to build new skills and make all your lives easier. For further details: www.silversurfersday.org

Calls to ban Olympic litter sent to landfill

London 2012 Olympic Games litter should be banned from being sent to landfill, according to London Assembly Green Party member Jenny Jones. Jones said: "The organisers of the 2012 Olympics are setting such low standards for the environment, community benefits, and long term legacy, that they will deliver a bog standard development, rather than a gold standard one. "I'm concerned that many of the Olympic targets are so low that we are setting ourselves up to lose, and I will be questioning the Mayor about this." As well as litter, Jones called for action in four other key areas including renewable power sources for the whole Games, that the Olympic Village should be the first instalment of zero carbon Lower Lea Valley, higher targets for arriving by bike or on foot, and a living wage for every Olympic worker.

NPAG ACTIVITY PROGRAMME

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

- **Clinical Professional Development for Occupational Health Nurses**

A series of six practical training modules over 6 months, commences April 2008: –

- Spirometry
- Sickness Absence Management Referrals
- Health and Safety
- Management of Physical Hazards
- Pre Employment Clearance
- Audiometry

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

- **MAJAX – The Hospital Major Incident Teamwork Experience**

- Monday 21st April 2008 at Wood Green Animal Shelter, Godmanchester Nr. Cambridge
- Monday 19 May 2008 at Comfort Hotel, Enfield, North London
- Monday 16 June 2008 at Premier Inn, Rochdale

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

- **Business Continuity Plans**

- Tuesday 15th April 2008 at Manchester Airport (Holiday Inn)
- Tuesday 22nd April 2008 in Wakefield (Holiday Inn)
- Tuesday 6th May 2008 at North Cardiff Premier Inn
- Tuesday 20th May 2008 in London (Royal Asiatic Society)

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

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

- **Implementing NICE Guidance Workshop**

Thursday 10th April 2008 at Highpoint Conference Centre, Leicester

- **Community Hospital Services Workshop**

Tuesday 29th April 2008, London

- **Waste Management in Community Healthcare Workshop**

Thursday 15th May 2008 at Northampton Hilton Hotel

- **Lean Healthcare – Sharing the Experience Workshop**

Summer 2008

- **Waste Management – Current/Future Policy/Regulation**

Summer 2008

- **Preparing for WEEE Workshop**

Autumn 2008

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

Catering Costs & Trust Profiles

Restaurant Prices

Hospitality & Functions

Sickness

Transport Costs

Insurance Costs

Duties & Responsibilities

Activity Profile & Response Times

Quality Control Information

Health & Safety/Risk Management

Domestic Service /Cleaning

BVG

Catering

Catering

Catering

Catering

Non Patient Transport

Non Patient Transport

Non Patient Transport

EBME (North)

Facilities (Community & MH)

H&S/Risk Management

Facilities

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BEST VALUE GROUPS

NPAG facilitates a series of 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.

April 2008 to June 2008 meeting calendar: -

2 nd April 2008:	National Patient Transport Modernisation Group meeting 3 of 6 (2007/08)
9 th April 2008:	Occupational Health meeting 3 of 4 (2007/09 round)
16 th April 2008:	Catering meeting 4 of 4 (2007/08 round)
17 th April 2008:	Facilities meeting 2 of 6 (2008/09 round)
17 th April 2008:	Estates Meeting 1 of 4 (2008/09 round)
23 rd April 2008:	Community & Mental Health Facilities Meeting 2 (2008 round)
1 st May 2008:	Bank & Agency Nursing Meeting 2 of 4 (2008 round)
8 th May 2008:	Waste Management Meeting 2 of 4 (2008 round)
8 th May 2008:	Health & Safety/Risk Management Meeting 3 of 4 (2007/08 round)
14 th May 2008:	Non Patient Transport Meeting 1 of 4 (2008/09 round)
15 th May 2008:	EBME (South) Meeting 1 of 4 (2008/09 round)
28 th May 2008:	National Patient Transport Modernisation Group Meeting 4 of 6 (2007/08)
4 th June 2008:	Operating Theatres Meeting 4 of 4 (2007/08 round)
17 th June 2008:	Shared Services Development Network Meeting 1 of 4 (2008/09 round)
18 th June 2008:	Facilities Meeting 3 of 6 (2008 round)
19 th June 2008:	District Nursing Meeting 3 of 4 (2008 round)
25 th June 2008:	Occupational Health Meeting 4 of 4 (2007/08 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: **Everybody should believe in something – I believe I'll have another drink.**

Telephone enquiries to: 01245 544 600

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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. If you would prefer not to receive future copies of NPAG News, please reply to this e-mail and write **REMOVE** in the header.
