



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"/>	Facilities (North) Best Value Group
	<input checked="" type="checkbox"/>	Implementing NICE Guidance: Workshop
	<input checked="" type="checkbox"/>	The Corporate Manslaughter and Corporate Homicide Act 2007
	<input checked="" type="checkbox"/>	PEAT – the Future?
	<input checked="" type="checkbox"/>	Lean Healthcare – Sharing the Experience Workshop
	<input checked="" type="checkbox"/>	Snippets
	<input checked="" type="checkbox"/>	NPAG Activity Programme
	<input checked="" type="checkbox"/>	Murphy's Law

FACILITIES (NORTH) BEST VALUE GROUP

The NPAG extends an invitation to Directors/Managers of Facilities Services to attend a meeting to consider establishing a Facilities (North) Best Value Group.

Date: Thursday 5th June 2008
Start Time: 10:00am registration, for 10:30am start
End time: 1:00pm (Buffet lunch provided)
Location: Huddersfield

Since 1997, the NPAG has managed and facilitated a National Best Value Group (Facilities BVG), which has attracted membership from NHS facilities directors and managers from across the UK. This BVG has continued to grow to a level that has prompted the NPAG and current members to consider the benefits of establishing a second Facilities BVG in the North of England.

A Facilities BVG provides a forum for like-minded managers to continuously develop and improve their services through opportunities to: -

- a) Meet regularly;
- b) Network;
- c) Benchmark services;
- d) Share experience;
- e) Exchange documents;
- f) Review processes;
- g) Identify innovative and good working practice;
- h) Conduct site visits;
- i) Receive presentations from guest speakers;
- j) Discuss 'hot topics'
- k) Share cost saving initiatives.

To register your interest and attendance, and receive an agenda and joining instructions, please e-mail Gemma Bergamini: gemma@npag.org.uk

IMPLEMENTING NICE GUIDANCE – WORKSHOP 2

Delegates attending the Implementing NICE Guidance Workshop 2 held at Highpoint Conference Centre, Leicester on 18th April 2008 had a successful day. Post-event evaluation indicated that all delegates found the workshop good value for money. Every presentation was a case study of 'good working practice' that provoked an excellent range of questions and a good basis for delegates to network and share their own experiences.

The third in the NPAG's series of 'Implementing NICE Guidance' workshops is planned for Autumn 2008. Details will appear in NPAG News as soon as they have been confirmed.

THE CORPORATE MANSLAUGHTER and CORPORATE HOMICIDE Act 2007

The Act applies to all NHS organisations, Arms Length Bodies, Independent Healthcare organisations and a wide range of other organisations including partnership employers (trade unions and employers' associations), Government Departments and Police Forces.

The Act sets out a new offence for convicting organisations where there was a **gross failure** in how duties were managed or organised. Organisations will be guilty of the new offence if the way in which their activities are managed or organised:

- cause a death and
- amount to a gross breach of a **duty of care** owed to the deceased.

A **gross failure** will arise where the organisation's conduct falls **far below** what **could have been reasonably expected**. While 'far below' has yet to be defined in the Courts, Juries are likely to take into account, breaches of legislation and guidance:

- Health and Safety at Work Act etc 1974
- Management of Health and Safety at Work Regulations 1999
- HS(G)65: Successful Health and Safety Management

They will also take the following into account: how serious and dangerous the failures were, the risk of death posed; admissible expert evidence; patient and occupational safety and health guidance relevant to the breach; those attitudes, policies and systems demonstrating the acceptable practices in the organisation that were likely to encourage a lack of compliance with the above.

An organisation guilty of the offence will be liable to an **unlimited fine**. The Act provides for the Courts to impose a **publicity order**, requiring the organisation to publicise details of its conviction and fine. This will be commended at a later date, when sentencing guidelines are available in autumn 2008. Courts may also require an organisation to take steps to address failures behind death (a **remedial order**).

Under this Act, it is the organisation itself that will face prosecution. However, since 1975, individuals can be prosecuted for gross negligence manslaughter/culpable homicide and for health and safety offences – under the Health and Safety at Work etc Act 1974.

Failures by senior managers to successfully manage patient safety and occupational safety & health, will leave organisations vulnerable to charges of corporate manslaughter. Senior managers are advised to ensure that they and their organisation comply with current patient safety and occupational safety & health requirements. The Institute of Directors and the Health and Safety Commission has produced guidance entitle, "Leading health and safety at work – Leadership Actions for Directors and Board Members" <http://www.hse.gov.uk/pubns/indg417.pdf>

PEAT - THE FUTURE?

The NPSA (National Patient Safety Agency) are undertaking an exercise to consider the future of PEAT. As you will be aware PEAT has always tried to be a dynamic process, adapting to changing priorities and focuses. It is also essential that it continues to meet the needs of it's 'users', whether that be the NHS, the Healthcare Commission, the Department of Health or any other organisations who may - legitimately - access PEAT data.

The NPSA would like to hear views and thoughts on the future shape of PEAT. This isn't intended to be a review of the 2008 process, though of course your experiences with it this year will no doubt have some impact on your responses, and this would be helpful. However in the main thoughts should be focused on the more strategic issues

- What do you want from PEAT?
- What does it currently not deliver which you would find helpful?
- What does it deliver now which is of little or limited use?

There are two issues on which the NPSA would specifically appreciate your thoughts: -

- Is it appropriate for PEAT to include a section on cleanliness, or should that information be derived from some other source? If some other source, what would you suggest?
 - Should PEAT move towards becoming a more 'Yes/No' based assessment rather than asking for (subjective?) scoring?
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LEAN HEALTHCARE – SHARING THE EXPERIENCE

Implementing any form of process management can be daunting. It can be especially challenging for organisations with complex operational structures and vulnerable service users, like the NHS. The key is, as always, to make people the closest to the processes take ownership of any kind of improvement strategy. Organisations implementing lean techniques have found that, because of the straightforward and common sense approach, people have bought into it with no trouble at all – and made a few quick wins along the way.

This workshop provides examples where lean techniques have been applied successfully within the NHS, utilising the knowledge and skills of our most valuable resource – our staff. Delegates will share in the practical experience and achievements of their peers.

The programme includes presentations on: -

- [An Introduction to Lean](#) – Paul Brady, Lean Healthcare Academy
- [Lean Improvement at Airedale General Hospital](#) – Sue Speak, Head of Lean Improvement
- [Implementing Lean at Central Manchester and Manchester Children's University Hospitals NHS Trust](#) – Sharron Fitton, Lead Nurse, Projects
- [Using Lean in Service Redesign](#) – Helen Pye, Service Redesign Lead, University Hospitals of Morcombe Bay NHS Trust
- [The Optimum Admission Project: Adopting the Productive Ward Processes in a Mental Health Environment](#) – Melissa Way, project Manager and Jane Nicholas, Project Lead: Hampshire Partnership NHS Trust

This workshop is on Wednesday 11th June 2008 at the Kettering Conference Centre, Northants. For further information, please contact Sally Harris: sally.harris@npag.org.uk

SNIPPETS

HSC & HSE merge to form single regulatory body

On 1 April 2008 the Health and Safety Commission (HSC) and the Health and Safety Executive (HSE) merged to form a single national regulatory body responsible for promoting the cause of better health and safety at work. The merged body will be called the Health and Safety Executive and will be chaired by Judith Hackitt.

The merger will not fundamentally change the day-to-day operations but will mean that there is a single national regulatory body responsible for promoting the cause of better health and safety at work. All the fundamental contents of the Health & Safety at Work Act remain and there will be no change in health and safety requirements, how they are enforced or how stakeholders relate to the health and safety regulator.

CBI Debates Bold Vision For Patient-Centred Primary Care Services

The CBI Think: Public forum on *Improving primary care services* heard health minister Ivan Lewis and other speakers debate how the new commissioning environment will transform how primary care is delivered. The CBI's Director of Public Services, Neil Bentley, outlined how the government's drive to reform GP services should not be restricted to extending opening hours and encouraging more use of high street pharmacies to treat minor ailments, more should also be done to encourage new surgeries to open, for instance at walk-in centres and in supermarkets. Held on the same day as the launch of the new pharmacy white paper, the changing role of pharmacy services as part of the primary care mix was a key part of the debate. Policy contact: <mailto:james.fothergill@cbi.org.uk>

Conservatives Challenged Over Comments On Healthcare

CBI Director of Public Services, Neil Bentley, has responded to David Cameron's comments on reform of the National Health Service which criticised the involvement of the private sector, pointing out that private providers have made a considerable impact on the performance of the health service, with Independent Sector Treatment Centres cutting waiting times and increasing patient choice. Neil's comments were reported in the *Financial Times* and *Independent* on 22 April. Policy contact: <mailto:melanie.greenall@cbi.org.uk>

Up, up and away

A new air ambulance serving Derbyshire, Leicestershire and Rutland Air has been launched. The service replaces the previous County Air Ambulance, and is run by Warwickshire and Northamptonshire Air Ambulance Charity. As well as having a doctor on board, equipment includes an incubator for critically ill children, and sophisticated operating equipment to enable crews to perform surgery on scene.

Call for NHS trusts to learn from patients' complaints

Following the recent publication of the Healthcare Commission's Spotlight on Complaints report, they are urging NHS trusts to learn from patients' complaints and improve complaints handling, with key proposals including apologising more often when they do make mistakes. The report shows that complaints about a lack of basic nursing care, poor communications, overly brisk GP consultations and a lack of help for mental health service users are among the key issues patients raise. The concerns of many patients who asked the Healthcare Commission to review their complaints have centred on the basic elements of healthcare. For example, communication between clinical staff, standards of care and safety and fundamental aspects of nursing care such as nutrition, privacy and dignity. The Healthcare Commission is urging trusts to learn from this report and improve their complaints handling.

A Patient's Life for me

Hospital catering boss Craig Bradford is leading by example in a bid to prove patients' food is tasty and nutritious. Craig is eating and drinking exactly the same as patients at Stepping Hill Hospital, Stockport, for two weeks. He'll have three hospital meals a day and an optional snack box, but nothing extra - and absolutely no alcohol. The hospital's catering manager was inspired to take the challenge after a report in the British Medical Journal revealed one in five patients leave hospital malnourished. Stepping Hill came in the top 20 per cent in a national hospital food survey, but Craig is not being complacent. He said: "We will make changes if I feel there is something missing. I will also be keeping a diary, to see if I get hunger pangs and so on". Craig, 45, will be weighed at the start of the challenge, after a week and at the end to check all is well. He said: "There will be no beer for me - so I may lose weight".

Foundation Trusts

Monitor has announced that three more trusts have acquired foundation trust status from 1st April 2008. Medway; Oxfordshire and Buckinghamshire Mental Health; and Mid Cheshire foundation trusts bring the number of foundation trusts to 92. Of these, 22 are mental health trusts

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 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 20th May 2008 in London (Royal Asiatic Society)
- Tuesday 24th June 2008 at North Cardiff Premier Inn

For further information, please contact Gemma Bergamini: 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	BVG	CONTACT
Catering Costs & Trust Profiles	Catering	fwj60@hotmail.com
Restaurant Prices	Catering	fwj60@hotmail.com
Transport Costs	Non Patient Transport	fwj60@hotmail.com
Health & Safety/Risk Management	H&S/Risk Management	john.king@npag.org.uk
Domestic Service /Cleaning/Catering	Facilities	bill.plumb@npag.org.uk

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

- **Waste Management in Community Healthcare Workshop**
Thursday 15th May 2008 at Northampton Hilton Hotel
- **Lean Healthcare – Sharing the Experience Workshop**
Wednesday 11th June 2008 at Kettering Conference Centre
- **Sustainability Workshop 3: Sustainability in Procurement**
Wednesday 18th June 2008 at the Royal Asiatic Society, London
- **Facilities Management – Experts in Supporting the Experts Workshop**
Thursday 17th July 2008, Midlands
- **Waste Management – Current/Future Policy/Regulation**
Summer 2008
- **Preparing for WEEE Workshop**
Autumn 2008
- **Implementing NICE Guidance Workshop 3**
Autumn 2008

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

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: -

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)
5 th June 2008:	Facilities (North) Meeting
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 2 of 4 (2008 round)
26 th June 2008:	Occupational Health Meeting 4 of 4 (2007/08 round)
10 th July 2008:	Estates Meeting 2 of 4 (2008 round)
17 th July 2008:	Bank & Agency Nursing Meeting 3 of 4 (2008 round)
23 rd July 2008:	National Patient Transport Modernisation Group Meeting 5 of 6

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: Build a system that only a fool can use, and only a fool will use it.

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