

TAG NEWS

TRAINING NEWS FOR NHS SUPPORT SERVICES STAFF WORKING IN THE NORTH WEST

S U M M E R , 1 9 9 8

A MILLENNIUM WITHOUT BUGS!

We hear a lot about the millennium bug, but here in the North West NHS we're intent on having a millennium without any bugs at all — or at least as few as humanly possible. Our aim is to have standards of organisation, cleanliness and care which will make the region a flagship for the NHS as a whole. For this we need our staff to be as well trained and motivated as possible.

One vital route to achieving this is the use of TAGs — Training Advisory Groups. These have been established for several years and have had a very successful past 12 months. There are three NHS TAGs in the North West:

- The Facilities TAG provides management training for senior staff working in Facilities
- The Estates TAG provides technical estates training
- The Hotel Services TAG provides training for support service staff — catering, linen services, portering and domestic services

TAG members are NHS staff who meet regularly to assess training requirements and then organise events to meet those needs. All conferences and courses organised over the past year for all three TAGs have been very well supported and the feedback has been highly positive.

Judging by this response, there's every reason to think that demand for TAG training will continue into the 21st century. Certainly the three TAGs are working on this assumption, as they have just formed a working party to plan a joint conference, to mark the close liaison between the TAGs and to celebrate the millennium. Without bugs of course!

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- Team Approach to the Management and Disposal of Clinical and Healthcare Waste
- Degree of Success
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 - Estates
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YOUR CONTACT

This issue of *TAG News* gives details of forthcoming events from all three TAGs. Make the most of these opportunities: better training means a better service to the public, and better career prospects for you.

The three TAGs have appointed:

- Howard Naylor, Assistant Director of Human Resources (Organisational Development) and
- Anne Wilkinson, Projects Administrator, Blackpool Wyre & Fylde Community Health Services NHS Trust,

to act as lead provider to organise their training events.

Your contact in the first instance, for conference information or news of forthcoming events, is **ANNE WILKINSON** on **01253 306415**.

SIX OF THE BEST



Time is probably the best judge of any service. If demand for it continues year after year, it's odds-on that people are finding it useful. And since the Hotel Services TAG is now celebrating its sixth anniversary, it's clear that the concept of providing in-service training for NHS employees in this sector is a valid one.

It was back in February 1993 that the TAG held its first conference, entitled appropriately enough *Into the Future with Hotel Services*. Since then, the Hotel Services TAG has held over 30 one-day conferences and residential training courses at venues throughout the North West on a wide range of topics, covering everything from practical day-to-day matters to corporate 'Hotel Service' issues.

WHO WE ARE

The TAG is currently chaired by *Marion Gildert, Domestic Services Manager and Trust Advisor from Chorley and South Ribble NHS Trust*.

Other TAG members are:-

Stef Bienias, Assistant Support Services Manager, Blackpool Victoria Hospital NHS Trust

Stephanie Birch, Hotel Services Liaison Officer, Tameside Acute Care NHS Trust

Lynn Fort, Linen Services Manager, Blackburn, Hyndburn & Ribble Valley NHS Trust

Graham Hague, Facilities Operations Manager, Blackpool Wyre & Fylde Community Health Services NHS Trust

Ahmed Jama, Assistant Director of Facilities, Preston Acute Hospitals NHS Trust

Mike Reedy, Head of Portering & Transport, Tameside & Glossop Community/Priority Services NHS Trust

Elizabeth Whewell, Hotel Services Manager, Manchester Children's NHS Trust

WHAT'S COMING UP

PORTERING - In June 1998, a three-day *Development Training Course for Portering Managers, Supervisors & Charge Hands* is to be held at the Conference & Training Centre, Ladybridge Hall, Bolton. This ever popular course, which we believe is the only one of its kind, has attracted delegates from throughout the North West, as well as, Dewsbury, Barnsley, Barrow and Nottingham. TAG representatives responsible for facilitating the course are Stef Bienias and Mike Reedy.

DOMESTIC SERVICES -

One day modular-type workshops for Domestic Service staff will be held later this year, covering technical, supervisory and managerial issues. These will be organised and led by Marion and Stephanie.

LINEN AND LAUNDRY -

Following the very successful training day for Laundry Supervisors & Assistants, held in December 1997 at Queen's Park Hospital, Blackburn, Lynn Fort is planning further training days for 1998.

STAFF

ACCOMMODATION -

A one-day conference will be held on 10 September 1998, at the Jarvis International Hotel, Bolton. This conference is aimed at staff who are directly responsible for the day-to-day running of NHS staff accommodation, rather than at the manager in overall control. The conference will also include an exhibition to show the various items of furniture for the different grades of accommodation. Principal facilitators are Ahmed Jama assisted by Steve Ryan. Steve is Monitoring Manager at Victoria Hospital NHS Trust.

CATERING - We are pleased to announce that Professor Senga Bond

is confirmed as the keynote speaker at our conference on *Nutrition* on 8 October 1998. This will be a one-day event and will be held at the Jarvis International Hotel, Manchester Road, Blackrod, Bolton.

MORE TO COME - Other topics will be covered by appropriate study days and conferences as training needs are identified. The Hotel Services TAG is always interested to hear from hotel services staff employed in disciplines not currently covered by the TAG membership.

LET US KNOW WHAT YOU WANT - Anyone who feels he or she has something to contribute should contact Marion Gildert on 01257 245237.

Sixty Gather at Chorley

The Hotel Services TAG commenced this year's programme with a one-day conference on *The Team Approach to the Management and Disposal of Clinical & Healthcare Waste*. This was held on 21 May at the Postgraduate Education Centre at Chorley & South Ribble District General Hospital, where over 60 delegates gathered to discuss the following issues:-

- The safe and economic management of hospital waste
- Legislation
- Health & Safety Perspective
- Development of waste management systems
- Implementing a new hospital waste management system
- Infection control
- Risk assessment - practical viewpoint
- The contractor's perspective

SPREADING THE WORD

Everyone knows about vicious circles. But for the Estates TAG the past 12 months have been just the opposite — a virtuous circle. We've found our events attracting participants from wider and wider areas — both geographically and career background — and this in turn has led to them becoming more useful and increasingly well supported. There's no doubt that the chance to meet people from different but related backgrounds, people you'd never normally come into contact with, has become one of the major attractions of Estates TAG seminars. For an Estate Manager, the ability to network with colleagues both inside and outside the NHS is becoming increasingly important, because the technical and professional support within the organisations is diminishing. Self-reliance is the byword for the future.

Last year the TAG covered such topics as *Benchmarking* and *Improving the Management of Maintenance*, both of which proved to be extremely successful days.

Any Managers who feel they may have something to contribute towards the Estates TAG should contact Colin Fitzpatrick on Telephone: 0161 727 2296.



**NORTH WEST
NATIONAL HEALTH
SERVICE
ESTATES TRAINING
ADVISORY GROUP**

WHO WE ARE

Membership of the Estates TAG is as follows:-

- *Colin Fitzpatrick Manchester Children's Hospitals NHS Trust*
- *Colin Cadwallader, Mid Cheshire Hospitals NHS Trust*
- *John Guiver, Lancaster Priority Services NHS Trust*
- *Howard Jackson, Preston Acute Hospitals NHS Trust*
- *John Kerrane, Salford Royal Hospitals NHS Trust*
- *Philip Thorpe, Bolton Hospitals NHS Trust*

THE FORTHCOMING YEAR

The forthcoming year will be one of considerable change within the NHS. The election of a new Government with its own programme of change and development for the NHS will bring challenges for every employee. The Estates TAG is rising to this challenge with a programme which will help supervisors and tradesmen develop their skills.

First up is a course which will provide a *Certificate of Competence for Inspection & Testing of Electrical Portable Equipment*. This one-day training course will be held in June 1998 at the Moss Road Centre of North Trafford College Manchester. It will be repeated later in the year if there is sufficient demand.

There's also a one-day conference on Friday 26 June entitled *How to Achieve Compliance with the Electricity at Work Regulations*. This one will be held at the BBC, Oxford Road, Manchester and will provide an insight into electrical safety at work. Our presenters are Mike Sheppard and Mark Swindlehurst who have recently undertaken an in-depth review of inspection and testing of electrical services at the British Broadcasting Corporation in Manchester and will present a case study based on this exercise. A tour of the site including studios (subject to access) will also be part of the programme. This conference will be of special interest to Estate Managers, Senior Electrical Staff, Health & Safety Officers and Risk Managers. Accommodation at the BBC Conference Centre is limited to 40 delegates so this conference will be repeated later in the year if demand is sufficient.

Further courses are being organised for the autumn which will cover *Systems in the Year 2000*, the input of suppliers and the setting out of maintenance contracts.

The Estates TAG is always interested in feedback. If you've attended one of our courses and have diligently completed the questionnaires at the end, thank you.

RECOGNISING OUR ROLE

For those who have long believed that Facilities Management has a vital role to play in the NHS, the last year has been very encouraging. There's no doubt that more and more people are showing interest in the subject, both in the NHS and among commercial organisations. It is now recognised that effective management of support services is not only important to the success of an organisation but is also a complex task requiring a wide range of skills. Facilities management can be a valuable mechanism for change in service delivery, but the maximum benefits will only be achieved if those involved are fully trained to undertake the role. Moreover, their skills must be continually updated through appropriate training.

PROGRESS, ON EVERY FRONT

No matter how you judge the success of a training organisation – whether by the number of people attending its various events or by its reputation – the last year was certainly a very successful one for the Facilities Management TAG. Attendances were up and the TAG has a growing reputation for being a leading edge training body.

Following three very well received conferences in 1996, the TAG organised *Facilities Management in a Changing World* at the Atlantic Suite at Manchester Airport. This proved a highly appropriate venue for an event which examined changes in the delivery of support services both inside and outside the NHS. Speakers from both the NHS and the independent sector speculated on customers' future expectations and discussed what contribution Facilities Management had made towards the success of the host organisation. All of the speakers delivered excellent presentations and the range of subjects and mix of professional backgrounds was much appreciated by the audience. Over 50 delegates attended and the feedback was very positive.

The second conference had a very different subject and took as its starting point the fact that Facilities Management is acknowledged to be primarily a people-orientated business. It follows that those involved in managing support services must be able to get the best from their staff. To ensure that NHS staff are properly trained in this area, a conference entitled *Leading & Motivating the Team* was held at British Aerospace, Warton on 1 April. This event is reviewed on page five.

WHO WE ARE

The Facilities Management TAG, which comprises senior Support Services managers, was formed four years ago and currently has the following members:-

- *Michael Gallagher, Blackpool Victoria Hospital NHS Trust*
- *Carol Molyneux, Blackpool Victoria Hospital NHS Trust*
- *Paul Bond, Halton General Hospital NHS Trust*
- *Colin Fitzpatrick, Manchester Children's Hospital*
- *John Flannery, Bolton Hospitals NHS Trust*
- *Marion Gildert, Chorley & South Ribble NHS Trust,*
- *Graham Hague, Blackpool Wyre & Fylde Community Health Services NHS Trust*
- *Howard Jackson, Preston Acute Hospitals NHS Trust*
- *Trevor Jones, Guild Community Healthcare NHS Trust*
- *Graham Mitchell, Wirral & West Cheshire Community Health Care NHS Trust*

Any Managers who feel they may have something to contribute to the FM TAG should contact MICHAEL GALLAGHER on 01253 303725.

FUTURE EVENTS

One of the TAG's most successful conferences of 1996 concentrated on the *Private Finance Initiative* (PFI). This event attracted over 60 delegates, including Chairmen, Chief Executives and Directors of Finance, as well as Senior Managers from a support services background. The importance of PFI has not diminished so the TAG has organised a follow-up conference on this important subject which will be held on Wednesday 17 June at the Haydock Thistle Hotel, St Helens, Merseyside. All the invited speakers are familiar with the various stages of the PFI process. Their experience will be invaluable to those who require a greater understanding of PFI, either because they are already involved or because they may be in future. Attendance will provide those at the cutting edge with the information needed to make the most of PFI opportunities.

Plans are being drawn up by the FM TAG for a weekend residential school on *The Challenge for Facilities Management in the 21st Century*, to be held on 15-17 October at the Low Wood Hotel, Windermere, Cumbria. The objective of the school is to consider the implication of change for those involved in Facilities Management and identify a framework for the future delivery of support services. Ken Jarrold will explore future possibilities for the strategic direction of healthcare and Peter Wearmouth and Rob Thompson will provide an NHS Estates view on the key issues that should be addressed by Facilities Managers. The school will also include leisurely outdoor pursuits on the final day.

TRAINING QUESTIONNAIRE

WE WANT YOUR IDEAS

To help the three TAGs provide courses and conferences to meet your needs, please indicate below topics you would like to see covered at future events.

Training issue or topic for future course or conference	Number of staff from your organisation likely to attend

WE NEED YOUR NEWS, VIEWS AND LETTERS FOR THE NEXT ISSUE

Your Name: _____

Position/Job title: _____

Trust/Organisation: _____

Please post or fax your news, views or letters for the next issue to:

DEGREE OF SUCCESS

Allstair Baldocke, who works as Estates Technical Service Manager at Burnley Health Care, has recently graduated from Strathclyde University, Glasgow with a Masters Degree in Facilities Management.

Allstair is the first graduate from a number of students on the course, which was part funded by the Facilities Management Training Advisory Group in 1994.

He told TAG News: 'Without the support of the TAG, my Trust would not have allowed the time and financial resources to begin the study'.

The course was completed via a combination distance learning, self-study and several short intensive courses over a three-year period. Where individuals find themselves in a demanding full-time job, this method of study is beneficial as it allows a balance to be struck between a structured academic course and the pressures of the workplace.

Since completing his degree Allstair has been promoted within his Trust, and feels sure that the qualification and the experience of learning from other students was fundamental in securing the post. He's looking forward to using his newly acquired skills in his new job, but has another aspiration too: to spend some time with his growing family instead of doing college work late into the night!



AEROSPACE WELCOMES TAG DELEGATES

LEADING AND MOTIVATING THE FACILITIES TEAM

Review of the one day conference held on Wednesday, 1 April at British Aerospace, Warton

Another popular Facilities TAG conference took place in early April, attracting over 50 delegates. Despite the venue, no one managed a flight in a Tornado, Harrier or Hawk but by the end everyone felt they were 'Leading and Motivating' on a higher plane than before.

The subject is far from new of course, but it remains fundamental for successful management. The theory was covered in a short, sharp and direct session by Howard Naylor who reminded us of the different styles of leadership and how the various styles can complement any team. Stan Pearson, who also arranged the venue, gave an informative insight into Facilities Management at Warton. We were welcomed by Site Manager Jim O'Shaughnessey who expertly provided an overview into Aerospace and the different projects currently in manufacture. Delegates were struck by the difference in available investment in the aerospace industry compared with the NHS, but despite this it was clear that the principles involved in managing people and resources are very similar. Ken Jarrold proved to be an excellent first speaker, who professionally delivered a personal message on the subject of leadership. There was a great deal of information to be gained, but I particularly liked his 10 point plan (below) which I have displayed on my office wall as a poignant reminder:-

- *Have passion for the job*
- *Always look for improvements*
- *Be interested in outcomes and not just the inputs*
- *Be open and diverse in your approach*
- *Seek consensus as well as using your own ideas*
- *Admit when you have made a mistake - encourage others to admit their mistakes also*
- *Be profoundly concerned about your people*
- *Find out what your users think of your services*
- *Accept reality - simplify the 'vision' to your staff*
- *Respect the relationship you have with professional colleagues*

Geoff Callan, a known speaker at TAG conferences, gave us a relatively light-hearted look at *Leadership and Motivation in a Facilities Directorate*, with some serious and important messages which were well received. Steven Hogg gave an excellent and thought-provoking session on recognising and managing stress and delegates listened intently as Steven diagnosed the symptoms of A, B and C stress types. Watch out — if you are restless, make decisions too quickly, suffer from insomnia, enjoy hot and spicy foods and indulge in excessive sexual activity — you are in danger of suffering Stress Type A (make the most of it!).

The day concluded with an unusual yet exciting session by Major David Waters, who spoke of his experiences in Bosnia, where he managed the disarming of land mines and the distress inevitably associated with such a task. All delegates rated the conference highly and without exception felt that it represented value for money. BAe proved excellent hosts: facilities were good, lunch in the Ribble Restaurant was first class, and the guided coach tour around the vast site was most interesting and informative. Sadly, Trevor Jones was unable to fulfil a personal dream and sit in the cockpit of a Tornado. He was also unlucky when it came to winning the prize-draw (a model plane kindly donated by BAe). Never mind, Trevor, better luck next time!

Carol Molyneux, Assistant Director of Facilities - Hotel Services Manager, Blackpool Victoria Hospital NHS Trust.