

TAG NEWS

*TRAINING NEWS FOR NHS SUPPORT SERVICES STAFF WORKING IN THE NORTH WEST
SPRING 2000*

INTO THE NEW MILLENNIUM WITH THE TAGs

THE 21ST CENTURY will hold opportunities that most of us cannot even imagine. We will need excellent leadership, superb management skills and sparkling technical competence.

Here in the North West, THE NORTH WEST NATIONAL HEALTH SERVICE TRAINING ADVISORY GROUPS, which have been established for several years, constantly strive to meet the training needs of staff enabling them to achieve the level of performance that is now expected.

- The Facilities Management 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.

The aim of the TAGs is to continue their success and continue to provide the training required by staff employed within Facilities Management, Estates and Hotel Services.

IN THIS ISSUE:

- Lakeside Leadership
- The Search for Value
- Hitting the Magic Hundred
- Are you Treading Water?
- Driving Home the Message
- A Proven Formula

YOUR CONTACT

This Spring 2000 issue of TAG NEWS gives details of past and 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.

FOR NEWS OF FORTHCOMING EVENTS AND CONFERENCE INFORMATION, PLEASE CONTACT ANNE ON

**Tel 01253 306415 or
Fax 01253 306410**

or visit the TAGs on our Website:
www.tag.nhs-training.org.uk

LAKE SIDE LEADERSHIP

The North West Facilities Management Training Advisory Group (TAG) continues to enjoy success by organising events to meet the training needs of Facilities staff.

THE CHALLENGE FOR FACILITIES MANAGEMENT IN THE 21st CENTURY

In October 1998, the Facilities TAG organised a successful weekend school for Senior Facilities Managers at Low Wood Hotel, Windermere, which was addressed by Ken Jarrold, Chief Executive of County Durham Health Authority. Ken outlined his vision for the provision of health care in the future and focused on social change and its implications for the NHS, together with financial pressures, policy, service and structural change.

The event was also attended by Peter Wearmouth, NHS Estates Director of Policy and Performance, and Rob Thompson, Head of NHS Estates Development, each of whom gave presentations focused upon the future of NHS Estates, and the support it can offer to Facilities Managers in helping them respond to the changing health care environment.

The main function of the weekend school was to encourage the delegates to identify the main challenges to be addressed by Facilities Managers in the next decade. The delegates were asked to identify the 10 top issues which they considered important, the reasons why these issues should be addressed and how it should be done.

The 10 top issues identified were:-

- Training and developing staff
- Raising the profile of Facilities Management
- Benchmarking
- Improved environmental management
- Value for money
- Strategic planning
- Developing effective partnerships
- Future arrangements for funding capital developments

- Implications of corporate governance upon the NHS
- Improving standards of customer care.

There was consensus amongst the delegates upon both the future role of Facilities Management and how its effectiveness could be improved. The delegates shared a common view that in the new Millennium, Facilities Managers must be flexible, responsive to change and provide visionary leadership.

There was a common belief that Facilities Management had an important role to play in the new health service, but that raising the profile of support services would be a challenge for even the most energetic Facilities Manager.

On Saturday, 17 October, a programme of leisurely outdoor pursuits was held, which included an element of competition between the three groups of delegates.



The Winning Team

*(From left to right)
Chris Simms, Ron Stone, Geoff Callan,
Howard Jackson and Trevor Jones.*

Following the conference, a 72 page document entitled

“Focus on the Future”

was published which examined future trends in health care and the implications for Facilities Management. Copies of this publication are available from Anne Wilkinson at £50.00 per copy (tel 01253 306415).

STOP PRESS

Due to the interest generated by the 1998 Conference, the FM TAG are planning to mount a follow up conference in late September/ early October of this year. This will be a two day residential to be held at the Low Wood Hotel, Windermere, commencing on a Thursday morning and closing early Friday afternoon. If you are interested in attending and wish to make a provisional booking, please contact Anne (tel 01253 306415 or fax 01253 306410) who will make sure you receive conference information as soon as it is finalised.

WHO WE ARE

The Facilities Management TAG, comprises senior Support Services Managers, and currently has the following members:-

- **Michael Gallagher**, (Chairman of the FM TAG), Blackpool Victoria Hospital NHS Trust
- **Paul Bond**, Halton General Hospital NHS Trust
- **Colin Fitzpatrick**, Manchester Children's Hospital NHS Trust
- **John Flannery**, Bolton Hospitals NHS Trust
- **Marion Gildert**, Chorley and South Ribble NHS Trust
- **Graham Hague**, Blackpool Wyre & Fylde Community Health Services NHS Trust
- **Howard Jackson**, Preston Acute Hospitals NHS Trust
- **Tim Litherland**, NHS Estates, Leeds
- **Carol Molyneux**, Blackpool Victoria Hospital NHS Trust

FUTURE CONFERENCE A NEW AGENDA FOR HEALTH AND THE IMPLICATIONS FOR FACILITIES MANAGEMENT

Friday, 9 June 2000

Broughton Suite, Preston Marriott Hotel, Garstang Road, Broughton Preston, Lancashire

THE SEARCH FOR VALUE

PRIVATE FINANCE INITIATIVE IN THE HEALTH CARE SECTOR

In June 1998 a very successful conference on the Private Finance Initiative in the Health Care Sector was held at the Haydock Thistle Hotel, St Helens.

The conference provided a balanced view of the benefits and shortcomings of PFI and provided over 40 delegates with a greater understanding of the process and its application.

A number of national speakers contributed to the conference and focused on a range of PFI related issues including:-

- The benefits of PFI
- How to develop a successful PFI scheme
- An investor's view of PFI
- The legal implications of PFI
- A developer's perspective of PFI
- A support service provider's perspective.

All the speakers recognised that the PFI had come a long way since its launch in 1992 and that this form of funding would continue to be a feature of funding capital developments for the foreseeable future.

DELIVERING BEST VALUE WITHIN THE NHS

A one day Conference held on Wednesday, 8 September, 1999 proved a must for anyone involved in a Facilities Management function. Held at the Merseyside Maritime Museum, Albert Dock, Liverpool, its aim was to provide answers to questions concerning the publication of the best value guidance for the NHS. What are the implications for Facilities Organisations? It's not just about economy and efficiency but also effectiveness and improving the quality of services.

The presentations were made by a diverse range of speakers ranging from a solicitor to managers with practical experience of the procurement process.

Amongst the speakers was Andrew Lloyd-Kendall, Policy Manager, NHS Executive, who is the main author behind the introduction of the best value guidance and driving force behind its introduction and

development of the monitoring processes.

The range of subjects addressed by the other speakers included:-

- Best value as an alternative to market testing
- How to achieve best value
- A case study – auditing of non-clinical support services
- The legal aspects of best value
- Procurement of capital equipment
- A Trust perspective of energy purchasing and the use of electricity in the NHS

The conference was held in the Lecture Theatre of the Merseyside Maritime Museum and refreshments and lunch were served in the Dockside Gallery, overlooking the Albert Dock. This was an excellent venue and the conference proved very popular with over 60 delegates attending.



Merseyside Maritime Museum, venue for the DELIVERING BEST PRACTICE WITHIN THE NHS Conference.

FUTURE EVENTS

All TAGs are mindful of the implications of the White Paper setting out a new health agenda for the NHS. To ensure that Facilities managers are ready to meet the changing requirements for support services, the TAGs are currently preparing training programmes for 2000.

For the Facilities TAG, this will include providing a mixture of workshops and conferences which will focus upon:-

- Strategic Planning
- Corporate Governance/ Controls Assurance
- Project Management
- Commissioning Building and Engineering Consultant Services
- Medicine for Non-Medics – understanding medicine

In addition, it will ensure that in the future, training will reflect the customer's requirements and, in particular, those issues identified at the workshops described above.

FURTHER INFORMATION ABOUT THE TRAINING AVAILABLE THROUGH THE FACILITIES MANAGEMENT TAG IS AVAILABLE FROM ANNE WILKINSON PROJECTS ADMINISTRATOR, ON 01253 306415 OR MIKE GALLAGHER (DIRECTOR OF FACILITIES), BLACKPOOL VICTORIA HOSPITAL, TEL 01253 303725

HITTING THE MAGIC HUNDRED

I am pleased to report that the previous twelve months have been the most successful since the Estates TAG was introduced.

We have experienced excellent attendances with our Y2K seminar breaking all records. Over 100 applications were received from the Wrightington conference and as a result of the outstanding attendances it will be possible in the forthcoming year to maintain the charges at their present level of £90 per seminar.

The forthcoming year will present the TAG with considerable opportunities to extend the knowledge of estate professionals, particularly in the areas of statutory compliance and asset management. The recent changes introduced by the Government in connection with corporate governance will have a cascading effect that will be felt throughout the NHS Estate. I feel certain that pressures will increase for ever more accurate assessments of risks and tabulation of procedures and practices undertaken by Estates Departments, The need to log and record routine maintenance procedures and control specialist contractors working on the estate will become an ever greater demand upon the estate professional's time. The need to show documented evidence that staff are adequately briefed, qualified, experienced and trained for the work which they are charged to undertake will become an ever more onerous element of our many duties.

The buoyant financial position of the TAG should allow it to extend its activities into areas of more specialist training, with particular emphasis being placed on supervisors and tradesmen within the Estate Departments.

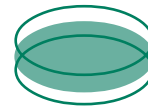
It is also the intention of the TAG to explore the possibilities of accreditation with the various professional institutes of which our colleagues are members.

I am pleased to report that we have managed to obtain the services of two new TAG members; our group now consists of myself and the following:

ALLISTAIR BALDOCKE, Burnley Health Care NHS Trust
JOHN GUIVER, Bay Community NHS Trust
HOWARD JACKSON, Preston Acute Hospitals NHS Trust
PHILIP THORPE, Bolton Hospitals NHS Trust
JOHN KERRANE, Salford Royal Hospitals NHS Trust
BILL McMASTER, South Man University Hospitals NHS Trust
COLIN FITZPATRICK, Chairman of the TAG, Manchester Children's Hospitals NHS Trust

I feel confident that this injection of new blood will give us a year which is not only 'bug free' but also of great interest to all our colleagues.

Colin Fitzpatrick
Director of Facilities and Chairman of the Estates TAG
Manchester Children's Hospitals NHS Trust



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

FUTURE TAG PROGRAMMES

FUTURE ESTATES TAG PROGRAMME

Both conferences to be held at Wrightington Hall Conference Centre, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan

Summer Conference

*One Day Conference on –
STERILISATION/DECONTAMINATION
OF MEDICAL DEVICES AND LINEN
Thursday, 22 June 2000*

Autumn Conference

*One Day Conference on –
CAPITAL PROCUREMENT
Thursday, 12th October 2000*



*Planning for the future: (from left to right)
John Kerrane, Colin Fitzpatrick, Howard Jackson*

ARE YOU TREADING WATER?

Review of the one day conference held on the 17 November 1999 at the Estates TAG's usual conference venue of Wrightington Hospital Conference Centre, which is proving to be a popular and easy to get to location.

The day was an outstanding success with 46 pre-booked delegates.

Colin Fitzpatrick opened the day and outlined the format of the conference.

The first session was presented by Alan Hambidge of Hill Environmental Consultants who explained the definitions and ecology of the genus of bacterium most have come to know as Legionellae. Concluding his introduction, Alan shared with the conference the various modes of transmission and the specifics of a chain of causation. After the morning coffee break, Alan continued to cover the main legislation, Approved Codes of Practice and Health & Safety Guidance notes, *ISC 150*, and of course, our own *HTM 2040*. He closed his session with consideration of applying a Risk Management approach to control of this bacterium.

The session was then handed over to Allistair Baldocke from Burnley Health Care, for a short presentation explaining about his organisation and how the Trust was managing this Risk Management process. A formalised process has been instigated, closely following *HTM 2040* and attempting to pre-empt the likely structure for Controls Assurance. The process of the old Mereworth planning process was used as a template covering details of an actual Risk Assessment and how this would be prioritised and developed into a formal risk Reduction Programme.

At the end of the session Allistair donated a bottle of wine for

the lucky winner of a correct answer prize draw. A few simple questions were asked and all correct entries were entered into a draw, with one lucky winner, Neil Gordon from Halton General Hospital taking the wine.

After a welcome buffet lunch, the conference was handed over to Ken Lacy of North West Water. Ken is the Regulations Manager (Water Fittings Project) representing North West Water on the National Water Fittings Technical Support Group.

Ken gave a comprehensive and extremely interesting session on the present Water Supply (Water Fittings) Regulations 1999.

The last session of the conference was presented by Andrew Collins of Energy Management Services who discussed the various water tariffs and rates alongside any opportunities for saving money. Andrew outlined a project recently undertaken in the North West identifying considerable savings via the re-assessment of the meter sizing. In some cases the meter wasn't even changed, the provider agreed to consider the meter to be of a smaller size than was actually fitted.

He went on to outline the potential opportunities that may exist if deregulation was to be placed on the water industry in a similar manner as has been undertaken in the electricity and gas markets.

Colin Fitzpatrick brought the conference to a close and thanked all the presenters and attendees.

*Allistair Baldocke,
Technical Services Manager,
Burnley Health Care NHS Trust*

A PROVEN FORMULA



The HOTEL SERVICES TRAINING ADVISORY GROUP held its first conference in February 1993, entitled appropriately enough Into the Future with Hotel Services. Since then, it has held over 35 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 Services' issues.

The Hotel Services TAG has always featured innovative and topical training courses and is currently looking towards the future and the many challenges currently facing Hotel Services. The aim of the TAG is to continue providing the same excellent level of training as in the past.

PFI CONFERENCE

On 17th February 2000, the Hotel Services TAG presented a one day conference entitled THE IMPLICATIONS OF PFI ON THE FUTURE PROVISION OF NON-CLINICAL SERVICES. The Conference was held at the Wrightington Conference Centre.

The introduction of PFI procurement to replace or renew existing hospitals will bring about significant changes to the framework for the delivery of Non-Clinical Services generally and Hotel Services specifically.

The Conference proved to be of major interest to all Hotel Services Managers who are already involved, or are likely to become involved, in PFI schemes, whether for single service or whole hospital development. It provided an in-depth insight and opportunity to learn from an experienced Consultant — Philip Robinson (YFS Consultancy) — the implications for Hotel Services of PFI procurement.

The PFI Conference was extremely informative and enjoyable and was well received by all who attended.

FUTURE TRAINING

The TAG has proved successful by meeting training needs that are not catered for from other organisations. Provision of local cost-effective training has proved beneficial to Trusts throughout the North West and beyond and it is the TAG's intention to continue.

A major initiative for this year is to provide training for Linen and Laundry Services.

A ONE-DAY SEMINAR IS BEING PLANNED FOR NON LINEN SERVICES MANAGERS WHO ARE REQUIRED TO OPERATE AND/OR MONITOR LINEN SERVICES CONTRACTS.

The day will cover the following issues which are of major importance to Managers responsible for linen services:—

- The Specification
 - type of service
 - standards
- Awarding the Contract
 - Short Listing
 - Evaluation
- Monitoring the Contract
 - Volume
 - Price
 - Quality
- Contingency Arrangements

In addition to the one day seminar, the TAG is also planning a residential LINEN SERVICES TECHNICAL TRAINING COURSE FOR PRODUCTION SUPERVISORS.

Module One — 3 day residential to cover -

- Textiles and Classifications
- Washing Machines
- Chemistry of Washing
- Washing Processes
- Resource Management
- Project Preparation

Module Two — 2 day residential to cover -

- Finishing
- Presses

- Tumblers
 - Ironers
 - Problem Identification and Solving
 - Project Presentation
- Programme packages for the two Linen and Laundry Services events are to be finalised and sent out in the very near future.

WHO WE ARE

The HOTEL SERVICES TAG is currently chaired by:

Marion Gildert, Domestic Services Manager and Trust Advisor from Chorley and South Ribble NHS Trust

Stephanie Birch, Hotel Services Liaison Officer, Tameside Acute Care 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 and Transport, Tameside and Glossop Community/Priority Services NHS Trust

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

Farewell to Stef Bienias, Assistant Support Services Manager, Blackpool Victoria Hospital NHS Trust, who has had to resign his place on the TAG due to work commitments.

Stef will be very well known to the many Portering Managers, Supervisors and Chargehands who, over the past few years, have attended the HOTEL SERVICES TAG - PORTERS DEVELOPMENT COURSE. Stef, together with Mike Reedy, Head of Portering & Transport, Tameside and Glossop Community/Priority Services NHS Trust, have presented the three-day residential course. 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.

Grateful thanks to Stef for the support, commitment and enthusiasm he has given to Hotel Services training over the years.



**NORTH WEST
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ADVISORY GROUP**



**NORTH WEST
NATIONAL HEALTH SERVICE
FACILITIES MANAGEMENT
TRAINING ADVISORY GROUP**

NEW MEMBERS WANTED

New members are needed to join the HOTEL SERVICES TAG

The TAG is looking for new members with new ideas enabling the TAG to provide more and better training and help managers make the most of funding available for training. The TAG is also interested to hear from hotel services staff employed in other disciplines not currently covered by the TAG membership. Please ring Marion Gildert on 01257 245237 or Anne Wilkinson on 01253 306415.

I AM WAITING TO HEAR FROM YOU...



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

**ANNE WILKINSON
TAG NEWS**

Blackpool, Wyre & Fylde Community Health Services NHS Trust
Organisational Development Department
Directorate of Human Resources
Wesham Park Hospital, Derby Road, Wesham
Lancashire PR4 3AL

Phone: 01253 306415. fax: 01253 306410

VISIT THE TAGS ON OUR WEBSITE: www.tag-nhs-training.org.uk

DRIVING HOME THE MESSAGE!

Review of the one day conference held on 14 April 1999 at the Reebok Stadium, Bolton.

In April 1999, the Facilities Management TAG held a study day entitled 'DRIVING FORWARD A HEALTHY TRANSPORT PLAN'. The venue for the day was the new Reebok Stadium, home of Bolton Wanderers Football Club.

The day proved to be another success, persuading me to go straight home and do one of two things, (a) to sit down and start to pull together a healthy transport plan for my own hospital or (b) settle down on the settee and watch the FA Cup Semi-Final replay between Manchester United and Arsenal.

Needless to say, I chose the football. Not because I particularly like football (which incidentally I do — but I prefer to watch Newcastle United), but because I needed a brain break to try and digest all the information I had taken in during the course of this excellent day.

As a manager responsible for traffic management on a large hospital site, I was encouraged to learn that none of the speakers perceive our job to be an easy one! I certainly felt more confident that I was at least on the right road in our approach to the publication of a Healthy Transport Plan.

The study was chaired by Mike Gallagher, Director of Facilities, and as usual Mike chaired the day with enthusiasm, good humour and encouraged enthusiastic participation by those in attendance.

The first presenter was John Walsh, who has been involved in the development of the new Reebok Stadium. John's opening contribution was most interesting, giving the audience an insight into the planning and building of the Reebok Stadium, including the onerous task of ensuring that home and away supporters are able to access the ground using various types of transport, including public transport, coaches, rail and car.

It was interesting to make comparisons, particularly when one considers the siting of a new football stadium affords the opportunity of linking to various transport facilities at the design stage, whereas a hospital site has often been in place for many years and suffers from the problems of an inadequate infrastructure.

I was particularly interested in 'John Walsh the Bolton Wanderers football supporter' who admitted to only having missed three games (both home and away) in the past 25 years!

Our second speaker, Nigel Twin, regularly writes in the Transport 2000 magazine and is probably a familiar name to managers with responsibility for transport.

Nigel spoke mainly about the innovative work which has taken place to introduce and sustain a successful car sharing scheme. One of the points raised was the flexibility for staff to choose on a daily basis how they wish to travel to work. This encourages 'pick and mix' type arrangement, whereby staff pay on a daily basis and opt to either car share, use public transport, cycle, or walk.

Another good idea was a letter advising all new applications of the various options of travelling to and from work. This demonstrates a pro-active approach, something which I will be introducing in Blackpool.

It became clear through the presentation that the work being undertaken

by Nigel is actually starting to pay dividends. In 1997, 170 staff had travel bus passes and there were between 30-40 car sharers. In 1998 this had risen to 280 staff with travel passes and 100 car sharers, and by 1999 some 420 staff have travel passes and 120 staff car share.

Nigel suggested that commitment must come from the top and that his Chairman and Chief Executive travel to work by public transport.

As you will appreciate this generated some murmurings from the audience. As yet I have not had the opportunity to put this suggestion to my Chairman!

The last speaker of the morning was Richard Thresh, Principal Planning Officer for Transport. Richard talked about local transport plans, but also took this one stage further and looked forward 20 years.

Richard was strategic and innovative in his thoughts for the future. He talked about the long-term horizons, and suggested that parking would be the big issue.

After lunch, Phil Green, the staff side secretary for Unison, gave his view on achieving staff commitment to a Healthy Transport plan. He talked about the need to communicate and to fully involve staff in any transport issues. 'We need to emphasise the benefits of a healthy transport plan, including the need for imposing charges, and how the income will be reinvested to improve security and/or fund transport improvements. Don't rule out staff buses, but ensure that the working day is not necessarily lengthened due to poor transport systems'. From a personal point of view, I have found the staff side at Blackpool Victoria Hospital most receptive, particularly as they have been involved from the outset.

The final two speakers were David Curtis, Assistant Head of Strategic Planning & Transport for Sheffield

City Council, and David Gregory, who is a Principal Consultant with the MDA of Manchester.

While some members of the audience may not have gone home with an abundance of new innovative ideas, I am in no doubt that they went home with renewed enthusiasm for introducing some hopefully simple yet sound proposals to improve their parking and transport problems.

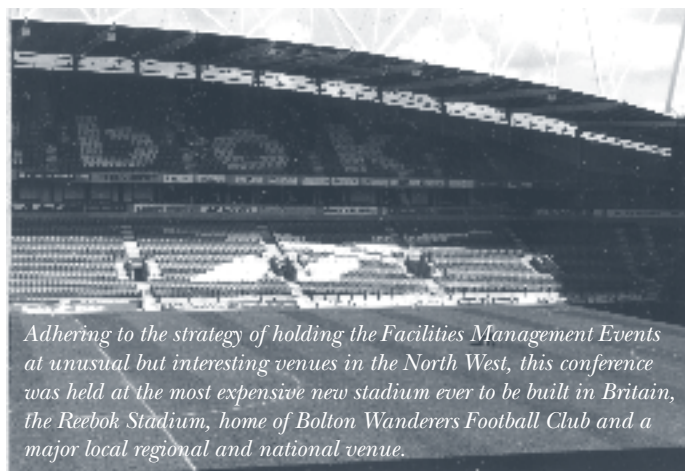
I was encouraged by the knowledge that we all face similar problems and that it is essential we work together, rather than individually, to support the Government's initiative.

The venue was excellent. Whether you are a football fan or not, you could not have failed to be impressed with the new stadium facilities at Bolton.

If any of our readers would like to learn more, please contact any of the TAG members who will no doubt be more than happy to give you contact numbers and names of the relevant speakers.

All the delegates left the conference venue satisfied that the day had been worthwhile. Interesting to note that without exception we all got into our private motor vehicles and drove home!

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



Adhering to the strategy of holding the Facilities Management Events at unusual but interesting venues in the North West, this conference was held at the most expensive new stadium ever to be built in Britain, the Reebok Stadium, home of Bolton Wanderers Football Club and a major local regional and national venue.

PLEASE LET US KNOW THE TRAINING ISSUE OR TOPIC YOU WOULD LIKE COVERING ON A FUTURE COURSE OR CONFERENCE

Your Name:

Position/Job title: _____

Trust/Organisation: _____