

# NORTHERN NHS TRAINING ADVISORY GROUPS

## FACILITIES MANAGEMENT, HOTEL SERVICES AND ESTATES

SPRING 2002

Here in the North West, THE NORTHERN NATIONAL HEALTH SERVICE TRAINING GROUPS, which have been established for nine years (**10<sup>th</sup> Anniversary in February 2003**), 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 with Facilities Management, Estates and Hotel Services.

Over the past 9 years, the TRAINING ADVISORY GROUPS have presented nearly 100 events covering a wide range of topics. These have included one-day seminars and conferences, five-day technical courses, and two/three day residentials. Amongst the topics covered:

- MEAT QUALITY RECOGNITION
- PORTERS COURSES
- LINEN AND LAUNDRY SERVICES
- SUPERVISORY DEVELOPMENT COURSE
- ELECTRICITY AT WORK REGULATIONS
- STERILISATION & DECONTAMINATION OF MEDICAL DEVICES AND LINEN
- ASBESTOS AND ASPERGILLUS
- DELIVERING BEST VALUE WITHIN THE NHS
- THE MEDICAL PERSPECTIVE IN FACILITIES MANAGEMENT
- FM - RESPONDING TO THE NEW HEALTH CARE AGENDA
- PRIVATE FINANCE INITIATIVE

## STRIVING FOR EXCELLENCE THROUGH TRAINING

FACILITIES MANAGEMENT TAG continues to enjoy success by organising events to meet the training needs of Facilities staff.



Leisure time for delegates on THE CHALLENGE FOR FACILITIES MANAGEMENT IN THE 21<sup>ST</sup> CENTURY.

For further information about the Northern TAGs, please contact the lead provider to the TAGs –

**ANNE WILKINSON**  
Telephone: 01253 306415  
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Email: anne.wilkinson@fyldepct.nhs.uk

Visit the TAGs on our WEBSITE:  
**www.tag-nhs-training.org.uk**

Anne is based within the WORKFORCE DEVELOPMENT DEPARTMENT of FYLDE PRIMARY CARE TRUST

# Welcome to the HOTEL SERVICES TRAINING ADVISORY GROUPS

Now in its ninth year, the **HOTEL SERVICES TAG** meets every two months to progress the training development of operational staff (supervisors, chargehands and middle managers) employed within Catering and Support Services.

A wide range of courses and conferences have been organised reflecting both "functional" need and corporate "hotel Services" issues.

**The HS TAG continues to cover topical issues and provide interactive learning and networking opportunities for participants on a multi-trust basis.**

In May 2001, the HS TAG held a three-day residential SUPERVISORY DEVELOPMENT PROGRAMME. The course was extremely well received and due to the demand, was repeated in September 2001.

Following on from the success of the Supervisory Development Programme, a two-day residential course was set up for FRONT LINE MANAGERS working within Hotel Services. This course was held in October 2001 and amongst other key issues for 2001, covered the following:

- National Directives
- The National Performance Framework
- Best Value Quality
- Change Management
- Getting Your Slice of the Cake (financially!)
- Getting the Job Done (Team Building, Motivating the Team, Retention of Staff).

Another major topic addressed by the HS TAG in 2002 was PERFORMANCE MANAGEMENT FOR HOTEL SERVICES MANAGERS. This was held on Thursday, 28<sup>th</sup> February at the Conference Centre, Wrightington Hospital.

The presenters were Tim Litherland, Dennis Bastow and Bob Heavisides.

The day covered the NHS PLAN and why performance management has grown in importance, demonstrating the links to the main performance agenda. The speakers built on the current performance management round and the approach take by NHS Estates. This was followed by a session on culture and where we need to change. Then onto indicators and benchmarking with the emphasis on how hotel service contributes to the main agenda and how important they are to the whole system. The whole event was interactive, the delegates joining in and contributing to a lively debate.

At the present time, the HS TAG are looking at current issues and are putting together a topical programme for 2002/3.

## WHO WE ARE

**MARION GILDERT,**  
(Chairperson of the HS TAG),  
Domestic Services Manager,  
Chorley & South Ribble Trust and  
Preston Acute Hospitals NHS Trust

**STEF BIENIAS,**  
Assistant Support Services Manager,  
Blackpool Fylde and Wyre Hospitals  
NHS Trust

**GRAHAM HAGUE,**  
Facilities Operations Manager,  
Blackpool Fylde and Wyre Hospitals  
NHS Trust

**AHMED JAMA,**  
Facilities and Services Manager,  
Chorley & South Ribble Trust and  
Preston Acute Hospitals NHS Trust

**MARK LYONS**  
Facilities Manager – Hotel Services,  
Salford Royal Hospitals NHS Trust

**VANESSA NEWTON**  
Quality Assurance Manager,  
Chorley & South Ribble Trust and  
Preston Acute Hospitals NHS Trust

**ELIZABETH BIMPSON**  
Hotel Services Manager,  
Central Manchester and Manchester  
Children's University Hospitals  
NHS Trust

**If there is any issue that you would particularly like to see covered by the Hotel Services TAG, please get in touch. We are always pleased to hear your views and training requests.**

## ESTATES TRAINING ADVISORY GROUP

The **ESTATES Training Advisory Group** was set up in February 1994. Its objectives were simple: to assess the training requirements of everything within Estates from tradesmen to Director, to organise training events to meet those needs, and to do it as economically as possible. Originally, the Estates TAG ran events mainly directed at Estate Management staff but over the last few years, the TAG has extended its training activities into more areas now applicable to tradesmen and supervisors.

Since 1994, the TAG has presented some 20 one-day conferences for Estates personnel.

The TAG strives to provide the knowledge, skills and attitudes required to help Estates personnel to achieve objectives, keep abreast of current developments and changes within the service, and face the challenges of the future in our ever-changing environment.

An added bonus for delegates who attend our conferences is the opportunity to meet people from different but related backgrounds and be able to network with colleagues from both inside and outside the NHS.

Most of the Estates conferences are held in the Conference Centre at Wrightington Hospital, Wigan, now and a well-known and very familiar conference location among Estates people.



A light-hearted moment. Speakers on the ASBESTOS/ASPERGILLUS conference. (From left to right) Colin Fitzpatrick (Estates TAG Chairman), Chris Poole and Steve Shutler

A **MASTERCLASS ON CONTROLS ASSURANCE FOR ESTATES** was held on Thursday, 18<sup>th</sup> April 2002.

The autumn conference will be held on Wednesday, 6<sup>th</sup> November 2002 on the extremely important topic of **LEGIONELLA**.

**NEW FOR 2002** – We are also looking to provide **BESPOKE TRAINING FOR TRADESMEN**. More information available shortly.

### MEMBERSHIP OF THE ESTATES TAG

COLIN FITZPATRICK,  
(Chairman of the Estates TAG)  
Director of Facilities,  
Central Manchester and Manchester  
Children's University Hospitals NHS Trust

ALLISTAIR BALDOCKE,  
Estates Technical Services Manager,  
Burnley Health Care NHS Trust

HOWARD JACKSON  
Assistant Director of Estates & Facilities,  
Chorley & South Ribble NHS Trust and  
Preston Acute Hospitals NHS Trust

JOHN KERRANE,  
Deputy General Manager – Facilities,  
Salford Royal Hospital NHS Trust

PHILIP THORPE,  
EBME Manager,  
Bolton Hospitals NHS Trust

The **ESTATES TAG** is always interested in your view and ideas for future training. Please get in touch and let us have your comments and suggestions.

## **FACILITIES MANAGEMENT TRAINING ADVISORY GROUP**

### **FM TAG MEMBERS**

**MICHAEL GALLAGHER,**  
 (Chairman of the FM TAG), Director of  
Facilities, Blackpool Fylde and Wyre  
Hospitals NHS Trust

**PAUL BOND,**  
 Director of Estates and Facilities, North  
Cheshire Hospitals NHS Trust

**JOHN FLANNERY,**  
 Head of Estates Services, Bolton Hospitals  
NHS Trust

**COLIN FITZPATRICK,**  
 Director of Facilities, Central Manchester  
and Manchester Children's University  
Hospitals NHS Trust

**JOHN FLOWERS,**  
 Director of Facilities, Stockport NHS Trust

**MARION GILDERT,**  
 Domestic Services Manager, Chorley &  
South Ribble NHS Trust and Preston Acute  
Hospitals NHS Trust

**GRAHAM HAGUE,**  
 Facilities Operation Manager, Blackpool  
Fylde and Wyre Hospitals NHS Trust

**MIKE HALL,**  
 Facilities and Site Services Manager,  
Blackburn, Hyndburn and Ribble Valley  
Healthcare Trust

**HOWARD JACKSON,**  
 Assistant Director of Estates Facilities,  
Chorley & South Ribble NHS Trust and  
Preston Acute Hospitals NHS Trust

**TIM LITHERLAND,**  
 Head of Estates and Facilities, NHS  
Executive – North West Regional Office

**CAROL MOLYNEUX,**  
 Assistant Director of Facilities (Hotel  
Services), Blackpool Fylde and Wyre  
Hospitals NHS Trust

**FACILITIES MANAGEMENT  
has a vital role to play in the  
NHS. 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.

The FM TAG continues to provide appropriate training judging by its excellent reputation and the number of people attending its various events.

A key topic covered on the 26<sup>th</sup> April 2002 was PRIVATE FINANCE INITIATIVE. A one-day conference was held at the Preston Marriott which provided a much-needed update on the application of PFI in the NHS. It covered the PFI mechanism for improving the quality and cost effectiveness of public services. Explaining the financing of capital investment, as well as exploiting the full range of private sector management, commercial and creative skills. The speakers, some of whom were national speakers, were all excellent and the day was extremely informative and enjoyable.

This year's **FACILITIES MANAGEMENT ANNUAL CONFERENCE** will be held on the **19<sup>th</sup> and 20<sup>th</sup> September 2002** at its new venue – **THE BEECH HILL HOTEL, NEWBY BRIDGE ROAD, LAKE WINDERMERE, CUMBRIA.**

The Beech Hill is situated in a prime location on the east bank of Lake Windermere within a

short drive of the national motorway network. All bedrooms will be single occupancy and all delegates are welcome to enjoy the excellent facilities at the Hotel, including the heated swimming pool and sauna.

This annual event provides us with the opportunity to spend 2 days away from the "coal face", to be updated on current thinking and to network into the evening with friends and colleagues.

The objective of the conference is to build on the success of the previous ones, and in particular consider the implications of the new changes in healthcare, for those involved in Facilities Management.

This is always an extremely popular event – **RESERVE THE DATES IN YOUR DIARY AND BOOK A PLACE NOW.**

***The FM TAG is always interested in your views and ideas for future training. Please get in touch and let us have your comments and suggestions.***



CUSTOMERS' EXPECTATIONS CONFERENCE, MAY 2001, MANCHESTER AIRPORT – Speaker, BRYAN LEAKER, General Manager, Butlin's, Minehead, Somerset, with delegate (and winner of a Butlin's holiday for 4, provided by Bryan) CHRISTINE McCORMACK, Conwy & Denbighshire NHS Trust.