

IN PARTNERSHIP

Autumn 2018

Adding Value Through Partnership

Compendium of Primary Care
Roles & Models Launched for
NHS Wales

Specialist Estates Services
Launch New Framework

NWSSP at the
National Eisteddfod



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Shared Services
Partnership

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WELCOME TO IN PARTNERSHIP

*The Magazine for
Our Staff, Health
Boards & Trusts*

This publication aims to highlight some of the recent achievements that the NHS Wales Shared Services Partnership (NWSSP) has delivered on behalf of Health Boards and NHS Trusts across Wales.

In this Autumn edition, we focus on supporting our colleagues, partners and stakeholders across NHS Wales, illustrating how Shared Services staff extend their commitment to supporting others in and out of the workplace.

One of the key articles this month recognises the importance of the NHS Wales Staff Survey. The 2018 NHS Wales Staff Survey provided a full analysis of workforce engagement and the organisational climate for the NHS Wales workforce. The results of the survey in NWSSP continue to show positive improvements since the 2016 survey, with Shared Services above the overall NHS Wales scores on many questions. As an organisation, we had a fantastic response rate and I would like to thank each member of staff for taking the time to share their views.

Another key article this month includes how we focus on promoting equality and diversity throughout Shared Services. Along with colleagues from the wider NHS Wales, who took part in the PRIDE Cymru celebrations in Cardiff by walking in the PRIDE Cymru Parade and by representing NWSSP at the NHS Wales information stand at the National Eisteddfod.

On the subject of collaborative working, NWSSP lead on the development of an interactive resource, The Compendium of Primary Care Roles & Models, which contains a collection of case studies and supporting information brought together in partnership with NHS Wales and colleagues delivering primary care services. The online interactive document enables the sharing of good practice and will help to transform the way in which primary and community care is delivered across NHS Wales.

Whilst reflecting on partnership working, I am delighted to announce that PRactical Obstetric Multi-professional Training (PROMPT) Wales, supported by NWSSP's Welsh Risk Pool Services, is being launched across Wales. Pilots of PROMPT training have been undertaken in Abertawe Bro Morgannwg University and Betsi Cadwaladr University Health Boards and these have been very well received by staff.

Also in this edition, an Ethical Employment in Supply Chains Code of Practice (CoP) has been established by the Welsh Government to support the development of more ethical supply chains to deliver contracts for the Welsh public sector. We have signed up to the CoP Commitments, and as part of this we have appointed Gareth Hardacre, our Director of Workforce and Organisational Development, as the Anti-Slavery and Ethical Employment Champion for our organisation.

Finally, September 2018 saw NWSSP's Specialist Estates Services division launch their Building for Wales (B4W) Framework. This has been a complex and large exercise to undertake, and thanks are extended to all Health Board/Trust personnel who have contributed to the evaluation process.

Neil Frow
Managing Director



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NWSSP at the *National Eisteddfod*



Actor Rhys Ifans also visited straight from the Hollywood hills

The National Eisteddfod of Wales is the most important of several eisteddfodau that are held annually. Its eight days of competitions and performances are considered the largest music and poetry festival in Europe, with competitors typically numbering 6,000 or more and overall attendance generally exceeding 150,000 visitors.

This year, the Eisteddfod was held between 3-11 August in Cardiff Bay. NWSSP and other NHS Wales organisations collaborated to organise a healthy feast of activities to inform, engage and educate visitors during the week, including celebrating the NHS in its 70th year, promoting careers in the NHS and a variety of key health awareness messages and themes throughout the week.

NWSSP Welsh Language Officer Non Richards represented Shared Services and offered valuable advice to visitors who may consider a career in NHS Wales, whilst also promoting the Welsh language and how it is being implemented within NWSSP.



NWSSP Welsh Language Officer Non Richards speaks with Cabinet Secretary for Health, Vaughan Gething



**Eisteddfod
Genedlaethol
Caerdydd
3-11 Awst 2018**



History of the National Eisteddfod

Held during the first week of August every year, the National Eisteddfod is a celebration of the culture and language of Wales. The festival travels from place to place, alternating between north and south Wales, attracting around 150,000 visitors and over 250 tradestands and stalls. The history of the Eisteddfod in Wales can be traced back to 1176, with the modern history of the organisation dating back to 1861. The festival has been held every year, other than 1914, when the outbreak of the First World War saw it postponed for a year.

Traditionally competition-based, the festival has developed and evolved over recent years, and whilst the competitions form the central focus for the week, the Maes (site) itself has grown and developed into a vibrant festival with hundreds of events and activities for the whole family. The Eisteddfod is the natural showcase for music, dance, visual arts, literature, original performances and much more.

Encompassing all aspects of the arts and culture in Wales, it is an inclusive and welcoming festival which attracts thousands of Welsh learners and those who do not speak the language, as well as Welsh speakers, every year.

Most of Wales' leading writers, musicians and poets have competed at the Eisteddfod, with many performers appearing on a national stage for the first time during the festival.



Tour de France winner Geraint Thomas took time to drop in to the Eisteddfod



Catrin Dafydd wins the Eisteddfod crown of 2018



Colleague Gemma Amos Wins Bowls Silver Medal for Wales

Gemma Amos (far right) with the Wales team

Gemma Amos, an E-Expenses Officer within the Payroll team at our Hafen Derwen office, Carmarthen, was recently honoured after representing Wales in bowls. An experienced bowls player, Gemma gained formal recognition after the Welsh team came runners-up in a senior test series held in Cardiff, as part of a global team competition that included Australia, USA, South Africa and Spain.

Gemma has been involved in the sport for over 10 years and has risen through the ranks to become a regular in the Wales senior bowls team. But Gemma wasn't always involved in the green pitches of bowling but rather the blue waters of swimming as she explains:

"I started to become attracted to playing bowls whilst I was near the end of secondary school. I had been swimming competitively for some time up to that point but wanted to try something different- and bowls fitted the bill!"

From there, Gemma found the determination to better herself and succeed in her new endeavours and found she had a natural flair for the sport:

"I actually played for the Welsh seniors some time before the test series, so was thrilled to be called up to represent Wales and to take on the best teams in the world. It was a fantastic experience and we were so close to beating champions Malaysia in a tight finale."

With no time to rest on her laurels, Gemma is looking forward to the possible challenges ahead:

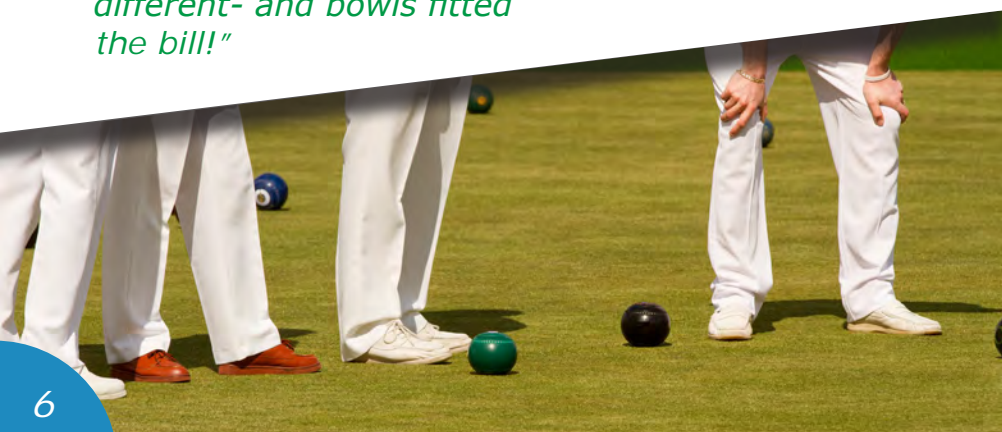
"Team Wales' next big challenge will be in 2019 when the Wales team will play a number of European sides who will take on each other in the Vale of Glamorgan."



Gemma Amos displays her silver bowls medal after representing Wales

Proud to be an ambassador for her sport, Gemma also has a message for those who dismiss bowls as a pastime for the older generation.

"Bowls is definitely a sport for all age groups and the perception that it is otherwise is wrong! I play with colleagues from all age groups and it is certainly popular and growing by the year with young adults alike. There is a great camaraderie, team spirit and is good fun to be involved in. Give it a try, you won't be disappointed!"



NWSSP Celebrates PRIDE Cymru

With PRIDE celebrations being enjoyed across the globe by thousands of lesbian, gay, bisexual, transgender and non-binary people, as well as allies (those that support LGBT rights), it is important to remember how far we have come in achieving equality.

On 24-26 August 2018, NWSSP, along with colleagues from the wider NHS Wales network, took part in the PRIDE Cymru celebrations in Cardiff, by walking in the PRIDE Cymru Parade.

The Parade

Leading the Parade were the NHS Wales Equality Leadership Group, who were joined by colleagues including Marie-Claire Griffiths and Gildas Griffiths, amongst Health Courier Services (HCS) staff who kindly drove one of the PRIDE-themed HCS vehicles as part of the celebrations.

Our colleagues danced in rhythm to the Jess Glynne song, Hold My Hand, which was enthusiastically embraced by the large number of spectators and attendees!

NWSSP – Compliance Officer and Attendee Roxann Davies said:

"I was honoured and privileged to walk in the Parade with my NHS Wales family. I feel very proud to be a part of such a diverse workforce and to promote equality, diversity and inclusion every day; we marched for the right for all to be treated equally, to love freely and to be who you want to be."



From left: Roxann Davies & Marie-Claire Griffiths



Gildas Griffiths



Compendium of Primary Care Roles & Models launched for NHS Wales

The Compendium of Emerging Roles and Models in Primary Care has been developed to provide an online interactive document that enables the sharing of good practice and more. The compendium, a collection of case studies and supporting information brought together into an interactive resource, is a development which was led by NWSSP - Workforce Education and Development Services (WEDS) in partnership with NHS Wales and colleagues delivering primary care services.

The resource has three key parts:

1. Case studies of how roles have developed in primary care.
2. Case studies of models and new ways of working.

Each case study hosts a Document Library that gives access to reports and other resources considered to be helpful to anyone looking to recruit to similar roles or develop similar models.

3. Job Description Library – a key part of the compendium.

This holds information on the job evaluation process, an online form to contact the central job evaluation team, and other information to support the drafting of job descriptions.

Alan Lawrie, Director of Primary, Community and Mental Health in Cwm Taf University Health Board and Chair of the Director of Primary and Community Care Executive Peer Group:

"I very much welcome the launch of this resource which has been in development over the past year. The resource is very easy to navigate and will be a fabulous tool for clusters to use as work continues to introduce Multi-Disciplinary Team working across clusters and transform the way in which primary and community care is delivered. With already created job descriptions and a very clear outline of the work that these professionals have done, creating that new cluster service will become so much more straight forward."



The compendium is the first edition of the resource and with the emergence of Health Education and Improvement Wales (HEIW) there will be opportunities in the future for a more systematic plan for expansion of the resource as a strategic ongoing development for sharing of good practice.

Lisa Gostling, Director of Workforce & Organisational Development, Hywel Dda University Health Board:

"It can be a daunting prospect to navigate through the governance arrangements and practical steps needed for the creation of a new way of working or model of service."

Through this online tool we have tried to help practices by walking them through the steps taken by others and sharing of key documents which can be easily replicated. In addition to this, the availability of already job matched job descriptions means that posts can be advertised and recruited to on a more timely basis, avoiding unnecessary delays due to process."

The Compendium of Emerging Roles and Models in Primary Care is hosted on the WEDS website and can be accessed at the following link:

www.nwssp.wales.nhs.uk/compendium-of-emerging-roles-and-models-

There is means of providing your feedback or raising any queries, via links within the resource.

Hot off the Press!

WEDS is now part of Health Education and Improvement Wales (HEIW). HEIW was established on 1st October 2018. It is a special health authority within NHS Wales created by bringing together three key organisations for health - the Wales Deanery, NHS Wales' Workforce Education and Development Services (WEDS), and the Wales Centre for Pharmacy Professional Education (WCPPE).



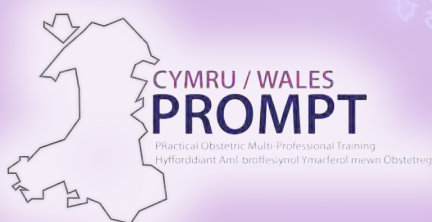
Introducing PROMPT Wales

PRACTICAL Obstetric Multi-professional Training (PROMPT) is a multi-disciplinary training programme which is run in a cascade training format with Train-the-Trainer sessions and local teams training together in the units where they work.

PROMPT Wales is supported by NWSSP's Welsh Risk Pool Services, with training run by a charitable organisation which is based at the Bristol NHS Trust.

Pilots of PROMPT training have been undertaken in Abertawe Bro Morgannwg University and Betsi Cadwaladr University Health Boards and these have been very well received by staff.

Following a review of all available options, the Wales Maternity Network has recommended that PROMPT training should now be rolled out to the Consultant-led units within NHS Wales and the PROMPT training programme be adapted to take account of the work of specialist groups.



Background

In 2016, the Chief Nursing Officer for Wales approached the Wales Maternity Network and Welsh Risk Pool Services to consider the effectiveness of existing systems within Maternity Services across Wales, for preparing the multi-professional workforce in the recognition and management of obstetric emergencies promptly and safely within maternity settings across Wales. Further work will continue, in order to consider the most appropriate competences and training packages to support staff who generally work in non-Consultant led units.

The Wales Maternity Network will coordinate the development and support to training teams (known as faculties) based at each unit, support the inclusion of NHS Wales's strategies into the training material and monitor the uptake and engagement through its forum meetings.

The Wales Maternity Network also believe that PROMPT Wales will change the culture of Maternity Settings.

The Bristol PROMPT Faculty are also able to provide support to Wales to help embed into our daily practice, therefore making it sustainable and right for Wales.



From left: Sarah Hookes and Claire Davies

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Lead Midwife
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Staff from the PROMPT Network



NHS Wales Staff Survey 2018

The NHS Wales Staff Survey was launched on 11 June 2018 with the purpose of providing a full analysis of the organisational climate for the NHS Wales workforce while also giving staff the opportunity to #TellItHowItIs. NWSSP can now use the results to improve working conditions and employees overall working life within NWSSP and NHS Wales.

NWSSP Managing Director Neil Frow:

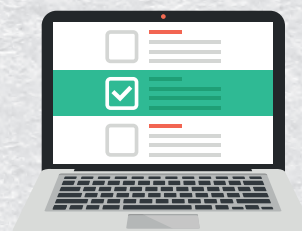
"Thank you for participating in the NWSSP NHS Wales 2018 Staff Survey. I look forward to receiving the results of the Survey and collaboratively shaping the future of NWSSP and NHS Wales."

Overall position

NWSSP finished in 1st place for response rates, with an excellent 56% completion rate. A total of 1099 employees completed the survey.

Results by directorate

Top response rates by directorate were:



Workforce & Organisational Development
95%



Legal & Risk Services
90%



Specialist Estates Services
80%



Specialist Estates Services Launch New Framework



Iain Worby, Head of Design for Life: Building for Wales, presents at the Framework launch

12 September 2018 saw NWSSP's Specialist Estates division launch their Building for Wales (B4W) Framework at the Village Hotel in Cardiff.

The procurement of the NHS Building for Wales construction sees the following contracts in place:

- National Supply Chain Partner and National Project Manager frameworks for projects in excess of £12 million construction cost (excluding Value Added Tax.)
- Regional Supply Chain Partner, Regional Project Manager and Regional Cost Adviser frameworks for projects between £4 million and £12 million construction cost (excluding Value Added Tax). There are three regions which cover south east, south west and north Wales.

In common with previous generations of frameworks, projects that are less than £4 million construction cost are to be procured at a local level by the individual Health Board/Trust.

The procurement exercise has been the subject of considerable consultation with all Health Boards/Trusts and Welsh Government.

External parties to the NHS such as the Health and Safety Executive, Constructing Excellence Wales and apprenticeship initiatives have also contributed to the structure and requirements of the process.

Through this consultation process the NHS Building for Wales frameworks have maintained:

- Integrated supply chains with Supply Chain Members dedicated to their host organisation.
- 'One stop' point of contractual contact with the Supply Chain Partner which incorporates their Supply Chain Members.
- Support consultants of Project Managers and Cost Advisers to assist Health Boards/Trusts deliver their capital requirements. (The procurement of a National Cost Adviser framework has not been able to be achieved due to lack of market interest and will be procured for the specific requirements of an individual project.)





Kevin Ray,
Framework Manager



Administrator Kelly Gordon signs
in delegates during the launch



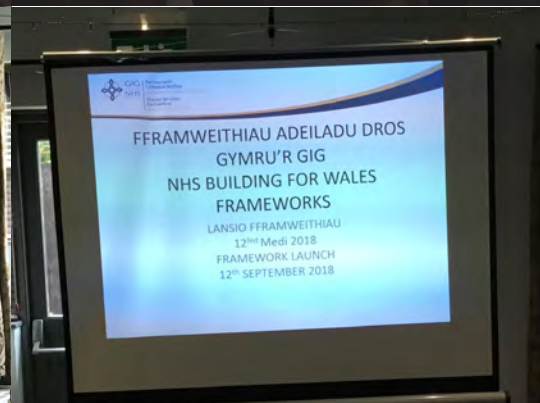
David Taylor,
Framework Manager



Jessica Morgan,
Information Officer



Andrew Waddington,
Framework Manager



- Early Supply Chain Partner, Project Manager and Cost Adviser appointments which are generally at the start of Outline Business Case (OBC) development.
- Ease of access for Health Boards/Trusts to select their preferred partners, generally a six week period.
- The use of electronic tendering to obtain costs for development and completion of OBC.
- The use of the NEC3 ECC Option C for Supply Chain Partners and NEC3 PSC for support consultants.

Amendments have been introduced to strengthen the following areas:

- Welsh Government community benefit requirements. Minimum targets have been established for the required measures and, where appropriate, financial consequences have been introduced into the contract documentation should these targets not be met.
- Welsh Government ethical employment in supply chain requirements. All supply chains have committed to compliance with these requirements and will be periodically monitored during the course of the framework.

- The selection of the preferred Supply Chain Partner for the regional frameworks has been amended in order that this can take place after Strategic Outline Case (SOC). Previously this took place after OBC but it was considered that advantages of early engagement had been lost.

This has been a complex and large exercise to undertake and thanks are extended to all Health Board/Trust personnel who have contributed to the evaluation process.



Adeiladu GIG i Gymru
NHS Building for Wales



Making a Difference: NWSSP Colleagues Race for Life

Maria Newbold from our Finance & Corporate Services division recently ran the Cardiff Race for Life 10K on 15 July in order to raise awareness and help with research to find a cure for cancer.

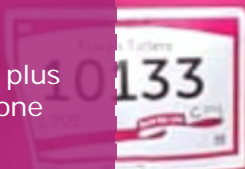
Raising over **£300** in the process, Maria also ran the race for personal reasons. Maria explains:

"Just over a year ago I went to my local GP regarding a chest infection. I was shocked when I was told that a potentially cancerous mole had been discovered on my back and needed further examination. I had the scare of my life but after a number of treatments any risk of anything developing further was removed. This has changed my approach to life and inspired me to undertake the Race for Life. Another reason to undertake the 10K was personal in terms of my family and close friend who is currently under chemotherapy treatment."



Employment Services staff Charlotte Roe, Suzanne Evans and Sue Mattinson, plus a group of old work colleagues, also took part in the Race For Life on 17 June. This was run in honour of their friend Tracy who had a short battle with Cancer and passed away in January 2018 aged 54.

Collectively they raised an incredible **£3020** plus **£590** gift aid. An amazing effort from everyone involved for such a worthy cause.





Super Natalie Raises Over £300 for Mind in Charity Run

Natalie Cox, from our Workforce, Education and Development Services division, ran the Swansea Bay 10K race for the Mind mental health charity on 17 September 2018.

Natalie took the challenge in her stride and completed in what turned out to be a record time for her based on previous attempts. Natalie said:

"To everyone who sponsored me to run the Swansea Bay 10k for mind on a very wet and windy Sunday!

I managed to raise just over £310 and came 86 out of 527 for my category, finishing in 54 minutes. Thank you so much to you all and your generosity, you are amazing people."

Appointment of our Anti Slavery and Ethical Employment Champion

An Ethical Employment in Supply Chains Code of Practice (CoP) has been established by the Welsh Government to support the development of more ethical supply chains to deliver contracts for the Welsh public sector. Evidence illustrates that unethical employment practices are taking place in supply chains throughout Wales and beyond. The CoP is designed to ensure that workers in public sector supply chains are employed ethically and in compliance with both the letter and spirit of UK, EU and international laws.

The CoP covers the following employment issues:

- Modern slavery
- Human rights abuses
- Blacklisting
- False self-employment
- Unfair use of umbrella schemes
- Zero hours contracts
- Paying the living wage.

We have signed up to the CoP Commitments and as part of this we have appointed Gareth Hardacre, our Director of Workforce and Organisational Development, as the Anti-Slavery and Ethical Employment Champion for our organisation.

In addition, Transparency in Supply Chains (TiSC) is a centralised database that gives access to Modern Slavery Statements posted by suppliers. The site is sponsored by the Welsh Government and acts as a step towards eradicating modern slavery in supply chains. The Statements are utilised during tendering exercises, as part of our CoP Commitments. The site allows us to publicly declare our anti-slavery stance and associated policies.



Gareth Hardacre, Director of Workforce & Organisational Development

For more information visit:
<https://gov.wales/topics/improving-services/better/vfm/code-of-practice/>

FINISH

NWSSP colleagues have been busy at our Matrix House office in Swansea, linking up with fellow departments and other building residents, such as NHS Wales counterparts Public Health Wales and mail order company Toast, to form the 'Matrix Marvels'.

This collaboration has seen staff work as one to bring the building together. This has seen themed engagement events being held, charity fundraising opportunities put into action and organised staff trips outside of work planned.

One of the founding members of the Matrix Marvels, Lisa Westermark from the Recruitment team, NWSSP Employment Services, explains:

"The Matrix Marvels was started just over a year ago when staff moved into Matrix House after the transfer from the Oldway Building in central Swansea. We wanted to put something into place that would bring all staff together to encourage team spirit and to ensure that we work together to provide a safe and happy working environment."

From very small beginnings, the Matrix Marvels now meet once a month to discuss future plans for the building and how staff can get involved.

Lisa said:

"We have been involved in so much during the past year. For instance, the Clean Britain environment initiative, the local Pluck Lake clean up exercise, promoting mental health awareness days, Trussell Trust - foodbank donations, collections for the homeless and an awareness and fundraising day for Macmillan Cancer support."

Furthermore, we have even started the 'Matrix Sound Choir' where a small group of us engage in singing sessions and have featured as part of the NHS 70th Anniversary celebrations. We have also produced a monthly internal newsletter to inform colleagues of what is going on in Matrix House."

Not content with just this, there are further plans ahead, with a trip to Bath on the cards and the possibility of setting up a craft club during lunchtimes. Enthused by the engagement and progress made, Lisa is clearly excited as to what has been happening within the office:

"This is bringing everyone together where previously everyone, perhaps, were more reserved and kept to themselves. We are much closer as a unit now- a tight knit community!"

Part of this tight knit community is Matrix House receptionist Kathy Dawkins, who recently undertook a 22 mile walk held along the Gower coast for Macmillan UK- raising over **£230** in the process.

Kathy said:

"My two friends and I started our walk at 7.45 am and got to the finish line at 13.45pm. The coastline was absolutely breathtaking and kept us going through the wind, rain and believe it or not the hail."

We met many lovely people along the route telling us their reasons for helping with the charity and all backed with fantastic support from all the NWSSP staff at Matrix House."

This is something that I certainly will participate in again. A big 'Thank You' to all that donated. Without your generosity Macmillan would not function."



IN PARTNERSHIP

Adding Value Through Partnership

Autumn 2018

If you have any news items for inclusion within "In Partnership" please contact Nathan Williams, e-Communications Officer

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