



Adding Value Through Partnership

PARTNERSHIP

Magazine

Autumn edition, 2016

**Student Placement Helps Central Team
e-Business Service Develop Virtual
Robots for the Business - page 4**



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Shared Services
Partnership



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NWSSP Core Values

Shared Services - Adding Value Through Partnership



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) have delivered on behalf of Health Boards and NHS Trusts across Wales.

In this Autumn edition we recognise the integration of the Surgical Materials Testing Laboratory (SMTL) from ABMU Health Board into NWSSP. Part of SMTL's remit is to undertake the investigation of defective devices and device-related incidents for NHS Wales, liaising with the Medicines and Healthcare products Regulatory Agency's (MHRA) Adverse Incident Centre and manufacturers. This information feeds into the NWSSP Procurement process, and enables safe and effective purchasing decisions for NHS Wales.

We take a glimpse into the future at the Senior Management Team (SMT) annual Horizon Scanning planning day which gave an opportunity for Directors, Heads of Service and their Senior Teams to come together to reflect on what we have achieved over the last year, and to start looking at future priorities and how we will meet them. There was a focus on achieving transformational change across the whole organisation, and adding value across NHS Wales through partnership working.

We have also implemented a new e-learning Platform for NHS Wales which will update staff records immediately and reports will be updated within 24 hours on ESR.

I would also like to congratulate our award winning services on being recognised at the Designed for Life: Building for Wales team from NWSSP-Specialist Estates Services on achieving the Project of the Year Award for buildings at the Constructing Excellence Wales Awards. The project is the first dedicated children's hospital to be built in Wales and is committed to providing clinical excellence in a child-friendly setting.

We were also recognised at the prestigious Chartered Institute of Personnel and Development (CIPD) Award for innovation for all GP Lead Employer Service. I am delighted with the recognition received for the introduction of the new single lead employer arrangements. It just shows what can be done when organisations collaborate together to solve long standing issues. In particular it will help provide a better experience and support for the GP trainees across Wales.

I hope you enjoy reading this edition. If you have any suggestions for future articles please contact our Communications Team.



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**Neil Frow,
Managing Director**

For more news about NWSSP follow us on twitter





Student Placement helps Central Team e-Business Service Develop Virtual Robots for the Business



My name is Rhys Lane and since September 2015 I have worked for Central Team eBusiness Services (CTeS) as part of the Network 75 student placement programme. I am enrolled on a five year BSc Computing course at University of South Wales, studying for two days a week and working for the CTeS three a week within term time and five days a week outside term time.

When I first started in CTeS I was of course hesitant, coming into a very busy team and seeing the structure and discipline they work to. I soon felt comfortable as I was made welcome by the team and got on with everyone straight away. Within days of starting, I was involved in the everyday support tasks

performed by CTeS, including the setup of information shared by all Health Organisations, for instance supplier headers and bank header. The duties also included ensuring the core enterprise systems (Oracle, QlikView, OCR Document scanning services) were fully monitored and supported.

After a few weeks I was introduced to the product "T-Plan", a software automation tool used by the team to replicate key business process activities performed by end users. The purpose was to let the tool (wherever possible) test that the core enterprise systems are functioning as expected when new changes were introduced. In other words T-Plan helped to reduce the burden of business users having to always test every aspect of all changes.

From building and using T-Plan and creating automated testing scripts I was able to expand my knowledge on the program which would prove to be invaluable within CTeS. An opportunity arose within one of the Health Boards to explore using T-Plan in a live environment as a generic Robotics tool to assist business users to perform their everyday tasks. The business requirement was to develop a solution to interface their Rostering system with the Oracle Financial system. The aim was to ensure shift patterns of workers resulted in the timely and seamless processing of orders and payments for shifts actually worked. In turn resulting in improved management information on spent. The traditional approach would have been to develop a direct



Student Placement helps Central Team e-Business Service Develop Virtual Robots for the Business

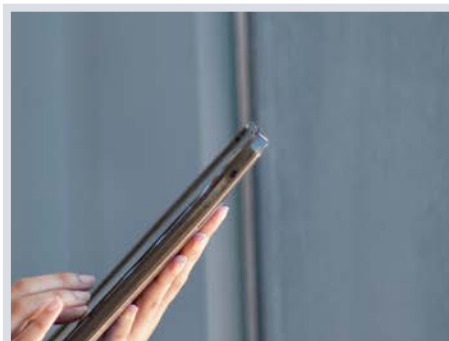
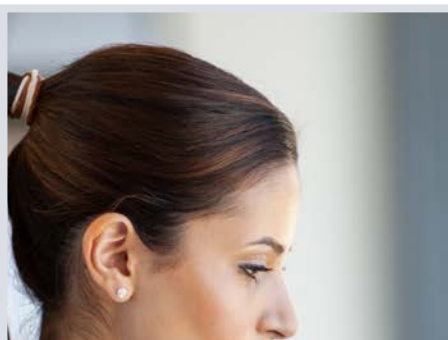


interface between the two systems which could have costed in excess of £40k. The new approach was to use "Robotic Process Automation (RPA)" principles. RPA is about using suitable tools that can replicate repeatable human tasks performed on systems and to automate these. The aim is to assist the worker, freeing them to undertake more value added duties. Using T-PLAN to help the business develop a Rostering and Financials link gave rise to the creation of "ROS", the Rostering virtual robot.

I was at the forefront of creating the "ROS" solution, this project allowed the Health Boards agency Rostering system and Oracle Financials to interact with each other without expensive interfaces and I.T. developments. The solution is now deployed in the live environment. The Rostering staff have welcomed the solution, reporting that "ROS" is of great help, easing some of the resource pressures by supporting them in keeping both systems in sync throughout the day. The benefits of what I have developed will provide greater business intelligence, greater

audit controls and compliance without adding additional duties to the front line staff.

I have enjoyed being at the forefront of developing robotics with CTeS, never expecting to be given this level of responsibility so early on. Carrying on with the success of "ROS" more projects are being lined up to make more Robotic automation solutions. Having many projects and being very busy is important to me, as it has made me feel part of the team having contributed with meaningful work that has made me feel a valuable member to the Central Team itself.





Congratulations to Legal and Risk on Law Society Excellence Nomination

Congratulations to Solicitor Mark Harris from Legal and Risk Services who has been shortlisted by the Law Society Excellence Awards for Solicitor of the Year – In-House.

The Legal and Risk team are very proud as there was a record number of applications this year.

Mark said:

"Thank you to all of my amazing, clever and hard-working colleagues at Legal and Risk for persuading the Law Society to put me onto their shortlist. More than anything I hope that this will be an opportunity to raise our profile and to put a positive spotlight on the excellent work that we do day in and day out at Legal and Risk".

Mark heads Legal and Risk's Commercial team which provides a full range of legal services to the NHS in Wales, including commercial /procurement and employment law, property law, mental health/capacity law and Data Protection/FOI issues.

Mark's areas of special interest are clinical negligence claims, health funding disputes and data protection/freedom of information.

Mark provides advice on the whole range of one-off legal conundrums that face NHS bodies in their day to day business, from very sensitive and difficult disputes about the disposal of human remains, to the risk management of patients who insist on smoking while attached to an oxygen tank.



Solicitor **Mark Harris**, shortlisted for the prestigious Law Society award

He has advised on over 2,800 such requests since 1999.



The Law Society

- Formed in 1825
- Acquired its first Royal Charter in 1831
- In July 2013, the Association of Women Solicitors (AWS), a national organisation working with and representing women solicitors in the United Kingdom, merged with the Law Society to form its Women Lawyers Division.

What is the Law Society?

The Law Society is the independent professional body for solicitors in the UK.

The Law Society exists to represent, promote and support all solicitors, so they in turn can help their clients.

They also work to ensure that no-one is above the law and to protect everyone's right to have access to justice. They promote England and Wales as the jurisdiction of choice and the vital role legal services play in our economy.

The Law Society work internationally to open up markets to their members and to defend human rights while supporting their members with opportunities in the domestic market.

www.lawsociety.org.uk





Audit & Assurance Hold Conference to Discuss Exciting Direction of Service



Simon Cookson, Director of Audit & Assurance, hosted the NWSSP Audit & Assurance Conference which was attended by audit teams from across Wales on 16 June 2016 at the SWALEC Stadium, Cardiff. In total, just over 50 staff attended.

The conference provided an opportunity to discuss the strategic direction of Audit & Assurance Services, closely linked to the future training and development of auditors.

Neil Frow, Managing Director NWSSP, delivered a presentation on Shared Services and its future and Nick Lewis, Application Designer gave an informative presentation on information security entitled 'Hacking for Auditors'.

Attendees also took part in a quiz (congratulations to the winners on Table 1!) and participated in a staff survey for the upcoming Quality Assessment for Audit & Assurance using individual handsets which produced real-time results after each question.

Simon Cookson, Director of Audit & Assurance Services:

"It was great to get everyone together to talk about the future direction of Audit & Assurance. We identified a number of key developments to continue to drive service improvement".



Simon Cookson, Director of Audit & Assurance Services



Neil Frow, Managing Director NWSSP



Audit Quiz Winners: Table 1



Prestigious Medical Device Testing Laboratory Transferred to NWSSP



The Surgical Materials Testing Laboratory (SMTL) previously managed by Abertawe Bro Morgannwg University (ABMU) Health Board were welcomed into the NWSSP fold on 1 October 2016.

The SMTL is part of NHS Wales, is funded mainly by the Welsh Government, and based at Princess of Wales Hospital in Bridgend.

Their core service is to provide testing and technical services regarding medical devices to the NHS Wales, enabling procurement services for NHS Wales and others in the NHS to undertake evidence based purchasing.

Part of the SMTL's remit is to undertake the investigation of defective devices and device-related incidents for NHS Wales, liaising with the MHRA's Adverse Incident Centre and manufacturers.

This information feeds into the NWSSP Procurement process, and enables safe and effective purchasing decisions for NHS Wales.

SMTL has an international reputation, especially regarding surgical dressings, as many test methods for these devices have been developed by SMTL, or in conjunction with SMTL.

SMTL is internationally recognised as a centre of excellence for testing disposable medical devices, whose reports are accepted and respected worldwide. They have also published widely in the scientific and clinical literature on areas such as dressings, latex allergy, silver dressings and needlestick injury prevention.

The laboratory has a comprehensive range of facilities and equipment for testing a wide range of medical devices, which enables them to demonstrate compliance with European and International standards, undertake product comparisons, and develop innovative test methods for novel products. SMTL's methods include physical, chemical and biological testing.





Prestigious Medical Device Testing Laboratory Transferred to NWSSP



SMTL staff participate in medical device standards development for gloves, gowns, drapes, dressings, device connectors, syringes, bandages and hosiery.

Pete Phillips, the Director of SMTL, Chairs the BSI committee for dressings, gowns and hosiery, and Dr Gavin Hughes (who manages the Physical Testing Section) is the editor of the new revision of European Standard EN 13726, a compendium of standardised test methods for dressings.

Dr Pamela Ashman (who manages the Biological Testing Section) and Pete are also members of the European working group developing new standardised test methods for antimicrobial dressings, and are presently coordinating a series of interlaboratory tests into silver dressings.

SMTL is UKAS Accredited to ISO17025 the international standard for testing laboratories. They maintain a comprehensive and robust quality management system which enables them to deliver accurate and reliable test results.

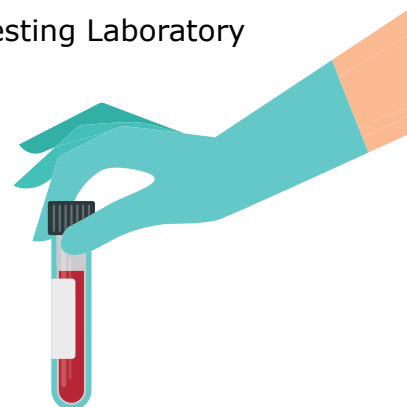
μ	Δ	Σ
0.5	186,050	302,405
0.7	58,279	116,355
1.0	55,266	58,076
5.0	1,869	2,810
10.0	893	940
25.0	48	48

Contact

The Surgical Materials Testing Laboratory
Bridgend, South Wales

01656 752820

info@smtl.co.uk
www.smtl.co.uk





NWSSP Wins Prestigious CIPD Award for Innovative GP Lead Employer Service



Pictured left to right: Julie Rogers – Director of Workforce Welsh Government, Sharon Jones - Head of Learning and Development, Beverley Palmer - Assistant Director of Workforce and OD, Claire Howells - Senior Medical Workforce Manager, Hazel Robinson - Director of Workforce & Organisational Development, Emma Donoghue - Medical Workforce Officer

The innovative Single Lead Employer Service (SLE) for GP trainees in Wales recently won the Human Resources /Learning & Development Supplier Category Award at the annual Chartered Institute of Personnel Development (CIPD) awards ceremony held on 27 September 2016.

The CIPD People Management Awards is one of the most highly anticipated events in the HR and L&D calendar. Delivered by the CIPD, the professional body for HR and people development, the Awards recognise and celebrate outstanding achievements in people management and learning and development.

The award highlighted the successful work that was carried out by the NWSSP SLE team in implementing a brand new service whereby NWSSP became the single lead employer for all GP trainees across Wales.

The success of the service was also achieved by the support of key departments within NWSSP including Payroll; Finance; Legal and Risk and the ESR team.

The change in the employment relationship was initiated to support the Welsh Government Primary Care agenda and to enable trainees to have a single consistent employment arrangement for the duration of their training.

The single employer arrangement has resulted in the streamlining of processes and procedures and enhanced the quality and efficiency of the employment service. Engagement with GP trainees and multiple key stakeholders such as Welsh Government, the Wales Deanery and British Medical Association (BMA) Wales has given all parties the confidence that a consistent service is being provided throughout Wales.

The CIPD judging panel were unanimous in their decision and considered the entry

to be outstanding for its link to strategy, the level of change driven effectively in a relatively short period and the concerted efforts to engage key stakeholders throughout the project. Words like bravery and innovation were frequently used by the judges to describe the work that the small team carried out to establish the new employment arrangements. The judges were impressed by the impact that was shown and the plans for the future. The judges recognised the concept at the heart of the change as something that could be utilised to make significant differences elsewhere.

Neil Frow, Managing Director, NWSSP said:

"I am delighted with the introduction of the new single lead employer arrangements. It just shows what can be done when organisations collaborate together to solve long standing issues. In particular it will help provide a better experience and support for the GP trainees across Wales".



Ground-breaking New e-learning Platform for NHS Wales led by NWSSP Team



At present all NHS Wales staff access e-learning via learning@nhs.wales. This will be changing to a new integrated e-learning platform within the Electronic Staff Record (ESR).

NWSSP will be the first organisation to migrate to the ESR e-learning platform designed by the Workforce Information Systems (WfIS) team. This is a major achievement that has never been implemented in NHS Wales before.

Why change?

The existing e-learning site does not automatically link to ESR and there is a delay of approximately 8 days between completion of e-learning and the staff record being updated in ESR.

The new system will update staff records immediately and reports will be updated within 24 hours.

All data is downloaded from the current platform and uploaded into ESR. No action is required by staff for this.

Following the migration learning@NHSWales will be rebranded to Learning@Wales and remain available to other services users outside NHS Wales.

User guides and podcasts have been developed and will be distributed in due course.

Employee Benefits:

- One single point of logging into both e-learning and your classroom based learning
- No enrolment keys
- Able to access e-learning from work or home
- Automatic updating of their ESR record for any competence gained through e-learning
- Transferability of your record in ESR when relocating between different organisations within Wales
- Email notification when any competence is due to expire with link to the course to update
- Able to view and interact with the ESR compliance matrix to gain direct access to relevant e-learning or classroom learning
- staff can view all completed e-learning through ESR employee self service.



Key Contact Details

Learning and Development (L&D) Action Point pages as a key point of contact for any questions or queries:
Nwssp.learning-development@Wales.nhs.uk

For any ESR self service queries please contact:
Velindre.ESR@Wales.nhs.uk

For any account competency updates (certificates etc) please contact:
Nicholas.Harry@Wales.nhs.uk

For any other e-learning queries please contact:
elearning@Wales.nhs.uk

SOS Clinics

'How to' clinics are going to be held for users to support any process or system requirement queries. Contact the helpdesk on 01443 848636 for more advice.





NHS Wales Shared Services Partnership Teams Honoured for Procurement Excellence



from left: Mark Francis, Tracey Prothero, Bethan Jenkins and Keir Warner (far right) NWSSP – Procurement Services Team receiving the **Leadership of the Year Award**

NHS Wales Shared Services Partnership (NWSSP) – Procurement Services has been honoured alongside the Welsh procurement elite at the inaugural Government Opportunities (GO) Excellence in Public Procurement Awards Wales 2016/17, held at the Marriott Hotel in Cardiff on Thursday, 6th October 2016.

The Medicines (Acute) Sourcing Team won the GO Procurement Leadership of the Year Award (sponsored by ATS Euromaster) for their “One Wales” Primary Care Rebate Schemes Project.

The Project sought to develop and implement an “All Wales” approach for managing Primary Care Rebate Schemes offered by Pharmaceutical Companies. The focus was on developing a standardised approach for assessing and implementing schemes which would not only reduce the administrative burden of managing rebates by individual Health Boards, but also ensure parity and equality of access to medicines for patients in Wales. It also sought to maximise potential cost savings by expanding rebate benefits across the whole of Wales rather than

individual Health Boards, thus removing variability. It also enabled the utilisation of a new IT platform for managing rebates.

The team, led by the All Wales Procurement Specialist Pharmacist, Mark Francis, also included Bethan Jenkins, Head of Sourcing, Tracey Prothero, Senior Category Manager and Rachelle Henriksen, Category Officer, who was unfortunately unable to attend the dinner and Christian Young, Solicitor with Welsh Health Legal Services, who supported the team with legal advice, but was also unable to attend the awards dinner.

Hosted by BiP Solutions Ltd, the GO Awards are the UK’s premier procurement awards. Annual ceremonies already take place in England and Scotland, and now, for the first time, the GO Awards have come to Wales, in acknowledgement of the country’s fantastic procurement initiatives. The GO Awards are recognised as the benchmark by which procurement excellence and progress in public sector commissioning is measured.

In recognition of the successful multidisciplinary team working of caterers, procurement officers and Dietician, NHS Wales received highly commended status for collaboration across food procurement.

The GO Awards Wales are an acknowledgement of the country’s fantastic procurement initiatives, and against tough competition, NHS Wales Procurement Services stood out for their collaborative approach to product rationalisation and quality improvement particularly in terms of health, nutrition and sustainability.

The GO Awards are recognised as the benchmark by which to assess procurement excellence and therefore we wanted to take the opportunity to thank all those stakeholders involved, particularly the members of the Foodstuffs Commodity Advisory Group.

For a full list of this year’s Winners and Highly Commended, please visit:

www.goawards.co.uk/wales



NHS Wales Shared Services Partnership Teams Honoured for Procurement Excellence

GO Sustainability featuring Community Benefits and Joint Bidding Award (Sponsored by Network Rail)

Winner: South Wales Fire & Rescue Service

Highly Commended: Vale of Glamorgan Council

GO Collaboration Award – Central Government and NHS (Sponsored by Browne Jacobson)

Winner: South Wales Police, Dyfed-Powys Police, Gwent Police

Highly Commended: NHS Wales Shared Services Partnership – Procurement Services

GO Collaboration Award – Local Government and Housing (Sponsored by Millennium Business Systems)

Winner: Carmarthenshire County Council

Highly Commended: City of Cardiff Council

GO Best Service Award (Sponsored by Stannah)

Winner: NHS Wales Shared Services Partnership & NHS Wales Informatics Service (NWIS)

Highly Commended: New Directions

GO Innovation or Initiative of the Year Award – Central Government and NHS (Sponsored by Bouygues UK)

Winner: Welsh Government/National Procurement Service – Joint Bidding

Highly Commended: Driver & Vehicle Licensing Agency

GO Innovation or Initiative of the Year Award – Local Government and Housing (Sponsored by Bevan Brittan)

Winner: City of Cardiff Council

Highly Commended: Cartrefi Cymunedol Gwynedd

GO Procurement Team of the Year Award (Sponsored by Fraser Fraser)

Winner: Wales & West Utilities

Highly Commended: NHS Wales Shared Services Partnership – Procurement Services Team

GO Procurement Leadership of the Year Award (Sponsored by ATS Euromaster)

Winner: NHS Wales Shared Services Partnership – Procurement Services

Highly Commended: Cartrefi Cymunedol Gwynedd



NHS Wales Procurement Services collecting the award include Jessica Bearman, Lead Dietician – with colleagues Darren Holloway and Julie Davies who also achieved finalist status for their work on Clinical Waste Management.



From left: Paul Sydenham and Nic Cowley (far right) Highly Commended for Team of the Year



From left: Matthew Perrott (third left), with fellow Procurement and NWIS colleagues celebrating winning the Best Service Award



Back to the Future: Planning Ahead 2017-2020

Pictured: Mary McKerrow - Head of Planning, Welsh Government



NWSSP's Senior Management Team (SMT) met for its annual Horizon Scanning planning day on 8 September 2016 at the Life Sciences Hub in Cardiff Bay.

The annual planning day gives an opportunity for Directors, Heads of Service and their Senior Teams to come together to look back at how we have done over the last year, and to start looking at future priorities and how we will meet them.

A key focus of the planning day is to consider how we are performing against the key objectives set out in NWSSP's Integrated Medium Term Plan (IMTP), and to identify the future priorities for our partners and customers and how we can meet them.

The feedback and outcome of the day is then used to inform the IMTP for the next year.

Managing Director, Neil Frow opened this year's planning day with a clear emphasis on achieving transformational change across the whole organisation, and adding value across NHS Wales through partnership working. Andy Butler, Director of Finance and Corporate Services, followed this up with highlights from our current IMTP, including the positive feedback received from Welsh Government.

He emphasised that we need to continue to develop communication and engagement with Health Boards and Trusts when developing our plans, especially given the challenges being encountered at the frontline of health services.





Back to the Future: Planning Ahead 2017-2020



Pictured: Rita Singh - Head of Policy, Future Generations Commissioners Office



Pictured: Anne-Louise Ferguson -Director, Legal and Risk Services

The need for more interaction and links between all the health organisations' plans was echoed in a presentation from Mary McKerrow, Head of Planning, Welsh Government, which highlighted the expectations of Welsh Government for the development of IMTPs.

In the afternoon each Director was asked to present a snapshot of what their individual priorities were and what challenges lay ahead in developing and strengthening NWSSP's services.

The day also included a session on the Well-being and Future Generations Act from the Head of Policy, Future Generations Commissioner's Office, and an interactive breakout session which explored how NWSSP's strategic objectives aligned with the new seven priorities for NHS Chief Executive that were agreed at Team Wales in July 2016.



What is the IMTP?

Our Integrated Medium Term Plan (IMTP) sets out our combined service, finance and workforce plans for the next three years, and is reviewed and updated annually and submitted to Welsh Government in March each year as required by the NHS Wales Planning Framework.

NWSSP has already demonstrated significant progress in achieving our key priorities and our plan shows how we will continue to deliver the further improvements required.

Read the document here:
www.sharedservicespartnership.wales.nhs.uk/nwssp-integrated-medium-term-plan-2016-1



Recruitment Team Pilot New Values Based Recruitment Process

The candidates being put through their paces at the recruitment session

On 12 September 2016 the South West Wales Recruitment team held a pilot workshop which showcased a new and innovative method of recruitment.

The event was held at Morriston Hospital in Swansea and the half day session differed from the traditional face to face interview process and instead involved 14 applicants put through their paces undertaking a series of competency based exercises including literacy, I.T and other work based tasks.

The applicants were also guided through the history of NWSSP with clear definitions of important aspects of Shared Services such as our vision and mission and our values.

The aim of the day was to introduce a more values based approach to recruitment. Recruitment Services Manager Michelle Stephens explains:

"The team decided to take this innovative and new approach in order to really get to know the applicants, by finding out about them as people rather than making decisions via the normal interview processes."

"By examining the behaviours of the people on the day we could really get an insight to see if they could fit into our team, if they were friendly and approachable, good communicators, were team players but could also work independently if required."



South East Wales Recruitment Services Manager Richie Haworth said:

"The Assessment Centre, expertly put together by the South West Recruitment team was an exciting opportunity to try a new way of recruiting staff to the team. It allowed us to see applicants interact whilst working together in group tasks".

Each exercise undertaken by the applicants were scored and evaluated at the end of the session with additional points awarded for those demonstrating that they went 'above and beyond' normal work requirements.

Next Steps

After evaluation the next stage of the process will see applicants then filtered down, and those who scored best invited to interview for the post.

The interviews will differ from the usual formal process as it will be based on the experiences from the recruitment day and will again have an emphasis on a more values based approach.

The Future

The recruitment team hopes to build on the success of the day and roll out across NWSSP, as South West Regional Resourcing Recruitment Manager Alison Davies said:

"We've tried to cover two aspects of recruitment with the Assessment Centre we just held, that is, values based recruitment and making our positions more accessible to people outside of the NHS. Our next steps will include reviewing our person specifications and the way we word our adverts in order to attract the right people".





NHS Worker Jailed for Falsifying Qualifications

A former NHS worker who submitted an Application Form that contained misleading information as to her work history, GCSE grades and who then later presented a false educational certificate as part of the NHS' recruitment process, was given, a suspended 26 weeks prison sentenced on the 26 August 2016 at Newport Magistrates Court. The defendant was also ordered to carry out 250 hours of unpaid work and repay £620 in compensation to the NHS following an investigation led by an NHS Wales Local Counter Fraud Specialist, Craig Greenstock.

In February 2014, the applicant submitted an electronic application form for the role Macmillan Senior Healthcare Assistant and based on information contained on that form, together with a subsequent interview, was then offered the post subject to successfully completing the required "face to face" recruitment checks of stated educational qualifications and any identity related checks (e.g. passport, utility bills etc).

It was during these checks that the applicant then submitted an educational certificate which she claimed she had received, in 2001, from City and Guilds for an NVQ level 3 in Health and Social Care that she had studied at Coleg Gwent. This was also stated on her Application Form and the NVQ Level 3 qualification was one of the essential elements as part of the "Person Specification". However, the educational "certificate" was later



confirmed, by City and Guilds, to be false and the matter was then referred to NHS Counter Fraud Service (Wales) to investigate. The enquiries also identified further anomalies in relation to the former employee's Application Form as to the actual length of time that the employee had worked for the NHS in addition to her having over-stated the grades obtained when sitting her GCSE exams.

Graham Dainty, Operational Fraud Manager, NHS Counter Fraud Service (Wales) said:

"Fraud against the NHS in Wales will not be tolerated, any fraud against the NHS deprives the service of valuable funds and will be prosecuted whenever appropriate."

Craig Greenstock, Lead Counter Fraud Specialist for the Velindre NHS Trust said:

"We take fraud very seriously and will take firm action against the dishonest minority, who have no qualms about stealing taxpayers' money for their own gain. It is hoped, therefore, that this prosecution will send out a clear message that fraud will not be tolerated at this Trust".





Constructing Excellence Wales Awards



Pictured: Jason Mohammad hosting the CEW Awards

The Designed for Life: Building for Wales team from Specialist Estates Services attended the tenth prestigious Constructing Excellence in Wales awards on 15 July 2016 at the Celtic Manor Resort.

The Awards, hosted by Jason Mohammed, celebrate outstanding construction projects across Wales, and this year the health sector in Wales featured strongly in the nominations for a number of the award categories. Each entry showed that when it is done right, every £1 spent in construction doubles in value and will provide enormous benefits for local communities and the country as a whole.

Cardiff & Vale University Health Board's (C&VUHB) Noah's Ark Children's Hospital for Wales, which was let under the Designed for Life: Building for Wales Framework took the most coveted award of the night – the Project of the Year Award for buildings. It was deemed to be an "outstanding project that had delighted the client and been a source of pride for all parties involved, demonstrating the highest levels of technical achievement, innovation, best practice and team working."

The project was the first dedicated children's hospital to be built in Wales and is committed to providing clinical excellence in a child-friendly setting. Its success was partly due to the fact that the design team engaged with the client, stakeholders and end user groups from the start to ensure the building was the right fit for its young patients and that a dedicated and committed team delivered the high-quality project on time and budget.

The high standard of healthcare construction in Wales was further recognised with C&VUHB projects being shortlisted in a number of other categories. Both projects were let under the Designed for Life: Building for Wales Framework.



Noah's Ark Children's Hospital for Wales

Phase 2 of the Noah's Ark Children's Hospital for Wales was shortlisted for the **Health & Safety Award** for projects demonstrating real leadership and innovation in its approach to health and safety, resulting in practices far exceeding industry norms.

The project was commended for:

- the collaborative ethos infusing the project was a major factor in avoiding accidents and incidents on a congested live site
- unique solutions were developed for specific problems, such as the traffic management and aspergillus policies now adopted as benchmarks



Constructing Excellence Wales Awards



- More than 600,000 man hours were worked with no lost time events.

The Adult Mental Health Unit, Llandough Hospital was shortlisted for the **Innovation Award**. The award singles out the organisation or project that has taken the most inventive approach to overcoming project-specific challenges, developing solutions with the potential to improve the organisation's performance and benefit the wider industry.



The Adult Mental Health Unit, Llandough Hospital

The project was commended for:

- patient and staff safety balanced against a pleasant therapeutic ambience for a mental health unit in a live hospital setting
- use of BIM ensured speed and efficiency in the design and construction process, helping the project to complete a month early
- the committed approach to safety included the development of special features such as anti-ligature windows and patient observation systems.

The scheme was also shortlisted for the Building Information Modelling (BIM) Project of the Year award, which highlights the company or project that has made the best use of BIM and associated digital processes to improve the design, delivery and operation of built assets. The project was commended for:

- it was developed to BIM level 2 with the main contractor, consultants and major subcontractors all benefiting from a single information platform

- more than 30 models representing different aspects of the construction process were combined in a single federated model
- live walkthroughs and 3D views generated by BIM geometry helped the client and key stakeholders to engage with the project.



The Adult Mental Health Unit, Llandough Hospital

C&VUHB was shortlisted for the Client of the Year Award, which recognises a construction client that has shown clear, consistent leadership and commitment to core Constructing Excellence principles and has embraced the goals enshrined within Construction 2025.

The Health Board was commended for the Noah's Ark Children's Hospital:

- the first dedicated children's hospital for Wales, purpose built to provide state-of-the-art clinical facilities
- the client led a fully collaborative process with full stakeholder engagement to ensure the end result was the right fit for the task
- excellent vision, leadership and clear management underpinned the contract and the construction process.

The quality of all the entrants in 2016 reinforced that the pursuit of value is the best way to deliver a built environment for the future generations of Wales. It shows what can be achieved if we design, procure and build right.



NWSSP Team Shortlisted for Prestigious Health Service Journal Awards



E- LEARNING

The WSSP Workforce Information Systems (WfIS) Technology Enabled (TEL) team has been shortlisted in the 'Using technology to improve efficiency' and 'Improving outcomes through learning and development' categories at the 2016 Health Service Journal (HSJ) Awards to be held on 23 November 2016 at the Intercontinental O2, London.

The team have been recognised for their 'Once for Wales' programme where an All Wales e-learning platform was established to approved national standards.

The platform - Learning@NHSWales - is an interactive open-source cost neutral solution which was developed to host a range of blended learning opportunities.

The 'one stop shop' learning platform, which is accessible from work and home, has become more than a hosting platform - it has become the catalyst for co-productive working, country wide collaboration and removal of duplication and variation across Wales.

Since its inception, the HSJ Awards have grown to become the most sought after accolade in British healthcare - and very probably the largest awards programme of its type in the world. Being shortlisted is therefore an excellent achievement by the TEL team.

Further information

Email:
NWSSP.WfISESR@wales.nhs.uk

FOR HEALTHCARE LEADERS
HSJ

The next stage will see the team put through their paces via presentations to a prestigious board of panelists.

The panel will include:

- Sir David Dalton, Chief Executive, Salford Royal Foundation Trust
- Professor Steve Field, Chief Inspector of General Practice, CQC
- Jonathan Fielden, Director of Specialised Commissioning, NHS England
- Sir Malcolm Grant, Chair, NHS England
- Ian Dodge, National Director of Commissioning Strategy, NHS England.

NWSSP Managing Director Neil Frow said:

"I am delighted with the teams' progress and the further developments that have been made over the last few months, especially the benefits being achieved across the public sector and the teams approach to collaborative working. Using technology is a key strand of our strategy which removes duplication, saves costs and ensures the transferability of knowledge and skills on a consistent basis across organisations".

Alastair McLellan, Editor, HSJ, said:

"...the HSJ Awards are once again the best reminder of the excellence the service is capable of. Taken together the entries to the HSJ Awards represent work which, directly or indirectly, has saved thousands of lives and enhanced many times that number".



ISO14001 External Audit: Successful Outcome for NWSSP



NWSSP underwent its annual external audit for its ISO14001 Environmental Management System accreditation in August 2016 and the following sites were included in the scope of audit this year:

- Companies House, Cardiff
- Denbigh Stores, Denbigh
- Alder House, St Asaph.

Paula Jones, NWSSP Health, Safety and Risk Manager said:

"I am pleased that NWSSP passed the audit with no non conformities identified and that only a few general observations and opportunities for improvement were noted which will be worked through during the coming year".

The objectives of the audit were to determine conformity of the management system, or parts of it with audit criteria and its ability to ensure applicable statutory, regulatory and contractual requirements are met, also;

- Effectiveness to ensure the client can reasonably expect to achieve specified objectives
- And to identify as applicable areas for potential improvement.

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives and re-accredited NWSSP's ISO 14001 certification for another year.

What is ISO 14001?

ISO 14001 specifies the requirements of an environmental management system (EMS) for small to large organizations.



Designed and produced by NWSSP
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