

IN PARTNERSHIP

Summer 2017

Adding Value Through Partnership

NWSSP Team Support
Primary Care Nursing
Conference

NHS Counter Fraud
Service (Wales) Successful
Investigation

Success for NWSSP at
Prestigious Healthcare
Conference

NWSSP's Integrated Medium
Term Plan (IMTP)
2017 - 2020 Published



WELSH EXAMS

NWSSP Staff take their Welsh exams and pass with flying colours.



AWARDS

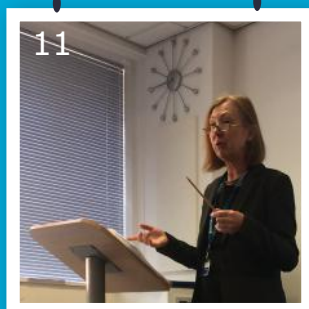
Colleagues tell us about their achievements within Shared Services.



GIG
CYMRU
NHS
WALES

Partneriaeth
Cydwasaethau
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) have delivered on behalf of Health Boards and NHS Trusts across Wales. This Summer edition focuses on supporting our colleagues, partners and stakeholders across NHS Wales.

The NWSSP Digital Workforce Solutions team has been working with the ESR Department of the Health Central team to provide input into the new ESR Self Service Portal design and business enhancements, to ensure that NHS Wales requirements are met. The ESR Self Service Portal has now been deployed in 9 of the 10 NHS Wales organisations (last organisation to deploy 20th July 2017). This is a significant achievement for NHS Wales and is well ahead of the national deadline of December 2017.

In this edition, we also focus on NWSSP's recent success at the national Healthcare People Management Association (HPMA) Excellence in Human Resource Management Awards, in which NWSSP won awards in the 'Best use of Your ESR' category in collaboration with Hywel Dda University Health Board, and the 'NHS Digital award for HR' category.

I am pleased that the Shared Services team's hard work and dedication over the last few years, to continually strive to innovate and improve the non-clinical support systems that help underpin how NHS Wales works, has been recognised. It is also important that we recognise the collaboration with our Health Board partners, who work with us on a day-to-day basis to implement the changes and improvements.

Our second annual NWSSP Staff Recognition Award Ceremony was held on 9th June, in Cardiff. The awards evening provided an opportunity to formally recognise the hard work and effort of everyone within Shared Services.

It presented the chance to celebrate achievements and thank staff for their contribution towards NWSSP's vision to be recognised as a world class shared service through the excellence of our people, services and processes.



We have submitted an Integrated Medium Term Plan (IMTP) for four years in a row to Welsh Government. We're aiming to submit a better plan, in which we identify the priorities and actions we will be taking to improve and develop our services.

I am delighted to announce that our Specialist Estates Services (SES) Division has attained the Customer Services Excellence award. This is an excellent achievement and testament, not only to the work within SES, but also in terms of their close collaborations on programs with our NHS Wales partners.

Finally, I would like to congratulate our Director of Procurement Services, Mark Roscrow, who has been awarded an MBE by Her Majesty the Queen in this year's Birthday Honours. He has been a key figure in the NHS procurement world for over two decades, and has been instrumental in setting up the procurement function and putting in place the building blocks which have helped support organisations deliver significant savings over the last few years.

Neil Frow,
Managing Director



@NWSSP



NWSSP



Solicitor Gavin Knox Chaired and Presented at the CoPPA event

Legal and Risk Services Colleague Leads in Establishing New Legal Group

What is CoPPA?

CoPPA is a multi-disciplinary organisation whose aims are to consolidate and develop good practice in the Court of Protection and in the implementation of the Mental Capacity Act 2005.

This is done through education and training and by representation on court user and rules committees. It also provides a forum for responses to government consultation.

CoPPA Regions have been established to manage and host meetings and seminars in their local area.

It is aimed at any professional who is regularly engaged in the practice and procedure of the mental capacity act and the court of protection. This includes:

- Solicitors
- Barristers
- Health Professionals
- Social workers
- Advocates
- Judiciary.

On 25th April 2017, Gavin Knox, a solicitor from NWSSP's Legal and Risk Services division, organised and chaired a meeting of the regional group of the Court of Protection Practitioners Association (CoPPA) in Wales.

The group is a collaboration between organisations who use the Court of Protection in Wales, including staff from Health Boards and Local Authorities. The aim of the group is to improve practices, work collaboratively and improve standards.

The event was attended by almost 100 members, including local judges and a retired Senior High Court Judge.

CoPPA are well established in large areas such as London and the North West of England, but has had a limited presence in Wales to date.

Gavin had the determination and vision to explore ways to change this, and organised the meeting to bring forward the possibility of launching a CoPPA team for the Welsh region.

The agenda for the day included networking, open discussions, and a brief summary of a proposal for Wales.

Further Information

For more information regarding CoPPA, please visit their website:

www.coppagroup.org/

If you are interested in the commencement of a CoPPA group in Wales, please contact Gavin Knox:

gavin.knox@wales.nhs.uk

CoPPA

Specialist Estates Services Reattain Customer Service Excellence Award

The award, received for a further 3 years, is testament to the hard work of all SES staff providing estates and facilities-related services to NHS Wales and the Welsh Government. The continued support of all its customers is also crucial.

'Specialist Estates Services were found to have a deep understanding of, and commitment to, Customer Service Excellence. The commitment was displayed from Senior Management levels through to operations and front line staff.'

As part of this year's review, the assessor visited Public Health Wales (PHW) to better understand the lease management work (completed by Andrew Nash, who works in SES's Property section) relating to PHW's move from a number of properties across South Wales to the new Capital Quarter development in Cardiff. At the end-of-day feedback session the assessor commented:

'The work undertaken with Public Health Wales is outstanding. Sally Attwood, the Head of Strategic Programmes and Facilities for PHW, provided very detailed information on the crucial role played by SES staff in the undertaking of a major, highly complex, project.'



Positive Feedback

The subsequent report highlighted the following:

- SES has an in-depth understanding of the challenging, segmented requirements of customer's needs.
- Customer insight forms the main bed-rock of how SES goes about its business.
- The detailed business approach to review strategies and practice, with customer service playing an important part of the considerations, is now seen to be making a difference.
- The work with PHW is an example of outstanding, careful, thoughtful, insightful and constructive work with customers/partners. The demonstrable and co-ordinated benefits were well set out by the client, who was very keen to stress the importance of the input.

SES Director Neil Davies attributed the success of this reassessment to the professionalism, expertise and commitment of all SES staff to meet and exceed customer service requirements.

CUSTOMER
SERVICE
EXCELLENCE



®

NWSSP's Integrated Medium Term Plan 2017-2020 (IMTP) Published

Each year, NWSSP identifies the priorities and actions that it will be taking to improve and develop its services. We describe these actions and priorities in a planning document called the Integrated Medium Term Plan (IMTP).

Our IMTP for 2017 - 2020 allows us to share with our staff, customers and Welsh Government our intentions over the next three years, to show everything we are going to do to support NHS Wales.

About the plan

We have submitted an IMTP to Welsh Government each year and have built on their positive comments to submit a better plan. We review and refresh the focus of the IMTP each year, updating it to reflect new priorities and responses to feedback from our customers, staff and other partners.

Before the plan is sent to Welsh Government, it is approved by our Senior Management Team and the Shared Services Partnership Committee, which is comprised of senior representatives from each Health Board and Trust in Wales.

The IMTP is compiled using information from each division from their own 'three year delivery plan', which outlines what they are going to do over the next three years to support NHS Wales and improve the quality of their services. These delivery plans are written following conversations with our customers.

Further information

The IMTP is available on request and is also available on our intranet at this link:



<http://nwsssp.sharedservicespartnership.wales.nhs.uk/nwssp-integrated-medium-term-plan-2017-1>



Value for Money

- Generate over £5 million of direct savings
- Deliver over £100 million worth of professional influence benefits for NHS Wales
- Secure £4.5m capital funding to invest in services to meet customer needs
- Deliver efficient processes and drive down costs



Customers

- Strengthen our relationships with our customers.
- Work with customers to develop standard systems and processes.
- Turn our data into information that helps NHS Wales to make informed changes.
- Lead and support the delivery of NHS Wales priorities.



Excellence

- Strive for excellence in everything we do.
- Provide standard modern and automated services.
- Use our All Wales performance data to highlight and deliver improvement.
- Invest in technology to increase the efficiency and quality of our services.



Staff

- Provide staff with the skills to deliver excellent customer service.
- Implement innovative ways to make sure we attract and keep the best staff.
- Support our staff so they feel happy and listened to in the workplace.
- Ensure NWSSP is a "Great place to Work".



Service Improvement

- Listen to our customers to understand their needs for new service areas.
- Develop and showcase examples of best practice, and encourage innovation.
- Provide new shared services to NHS Wales and the wider public sector.
- Extend our services to support Primary Care.

NWSSP Team Support Primary Care Nursing Conference

On the 5th April 2017, colleagues from NWSSP Employment Services attended a primary care themed event at Ffos Las Racecourse in South West Wales.

The conference was aimed specifically at Hywel Dda University Health Board (HDUHB) nurses and practice nurses within Hywel Dda's geographical areas (Carmarthenshire, Pembrokeshire and Ceredigion), and was well attended by NHS Wales staff from across the locality.

NWSSP was invited to the event to promote the NHS Pension Scheme, and generated a lot of interest from colleagues.

There was a variety of workshops that delegates could visit, which covered a range of topics such as weight management, coping with depression and alcohol intervention measures.

The keynote speakers included

- Jill Paterson, Interim Director of Commissioning, Primary Care and Therapies and Health Sciences for HDUHB
- Paul Labourne, Chief Nursing Officers' Office, Welsh Government
- Jane Deville-Almond, Chair of the British Obesity Society.

The event was a huge success, with some excellent feedback received from delegates, large attendance figures, and lots of engagement on the NWSSP stand.

Pensions Control Officer Jane Jones said:

"Many NHS Wales colleagues mentioned how lovely it was to speak to us and ask us questions, as many did not have technical knowledge of the pension scheme."



NWSSP Pensions colleagues Jane Jones and Linda Miller



The Pensions themed stand set up for HDUHB staff



The stand provided by Jane and Linda proved very popular!

Cwmbran Stores Receives Successful Audit Outcome



Cwmbran Stores, part of NWSSP Procurement Services, was recently subject to its annual audit of food receipt, storage and distribution processes by assessors from Support, Training & Services Limited (STS).

The audit was carried out over the course of a whole day, during which the auditor conducted a thorough visual internal and external inspection of the premises and a detailed review of the operational procedures.

During this audit, a total of forty six procedures, protocols, forms, files and licences were reviewed, making it an intense day for the Cwmbran Stores staff who assisted at the audit, Richard T Jones (Storage and Distribution Manager) and Jack Robinson (Supply Chain Officer).

The audit was subsequently passed within the appropriate timescales and a Public Sector Compliance Certificate

issued. The existing Food Safety Policy and Hazard Analysis and Critical Control Point (HACCP) system will be reviewed on an All Wales basis, to include the Regional Stores at Bridgend and Denbigh, North Wales.

Martin Schell, Regional Supply Chain Manager (South and East Wales) commented,

"I am very pleased to learn that Cwmbran Stores have retained their 'Code of Practice and Technical Standard for Food Processors and Suppliers to the Public Sector' accreditation. It represents an important and highly credible acknowledgement of the hard work carried out at Cwmbran Stores in so many areas, not least of which were stock rotation, cleanliness, product recalls, working practices, waste disposal and stock purchasing."



NHS Counter Fraud Service (Wales) Successful Investigation

Counter Fraud Services have been involved with an investigation concerning Dr Anthony Madu, a former Specialist Registrar in Obstetrics and Gynaecology, who was previously employed by Cardiff & Vale University Health Board (C&V UHB). Dr Madu had worked for several NHS health bodies while on sick leave from his employment at C&V UHB.

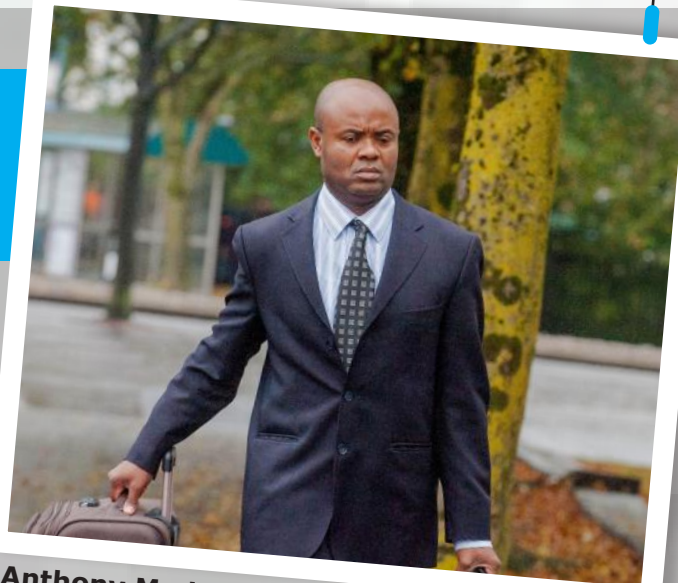
Dr Madu was convicted on 31st Oct 2014 of six counts of Fraud under S3 of the Fraud Act 2006, after trial at Cardiff Crown Court. He was sentenced to two years imprisonment, suspended for two years, and was ordered to complete 150 hours Community Service.

A confiscation hearing finally took place on 13th June 2016, at Cardiff Crown Court, when Dr Madu was ordered to pay £73,000 within 6 months. Failure to comply would result in 2 years imprisonment.

Dr Madu lodged an appeal against the confiscation order, which was subsequently rejected by the Court of Appeal on 5th April 2017.

The matter was referred for enforcement action, as Dr Madu has failed to repay the £73,000. An enforcement hearing took place at Swansea Magistrates Court on Thurs 8th June 2017, when Dr Madu was sentenced to **two years immediate** imprisonment as he has failed to satisfy the confiscation order.

Dr Madu was also erased from the GMC Medical Register in March 2017.



Anthony Madu outside Cardiff Crown Court



Fraud in Your NHS Workplace?

Report it!

If you have any suspicions or concerns,
you can call us anonymously on

0800 028 40 60

or search 'NHS Fraud' online for more information.



ESR Self Service Portal Design and Business Enhancements

ESR Self Service Portal Design and Business Enhancements

NWSSP Digital Workforce Solutions have been working with the ESR Department of the Health Central team, to provide input into the new ESR Self Service Portal design and business enhancements to ensure that NHS Wales requirements are met.

The ESR Self Service Portal has been deployed in 9 of the 10 NHS Wales organisations (last organisation to deploy 20th July). This is a significant achievement for NHS Wales, and well ahead of the national December 2017 deadline.

Access to ESR Self Service has also been enabled through mobile and tablet devices, with a 'My ESR App' deployed May 17th. Access to ESR is no longer limited to the workplace, and can be accessed on the move.

Operational ESR

The ESR Model Office encompasses the full range of functionality available to the NHS. With interfaces to professional registration bodies, e-Learning functionality, compliance tools that enable tracking of statutory and mandatory training requirements, appraisals, absence management and self service, ESR is the only integrated workforce management solution for the NHS.

Strategic ESR

As the workforce solution for the NHS, ESR supports the delivery of national workforce policy and strategy by providing HR Directors and their teams with a range of tools that facilitate effective workforce management and planning, thereby enabling improved quality, efficiency and assurance of compliance against essential workforce standards.

Further Information

ESR Website
www.electronicstaffrecord.nhs.uk

ESR Benefits

The effective use of ESR is intended to drive efficiency and productivity improvements across the NHS. ESR has supported the NHS to deliver:

- **£83.14million cash releasing benefits**
- **£133.37million non-cash releasing benefits.**



Use of Welsh Hospital Telephone network in North Wales

Please note that, from 31 May 2017, due to changes in the telephone system, staff in a number of NWSSP locations in North Wales who are supported via the Betsi Cadwaladr UHB IT team can no longer use or be contacted via WHTN.

National dialling codes will now need to be used. They can be found in the following table:

Old WHTN	National Code	Site
01815	01745 44	Alder House
01742	01248 68	Bryn Y Neuadd
01710	01352 80	Preswylfa (Mold)
01815	01745 448782	Finance in Denbigh Stores

Director of Procurement Services Awarded MBE

Congratulations to our Director of Procurement Services, Mark Roscrow, who has been awarded the MBE (Member of the British Empire) in the Queen's birthday Honours list, for services to public healthcare procurement in Wales.

Mark has had a rich and varied career since joining the National Health Service in 1978, working for the Mid Glamorgan Health Authority Supplies Department and later moving to Welsh Health Technical Services Organisation (which became the Welsh Health Common Services Authority).

During the mid 1980s, Mark joined the North West Regional Health Authority as a purchaser at Trafford Park Hospital.

In 1996, Mark was appointed as Director of Welsh Health Supplies, following the market testing of the Contracting and Supply Chain services. Quality and Continuous Improvement were core themes within WHS. An extensive quality programme was developed with four ISO accredited systems, and one notable highlight in winning the Wales Quality Awards prize in 2009.

Mark's current role as Director of Procurement Services covers all parts of Wales, with over 500 staff in Accounts Payable, Sourcing, Supply Chain, Capital, Purchasing and Support Services.

On being nominated for the award, Mark said,

"I have to say that when the letter arrived notifying me that I had been nominated for an award it was a real surprise and I had to just read through it a few times to take it in."

The time between receiving the letter and the formal official announcement is also strange, as you are advised that the communication is in strict confidence and that further consideration will be made before any announcement is made, and that prior to this you will receive no further communication."

I was particularly pleased that the award was in recognition for me doing the job I have done for 39 years. What has been achieved over that time wouldn't have also been possible without the hard work and dedication of all the people I have had the pleasure to work with over the years. I am grateful to all of them, as without this I would certainly not be having my day out at the Palace."



**Director of NWSSP Procurement Services
Mark Roscrow MBE**

NWSSP Managing Director, Neil Frow, said,

"I am very pleased that Mark's work has been formally recognised through receiving his MBE. He has been a key figure in the NHS procurement world for over two decades and he deserves this recognition for all his hard work and dedication to public sector procurement. From a shared services perspective, Mark has been instrumental in setting up the procurement function and putting in place the building blocks which have helped support organisations deliver significant savings over the last few years."

What is an MBE?

An MBE is part of the Most Excellent Orders of the British Empire and is a British order of chivalry, rewarding contributions to the arts and sciences, work with charitable and welfare organisations, and public service outside the Civil Service.

It was established on 4 June 1917 by King George V, and comprises five classes across both civil and military divisions, the most senior of which makes the recipient either a knight if male, or dame if female.

An MBE is awarded for an outstanding achievement or service to the community. This will have had a long-term, significant impact and stand out as an example to others.

BSI Department Infrastructure Project Update



NWSSP Business Systems and Informatics department (BSI) is undertaking an upgrade of the Information and Communications Technology (ICT) infrastructure and telephony systems to a modern datacentre at Companies House, Cardiff, with full back up at the NHS Wales Informatics Service (NWIS) datacentre at Newport.

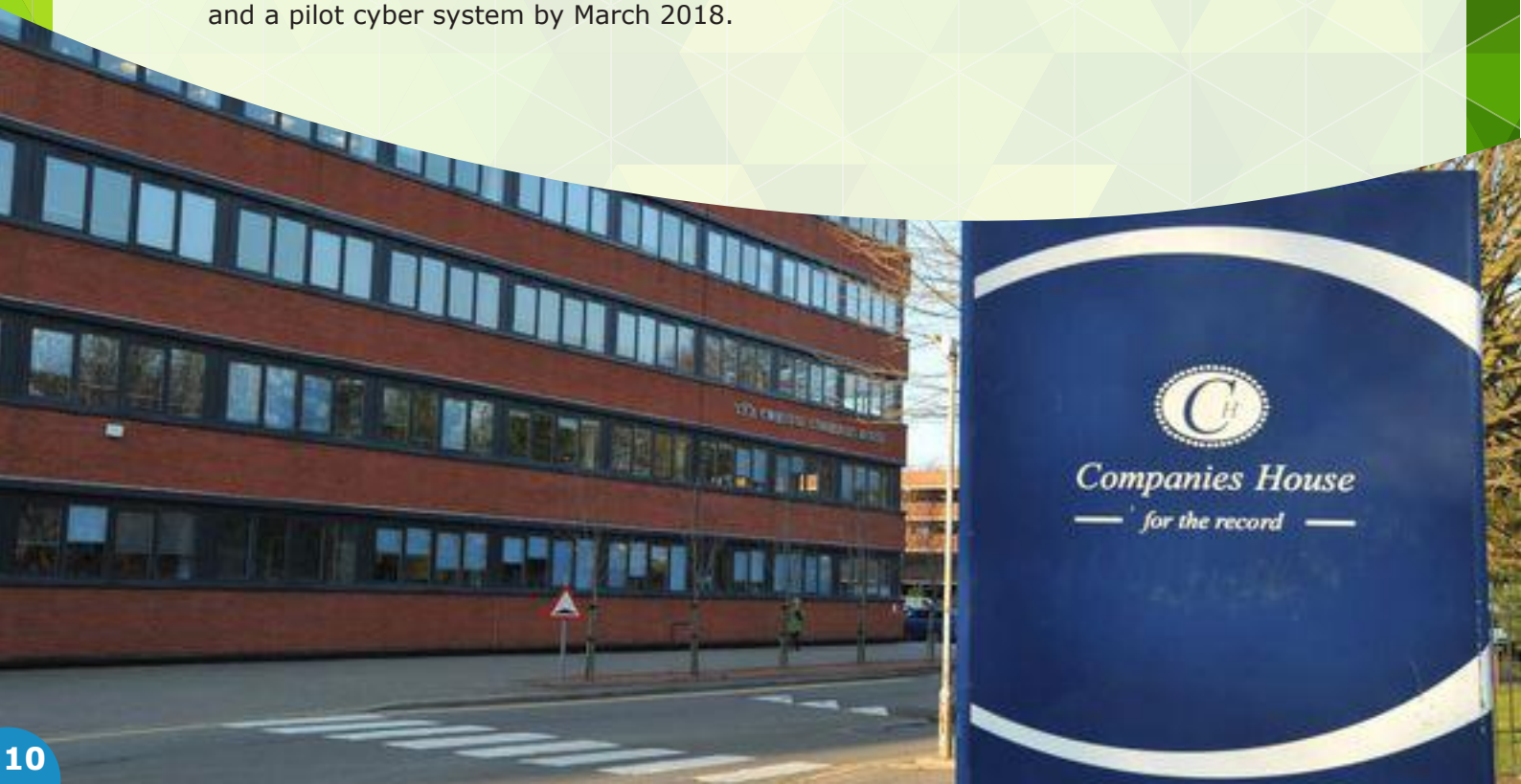
Migration of NWSSP applications and services to this new ICT environment will ensure systems are more stable, particularly in the event of a problem as they're able to be recovered. Please note that this migration does not include Oracle financial systems and national systems such as the Electronic Staff Record (ESR) and e-Expenses, as they are managed externally.

The new telephony system will also enable all NWSSP staff to use the same telephone system across offices throughout Wales, and is more flexible to allow for office or staff moves, including resilience in the event of a failure.

These technical upgrades will have an impact on NWSSP during setup and transition. However, the BSI department hope to keep the impact minimal by ensuring stakeholders are regularly informed of proposed changes and timelines.

In addition, NWSSP is working with NWIS to implement an improved cyber security system and supporting processes, this will make our IT systems and data more secure.

- During part of the implementation phase, it will be necessary to put in place a period of change freeze on the existing Contact Centre system and later on the Mitel telephone system, whilst migrating to the new telephone system
- New ICT projects will need to be assessed at the outset to ensure sufficient IT capacity is available to implement and operate the new system. Project management arrangements are being developed to ensure that appropriate capacity is in place and that systems are implemented optimally to maximise potential benefits to the organisation
- The summary timescale plan to implement the new telephone system is July 2017 for Companies House, Nantgarw and Mamhilad, and August for Matrix House. In conjunction, NWSSP IT applications/services migrate to the new IT infrastructure over the next year and a pilot cyber system by March 2018.



Fourth Free Education Day Held by Legal & Risk's Personal Injury Team Wows Clients From Across Wales

A Personal Injury Day, hosted by the Personal Injury team within NWSSP Legal and Risk Services, was held in Companies House, Cardiff, on 5th May 2017. The day gave colleagues involved in the legal process, from across NHS Wales Health Boards, the chance to update and refresh their legal knowledge and to network.

Four guest speakers from St.John's Chambers-Barristers Matthew White, James Hughes, James Marwick and Andrew McLaughlin - gave interesting talks on a range of subjects including: 'Importance of Deadlines and Discount Rate Change', 'Fundamental Dishonesty', 'Vicarious Liability' and 'Work Related Stress'.

Legal and Risk solicitors Clare Primett and Andrew Hynes also gave talks regarding 'Reasonable Adjustments for Employees' and 'Qualified One-Way Costs Shifting (QOCS)' respectively. The event, hosted by Head of Department Andrew Hynes, was very well attended and recieved much positive feedback.

Andrew said: *"The opportunity to forge and renew relationships (client to client and client to legal advisor) is equally as important as the educational content. The feedback has been hugely supportive, in fact I couldn't be happier. We will definitely continue with more of the education days which are provided entirely free of charge."*



For more info, please contact
Pretty James on:
pretty.james@wales.nhs.uk



Barrister Matthew White discusses the 'Importance of Deadlines and Discount Rate Change'

'A lovely day with interesting talks. Very informative and well structured'

'Matthew White was particularly good on the difficult topic of discount rate'

'Excellent and informative day'



James Hughes gave a presentation to delegates on the subject of 'Vicarious Liability'



Clare Primett explaining to delegates 'Reasonable Adjustments for Employees'



James Marwick giving a presentation on 'Fraud & Fundamental'

Celebrating Success at the Staff Recognition Awards 2017

Our second Staff Recognition Awards were held on 9 June 2017 at the Angel Hotel, Cardiff, to highlight and celebrate staff achievement across our diverse services.

The prestigious award categories were based on our core values of Listening and Learning, Working Together, Taking Responsibility and Innovating. Awards were also given for Team of the Year, Welsh Language Learner of the year, and for the NWSSP Managing Director's 'Stars'.

The winner of the Welsh Language Learner of the Year Award was Ann Cahalane from Employment Services, who was recognised as making significant and visible progress in terms of her learning and development.

The 'Listening and Learning' category was won by Primary Care Services' 'World Class Journey' project, which focused on giving staff a better understanding of the importance of their role within NWSSP and how they take the organisation forward.

The 'Working Together' award was given to the Non Medical Sourcing Team (Transport and Utilities) from Procurement Services, who demonstrated incredible resilience in delivering value for customers, as well as saving the organisation over £100,000 as a result of cash release savings in the financial year 2017/2018.

The 'Taking Responsibility' category was won by the Workforce and Organisational Development team for their work supporting the e-Learning platform. The awards judges

recognised that the team had gone the 'extra mile' for working outside of normal hours to avoid disruption to the service.

The award for 'Innovating' was presented to the All-Wales Recruitment Team for the Trac Implementation Programme. The judges were impressed with the Trac system, as it offers a step-by-step recruitment process, and believe the team implemented Trac to its full potential.

The 'Team of the Year' award went to the Personal Injury Team, who work within our Legal and Risk Services division. The judges were impressed





with the teams' mission statement of 'Be the Best, Do the Most, Innovate', as well as their winning formula of weekly workshop sessions that included client focused innovation, bespoke lectures and ideas for social media.

The final award category of the evening belonged to 'Neil's Stars,' which was created to allow NWSSP Managing Director, Neil Frow, to nominate staff that he feels gave outstanding contributions to delivering a world class service. Eight members of NWSSP staff from across the Shared Services divisions were presented with these awards.

The winners included:

- John Holdham, Workforce and Organisational Development
- Michelle Stephens, Employment Services
- Paula Jones, Health & Safety
- Katie Edmunds, Central Team eBusiness Services

- Claire Salisbury, Procurement Services
- Kayla Macmillan, Procurement Services
- Jodanna Beynon, Employment Services
- Beverley Palmer, Workforce and Organisational Development.

Reflecting on the evening, NWSSP Managing Director, Neil Frow, said,

"It was fantastic to see how this event has grown from our first Staff Recognition Awards in 2016. I'd like to thank everyone who took the time to nominate colleagues, highlighting just how many staff members deserved to be recognised at such a formal event."

I would also like to thank our Director of Workforce and Organisational Development, Hazel Robinson, and her planning team for their efforts in organising a fantastic event. Without all of you, the event would not have been possible."



One of the stars of the evening, Kayla MacMillan, Procurement Services

Environmental Objectives for 2017/2018

NWSSP is committed to managing its environmental impact, for the organisation's carbon footprint and increasing its sustainability. As part of this wider organisational commitment, NWSSP is required, with other NHS Wales organisations, to achieve ISO14001 certification.

The benefits of reducing carbon footprint and implementing an Environmental Management System include:

- Enhanced reputation amongst peers and stakeholders
- Cost savings
- Manage the organisation's environmental impact
- Reduction in waste and energy use
- Compliance with legislation
- Improved working environment

With this in mind, NWSSP have set a number of environmental objectives for 2017-2018:

1. OBJECTIVE: To reduce our contribution to Climate Change

TARGET: 3% year on year reduction (2014/15 baseline)

1.1 Reduce the environmental impact from staff travel, e.g. by increasing the use of video conferencing and encouraging car sharing at NWSSP sites, to reduce the amount of business miles travelled.

1.2 We will continually monitor carbon emissions for our fleet vehicles and we will endeavour to consider low emission/hybrid vehicles for future vehicle replacement programmes.

1.3 Utilise IT technologies, e.g. Microsoft Lync, a uniformed communication platform for desktop video conferencing.

1.4 Promote energy awareness to staff.

2. OBJECTIVE: To identify opportunities to improve our efficiency for using finite or scarce resources.

TARGET: to be established

2.1 By introducing measures to reduce paper usage at NWSSP sites, including electronic payslips and increased use of scanning.

3. OBJECTIVE: To minimise waste associated with our activities.

TARGET: Reduce waste to landfill by 5% year on year from 2014-15 baseline (Towards Zero Waste Strategy)

3.1 By continually monitoring and measuring the quantity of waste produced and recycled at each NWSSP site, to enable improvement targets to be set.

4. OBJECTIVE: To support Welsh Government 'Wales Procurement Policy Statement' and contribute to the UK goal of being among EU leaders in sustainable procurement.

TARGET: Undertake Sustainable Risk Assessments on all contracts with value in excess of £25,000.

4.1 Utilisation of SRAs for all relevant procurement frameworks in excess of £25,000.

4.2 By applying a Community Benefits approach to all relevant procurement.



Success for NWSSP at Prestigious Healthcare Conference

On 25th May 2017, the Healthcare People Management Association (HPMA) Wales Branch conference was held in Cardiff. The annual conference is one of the key dates in the Workforce and Organisational Development calendar, and is attended by many NHS Wales colleagues from across the principality. The event is also supported by colleagues from NWSSP who are also active committee members from across our Legal and Risk, Corporate and Workforce divisions.

As part of the conference, a number of awards for workforce excellence were presented, with NWSSP being shortlisted for two projects:

- 'Transforming Hire to Retire processes across NHS Wales' by the NWSSP Digital Workforce Solutions team.
- 'Interactive Benchmarking Tools for Workforce Redesign' by our Workforce Information team.

The team are part of our Workforce, Education and Development Services (WEDS) division. The WEDS team narrowly missed out on an award, but the e-Workforce Solutions team took first place.

Their project saw a collaboration between the NWSSP Digital Workforce Solutions Team and Hywel Dda University Health Board, overseeing the transformation of the 'Hire to Retire' processes across NHS Wales.

Prior to this project, there was significant variation in the use of Occupational Health systems and processes. Duplication of data entry was significant, as were inconsistencies in processes,

resulting in significant delays in appointing to posts.

An ESR 'Hire to Retire' vision was developed that defined the process, from confirmation of the preferred applicant to occupational health clearance and readiness to commence in post.

The judges were impressed by the project. Their remarks included:

"The winning entry was highly rated by all judges, who felt this transformational and collaborative project had very well-defined outcomes with a far-reaching impact. The project has improved the speed of staff recruitment by streamlining processes and improving efficiency. The submission outlined the impact not just for organisations but for patients, which is perhaps unusual for a project focussed on ESR! it's application is very transferable and has already been shared widely both in Wales and UK wide."



From left: HPMA Representative, Vanessa Davies, Hywel Dda University Health Board (and project Clinical Lead), Helen Thomas, NWSSP Digital Workforce Solutions Team and Julie Rogers, Director of Workforce and Organisational Development and NHS Wales.

The benefits as a direct result of the project include:

- An 80% reduction in duplication of data entry for occupational health administration teams.
- Occupational health process steps have been reduced by approximately 20%
- Time savings of 23,835 hours per annum within occupational health and recruitment processes.
- Cost efficiencies of approximately £40K per annum across the pilot organisations.
- Avoidance of the sending of approximately 3,000 clearance emails per annum, as a result of ESR workflow notifications.
- Improved business intelligence relating to occupational health service being available, through development of new ESR reporting tools.

Success for NWSSP Teams at HPMa National Awards 2017

NWSSP celebrated success at the annual Healthcare People Management Association (HPMA) Excellence in Human Resource Management Awards, which were held on 22nd June 2017, winning in the categories of 'Best use of Your ESR' and 'NHS Digital award for HR Analytics'.

The prestigious awards, which were held in London, saw over 500 guests gathered to celebrate some of the inspiring achievements of human resource and workforce teams across the UK, and to praise their hard work and commitment to making the NHS a great place to work.

The 'Best use of Your Electronic Staff Record (ESR)' award was won for one of the ESR Hire to Retire projects, 'Transforming Hire to Retire processes across NHS Wales'. This project, managed by the Digital Workforce Solutions Team (previously WfIS), embodied true co-production working, partnering with Occupational Health (OH) leads from three NHS Wales health boards, the ESR DH Central Team and Occupational Health solution provider, Medgate.

Reflecting on the award win, Helen Thomas, Deputy ESR Programme Director and Hire to Retire Project lead, said,

"I'm thrilled that this project was so highly rated by judges who all agreed this transformational and collaborative project had very well-defined outcomes and far reaching impact."

Key to the success of this project was the clinical leadership provided by Vanessa Davies (OH Lead, Hywel Dda UHB) and support from Employment Services colleague Michelle Stephens. Benefits have already been delivered for the three NHS Wales Occupational Health services, including an 80% reduction in manual data entry, a 20% reduction in OH process steps, transferability of immunisation data, and speedier and safer OH clearance.

One of the strengths of this project is its transferability to NHS England, with sharing already undertaken to enable quick wins and operational efficiencies for the wider NHS.

To read the national case study published about this award winning project in ESR News [click here](#)



Diane Williams and Ryan Cunningham from the WEDS Team



EXCELLENCE
AWARDS



The award for 'NHS Digital award for HR Analytics' was won by the NWSSP Workforce, Education and Development Services (WEDS) Workforce Information Team, for their 'Interactive Benchmarking Tools for Workforce Redesign' initiative.

The project saw the team utilising the Microsoft Excel software platform to create and develop four user-friendly benchmarking data tools to help the users of NHS Wales' organisations easily interact with an all-Wales ESR data set, without having to be Excel experts or having to access the ESR Data Warehouse itself.

NWSSP Workforce, Education and Development Services Director, Stephen Griffiths said,

"Over the past 4 years the Workforce Information Team has developed its expertise and worked within NHS Wales to enable easy access to workforce information. I am delighted that their hard work has been recognised at a national level."



NWSSP & Hywel Dda Colleagues, including Director of Workforce, Hazel Robinson, Helen Thomas & Vanessa Davies.

NWSSP Managing Director, Neil Frow, said,

"I am delighted for the Shared Services teams who have been externally recognised at the national Healthcare People Management Association awards. It is a testament to all their hard work and dedication over the last few years, continually striving to innovate and improve the non clinical support systems that help underpin how NHS Wales works. It is also important that we recognise the collaboration with our health board partners who work with us on a day to day basis to implement the changes and improvements."

NWSSP & Hywel Dda Colleagues, including Director of Workforce, Hazel Robinson (second left) and DH ESR Programme Director, Paul Spooner (far right)

CE IN HRM
ARDS 2017 | hpma



NWSSP Appoint a New NHS Wales Finance Academy Director

A very warm welcome to Rebecca Richards, who has recently joined the NWSSP supported NHS Wales Finance Academy as its new Director.

Background

Rebecca is a qualified accountant with considerable experience at senior positions within NHS Wales. Initially joining as a regional finance trainee in Gwent, Rebecca held a number of different roles in the former Gwent Health Authority, Rhondda NHS Trust, Iechyd Morgannwg Health, Bro Taf Health Authority and Merthyr Tydfil Local Health Board, before being appointed as Director of Finance and IT in Powys Teaching Health Board in 2008. Rebecca also held the position of Chair of the NHS Wales Finance Directors from July 2014 to December 2015.

Involvement with the Finance Academy

Rebecca is committed to staff development and the continued improvement of the finance function in NHS Wales, and has been a member of the Finance Academy since its inception. For the last two years, Rebecca has headed partnership work as one of four Director of Finance Sponsors, and closer working relationships with clinicians, other NHS professions, accounting bodies and universities.

During the last year, Rebecca has also been supporting research and innovation work as part of a secondment to Aneurin Bevan University Health Board, where she has been developing a practical approach to value-based healthcare across long term conditions, working with clinicians across both primary and secondary care in its development, and supporting the rollout of the methodology across a number of Health Boards.

We are sure you will join us in welcoming Rebecca into her new role, which will play a vital part in continuing to implement and drive the Finance Academy strategic agenda and programme of work.



Who are the NHS Wales Finance Academy?

The NHS Wales Finance Academy was set up to support the development of the Finance function in NHS Wales. It works under the collective leadership of the professional Lead for NHS Wales Finance, the Finance Academy Director and every Finance Director in NHS Wales, and is supported by a small programme team.

The ambition of the Finance Academy is to create a Finance Function that is

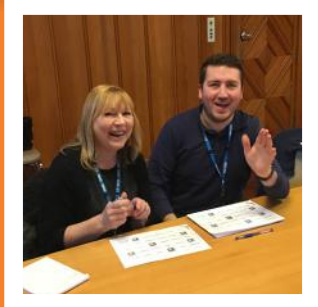
"Best suited to Wales but comparable with the best anywhere."

Their vision for NHS Wales is Finance Adding Value, consists of four main themes:

- Developing our People
- Innovation and Adding Value
- Working in Partnership
- Driving Excellence

For more information see the Academy intranet site www.fsd.wales.nhs.uk/home or website www.financeacademy.wales.nhs.uk/home or contact the Academy Team via Finance.Academy@wales.nhs.uk

Successful Welsh Language Initiatives at NHS Wales Shared Services Partnership

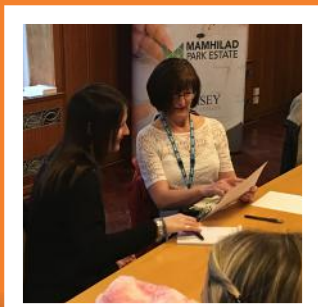


2016/17 has been a year of significant growth and continued success for the Welsh language at NHS Wales Shared Services Partnership. We continue to support our staff to learn Welsh in order to meet our targets in the current Welsh Language Scheme and in preparation for the Welsh Language Standards [Health Sector] Regulations 2016, which we anticipate will come into force in 2018.

Cymraeg

Over 60 members of staff attended Welsh classes at our sites in Alder House, Companies House and Cwmbran House this year, with an impressive 92% attendance rate.

We had our very first Welsh Language Learner Award at the NWSSP Staff Awards Ceremony held at the Angel Hotel, Cardiff, on the 9th of June. Congratulations to Anne Cahalane from our employment Services team, who was recognised for her outstanding commitment to learning Welsh and applying her new linguistic skills to her role at NWSSP.



Following the WJEC Entry Level 1 Welsh Exam this year, we would also like to congratulate our dedicated members of staff on their overall success with a pass rate of 98%.



IN PARTNERSHIP

Adding Value Through Partnership

Summer 2017

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

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