

IN

PARTNERSHIP

Magazine

Spring edition, 2016

New TRAC
Recruitment System
for NHS Wales *p4-5*

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RECRUITMENT
QUALIFICATION
MISSION
APPLICATION
Benefits
Bonus
Candidates



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Welcome to "In Partnership", the Magazine for Our Staff, Health Boards & Trusts

This publication aims to highlight some of the positive innovatives being undertaken by Shared Services on behalf of Health Boards and NHS Trusts across Wales.

This spring edition focuses on a new recruitment system, known as Trac which is being implemented within NHS Wales. Trac is a major project driven by the NWSSP Recruitment Team, which aims to improve and develop the administration of the end to end recruitment. The new system will generate huge benefits and result in positive improvements in organisational time to hire.

We will also be detailing the innovative e-learning platform driven by our Workforce Information Systems (WfIS) team that has been developed and adopted in collaboration with Welsh Local Authorities and Local Government. The platform will ultimately benefit organisations in cost terms and allow for further development of joint learning resources across Wales.

Also in this edition we highlight the first ever Conference held to showcase a new Career and Skills Framework for Healthcare Support Workers in NHS Wales. Developed by NWSSP - in partnership with NHS Wales and partner organisations, the Framework provides new strengthened training standards for Healthcare Support Workers in Wales.

I am also pleased to report that our Integrated Medium Term Plan (IMTP) 2016-19 has been approved by the Shared Services Partnership Committee and Senior Management Team and has been submitted to Welsh Government.

The IMTP describes the progress NWSSP has made in the last 12 months and what we are planning to achieve over the next three years. It is a very important document and helps us to build on achievements made in 2014/15, which was a year of tremendous progress, challenge and change for us and will be published shortly.

Neil Frow,
Managing Director



New TRAC Recruitment System for NHS Wales

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Experience

Skill

INTERVIEW

Talent

 **trac**.systems

A new recruitment system, known as Trac is being implemented within NHS Wales. It is a major project driven by the NWSSP Recruitment Service.

The system is already in use in over 60 Trusts in NHS England, all of whom have seen huge benefits and positive improvements in their time to hire. This is a system that has been developed specifically to meet the needs of NHS organisations.

The Trac system is an interface system that links in with NHS Jobs, the Electronic Staff Record (ESR) and the Disclosure & Barring Service (DBS).

Applicants will still apply for posts via the NHS Jobs system, however the processing of the initial vacancy, through to the short-listing, recruitment and appointment phases will be managed via the Trac system.

Candidates



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New TRAC

Recruitment System for NHS Wales

Key System Benefits

The key organisational benefits of the system include:

- In built Vacancy approval process
- Full visible end to end audit trail
- Signposting functionality via an organisational jobs board
- Automated posting of adverts to other jobs boards giving wider circulation
- Vacancy and applicant specific communications centres that are able to send and receive emails text messages
- Sophisticated Pre Employment Check management ID check appointment booking system
- Employer specific template messages
- Full integration with ESR eDBS functionality fully integrated, includes Update Service integration Occupational Health. Option of two systems including the self declaration process with integrated workflow.
- Automatic feed to advertise on LinkedIn for all Band 5+ job adverts.

Evelyn Frank (Head of General Recruitment) said:

"Having seen the use of Trac across NHS England, I am delighted that we will be introducing the new system to recruitment in Wales. This really is exciting times for the recruitment team and for managers. The process will see huge benefits for all of the NHS Wales organisations seeing large reductions in recruitment waiting times".

Paul Thomas – (Director of NWSSP Employment Services) said:

"Getting staff into post safely but quickly at times of huge demand has been a considerable challenge to the NWSSP Recruitment team. I am excited about the potential of Trac to provide the team, for the first time, with the tools to proactively manage the end to end recruitment pathway and help appointing managers place staff into post without avoidable delay".

Points of Light

NWSSP Colleague Honoured by UK Prime Minister for Establishing Support Networks and Rehabilitation Programmes

6 Nigel Williams from NWSSP Procurement Services, was recently honoured by UK Prime Minister David Cameron as part of the Governments' 'Points of Light' scheme as part of his fantastic work establishing programmes for the deaf community.

Inspired to support adults with hearing loss and their families after becoming deaf at the age of 16, due to meningitis. Nigel believed that more could be done to assist the hearing impaired and wanted to use his personal experiences to help adults cope with the impact of hearing loss.

Nigel is currently the Chairman of Hearing Link, a leading UK charity tailored purely to helping adults and their families cope both emotionally and practically through a support network of volunteers.

Nigel has volunteered at Hearing Link for over 12 years and, under his steer as Chairman, the charity has grown and developed ways of helping all those who rely on them.

Hearing Link offers a wide range of services including a Self Management Programme and a week long Rehabilitation Programme where participants receive practical support in dealing with hearing loss delivered by volunteers who themselves have experience of living with hearing loss. In addition to these programmes Hearing Link provide one to one community sessions and an online support forum supported by volunteers

Nigel Williams: One of the Prime Ministers' prestigious 'Points of Light'



Nigel's work has led to many users of the charity becoming volunteers themselves and giving back to others. Nigel is also the Chairman of the association that represents people who rely on cochlear implants, electronic devices that replace the function of the damaged inner ear allowing people to hear.

Nigel Williams said:

"I am surprised and thrilled to receive this award which I hope will encourage everyone who is dealing with hearing loss, which often impacts on far more than your ability to hear. The consequences of hearing loss often affects a person's confidence and self-esteem and through practical support from people who live with hearing loss themselves people soon see that this need not be a barrier to leading a full and rewarding life. It's a privilege to work with an organisation such as Hearing Link and I am grateful to everyone involved who provide so much help and support to others".

Prime Minister David Cameron said:

"By bringing together two of the biggest charities working with deaf adults in the UK, Nigel has made a huge difference to the services and support available to them. He has also played an important role in making sure the guidance given to the NHS on treatment for deaf adults offers them the highest standard of care. I am delighted to recognise Nigel as the UK's 412th Point of Light".



Procurement Services

Nominated as Finalists in National Government Procurement Awards



NWSSP Procurement Services were recently nominated as finalists in the Sustainability Initiative of the Year Award category and the Innovation or Initiative of the Year Award category of the National Government Opportunities (GO) Excellence in Public Procurement Awards 2016/17. Procurement was shortlisted for their work on introducing more sustainable food supply chains, protecting the environment and biodiversity as well as the local economy. The most notable declaration was the signing of the National Sustainable Cities Fish Pledge but has also involved including organic and higher animal welfare products on All Wales contracts. The level of competition for this year's awards was at its most competitive yet, with many high-profile organisations from across the UK submitting an entry. Procurement has been nominated finalists due to the excellence of their procurement activity.



Jessica Bearman, Lead Dietitian –NWSSP Procurement Services said:

"Being nominated in recognition of our commitment to addressing the environmental, socio-economic and health impacts of food procurement demonstrates the pro-active approach NWSSP has taken to supporting the wellbeing of our future generations".

Mark Roscrow, Director of NWSSP Procurement Services said:

"I am delighted that NWSSP has once again been shortlisted in two categories and this continues a long tradition of success with these prestigious awards."

It is testimony to the collaborative approach that has been undertaken and indeed the recognition of the importance of feeding patients in the overall care they receive within NHS Wales. Wales is at the forefront of this work across the UK and it is fantastic to receive the recognition this work deserves".

In conjunction with the NHS Wales National Collaborative Commissioning Unit, Procurement Services have also been nominated for the GO Procurement Innovation or Initiative of the Year Award – Health Care. The project undertaken relates to the establishment of a Framework Agreement for the provision of Child and Adolescent Mental Health Services (CAMHS). This process involved the creation of a cohesive, safe and structured system for one of the most vulnerable cohort of patients. The learning in developing this agreement was taken from the success in a similar cohort of Adult Mental Health patients.

Nic Cowley, Head of Sourcing for Commissioning- NWSSP Procurement Services said:

"The CAMHS agreement we have in place regularises a position on the treatment of the most vulnerable of patients within the system. We now have stability, control and measurement in this area for the first time instead of the ad hoc chaotic arrangements of the past. The nomination is very well deserved".

From Farm to Fork

Generating Business for our Meat and Dairy Sector

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Wales has a thriving meat and dairy sector which significantly contributes to the Welsh economy. With this in mind NWSSP Procurement Services were keen to meet the spectrum of people and businesses involved in this supply chain; from farmers, manufacturers and distributors to highlight the future opportunity of supplying to all Welsh hospitals.

In late January the division were able to meet over 50 suppliers at their mid-Wales supplier engagement event which was held in Llandrinddod Wells, Mid Wales.

Setting the scene

For the first time Procurement took control in planning, organizing and advertising the day. An open invitation was placed online on the NWSSP and Sell2Wales websites linked to the Prior Information. Notices for the forthcoming Meat and Dairy contracts, as well as being circulated via email to a range of networks (food directories, sustainability mailshots, business list serves etc).

The advertisement also featured on social media platforms including Twitter and LinkedIn. A pre-attendance questionnaire was also designed to capture information on business type and interest prior to the day. This informed the content of presentation and interactive workshops which were a new and innovative feature of this event.



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From Farm to Fork

Generating Business for our Meat and Dairy Sector



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The agenda

After covering an overview of Procurement Services, Health Boards in Wales and NHS catering, policy drivers including the Wellbeing of Future Generations Act.

Procurement then presented details on the forthcoming contracts (products, volumes, specification), an introduction into the tender process and how to tender as well as available support from partner organisations.

The workshops ran in parallel, in three consecutive time slots, and provided an opportunity to talk suppliers about:

- Socio-economic, environmental and health aspects of the sector –lead facilitator Jessica Bearman supported by Matthew Harhry
- Logistics of tender and supply – lead facilitator Romano Provini with support by Caroline Gwilym and Ellie Pinnell.



The workshops allowed further explanation of the requirements of the contract and the available support for tendering as well as generating invaluable discussion on the structure of the meat and dairy sector in Wales and the quality assurance within the supply chain. This provided extensive food for the thought to inform the tender scoring, lotting strategy and contract specification.



The outcome

Feedback from the event was extremely positive, both from within the team, suppliers and partners via social media:

A NWSSP Category Officer said:

"The workshop concept at the engagement event for me was a new experience, which was again well attended by a mix of producers, wholesalers and distributors. This part of the event was the most informative in terms of exploring and understanding some of the issues/concerns that potential bidders have about the tender process, and also around barriers for them around market conditions, eg: 'fixed pricing' – volatile market".

NWSSP Organise

First National Conference for Healthcare Support Workers

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Over 250 delegates attended the first NHS Wales National Conference for Healthcare Support Workers (HCSW) which was held on 22 February at City Hall, Cardiff. NWSSP's team arranged the inaugural conference following the recent Ministerial announcement that healthcare support staff would follow a set of newly mandated professional development standards.

The Conference provided an opportunity to showcase the new Career and Skills Framework to NHS Wales. The Conference was delivered by keynote speakers from across the health professions who highlighted the groundbreaking Framework via a number of interactive presentations and workshops.

The new HCSW Framework was produced by the NWSSP - WEDS team, in partnership with NHS Wales and other partnership organisations, and provides new strengthened training standards for Healthcare Support Workers in Wales.

Healthcare Support Workers are a significant and very important part of the modern NHS making up around 40% of the overall workforce in Wales. They work across all care settings, including hospitals, GP Practices and patients' homes.

Pip Ford, - Public Affairs and Policy Manager for the Chartered Society of Physiotherapy, and Conference Chair said:

"This event provides an excellent opportunity for clinical health care support workers to find out about the new Skills and Career Framework which will assist them in gaining recognition for the knowledge and skills they already have, as well as providing the opportunity for further development.

Support workers will discover how they can be supported throughout their careers and understand that the Framework will help them to demonstrate assurance for patients and the public whilst also meeting clear requirements of their employers".

Dr Jean White - Chief Nursing Officer / Nurse Director for Wales, Welsh Government emphasised the importance of the new Career Framework:

"The development of the NHS Skills and Career Framework for health care support workers marks an important milestone, as it sets out the training and career pathway options for an essential part of the health workforce. Health care support workers are valued and integral members of clinical teams and the Framework will ensure they are supported to develop the knowledge and skills required to deliver competent and compassionate person-centred care".

Stephen Griffiths, - Director of WEDS, NWSSP said:

"Historically HCSWs have had little investment in their training and development despite providing much of the direct and personalised care to patients. We are proud that we can now say all our services are developing Healthcare Support Workers through the Career Framework and staff can develop a range of skills at the right level to help them provide the best and most timely care possible".

NWSSP - WEDS

Support Development of Groundbreaking New Course



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A groundbreaking new course which aims to help standardise the care provided by emergency nurse practitioners (ENP) and emergency paramedic practitioners (EPP) has been launched at Cefn Coed Hospital in Swansea.

Emergency nurses who work in emergency departments and minor injury units (MIU) across South Wales attended the first session of the course, hosted by ABMU Health Board, which will see them working towards the new Level 7 Diploma in the Autonomous Management of Minor injuries (Wales) QCF.

The qualification is the first of its kind the UK and Judith Morgan, consultant nurse at Neath Port Talbot Hospital's Minor Injury Unit, says it is a flexible, cost effective way of establishing consistency of standards across Welsh MIU & Emergency Departments.

Judith Morgan chaired the Emergency Practitioner Task and Finish Group set up by

NWSSP Workforce, Education and Development Services (WEDS) which began formulating the qualification a year ago.

She said: "I am delighted that we can now offer this diploma, which defines the Scope of Practice for ENPs and EPPs and the types of injuries seen in nurse-led minor injury units. "It will see clinicians working together using existing resources and highlights the importance of supportive management.

"Also at the moment there isn't a temporary workforce like a nurse Bank for ENPs so having this qualification would make skills more transferable. It is also a good way for colleagues to demonstrate continuing professional development and can run for small numbers of staff as required".

The 20-day programme been accredited by Agored Cymru and its development was supported by NWSSP - WEDS which helps Welsh healthcare staff improve their skills and competence.

The course has received a positive response from those who had signed up to study for the diploma.

One emergency nurse said: "It is about time we had a recognised qualification for ENPs that is pan-Wales - and pan-UK. It is very welcome. It shows good governance on the part of the Welsh NHS as it ensures all of us are receiving the same level of training, rather than piecemeal courses".

Another added: "We wanted to be involved because ultimately this is going to help with patient flow at MIUs and improve patient satisfaction which has to be a good thing".

Upcoming sessions for the course, which is open to paramedics as well as emergency department nurses, will be held at locations across South Wales and will focus on different aspects of care including musculoskeletal and children and young people.

NWSSP - Legal and Risk Services

Hold Mock Trial for Cardiff High School

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NWSSP - Legal and Risk Services recently hosted students from the Bishop of Llandaff High School and provided judges and jury members for a mock trial competition the school had entered.

Solicitors Sarah Watt and John Hatton helped the students prepare for the competition and the trials were held at Companies House, Cardiff as a "dress rehearsal" for the Mock Trial.

Fellow solicitors Rhian Griffith and Alison Walcot played the roles of judges and the Legal and Risk juries, which involved lively discussions before reaching not guilty verdicts in both trials.

The students found the experience invaluable and the NWSSP - Legal and Risk teams also really enjoyed the experience.



Record number

of Prescription Items Declared for December 2015

NWSSP Primary Care Services have, once again, received a record breaking number of prescription items declared.

Over **7.2 million items** for prescriptions submitted for December 2015 are now being processed.

The dedication and skill that staff put into processing these submissions, from the beginning of the process to the end payment is testament to their hard work and dedication.

RECORD BROKEN!

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Primary Care Services

Help Raise Money for 'Hands for Alan' Charity

The NWSSP Primary Care Services Staff Focus Group organised a December raffle which raised a substantial amount of money to be donated to 'Hands for Alan', a campaign to raise money to provide i-limb prosthetic hands for Alan Gifford, a 9 year old boy from Loughor, Swansea who had both hands amputated after contracting an infection during open heart surgery when he was 3 years old.

*'In the past 9 months 398 people from different organisations have raised **£37,735** towards the **£60,000** needed for the prosthetic hands'.*

The 'Hands for Alan' campaign has captured the imagination and has received much media coverage in terms of awareness and support.



Alan Gifford, Age 9 from Loughor

Once for Wales Public Sector Collaboration Continues

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The all Wales Academy for Local Government (AWALG) is an e-learning platform developed in collaboration with the 22 Welsh Local Authorities, Welsh Local Government Association (WLGA), Wales Trade Union Congress and Skills for Justice. Initially developed through a 1 year European Project, it is now fully funded by the local authorities and WLGA. Content is developed collaboratively, maximising cost efficiency and reducing duplication. 35 modules are available in English and Welsh for Local Authority staff, Councillors and school governors. These can be accessed from computers, tablets and smartphones, so all staff, including those who work remotely can access high quality learning in a way that suits their work and life styles.

To maximise efficiencies in times of austerity, the AWALG have taken their collaboration one step further. From 1 March 2016, the Academy platform will be trialled with the All Wales e-learning platform – 'Learning@NHSWales' managed by the NHS Wales Technology Enabled Learning (TEL) team within NHS Wales Shared Services Partnership (NWSSP).

The TEL team have successfully co-ordinated and managed the production of elearning across NHS Wales since 2014. There are currently over 350 courses openly available to all users including primary care,

voluntary and universities and there are currently 150,000+ users. All e-learning is produced on a 'once for Wales' basis to approved national standards. NHS Wales have also successfully implemented a minimum standard for statutory and mandatory training enabling transferability of training. Newly qualified staff can also access e-learning for induction prior to starting.

Neil Frow, Managing Director - NHS Wales Shared Services Partnership said;

"I am delighted with the progress of the TEL team and the All Wales approach to collaborative working. This has had a significant impact on the NHS workforce by implementing national standards, removing duplication and ensuring transferability of knowledge and skills. The next phase is to welcome the AWALG on board from 1 March 2016".



Once for Wales

Public Sector Collaboration Continues



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From September 2016, the AWALG platform will be solely hosted by NHS Wales E - learning, making further financial savings and allowing the two largest public sector organisations (Local Government and Health) to develop joint learning resources.



As well as responding to local government reorganisation, it is hoped that this key innovation takes public sector collaboration to the next level, providing greater transferability of employment in the future.



Cllr Peter Rees WLGA Employment Spokesperson said:

"I am very pleased that the WLGA has been able to provide significant support to the AWALG project since its inception and most impressed by the progress that has been made to date."

"This is an excellent example of collaboration and partnership working in action, not only across all Welsh local authorities, but also with our health colleagues in the wider public sector, saving councils thousands of pounds on individual e-learning contract costs".

Getting to Know You:

Tony Chatfield- Head of Operations, NWSSP - Health Courier Services

Tony Chatfield is the Head of Operations at the Health Courier Services (HCS) division of NWSSP. To raise awareness of the essential work of HCS we caught up with Tony who told us a bit more about himself and his role.

Originally from Llangynidr, Powys, and now living in Bridgend with his wife Tracey and three children.

Tony first set foot in the NHS when he joined the Ambulance Service over 28 years ago. In 1986 he started with the South Glamorgan Ambulance Service as part of the first ambulance Cadet scheme introduced in Wales. He then worked in Patient Care Services and the Emergency Medical Service (EMS) as a Technician and State Registered Paramedic, operationally based in Cardiff and the Vale of Glamorgan, before progressing to managerial positions.

As an experienced NHS Ambulance Service Senior Operations Manager/ Paramedic Officer, Tony has considerable NHS experience, and has been fortunate to have worked in various aspects of Ambulance Service Operational delivery, as area Locality Manager in the Ogwr area in ABMU University Health Board; Pembrokeshire & Derwen in Hywel Dda University Health Board and NHS Service change programmes with the NHS and Public Sector Partners.

Tony has participated in international exchange programmes to Pittsburgh, USA and Toronto, Canada, and has been fortunate to learn how the health sector operate outside of the UK.



In 2014, as an experienced Operations Manager and a trained Bronze & Silver Commander, Tony was selected to undertake the role of Silver Response Commander for the 2014 NATO Summit, acting as one of the senior NHS managers overseeing the prestigious event and US Presidential visit on behalf of NHS Wales, working closely with National Security and other Emergency Service partners.

Tony is an active member of the National Performance Advisory Group (NPAG) Transport Best Practice Group supporting NHS Transport Services across the NHS in the UK, and working as part of the group overseeing the implementation of the NHS Wales Pathology Transport Service. His personal interests include Rugby 7's, First and Second World War History, Travel, and is a regular visitor to France.

NHS Health Courier Service:

- On average the service sorts (via its own mail sorting hubs), delivers and collects up to 120,000 items of mail/ notes per week (6 Million per Year)
- All services are supported by over 90 vehicles ranging from cars to 7.5ton lorries.



Tony Chatfield, Head of Operations, HCS

How Do Others Work?

Paul Finds Out More in North Wales

Paul Davies, Customer Service Assistant at Denbigh Regional Stores in North Wales recently visited the Betsi Cadwaladr University Health Board Supply Chain Team at Ysbyty Glan Clwyd in order to find out more on how the end to end Supply Chain works.

As part of this Paul wrote a blog to detail his experiences:

I recently volunteered for an 'Away Day' in Ysbyty Glan Clwyd to see what happens on the other side of the process once we have picked and packed the Health Boards stock requisitions for delivery to our service users. I arrived at Stores at 8am where I was introduced to Anthony Harper (R&D/ Materials Management Supervisor) and the rest of the Receipts & Distribution / Materials Management Team. It was very good to finally put faces to names of the staff that I speak to on a regular basis as part of my Customer Service role. I then proceeded to Ward 5 with two of the Supply Chain Operatives, Ashley Tomlinson and Luke Cosgrove.

Once there they showed me how they order goods from Denbigh using the ADC (Automatic Data Capture) handsets. I was impressed at how everything was stacked neatly and in order which facilitated the easy location of items for counting and item barcode scanning as shown in the picture of me counting stock.

We then moved to the next ward on the schedule, Ward 7, again using the same counting and barcode scanning process. Whilst on the wards I took the opportunity to introduce myself to the Ward Housekeepers. It was pleasing to note that the Housekeepers had nothing but praise for the service Denbigh provide and it was also nice to receive the positive feedback on personal level.

The Housekeepers were very complimentary of Ashley and Luke in relation to the stock reorganisation work they have recently completed and also recognised the hard work of the Supply Chain Team based at Glan Clwyd.

After lunch we went back to the Store where we uploaded the mornings ADC orders into Oracle. The afternoon was spent replenishing the stock on the wards which had been ordered 48 hours earlier.

What did I learn from the experience?

I found it very interesting to see how the complete process works from the raising of an ADC Requisition through to how the stock is put away on a ward. Also it was good to get an insight of the issues that the Local Health Boards Supply Chain Teams face on a daily basis and hopefully now I have improved my understanding of the wider service I am better placed to provide assistance when dealing with Customer Service phone calls.

One of the highlights of the day for me was putting faces to the names of our service users that I have spoken to on the telephone for many years. I would recommend the opportunity as it is good to see how the work we do at Denbigh supports the Health Board.



NWSSP Working with the Community: Non - Medical Food Team Donate Goods to Local Foodbank

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The Non Medical Food Team (part of NWSSP Procurement Services) based at Companies House, Cardiff have recently undergone evaluations for the forthcoming 'Ambient Groceries' tender.

This process involves companies bidding to tender for dry goods such as pasta and rice. During their presentations for the contract many samples are brought in to illustrate to the team what the company can offer.

These samples have built up over 2015 and consisted of general cupboard food including; tea bags, coffee, snacks, potato mixes, as well as a mountain of Angel Delight, and endless tins of beans! As part of NWSSP's ongoing sustainability effort, the team decided to donate all of the unused food samples to Cardiff Foodbank- totalling 229.9kg of food.

Cardiff Foodbank is part of the Trussell Trust Charity and partners with local communities to help stop UK hunger. Cardiff Food Bank have thanked Procurement Services for the support and issued them with a thank you certificate.



Procurement hope to incorporate this type of sample disposal in future tenders, and help give back to the community.



Did you know?

The Trussell Trust's 400-strong network of food banks provides a minimum of three days' emergency food and support to people experiencing crisis in the UK.

In 2014/15, they gave 1,084,604 three day emergency food supplies to people in crisis.

An Update

On the Implementation of a Centralised System for Claiming Relocation Expenses for Doctors & Dentists Training Grades

For the financial year 2015/16 Welsh Government announced that relocation expenses for rotational Doctors and Dentists would no longer form part of the Wales Deanery funding allocation to Health Boards and Trusts for training grade posts, instead applications will be managed centrally. To facilitate this move Welsh Government asked NWSSP to develop a system to enable appropriate relocation expenses to be claimed and paid electronically.

This approach did not have any financial impact on the trainees themselves who continued to be able to claim the same level of expenses as defined by the national policy (currently under review).

A centralised process was developed to facilitate a number of benefits:

- Single point of contact irrespective of which Health Board or Trust Trainees are currently employed by
- Simple, accessible and time efficient service – electronic expenses solution
- After a minimal set up process the relocation account can be utilised throughout their training (if applicable)
- Tighter control and monitoring of budgets
- Central information point for stakeholders
- Centralised reporting facility.

Responsibility for the new function was assigned to the NWSSP Payroll Service Improvement Team based in Companies House and work was undertaken to design and streamline the process to be implemented for August 2015. An electronic application form was created along with a flowchart to determine entitlement. A welcome letter was also included in order to give a brief overview of the new process.

Communication was issued to all Health Boards and Medical Staffing departments directing any further claimants to NWSSP. Doctors on the GP Vocational Training Scheme were also given the information during their induction days, held by the Single Lead Employer - NWSSP.

The response has been very positive and there has been a steady flow of Trainees claiming for relocation expenses via the new system.

The new process has been working very well and there have been minimal amendments/updates needed to the application form and process. August is the largest rotation period and to date we have received a total of 390 applications. All payments were processed within the planned

timeframe with a small number requiring clarification or review. We are currently addressing the February rotations and new starters. Payments include both relocation expenses and claims for excess mileage.

A rigorous process to ensure compliance and governance has been developed; claims that are deemed outside of policy but disputed are highlighted to the relevant organisation for a partnership decision on approval.

The system has worked well since the start and we have received a very positive response from the trainees particularly in respect of the ease and timeliness of claim throughput

"Many thanks for your help- this process has been a lot easier than it normally is to claim relocation expenses!"

"This process has been a million times better than the old way- I nearly didn't bother putting a claim in because I couldn't face the frustration and hassle, but dealing with you and your team has been really straightforward and easy- so thank you."



NHS Wales Shared Services Partnership

Integrated Medium Term Plan 2016-19 - Adding Value Through Partnership

The 4 principles of prudent healthcare



For further information visit www.prudenthealthcare.org.uk

Our Integrated Medium Term Plan (IMTP) 2016-2019 describes who we are, the progress we have already made and what we are planning to achieve over the next three years. It demonstrates how over the next three years NWSSP will continue to work towards its vision, to be recognised as a world class shared services partnership through the excellence of our people, services and processes. With a firm emphasis on customer-focus, collaboration and innovation.

NHS Wales and the broader public sector are in a period of financial challenge where the demands on services are constantly changing. It is no longer possible to provide quality public services by doing the same things in the same way. Efficiency savings alone will not be enough, transformational change is required.

NWSSP has a major role to play in supporting collaborative ways of working that drive efficiencies and quality improvement. 2014/15 was a year of tremendous progress, challenge and change for NWSSP.

We have taken on board key messages through our ongoing conversations with our service users, placing their needs at the centre of everything we do. As we have shown we add value through partnership by developing, improving and broadening our services to meet our service users' needs.

Over the next three years and beyond we will continue to support Health Boards and Trusts meet the prudent healthcare agenda and provide the people of Wales with the best possible care from available resource. As an all-Wales organisation NWSSP is uniquely placed to achieve efficiency and reduce variation through

standardisation, modernisation and collaboration. By working together with all of our stakeholders we will deliver change and innovation that will make a lasting impact on NHS Wales.

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. The aims we have set out in this plan are challenging, however we are confident we have the dedication and capability to deliver against this plan.



Happy 5th Birthday NWSSP!

NWSSP was launched on the 1st April 2011 and it has continually grown, evolved and improved over the last 5 years to become a professional provider of support services to the NHS in Wales. There is a lot to celebrate and the next edition of "In Partnership" will celebrate the achievements made and explore the journey made so far.

To view our plan go to:
www.nwssp.wales.nhs.uk

NHS Wales Shared Services Partnership

Integrated Medium Term Plan 2016-19 - Adding Value Through Partnership

Key priorities for action over the next three years

Our key priorities build on our initial successes. Over the next three years we will be focusing on actions that improve the experiences of our service users, the quality of our services and help organisations deliver their priorities.

Value for Money



Absorb our **cost pressures** and secure £4.5m **direct savings** for redistribution to NHS and to **re-invest** in our services, including:

- Procurement, accounts payable and recruitment to improve quality and meet additional demand
- Project management, IT and data analyst capacity
- Information governance and Welsh language resources.

Deliver professional influence benefits over £100m

Secure £3.7m **capital** investment in technology, systems and infrastructure

Our Customers



Develop **engagement** and **co-production** to improve quality and user experience.

Turn our data into **intelligent information** to support the NHS Wales quality and safety agenda. Lead and facilitate **NHS priorities** e.g.

- Clinical led commissioning and prudent procurement
- Non-medical education commissioning
- Workforce modernisation
- Best practice design.

Service Development



Continue our **investment in technology**, including:

- ESR Enhance
- Trac (staff recruitment tracking)
- Service user contact management systems
- Cleric (HCS delivery tracking)
- Automated prescription dispensed messaging
- Intelligent document scanning.

Provide **new Shared Services** to NHS Wales and the wider public sector; possible areas include catering and laundry.

Our Staff



Improve **recruitment**, **retention** and **succession planning** of our staff.

Develop leadership, innovation and change skills and capacity.

Excellence



Work with Finance and Workforce Directors to develop **world class systems** through Driving Excellence; our initial priorities are:

- Purchase to Pay
- Hire to Retire
- Record to Report.

Introduce more sophisticated **benchmarking** and **performance** processes.

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