

IN

Adding Value through Partnership

# PARTNERSHIP

Magazine

Summer edition, 2016

## Procurement Support New Resource Centre



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CYMRU  
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WALES

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Shared Services  
Partnership

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

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

This Summer edition focuses on a collaborative project led by our Procurement services team in North Wales which involved supporting a new joint resource centre between the Welsh Ambulance Service Trust (WAST) and the North Wales Fire and Rescue Service. They have jointly invested more than £15million in a purpose-built facility, in North Wales which includes an eight-bay fire station, a six-bay ambulance station and top of the range training facilities which demonstrates an innovative collaborative approach to delivering public services.

We have also implemented a centralised system for claiming relocation expenses for Doctors & Dentists Training Grades which has been developed to facilitate a number of benefits including, tighter control and monitoring of budgets, central information point for stakeholders and centralised reporting facility. The response to the new system has been very positive and there has been a steady flow of trainees claiming for relocation expenses via the new system.

This edition also highlights the development of a Medical Workforce Strategy for NHS Wales via the All Wales Strategic Medical Workforce Group (ASMWG) which our Workforce, Education and Development Services (WEDS) recently supported. The strategy has been developed to help create a sustainable medical workforce that meets the needs of patients in Wales.

I am also pleased to report that in July 2016 NWSSP participated in the NHS Wales planning event and peer review session which provided an opportunity for Health Boards, Trusts and Hosted Organisations to engage with each other to assist in developing Integrated Medium Term Plans (IMTPs) for 2017-2020 and to collectively discuss how to address future challenges including delivering services within budget and adhering to the provisions of the Wellbeing and Future Generations Act. Dr Andrew Goodall, Director General of Health & Social Services/Chief Executive, NHS Wales opened the event and set



the scene in terms of his expectation for planning services and the increased need for collaborative working. NWSSP is proactive in consulting and engaging with its customers and the event proved to be an important engagement opportunity to identify how we can continue to work with NHS Wales to develop our services and add value.


I hope you enjoy reading this edition and 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

 @nwssp.

# Success for NWSSP TEL Team at Prestigious HPMa Awards Ceremony



**Pictured left to right:** Hazel Robinson, Karen Price, Julie Rogers, Helen Thomas

## Technology Enabled Learning (TEL) team recognised for outstanding achievement at Healthcare People Management Association (HPMA) annual awards event

The WfIS Technology Enabled Learning (TEL) team scooped the overall winner award and the Chamberlain Dunn learning award for excellence in organisational development at the Healthcare People Management Association's Excellence in HRM awards 2016 with the 'Once for Wales' e-learning programme.

The project has delivered a 'one Wales' national e-learning platform with materials available 24/7, 365 days a year at home or work. Over 200 e-learning courses have been developed for Wales employees leading to approximately 165,000 users registered. The average number of learnings has grown from 500 (2014) to over 20,000 a month (2016).

The scheme gives assurance to organisations that staff are competent and compliant with the required levels of knowledge to safely and efficiently deliver patient care whilst meeting service, quality and financial challenges.

The judges praised the ethos of this project for delivering clear patient outcomes and the project provide an excellent role model for collaboration.

The HPMA Excellence in HRM awards took place at the Westminster Park Plaza in London on Thursday 30 June.

Over 470 guests gathered to celebrate the talented HR healthcare teams from across the UK.

# Daniela Becomes Welsh Representative for Employment Lawyers Association



Congratulations to Daniela Mahapatra, a Solicitor within our Legal and Risk Services division, who has become the Employment Lawyers Association Representative (ELA) (solicitors and barristers) for Wales.

The ELA is an apolitical organisation representing the views and interests of just over 6,000 specialist, qualified employment lawyers in the UK. Since its inception in 1992, ELA has become the voice of authority in employment law.

As the Wales Representative for ELA, Daniela is keen to expand the membership in Wales and to extend the reach of ELA beyond the capital city. Daniela hopes to provide more support for newly qualified lawyers in Wales with tailored training sessions including skills based training.

## *NWSSP Legal and Risk Services Solicitor Leads from the Front for National Lawyer Association*

Daniela joined Legal & Risk Services in 2012. Daniela specialises in employment law and has a great deal of experience of advising NHS organisations on a wide variety of employment issues.

Daniela said: *"I am delighted to take up the post of Wales Representative and feel privileged to have the opportunity to support employment lawyers in Wales".*

Daniela Mahapatra





# NWSSP Colleague Leads the Way at British Dietetic Association Welsh Board Conference

**L**ead Dietician for NWSSP Procurement Services, Jessica Bearman, recently spoke at the British Dietetic Association Welsh Board's recent high profile Conference.

Jessica said:

*"I was delighted at being nominated by Bwrdd Cymru, the British Dietetic Association Welsh Board, to speak at their recent "Trust A Dietician" Conference. This provided a high profile opportunity to gain support for implementing healthy, sustainable food procurement, a priority area for NWSSP Procurement Services".*

*"The opening section of my speech highlighted the worrying prevalence of food poverty and health inequalities in Wales. This set the scene for arguing that improving the food environment in public places represents a cost effective way to improve the diets of a large sector of the population.*

*This was followed by highlighting the role of public food procurement as a powerful tool for governments' to improve health, to effect environmental change and to create social and economic benefits".*

*"Through regular reference to the Wellbeing of Future Generations Act I urged dieticians to pay greater attention to not only what nutritional content our food has, but where it is from and how it was produced".*



**Jessica Bearman speaking at the Trust A Dietician Conference**

*"Advocating the importance of local sourcing for maximising the resilience of our thriving food sector to create a more prosperous Wales. I raised concern about the focus on cost reduction in the food chain causing suppliers to make more for less, creating lengthy supply chains which damage the environment and the local economy as well as triggering food safety scares".*

*"I mentioned the work of procurement services in improving the natural environment and "greening our food industry". Justifying these environmentally beneficial practices of reducing waste and using less non-renewable energy as proving cost effective for ourselves and suppliers".*

*"Finally, I concluded with reference to prudent healthcare and the need to use food and catering as a strategic tool for reducing the costs associated with obesity and malnutrition.*

*As a member of Wales Board, Bwrdd Cymru, it was important that my speech emphasised the strategic role dieticians can play in shaping the health of our Welsh population. But I also wanted to take the opportunity to address the Assembly Members present and urge them to invest in improving the food environment in public places through leadership and funding expertise".*

*"My comments were well received and led to some productive conversations with the Assembly Members and Health Board Executive Members for gaining support for this agenda".*



# WEDS Support Development of Medical Workforce Strategy for NHS Wales



NWSSP Workforce, Education and Development Services (WEDS) recently supported the development of a Medical Workforce Strategy for NHS Wales via the All Wales Strategic Medical Workforce Group (ASMWG) at a prestigious event in Cardiff

**T**o develop a sustainable medical workforce that meets the needs of patients in Wales, an All Wales Strategic Medical Workforce Group (ASMWG) has been established that provides advice and recommendations to Chief Executives and Welsh Government.

This Group (as part of the remit of NWSSP Workforce, Education & Development Services (WEDS)), is helping to develop a Medical Workforce Strategy for NHS Wales and to support this three engagement sessions have been scheduled across Wales.

The first session took place on 26 April at Cardiff City Stadium with attendees from across the health community including Primary Care, Nursing, Associate Healthcare Practitioners, Pharmacy, General Management, Workforce & Organisational Development and Planning and Finance.

Collation of the feedback provided on the day, examples of good practice and seven common themes emerged which provided useful information for the delegates and Group, going forward.

Other events were held on June 9 in North Wales and on July 14 in the south west of Wales.





# NWSSP Colleagues Take the Welsh 3 Peaks Challenge for Velindre Cancer Centre

On 30 April brave NWSSP staff from the Health Courier Service, Workforce, Finance, Legal & Risk, GP Trainee scheme, Employment, Procurement and Primary Care Services - along with colleagues from Velindre NHS Trust - undertook the Welsh 3 Peaks Challenge.

Organised by Gildas Griffiths and Daniel Preece of NWSSP Health Courier Service, the formidable challenge was undertaken to raise money and awareness for Velindre Cancer Centre in Cardiff and consisted of scaling the peaks of Snowdon, Cadair Idris and Pen y Fan within 24hrs.

Overall, the challenge itself consisted of a 21-mile trek, ascending 2863 metres and afforded the opportunity to see and experience some of Wales's most beautiful scenery.

A fantastic adventure was had by all as Workforce colleague Jessica Grainger, explained: *"It was challenging, but worthwhile...very well organised and I'm really glad to have done it!"*

## Over £4000 Raised for Cancer Charity!

Fellow Workforce members Carol Clayton and Abi Prewitt agreed;

Carol said: *"I was really glad to have made it to the end and the views were spectacular. Thanks to Gildas and Dan for organising!"*

From a personal viewpoint Abi said: *"I'm very proud that I undertook the challenge.. no one thought I could do it...but I did! I am also really pleased for everyone else- it was a once in a lifetime achievement".*

### Fundraising

To date the challenge has seen fundraising reach over £4000 in donations with further donations expected.

### Charity Evening

From the success of the Challenge, Jessica Grainger is organising a charity event in September 2016 at the Vale Hotel, Cardiff.

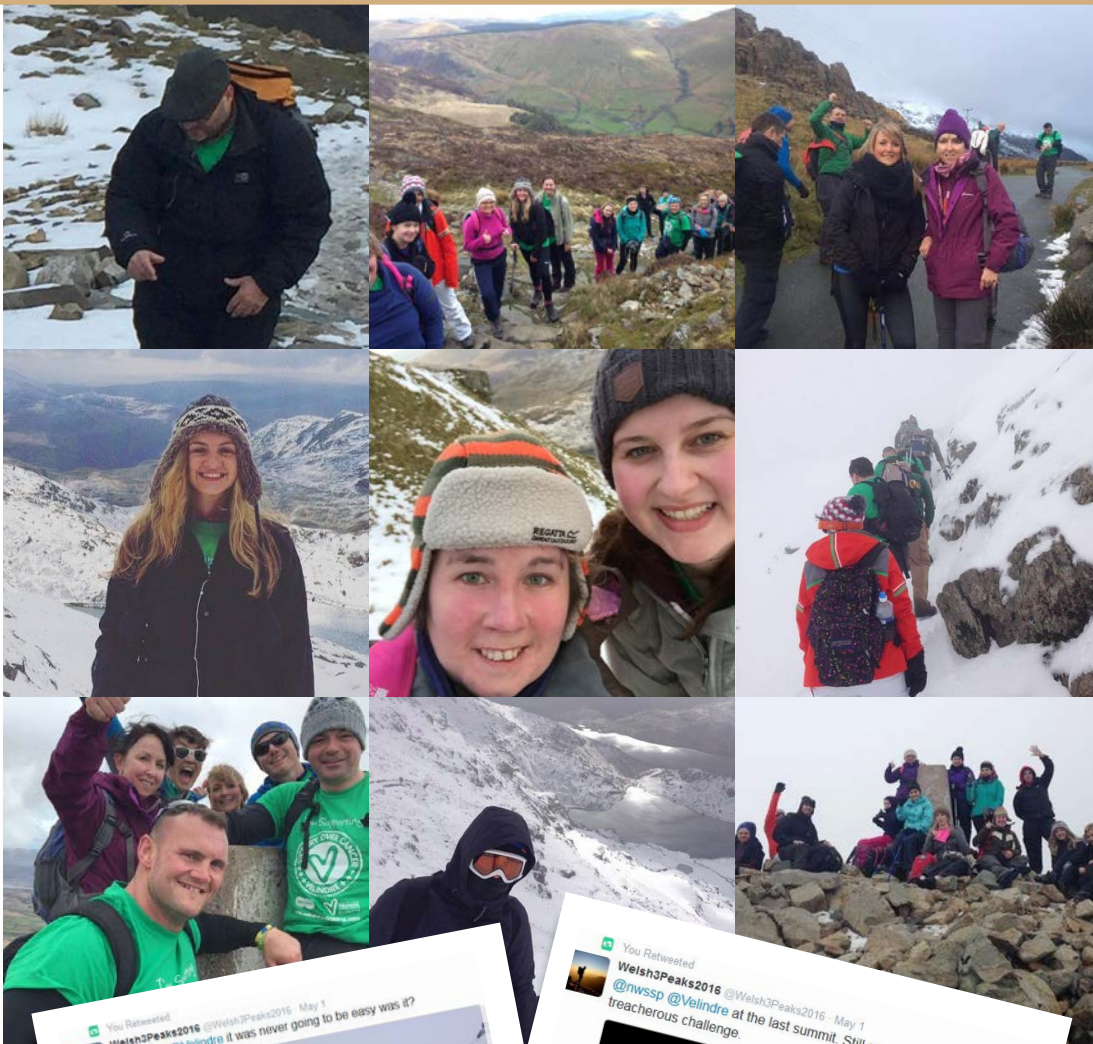
The event will provide further opportunities to raise more money and awareness for Velindre Cancer Centre.

If you are interested in attending please contact Jessica:  
[jessica.grainger@wales.nhs.uk](mailto:jessica.grainger@wales.nhs.uk)



# NWSSP Colleagues Take the Welsh 3 Peaks Challenge for Velindre Cancer Centre

## Tweets & pictures from the Welsh 3 Peaks Challenge



You Retweeted Welsh3Peaks2016 @Welsh3Peak2016 - May 1 @nwssp @Velindre at the last summit. Still smiling after a truly treacherous challenge.



# Primary Care Services Director Nominated as Finalist in Institute of Directors (IoD) Wales Awards



Dave Hopkins, Director of Primary Care Services, NWSSP

In 2016 the Institute of Directors (IoD) Wales celebrated the sixth year of the Institute of Directors Wales Director of the Year Awards.

The Awards enable IoD Wales to champion success and highlight inspired business leadership showcased at a high profile evening ceremony on 20 May in Cardiff.

The awards have a number of categories and Dave Hopkins, (pictured) Director of NWSSP Primary Care Services (PCS), was nominated for the IoD Wales Director of the year (Public Sector).

As Director of PCS, Dave has successfully integrated regional and national services and has nurtured a culture of openness and transparency allowing a safe environment where staff have a voice and are encouraged to further their careers and where needed to take measured risks whilst developing innovative practices and solutions.

The award for 2016 was won on the evening by Jeff Farrar recognising his ongoing contribution to policing; both inside of Gwent and in a number of pan Wales events. Notably, Jeff was responsible for planning and commanding events such as the NATO summit in 2014 and the Ryder Cup in 2010.

Dave commented shortly after the announcement, *"Jeff Farrar was an extremely worthy winner in the Director of Public Service category; however, I felt honoured to be mentioned in the same breath as my fellow finalists who had made an outstanding contribution in their particular fields"*.

Dave continued by saying, *"If nothing else NWSSP, and in particular Primary Care Services, can be proud that the Organisation has been recognised by such a renowned body and my nomination is a direct result of the way everyone has pulled together and embraced our journey in modernising our services over the last 4 years"*.



# Primary Care Services Re-attain Customer Service Excellence Award



## Primary Care Services (PCS) re-accredited for UK Government Excellence Standard after rigorous assessment

PCS successfully completed their two day annual assessment with regards to the UK Government's Customer Service Excellence Standard (CSE) on 18 and 19 February 2016.

Following this assessment PCS will retain the CSE award for another 12 months and remains fully compliant with 56 of the 57 assessment categories.

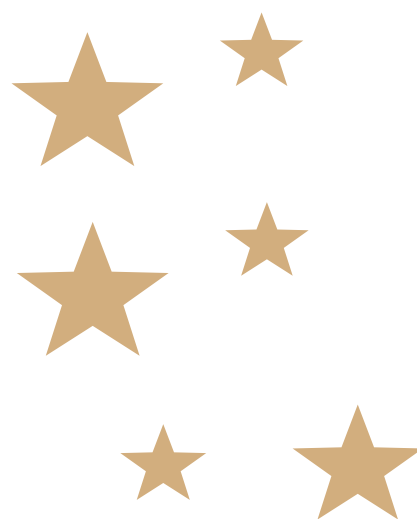
In order to evidence "compliance plus arrangements" PCS focused on two key projects which PCS have been driving.

- Patient medical records - Storage and scan on demand
- GMS Registration - Guidance and instructional guides (GMS1W)

PCS Director Dave Hopkins: *"I am extremely pleased to announce that we have been awarded (Compliance Plus) in 3 assessment categories, demonstrating that our behaviours and / or practices exceed the requirements of the standard and are viewed as exceptional".*

The re-accreditation of the CSE Award within Primary Care Services illustrates the commitment and dedication within the division which reinforces NWSSP's vision of becoming a world-class service supporting NHS Wales.

*Compliance Plus means that PCS have surpassed the level that must be achieved in all areas to get the CSE award.*



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EXCELLENCE**



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# Procurement Support New Resource Centre for Welsh Ambulance Service & North Wales Fire & Rescue Service



The Welsh Ambulance Service and North Wales Fire and Rescue Service have jointly invested more than £15million in a purpose-built facility, in Wrexham North Wales which includes an eight-bay fire station, a six-bay ambulance station and top of the range training facilities.

Newly-recruited fleet assistants will clean vehicles after use, enabling clinicians to spend more time face-to-face with patients delivering better care for the area.

Facilities like the rest room, dining room, communal kitchen, main office, locker room, meeting and training rooms will be shared by both services.

The North Wales NWSSP Procurement Services team were involved from an early stage and throughout the project to completion spanning an 8 month period to provide governance and support for the project.

Procurement had initial involvement in providing guidance on purchasing procedures and supplier base information for various goods and services.

The project covered a broad spectrum of requirements and involved dialogue with current and new suppliers to ensure the project was moving along to agreed timeframes and within budget.

The Procurement team actively engaged in regular project meetings ensuring all requirements were being met and procedures followed.

Support was provided across the following areas:

- Furniture
- Electrical goods
- Hygiene products
- Video conference equipment
- Buildings insurance
- Fleet equipment for workshop
- IT Equipment.

The end result was a joint facility for two of the Emergency Services. Sonia Thompson, the Welsh Ambulance Service's Head of Operations in North Wales, said:

*"This project has been years in the pipeline, so we're thrilled that the building is now complete".*



# Procurement Support New Resource Centre for Welsh Ambulance Service & North Wales Fire & Rescue Service



Gary Brandrick, Senior Professional and Service Standards Manager for North Wales Fire and Rescue Service, added:

*"We're delighted that this exciting facility has been completed – ...the Centre will deliver both improved facilities for our staff and a better service for the public in the area. Operating from one base will allow greater co-ordination when it comes to responding to incidents and will make the best use of resources for both of our organisations".*



Gary Brandrick and Sonia Thompson, with Welsh Ambulance Service staff



Gwasanaeth Tân ac Achub  
Fire and Rescue Service

# Procurement Work With Public Health Wales in Innovative 'Our Space' Evaluation

**P**ublic Health Wales (PHW) and Procurement Services are in the process of evaluating an innovative procurement for a solution to a new collaborative workspace for PHW.

This is a fantastic opportunity for collaborative working for both organisations, with the aim of providing a pioneering and innovative workspace for PHW staff, while also ensuring value for money from a Procurement Services perspective.

Utilising the sustainability Risk Assessment has allowed the project team to ensure our sustainability objectives are key features of the requirement. The project team are also hoping that community benefits will be generated via this project.

The project is expected to be completed by August 2016 and both PHW and Procurement Services are very excited to see what design options are available for PHW to utilise and enjoy for the years to come.

## Public Health Wales and Procurement Services Evaluate Solution to New Collaborative Workspace

### Did you know?

**The role of Procurement Services is to provide a sourcing, supply chain, purchasing and accounts payable service to health boards and NHS trusts across Wales.**

**This is undertaken while supporting the Welsh Government in the deployment of its procurement strategy and providing procurement expertise in specialist project areas.**





# Procurement Services Support Welsh Blood Service Through Expansion Process



**C**urrently the Welsh Blood Service collects, processes, tests, and supplies blood to its customer hospitals across South, Mid and West Wales, while collection and supply in North Wales is undertaken by England-based NHS Blood and Transplant (NHSBT).

On 13 June 2012 Lesley Griffiths, the then Health and Social Services Minister announced the Welsh Government's intention to establish a National Blood Service for Wales by 2016. The 'Go-Live' date for the transition to a National Blood Service for Wales was May 2016.

A new Donor Contact Centre has been designed and facilitated and Procurement Services are currently procuring new call-centre equipment for the Service to be able to answer calls efficiently and effectively, 12 hours a day, 5 days a week and Saturdays also.

Minibuses and temperature-controlled vehicles have been purchased and delivered, new stock items have been created and supplied, and we are in the process of procuring some portaloos for the Service's donation sessions.



**Welsh Blood Service**  
**Gwasanaeth Gwaed Cymru**



# Standardisation at Hywel Dda University Health Board with Implementation of New 'Pumps Project'

**I**n March 2016, Hywel Dda University Health Board commenced a roll out of new infusion pumps capable of handling the most basic of infusion therapies through to the most complex and sophisticated infusion therapies demanded by today's hospitals as a result of a 15 month project with NWSSP Procurement Services.

The Project aimed to replace the existing stock and ensure standardisation of pumps, clinical practice and associated consumables within the Health Board and contribute to increased patient outcomes while also saving money.

The project was funded predominantly through the Health Board but also through a successful Welsh Government bid for "Invest to Save" funding of £281,000 that was announced by Jane Hutt, Minister for Finance and Government on the 27 October 2015 to make up the shortfall in funding to complete the project.

The Pump Replacement Project was awarded for seven years to B.Braun Medical Limited and their new pumps bring state of the art safety features to infusion therapy and provide a vehicle for the extended standardisation of practice across the Health Board.

The Project also has large financial benefits with project savings of £228,000 per annum.



The project has covered Infusion, Syringe, PCA and TCI pumps and the associated consumables to complete the standardisation of clinical practice on infusion therapy.

For further details contact Katharine Fletcher - Senior Procurement Business Manager:

[katharine.fletcher@wales.nhs.uk](mailto:katharine.fletcher@wales.nhs.uk)



New B.Braun Pumps





# Primary Care Services on the Road



**H**ywel Dda University Health Board recently hosted 'The Big Event - Building Resilience in General Practice' on 22 June at the Halliwell Centre, Carmarthen.

NWSSP Primary Care Services (PCS) were invited to engage with GPs, Partners, Practice Managers and Senior Practice Staff to, promote our new Patient Medical Record Storage and Retrieval Service, share information regarding other services PCS offer and promote the use of ActionPoint for managing queries.

This was the second event PCS had attended and, once again, they went armed with leaflets, booklets, flyers, promotional notepads and pens and the obligatory bowl of sweets.

A big thank you went to Ceri Evans, Alex Evans and Sam Johnston for representing PCS. They found the event to be a success with a number of GP practices expressing an interest in PCS' services.

Special thanks were also given to the Print Room in Mamhilad Pontypool, for their creativity and attention to detail in designing a professional looking stand and promotional material and to everyone who supported the preparations for the day.

## Did you know?

NWSSP Primary Care Services provides a wide range of services to and on behalf of Welsh Health Boards and Welsh Government covering primary care contractors, appliance contractors, reimbursements to primary care contractors, post payment verification (PPV) and patient registration services.

The Division also issues alerts and hazard warning distributions to NHS contractors, care homes, nursing homes, children homes, further educational colleges and independent hospitals on a national basis.



# An Update on the Implementation of a Centralised System for Claiming Relocation Expenses for Doctors & Dentists Training Grades



**F**or 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 would 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.



# An Update on the Implementation of a Centralised System for Claiming Relocation Expenses for Doctors & Dentists Training Grades



A welcome letter was also included in order to give a brief overview of the new process.

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



# Collaborative Commissioning Programme Inaugural Project on Care Homes



The Procurement Services Commissioning Team are currently involved in a complex collaborative initiative in developing a framework agreement for young adults aged 18 to 64 years of age, with or without nursing requirements, who need mental health or learning disability support within a Care Home environment.

The objectives of this landmark project being:

- **To improve health and wellbeing of residents within publicly funded externally provided care settings**
- **To improve quality and safety assurances of the care provided within publicly funded externally provided care settings**
- **To deliver value for money/reduce overall publicly funded costs of externally provided care.**

Current arrangements in this area are ad hoc and lack any cohesive national approach with a multitude of variation across the Principality.

All 22 Local Authorities and 7 Health Boards in Wales are participating in this challenging collaborative project which has a combined spend of over £1 billion based on the full 8 year potential duration.





# Collaborative Commissioning Programme Inaugural Project on Care Homes



This is a "Once for Wales" collaborative commissioning initiative and takes into account national well-being outcomes and the requirements of the Social Services and Well-being (Wales) Act 2014, that will come into effect on 1 April 2016 alongside aspects of the Wellbeing of Future Generations (Wales) Act (2015).

Following the official launch of the project by Deputy Minister for Health, Vaughan Gething, AM, on the 8 October 2015 at Cardiff City Stadium, feedback received from the health and social care professionals was reflected on by the project group in the planning of the procurement principles.

The Commissioning Team have just completed the pre-procurement phase which was designed to finalise the scope, resources, governance and delivery plan for the procurement together with engagement events with key stakeholders including providers of services.

A major component of this project is the Stakeholder Engagement and Communications approach for the project, to ensure that stakeholders are aware of the Programme and the benefits. It has been a very demanding period to date for the Commissioning team in supporting/running a range of Stakeholder events, including sessions with bidders.

The Pre Qualification Stage is ongoing at date of this publication with a significant amount of data and intelligence being gathered to inform the Invitation to Tender stage (ITT). The ITT will include a common set of service & quality standards, ongoing contract management arrangements and a common & novel pricing/commercial approach.



# Appliances and Dressings Sourcing Team Winners at National Patient Safety Awards

On 5 July 2016, the work of Lymphoedema Network Wales in conjunction with NWSSP Procurement Services and the Surgical Materials Testing Laboratory (SMTL) was formally recognised as part of the Patient Safety Awards 2016.

These coveted awards seek to recognise truly outstanding achievements within NHS and Independent Healthcare organisations and numerous worthy initiatives are reviewed by the judges every year.

The recent procurement process for Lymphoedema & Compression Products (AW4573), which resulted in substantial changes to the range of products used in Wales, a new national formulary for such products and highlighted significant quality concerns within the market following SMTL Testing, was put under the spotlight following a submission by Lymphoedema Network Wales.

The Appliances and Dressings Sourcing Team were ecstatic to find that the contract had been shortlisted in the "Procurement: Patient Safety" category in May, but daunted by the prospect of a gruelling interview with the judging panel to reach the next stage.

Fortunately, the presentation, delivered by Melanie Thomas and Karen Morgan of Lymphoedema Network Wales and Thomas Dumbleton from Procurement Services, was well received by the judges who were highly complimentary about the project and its contribution to patient care.



Picture includes: Thomas Dumbleton (Procurement Services), Caity Thomas (Lymphoedema Network Wales), Gavin Hughes (SMTL), Louise Barry (SMTL), Melanie Thomas (Lymphoedema Network Wales), Karen Morgan (Lymphoedema Network Wales)

Representatives from all three organisations were present at the Award Ceremony in Manchester Central Conference Centre for the announcement that this project had been awarded as outright winners of the category.

The team beat a number of strong entries from:

- Abertawe Bro Morgannwg University Health Board
- Derby Teaching Hospitals Foundation Trust
- Hertfordshire Partnership Foundation Trust
- Ingenica Solutions
- Nottingham University Hospitals; and
- University Hospital of North Midlands.

All entrants demonstrated that they are striving to improve patient safety in healthcare and the judges were very impressed with the high standard. Now in their 8th year, the Patient Safety Awards continue to recognise and reward outstanding practice within the NHS and independent healthcare organisations.

**5 JULY 2016**  
MANCHESTER CENTRAL

**PATIENT  
SAFETY  
AWARDS  
WINNER**





# NWSSP Colleagues Honoured as part of First Unison Health Awards



UNISON Cymru/Wales held its first NHS Awards on 6 July in Cardiff.

The Union celebrated the individual contributions of healthcare workers at a gala dinner in the company of Welsh Health Minister Vaughan Gething Cabinet Secretary for Health, Wellbeing and Sport. Dawn Bowden AM and senior UK officials from the million-strong public services union.

UNISON's prestigious Health Awards are presented to Welsh NHS members in recognition of the valuable contribution they make in their workplace. Candidates have been nominated by healthcare peers for 'going the extra mile' in patients' care, being a positive role model for colleagues and helping to make the NHS a national treasure.

Awards for contributions at Branch level were also presented to a number of NWSSP staff that included:

Mary Hopkins - I.T Services; Alwyn Hockin- Procurement Services and Phil Byfield - Business Support.



Phil Byfield (pictured) said:

*"I am delighted to have been recognised by my peers for some of the union based work I have co-ordinated over the past few years. This really is an honour and I am pleased to be part of Unison going forward".*



Mary Hopkins, Alwyn Hockin (both NWSSP), Claire Lam - (Welsh Blood Service Steward) Andrew Fletcher -(NWIS Steward) Bottom row: Margaret Thomas, Amanda Osborne, (both NWSSP) Rachel Price Unison Regional Organiser) and Wendy Dearing - NWIS

Donna Hutton, UNISON Cymru/Wales Head of Health said:

*"The NHS in Wales has just come through some of the toughest challenges in its history. We would not have done that without the hard work of those staff working in the NHS in Wales today. Every healthcare worker is a hero to their community".*

Vaughan Gething AM, Cabinet Secretary for Health, Well-being and Sport said:

*"It gives me great pleasure to attend the inaugural UNISON Welsh NHS Awards ceremony which recognises the dedication of staff across Wales and to present the award for 'Outstanding Person'.*

*"Appreciating the day-to-day pressures all of us are under, it is important to come together to recognise the impressive commitment of individuals and teams and celebrate outstanding work".*

## Did You Know?

UNISON is one of the UK's largest trade unions, serving more than 1.3 million members.

They represent full-time and part-time staff who provide public services, although they may be employed in both the public and private sectors.

They also develop public service campaigns in support of quality public services, in defence of the NHS, and all public services, building political influence, forging alliances with unions, appropriate campaigning and community groups.

**UNISON**  
the public service union

# ISO9001 and OHSAS18001 Audit Success for Procurement Services

The ISO 9001 (Quality Management Systems) and OHSAS 18001 (Health & Safety) External Assessment Audit by SGS was recently completed for NWSSP Procurement Services, following an extensive 7 day audit across the whole of the division.

The audit was ultimately successful and means that Procurement retain their certification for another year.

The final report has now been received and Procurement have two minor non compliance reports raised, one against the Health & Safety management system and Objectives, the other on Corrective Action – investigation and follow up on customer survey results.

Further details on the non-compliances raised will be discussed with Senior Managers and fed back to staff.

The auditor was impressed with the improvements that he saw at Bridgend Stores and St Athan premises.

Graham Davies - Head of Supply Chain at Bridgend Stores, expressed his thanks to the team for their excellent hard work and determination in making significant changes at Bridgend Stores that have obviously made an impression with SGS.

Procurement Services Director Mark Roscrow also praised the staff and noted the excellent turn around and hard work by staff.

A copy of the final report is available on the [Procurement Services website](#).



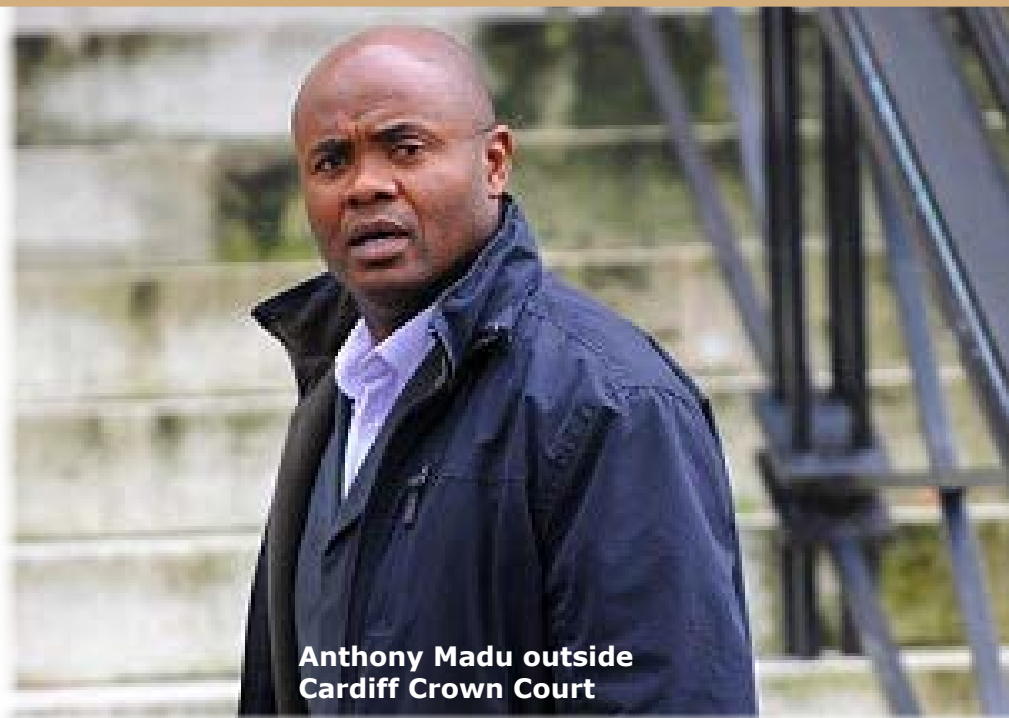
# Fraud Doctor is Told to Repay £75,000 or Face Two Years in Jail After He Moonlighted Whilst Claiming Sick Pay

**A** gynaecologist who defrauded NHS Wales by working while sick has been given a Confiscation Order of £75,620.73 at Cardiff Crown Court (13th June 2016), following action by NHS Counter Fraud Service (Wales).

Anthony Madu, 47, of The Oaks, Woolwich, London, must pay the money within six months and failure to do so will result in 2 years' imprisonment. He was found guilty in December 2014 of six counts of fraud and sentenced to two years' imprisonment (suspended) and 150 hours' community service.

Madu worked in a number of hospitals while on paid suspension and sick leave from Cardiff & Vale University Health Board, which employed him between August 2009 and June 2010. By October 2009 he had been suspended due to concerns over his professional conduct and integrity. In March 2010, Dr Madu informed the Health Board that he was receiving counselling and medical help, and was not able to work, supplying a medical certificate covering 23rd January - 2nd June 2010.

The Health Board terminated Madu's employment on 10th June 2010. It was later discovered that Dr Madu had been working as a locum at Scarborough District Hospital, Yorkshire while on sick leave. Investigators established that Dr Madu had also worked at Sandwell General Hospital, West Midlands and The Royal Oldham Hospital, Greater Manchester, throughout this sick period. He was arrested in November 2011.



**Anthony Madu outside Cardiff Crown Court**

Dr Madu earned an extra £69,000 at these other hospitals in addition to his Cardiff & Vale University Health Board salary. This secondary employment was never declared to his employer, as was legally required.

Cheryl Hill, Counter Fraud Specialist, NHS Counter Fraud Service (Wales) said: "This is a very satisfactory outcome for taxpayers. Dr Anthony Madu defrauded the NHS of money which should have been spent on patient care. His dishonest actions should not reflect upon the good work undertaken by the vast majority of NHS employees".

David Rees, Deputy Manager, NHS Counter Fraud Service (Wales) added:

"Working closely with NHS Protect, the NHS Counter Fraud Service (Wales) plays a vital role in the fight against economic crime in the NHS. We investigate Fraud and conduct Financial Investigations under

the Proceeds of Crime Act (2002) and this allows us to recover monies that have been defrauded from NHS Wales".

**For more information contact the NHS Fraud Service (Wales) at**

**01495 334101**



# Counter Fraud: Help Protect your NHS from Fraud



## Patient Lied to Several GPs

A patient who registered herself at a number of GP practices in order to fraudulently obtain prescriptions was sentenced at Cardiff Magistrates Court to 20 weeks imprisonment (suspended) and was ordered to comply with a Rehabilitation Activity Requirement (RAR) order of 35 days. She was also ordered to pay £1,318.16 to Cardiff and Vale UHB as compensation and £750 costs.



## NHS Worker Jailed for Fraud

A former Cardiac Physiologist was jailed, after pleading guilty to two counts of Fraud by False Representation at Birmingham Crown Court. He was sentenced to three years' imprisonment for each charge, to run concurrently.



He had provided his employer, the Foundation Trust, with false certificates as proof of his qualifications. However, the examining board later confirmed that he had no qualifications.

## Taxi Driver on Sick from NHS

A former Healthcare Support Worker employed by Aneurin Bevan Health Board was sentenced at Newport Magistrates Court after pleading guilty to Fraud by Failing to Disclose Information, contrary to S1 (3) of the Fraud Act 2006.



He had previously informed his employer he had additional employment as a taxi driver, which was agreed as long as it did not impact his primary role.

Whilst on sick leave between November 2014 and March 2015, he drove a private taxi on 122 occasions. The Health Board had refused him permission to work as a taxi driver whilst he was on sick leave and had also offered him alternative work within the Health Board.

## Petty Cash Stolen

An employee, who used money from the NHS petty cash to buy alcohol, perfume and food for her own personal use, was sentenced at Mold Crown Court to 8 months imprisonment (suspended) and a 12 month community order of 150 hours unpaid work. Over an 18 month period, she repeatedly forged the signatures of two fellow employees, to give the impression that payments were authorised and she then stole £13,347.05. She pleaded guilty to two counts of False Accounting, contrary to section 17 of the Theft Act 1968.



# STOP FRAUD



## Counter Fraud: Help Protect your NHS from Fraud



[www.nhsprotect.nhs.uk](http://www.nhsprotect.nhs.uk)

# WHO PAYS FOR NHS FRAUD?

# WE ALL DO

REPORT NHS FRAUD CONFIDENTIALLY ON:

**0800 028 40 60**  
FREEPHONE NUMBER

[www.reportnhsfraud.nhs.uk](http://www.reportnhsfraud.nhs.uk)  
SECURE WEBSITE

FOR MORE INFO

**NHS**

Protect

# Engaging with Health Boards & Trusts at the All Wales Planning Event

Colleagues from NWSSP and across NHS Wales discuss plan for the future at the Cardiff IMTP event



On the 13 July 2016 an NHS Wales planning event and peer review session was held at the All Nations Centre in Cardiff which provided an opportunity for Health Boards, Trusts and Hosted Organisations to engage with each other to assist in developing Integrated Medium Term Plans (IMTPS') for 2017-2020.

Paul Thomas, Director of Employment Services, Sharon Lloyd, IMTP lead, Marie Claire-Griffiths, Project Manager, Linsay Payne, Head of Finance and Jacqui Maunder, Head of Corporate Services were in attendance to learn about the planning needs of Health Boards, Trusts and other hosted Organisations to assist in developing NWSSP's next IMTP.

Andrew Goodall, Director General of Health & Social Services/Chief Executive, NHS Wales opened the event and set the scene in terms of his expectation for planning services in the near future and the increased need for collaborative working. He also provided an opportunity for attendees to put questions to him on important planning issues.

The itinerary also included a launch of the NHS Wales Academy Programme for Learning specifically for nurturing planning skills for the future and Simon Dean, Deputy Chief Executive gave an informative presentation on the benefits of the programme, an introduction to peer review from Samia Saeed-Edmonds, Assistant Director of Planning, Cwm Taf and Mary McKerrow, Head of Planning, Welsh Government and included workshops which covered:





# Engaging with Health Boards & Trusts at the All Wales Planning Event



- Prudent Healthcare - Explored what organisations were planning to do to further embed prudent during 2016/17 and focus on examples of best practice, building on existing work
- Prevention - Looked at the impact of good prevention strategies in early childhood on health in later life, focusing particularly on adverse childhood experience
- Wellbeing of Future Generations - the implications of the Act, with the focus being on what we are doing to implement it and the role of Public Service Boards
- Capacity and Demand - The scope of capacity and demand across population, health board and within hospital/speciality levels
- Unscheduled Care – Holding Back the Tide of Demand- looked at understanding acuity, and the potential for using joint initiatives to reduce demand, including case studies, as well as looking at options around higher acuity home care
- Primary and Community Care - A look at the key issues from a primary, community and mental health perspective, and a chance to consider how this impacts across the patient pathway.

Marie-Claire Griffiths said:

"The peer review session was a useful opportunity to get involved in the planning process and to engage with NHS colleagues to identify local priorities that NWSSP could factor into its planning for delivering all Wales services".

## What is the IMTP?

All NHS organisations in Wales are required to devise an Integrated Medium Term Plan (IMTP) which is a statutory requirement for all NHS bodies to demonstrate corporate priorities and actions acting as the vehicle for strengthening existing partnerships and forging new partnerships across the public and third sectors, acknowledging that securing many health outcomes for populations will depend upon more than one organisation playing their part.

To view our plan go to:  
[www.nwssp.wales.nhs.uk](http://www.nwssp.wales.nhs.uk)

# Business Plan

Designed and produced by NWSSP  
Graphic Design Team

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If you have any news items for inclusion  
within "In Partnership" please contact  
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