# IN PARTNERSHIP

Summer 2019

Adding Value Through Partnership

Legal & Risk Services Represented at National Law Society Conference Health Courier Services Colleague Takes on Snowdon Challenge in Memory of Dad Procurement Services: Celebrating ISO Success

# Lead Medical Examiner for Wales Appointment Announced



Daniela Named Solicitor of the Year at South Wales Law Awards

Congratulations to Solicitor Daniela Mahapatra, who recently won Solicitor of the Year at the inaugural South Wales Law Awards.



Mared Scoops the Urdd

Eisteddfod Drama Medal

Congratulations to Mared Roberts on winning the Drama Medal at the Urdd Eisteddfod.

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### WELCOME TO IN PARTNERSHIP

The Magazine for our Staff, Health Boards & Trusts

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

In this Summer edition, we focus on collaborative working within NHS Wales, illustrating how Shared Services staff extend their commitment to supporting others.

One of the key articles this month is NWSSP's commitment to managing our environmental impact, reducing our carbon footprint and increasing our sustainability. The Supply Chain function based at Denbigh Regional Stores has recently taken delivery of a new heavy goods vehicle. This has allowed Denbigh Stores to maximise the vehicle payload capacity by allowing up to 8 additional roll cages to be transported, thus reducing the need to send a second vehicle on the North West Wales transport run.

I am delighted to announce that NWSSP has started the recruitment process for our upcoming Medical Examiner Service, which is due to launch next year. Dr Jason Shannon has been appointed as the new Lead Medical Examiner, the role of which will be to provide leadership and guidance to ensure that the Medical Examiner Service is established and governed effectively. In addition, Dr Jason Shannon will be providing advice where necessary on the configuration of local systems, whilst offering leadership and support to Medical Examiners across Wales. Independent Medical Examiners will improve the way NHS Wales investigations are carried out, providing bereaved families with full and honest answers and enabling the NHS in Wales to continually improve.

We also reflect on the recent ISO Success of NWSSP Procurement Services that achieved successful outcomes of the STS Food Safety Audit in Bridgend, closely followed by Cwmbran and Denbigh. The conclusion of the external audit programme will allow NWSSP Procurement Teams to review all findings in line with our Business Planning framework and to identify and prioritise those areas where we can make improvements and add value to the teams and, ultimately, make the service the best we can for our customers.

Finally, our staff are our most valuable asset and I have seen many examples of real achievements over the past few months. In this edition, we celebrate the success of NWSSP employees including NWSSP – Legal and Risk Services Employment Law Solicitor Daniela Mahapatra who recently won Solicitor of the Year at the inaugural South Wales Law Awards and Mared Roberts, Translator in the NWSSP Welsh Language Unit, on winning the Drama Medal at the Urdd Eisteddfod, Cardiff and Vale of Glamorgan 2019.

Our employees' dedication to NWSSP has been fundamental to the progress we have continued to make since our formation in 2011, underpinning the organisational ambition to deliver world class support services through the excellence of our people, services and processes.

#### Neil Frow Managing Director



@NWSSP



<u>NWSSP</u>



NWSSP



#### Lead Medical Examiner for Wales Appointment Announced



NWSSP is pleased to announce that Dr Jason Shannon has been appointed to the role of Lead Medical Examiner for Wales. Dr Shannon will oversee the Wales Medical Examiner Service that will scrutinise all those deaths across a local area that do not fall under a Coroner's jurisdiction.

Hosted by NWSSP, the Lead Medical Examiner role will provide leadership and guidance to ensure that the Medical Examiner Service is established and governed effectively, providing advice where necessary on the configuration of local systems, whilst offering leadership and support to Medical Examiners across Wales.

Graduating from Birmingham Medical School with a BSC in Pathology in 1996, Dr Shannon has a long and diverse history within the medical profession.

He began his Pathology career as a Senior House Officer (SHO) in Bristol before moving to the Wales Deanery in 1998 to begin specialty training.

In 2003, Dr Shannon was appointed Consultant Pathologist in Cwm Taf Health University Board, becoming Clinical Director for Pathology in 2007.

In 2012, Dr Shannon became the Health Board's Assistant Medical Director for Service Strategy, which also saw him establish the Mortality Review Programme before undertaking the role of National Clinical Lead for Mortality Review in Wales in 2013.

In 2017, Dr Shannon was tasked with assisting Welsh Government with the implementation of the Medical Examiner System.



Dr Jason Shannon, Lead Medical Examiner for Wales



Vaughan Gething, Minister for Health & Social Services, Welsh Government:

"I am delighted that Dr Jason Shannon has been appointed as the first Lead Medical Examiner for Wales. In a career that has spanned over 25 years, Dr Shannon is respected throughout the medical profession and his leadership, drive and passion will be instrumental in taking the Medical Examiner Service forward.

His appointment further illustrates
Welsh Government's commitment
to investment in our National Health
Service and is an important step
in ensuring that we have the best
healthcare system in the world,
delivering on commitments to improve
patient safety and reduce harm."

On the confirmation of his appointment Dr Shannon said;

"It is privilege and honour to be appointed as the first ever Lead Medical Examiner for Wales. This is an important role in which I plan to use my medical experience to progress the implementation of the Medical Examiner service applicable to both England and Wales. I will be working closely with the National Medical Examiner, Dr Alan Fletcher, as well as my counterparts in English regions.

Here in Wales, we now have the opportunity to shape the service within NHS Wales Shared Services Partnership to create a Welsh service which is truly independent and founded on the principle of putting bereaved families at the forefront of the process of death review and certification for the purposes of public reassurance and healthcare learning."



#### What is the Medical Examiner Service?

The Medical Examiner Service is hosted by NWSSP. The Medical Examiner Service will scrutinise all deaths across a local area which do not fall under the Coroner's jurisdiction.

Independent Medical Examiners will improve the way NHS Wales investigations are carried out, providing bereaved families with full and honest answers and enabling the NHS in Wales to continually improve.

Further information regarding the Medical Examiner Service can be found on a dedicated page via the Shared Services internet website here.





# Congratulations as Daniela Named Solicitor of the Year at South Wales Law Awards

Congratulations to Employment Law Solicitor Daniela Mahapatra, who recently won Solicitor of the Year at the inaugural South Wales Law Awards.

Daniela, team lead for the Employment Team within our Legal & Risk Services division, received the prestigious award at a glittering ceremony held at the iconic Bear Hotel, Cowbridge, which was hosted by Welsh Television and Radio personality Sara Edwards.

The Awards have been launched to shine a light on the outstanding and inspirational work that the law community in South Wales undertakes.

The award is a culmination of many years of hard work and dedication by Daniela, who initially worked for MLM Cartwright, a Cardiff based Commercial Law firm, before joining Legal & Risk Services in 2012.

Furthermore, Daniela's application to her work has seen her elected as the Wales representative for the Employment Lawyers Association, where she has been instrumental in assisting in the roll-out of the Employment Tribunal Litigants in Person Support Scheme (ELIPS) in the Wales Employment Tribunal, which provides free assistance to unrepresented litigants (claimants and respondents) at the Employment Tribunal.

#### On receiving the award Daniela said;

I was so pleased to receive this award. I wouldn't have achieved this recognition without such a fantastic team of people around me.

Daniela Mahapatra

Founder of the South Wales Law Awards, Wesley Skene said,

I'm truly humbled by the wide and diverse range of talent on display at the South Wales Law Awards. The law community contributes so much to our society, business community and Wales as a whole. It has been my pleasure to be able to bring a spotlight to such great law practices and lawyers.



nce again, it is congratulations to the Supply Chain Team at Denbigh Stores for retaining the STS Food Safety Standard Accreditation. 1 September 2018 saw the launch of the new STS Food Safety Standard for Food Suppliers and Distributors which supersedes the previous Public Sector Code of Practice whilst retaining all the key elements. It has now been expanded to include distribution, requirements such as TACCP (Threat Assessment Critical Control Point) and additional product authenticity controls.

On the 7 May 2019, an external auditor attended the Denbigh Regional Stores site in North Wales to complete the audit under the new standard. It is pleasing to report that no non-conformances were raised during the Audit. Retaining the STS certification helps demonstrate to our service users that we have robust food safety standards in place for the storage and distribution of stable ambient foods.

Mike Burns, Regional Supply Chain Manager for North & Mid Wales:

"This was an excellent result, and the whole team at Denbigh should be congratulated for their hard work and the continued effort in retaining the accreditation." Mike went on to say, "...that the excellent support received from Kirstie King (NWSSP **Business Quality Manager)** on the day of the audit ensured that the audit went smoothly on the day."



#### **Supply Chain Reduce Carbon Footprint**

Supply Chain is committed to managing their environmental impact, reducing their carbon footprint and increasing their sustainability. As a direct output of a recent review of the Denbigh Regional Stores, North West Wales Daily Transport Schedule, an opportunity to reduce the carbon footprint and operational costs was identified.

The Supply Chain function based at Denbigh Regional Stores has recently taken delivery of a new heavy goods vehicle, a Mercedes-Benz Atego 18T with a box length of approx. 30ft. This is an increase of approx. 8ft when compared to the standard current Procurement Services HGV (Mercedes-Benz Atego 15T).

This has allowed Denbigh Stores to maximise the vehicle payload capacity by allowing up to 8 additional roll cages to be transported, thus reducing the need to send a second vehicle on the North West Wales transport run.

This vehicle with the larger payload capacity will deliver the following benefits;

- Reduce fuel costs and increase operational service efficiencies, no 'mop up' delivery required
- Improve customer satisfaction; Gwynedd Hospital receives a complete delivery in one drop rather than having to wait for their second delivery

Reduce CO<sub>2</sub> emissions, contributing to achieving the NWSSP Environment Objective "To reduce our carbon footprint and our contribution to climate change. (TARGET: 3% year-on-year reduction of carbon emissions generated at sites (baseline established 2016-17)."





# **Procurement Services:**Celebrating ISO Success

he ISO Audit Season has well and truly "ramped up" in the last few months for Procurement Services, with a number of departments taking part in extension to scope and recertification audits.

Kicking off the external audits, we had successful review of our STS Food Safety Audit in Bridgend, closely followed by Cwmbran and Denbigh – who managed to get a clean sheet with no findings!

The Accounts Payable North Wales team based in Alder House followed closely behind, being recommended for certification to ISO 9001, our Quality Management Standard, in April 2019 following an audit by SGS.

We also had a 3-day recertification audit for our Information Security Management System (ISO 27001) in May. The Sourcing and e-Enablement teams in Companies House and the Bridgend Stores team were audited across the 3 days with a new audit body, British Assessment Bureau. We were successfully recommended for recertification for ISO 27001.

Our Customer Services Excellence reassessment was completed during 10-13 June, again with a new certification body, so look out in the next Newsletter for news of this.

The last of the year's external audits will be completed in August 2019, with full reviews of the Quality Management (ISO 9001) and Occupational Health & Safety Management Systems (OHSAS 18001).

The conclusion of the ISO external audit programme will allow the Procurement Teams to review all findings in line with our Business Planning framework and to identify and prioritise those areas where we can make improvements and add value to the teams and, ultimately, to make the service the best we can for our customers.



#### **ISO In-House Auditor Training**

In addition to contributing to our external audits, Procurement Services staff have been getting involved in the ISO in-house Audits for our Integrated Management System (IMS) for ISO certifications.

The latest contingent of ISO in-house auditors was trained in May. Trainees will be completing their first ISO audits in Quarter 2. This will allow staff to upskill, gaining a better understanding of the interactions between the different areas of Procurement Services and allowing them to identify best practice examples which could benefit their internal team, as well as identifying opportunities for improvement, process streamlining and further interaction between teams. In return, our ISO in-house auditors receive full training, recognition within their PADRs and opportunities to engage and collaborate with other teams to drive continual improvement forward.

#### **The Specialist Estates Services**

#### 'On Yer Bike Club'

Colleagues at Specialist Estates Services (SES) are using pedal power to keep fit, with a new social biking club entitled On Yer Bike Club With wellbeing and coffee in mind, the club was established by Property Surveyor Paul Cottrell, with the aim of exploring cycle routes across South Wales and beyond.

Paul was very quickly joined by other biking enthusiasts Business Manager Martin Cooper, Principal Property Surveyor Andrew Nash, Framework Manager Kevin Ray, Senior Fire Safety Advisor Anthony Pitcher, CAD Operator Lowri Evans and recently retired Principal Estates Advisor David Meatyard.

The club's inaugural ride involved peddling from Companies House in Cardiff via Penarth Marina across the Barrage and into Cardiff Bay for a well-earned refreshment (pictured below) before cycling back to the office, an impressive 12 miles in total.

Due to the success of the ride and the view that the club will now go from strength to strength, Paul has promised to dispense with cycling in jeans and will now buy and wear sufficiently padded lycra shorts instead. The other club members have promised not to laugh.

The 'On Yer Bike Club' taking a well earned break en route to a 12 mile cycle across

Cardiff.

Paul said,

"We take exercise very seriously in SES: walking back and fore to the photocopier, raising cups of coffee/ tea to our mouths are just a couple of examples.

Cycling was the obvious next step; who knows what's next."





Colleague Gildas Griffiths,
Operational Services
Improvement Manager &
Westpoint Site Manager,
Health Courier Services,
is organising a Snowdon
challenge for Macmillan
in memory of his father,
journalist and historian
Gwyn Griffiths, to thank the
charity for supporting his
family.

Author, award-winning translator and historian Gwyn, who lived in Pontypridd, died in April last year aged 77, just months after being diagnosed with incurable cancer.

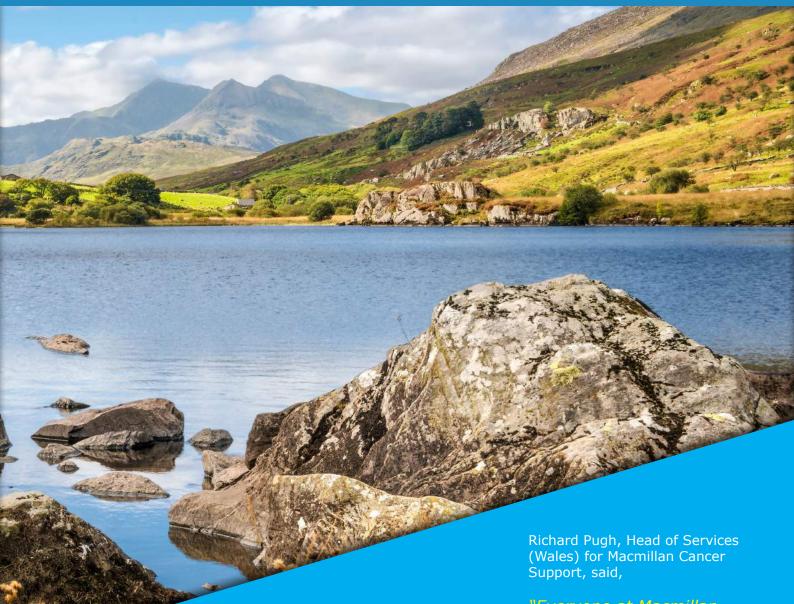
In his memory, one of Gwyn's four children, Gildas, is organising a Snowdon By Night challenge in April 2020, and a ball at Cardiff's Copthorne Hotel on 19 June 2020. Both events will raise funds for Macmillan Cancer Support. Gildas is building a team of colleagues, family and friends to take on Mount Snowdon by night on 25 April next year.

Gildas said,

**Pictured:** Gildas Griffiths, Operational Services Improvement Manager

"My dad was an inspirational man, an amazing father, husband, historian, journalist and a vital link between Wales and Brittany. Macmillan Cancer Support provided incredible emotional and physical support during his illness. He was diagnosed in January 2018 with cancer which had metastasized [spread], his condition deteriorated quickly and this was very difficult for his family to see."

"Whilst being extremely strong minded, his mobility eventually became restricted and Macmillan were able to provide equipment at home to help him and his family because he wanted to stay at home. Macmillan nurses provided dignified and compassionate care, which was helpful. He was eventually admitted to Pontypridd Cottage Hospital, where he passed away peacefully."



Gildas is no stranger to fundraising challenges, as he has previously organised and taken on the Three Peaks Challenge for charities, and the team taking on Snowdon By Night will be able to enjoy the spectacular sunrise when they've climbed Wales's highest peak.

Father-of-two Gildas said,

"The event is designed to get colleagues, friends and family together and enjoy the spectacular scenery in Snowdonia, but also get fit, shed a few pounds and improve our general well-being and to smash any previous fundraising targets!"

Plans are also well underway for a ball to celebrate the Snowdon by Night Challenge and in memory of Gwyn, who wrote for 'Y Cymro' and worked for BBC Wales during his celebrated career, which also including writing, translating and editing 25 publications.

Gildas is also looking for donations for a charity raffle which will be held on the night.

NI YW
MACMILLAN.
CYMORTH CANSER
WE ARE
MACMILLAN.
CANCER SUPPORT

"Everyone at Macmillan would like to say a huge thank you to Gildas and the Snowdon By Night team for taking on this challenge to help us support people with cancer in Wales.

"We can only fund our services thanks to generosity such as theirs and I'd remind anyone who needs support, information or a chat with Macmillan to call us free on **0808 808 0000**."

To get involved in Gildas' challenge, visit: www.snowdonbynight20.com

#### **Legal & Risk Services** Represented at **National Law Society** Conference

The Legal & Risk Services Lexcel team, who are responsible for co-ordinating and helping Legal & Risk maintain their annual accreditation of the Lexcel Legal Practice Quality Mark, attended the national Law Society Lexcel Conference in London during June 2019.

The conference offers delegates practical advice from experts within the legal sector on how to maximise the value of their accreditation.

The Lexcel Legal Practice Quality Mark is the Law Society's Lexcel accreditation, indicating quality in relation to legal practice management standards and client care.

Legal & Risk Business Support Manager, Lowenna Taylor, deputised for Director Anne-Louise Ferguson and participated as a guest speaker on the panel discussion 'how to make Lexcel work for your business'.

Lowenna provided an overview of how Lexcel works for Legal & Risk Services within NHS Wales and provided advice and practical examples of how the accreditation can be helpful to in-house teams and how all firms can use the standard to help with organisational growth and change.

Other panel sessions included hot topics in practice management, how to avoid repeat non-

#### What is Lexcel?

Lexcel is an accreditation indicating quality in relation to legal practice management standards. It was introduced by The Law Society of England and Wales in 1998. Until 2010, the Lexcel standard was attainable by law firms and inhouse legal departments in England and Wales. Since September 2010, Lexcel accreditation has been attainable by any law firm or in-house legal department in any jurisdiction in the world. The worldwide scheme continues to be administered by the Law Society of England and Wales.

#### The benefits of achieving Lexcel accreditation include:

- Effective risk management leading to fewer claims or complaints
- Better customer service leading to increased client retention
- Improved marketability and competitive advantage
- ✓ Increased success in tenders and panel reviews
- ☑ Helping to demonstrate best value compliance
- ☑ Consistency of service from all solicitors and practice groups and
- Help with new practice rules and increased profitability.

Further information regarding Lexcel can be found here.



The conference provided an excellent platform to showcase the great work achieved by Legal & Risk and a great opportunity to network with other firms and in-house teams throughout England and Wales.

#### Our Charity Work: Brave Abi Cuts Hair for Children's Charities









#### BEFORE

Abi Jones, a Workforce Advisor from our Workforce and Organisational Development team in our Nantgarw headquarters, recently had her very long hair cut and donated to the Little Princess Trust. Any money raised will be donated to CLIC Sargent charity.

Abi said,

"I decided to donate around 12 to 13 inches of my hair. I've always had long hair, and I don't think I recognise myself with shorter hair! A couple of months ago I decided that I needed to do something for charity and planned to donate most of my hair to the Little Princess Trust and raise money for a second Charity, CLIC Sargent.

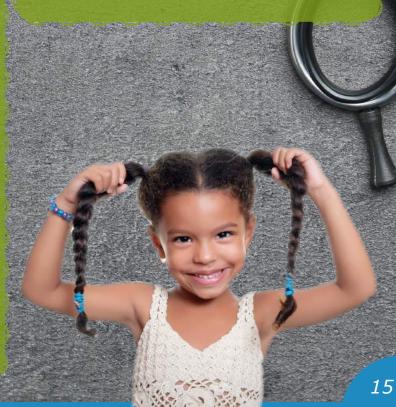
CLIC Sargent is a really important charity that supports young people suffering with Cancer and their families. I know of families that CLIC Sargent have supported and they have made such a difference. Little Princess Trust is a charity that creates wigs for children who have experienced hair loss due to cancer. By doing this, I was able to help two charities that deserve to be recognised for their good work."

#### AFTER

So, on 1 June 2019, brave Abi entered The Bay hairdressers in Porthcawl for the challenge. As you can see from the pictures, Abi has not only met the challenge but exceeded it! And to date, Abi has raised a fantastic £370.

Further information regarding CLIC Sargent and Little Princess Trust can be found via their websites:

www.clicsargent.org.uk/ www.littleprincesses.org.uk/



#### **Our Charity Work:**

## Colleagues Raise Money through Football for Lullaby Trust Charity

Colleagues from across NWSSP have been playing a series of football matches to raise money for the Lullaby Trust, a charity that aims to prevent unexpected deaths in infancy and to promote infant health.

Led by Christopher Hampson from Employment Services, 'Team Lullaby' have worked tirelessly over the past 6 years to raise money and awareness for the Lullaby Trust, having played against 'Legends' illustrious teams such as Arsenal, Birmingham, Wolves, Derby, Notts County, Swansea and Cardiff in the past.

On 24 March, Team Lullaby played as part of an 'East vs West' match comprised of NWSSP staff from across West and East Wales at the Leckworth Indoor Arena, Cardiff.

A tense match saw the West team take a quick 3 goal lead only to pegged back against the run of play by the East side. A late flurry of goals by both teams (that included some excellent saves by replacement goalkeeper Niall Quilton) saw the West side prevail in an absorbing encounter. Donations from players and attendees at the game raised over £150 for the Lullaby Trust.

Team Lullaby then travelled to Meadow Lane, the home of Notts County football club, to take part in another charity match on 5 May.

Christopher was able to call on celebrity friend James Hooten to play for his side. James is better known as the character Sam Dingle from television soap drama Emmerdale.

Team Lullaby started strongly and took a 2 goal lead. 4 injuries took their toll on Team Lullaby however and they ended up losing the game. James 'Sam Dingle' Hooten was a constant outlet and threat down the left wing, and surprised many with his skills and constant running.

Christopher said,

"Despite losing it was a great experience and the home dressing room was by far the best changing room we had ever had the privilege to use. We might have lost but that just means we also know what it feels like to play for Notts County as well now."

"James was delighted to turn out at Meadow Lane for us and was superb throughout. James is also the player Manager of 'Emmerdale FC' and I'm planning on taking Team Lullaby up to Leeds to play the cast and crew of Emmerdale later this year."

James Hooten said;

"I really enjoyed turning out for team Lullaby at Meadow Lane. It was a well organised event and it's great playing for charities such as this, that are raising funds and awareness for worthy causes."

The game raised a fantastic £3000 for the Lullaby Trust.



# Alder House Colleagues Dress Down and Raise Money for MIND Charity

Kind-hearted colleagues based in our Alder House office, North Wales, recently held a 'Dress Down Day' fundraising event as part of Mental Health Awareness Week.

A fantastic total of £159 was raised for the MIND mental health charity. Well done to all involved!

#### Who are MIND?

MIND provide advice and support to empower anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding.

Website: www.mind.org.uk/about-us/mind-cymru/





# IN PARTNERSHIP

Adding Value Through Partnership

#### **Summer 2019**

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

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