

# IN PARTNERSHIP



Winter 2017

*Adding Value Through Partnership*

Supporting the Future of  
NHS Wales at SkillsCymru

NWSSP Staff Learn New Skills  
at NHS Wales PA Network  
Conference

Over £1.5 Million Saved in  
6 Months by Personal Injury  
Department

NWSSP Supports Innovative  
National Pharmacy Recruitment  
Scheme



## **Director of Procurement Services Awarded MBE**

Mark Roscrow was awarded  
the MBE for services to public  
healthcare procurement in  
Wales.



## **Introducing the Wales Infected Blood Support Scheme**

Aims to provide support to people  
who have been infected with  
Hepatitis C and/or HIV

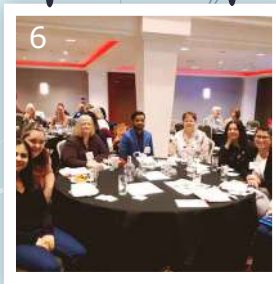


**GIG**  
CYMRU  
**NHS**  
WALES

Partneriaeth  
Cydwasaethau  
Shared Services  
Partnership



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# WELCOME

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

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

In this Winter edition, we focus on how we work with and support NHS Wales, illustrating how Shared Services staff extend their commitment to supporting others both within and outside of the workplace.

Driving and supporting innovation is one of NWSSP's 4 core values, so it is notable that we have been integral to the new National Pre-registration Pharmacist Recruitment Scheme which is also a first for Wales. Under the new scheme Pharmacy students are now part of an evidence based recruitment system that enables the best candidates to be selected into training posts in an equitable, transparent and efficient manner. Initial feedback has been very positive and early indications show that a central National Recruitment Scheme can reduce the amount of time that pharmacists need to be away from service delivery roles.

With this in mind, we look at how Shared Services supported the future of NHS Wales at the SkillsCymru events, which aim to inspire and motivate those considering their future careers by providing hands on activities with the support of colleagues from Health Boards and Trusts.

Whilst reflecting on partnership working I am delighted to announce that the Wales Infected Blood Support Scheme (WIBSS) is now hosted by Shared Services on behalf of Welsh Government. WIBSS aims to provide support to people who have been infected with Hepatitis C and/or HIV following treatment with NHS blood, blood products or tissue in the 1980s and 1990s. WIBSS are aiming to build upon the current excellent working relationships that they have with Velindre Cancer Centre and Department of Work and Pensions to ensure that beneficiaries circumstances are understood and that they receive a sensitive and dignified service.

This edition of In Partnership also details the innovation and partnership working of Counter Fraud Wales, who with the Department for Work and Pensions and HMRC, achieved a recent notable prosecution that was well publicised and strongly commended by our stakeholders and partners across NHS Wales and beyond.



It is also pleasing to note that the Surgical Material Testing Laboratory reattained their United Kingdom Accreditation Service accreditation after a 2 day inspection at their laboratory in Princess of Wales Hospital, Bridgend. This is an excellent result and once again reaffirms our ambitions of becoming a world class service.

Finally, in recognition of the importance of staff wellbeing, NWSSP are taking steps to actively promote health and wellbeing among our staff in order to sustain a robust, healthy workforce. The first Health and Wellbeing event was held at Matrix House, Swansea, with the aim of encouraging staff to take part in a variety of activities to introduce new healthy habits into their daily lives and continue these in the workplace. Initial feedback has been very positive and similar activities will follow over the coming year across our regional hubs.

I'd like to finish by wishing everyone a Merry Christmas and health, wealth and happiness in 2018.

**Neil Frow**  
**Managing Director**



**@NWSSP**



**NWSSP**





# Supporting the Future of **NHS** Wales at **SkillsCymru**



Sharon Evans (centre) with NHS Wales colleagues, winners of the most 'Interactive Stand' at the North Wales event held in Llandudno

October 2017 saw the return of **SkillsCymru**; The careers and skills events for Wales.

For the fourth consecutive year NWSSP Workforce, Education and Development Services (WEDS) organised NHS Wales' stand at the Llandudno and Cardiff events.

Welcoming approximately 10,000 students across the two events, SkillsCymru aims to inspire and motivate visitors considering their future careers by providing hands on activities.

With the support of colleagues from Health Boards/Trusts, the Wales Health Student Forum and Higher Education Institutes, visitors to the stand learnt about the 350 plus careers available in the NHS and were able to get a real understanding about the roles by speaking to experts.

They also had the opportunity to go inside an emergency ambulance, learnt how to take blood, how to read x-rays and, had the opportunity to 'feel' the effects of aging.

This year saw the introduction of the skills theatre at the Cardiff event. NHS Wales secured three slots, demonstrating and encouraging visitors to try their hand at basic life saving skills.

The team's proactive approach, support and hard work clearly impressed the visitors, with the North Wales stand winning the 'Most engaging Stand' award.

Sharon Evans - Careers Officer, WEDS, who helped to co-ordinate the two events said:

*"SkillsCymru provides a valuable opportunity for young people to explore their career options with the NHS. Many of the visitors often assume the only roles available are medical and nursing so it's a great way to highlight the multitude of opportunities available and inspire them to become the next generation of employees and leaders of NHS Wales."*

SkillsCymru will return in 2018. If you would like more information about how you can get involved please email Sharon Evans:  
[sharon.evans25@wales.nhs.uk](mailto:sharon.evans25@wales.nhs.uk)



# NHS Wales at Skills Cymru



Trying out the age simulation kit at the NHS Wales stand



Students trying out a laparoscopic kit at the NHS Wales stand



WEDS colleague Gail Harries-Huntley (left) demonstrates to a student how to take blood safely



A Pharmacist and a Pharmacist technician discussing their duties



**From left:** Pretty James, Claire Sykes, Alison Hadley, Giyas Uddin, Amanda Jones, Heidi Desscan, Emma Jones, and Pam Fitzpatrick



## NWSSP Staff Learn New Skills at NHS Wales PA Network Conference

A number of NWSSP colleagues recently attended the NHS Wales Personal Assistant's (PAs) for Excellence Network annual conference which was held at the Mercure Holland House Hotel in Cardiff.

The NHS PAs for Excellence Network in Wales offers development, support and networking opportunities for all staff who perform a PA, Secretarial or administrative function as part of their role.

Their aim is to reach PAs, Secretaries and Administrators to disseminate good practice, increase collaborative working and maximise the developmental opportunities that are available within NHS Wales.

It was the 10th anniversary for the network, which is part funded by the NHS Wales Shared Services Partnership, and the conference offered a varied number of speakers including;

- Adam Fidler, from the Adam Fidler Academy;
- Lisa Miller, General Manager/ Deputy Director of Cancer Services at Velindre Cancer Centre;



**From left:** Karen Coombes, Lisa Price, Gareth Price, Rozalyn Hughes, Eleanor Wales and Andrea Walbeoff

- local radio presenter, speaker and DJ, Lee Jukes;
- Director of Your Excellency Ltd, and former PA, Lindsay Taylor.

Attendee Pretty James, from Legal and Risk Services, said:

*"The event was excellent, well organised and the speakers were inspirational. At the end of the day we left feeling encouraged and motivated. We learnt about personal effectiveness through self-belief and a positive mindset, setting boundaries and pushing back diplomatically and appropriately."*





# Introducing the Wales Infected Blood Support Scheme (WIBSS)

**T**he Wales Infected Blood Support Scheme (WIBSS) is a new service hosted by NWSSP on behalf of the Welsh Government.

Established in October 2017, WIBSS aims to provide support to people who have been infected with Hepatitis C and/or HIV following treatment with NHS blood, blood products or tissue in the 1980s and 1990s.

The WIBSS team are based in Companies House, Cardiff, and are led by Service Manager Mary Swiffen-Walker.

Taking over from the existing UK schemes (Eileen Trust, Macfarlane Trust, MFET Ltd, Skipton Fund and Caxton Foundation), WIBSS also aims to provide the following services:

- A dedicated support service operated by experienced Welfare Rights Advisors
- A reliable, responsive, and accurate Payments Process
- A dedicated website that will be maintained with useful information and signposting
- Building upon the current excellent working relationships with Velindre Cancer Centre, and with the Department of Work and Pensions, to ensure the beneficiaries circumstances are understood and that they receive a sensitive and dignified service
- Supporting people navigate the healthcare system by acting as their key worker
- A seamless service with a single point of contact
- A development of outcome based reporting measures
- Achievement of Quality Accreditation for Support Service
- An independent Appeals Process.

There are also close links to many external stakeholders and organisations, ensuring strong partnership networks for referrals, signposting and fair representation across the sector.



**The WIBSS team**  
**Back row from left:** Ryan Clappe, Sarah Ferrier, Rebecca O'Callaghan and Rishi Rai  
**Front row:** Mary Swiffen-Walker and Martin Riley

## Further information

**Website:**  
[Wibss.wales.nhs.uk](http://Wibss.wales.nhs.uk)

**Telephone:**  
02920 902280

**Email:**  
[wibss@wales.nhs.uk](mailto:wibss@wales.nhs.uk)

Wales Infected Blood Support Scheme  
4th Floor,  
Companies House,  
Crown Way,  
Cardiff  
CF14 3UB



Cynllun Cynorthwyo Gwaed  
Heintiedig Cymru  
Wales Infected Blood  
Support Scheme

# Surgical Materials Testing Laboratory Reattain UKAS Accreditation

The Surgical Materials Testing Laboratory were recently successful in reattaining their United Kingdom Accreditation Service (UKAS) accreditation after a two day inspection at their laboratory in Princess of Wales Hospital, Bridgend.

UKAS is the sole national accreditation body for the United Kingdom. Recognised by the Government, UKAS assess organisations that provide certification, testing, inspection and calibration services against internationally agreed standards.

Accreditation by UKAS demonstrates the competence, impartiality and performance capability of these evaluators. In short, UKAS 'checks the checkers'.

Delighted with the outcome, Peter Phillips, SMTL Director, said:

*"The inspection went very well with a successful outcome. The inspectors seemed very comfortable with how the lab works, and said they were very happy with what they saw."*

*"The recommendation is that we maintain our accreditation on the basis that we deal appropriately with any close-out actions. We have committed to deal with all actions by the end of October 2017."*

## Key Information

The Surgical Materials Testing Laboratory, Princess of Wales Hospital, Bridgend, South Wales

**Tel:** 01656 752820

**Email:** [info@smtl.co.uk](mailto:info@smtl.co.uk)

**Web:** [www.smtl.co.uk](http://www.smtl.co.uk)

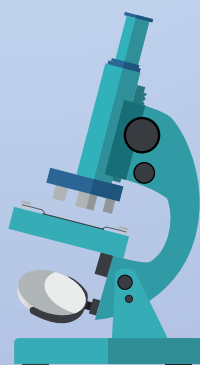


## Who are the Surgical Materials Testing Laboratory?

The SMTL core service is to provide testing and technical services for medical devices to NHS Wales, enabling procurement services for NHS Wales and others in the NHS to undertake evidence based purchasing. SMTL also provide commercial testing services to the international medical device industry, who use the reports to tender for new business, submit to notified bodies and to develop new devices and technologies.

SMTL were also part of an award winning team (Lymphoedema Wales with NWSSP Procurement Services) that won in the 'Procurement Patient Safety' category at the 2016 Patient Safety Awards. SMTL have developed an international reputation in the field of medical device testing over 30 years, and are particularly active in standards development for British Standards Institution (BSI) and International Organisation for Standardisation (ISO).

SURGICAL MATERIALS TESTING LABORATORY





# Director of Procurement Services Awarded MBE

Congratulations to our Director of Procurement Services, Mark Roscrow, who has been awarded the MBE in a ceremony at the Royal residence of Buckingham Palace in London.

Mark was awarded the MBE for services to public healthcare procurement in Wales.

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

In 1996, Mark was appointed as Director of Welsh Health Supplies following the market testing of the Contracting and Supply Chain services and became the Director of NWSSP Procurement Services upon its formation in 2011.

The development of web tendering and the launch of a procurement website were also notable achievements which are common place today.

On receiving the MBE, Mark said:

*"I would like to thank all those which have sent me messages following my award. I am delighted to receive this, particularly as it recognises Procurement and therefore for me, reflects on the work that we all do as a team."*



Mark with his MBE



Mark with his MBE...and his bodyguards!





# Health & Well-being Week Held at Matrix House

To celebrate the relocation from Oldway Centre to Matrix House, we launched our first Health and Well-being Week, promoting staff well-being and the importance of engaging in a healthy way of living.

The aim of the week was to encourage staff to take part in various activities to bring on board new healthy habits and continue these in the workplace, with support from colleagues.

The week boasted a jam-packed itinerary of activities for staff and with many proving popular, such as the Lakeside Walking Group, yoga and Charity Fruit Snack Box, they will be implemented on a permanent basis!

Yoga Teacher, Simon Hegarty said:

*"Great day of yoga with Roxann Davies at Matrix House, as part of the NWSSP Health and Well-being Week.*

*Such a lovely warm welcome from all, and such willing participants in the yoga taster sessions provided for them... if only there was more time!*

*So good to see our NHS here in Wales taking the initiative and spearheading this kind of sustainable care for people in the workplace. Simply put, if you're not caring for your staff, you're way behind the curve"*



NWSSP and Public Health Wales colleagues get ready for their Lakeside Walking Group session



From left: Alison Davies and Mel Evans at the HWWS Stand







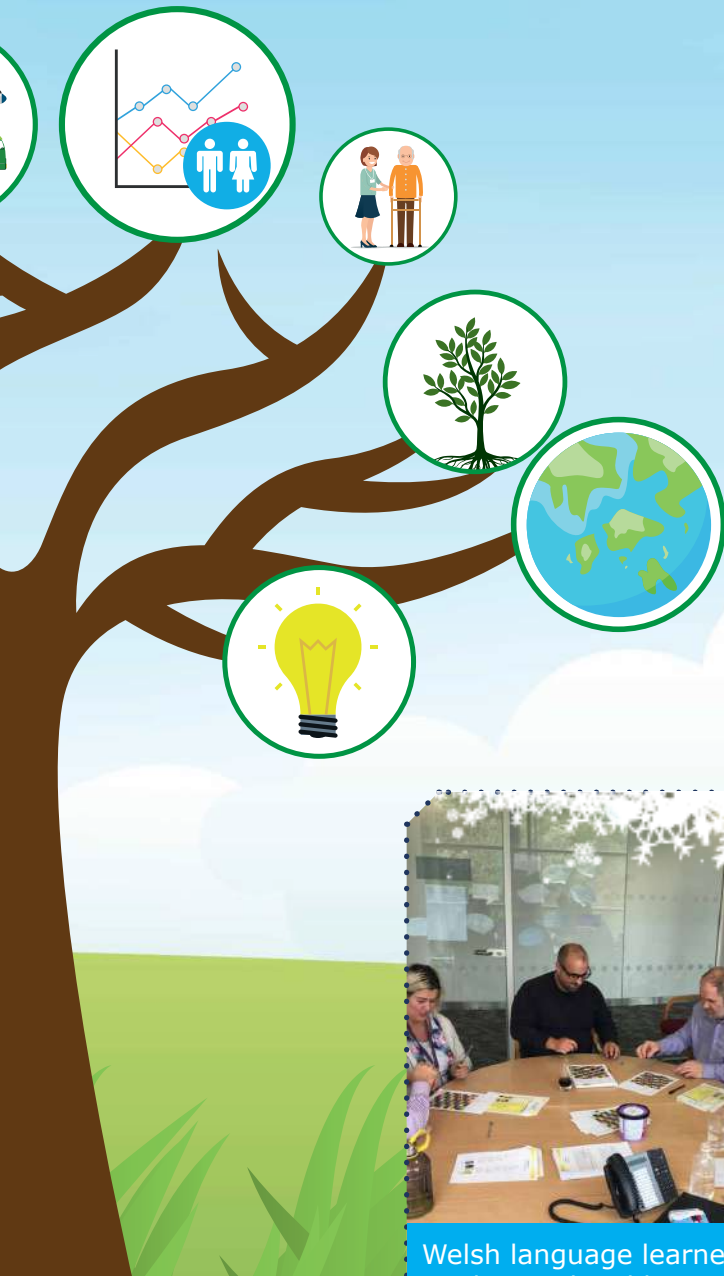
Our Welsh language learners at Matrix House

We also invited along our Public Health Wales colleagues to join in with the healthy celebrations and they kindly loaned us props from their Healthy Working Wales Scheme (HWWS), which included Life and Death Lungs, Beer Goggles and Models of 1lb and 5lb of Body Fat.

Sustrans Cymru also supported the event, by kindly providing walking and cycling route maps for the Swansea area, which were showcased at an Active Travel Stand.

Welsh language classes were also held where staff learned all about phonics, the alphabet and answering the telephone. Learners even played a game of Welsh themed version of Snakes and Ladders to help them understand about words, numbers and phrases.

The week was brought to a close with a celebratory cake or two at the Macmillan Big Coffee Morning Event and we're reliably informed that even the veggie juice smoothie forfeit was a hit!



Yoga session underway!



Welsh language learners play Snakes and Ladders

Please contact Roxann Davies if you are interested in helping us on our Health and Well-being journey.

[roxann.davies@wales.nhs.uk](mailto:roxann.davies@wales.nhs.uk)

# Latest Updates from Counter Fraud Services

**FRAUD ALERT**



## Job Application Fraud

Zara Ahmed, a student who submitted over 30 separate job applications to the NHS which contained false information, was recently sentenced at Cardiff Magistrates' Court, following an investigation led by the NHS Counter Fraud Team at Cardiff and Vale University Health Board.

Between April and October 2016, Ahmed submitted over 30 separate job applications through the NHS Jobs website. On all her job applications, it was found that Ahmed had lied about her work experience and qualifications. Ahmed falsely claimed that she had spent a year on an observation programme at the University Hospital of Wales in Cardiff and that she had A-Levels in Maths and Chemistry, in addition to inflating the grades she had received for her Business, Law and Biology A-Levels.

Ahmed pleaded guilty to one charge of Fraud by False Representation and was sentenced to a 12 month Community Order of 120 hours of unpaid work. Ahmed was also ordered to pay for the cost of the investigation.

## Childcare Payment Fraud

Nicola Parkinson, a nursing student who submitted a claim form for childcare to the NHS which contained false information, was sentenced today at Llandudno Magistrates court, following an investigation led by the NHS Counter Fraud Team.

NHS Students who are in receipt of a bursary, may be eligible to claim financial help towards their childcare costs. This is only allowed if the child is placed with a registered childcare provider. Every term, the childcare provider must complete the actual costs on a form that is then submitted to the NWSSP Student Awards Unit. In September 2015, the NHS Student Awards Unit received a childcare form from Parkinson, on which it appeared that the childcare costs had been altered. The Awards team then alerted the Counter Fraud team.

Enquiries established that the alterations had been made after the childcare provider had completed the form. At court, Parkinson pleaded guilty to one charge of Fraud by False Representation and was given a £200 fine. Parkinson was also ordered to pay compensation and costs to the NHS.



**STOP! NHS Wales Fraud**



# Mum Who Enjoyed Holidays in America Jailed after Joint Operation by Counter Fraud Services

A former student nurse who fraudulently claimed more than £70,000 in tax credits lived a "lavish" lifestyle, enjoyed holidays with her husband, underwent plastic surgery and took out a joint finance loan for a timeshare property in America.

Tammy Ann Gunter, claimed tax credits after declaring she was a single person, made false claims for student finance and an NHS bursary and forged a letter purporting to be from HMRC, Merthyr Tydfil Crown Court was told.

The joint investigation begun in January 2015, led by NHS Counter Fraud Service Wales, and involved the Department for Work and Pensions and HMRC.

Ms Gunter was jailed for two years at the court after pleading guilty to one count of being knowingly concerned in fraudulent activity undertaken with a view to obtaining tax credits, one count of forgery and four counts of fraud. One count of fraud was ordered to lie on her file.

Her husband Neil Mark Hart, was also sentenced to six months imprisonment after pleading guilty to one count of encouraging or assisting the commission of an offence, believing it would be committed.



Tammy Ann Gunter arrives at Merthyr Tydfil Crown Court

The court was told Ms Gunter lived a lavish lifestyle, undergoing plastic surgery in eastern Europe while the couple, of Central Avenue, Cefn Fforest, near Blackwood, who married in June 2009, had enjoyed holidays to Las Vegas in 2011 and Florida in 2013 – and also took a joint finance loan for \$30,000 for a timeshare property in America.

In September 2011, Gunter applied to Student Finance Wales in relation to a three-year criminology and law degree at what was then the University of Glamorgan. Ms Gunter stated on her application form that she was single.

When information about her marital status was requested, Ms Gunter was "not forthcoming" and her claim was rejected. She received £21,396 as part of her studies for the criminology degree, which the court heard she was entitled to.

A hearing is scheduled to take place on February 28 next year regarding a Proceeds of Crime Act application. Sentencing, Judge Peter Heywood said:

*"That fraud occurred over a significant period of time. There was a degree of sophistication and planning involved."*

Craig Greenstock, lead Counter Fraud Specialist for NWSSP, said:

*"Tammy Ann Gunter has, by her actions and assisted by Neil Mark Hart, been quite deliberate and calculating when trying to obtain as much money as they could from the individual public bodies."*

*It is hoped, therefore, that today's sentence will show that such a deliberate fraud will not be tolerated and that the NHS, together with other public bodies, will take firm action against the dishonest minority who are, in effect, stealing taxpayers' money for their own gain."*

**Are you Concerned About Fraud in the NHS?**

**We are on the case**

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

**0800 028 40 60**

or search 'NHS Fraud' online for more information.





# Over £1.5 Million Saved in 6 Months by Personal Injury Department



The Personal Injury (PI) department is part of NWSSP Legal & Risk Services. Headed by Senior Solicitor Andrew Hynes, his team provides advice to Trusts and Health Boards throughout Wales in the following fields:

- Employers and Public liability
- Work related stress
- Bullying and harassment
- Violence & Aggression
- Industrial disease, including Asbestos and Hearing loss
- Object and person manual handling
- Repetitive strain injury
- Defective equipment
- Infection Control
- Slip and trip cases.

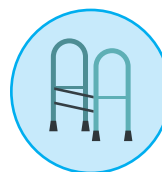
Over the period of 6 months - from 1 April 2017 to 30 September 2017, the PI department has produced some superb results in terms of savings for NHS Wales.

Here are some examples of some of the cases successfully defended by the PI team from different Welsh Health Boards:

The Claimant used a zimmer frame that they had been provided with to enable her to go to toilet. The Claimant said that the zimmer frame slipped and gave way on soapy water that was present on the floor from a bucket that had been left under another patient's bed.

The Health Board denied liability on the basis that the Claimant was confused and hallucinating whilst on the ward and so was likely to be mistaken about the presence of soapy water. There were no witnesses and the patient's records contained several contemporaneous entries that suggested they fell because their 'leg gave way.'

***The claim was withdrawn by the Claimant.***



Savings:  
**£33,000**

The Claimant walked into the nurses changing room when they suddenly slipped forward and fell.

The Health Board denied on the basis that the Claimant, who also named a witness who it later came to light was not there, was an experienced domestic and would have known if the floor was being cleaned and the method of cleaning used in the nurses changing room leaves the floor bone dry.

The Claimant advised that they had not seen anything on the floor that they could have slipped over.

***The claim was withdrawn by the Claimant.***



Savings:  
**£34,000**

The Claimant alleged that he was asked to take some fridges across a courtyard. He sustained an injury whilst moving one of the fridges without assistance.

The Health Board denied liability on the basis that post-incident investigations had revealed that the Claimant had carried out the task despite being instructed not to do so and because the Claimant was fully up to date with manual handling training.

***The Claimant withdrew his claim against the Health Board.***



Savings:  
**£11,500**

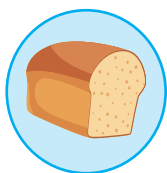
Total Savings made by the Personal Injury Department from 1 April 2017 to 30 September 2017

**£1,694,000**



The Claimant was moving bread crates following a delivery of bread. As they pulled the stack of bread crates they started to fall. The Claimant held out both hands to stabilise the crates but suffered an injury in doing so. The claim settled at £20,844 in costs and damages.

***The Health Board brought a counter claim against the bread company and in doing so recovered half of the costs of the claim.***



Savings:  
**£10,422**

The Claimant claimed to have slipped on water which they said was leaking from the sink in their bathroom.

Liability was denied on the basis that the Claimant had known mobility issues and continued to be mobile despite advice not to.

***The Claimant withdrew the claim.***



Savings:  
**£10,380**

The Claimant was working on a ward which was short staffed. The Claimant said that one other nurse was required for the manual handling jobs such as transferring patients, transporting beds, lifting patients and rolling patients.

After two weeks of doing these tasks the Claimant started suffering with back problems. The claim was denied on the basis that the Claimant would need to prove that each manual handling operation during the two week period of staff shortage was negligent.

***The Claimant could not prove this and the claim was withdrawn.***



Savings:  
**£35,000**

The Claimant was walking to their desk when they slipped on a wet floor and fell over hitting their head becoming unconscious. Liability was denied on the basis that there were witnesses who confirmed that wet floor signs were in place and these were pointed out to the Claimant at the time of the incident.

***The claim was withdrawn.***



Savings:  
**£10,000**

The Claimant stated that a Patient was known to be aggressive as was suffering from alcohol withdrawal. At 3.30am, the Patient asked the Claimant if they could go for a drink and the Claimant explained that they were in hospital.

The Patient did not believe the Claimant and could not be pacified. The Patient grabbed the Claimant's left elbow with their left hand and pulled Claimant over the bed.

***There was little evidence of the Claimant's account and was persuaded not to pursue the claim against the Health Board.***



Savings:  
**£31,400**

The Claimant was a domestic assistant who claimed that they suffered from RSI and tendinitis as a result of their duties.

***Liability was denied on the basis that there was no evidence to corroborate the claim. The claim was not pursued by the Claimant.***



Savings:  
**£32,000**



# Success for Procurement Services at Prestigious GO Awards



Procurement Services staff celebrate at the GO Awards 2017



Nic Cowley (second left) and Jannine Cries (with award) winners in the 'Innovation / Initiative' award category



Richard Gaunt (second left) and Paul Sydenham (with picture frame) 'Highly Commended' in the 'Leading Procurement Practice' category



Sara Taylor (second left) and Angela Fletcher (holding award) winners of the 'Team of the Year' award

NWSSP Procurement Services were recently honoured collectively at the prestigious Wales Government Opportunities (GO) awards at a ceremony held at the Mecure Holland House Hotel, Cardiff on 9 November 2017.

Hosted by TV presenter Mai Davies, the sold out ceremony was the glittering climax to Wales' Festival of Procurement and saw nearly 300 delegates from the Welsh public procurement community go head to head to win a coveted GO Award.

Procurement Services received 2 awards. The first award was won by the Commissioning team who received the 'Innovation / Initiative Award – Health, Social Care & Other'.

The Commissioning team were also 'Highly Commended' in the GO 'Leading Procurement Practice' Award. The second award was won by the Procurement Supply Chain team, based at Bridgend Stores, who won the GO Procurement 'Team of the Year'.

The awards reflected some of the outstanding achievements by Procurement Services over the past year which have shown collaborative working and innovation.

## Further information

### Website:

<http://www.goawards.co.uk/wales/>



# Success for Legal & Risk Solicitor at Law Society Excellence Awards

The Employment Lawyers Association (ELA) was recently awarded "Highly Commended" in the category of "Excellence in Pro Bono" at the Law Society Excellence Awards 2017.

Daniela Mahapatra, a senior solicitor within the Employment Team at NWSSP Legal & Risk Services is the Wales Representative for ELA. Daniela represented ELA with colleagues from the ELA Pro Bono Committee at the Award Ceremony in London in October to receive this prestigious accolade.

The award was to recognise the Employment Tribunal Litigant in Person Support Scheme (ELIPS) which was set up by the ELA Pro Bono Committee.

ELIPS provides unrepresented parties to Employment Tribunal claims with free legal representation at the Employment Tribunal. It runs every week at London Central Employment Tribunal and the third Friday of the month in Cardiff Employment Tribunal.

When she took up her post as the Wales representative in May 2016, one of Daniela's first projects was to extend

the ELIPS scheme to Wales. Daniela met with local judiciary to work out how the scheme could be rolled out. Daniela also promoted the scheme with the members of ELA Wales (solicitors, barristers and judges specialising in Employment Law) in order to encourage volunteers to fill the rota.

ELIPS was launched in Cardiff in October 2016 and Daniela hopes to extend the scheme to twice per month from 2018.

ELA was nominated for the Law Society Award by Employment Judge Sian Davies from the Wales region and the nomination was supported by the President of the Employment Tribunals in England and Wales, Judge Brian Doyle who said:

*"I was delighted to see the ELA/ELIPS project receive a Highly Commended award in the Excellence awards... this project has come a long way in a relatively short time and I was very pleased to add my name to those supporting the nomination."*

*"I cannot stress too highly and too frequently what a difference ELIPS makes to our ability to offer an accessible justice system in the Employment Tribunals."*

Daniela said:

*"I feel privileged to be involved with this project which has already helped hundreds of people to navigate their way through the tribunal system."*

*"I am delighted that the project was recognised by the Law Society and I hope that we can extend the scheme in Cardiff to twice per month. Volunteering is such a worthwhile experience and helps me in my day job in advising NHS organisations on employment law issues."*



Senior Solicitor Daniela Mahapatra (second from right), with her ELA colleagues at the awards ceremony

## Wales Air Ambulance Visits Matrix House



**From left:** Alison Davies- Regional Recruitment Resourcing Manager, Steffan Anderson-Thomas, Welsh Ambulance Service and Jacqui Maunder- Head of Corporate Services

Our Matrix House office in Swansea was visited on 19 October by Steffan Anderson-Thomas, a Community Co-ordinator with the Wales Air Ambulance Service.

Steffan gave attendees a presentation about the history of the Wales Air Ambulance Service, how they started, where they are now and what to expect for the future. Steffan also covered what donations mean to the Air Ambulance Service as a charity.

The presentation was very well received by NWSSP staff who have also taken part on a recent climb to the top of Pen Y Fan mountain, Brecon, on behalf of the Service.

Attendee and Regional Recruitment Resourcing Manager for South West Wales, Alison Davies, said:

*"Steffan gave a fantastic presentation, was engaging and insightful whilst illustrating an in-depth look at how the service works. He also covered it's history and how we could possibly link up with them in the future in terms of sponsorship and other fundraising methods."*



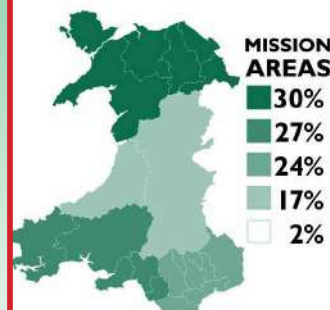
Steffan Anderson-Thomas presents to attendees



### Key Statistics for 2016

ELUSEN AMBIWLANS AWYR CYMRU  
WALES AIR AMBULANCE CHARITY

# 2016



**BUSIEST DAY**  
**SAT SATURDAY**

**BUSIEST HOUR**  
**16:00**

**MISSIONS**  
**2,559**

**903 MEDICAL MISSIONS**

including

**392 CARDIAC ARRESTS**

**671 RTC MISSIONS**

**55% MISSIONS DUE TO TRAUMA**

**397 MISSIONS WERE PAEDIATRIC**



**TOTAL MISSIONS**

**25,421**



# NWSSP Supports GP Practice Managers Conference



The NWSSP stand. From left, Angharad Pitt- Primary Care Services and Claire Harris- Employment Services

The Annual Cardiff GP Practice Management Conference was recently held in Cardiff City Football Stadium on 12 October 2017.

A key highlight of the calendar year, the conference is designed to update GP's and GP Practice Managers in the latest modern practice methods as well as current projects, programmes, trends and leadership opportunities.

Speakers at this year's event included;

- Vaughan Gething- Cabinet Secretary for Health, Well-being and Sport,
- Andrew Evans- Chief Pharmaceutical Officer, Welsh Government,
- Martin Dickson- Head of Primary Care, NHS Wales Informatics Service,
- Andrew Evans- Deputy Director of Primary and Community Care and Mental Health Services, Powys Teaching Health Board.

Colleagues from NWSSP's senior management team were present as well as other Shared Services staff who hosted a multi-themed exhibition stand that included representatives from Employment Services, Primary Care Services, Workforce and Organisational Development and Digital Learning Wales.

The stand promoted a number of key services and initiatives including the 'Train, Work, Live' campaign which aims to encourage and improve recruitment rates of GP's to Wales.

Primary Care Services also promoted a number of their services which included a goody bag of documentation detailing information regarding Patient Medical Records Storage and Retrieval Service, current Service Level Agreement with Health Boards, Contracts Management team and the Patient Registration department.

Digital Learning Wales colleagues Donna Harris and Julie Rogers discussed and promoted their online learning packages and assisted in GP staff getting access to these systems through focused one to one sessions.

Digital Learning Wales Manager, Julie Rogers, said:

*"The conference proved a valuable experience as we were able to promote our services, current and possibly future, to our GP stakeholders. The stand was very busy throughout the day with all visitors very complimentary about the current support and services that NWSSP gives to those in the primary care sector."*



Vaughan Gething- Cabinet Secretary for Health and Social Services



## NWSSP Supports Innovative National Pharmacy Recruitment Scheme

NWSSP's Workforce, Education and Development Services (WEDS) department recently supported the first National Pre-registration Pharmacist Recruitment Scheme for England and Wales.

The recruitment scheme involves a rigorous selection process for trainees in a single day at a single venue of their choice. Wales hosted one of seven interview centres at Cardiff City Stadium over two days.

### Vision

The vision was to develop an evidence based recruitment system that enables the best candidates to be selected into training posts in an equitable, transparent and efficient manner.

### Background

NHS Wales has a good reputation for training pre-registration pharmacists and competition for posts is high. This can mean a lot of time away from patients undertaking shortlisting and interviewing.

The new process provides interview slots for all eligible candidates, removing the need to shortlist. The streamlined process removes duplication and is fairer. NWSSP staff welcomed students to the event, checking their identification and assisting in delivering the assessment methods.

This year there was a move away from individual Health Board panel interviews with 6 standardised 'multiple mini interview' stations, a multiple choice style assessment and a calculations test.

At the end of the assessment day all students achieve a score and each of the 2,200 candidates in the scheme is given a national ranking based on their performance.

The use of electronic scoring for values based interviews was a national first for health care professionals in Wales with members of Wales Deanery coming to observe colleague Nathan Williams put the new technology into action.

### Next Steps

Offers will be sent to students between 7 November and 15 December 2017, with employers receiving details about the trainee they have been allocated by January 2018.

Offers were generated according to the candidate national rankings and their placement selection. Students with a higher national ranking are more likely to be offered one of their first choice placements.

Early indications are that a central National Recruitment Scheme can reduce the amount of time that pharmacists need to be away from service delivery roles (11.6 days saved on shortlisting in year 1).

WEDS will now review the success of the National Recruitment Scheme in filling pre-registration pharmacist vacancies in Wales.

Wales Pharmacy Recruitment Lead, Michele Sehrawat, said:

*"We are all really pleased with how well the 2 day interview centre ran for students and employers. A huge thanks to all those involved in the collaboration."*

*"In reality this is a first step in a process of a big change for pre-reg pharmacist training for Wales. We really have our eye on the further goals; filling training posts in Wales with good trainees and providing excellent pre-reg training, so we can grow a workforce who deliver the best possible person centred services for Wales."*



## Barbara 'steps to it' in October...and beyond!

Alder House Procurement Services colleague Barbara Dolan has been undertaking a number of challenges for good causes this October.

Barbara has been taking the 350,000 'steps' challenge for the Macmillan Cancer Charity, Glan Clwyd Hospital Children's Ward and her nephews' World Challenge to Malaysia.

The amount of money raised will be split between the 3 areas with Barbara undertaking 'Dry October' for Macmillan. Efforts for Glan Clwyd Hospital Children's Ward will be ongoing until Christmas with other procurement colleagues raising money for toys and other children's items.

The World Challenge will help build huts for the tribal children in Malaysia. If you would like to sponsor Barbara and help raise awareness please contact:

[barbara.dolan@wales.nhs.uk](mailto:barbara.dolan@wales.nhs.uk)

## Our Staff Charity Updates



Glan Clwyd Hospital, Rhyl

## Tim completes bike ride for St David's Charity

Tim Knifton- from Finance and Corporate Services, undertook a 50 mile bike ride on 16 September from Brecon to Cardiff to raise money for the St David's Hospice charity.



This was undertaken, as promised, with Tim raising over **£220** for St David's. After completing the ride Tim said:

*"The ride had clear skies and wasn't too warm but went well despite one puncture suffered close to the end of the **53.5 mile** trip!"*

**St David's**  
Hospice Care  
*Bringing care home*

**FINISH**  
[www.stdavidshospicecare.org](http://www.stdavidshospicecare.org)

Find us on: @SDFHC St-Davids-Foundation-Hospice-Care

Registered Charity number: 10105



# NWSSP Staff Raise Thousands of Pounds for Macmillan Cancer Charity

*The World's Biggest Coffee  
Morning is Macmillan's  
biggest fundraising event  
for people facing cancer.*



To help raise awareness and money for Macmillan, staff across NWSSP held a number of coffee mornings during September 2017.

The first ever Coffee Morning happened way back in 1990. It was a rather small affair with a simple idea: guests would gather over coffee and donate the cost of their cuppa to Macmillan in the process. It was so effective, Macmillan did it again the next year – only this time nationally. Since then, the Coffee Morning has raised over **£165.5 million** for the charity.

Procurement Services colleagues based at University Hospital of Wales (UHW), Cardiff, raised over £200 whilst the Hywel Dda Payroll and Pensions team, based in Hafan Derwen, Carmarthen, raised an incredible **£1,110!**

Colleagues in our Alder House office, North Wales, raised over £70 for Macmillan. Employment Services colleagues Melissa Duffy and Eilir Griffiths organised the coffee morning and raised over **£70** in the process.

Legal and Risk staff based in Companies House, Cardiff, raised **£135** which also comprised of a 'Bake-Off'. The joint winners were Rozalyn Hughes, who made vegan brownies, and Hannah Salerno, who made millionaires shortbread.



Legal and Risk Services staff also held a 'Bake Off' that raised money for the Macmillan charity



The Hywel Dda Payroll and Pensions team. The team raised a brilliant **£1,100!**



Eilir Griffiths from the North Wales Employment Services team with the cakes that helped raised money for Macmillan



Procurement Services colleagues based at UHW showcase the items which raised over **£200**



**WE ARE  
MACMILLAN.**  
CANCER SUPPORT



## Celebrating World Mental Health Day

October 2017 saw the celebration of World Mental Health Day. World Mental Health Day, hosted by the World Federation of Mental Health (WFMH), is held on 10 October each year.

According to the WFMH, one in four adults and one in ten children are likely to have a mental health problem in any given year.

This can have a profound impact on the lives of tens of millions of people in the UK, and can affect their ability to sustain relationships, work, or just get through the day.

To help mark the occasion, NWSSP staff helped to raise awareness of what can be done to ensure that people with mental health problems can live with dignity.

Information was shared across NWSSP via email and on our social media channels. Staff at our Matrix House office in Swansea also held a day of awareness with leaflets and posters distributed throughout the building. A raffle, quiz and cake sale was also held with over **£170** raised.

Recruitment colleagues Lisa Westermark and Kerry Flower-Fitzpatrick, who helped to coordinate the day, said:

*"Massive thanks to everyone who contributed to our cake sale and raffle for World Mental Health Day. We raised a very impressive amount of money. All money raised will be going to the Mental Health Foundation."*

### Further Information

It is estimated that only about a quarter of people with a mental health problem in the UK receive ongoing treatment. Help and advice can be found at:

[www.mentalhealth.org.uk/](http://www.mentalhealth.org.uk/)

[www.mind.org.uk/about-us/mind-cymru/](http://www.mind.org.uk/about-us/mind-cymru/)



WORLD  
**MENTAL**  
**health**  
**DAY**



# IN PARTNERSHIP

Adding Value Through Partnership



## Winter 2017

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

**Email:** [nathan.williams@wales.nhs.uk](mailto:nathan.williams@wales.nhs.uk)

**Tel:** 01443 848537

Designed and produced by NWSSP  
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