

IN

PARTNERSHIP

Magazine

Adding Value Through Partnership

Spring edition, 2017

Making Our Services 'Future Fit' for the Next Generation



**Advise, Encourage
& Support**



**Advisory
Panel**



**Annual
Report**



**Auditor
General
for Wales**



**Carry out
Reviews**



Collaboration



**Future Generations
Commissioner for
Wales**



**Future
Generations
Report**



**Future
Trends
Report**



Integration



Involvement



Long Term



**Make
Recommendations**



**National
Indicators &
Milestones**



Prevention



**Public
Services
Boards**



Research



**Responding to
the Future
Generations
Commissioner**



**Sustainable
Development**



**Sustainable
Development
Principle**



Transparency



**Well-being
Duty**



**Well-being
Goals**



**Well-being
Statement**



**GIG
CYMRU
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WALES**

Partneriaeth
Cydwasaethau
Shared Services
Partnership

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2 Working Together



3 Taking Responsibility



4 Innovating



NWSSP Core Values

Shared Services - Adding Value Through Partnership

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.

Earlier this year the Senior Management Team (SMT) met with Sophie Howe, Future Generations Commissioner for Wales and our senior managers recently participated in a workshop to discuss and develop well-being objectives for NWSSP to comply with the requirement to produce a well-being statement you can read all about the topics discussed on pages 7-9.

This Spring edition also focuses on a collaborative project led by the NWSSP Procurement team and Health Courier Services (HCS) team. They have been working closely with the Welsh Ambulance Services Trust (WAST) to procure a quantity of "Mass Casualty bags" for use in the event of a mass casualty situation ever arising. The project has demonstrated excellent collaborative working between NWSSP, Welsh Government and the Welsh Ambulance Services Trust (WAST).

I am also pleased to report that our Primary Care Services (PCS) division completed their two day annual assessment with regards to the Customer Service Excellence Standard (CSE) in February 2017. The team were also awarded a 'compliance plus,' in three of the assessment categories, which demonstrates that their practices and behaviours goes beyond the normal requirements for this award.

Our workforce are our biggest asset and in this edition we also focus on the results of the NHS Wales Staff Survey issued to NHS Employees in 2016. The findings show that NWSSP have improved in the majority of areas and a summary of the results is given on page 20.

Finally, the NWSSP Technology Enabled Learning (TEL) team held a national public sector conference in the Cardiff City Stadium which was attended by over 100 delegates from NHS Wales, Local Authorities, the Fire Service and Local Government. The aim of the day was to showcase the huge amount of e-learning collaboration across Wales in the NHS, Local Authorities and third sector. The elearning@wales online platform user base was highlighted to the conference attendees as it has become a huge success with an excess of 230,000 users-with further exciting collaboration planned in 2017.




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](https://twitter.com/nwssp)

Customer Service Excellence Standard Retained by Primary Care Services

CUSTOMER
SERVICE
EXCELLENCE



Director of Primary Care Services, Dave Hopkins

Primary Care Services (PCS) successfully completed their two day annual assessment with regards to the government's Customer Service Excellence Standard (CSE) on 9 and 10 February 2017.

Subject to ratification from the awarding body, PCS will retain the CSE standard award and are now fully compliant in all 57 assessment categories.

PCS were awarded 'Compliance Plus' in 3 assessment categories, demonstrating that their behaviours and / or practices exceed the requirements of the standard and are viewed as exceptional – either within the organisation or in the wider public arena.

Key areas which enabled PCS to demonstrate compliance plus included:

- Patient medical records - Storage and scan on demand
- PCS World Class Journey training programme
- Staff Focus Group and Action Point arrangements.

Director of Primary Care Services, Dave Hopkins, said:

"I would like to pass on the thanks of myself, my management team and the assessor to all PCS staff for their continued support and enthusiasm which has acted as an enabler in allowing PCS to achieve compliance plus recognition."

Special thanks to the members of staff who travelled to Pontypool to represent the North Wales and Swansea teams. The assessor was very impressed by the enthusiasm and commitment of all staff but special recognition must be given to our North Wales representatives, Cathy Salisbury, Clare Barwise and Sian Parry who reinforced our commitment to providing National services whilst encouraging and nurturing an open and transparent culture where team work and collaboration is key".

"Finally I would like to thank the Engagement and Development team for the continuous work they do which has enabled PCS to maintain the standard and make the assessment such a success".

NWSSP Team Lead Successful Technology Enabled Learning Conference

On 25 January 2017 the NWSSP Technology Enabled Learning (TEL) team held a national public sector conference in the Cardiff City Stadium. The conference was well attended by almost 100 delegates from NHS Wales, Local Authorities, the Fire Service, Local Government. The aim of the day was to showcase the huge amount of e-learning collaboration across Wales in the NHS, Local Authorities and third sector.

One of the key elements discussed at the event was the ongoing enhancements to the elearning@wales online platform, designed by the TEL team, which is the national learning portal for mandatory, statutory and other training needs.

The elearning@wales online platform user base was highlighted to the conference attendees as it has become a huge success with an excess of 230,000 users-with further exciting collaboration planned in 2017.

Key speakers for the day included Donald Clark from independent company Plan B and Genny Dixon from the Towards Maturity organisation who talked about artificial intelligence and the outcomes of a national learning and development benchmarking exercise respectively.

Deputy ESR Programme Director Helen Thomas also spoke about the journey of e-learning in Wales which illustrated how far things have developed over the last 2 years.

The second part of the day was broken down into workshops the highlighted specific areas of the ESR migration for learning and development leads and specific break-out sessions for migrating organisations. The event was closed by Paul Schanzer, Chair of the TEL Service Management Board, and Academi Wales, who praised all of the hard work of those involved in the e-learning programme to date.

Julie Rogers, TEL Programme Manager said:

"This was a really exciting day with so much achieved in a relatively small space of time. I look forward to sharing further developments in our next Conference in September this year".

Did You Know?

- There are over **300 courses** available via learning@wales
- Users have increased from **500** per month in 2014 to 20,000 users in 2016
- The TEL helpdesk deals with **2,500** calls from users per month
- Almost **1 million** records have been exported from learning@wales for NHS employees and imported into ESR
- By March 2017 the whole of NHS Wales will have migrated to the **ESR e-learning platform**. This is a huge achievement and a first for Wales!

Donna Harris from the TEL Team



Contact the team

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Staff Open Day at Matrix House, Swansea



Matrix House, Swansea Enterprise Park

On 8 March 2017 an Open Day for staff was held at NWSSP's proposed new South West Regional Office at Matrix House which is based within the Enterprise Park in Swansea.

The Open Day was held to provide information to staff in preparation for the move from their current base in the Oldway Centre, Swansea to a new base at Matrix House. This provided an excellent opportunity for colleagues to see their new base and to ask questions.

Staff present on the day included those from Employment Services, Primary Care Services, Audit and Assurance Services and Corporate Services / Business Support.

Feedback from staff was very positive with many commenting on how they were looking forward to the new move and to be working from a new building in such modern surroundings.

Project Manager, Glyn Thomas:

"The day provided staff with the opportunity to discover some of the excellent benefits of Matrix House which includes its location and facilities coupled with a modern building which aspires to NWSSP's vision of becoming a world-class organisation".



Matrix House Project Manager Glyn Thomas, shows staff around their new office



Business Support Officer, Phil Byfield, gives Matrix House his seal of approval



Primary Care Services colleagues Lloyd Dawkins and Janine Mann give Matrix House the 'thumbs up'



Some of the excellent views afforded to staff from the 2nd and 3rd floors of Matrix House

Making Our Services 'Future Fit' for the Next Generation

On the 26 January 2017, the NWSSP Senior Management Team (SMT) met with Sophie Howe, Future Generations Commissioner for Wales who discussed how NWSSP could support improving the social, economic, environmental and cultural well being of Wales to comply with the Well-Being of Future Generations (Wales) Act 2015 (WBFGA) which became law in April 2015.

The Future Generations Commissioner's role is to act as a guardian for the interests of future generations in Wales, to support the public bodies to work towards achieving the well-being goals and monitor progress in achieving objectives.

The Act states that all Public bodies in Wales need to make sure that when making their decisions they take into account the impact they could have on people living their lives in Wales in the future.

It will expect them to:

- Work together better
- Involve people reflecting the diversity of our communities
- Look to the long term as well as focusing on now
- Take action to try and stop problems getting worse - or even stop them happening in the first place.

It will make the public bodies listed in the Act think more about the long-term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach. This will help us to create a Wales that we all want to live in, now and in the future.

Sophie Howe said:

"It is important that public sector organisations are having conversations about the challenges facing Wales including climate change, economic changes which will affect workforce planning; and population change including an ageing population and the skillset of the younger generation. It is important organisations adopt a "future fit" model to ensure that they are considering the long-term vision for the economic, social, environmental and cultural well-being of the communities it serves".



Sophie Howe, Future Generations Commissioner for Wales

NWSSP Managing Director, Neil Frow said:

"Shared Services is aware of its obligations under the Act to think about the long-term, to strengthen and improve its working partnerships and to communicate effectively with partners with a view to working in partnership to prevent problems and take a more joined up approach to service delivery.

We have embedded the sustainable development principle into our Integrated Medium Term planning process. Our Procurement Services are working closely with the National Procurement Service on sustainable procurement frameworks; our Specialist Estates Services team are working on national frameworks to ensure "community benefits", including apprenticeship schemes and we are working with Welsh Government to harness our purchasing power to assist in supporting Welsh businesses".

For more information please visit:

<http://gov.wales/topics/people-and-communities/people/future-generations-act/?lang=en>

Future
Generations
Commissioner
for Wales

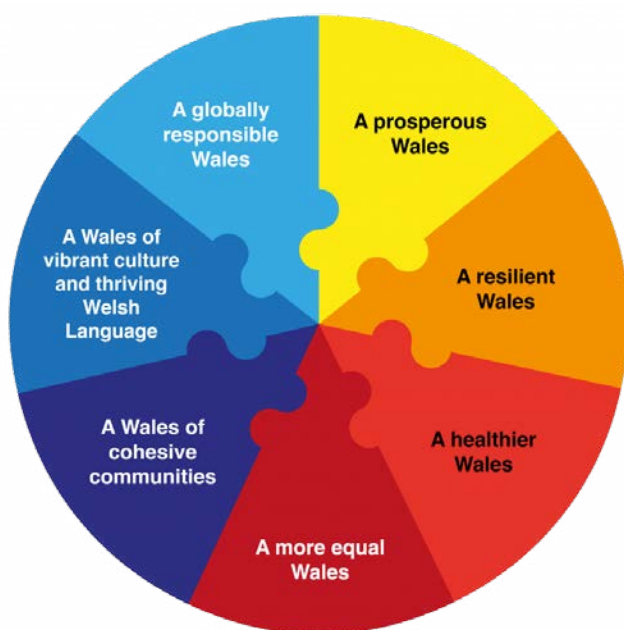
Comisiynydd
Cenedlaethau'r
Dyfodol
Cymru

Making Our Services "Future Fit" For the Next Generation – Designing Our Objectives

Following on from meeting the commissioner on 9 March 2017 NWSSP senior managers participated in a workshop at the Life Sciences Hub, Cardiff, to discuss and develop well-being objectives for NWSSP to comply with the requirement to produce a well-being statement and well-being objectives under the Well-being of Future Generations Act (WBFGA) 2015.

NWSSP supports NHS Wales by creating a dedicated shared services organisation with a distinct identity, which supports the statutory bodies of NHS Wales through the provision of a comprehensive range of high quality, customer focused support functions and services.

To make sure we are all working towards the same vision, the Act puts in place seven well-being goals outlined below:



This will help us to create a Wales that we all want to live in, now and in the future.



Jacqui Maund (Corporate Services) gives an overview of the day and NWSSP's duties with regards to the WBFGA

The WBFGA also places a duty on public bodies to consider 5 key ways of working (below):

Long term



The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.

Prevention



How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.

Integration



Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.

Collaboration



Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.

Involvement



The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

Workshop 1

The workshops asked delegates to map NWSSP's strategic objectives and overarching goals against the 7 well-being goals and were asked to develop specific well-being objectives to outline NWSSP's commitment to contributing to achieving the WBFG objectives.

The workshop included case study examples of how we are already integrating the need to consider the WBFG goals, including our sustainable procurement processes which factor in key requirements to consider sustainable and responsible sourcing and supply of goods; how the project management processes in place for all projects consider WBFG requirements, how the corporate planning process is integrating WBFG into impact assessments for key decision making and how our Specialist Estates Services ensure that the sustainable development principle is embedded into their work.

Making Our Services "Future Fit" For the Next Generation – Designing Our Objectives



The second workshop asked delegates to identify potential well-being objectives that were designed to maximise our contribution to achieving each of the well-being goals.

The session provoked a lot of interesting debate and some of the headline discussions included the need for:

- Sustainable workforce planning and retention through innovative models of delivery
- Delivering bold solutions to the environmental challenges posed by our activities
- Demonstrating respect for the diverse cultural heritage of modern Wales
- Partnership working with NHS Wales and the broader public sector.

NWSSP Jacqui Maunder Head of Corporate Services, said:

"The workshop enabled senior managers to be directly involved in setting wellbeing objectives which will ensure that NWSSP acts in a manner which seeks to ensure that the needs of the present are met, whilst also considering the impact of our business decisions on people living in Wales in the future".

Feedback from the group facilitated by Glyn Thomas, Project Manager, including Paul Thomas, Jonathan Webb, James Goddard and Sharon Jones included:

"It is clear we are helping to achieve the well-being goals and we can see we need to work with other public bodies, as we move forward in our journey to be a world class organisation".

The feedback from the workshop will provide an evidence led platform from which we will produce a well-being statement and well-being objectives for NWSSP. Once in place we will be required to monitor performance against the objectives and to provide annual updates on progress through our Integrated Medium Term Planning (IMTP) process.

Workshop 2

The afternoon sessions saw teams develop their own well-being objectives and consider how these integrate with the WBFGA goals



From left: Dave Hopkins (Primary Care Services), Keir Warner (Procurement Services), Neil Jenkins (Primary Care Services) and NWSSP Managing Director, Neil Frow

The morning workshop sessions in progress. Teams map NWSSP's strategic objectives against the WBFGA goals



From left: Kelly Skene (Employment Services), Clare Primett (Legal & Risk Services), Paul Thomas (Employment Services) and Martin Cooper (Specialist Estates Services)

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Mass Casualty Bags at the Ready!



Mass Casualty Bags packed and ready for deployment

Collaboration between NWSSP Procurement Services and Welsh Ambulance Services Trust Puts New Service into Action

Graham Davies, Deputy Director for Procurement and Health Courier Services commented:

NWSSP Procurement and Health Courier Services have recently been working closely with Welsh Ambulance Services Trust (WAST) to prepare a quantity of "Mass Casualty bags" for use in the event of a mass casualty situation ever arising.

Mass Casualty Bags contain standard paramedic response bag items with additional items such as collars, splints, Major Haemorrhage Packs and blankets. The bags will be held in various locations across Wales, and vehicles will be put into operation by WAST to deploy the equipment if ever needed.

The commissioning of the vehicles and associated service represents almost two years of joined up working, with initial and ongoing funding provided by Welsh Government.

Going forward, NWSSP will ensure that Mass Casualty Bags remain fully stocked and in date, ready for immediate deployment – this service will be provided jointly by the Procurement Supply Chain and Health Courier Services divisions of NWSSP.



WAST Incident Support Unit Vehicle, which will be used to deploy the Mass Casualty Bags

"The project has demonstrated excellent collaborative working, not only between NWSSP, Welsh Government and Welsh Ambulance Services Trust, but also within NWSSP Procurement and Health Courier Services.

The project really did show the full range of services and processes needed to complete such tasks, as teams were involved from across the Department to ensure that the final product was delivered as soon as possible".

Mass Casualty Bags at the Ready!



Key Points

- The Sourcing teams (overseen by Alex Curley) and the WAST Local Procurement team, (Julie Lewis), initially sourced all component products from contracts or quotations
- The Health Courier Services North Wales team, (Maryam Rana), put all of the non stock requisitions onto the system
- The Velindre Local Procurement team, (Jayne McCafferty), placed the non stock orders
- The Supply Chain - Bridgend Stores team ordered, picked and packed all of the stock items
- The Supply Chain - Bridgend Stores team, (Jon Cunningham and Andrew Watt), packed all of the 100's of bags

- The Accounts Payable team paid all invoices
- Health Courier Services and Supply Chain will provide the ongoing monitoring of the contents of the bags.

At the end of the project, Patrick Rees, Regional Resilience Manager / National Interagency Liaison Officer at WAST, said:

"A big thank you to NWSSP Procurement & Health Courier Services teams for bringing us to this point. Your support and efforts thus far are greatly appreciated. This represents a significant enhancement of NHS Wales capabilities to respond to a Mass Casualty incident and reflects the threats that we are required to prepare for".

Did You Know?

In 2015-2016 Procurement Services:

Over **£20 million** in Procurement savings achieved

652,000 orders processed totalling **£932 million**

1.4 million invoices processed

Re-attained Customer Service Excellence (CSE) Award



Jon Cunningham and Andrew Watt of Bridgend Stores load cages full of Mass Casualty Bags

Primary Medical Care Advisory Team (PMCAT)

Transfers to NWSSP

The Primary Medical Care Advisory Team (PMCAT) transferred to NWSSP at the beginning of January 2017. Based in Mamhilad, Pontypool, PMCAT are a small team of practising GPs who have experience in education, appraisal, quality improvement, public health and/or other NHS roles as well as experience working in clinical general practice and were originally based within Public Health Wales (PHW).

What PMCAT Do

GP Performance

- Advise Health Boards on concerns about GP performance
- Investigate GPs or practices where there are specific concerns
- Advise on clinical governance in general practice
- Review references for applications to Welsh GP Performers List.

GP Contract

- Advise Health Boards, NWSSP and Welsh Government on clinical and contractual issues
- Review and advise on Enhanced Service specifications including practice approval and practitioner accreditation
- Advise on probity issues.

GP Support

- Provide advice to General Practice on clinical, governance, management and performance issues
- Contribute to Continuing Professional Development (CPD) provision
- Facilitate development of action plans.

Public Health

- Advise Public Health Wales teams and leads on primary medical care matters
- Advise on the delivery of public health messages and programmes through primary care
- Support 1000 Lives Plus and other quality improvement initiatives.

Background

As part of an organisational review PHW proposed a number of changes to the arrangements for governance support to Health Boards. The review recommended that consideration should be given to transferring primary medical care investigative functions from PHW to either Health Boards or to NWSSP with the transfer of appropriate resources.

The all Wales Directors of Primary, Community and Mental Health and representatives from Welsh Government discussed the review at their meeting on 15 July 2016 and it was decided that the Service should transfer to NWSSP.

The Assistant Medical Directors were also supportive of the transfer to NWSSP. In addition, it is evident that the primary care sector are keen to explore the additional support that NWSSP can provide to GP clusters.

NWSSP already has strong links to the PMCAT team using support for Performers List issues and Post Payment Verification amongst others.

Further Information

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Bridgend Regional Stores retains Excellence in Food Safety

The Procurement Services Supply Chain, Bridgend Stores, were successful in retaining their Food Safety accreditation in their recent audit on 6 December 2016. In addition, there were no Non Conformances or corrective actions raised against the standard. The STS Food Safety Audit ensures that the Regional Stores facility meets the standards required to supply the NHS in Wales. The accreditation covers the basics in food hygiene for low risk food handlers and includes the risks and responsibilities associated with handling food, personal hygiene, housekeeping, contamination and quality processes. The Supply Chain Regional Stores have to produce and adhere to a Hazard Analysis and Critical Control points (HACCP) document to evidence a systematic preventative approach to food safety that addresses all types of hazards as a means of prevention rather than finished product inspection. The audit is carried out annually across each regional Store in Bridgend, Cwmbran and Denbigh North Wales.



The Procurement Team Introduces the Dun & Bradstreet System

dun & bradstreet

As a part of ongoing contract management, the Procurement Services Non Medical team have started to onboard suppliers onto the Dun & Bradstreet system in order to regularly monitor the financial performance of contracted suppliers. An NWSSP specific report is accessed that highlights suppliers financial performance and any changes in suppliers financial ratings. The regular monitoring of suppliers financial performance can help to highlight any potential risks that could impact on the supply of goods and services to NHS Wales, allowing time to investigate and take pre-emptive remedial action if required and will serve as a useful tool in monitoring supplier performance.



The Health Courier Service Introduce the Latest Technology to Support Logistics



Health Courier Service modernisation is well underway with commencement of a trial and deployment of Cleric Scheduling Software System into the Health Courier Service (HCS) across Wales.

The introduction of Cleric and roll out of hand held devices will remove the requirement for HSC to have Vehicle Daily inspection booklets (except for Large Goods Vehicles), Handover Books and Signed for Consignment papers.

The objective of the project is to introduce Cleric, through handheld technology into HCS, to allow data capture and traceability of items on the move.

The project will seek to use systems and technology that will enhance the courier service, improve service experience and provide greater audit capabilities for HCS and service users nationwide.

HCS handles many thousands of items every day, and hardly a day goes by without HCS having to respond to queries concerning the delivery time or handover of an item.

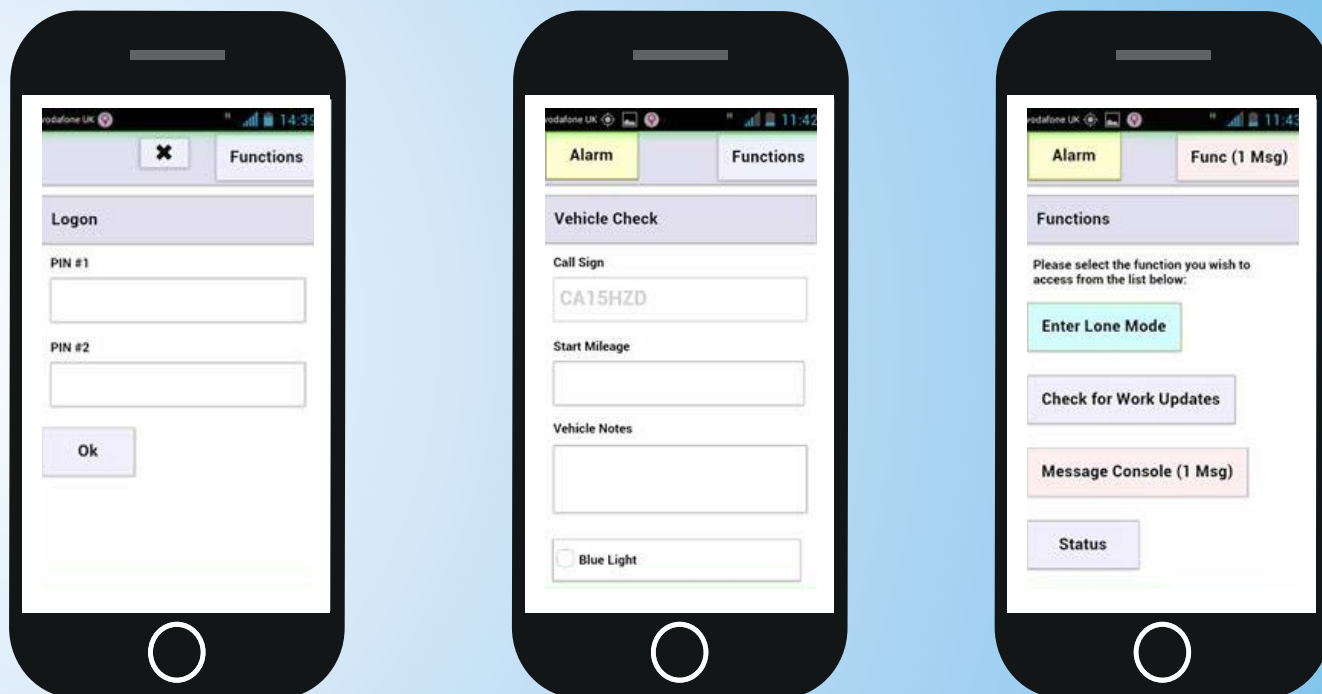
Historically HCS suffered from a lack of data to support what they do, and were reliant on paper trails to evidence HCS conveyance of items with the use of handover books/ forms is with varying practice across Wales.

In addition, the new system will also allow HCS to capture data on how they perform in relation to:

- The Time Clinical Pathology is 'in Transit' on their vehicles
- Time lost at collection points on pick up of items (to provide evidence where HCS run to schedule but encounter delays impacting on their runs)
- Performance against planned arrival time for drop off
- Evidence of 'Handover' for the items HCS transport including Pathology, Pharmacy, Controlled Drugs, Frozen sections, Foetal Pathology etc.

The Health Courier Service Introduce the Latest Technology to Support Logistics

Handheld Devices



To introduce this technology, HCS need to ensure the introduction and testing of the device is as simple as possible, and that its user functions are easy to use and fit into current work practices.

Local testing is well underway to streamline the number of buttons and interactions of the device for staff and customers, to prepare for operational trials and feedback.

The initial roll out will be to test the device and also to give people the opportunity to highlight areas where, as individuals, HCS experience matters on a day to day basis that cause concerns or difficulty in carrying out the day to day role.

Jerry ID	Time	From/To	Type	Esc	Time	Notes
565	14:20	HCS	TRANS		16:27	Jn Pn
		Llandough Hosp, Main Pharmacy, Penarth	URGENT		16:44	
		Llandough Hosp, Hafan Y Coed Pharmacy, Penarth	TRANS		16:38	Jn Pn
		Erw Delyn, Penarth	TRANS		16:44	
566	14:25	HCS	Mail		16:33	Jn Pn
		Llandough Hosp, Mail Room, Penarth	TRANS		16:44	
		Ashgrove School, Penarth	Mail		16:03	Jn Pn
567	14:30	HCS	TRANS		16:44	
		Llandough Hosp, Mail Room, Penarth	Mail		16:07	Jn Pn
		Docks Office, Barry	TRANS		16:44	
568	15:00	HCS	SPECI		15:47	Jn Pn
		Amy Evans Centre, Barry	TRANS		16:44	
		Llandough Hosp, Main Pathology, Penarth	SPECI		15:49	Jn Pn
569		HCS	TRANS		16:44	
		Llandough Hosp, Main Pathology, Penarth	SPECI		15:54	Jn Pn
570		HCS	TRANS		16:44	
		Llandough Hosp, Main Pathology, Penarth	SPECI		15:54	Jn Pn
571		HCS	TRANS		16:44	
		Llandough Hosp, Main Pathology, Penarth	SPECI		15:54	Jn Pn
572		HCS	TRANS		16:44	
		Llandough Hosp, Main Pathology, Penarth	SPECI		15:54	Jn Pn

The New Cleric Scheduling System which will help to remove the requirement for HCS to have Vehicle Daily inspection booklets

NWSSP in the Community: The Friends of Primrose Park Group

For decades, Primrose Park was at the heart of life in Llansamlet near Swansea, South Wales.

But slowly it began to fall into disrepair, until last year when the cash-strapped council told residents didn't have the money to maintain it, and asked the local community to set up a 'friends of' group to help with the Park.

Sandra Pirmohamed, part of the NWSSP Payroll team based in Oldway Centre, Swansea, decided to get involved after seeing that her own son wasn't able to enjoy the park like she had as a child. Sandra and a group of local people decided to get together and set up the Friends of Primrose Park Group to try to save the park, and applied for a £25,000 award from the Aviva Community Fund which they duly won after being notified in January this year.

Sandra said:

"We are delighted to be one of the winning finalists and were amazed and excited to hear this news. There were so many worthy entries that we didn't dare to hope we could be one of the winners".

"Local businesses helped us displaying posters and leaflets to encourage voting for our entry including 2 local hair dressers, a convenience store and our local Post Office. The NWSSP Communications team also helped with some amazing social media activity. We also want to extend our thanks to all of you and everyone who voted for us online. This is a great achievement for Friends of Primrose Park Group".



Some of the Friends of Primrose Park, from left: Diane Johnson, Les Johnson, Hilary Jenkins and Sam Harvard

With the AVIVA money awarded to the group many improvements can now be made to the park as Sandra explained:

"We need immediate changes to the children's playground, as it is unusable at times mainly because of the poor surface with drainage problems and the access problems into the play area. Working with the support and commitment of Swansea Council, we hope they will address this problem. Now we have to start planning a way forward to achieve these improvements for Primrose Park and the community".

Next Steps

The next stage of the project will be to design and install a dedicated family area with access for disabled people, install raised sensory beds, flower planters, picnic benches, repair an entrance stone wall, add some

additional pieces of play equipment and lay suitable flooring so the area is accessible to all.

Sandra: *"We need to see how far the award will go and what we can do. We want to get people involved and will be pressing on with activities to encourage participation by the wider community."*

The response to winning the Aviva Community Fund Award has been very positive and we have received many offers of help on our Facebook page".

With things looking up, the future looks bright for Primrose Park. Sandra said:

"Friendships are being made, it will encourage more outdoor use which will have impact on their health will benefit. We hope this will be the start of a fantastic start on our journey".

NWSSP Supply Chain Fleet Ready to Roll

A new fleet of Supply Chain vehicles to replace the existing fleet of Green Lorries (pictured to the right), that you may have become accustomed to seeing on the roads of Wales, is nearly upon us.

Following an intense and robust tender process, Dawson Rentals were chosen as the fleet vehicle provider for two NWSSP Procurement Services warehouses; Denbigh in North Wales and Bridgend in South Wales.

Mike Burns, Regional Supply Chain Manager for NWSSP said:

"When we started the tender process we wanted a supplier who would understand our needs and specify a fleet of vehicles that would not only promote vehicle safety, but also help us to deliver environmental efficiencies and reduce transport costs".

Representatives from both Denbigh and Bridgend Stores recently visited "Lawrence David Limited" as part of the final inspection process for the new vehicles.

Lawrence David Limited are one of the UK's leading manufacturers of trailers and box vans and boast Tesco, Sainsbury's and other major UK haulers as their customers.

Lawrence David Limited were commissioned by Dawson Rentals to complete the build of the box body and associated equipment onto a Mercedes Atego Chassis for the new vehicles.



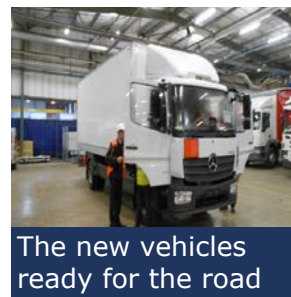
The existing fleet of lorries about to be replaced and on the road



Gordon Darroch and Mark Walsh



The team inspect the vehicles



The new vehicles ready for the road

Gordon Darroch (Shift Manager, Transport, Denbigh Stores) and Mark Walsh (Shift Manager, Transport, Bridgend Stores), were very impressed with operational set up at Lawrence David Limited and were surprised at the variety of vehicle boxes and trailers that were under construction.

Following a tour of the Lawrence David Limited site, the team were keen to get their hands on the vehicles and wasted no time inspecting all aspects of the new builds. They were especially impressed with the hydraulic tail lift design and safety features.

Mark Daley, Health Courier Services Transport Manager, completed a very thorough and rigorous inspection of the vehicles following a multipoint checklist to ensure the vehicles had been completed as per the specification.

Gordon Darroch and Mark Walsh are delighted with the eco friendly engines, as these are the most efficient standard to reduce regulated emissions. When compared to the current engines, permissible nitrogen oxide emissions can be reduced by 80%.

In addition, soot particle emissions of commercial vehicles can be cut by 66% in contrast to the current engines. The vehicles should all be on the road before the end of March 2017, and will demonstrate that NWSSP continues to invest in up to date equipment, allowing our service to compare with the best in the World.

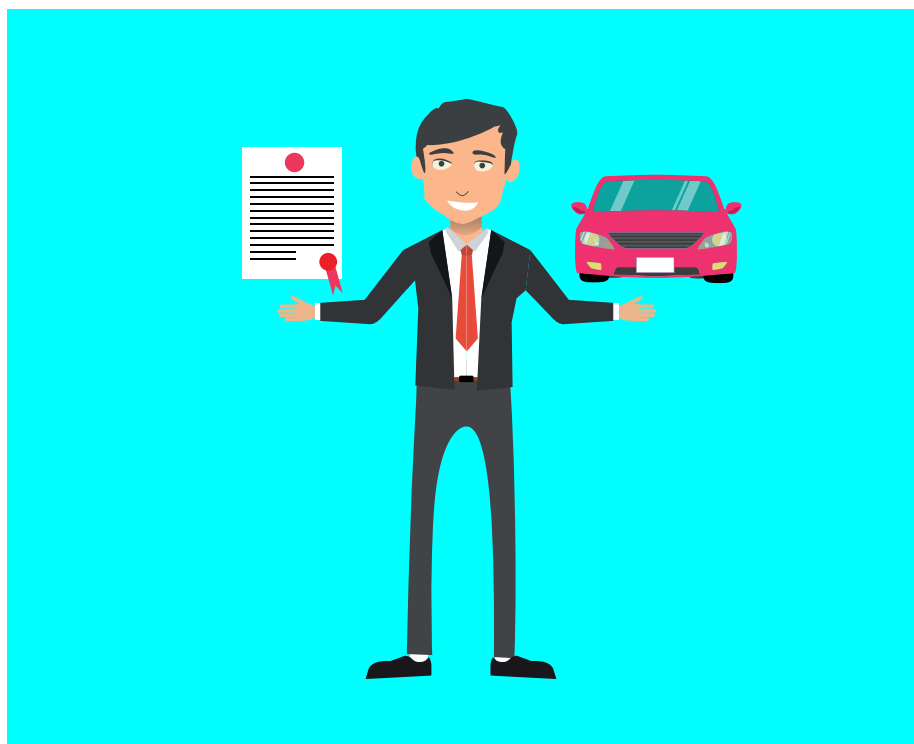


NWSSP- Procurement Services- Motor Fleet Insurance

The NWSSP- Lease Car team based in Swansea has previously managed the Motor Fleet Insurance renewal process for a number of South Wales Health Boards. The aim of having a centralised management point was to align policy end dates, with the view to appointing a single broker Pan Wales. This streamlined work programme would yield process savings by aligning the renewal into one annual task. Due to the growth in the remit of the Non-Medical Utilities and Transport team, the responsibility for Motor Fleet Insurance renewals migrated to NWSSP- Procurement Services in autumn of 2016.

The first project for procuring brokerage and insurance policies commenced on the October 2016 was concluded via the Crown Commercial Service Framework for Cwm Taf UHB, Velindre NHS Trust, Public Health Wales and Powys HB. This built upon the work completed by the NWSSP- Lease Car Team.

NWSSP- Procurement Services recently held a Motor Fleet Insurance Sub-Group Meeting at the Welsh Government Pavilion at the Royal Welsh Showground, Builth Wells. Attendees included, Fleet Managers, Finance, Procurement staff and also the NWSSP Lease Car Team.



The aim of this meeting was to:

- Align Health Board and Trust Policy end dates.
- Advise of the long term plan of conducting a further competition via the National Procurement Service Insurance Framework for a broker.
- Assisting the appointed broker in conducting annual procurement exercises to appoint insurance providers for all Health Boards and Trusts.
- Discuss the roles and responsibilities of Non-Medical Utilities and Transport, Health Board and Trust Procurement, Finance staff and Fleet Managers within the procurement process. The tasks associated to

the procurement process include the collation of complete vehicle lists and claims history that is required by insurance providers to develop a specific risk registers and submit a tender bid.

Roles and Responsibilities

Due to the large number of departments with using vehicles within each Health Board and Trust it is vital that engagement continues throughout this process. A named contact per Health Board and Trust is required to assume responsibility in collating all the information to ensure that all vehicles are captured on the list that is to be provided to the broker prior to them appointing an insurance provider for the respective organisation.



NWSSP- Procurement Services- Motor Fleet Insurance



Coterminous Policy End Dates

The Utilities and Transport team will be conducting procurement processes through the National Procurement Service Insurance Framework for brokerage services and insurance providers with the long term aim of aligning policy end dates.

The following timeline has been proposed as a guide for the procurement exercises that will be undertaken via the NPS Framework, with the aim to align Health Board and Trust policy end dates:

1st April 2017 Process- 18 month policy

Aneurin Bevan UHB and the Welsh Blood Service

1st October 2017 Process- 12 month policy

Cwm Taf UHB, Velindre NHS Trust, Powys Teaching HB, Public Health Wales, ABMU (to include Health Courier Service on an 11 month policy)

1st October 2018 Process- TBC policy Length

All Health Boards and Trusts mentioned above plus, Betsi Cadwaladr University Health Board and Hywel Dda University Health Board. ***All Welsh Health Boards / Trusts with the exception of Cardiff and Vale and WAST** Fleet Insurance will also feature at the Pan Wales Fleet and Transport Group Meeting scheduled for 6 of April 2017.

If you wish to attend please get in contact with:

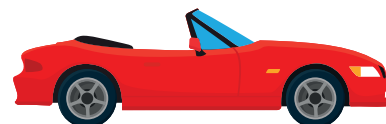
Name: Daniel Gregory

Email: daniel.gregory@wales.nhs.uk

Telephone: 02920903857

Motor Insurance Database

There is a significant risk in vehicles being missed from the relevant Insurance which can cause significant financial penalties and reputational damage. Vehicles must be included in the Motor Insurance Database, for any leased or purchased vehicle.



Please note

If you use your car for your job - for anything other than driving to a single place of work - then you almost certainly need business car insurance. Otherwise, you risk finding yourself without cover if you need to make a claim.

NWSSP: Key findings from NHS Wales Staff Survey

NWSSP staff survey results

NWSSP had one of the highest response rates to the 2016 NHS Wales Staff Survey (57%). This showed that as a relatively new organisation we continue to make positive progress. This is especially pleasing given the amount of change that NWSSP staff have been through over the last two years.

Our results demonstrate many positive improvements when compared with the previous survey in 2013. These include:



All scores about line managers and senior managers have improved since 2013 and all but one are above the overall NHS Wales score.

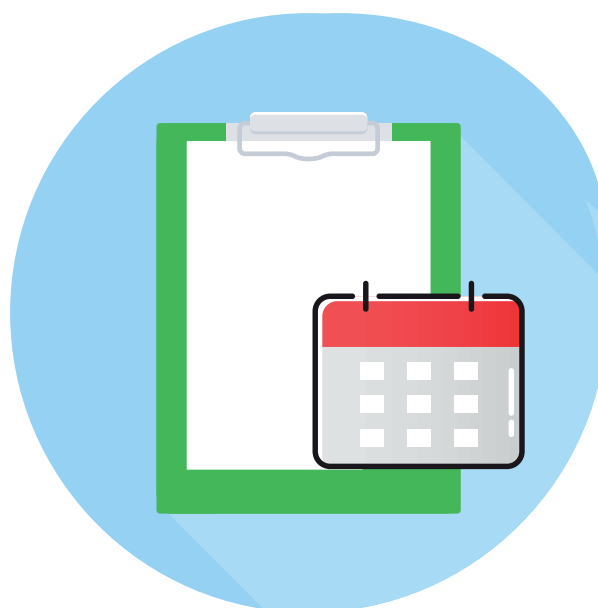
84% of staff say that their line manager treats them with respect.

92% of staff say that they know who the senior managers are in their organisation; most of the scores on staff's attitude to change in their organisation have also improved since 2013 with **73%** of staff say they support the need for change.

Scores on learning and development have grown and there have been some interesting changes in provision, with **86%** of staff now saying that they took part in e-learning/on-line training in the last 12 months, which is up from 68% in 2013. **80%** of staff have also stated that they had a performance appraisal/review in the last 12 months, up from **55%** in 2013.

The engagement index scores for NWSSP have improved since 2013 in all three themes making up the score. This theme includes questions on whether staff would recommend the organisation as a place to work; and whether staff feel proud to tell people they work for the organisation. NWSSP's engagement scores are above the overall NHS Wales score in one theme – 'Ability to contribute towards improvements at work'; the same as the overall NHS Wales score in one theme – 'Staff advocacy and recommendation'.

The senior management team and trade union representatives from the Local Partnership Forum have received detailed feedback on the results. The full results report has been shared with staff and individual functions will now explore their own results further to identify priority areas for improvement. Local workshops will also be held.



A New All-Wales Contract for the Supply Of Wheelchairs



Procurement Services have recently awarded a new contract for the supply of Wheelchairs, Associated Parts and Accessories that commenced on 1 March 2017 and will run for a period of three years with an option to extend for a further year which could see the contract in place until February 2021.

The contract which is valued at approximately £2 million per annum has been awarded to a total of eleven suppliers and covers a wide range of items including both manual and powered wheelchairs. There are in total 26 lots that include standard and active adult wheelchairs and paediatric wheelchairs and buggies in various configurations to meet the needs of service users across Wales.

This contract will run alongside the contract for Wheelchair Reconditioning Services that was awarded by Procurement Services in 2016 and together they support the Posture and Mobility Service that the Artificial Limb and Appliance Service (ALAC) provides in Wales.

In addition to these two contracts Procurement Services are now working with the Posture and Mobility Service to prepare a contract for the supply of static cushions, both standard and bespoke, which is the first time that a single All Wales contract has been undertaken for this complex category. The project team responsible for the contract is currently at the stage where detailed specifications are being developed and it is anticipated that a new contract will be awarded early in 2018.

For more information about these contracts please contact:

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