



Magazine

Adding Value Through Partnership

PARTNERSHIP

Winter edition, 2016

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

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Shared Services
Partnership

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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) have delivered on behalf of Health Boards and NHS Trusts across Wales.

Introduction from the Managing Director

2016 has been an exciting year for NHS Wales Shared Services Partnership (NWSSP) and in the final edition of our “In Partnership” magazine we look on our success since we were first established in 2011.

In this winter edition, we look at NWSSP journey to excellence which was recognised by ‘Wales Quality Centre’. NWSSP were honoured and rewarded for their commitment to strengthening processes and developing staff to drive business growth. Our procurement services team were awarded the Wales Quality Award which is based on the European Foundation for Quality Management. Meanwhile, our Primary Care Services team also won the award for the most improved organisation, this is the second successive year they have won this award which indicates a clear willingness to improve.

We had the chance in October to support the future of the NHS at the SkillsCymru event which was held at the Motorpoint arena in Cardiff, as well as in Llandudno. Our Workforce and Education Services’ (WEDS) team organised our NHS Wales stand at the event with help from health boards and trusts. The stand was designed to interact with the visitors using a range of practical and hands on activities. Across the two locations, the event attracted approximately 10,000 aspiring students, read more about this on page 5.

This issue also includes information on our new Leadership and Management graduates. The graduates were awarded the recognisable ILM (Institute of Leadership and Management) level 5 qualification. These courses were held by our Learning and Development team, who have done brilliantly in allowing staff to progress even further in their current roles.

The Oracle Strategy and Development (STRAD) have piloted two proofs of concept utilising Robotic Process Automation (RPA) to test the potential of using RPA solutions for NHS services. These pilots were successful which is a big step forward for us.

In the recent Team Wales event, executive boards from NHS Wales organisations gathered to discuss sustainability, efficiency, variation and value and how they can drive forward the provision of healthcare in Wales. Here, we had the opportunity to showcase our hard work on robotics, clinical waste and value based procurement.

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I would like to wish everyone a Merry Christmas and health, wealth and happiness in 2017.

Neil Frow,
Managing Director

For more news about NWSSP follow us on twitter

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



NWSSP Supports Student Nurse of the Year at RCN Wales Awards



From left: Tina Donnelly, Director of the RCN in Wales, Stephanie Harris, Student Nurse of the Year and WEDS Director, Stephen Griffiths

The Royal College of Nursing (RCN) Wales Awards is an annual ceremony that provides an opportunity to celebrate nurses who demonstrate excellence in practice.

Held on 16 November at City Hall, Cardiff, the evening was themed around the RCN's UK Centenary and awards were given out in 17 categories, including a Lifetime Achievement Award and the Wales Nurse of the Year Award, commending a range of nursing practice in Wales.

NWSSP's Workforce, Education and Development Services (WEDS) division have supported the Student Nurse of the Year Award category since the RCN Wales Awards inception in 2011. The award aims to recognise Nursing/Midwifery students who have shown exceptional promise during their professional education and or practice placements.

The eventual award winner was announced as Stephanie Harris from Bangor University. In presenting Stephanie her award, WEDS Director, Stephen Griffiths said:

"Stephanie demonstrated an exceptional ability to balance the need to study, excelling whilst on clinical placement and innovating in an area of practice which is often overlooked. Her ability to lead and manage competing demands is exemplary and an inspiration to all".

Attendees included Morfudd Meredith, Her Majesty's Lord Lieutenant, Lord Mayor of Cardiff, Councillor Monica Walsh, Vaughan Gethin AM, Cabinet Secretary for Health, Wellbeing and Sport, Assembly Members and health care dignitaries.

The ceremony was hosted by television and radio presenters Jason Mohammad and Andrea Byrne.

Tina Donnelly, Director of the RCN in Wales, said:

"Every day nurses care for patients and communities, making a positive difference in the lives of many. These compassionate and competent nurses are a credit to the field of health care and their efforts deserve recognition."

The RCN in Wales is committed to honouring nurses whose dedication and achievements have contributed to the nursing profession. I would like to extend my congratulations to all the award winners and shortlisted nominees".

About the RCN

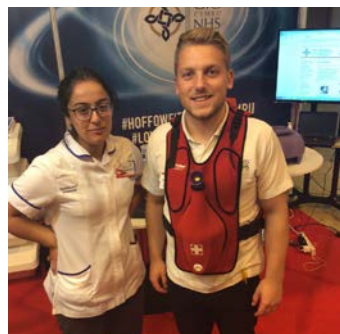
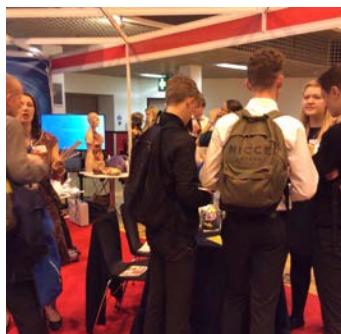
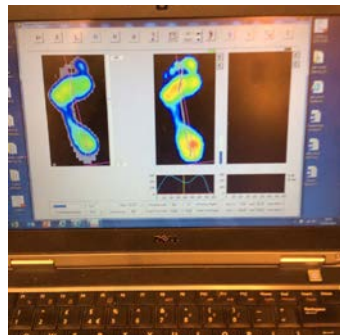
The RCN is the largest professional association and trade union for nurses, including student nurses and health care support workers. It has 450,000 members in the UK and approximately 25,000 members in Wales.

The mission of the RCN in Wales is to represent nurses and nursing, promote excellence in practice and to shape health policy in Wales.



ROYAL COLLEGE OF NURSING IN WALES
NURSE OF THE YEAR
AWARDS

Supporting the Future of NHS Wales at SkillsCymru



October 2016 saw the return of SkillsCymru; THE careers and skills events for Wales. For the third consecutive year NWSSP Workforce, Education and Development Services (WEDS), with the support of colleagues from Health Boards, Trusts and Higher Education Institutes, organised NHS Wales' stand at the Llandudno and Cardiff events. With hands on activities and skills taster sessions, SkillsCymru aims to inspire and motivate visitors considering their future careers. Welcoming approximately 10,000 students across the two events, SkillsCymru provides a valuable opportunity to meet, talk to and influence young people who will be the next generation of workers and leaders of NHS Wales.

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, find out how clean their hands were, monitor their brain activity and lung function as well as learning how to take blood. Colleagues' proactive approach, support and hard work clearly impressed the visitors; voted for by the students, the South Wales stand won the award for most engaging stand.

Sharon Jenkins - Careers Officer, WEDS, who helped to co-ordinate the 2 events said:

"Being part of SkillsCymru gives the next generation of NHS Wales a real insight into who we are and what we do. We ensure that our stand is really interactive and packed with professionals who provide our visitors with virtual 'hands on' experience".



SkillsCymru will return in 2017. If you would like more information about how you can get involved please email Sharon Jenkins:

sharon.jenkins4@wales.nhs.uk



Our graduate: Mandy Miller

Doing it in style:

Our Leadership and Management Graduates



Our graduate: Andrew Hynes



Our graduates with Director of Finance and Corporate Services, Andy Butler (far left) and NWSSP Managing Director, Neil Frow (centre)

A number of NWSSP colleagues recently graduated with the Institute of Leadership and Management (ILM) Level 5 qualification in Leadership and Management.

In collaboration with training providers Talk Training, our graduates consisted of staff from across Legal and Risk Services, Primary Care Services and Procurement Services as well as former members of NWSSP but who are still working within NHS Wales.

The qualification, which took over 2 years for the students to complete, has provided the graduates with a sound management platform to develop into the next phase of their careers. giving them a sound platform in terms of management theory and leadership styles.

Helping you to progress

The courses, led by our Learning and Development team, has enabled staff to progress in their roles over the past few years.

This has been demonstrated via the ILM5 Higher Apprenticeship Framework where evidence and feedback from our graduates demonstrated that staff were:

- Taking responsibility for their own career development
- It has boosted their confidence and we have seen around 30% of our managers been promoted into more senior roles
- ILM graduates are more likely to be part of our talent management pool
- There have been a number of service improvement projects and innovative practice across NWSSP.
- We are able to hold our managers to account
- We have teams who are much more engaged and motivated and who share our vision in delivering a world class service.

Further Information

Nigel Hughes,
Learning and Development Manager
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ILM5 is helping us deliver a world class service. They have enabled us to:

- Build sustainable management practices
- Close our skill gaps – the broad range of optional units have enabled us to do this
- We have aligned the framework to our healthcare leadership model which was launched throughout the NHS in 2014 and this allows us to build in those competencies to ensure the framework reflects the needs of our organisation



Our graduate: Sarah Watt

Praise for Procurement Services in Supporting NHS Wales



NWSSP Procurement Services were recently honoured collectively and individually at the prestigious Heath Care Supply Association (HCSA) ceremony on 18 November in Harrogate, England.

Procurement Services received 4 awards in total reflecting some of their outstanding achievements over the past year which included the awards for Sustainable Procurement and Procurement and Supply Chain Management Collaboration.

Individually, Nic Cowley won the Chairman's Award for Lifetime Achievement with Phil Thomas winning the Emerging Talent Award.

In recognition of the Emerging Talent Award Phil said:

"For me this award was a massive honour and I felt extremely humbled and privileged to be given the opportunity to spend quality time in the company of some extremely knowledgeable and experienced procurement professionals.

I feel we all have a massive part to play within Procurement Services towards the way our hospitals are run and that is a philosophy which I constantly

emphasise to my staff no matter what role they play. By working together as a Supply Chain/ Procurement I feel we can continue evolving services and continue to provide a first class service to our customers".

Director of Procurement Services, Mark Roscrow said:

"Our success at the HCSA Awards highlights some of the outstanding sustainable and collaborative work that we undertake and demonstrates a public commitment to value our environment and are keen to ensure our supply chain does not have a negative impact on future generations.

Procurement Services has developed a culture for leading from the front and we will continue to do so on behalf of NHS Wales.

I am also delighted that 2 of our colleagues have been personally rewarded for their hard work and dedication to all aspects of the procurement process".

About the HCSA

The Heath Care Supply Association (HCSA) promotes the work of supply chain staff at all levels in healthcare. Affiliated with the Chartered Institute of Procurement and Supply (CIPS), the HCSA provides training events and educational seminars, sponsors awards and hosts a high-profile annual conference.

Over the years the Council of the Association has developed and extended its sphere of influence in matters affecting the organisation and provision of health care purchasing and supply services. The Association has been invited to submit comment to National Review bodies and to express views on proposed organisational change, and in most instances this input has helped influence the final report or decision.



This year's winners at the HCSA Awards ceremony

Strengthening Partnership working with Careers Wales and Job Centre Plus

After the success of last year's events, NWSSP Workforce, Education and Development Services (WEDS) hosted a further three NHS Wales Careers events for Jobcentre Plus and Careers Wales staff and extended the target audience to include schools and colleges.

Covering the whole of Wales and attended by 173 delegates, the events highlighted:

- Career routes not necessarily associated with the NHS and available opportunities
- NHS Wales Careers information sources
- Labour market intelligence regarding shortage areas in health.

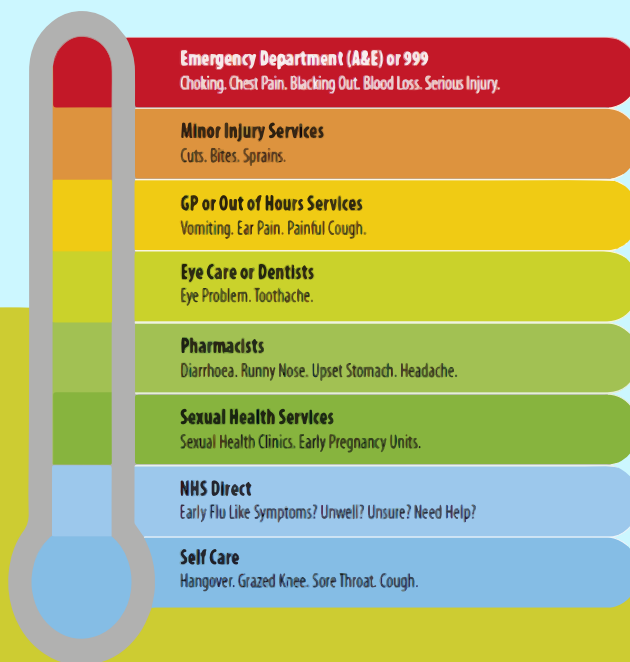
Careers advisers, work coaches and teachers play a pivotal role in delivering careers information on behalf of NHS Wales to their clients/students. In order to update their knowledge, delegates had the opportunity to attend six workshops throughout the day; the workshops varied across the three events and were tailored to meet local need.

Supported by Service colleagues and HEIs, the events were extremely successful: 83% of the delegates rated the events as excellent and 13% rated them as good.

The events not only updated advisers' knowledge but they also provided an opportunity to strengthen working relationships and collaboration with stakeholders.



The Choose Well Campaign



A paper cut, mild sunburn, or generally needing a repeat prescription. Would you visit an Emergency Department (A&E) for these? National figures reveal that only around a quarter of people who go into an Emergency Department are actually admitted as an emergency.

The Choose Well campaign assists people by linking their symptoms or injury to the right service. A [new app](#) has been developed and can be downloaded to show the pharmacies, GP surgeries, out of hours GP service and Minor injuries units close to you.

In partnership with UNISON, Shared Services Partnership is going to champion the cause of the campaign. Over the coming months a number of promotional activities will be taking place with NWSSP to highlight the importance of Choose Well.

UNISON Regional Organiser Darron Dupre, pictured above, said: "If more people could think before calling 999 or going to A&E then demand on our emergency care services and emergency ambulances could drop, leading to better care, less waits and more support for the most life threatened people in our community. The bottom line is that if all NWSSP staff choose the best way to access care, then they will likely be seen and treated quicker".

Health Secretary Vaughan Gething has announced the NHS will receive £50m to sustain and improve performance during the busy winter period – but warned we can all help free up emergency services by Choosing Well.

Vaughan Gething said:

"The NHS will receive £50m this year to sustain performance and meet the increased demand placed on services going into the winter period. We are investing in the NHS, but everyone in Wales can play their part by choosing well".

Further Information

Choose Well website
www.choosewellwales.org.uk/home

Reiterating Vaughan Gething's statement, Head of NHS Wales, Dr Andrew Goodall said:

"Choosing the right services and treatments help save you time and make sure that you and your family get the right care quickly.

For coughs, colds and minor ailments, talk to your community pharmacist first. They can give expert advice, over-the-counter medicines and prescriptions, and advise on whether you need to see a doctor".

"Choose the right service for your needs. This should reduce the wait you face and helps ensure the people who need emergency care the most get the help they need. I know NHS staff will be working hard this winter. Choose well to help them help you".

Think carefully before dialling 999 or going straight to the Emergency Department (A&E)



Journey to Excellence



NWSSP has been recognised by the Wales Quality Centre for their commitment to strengthening processes and developing staff to drive business growth at the 20th Wales Quality event held on 17 November in the Vale Hotel, Cardiff.

Our Procurement and Primary Care Services divisions were honoured with the Wales Quality Award which is based on the European Foundation for Quality Management (EFQM) European Excellence Model that helps organisations from all sectors in Wales become more competitive and sustainable through a root-and-branch review of structures and operations.

Procurement Services won the award for Resources and Partnerships whilst Primary Care Services won the award for Most Improved Organisation for the second year in succession. Year-on-year, an increasing number of organisations actively commit to improving their business methods and implement improvement plans by signing up to the highly respected business improvement model.



From left: Alex Evans and Ceri Evans accepting Primary Care Services' award

Our other divisions were also honoured for their commitment to business improvement with Employment Services receiving the Gold certificate standard, Workforce and OD, Audit and Assurance Services and Finance and Corporate Services Silver, with Specialist Estates Services attaining Bronze.

On winning the award for Primary Care Services, Director **Dave Hopkins**, said:

"Primary Care Services received the same recognition at the 2015 awards ceremony. I believe this further highlights the progress that we have made since coming together as part of NWSSP, and evidences the way all staff have bought into a culture of continuous development with a major factor being to improve the quality of everything we do".



Sharon Webber accepting Procurement Services' award



NWSSP staff being congratulated by Lucy Owen, BBC newsreader

Who are the Wales Quality Centre?

The Wales Quality Centre support organisations in Wales on their journey to excellence, to improve, to grow and achieve a viable and sustainable future. They aim to do this by:

- Promoting skills and development training
- Signposting and promoting good practice across all sectors
- Identifying excellence and innovation through their Journey to Excellence award programme
- Providing advice, guidance and mentoring services
- Encouraging Members to network and share best practice
- Match the current and future needs of business with improvement initiatives
- Helping businesses achieve International Management Standards recognition
- Enable organisations to develop, grow and improve.

Procurement Staff Help Those in Need



YOU CAN HELP

Several years ago, rather than exchange Christmas cards, Procurement Services staff Bridget Howlett, Samantha Pennington, Nicola Holder, Kate Hughes, Carolyn Clancy, Julie Fulton and Clare Goodridge, decided to give a donation to Charity.

This year they decided to make up a food hamper for Pembrokeshire Action To Combat Hardship (PATCH), a charity whose main aim is to provide short term relief to people who find themselves in a financial crisis, regardless of circumstances. They work on a referral only basis, so only people who are genuinely in need can access their services. PATCH was first started as a 'basics

bank' providing non-perishable food along with clothing and household items. PATCH currently have three basics banks and all donations stay in Pembrokeshire.

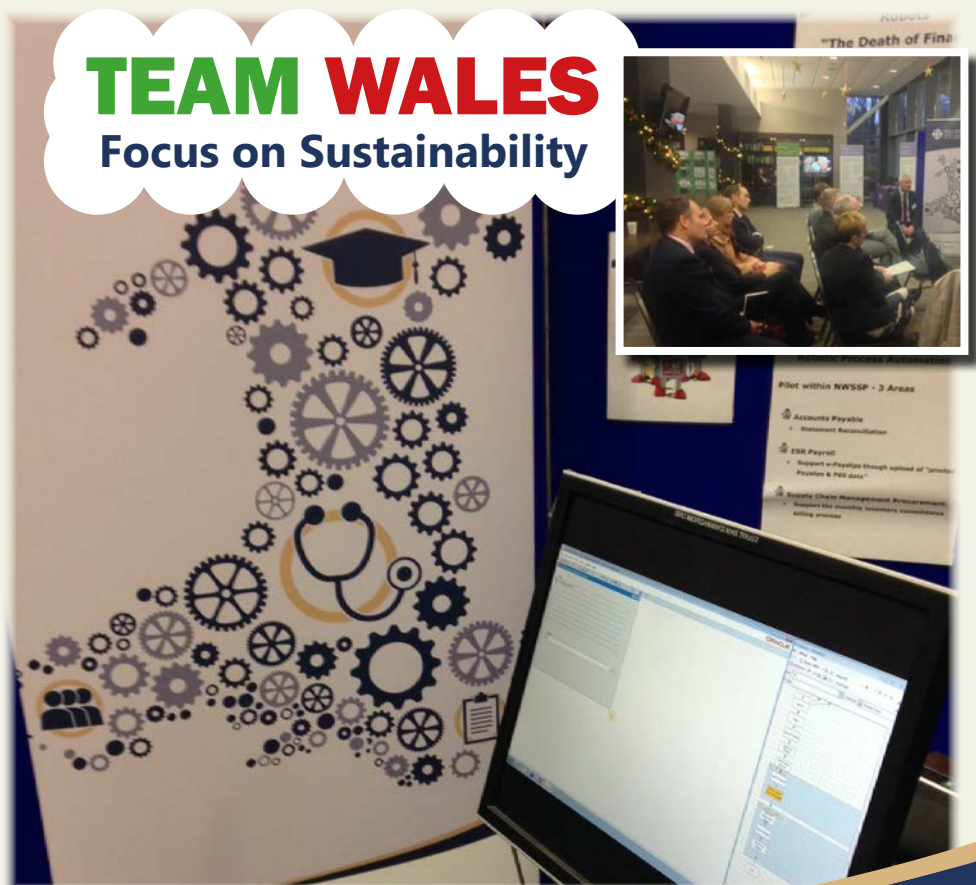
Food parcels are held in churches and other locations around the country in order to enable access to the services for those without transport.



Throughout the year a series of team Wales events are held where the Executive Boards from NHS Wales organisations gather to collectively consider how they can drive forward the provision of Healthcare to the population of Wales. On 5th December the focus of the day was Sustainability, Efficiency, Variation & Value. The day was opened by Vaughan Gething, Cabinet Secretary for Health, Wellbeing and Sport speakers including Lord Carter of Coles Discussing NHS efficiency in NHS England.

The afternoon involved a number of market place sessions where NWSSP were proud to showcase their work on robotics, clinical waste and Value Based Procurement. The marketplace stall was well attended and provoked a lot of interesting conversation. The attendees complimented NWSSP on the progress they had made with Value Based procurement and how we were guiding the way for our counterparts in England.

TEAM WALES Focus on Sustainability



IMTP Winter Planning Event

On 30th November NWSSP attended the The Integrated Medium Term Plan (IMTP) Winter Event. This is an important date in IMTP planning cycle providing an opportunity for NHS organisations across Wales to get together and discuss their IMTP's. This year the event was organised slightly differently and was in two sections.

The first section was a set of interdependency conversations between organisations. The aim was to have a targeted, 30 minute discussion regarding evolving IMTPs and emerging themes and opportunities which partners need to be aware of. NWSSP talked to five organisations and it was rewarding to have a greater understanding of how we can support them over the next three years.

Dr Andrew Goodall, Chief Executive NHS Wales spoke to the attendees in the afternoon expressing his views on how NHS Wales can continue to support each other through the planning process sharing challenges and best practice. In the afternoon there were four workshops focused on collective challenge areas for all organisations. NWSSP were pleased to be asked to support the workforce planning workshop with WEDS facilitating and demonstrating their modelling tools. The IMTP is a critical document that paves our actions and intentions over the next three years demonstrating how we can continue adding value through partnership. NWSSP IMTP 2017-2020 will be submitted to Welsh Government in March 2017



Robotic Process Automation (RPA)

The Oracle Strategy and Development (STRAD) have piloted two proofs of concept utilising Robotic Process Automation (RPA) to test the potential of using RPA solutions for NHS services. Both pilots were successful and included ABMU using "Blue Prism" RPA software as a solution to some of its basic processing tasks in order to free up resources for more added value duties, and NWSSP's Central team ebusiness services trialling "T-Plan" RPA software. The findings are being reviewed and will provide a useful platform upon which to develop future RPA processes



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