

# Procurement Services Customer Newsletter

Spring 2019

## Procurement Services launch new website

### In this edition

Introducing the new  
eEnablement training team

Place Based Care and  
enhancing resilience in the  
community

Renewal of the All Wales  
Lymphoedema & Compression  
Products contract

Every Little Helps! Doing our  
bit for winter pressures...



Health Courier  
Services update



GIG  
CYMRU  
NHS  
WALES

Partneriaeth  
Cydwasaethau  
Gwasanaethau Caffael

Shared Services  
Partnership  
Procurement Services

# Welcome

## Director of Procurement Services

### Mark Roscrow MBE

Welcome to the latest edition of our customer newsletter.

As we move into a new financial year we have faced the normal pressures that the year end has to offer but with the additional challenge of Brexit. This has dominated our agenda for the past few months as we have moved towards a possible "no deal". At the time of writing the position is still not clear and so we have had to work on the worst case scenario. This has involved a considerable amount of work on behalf of our staff across a number of areas and they have done a remarkable job to get us to the position we are in so a huge thank you to all who have played a part in this.

The main focus has been the acquisition of a new store which with Welsh Government support has been bought to not only limit our risk exposure on medical disposable and clinical items (the range of products we normally hold) but also an opportunity to provide a number of more strategic services to NHS Wales and the wider public sector. This has received a considerable amount of press coverage in the past week or so, as we have continued to set up the store and receive products.

To support this a National Call Centre has been established which will operate across the UK and will link into additional transport capacity should this be required. This includes additional space on ferry crossings as well as air freight should this be needed.

To work alongside this Wales will establish its own triage process and again staff have helped to both set this up and to test it both within Wales and Nationally. This has also required a considerable amount of work and will be the focus for any problems relating to medical and clinical consumable items.

A separate but related system has been established for both Pharmacy and blood products. We have also worked with suppliers to undertake a risk assessment of the arrangements they have put in place to support a no deal and will continue to monitor these positions as time goes on.

Whilst Brexit has dominated the agenda colleagues have continued to do the "day job" which included preparing a detail plan as part of our IMTP process as well as managing another year end capital rush. The boundary changes within Cwm Taf Bro Morgannwg University Health Board and Swansea Bay University Health Board have also provided a major challenge and I am grateful to colleagues Helen James and Esther Price for battling through the required changes which I know were not easy at times.

I hope the newsletter gives you a feel for some of the work we have been doing and as always we welcome any articles so if you feel you have a contribution to make please contact [Leanne Wright](#).




#### Thank you for reading our newsletter

If you would like further information on any of the articles contained within this newsletter or would like to submit an article for the next edition please contact: [alex.curley@wales.nhs.uk](mailto:alex.curley@wales.nhs.uk)



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# Introducing the new eEnablement training team

The eEnablement training team consists of:

- Matthew Jones, Training Development Lead
- Tracey Sullivan, Training Officer
- Diane Perkins, Training Support Assistant.

Our Primary focus is on delivering Oracle iProcurement classroom sessions to end users in various Trusts and Health Boards across Wales. These are received very well by end users and we are always working to improve these sessions to ensure the staff receive the best training possible.

Recently we have started delivering training online using the Skype for Business tool and this has proved to be a big hit with our customers by reducing the need for staff to travel long distances to attend training sessions.

Starting with delivering our Oracle iProcurement Approver sessions via Skype we have also delivered our first "Oracle Iproc Refresher" webinars. The subject of the first webinar was receipting to coincide with the end of year and the feedback received has been very positive. We are now aiming to hold additional seminars in the coming months.

## What is Skype for Business?

It allows you to partake in meetings / training from the comfort of your own desk. You can view and listen to the content being presented as well as interacting with any questions or discussions.

## What do I need to use it?

A computer with speakers/headphone socket OR telephone and internet connection.

Also, we will soon be delivering our first iProcurement webinars using Skype. These sessions will be utilising the technology to deliver 'refresher' training to existing users, specialise in delivering lessons on specific topics i.e. receipting, explaining new/complicated processes on various systems.



Our Oracle iProcurement video guides have recently been rolled out across many health organisations and made accessible via the Shop front page within Oracle iProcurement. By making these guides available when needed, this should provide help and guidance to ensure that requisitions and orders are placed accurately and should have an impact on our IOH statistics.

The eEnablement Training team have recently supported the roll out of Actionpoint across all frontline teams with classroom sessions and the development of online training videos. These online guides can be found [here](#) (NHS Wales link required to view videos).

Should you have any questions regarding any of the above, please feel free to contact our team via the Procurement Service helpdesk:  
[NWSSP.Procurement servicedesk@wales.nhs.uk](mailto:NWSSP.Procurement servicedesk@wales.nhs.uk)

# E-referrals available to GDPs in Swansea Bay and Hywel Dda University Health Boards

The new Dental e-referral Management System allowing General Dental Practitioners (GDPs) to send referrals electronically via nationally agreed templates has gone live in Swansea Bay and Hywel Dda Health Boards.

Electronic referrals will be received by clinicians quicker, ensuring patients with urgent needs can be seen much sooner.

The system also allows high quality radiographs to be attached to referrals and allows patients and referring dentists to easily track referral status. Health Boards can also use the data collected from electronic referrals to assess services.

The new system covers all specialties across primary and secondary care including:

- Orthodontists
- Oral Surgery
- Oral Maxillofacial Surgery
- Oral Medicine
- Restorative Dentistry
- Community Dental Services (Paeds and Special Care)
- Urgent suspected cancers.

NHS Wales Informatics Service is looking to roll the system out later this spring to other Health Boards after initial evaluations.

**Further information can be found on the website:**

<https://www.dental-referrals.nhs.wales>

or via [Katharine Fletcher](#).



# Procurement Services launch new website

**After several months of hard work, we are delighted to announce the launch of our new website!**

We have such a broad range of value-adding services to offer our clients that our old website could no longer communicate them effectively. This meant that users could not always find the information they wanted and were often unaware of additional ways that we could help them to make significant cost savings.

Following customer feedback through our satisfaction surveys, we have worked with members of the procurement services communication group, to develop a new look for the website that would help us provide a better experience.

In line with our ongoing commitment to excellent customer service, you should find our new website easier to use, with the information you need more accessible. We have spent time making sure it is straightforward to use for a range of audiences, all in the name of making our customers lives easier.

The new website can be found under the NHS Wales Shared Services Partnership website by clicking on Procurement services or directly at: <http://www.nwssp.wales.nhs.uk/procurement-services>

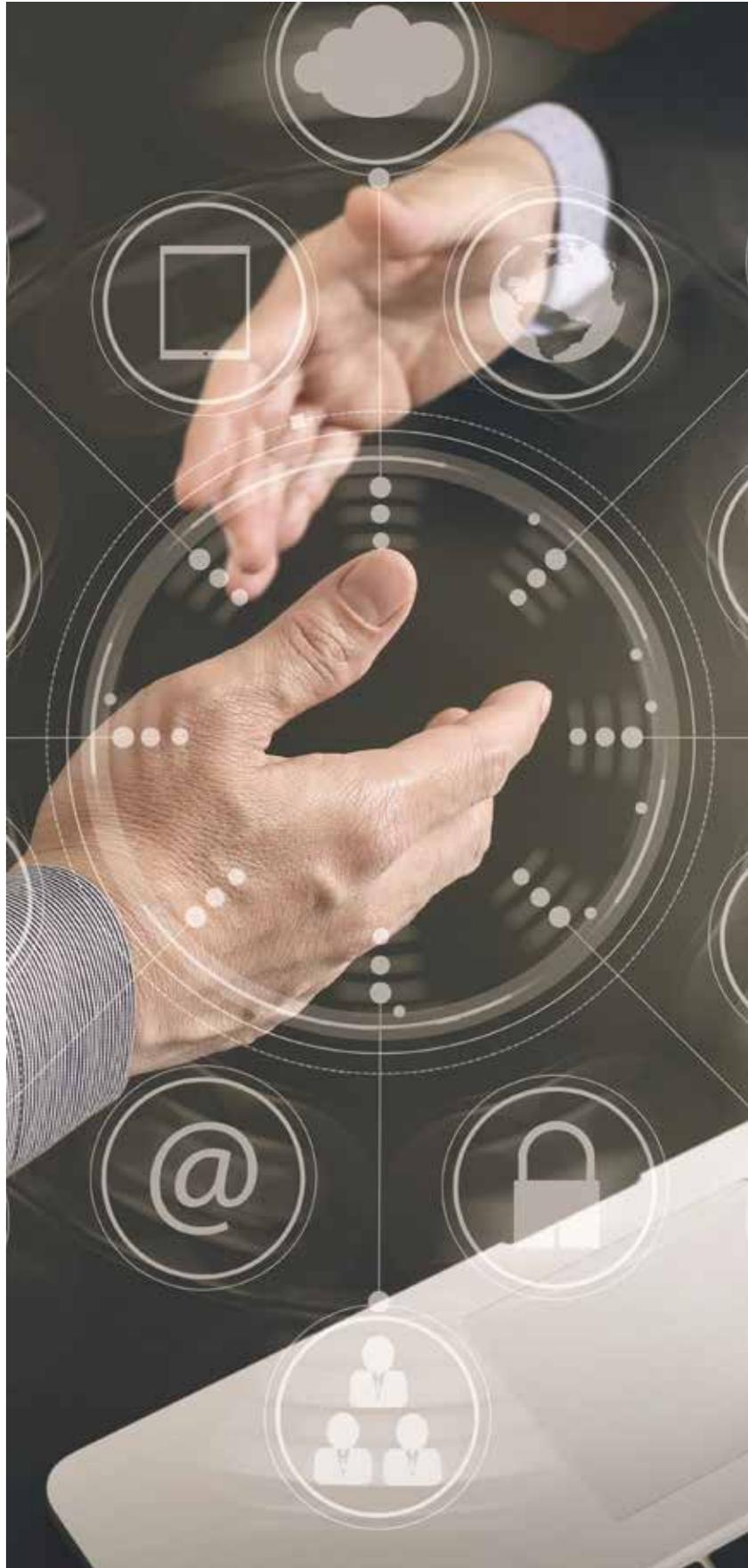
NHS Wales Staff / Customers can also find additional information on our intranet pages at: <http://nww.sharedservicespartnership.wales.nhs.uk/procurement-services>

Internet pages are also available in both English and Welsh.

Explore the website to find out more about our services, stakeholder groups, meet our teams and read up on the latest news from Procurement Services.

**We hope you will love the new site as much as we do!**

Should you have any feedback on the new website or if there is more information you like available via the site please let us know by dropping us an email via: [procurementservicesenquiries@wales.nhs.uk](mailto:procurementservicesenquiries@wales.nhs.uk)



# Place Based Care and enhancing resilience in the community



Aneurin Bevan University Health Board (ABUHB) is testing the national Primary Care model using Transformational Funding consequent to the publication of "A Healthier Wales" and the Strategic Programme for Primary Care in Wales. As part of this work a programme is being rolled out to reduce reliance on the unscheduled care pathway and to eventually reduce avoidable emergency admissions into secondary care by allowing greater access to information, advice and support within the community.

This work will include the establishment of place based integrated community teams, working within practices and following a Multi-Disciplinary Team approach, including social and well-being care as significant partners. There will be structured links to the Integrated Well-Being Networks already established in each "place" and the programme also aims to create resilience and compassion within the local communities. This will be achieved using Asset Based Community Development, creating communities which are independent and less reliant on health and social care services.

To support and enhance community resilience, the NWSSP Frontline Procurement Team, led by Rob Type, working alongside colleagues from Primary Care in the ABUHB have successfully run a competitive tender exercise and Compassionate Communities UK have been awarded the contract. A Compassionate Communities UK programme in Frome, Somerset has been successful in reducing emergency admissions to hospital by 30% over the last 3 years. Emergency admissions account for nearly 20% of the £110 billion healthcare budget in England.

The Frome Medical Practice, serving a population of 28,000, were successful in this by combining a Compassionate Communities UK programme of community development with routine medical care. This approach prioritizes social relationships as key to enabling health and well-being.

The expectation within ABUHB is that a successful implementation of this contract will result in care closer to home and eventually significant reductions in emergency admissions to the acute services. The successful bidder will draw on their experience from the Frome Medical Practice to make this a success within ABUHB.

# Successful exercise undertaken for patient wigs

Betsi Cadwaladr University Health Board Local Procurement team has recently conducted a competitive tendering process for a Fully Managed Wig Service for the supply, fitting and cutting of wigs for patients suffering with hair loss either through medical treatments such as Chemotherapy or conditions such as Alopecia.

Procurement Services conducted a competitive tender process following the OJEU open procedure. Four suppliers submitted responses to Invitation To Tender (ITT).

The technical responses were scored by the project group and as all suppliers met the essential criteria all four suppliers were invited to deliver a short 15-minute presentation detailing an overview of the service they could offer covering all points of the specification to enable the project group to conclude its scoring of the Technical Envelope.

Suppliers were also asked to provide samples of the wigs they could provide. The project group reviewed the wig selection to ensure suppliers could offer a range of styles, lengths and colours.

As each patient is provided with a voucher to obtain a wig from the contracted suppliers, the highest number of styles/ colours of voucher value wigs ranked highest in the commercial envelope. The non-ranked framework was awarded to three successful suppliers Hair Fairy, Morgans Wigs and The Wiggins.



Hair Fairy will run a wig fitting session every Thursday at Ysbyty Wrexham Maelor or patients can choose to visit the hair fairies in their salon in Liverpool. Tracy the owner is herself an Alopecian and through her personal ongoing experience of hair loss is able to pass on valuable information on how to manage the experience. Hair Fairy also have exciting plans to build a sensory garden in Spring 2019 for patients to relax in.

Morgans Wigs have three salons in North Wales that patients can visit based in Llandudno, Prestatyn and Chester with private wig fitting rooms available at each site.

The Wiggins will run a wig fitting session every Wednesday at Ysbyty Gwynedd, Bangor or patients can visit their salon in Liverpool.

In addition, all suppliers are prepared to make home visits to patients temporarily unable to attend an appointment.

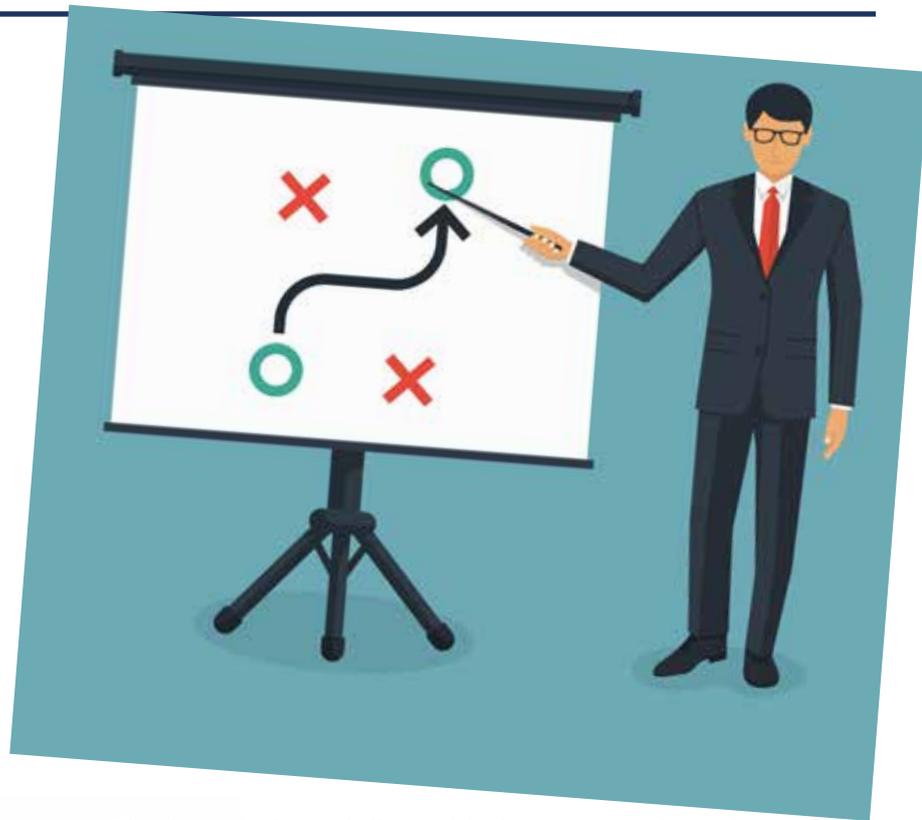
The North Wales Cancer Service with support from Procurement Services will manage the contract through bi-annual contract review meetings to ensure that patients are continually offered plentiful wig choices and to monitor patient feedback.

# Commissioning Sourcing Team update

The Commissioning Sourcing Team, based in Companies House, Cardiff, has recently finalised a contract award for the Provision of a Diploma in Planning.

Prior to the award of the contract there was no provision for such a qualification throughout the UK. The team worked closely with planning colleagues in Welsh Government, Health Boards and Trusts to design and deliver the qualification for NHS Wales.

The successful academic institution, Cardiff University, will liaise directly with NHS Wales and Welsh Government to finalise course and module content, before accrediting the course internally to ensure the diploma meets appropriate academic institution guidelines and standards.



The knowledge, skills and behaviours to be achieved include:

- Strategic development: horizon scanning, political and legislative understanding
- Gathering and using data, use of resource planning tools, health analysis, co-production
- Modelling resource across whole patient pathway: demand & capacity, workforce
- Business case development, service specification development, evaluation monitoring metrics, benefits realisation
- Financial Planning.

The course will begin in September 2019 for a cohort of 25 students, which includes an allocated space for a member of NWSSP staff. By the end of the contract award, 125 students will have attained their Diploma in Planning.

For further information please contact:  
 Gemma Roscrow, Category Manager  
[gemma.roscrow@wales.nhs.uk](mailto:gemma.roscrow@wales.nhs.uk)  
 or  
 Jannine Crees, Senior Category Manager  
[jannine.Ccrees@wales.nhs.uk](mailto:jannine.Ccrees@wales.nhs.uk)



# Renewal of the All Wales Lymphoedema & Compression Products contract



Mark 2 HATRA hosiery pressure tester

We recently underwent a procurement process for the renewal of the All Wales Lymphoedema & Compression Products contract, which was first awarded in 2014 and ran for 4 years.

The contract covers a range of compression garments such as off the shelf and made to measure upper and lower limb garments (arm-sleeves & stockings) for the treatment of various types of oedema, but also include miscellaneous products such as wraps, glue, toe caps and donning aids.

We worked closely with the Lymphoedema Network in Wales to establish specifications for the products and agree a strategy for the contract that puts quality at the forefront whilst achieving significant reductions in cost through the rationalisation of products in use across Wales.

The new contract incorporates a service redesign undergone by Lymphoedema Network Wales (LNW) to improve the process that Lymphoedema Patients undertake to receive compression garments. All compression garments will be procured under secondary care via the All Wales contract rather than the existing process of prescriptions.

This results in an additional expenditure of approximately £1 million per annum being reassigned from prescription expenditure to contract expenditure.

The new model aims to result in garments being issued instantly (immediate treatment), decrease in GP appointments, a reduction in prescriptions errors and cost savings.

The contract process is notable for its inclusion of testing undertaken by the Surgical Materials Testing Laboratory (SMTL) to verify the claims made by manufacturers in respect of the compression profile provided by many of the products on contract.

Selected products, as defined in the specification, underwent a bench top evaluation and SMTL testing.

The bench top was attended by procurement services, clinicians and Lymphoedema patients, who donned garments made to their measurements.

As well as looking at the actual products, certain packaging was also checked for compliance against the MHRA and Medical Device Directive.

Within a number of Lots, products which passed the bench top evaluations proceeded to SMTL testing. SMTL tested the compression profile of a range of garments to British standard using a Mark 2 HATRA hosiery pressure tester.

Products that were found to not comply with the compression levels indicated in the tender or found to give a negative pressure gradient were eliminated from proceeding any further in the tender process.

The contract forms the basis for a National Lymphoedema compression formulary which was developed by clinicians. The products on the formulary mirror those awarded on the contract which ensures best practice and the standardisation of care throughout Wales.

To raise awareness of the new contract and subsequent formulary, Lymphoedema Network Wales hosted an event where suppliers were invited to provide a workshop to briefly discuss their products which had been awarded on the contract.

The day was attended by Lymphoedema, tissue viability and community nurses from across Wales and provided an opportunity to discuss and view the contracted products first hand.

In addition to supporting prudent healthcare principles and improving patient care, the procurement process has realised a saving opportunity of £123,000 (inclusive of VAT) per annum based on current usage.

# Every Little Helps! Doing our bit for winter pressures...

A £20 million package of additional funding was announced in October 2018 to help ease the pressures on NHS Wales over the Winter period. Health Boards received £16m of that funding to provide care closer to home, ensure sufficient hospital capacity and help people go home when they are ready.

The Sourcing Commissioning team recently supported Welsh Government with establishing a pastoral care and assisted discharge/re-settlement service in the majority of Wales' Emergency Departments. The service is being delivered & supported by the British Red Cross. The pilot service is currently live and due to expire at the end of March 2019.

The service is working extremely well with some very encouraging feedback from patients and NHS frontline staff. To date some 14,000 patients have benefited from the service. The patients being supported are more often than not frail, vulnerable and isolated. The service works on a referral basis against a number of criteria although the BRC try and accommodate as many individuals as current capacity permits. An assessment of the pilot will be undertaken post the end of March 2019 to assess the benefits and impact on alleviating Winter pressures in A&E.



In addition to the above, the Commissioning Team has also facilitated as part of the Winter Pressures funding the procurement of over 340 Lifting Devices to Care/Nursing Homes across Wales. This initiative emanated from the recent Ambulance Service "Amber Review". One of the main findings of the Amber review was that calls to ambulance services in Wales have increased by 11.3%.

The Amber Review also found that a significant call on ambulance service resources were calls to care homes to assess persons whom have fallen. The Amber Review recognised that the Welsh Ambulance Service had provided a small number of nursing homes in Wales with lifting equipment and training and the review stated that; *"an expansion of this work should be explored"*.

Building on initial work by WAST, funding was made available to procure these lifting devices for a cohort of Care/Nursing Homes (Phase 1) including training & supported by a Falls Assessment tool. Evidence already exists that supports reductions in ambulances moving falls patients into A&E from Care Homes where these lifting devices are made available.



Post March 2019 a benefits realisation assessment will be undertaken to assess impact. Recently a third project has emerged which is a "Healthy at Home Winter initiative" service. This service is being piloted at a number of A&E Departments and primarily offers frail/elderly patients with co-morbid conditions such as dementia with a home safety service. This offers a preventative assessment on the patients dwelling making sure it's safe, warm and conducive to better health & wellbeing.

Further information: Nic Cowley, Head of Sourcing Commissioning Team: [nic.cowley@wales.nhs.uk](mailto:nic.cowley@wales.nhs.uk)

## Pharmacy, Appliances & Dressings Medicines Acute Team update - Adalimumab

The Pharmacy, Appliances & Dressings Medicines Acute team recently concluded the contract for the supply of Adalimumab following the loss of exclusivity of the branded drug Humira (supplied by Abbvie Ltd) on 16th October 2018.

Adalimumab is an anti-inflammatory & Tumour Necrosis Factor Alpha (TNF $\alpha$ ) Inhibitor and is approved for the treatment of multiple medical conditions including moderate to severe rheumatoid arthritis, active and progressive psoriatic arthritis, severe active ankylosing spondylitis, Crohn's disease, and ulcerative colitis. Approximately 60,000 patients in the UK were in receipt of Humira with a large cohort of patients receiving the medicine via a homecare service. In terms of revenue Humira was the world's number one selling medicine, and significant savings were anticipated following the loss of exclusivity and the introduction of competition to the market.

During 2018 the Medicines Acute team monitored the market for potential availability of biosimilar medicines, and engaged with colleagues in England and Scotland regarding potential tender approaches and the impact on homecare. The prospect of market competition via the imminent availability of biosimilars prompted Abbvie Ltd to reduce the price of Humira with effect from 01 November 2018, this achieved an annual saving of £5,913,944 per annum against an All Wales spend of £10,752,625.

In line with the other home nations the All Wales tender was issued in October 2018 for the contract to commence on 1st December 2018. Working with the All Wales Drug Contracting Committee (AWDCC) the Medicines Acute team awarded a multi supplier framework for Adalimumab (the originator plus 4 biosimilar medicines), resulting in an additional savings opportunity of £2,688,156 per annum which will be achieved when Health Boards switch patients to the biosimilar medicines.

The All Wales Framework Agreement offers patients in Wales access to all available presentations of Adalimumab, including administration by pre-filled pens, pre-filled syringes and medicines with and without citrate. The Agreement also encompasses a number of homecare providers, enabling Health Boards to provide the optimum homecare to patients within their own homes.

The Medicines Acute team will monitor the switching of patients to the new biosimilar medicines, and benchmarking activity will continue across the home nations.



For further information please contact:  
[Jennifer Tresilian](#), Category Manager, Medicines Homecare  
Tel: 02920 903873

# All Wales Clinical Sourcing Team update

The team is currently evaluating the tender responses for an All Wales Ophthalmology Surgery & Orthoptic Consumables Framework Agreement (CLI-OUEU-39132) & All Wales Point of Care Testing Anti-Coagulation Monitoring (CLI-OJEU-40138).

There are a number of new contract areas that are now live tenders for the supply market to respond to:

- All Wales Sterilisation & Decontamination Consumables Framework Agreement (CLI-OJEU-40703)
- All Wales Pathology Consumables Framework Agreement (CLI-OJEU- 40707)

The renewal for the AW Standard & Custom Procedure Packs (CLI-OJEU-39030) has also just been published.



# Medical Sourcing Team update

## Respiratory Therapy and Accessories

The contract for CPAP Consumables was recently replaced by the Respiratory Therapy and Accessories contract. In addition to CPAP Devices, Humidifiers, Masks, and Tubing, the All Wales contract now incorporates Infant Bonnets, Infant Masks, Infant Headgear, PEEP Valves, Spare Parts for all Masks, and other associated accessories.

To ensure quality has been met by the suppliers awarded, a working group of clinicians from across Health Boards was established to develop a specification, clinicians were also invited to take part in a bench top assessment day to evaluate supplier's submissions against the specification.

As part of the evaluation of CPAP devices additional testing was undertaken by EBME to measure pressure and flow accuracy of the devices to ensure they are within defined parameters.

For further details on this contract please contact: [NWSSPPurchase.MedicalTeam@wales.nhs.uk](mailto:NWSSPPurchase.MedicalTeam@wales.nhs.uk)



## Theatre Wear

NWSSP Procurement Services recently completed the award of the Theatre Wear contract delivering annual savings of £172,034.51 (20%) across Health Boards in Wales. The contract includes Patient Gowns, Disposable Briefs, Surgical Gowns, Surgical Face-masks, Surgical Caps & Hoods, Surgical Aprons, and Protective Eye-wear.

Whilst significant savings have been achieved quality has been ensured through a robust evaluation undertaken by users, which was supported by testing conducted by the Surgical Materials Testing Laboratory (SMTL) to demonstrate conformance to BE EN 13795.

Testing undertaken shows that the items awarded provide the levels of protection set out in the standard for the areas below:

- Resistance to Liquid Penetration
- Resistance to Dry Microbial Penetration
- Cleanliness – Linting and Particle Matter
- Tensile Strength.

For further details on this contract please e-mail [NWSSPPurchase.MedicalTeam@wales.nhs.uk](mailto:NWSSPPurchase.MedicalTeam@wales.nhs.uk)

# Medical Sourcing Team update (continued)

## Medical Sourcing Team are now using Action Point



Any queries, complaints, contract issues, and compliments relating to Medical Category areas can now be sent to [NWSSPProurement.MedicalTeam@wales.nhs.uk](mailto:NWSSPProurement.MedicalTeam@wales.nhs.uk), where resolution will be managed via Action Point.

All calls will be allocated a priority level depending on the severity of the issue and a member of the team will respond within the allotted timeframe.

Category areas managed by the Medical Team include:

<b>Anaesthetics &amp; IV Therapy</b>	
Airway Management	Respiratory Therapy & Accessories
Breathing Filters & Masks	Speciality Oxygen
Breathing Systems & Consumables (Circuits)	Speciality Syringes & Needles
Dressings IV	Syringes & Needles
Laryngectomy & Tracheostomy Consumables	Vascular Access Accessories
Laryngoscope Blades	Vascular Access Devices (Safety)
Neuraxial Devices	Vascular Access Devices (Standard)
Oxygen Equipment	Ventilator Therapy & Accessories
Oxygen Therapy	-
<b>General Medical &amp; Diagnostics</b>	
ECG Electrodes & Defibrillation Pads	Medical Chart & Monitoring Paper
ENT Patient Assessment	Patient Identification Wristbands
Enteral Feeding Consumables	Patient Monitoring
Faecal Management Systems	Thermometry
General Medical & Assessment Consumables	Urine Meters
Urology	-
<b>Theatre Consumables</b>	
Chest & Wound Drainage	Suction Catheters & Tubing
Electrosurgical Instrumentation	Surgeons Gloves
Examination Gloves	Surgical Instruments
Haemostatic Products	Theatre Disposables
Laparoscopic Consumables	Theatre Drapes
Patient Temperature Management	Theatre Footwear
Skin & Wound Closure	Theatre Wear

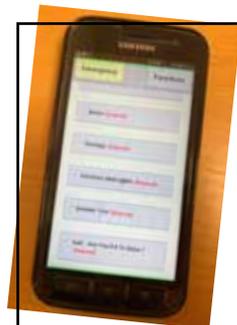
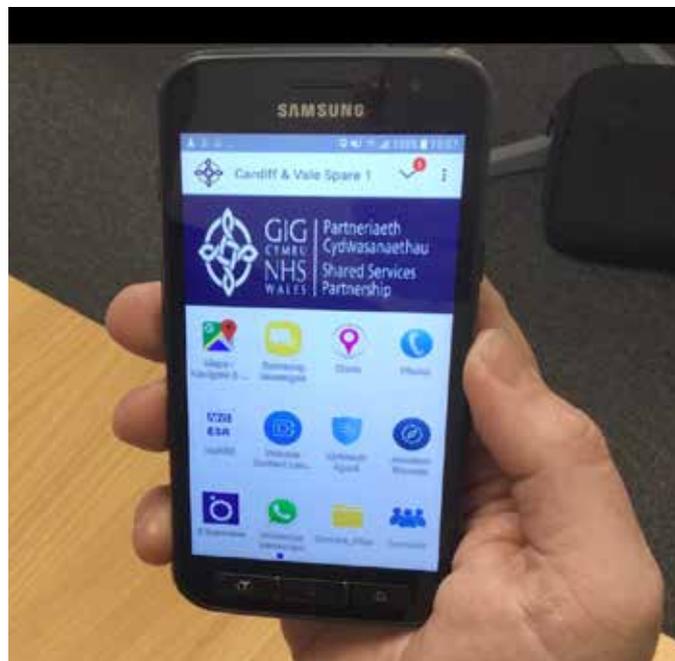
# Health Courier Services update

## Innovation

The Health Courier Service (HCS) has recently introduced a number of improvements in the way it gathers information regarding the services provided. We have worked in partnership with Vodafone UK to develop a bespoke, custom based Personal Digital Assistant (PDA) for staff to use. This has enabled us to manage digital equipment and data in a safe and secure manner.

Our PDAs are managed via a Mobile Data Management system (MDM) which allows us to govern which applications can be installed, restrict access to the internet, more importantly it has presented opportunities for share documents such as training materials, bulletins and role specific health & safety publications via an encrypted document locker.

In addition to this, we have worked closely with Cleric Software Solutions to develop and enhance their mobile application 'APTS' for our requirements.



The application collects information such as confirmation daily vehicle checks are undertaken, status codes i.e. mobile, pick up, drop off data. We are also able to record electronic signatures for delivery of high value items, take photographs of unsafe packages and upload these to the specific journey reference etc.

Users are also able to add 'new consignments' onto the system via the app, this provides opportunities to record 'ad-hoc' items as there are being transported as opposed to being entered retrospectively.

The collection and delivery of pathology specimens between GP surgeries, clinics and hospitals in Wales, a two hour window has been set between pick up and drop off. A recent appraisal of data, which originates in the information generated by HCS Operatives through their interactions with the PDA has identified this is being achieved at around 89.4%.



As we progress in streamlining this process and introducing more services in Wales, the use of this technology will be pivotal in determining how we advance our service in areas where we don't currently have a footprint.

# Health Courier Services update (continued)

## Communication Hub at Westpoint

Improvements have also been introduced at our HCS Communication Hub at Westpoint. Over the last year, we've experienced a significant increase in call volumes following an agreement that HCS will facilitate a 'booking' service for patients and healthcare professionals within the Cwm Taf Bro Morgannwg University Health Board area for the delivery and collection of clinical waste materials.

This has been further extended following a campaign to raise awareness of the services provide NHS Wales and our partners through social media, information leaflets and an informational video promoting the service. As a result we are managing more calls.

Over the next few months, we'll be managing calls on behalf of the Welsh Blood Service in Wrexham, Aneurin Bevan University Health Board, as part of this the importance of excelling customer service expectations is essential.

To make sure we are consistent and follow a defined standard, we've issued training and information to the staff at Westpoint on how to deal with calls effectively.



**HCS Communications Hub Procedures**

**NHS Wales Shared Services Partnership  
Health Courier Service (HCS)**

**Westpoint Communication Hub Operating  
Procedures**



By: **Gildas Griffiths (MCI, Tech IOSH) & Tracey Chatfield**

Dated: **07 February 2019**      Version: **1.0**



**HCS Communications Hub Procedures**

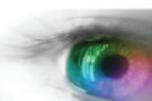
**The procedures outlined in this booklet are designed to:**

- ✓ Explain basic principles & the procedures you need to follow
- ✓ Outline our expectations in dealing with service users
- ✓ Inform you of our hours of work
- ✓ Provide instruction of how to manage 'Blue Light' calls
- ✓ Outline how to manage taxi journeys
- ✓ Explain to how to manage 24/7, Clinical Waste & per-planned work etc.
- ✓ Outline basic principles of Radioactive & Blood products
- ✓ Guidance on how to manage unforeseen circumstances

Any information provided in this document is designed to be used in conjunction with your induction & Cleric Training. Please do not hesitate to contact your Line Manager if you need any further instruction, guidance or training.

**Our Vision and Mission**

**Our Vision** To be recognised as a world class shared service through the excellence of our people, services and processes



**Our Mission** To enable the delivery of world class Public Services in Wales through customer-focus, collaboration and innovation



2 NWSSP HCS CONTROL USER HANDBOOK

