



The Northern NHS  
HOTEL SERVICES TRAINING ADVISORY GROUP

Present a one-day

# **PORTERING & TRANSPORT SERVICES STUDY DAY**

to be held on

**WEDNESDAY, 18<sup>TH</sup> NOVEMBER 2009**

at

CLAYTON PARK CONFERENCE AND LEARNING CENTRE,  
Clitheroe Conference Room,  
Junction 7 Business Park, Blackburn Road,  
Clayton le Moors, Accrington, BB5 5JW

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The Hotel Services Training Advisory Group invite you to a lively and informative study day.

The day will cover a wide range of topical subjects from Health & Safety to Transport Fleet Management.

This workshop will be of special interest to first line managers, supervisors and team leaders, working in these service areas.

The cost of attending the conference is £100.00 per person. This includes attendance at the conference, course handouts, coffee/tea on arrival, mid morning coffee/tea, two-course lunch and afternoon tea/coffee.

**A CERTIFICATE OF ATTENDANCE WILL BE ISSUED TO ALL DELEGATES WHO ATTEND THIS NORTHERN NHS HOTEL SERVICES TRAINING ADVISORY GROUP EVENT**

To find out more about our events please visit [www.northerntag.org.uk](http://www.northerntag.org.uk)

## **PORTERING & TRANSPORT SERVICES STUDY DAY**

**WEDNESDAY, 18<sup>TH</sup> NOVEMBER 2009**

### **PROGRAMME**

8.45am Registration  
Coffee and Tea

9.15am **WELCOME AND INTRODUCTION**

**Presenter – ALISON SLATER**  
(Chair of the Hotel Services TAG)  
Assistant Director - Hotel Services,  
Lancashire Teaching Hospitals NHS  
Foundation Trust

9.30am **INFECTION CONTROL**

**Presenter – ESTHER TABORN**  
Infection Prevention and Control Matron,  
Lancashire Teaching Hospitals NHS  
Foundation Trust

10.15am **HEALTH AND SAFETY**

**Presenter – TREVOR LOFTUS**  
Head of Physical Risk and Emergency  
Preparedness, Lancashire Teaching  
Hospitals NHS Foundation Trust

11.15am Mid Morning Coffee and Tea

11.30am **FLEET DRIVING RISK MANAGEMENT**

**Presenter – TIM BARKER**  
Managing Director, Specialist Training &  
Consultancy Services Ltd

12.30pm **IMAGE**

**Presenter – YVONNE WIDDOWS**  
Senior Site Services Manager,  
Blackpool, Fylde & Wyre Hospitals NHS  
Foundation Trust

1.00pm BUFFET LUNCH served in the  
Whalley Room

1.45pm **BUILDING YOUR TEAM**

- **GROUP WORK**

**Facilitators:**

**PAM STANSFIELD**  
Trust Head of Catering,  
Pennine Acute Hospitals NHS Trust

**MARION GILDERT**  
Domestic Services Manager,  
Lancashire Teaching Hospitals NHS  
Foundation Trust

2.30pm **DIVERSITY & EQUALITY MATTERS**

**Presenter – DEREK WESTON**  
Head of Diversity & Equality,  
NHS East Lancashire

3.15pm Afternoon Tea and Coffee

3.30pm **WASTE MANAGEMENT**

**Presenter – JAMIE MacDONALD**  
Energy & Environment Officer,  
Blackpool, Fylde & Wyre Hospitals NHS  
Foundation Trust

4.00pm **SUMMARY, FEEDBACK AND CLOSURE**

4.15pm **CLOSE OF CONFERENCE**

**SAFE JOURNEY HOME**

## **PORTERING & TRANSPORT SERVICES STUDY DAY**

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### **ABOUT THE SPEAKERS**

#### **ALISON SLATER**

Chair of the Hotel Services TAG and Facilities Manager, Lancashire Teaching Hospitals NHS Foundation Trust

Alison has worked for over twenty years in the NHS across the North West, initially within catering services but moving across into Hotel Services in 1986 when this new role was starting to be developed. Prior to joining the NHS, Alison was a restaurant manager for FW Woolworth in a number of large stores across the country. Outside of work, Alison is an enthusiastic football supporter and a National Trust Volunteer. Alison feels that the profile of Hotel Services within any hospital or clinic setting is linked to Patient Choice and Customer Satisfaction and that the Hotel Services Training Advisory Group has an important role in supporting the development of front line service staff.

#### **ESTHER TABORN**

Infection Prevention and Control Matron, Lancashire Teaching Hospitals NHS Foundation Trust

Esther is one of the two Infection Prevention and Control Matrons at Lancashire Teaching Hospitals NHS Foundation Trust (LTH). She joined LTH fairly recently early in 2009 in order to head up the clinical team providing day to day infection prevention and control advice. Esther has worked in nursing since 1991 both in the NHS, overseas and private sector. She has a broad range of experience from critical care to community nursing. Her interests include reading, live music, organic gardening and keeping worms!!

#### **TREVOR LOFTUS**

Head of Physical Risk and Emergency Preparedness, Lancashire Teaching Hospitals NHS Foundation Trust

Trevor is the Physical Risk Manager for Lancashire Teaching Hospitals NHS Foundation Trust. He is a relative newcomer to the health service, having spent twenty-six years in the Royal Air Force and latterly six years as a health and safety advisor in industry. On leaving the service he became health and safety advisor to a large engineering company in Preston before moving to the same post for a company who install electronic security systems in such diverse areas as: nuclear power stations, motorway tunnels and bridges and railway systems. This is Trevor's second career, having spent twenty six years in the Royal Air Force, most of which was spent in the RAF Mountain Rescue Service where he commanded a Rescue Team and became involved in accident investigation for both aircraft crashes and mountaineering incidents of all types. So now when the phone rings at three o'clock on a freezing January morning, it will be a wrong number and not the call to go and spend several hours or days in awful weather looking for an aeroplane or missing person. Later he became the RAF specialist advisor on the carriage of dangerous goods by road before finishing his RAF career

teaching leadership and management. He holds a masters degree in Health and Safety Law and in Environmental Law, is a corporate member of the Institution of Occupational Safety and Health and is a Registered Safety Practitioner. Hobbies are wildlife painting and walking.

#### **TIM BARKER**

Managing Director, Specialist Training & Consultancy Services Ltd

Tim is the Managing Director of Specialist Training and Consultancy Services Ltd. Specialist is an East Lancashire based company that provides training courses and consultancy expertise to Industry. It has successfully provided a wide range of courses and consultancy products to a large number of organisations over the years but most notably to the road transport industry. With the exception of the time spent gaining Bachelors and Masters degrees at university, Tim has spent nearly all his career in Transport. This included military service in the Royal Corps of Transport which involved the operational management of a variety of unusual vehicle types and even more unusual operations. Over the last ten years Tim has been the MD at Specialist. He has been involved in the development of a number of courses and consultancy products aimed at making drivers safer and more fuel efficient and helping companies to optimise the management of their transport resources. He has developed nationally approved courses for safe and fuel efficient driving, and has developed and introduced Driving Risk Management (DRM) processes to a number of companies and NHS Trusts. He presents regularly on subjects ranging from DRM and Fuel Efficient Fleets to the Driver Certificate of Professional Competence (Driver CPC). His company is one of the leading providers of these services in the North of England.

#### **YVONNE WIDDOWS**

Senior Site Services Manager, Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust

Yvonne is the Senior Site Services Manager for Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust. Yvonne manages the Hotel Services Departments within the Fylde Community Hospitals and premises. She has worked in the Hotel Services Sector for many years, originally for the Blackpool Trust, however, moving out to the private sector in 1994 for 11 years. In May 2005 Yvonne returned to the Blackpool Trust as Site Services Manager and in May 2006 took up her most recent post of Senior Site Services Manager and is currently enjoying working in such a diverse management role providing Operational Services across the Fylde Coast to patients, customers and clients.

#### **PAM STANSFIELD**

Trust Head of Catering, Pennine Acute Hospitals NHS Trust

Pam started her NHS career as a National Trainee Catering Manager for the Wessex Region originally at various hospitals in Southampton, Winchester and Swindon before moving back to her roots in Lancashire. She was employed by Blackburn Hospitals as Catering Manager, Training/Quality Assurance and Hotel Services Manager before moving to the Royal Oldham Hospital in 1997 as Head of Catering and was appointed Trust Head of Catering following the merger of the former Oldham, Bury, Rochdale and North Manchester Trusts in 2003. Pam has

won the HCA Hospital Caterer of the Year Award in 2006 and was a finalist in Cost Sector Caterer of the Year in 2007. She is Chairman of the North West Branch working actively to promote excellence in hospital catering.

#### **MARION GILDERT**

Domestic Services Manager, Lancashire Teaching Hospitals NHS Foundation Trust

Marion started her NHS career as National Trainee for Domestic Services with North Western Regional Health Authority working within the hospitals in Rochdale and also Prestwich Psychiatric Hospital. She has worked within various hospital units throughout the North West. In 1986 she moved to Chorley as Domestic Services Manager/District Advisor and with the merging of Chorley and Preston Acute, which became Lancashire Teaching Hospitals NHS Foundation Trust, Marion became part of the Hotel Services Team continuing to be based at Chorley site managing Domestic and Accommodation services. Marion is a past Chairperson of the Hotel Services TAG a post which she held for a number of years. She is very interested in training and making sure that staff are given the opportunity to develop within the work place. She has, for over 32 years, been an active member of the professional body The Association of Domestic Management now the Association of Hospital Cleaning Professionals. Marion is an enthusiastic football supporter; she enjoys walking with her cocker spaniel, loves holidays and enjoying life to the full.

#### **DEREK WESTON**

Head of Diversity & Equality, NHS East Lancashire

Derek has worked in the NHS for 38 years and in East Lancashire since 1991. His background is in nursing where he specialised for many years in care of the elderly and stroke rehabilitation before moving into nurse management and then general management. More recently Derek headed up the Diversity & Equality Unit serving the East Lancashire health economy and is also known regionally and nationally as a 'bit of a guru' who is passionate about making sure the NHS *values the richness that diversity brings*. Derek works for the PCT two days a week and is also Managing Director of his own company *Diversity & Equality Matters Ltd*. Most of his work is with the NHS but he also assists local authorities and the private sector. His mission in the PCT is to help colleagues at all levels to make sure that they offer equal access to health care and employment opportunities to everyone in East Lancashire and especially to Equality Target Groups. Ultimately Derek looks forward to retirement but only when he is sure that the management of diversity & equality remains high on everyone's agenda and becomes mainstreamed into the daily activities of the organisations he works with. Derek believes that it really is important that every single individual – whatever their role – recognises the contribution they can make to ensuring equality. The Commissions, the Strategic Health Authority, the Department of Health and the law all require that we uphold diversity & equality principles. It is also important to recognise that for sound business reasons, social and moral reasons and because of public expectations of public services, we need to get things right.

#### **JAMIE MACDONALD**

Energy & Environment Officer, Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust

Jamie joined the NHS in 2007 in his present role as Energy & Environment Officer at Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust. Prior to this he enjoyed a varied career, first as an outdoor pursuits instructor during which he managed 5 large outdoor centres and subsequently spending ten years with Impact Development Training Group delivering management training and personal development courses at their base in Windermere and away venues across the globe. Jamie left Impact in 2006 to pursue a growing interest in environmental management and sustainable development by undertaking a MA in Environmental Consultancy. Since joining Blackpool Fylde and Wyre Jamie has continued to build his knowledge and completed a Post Graduate Certificate in Sustainable Waste Management earlier this year. He is currently studying for a second masters degree in Environmental Law. He is an associate member of the Institute of Environmental Management and Assessment and has non-corporate membership of the Chartered Institute of Waste Management.

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