



The Northern NHS
HOTEL SERVICES TRAINING ADVISORY GROUP

Present a one-day conference on:

THE PATIENT **ENVIRONMENT** **AND YOU**

to be held on

WEDNESDAY, 16TH MAY 2012

at

**THE PRESTON MARRIOTT HOTEL,
Garstang Road, Broughton, Preston, Lancashire, PR3 5JB**

.....

A topical and informative study day incorporating a wide range of areas including: domestic services including PAS 5748, infection control, waste management, quality assurance and compliance, customer focus and the changing face of the NHS.

Keynote speaker Dr Liz Jones, Head of Patient Environment, Department of Health.

THIS CONFERENCE WILL BE OF SPECIAL INTEREST TO FIRST LINE MANAGERS AND SUPERVISORS WORKING WITHIN HOTEL SERVICES, DOMESTIC SERVICES AND LINEN SERVICES PERSONNEL AND THOSE RESPONSIBLE FOR THE PATIENT ENVIRONMENT.

The cost of attending the conference is £125.00 per person OR £100.00 per person if two or more attend from the same Trust/Organisation. This includes attendance at the conference, certificate of attendance, course handouts, coffee/tea on arrival, mid morning coffee/tea, 3-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

THE PATIENT ENVIRONMENT AND YOU

WEDNESDAY, 16TH MAY 2012

PROGRAMME

8.45am REGISTRATION
Coffee and Tea

9.15am **WELCOME AND INTRODUCTION**

Presenter – ALISON SLATER

Assistant Director of Facilities - Hotel Services, Lancashire Teaching Hospitals NHS Foundation Trust
(Chair of the Hotel Services TAG)

9.30am **THE PATIENT ENVIRONMENT AND YOU**

Presenter – DR LIZ JONES

Head of Patient Environment, Department of Health

10.30am **HOT TOPICS IN INFECTION PREVENTION AND THE ENVIRONMENT**

Presenter – MARTIN KIERNAN

Nurse Consultant, Infection Prevention and Control, Southport and Ormskirk Hospital NHS Trust

11.15am Mid Morning Coffee and Tea

11.30am **KEY PRINCIPLES OF THE SEGREGATION, STORAGE, SECURITY AND TRANSPORT OF HEALTHCARE WASTE**

Presenter – MARK BUTTERWORTH

Training Director, Specialist Training and Consultancy Services

12.30pm 3-COURSE BUFFET LUNCH served in the Restaurant

1.30pm

PAS: 5748 TO DO OR NOT TO DO? THAT IS THE QUESTION!

Operational feedback from two of the North West pilot sites

Presenter – ALISON SLATER

Assistant Director of Facilities - Hotel Services, Lancashire Teaching Hospitals NHS Foundation Trust

Presenter – JACQUI PENNINGTON

Head of Hotel Services, Core Clinical and Support Division, Royal Liverpool and Broadgreen University Hospitals NHS Trust

2.15pm

CARE QUALITY COMMISSION – KEEPING ONE STEP AHEAD

Presenter – JULIE SEED

Head of Governance, Lancashire Teaching Hospitals NHS Foundation Trust

3.00pm

Afternoon Coffee and Tea

3.15pm

DO WE KNOW OUR CUSTOMERS?

Presenter – YVONNE WIDDOWS

Senior Site Services Manager, Blackpool Teaching Hospitals NHS Foundation Trust

Presenter – IAN HANKINSON

Catering Services Manager, Greater Manchester West Mental Health NHS Foundation Trust

4.00pm

SUMMARY, FEEDBACK AND CLOSURE

4.15pm

CLOSE

SAFE JOURNEY HOME

THE PATIENT ENVIRONMENT AND YOU

WEDNESDAY, 16TH MAY 2012

ABOUT THE SPEAKERS

ALISON SLATER

Assistant Director of Facilities – Hotel Services, 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. 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. She has an MBA in Facilities Management.

DR LIZ JONES

Head of Patient Environment, Department of Health

Liz is Head of Patient Environment at the Department of Health, and is responsible for dealing with issues relating to clinical aspects of estates and facilities management. She has a particular responsibility for policy on hospital food, cleanliness, and privacy and dignity. Liz is also currently President of the Association of Healthcare Cleaning Professionals. Liz's background is in elderly care nursing, research and education. She has held posts in the NHS and the university sector as clinician, senior lecturer and in staff development. Before joining the Department of Health, Liz was Head of Development at the Leeds Teaching Hospitals Trust. She has a degree in nursing and a PhD in nutrition in older inpatients.

MARTIN KIERNAN

Nurse Consultant, Infection Prevention and Control, Southport and Ormskirk Hospital NHS Trust

Martin has worked in Infection Prevention and Control for over 20 years. He is a member of the DH Advisory Committee on Antimicrobial Resistance and Healthcare-associated Infections (ARHAI), is Chair of the Healthcare Infection Society Education Committee and is a former President of the Infection Prevention Society.

MARK BUTTERWORTH

Training Director, Specialist Training and Consultancy Services

Mark is a well known and respected consultant in the Dangerous Goods Industry and has been working at the highest level in this Industry for over ten years. He has

extensive experience of a wide range of issues and has consulted on dangerous substances matters in this country and abroad. As well as dealing with commercial clients both large and small, Mark has also consulted for public bodies such as local authorities and the NHS. His specialisations include Class 1 – Explosives, Class 6 – Infectious Materials and Class 7 – Radioactive Materials. He is also particularly well versed in the air transport of dangerous goods. As well as consulting widely on all matters to do with dangerous substances, Mark also trains on the transport of chemicals by road, air, rail and sea and is the Training Director of Specialist Training & Consultancy Services.

JACQUI PENNINGTON

Head of Hotel Services, Core Clinical and Support Services Division, Royal Liverpool and Broadgreen University Hospitals NHS Trust

Jacqui is Head of Hotel Services at the Royal Liverpool & Broadgreen University Hospitals NHS Trust and a Member of the Institute of Hospitality (MIH). A career spanning 27 years in soft FM including managing in-house services and for the past 18 years managing a mix of in-house teams and out-sourced contracts. Jacqui has a strong background in developing robust performance management systems for measurement of services and contracts. In recent years she has assisted both the DoH and NPSA with some of their project works such as developing National Specification for Cleanliness, PEAT and most recently the PAS project, which she was involved in from Steering Group stage through to pilot stage and draft documents.

JULIE SEED

Head of Governance, Lancashire Teaching Hospitals NHS Foundation Trust

Julie first commenced in the NHS as Registered General Nurse and over twenty years has progressed in a variety of roles from Surgical Care Practitioner to Associate General Manager. All the roles have involved developing teams and services. Julie is now part of the Nursing Directorate and her areas of responsibility are CQC compliance, achievement of the NHSLA standards and Board Assurance.

YVONNE WIDDOWS

Senior Site Services Manager, Blackpool Teaching Hospitals NHS Foundation Trust

Yvonne is the Senior Site Services Manager for Blackpool Teaching 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.

IAN HANKINSON

**Catering Services Manager, Greater Manchester West
Mental Health NHS Foundation Trust**

Ian joined the NHS in 2002 taking up the role of Catering Manager with Southport and Ormskirk Hospital NHS Trust. Prior to this, Ian had spent 18 years since leaving catering college working in hotels, restaurants and for Tesco. Ian always tries to change peoples' poor perception of the NHS and in particular to hospital food, and always emphasises to his staff that they have the ability to change this perception. Ian moved to Greater Manchester West Mental Health NHS FT in 2008 where his duties as Catering Services Manager are to oversee catering provision for all the Trusts' patients at 5 hospital sites. Ian has been involved in the "Good Mood Food Programme" which aims at promoting dishes containing certain types of food which are beneficial to mental health such as seeds, wholemeal pasta, broccoli, sweet potato and berries. Ian believes that hospitals are hotels for the sick and we should always adopt the attitude "this is our own business" and with this, and good customer care skills you shouldn't go far wrong. Ian is presently studying for an Msc in Facilities Management with his dissertation paper submission date, 3 days ago. So fingers crossed!