



**The NHS Northern
HOTEL SERVICES TRAINING ADVISORY GROUP**

Present a one-day conference on:

THE PATIENT ENVIRONMENT & YOU

to be held on

Wednesday, 20th March 2013

at

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

.....

Our annual topical and informative study day incorporating a wide range of areas including:

- **Keynote speaker Dr Liz Jones, Head of Patient Environment, Department of Health**
- **PLACE (Patient led assessments of the Care Environment), and the associated Local Health watch initiative. This will include a case study from one of the pilot Trusts**
- **Pseudomonas, an overview of water management in a Healthcare setting**

And much, much more.....

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.

DON'T MISS OUT, BOOK EARLY TO AVOID DISAPPOINTMENT!

THE PATIENT ENVIRONMENT & YOU

WEDNESDAY, 20TH MARCH 2013

PROGRAMME

8.45am REGISTRATION
Coffee and Tea

9.15am **WELCOME AND INTRODUCTION**

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

9.20am **PATIENT LED ASSESSMENTS OF THE
CARE ENVIRONMENT**

Presenter – DR LIZ JONES
Head of Patient Environment,
Department of Health

10.20am **PLACE (PATIENT LED ASSESSMENTS OF
THE CARE ENVIRONMENT), PILOT SITE
LESSONS LEARNT AND AN OVERVIEW
TO THE NEW STANDARDS**

Presenter – BARRY RIGG
Head of Hotel Services, University
Hospitals of Morecambe Bay NHS
Foundation Trust

11.15am Mid Morning Coffee and Tea

11.30am **HOW TO WIN CHANGE AND ENGAGE
STAFF – A PARTNERSHIP APPROACH**

Presenter – GARY OWEN
Regional Officer (NW Health Sector Co-
ordinator), Unite the Union

12.15pm 3-COURSE BUFFET LUNCH served in
the Restaurant

1.15pm **HEALTHCARE WASTE STORAGE AND
SEGREGATION IN THE PATIENT
ENVIRONMENT - UPDATE ON LATEST
LEGAL REQUIREMENTS AND BEST
PRACTICE**

Presenter – MARK BUTTERWORTH
Dangerous Goods Safety Adviser &
Waste Consultant, Specialist Training
and Consultancy Services

2.15pm **WATER MANAGEMENT AND THE ROLE
OF HOTEL SERVICES**

Presenter – CHRIS KNIGHT
Consultant, HYDROP E.C.S.

3.00pm Afternoon Coffee and Tea

3.15pm **HIGH PERFORMANCE THROUGH
EMPLOYEE ENGAGEMENT: A
PRACTICAL GUIDE TO MAKING IT
HAPPEN**

**Presenter – PROFESSOR JOHN J OLIVER,
OBE,** Author of "Growing your own
Heros"

4.15pm **SUMMARY, FEEDBACK AND CLOSURE**

4.30pm **CLOSE**

SAFE JOURNEY HOME

THE PATIENT ENVIRONMENT & YOU

WEDNESDAY, 20TH MARCH 2013

ABOUT THE SPEAKERS

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.

DR LIZ JONES

Head of Patient Environment, Department of Health

Liz has been a civil servant since 1999, firstly with NHS Estates, and latterly in the Department of Health. She is responsible for issues relating to clinical aspects of estates and facilities management, with particular responsibility for policy on hospital food, cleanliness, and privacy and dignity. Prior to becoming a civil servant, she worked as an elderly care nurse, a university lecturer, and an NHS manager. She was at university in Leeds and London, and has a PhD in nutrition. Liz's job involves developing policy on all aspects of the patient environment. She has a firm belief in the clinical and social benefits of a good environment for care, and sees her role as important in spreading that message. She is a past President of the Association of Healthcare Cleaning Professionals. Outside work, Liz is a passionate advocate of community running, and is an Event Director at her local parkrun (www.parkrun.com)

BARRY RIGG

Head of Hotel Services, University Hospitals of Morecambe Bay NHS Foundation Trust

Barry Rigg joined the NHS in 2002 after spending 5 years working for John Lewis Partnership and 5 years working

for a National training provider looking after key account hospitality businesses, supporting the development of training funded by the Learning Skills Council. Barry has supported a number of organisations in gaining their Investors in People recognition and has supported the catering services within The Morecambe Bay NHS Trust with their Investors in People application, assessment and reassessment. Barry is an active member of the Chartered Institute of Management, The Chartered Institute of Environmental Health and a Standards Verifier for Pearson Edexcel Awarding body.

GARY OWEN

Regional Officer (NW Health Sector Co-ordinator), Unite the Union

Gary worked for 18 years in the NHS at the Paterson Institute for Cancer Research, Christie Hospital, Manchester, during which time he graduated with a BSc. Hons in physiology and pharmacology from Manchester Polytechnic (now MMU). He was a MSF Workplace representative and joint union staff-side secretary at The Christie. Gary became Assistant Regional Officer with MSF in NE Region in May 2001, before returning to his native NW in 2002. MSF merged with AEEU to form *amicus*; which then merged with TGWU to form Unite. Presently Gary is Regional Officer with Unite (with NW Regional Lead responsibilities for Health and National Lead responsibilities for Healthcare Science).

MARK BUTTERWORTH

Dangerous Goods Safety Adviser & Waste Consultant, 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.

CHRIS KNIGHT

Consultant, HYDROP E.C.S

TO FOLLOW

JOHN OLIVER OBE,

Author of "Growing your own Heros"

John Oliver, Director of Team Enterprise Solutions LLP, is the former Chief Executive of Leyland Trucks, the largest UK Truck Manufacturer. A prominent member of the buy-out team which rescued Leyland from the receivership of its original parent company, DAF NV in June 1993, John now devotes himself full-time to the teaching and development of new concepts in employee involvement and empowerment. He is much in demand as an entertaining speaker on the subject of 'Profiting Thro' People' and as a coach/facilitator to senior management. In 1989 John devised the now widely know Team Enterprise concept, transforming Leyland Trucks from an unprofitable, declining truckmaker into the most cost-efficient operation in Europe. Leyland's success and indeed profitability over the period 1993 to 1998 led to its acquisition by the USA giant, PACCAR Inc. In 2000 Leyland Trucks was deemed to be the 'Best Engineering Factory in the UK' by the prestigious Management Today/Cranfield judging team. His book on the subject "The Team Enterprise Solution" was published in 2002. Leyland has continued to practice the technique with significant success, including becoming only the third UK Company to be awarded the prestigious Shingo prize.

John has helped a leading further education college, Runshaw College, similarly transform itself from virtual insolvency to sector exemplar in his capacity as Chairman of Governors. Runshaw has won numerous accolades in the recent past, including Beacon College Status (2001), the Millennium Award for Business Excellence in the NW (2000) and the NW Quality Award for Business Excellence in 1996. Runshaw has for the past eleven years been the No. 1 Further Education College in England and Wales as measured by academic performance. In 2003 it won the prestigious European (EFQM) Excellence award for the public sector as well as the special award for Leadership. John also held positions as Chairman of North and West Lancashire Business Link and Chair of the North Western Business Support Council. John was presented with the OBE by Prince Charles in recognition of his work in education. He was appointed by Government Office North West to the Lancashire Learning and Skills Council and acted as Chair of that high profile group for 2000-2004. He also chaired the regional body of that organisation. His book "Growing Your Own Heroes" co-written with Clive Memmott, was published in Spring 2006. In October 2006 John became the first chair of the Northern Leadership Academy, a government sponsored project looking at the most effective way of developing future managers. In November 2008, John was appointed as Honorary Professorial Fellow in the School Of Management, Lancaster University and now sits as an Advisor to its board. John has also been actively involved in the successful LEAD programme teaching with several deliverers across the North West. He is also a coach/mentor for the Runshaw cohorts. John is currently heavily involved with Lancashire County Council in their attempts to address the challenges of the comprehensive spending review by developing a new management approach called the Lancashire Way. The objective is to

replicate the successes seen earlier with Leyland, Runshaw and Blackpool Victoria hospital. Team Enterprise Solutions LLP took over from Optima Personnel Services in January 2006. Optima was formed by John in 1993 as Leyland Trucks "culture consultancy". Its task is to spread the word on the benefits of employee engagement, helping companies to replicate the Leyland/Runshaw/BLNWL experience. Its client base covers the entire business panorama, extending to both public and private sector. Previous clients include Pirelli, James Walker, Liverpool City Council, Warburtons, Huntsman, Moores Furniture, Leighs Paints, Cormar Carpets, Thorntons Solicitors, the Blackpool , Fylde and Wyre NHS Trust and many, many more. The recent government paper, the Macleod Report, cited four of the companies John has helped to transform as being exemplars of good practice. The NHS trust in particular has become well known in the sector for its startling transformation. Team Enterprise Solutions focuses exclusively on culture change. Its expertise ranges from convincing senior management through engaging the workforce and on to continuous improvement – driven bottom up. Its techniques are comprehensively covered in John's two books. Copies of Growing Your Own Heroes and The Team Enterprise Solution (Oak Tree Press 2006/2000) can be obtained from the publisher.

THE PATIENT ENVIRONMENT & YOU

WEDNESDAY, 20TH MARCH 2013

DELEGATE BOOKING FORM

Please photocopy this form if you wish to register more than one delegate or to retain the information

Surname:

First Name(s):

Job Title:

.....

Email:

Organisation:

.....

Telephone:

Address:

.....

.....

.....

Payment Details - Please state name and address where invoice should be sent (you will be invoiced following the event):

.....

.....

.....

.....

Once you have a confirmed place, cancellations will be refunded on the following scale:

Cancellation more than 4 weeks prior to conference = 90 per cent refund

Cancellation more than 2 weeks prior to conference = 50 per cent refund

Cancellation less than 2 weeks prior to conference = NO REFUND
However, a substitute delegate may be named at any time before the conference.

Please Note - Although every attempt will be made to adhere to the published programme, the TAG reserves the right to make changes to the speakers or programme should this be necessary.

VENUE:

Preston Marriott Hotel,
Broughton Suite,
Garstang Road,
Broughton,
Preston,
Lancashire, PR3 5JB

By road

Leave the M6 at Junction 32 onto the M55 and then immediately take Junction 1. Follow the A6 northbound towards Garstang and the hotel is approximately half a mile on the right.

By rail

The nearest mainline station is Preston (approximately 4 miles).

A DETAILED LOCATION MAP WILL BE SENT TO DELEGATES ALONG WITH CONFIRMATION OF BOOKING VIA EMAIL

TO RESERVE A PLACE:

Please complete this application form and send to:

Samantha Landon
Department of Learning and Development
Blackpool Teaching Hospitals NHS Foundation Trust
Trust Offices
Derby Road
Wesham
Preston
PR4 3AL

Telephone Number: 01253 306415

OR, COMPLETE AND FAX THE APPLICATION FORM TO:

Samantha Landon
DEPARTMENT OF LEARNING AND DEVELOPMENT

Fax Number: 01253 953886

CONFERENCE FEE:

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.**

VAT will be added at the prevailing rate to non-NHS delegate bookings.

Conference fee to include: attendance at the conference, certificate of attendance, course handouts, coffee/tea on arrival, mid-morning coffee/tea, 3-course lunch and afternoon tea/coffee.

We are expecting this conference to be fully subscribed. If you wish to attend, please complete and send in as soon as possible.