



A5 flyers

NHS
National Patient Safety Agency
National Clinical Assessment Service

VOLUNTEERS NEEDED... Dentists' personality profiles

Relatively little is known about the personalities of dentists and how these traits impact on performance. The National Clinical Assessment Service is conducting a survey that addresses the characteristics of dentists working in the UK.

Why should you get involved?
A better understanding of dentists' personalities and current practice in areas such as appraisal and development.

How does it work?
NCAS is calling on dentists across the UK to complete a survey about the issues you face on a daily basis. The survey will be used to develop a national profile of dentists to follow and should only take an hour to complete.

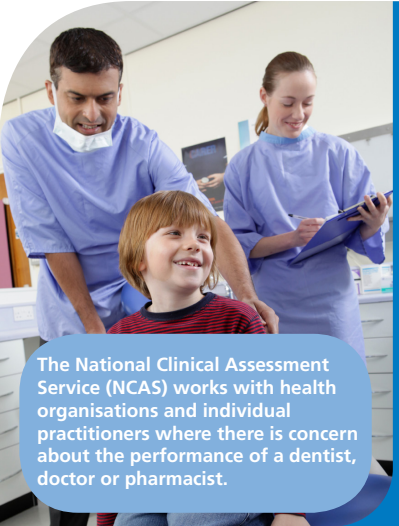
How do you benefit?
Once you have completed the survey, you will receive a personal profile. This will be used to help you with your own personal development as well as reveal the strengths of the profession.

How can you be involved?
Simply visit www.ncas.npsa.nhs.uk and details about how to volunteer. You can also contact the NCAS directly.

Note: the individual results are confidential and amalgamated and anonymised for the NCAS.

www.ncas.npsa.nhs.uk

NHS
National Patient Safety Agency
National Clinical Assessment Service



The NCAS Pharmacy Exchange

I would like to invite you to participate in an education workshop during the British Pharmaceutical Conference.

**Sunday 6 September
15:00-16:30
Exchange Room 6**

The workshop will explore the role and the management of concerns about individual pharmacists, using case study tools.

There will be the opportunity for you to share your own experiences of management in an appropriately confidential environment.

I do hope that you will be able to participate in this workshop.

William Rial
William Rial
Associate Director (Pharmacy) NCAS

If you would value the opportunity to contribute to NCAS' future work, please provide your details overleaf and return to us on Stand 3

www.ncas.npsa.nhs.uk

www.ncas.npsa.nhs.uk

NHS
National Patient Safety Agency
National Reporting and Learning Service

Foresight training
Royal College of Midwives
Annual Conference
Manchester
26-27 November 2009

As a midwife, what can you do to develop your skills to know when to intervene to prevent patient harm?
How can you use your intuition and vigilance to increase your patient safety when incidents happen?

National Patient Safety Agency
National Reporting and Learning Service

Patient safety essay competition

The National Reporting and Learning Service (NRLS), a division of the National Patient Safety Agency (NPSA), is offering medical students and junior doctors based in the UK the chance to shape the future of patient safety. Prizes include tickets for the Patient Safety Congress (25 to 26 May 2010) and up to £500 cash.

For more information on the competition and prizes, go to:
www.npsa.nhs.uk/juniordoctors

Essays should be a maximum of 2,500 words and must be submitted by 15 December 2009.

Information:
www.nrls.npsa.nhs.uk/juniordoctors
020 7927 9500

Book now
For more information contact:
Douglas and Sara Johnson for breakfast seminar at 8.00am-9.00am in Charter room 2
fo@neilstewartassociates.co.uk
T: 020 7324 4330
neilstewartassociates.com/sh251m/index.php



Essays should be a maximum of 2,500 words and must be submitted by 15 December 2009.

Information:
www.nrls.npsa.nhs.uk/juniordoctors
020 7927 9500



Induction pack

NRES contact details

Head Office mainline	020 7927 9898	
Head Office fax	020 7927 9890	
NRES queries	020 7927 9898	queries@nres.npsa.nhs.uk
NRES training team	020 7927 9526	nresretrain@npsa.nhs.uk
IRAS feedback	020 7927 9898	iras@nres.npsa.nhs.uk
Infonetica IT helpdesk	020 7099 2015	helpdesk@infonetica.com
NPSA IT helpdesk	020 7927 9579	helpdesk@npsa.nhs.uk
NRES website	www.nres.npsa.nhs.uk	
NPSA website	www.npsa.nhs.uk	

Useful links

- Watch the 'About NRES' video here: www.nres.npsa.nhs.uk/aboutus
- Look out for letters from the director here: www.nres.npsa.nhs.uk/news-and-publications/publications/communications
- Find out about RECs in the news here: www.nres.npsa.nhs.uk/news-and-publications/publications/recs-in-the-news
- General publications, including the NRES Annual Plan and Year in Review, www.nres.npsa.nhs.uk/news-and-publications/publications/general-publications

A letter from Dr Janet Wisely, Director of NRES



“ You are joining a considerable service which provides a vital role to protect the rights and wellbeing of research participants.”

Dear colleague,

I am delighted to welcome you to NRES and to your role as a Research Ethics Committee (REC) member. NRES comprises the NHS Research Ethics Committees in England, Wales and Northern Ireland, the locally hosted NHS staff and the Patient Safety Agency (NPSA). NRES works in collaboration with partner organisations in the Social Care Sector and with non NHS Phase 1 Committed studies to provide a comprehensive service for clinical and health service research in the UK.

NRES currently has 87 committees in England, around 1,400 volunteers which 32 are within the NRES division at the NPSA. The total budget which £3.9 million is within the NPSA. The entire NRES budget is provided by the Department of Health (DH). It provides services to the DH Social Care REC, seven non-NHS Phase 1 RECs, 14 RECs in Wales and three RECs in Northern Ireland through appropriate re-charge arrangements.

So you are joining a considerable service which provides a vital role to protect the rights and wellbeing of research participants and facilitates ethical research. I hope you enjoy your role as a REC member. In the 'About NRES' video we have provided information and links to further information that will help you to understand NRES and the contribution of the REC member and REC review to this to look through this information and do not hesitate to contact me if you have any questions or comments.

Janet Wisely

Janet Wisely

A letter from Professor Dame Sally C. Davies



“ Excellence in research is essential because the research sector is the engine of innovation and economic growth.”

Dear colleague,

Congratulations on your appointment to NRES as a Research Ethics Committee (REC) member.

NRES provides a key role within the Research Governance Framework. It provides independent ethics committee members is at the heart of the research system and your contribution you and other volunteer members make to NRES is vital.

The vision of the National Institute for Health Research (NIHR) is to be an internationally recognised centre for excellence and the success of the Best Research for Best Health programme depends on the progress towards this. Research is important but we need to ensure that it is fit for purpose. It fulfils a crucial role in the health system and its delivery, shows this working in practice.

The goal of the NIHR is visionary and deliberately so. It is to build the infrastructure, knowledge and better patient care that will support the success of the Best Research for Best Health programme.

Like other parts of the 'NIHR family', NRES has undergone a period of change to ensure that it is fit for purpose. It fulfils a crucial role for a health research system with an international reputation.

Excellence in health research is important because the research sector is the engine of innovation and economic growth. This work spans many areas and we need to exploit the synergies and improve coordination between research sectors to achieve the NIHR vision.

I am very pleased to welcome you to NRES and the NIHR. We are committed to professionalisation and practical improvements that continue to support our vision.

Sally C. Davies

Professor Dame Sally C. Davies

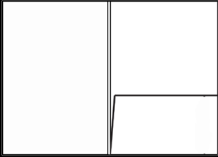
Useful acronyms

AAPEC	Appointing Authority for Phase 1 Ethics Committees
AREC	The Association of Research Ethics Committees
ARSAC	Administration of Radioactive Substances
DH	Department of Health
DH R&D	Department of Health Research and Innovation
GAFREC	Governance Arrangements for Research Ethics Committees
GTAC	Gene Therapy Advisory Committee
IRAS	Integrated Research Application Service
MHRA	Medicines and Healthcare products Regulatory Agency
MRC	Medical Research Council
NHS	National Health Service
NIHR	National Institute for Health Research
NPSA	National Patient Safety Agency
NRES	National Research Ethics Service
PIAG	Patient Information Advisory Group
REC	Research Ethics Committee
SCIE	Social Care Institute for Excellence
SHA	Strategic Health Authority
UKCRC	UK Clinical Research Collaboration
UKCRN	UK Clinical Research Network

NHS
National Patient Safety Agency
National Research Ethics Service

Induction guide for new members





NHS
National Patient Safety Agency
National Reporting and Learning Service

Mental health services: making them safer

Second annual National
Reporting and Learning Service
mental health conference
Wednesday 25 November 2009

National Reporting and Learning Service
National Patient Safety Agency
4-8 Maple Street
London
W1T 5HD
T: 020 7927 9900
F: 020 7927 9901
www.nrls.npsa.nhs.uk

Reference: 1152 November 2009

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Birmingham and Solihull NHS
Birmingham, South West London, Hull

together
Working for you

Association of Colleges
of Nursing
The National College
of Healthcare Leadership

NHS
National Patient Safety Agency
National Clinical Assessment Service

The National Clinical Assessment Service (NCAS)
works with health organisations and individual practitioners
where there is a concern about the performance of a dentist,
doctor or pharmacist.

We help to clarify the concerns, understand what is leading to them, and support their resolution. Services are tailored to the specific case and can include:


- Expert advice and signposting to other resources.
- Specialist interventions such as performance assessment and back to work support.

NCAS uses evaluation, data analysis and research to inform its work, and runs a programme of national and local educational workshops.

National Clinical Assessment Service
National Patient Safety Agency
Market Towers
1 Nine Elms Lane
London
SW8 5NQ
T: 020 7062 1620
F: 020 7084 2851
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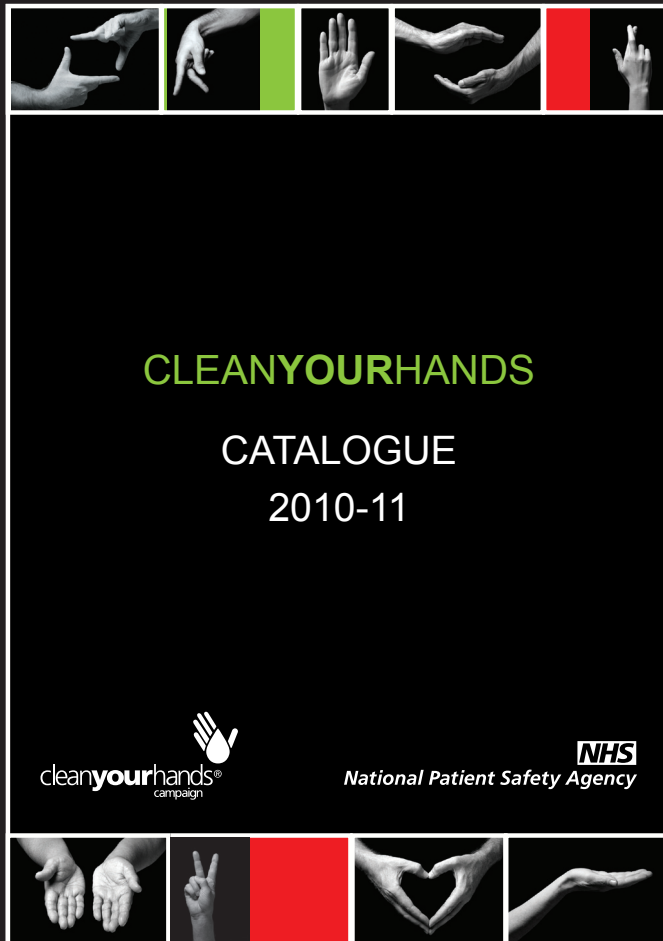
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www.ncas.npsa.nhs.uk





Online catalogue cover for the Cleanyourhands campaign



National Patient Safety Agency
4-8 Maple Street
London
W1T 5HD
T 020 7927 9500
F 020 7927 9501
Ref. 1263 July 2010

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www.npsa.nhs.uk/cleanyourhands

Assessors' Newsletter

The latest news from NCAS

2009

Attendance at planning meetings and overnight stays

Being appointed on an assessment means you will be working closely with other assessors and NCAS staff, particularly case managers. In order for the team to work well it is important to build good working relationships with each other.

The planning meeting provides the only opportunity for the team to meet and work together before the clinical visit. It is therefore important for each member of the team to attend this planning meeting in person, to get to know each other and understand individual roles.

If an assessor cannot be available for a planning meeting, other duties may be offered, but if the patient team cannot be coordinated for proposed dates, alternative assessment may be approached.

It is equally important to stay on-site during the clinical visit even if the assessor is not attending.

Meet the team

In August 2008 the team of team leaders, case managers, case workers and case administrators who deal with the management and coordination of assessments was named Assessment Operations. Our current staff members in Assessment Operations are:

Case Administrator
Fidel Berrone

Assessment Support Manager
Claire Platt

Assessment Caseworkers
Nolly Anne,
Oluchiola Igbinofe,
Gurpreet Kaur,
Case Manager
Mark Ball,
Tim Blackpool,
Ian Hampton (Scotland),
Michelle Fraser,
Nicola Iaccarino,
Ben Milneson,
Michael Murphy,
John Highnam (Leeds)

Consent/Operational Policy Manager
Marie Burby

Team Leaders
Steve Cobble,
Paul Huddings (Northern Ireland and Wales),
Paul Hoen

Senior Casework Manager
Ralph Tomkinson

Head of Assessment Operations
Sangeeta Seltin



We also have working in
Administrators
Gurpreet Kaur,
Assessors
Dr Nick Berrone,
Associate
William Hill,
Nolly Anne,
Dr Margaret,
Dr Helen C,
Mr Anthony,
Dr Peter B,
Dr Patricia S,
Dr Rosalinda,
Dr Gerald,
Dr Charles,
Dr Michael,
Mr Mark,
Dr Akiyuki,
Mr Michael,
Dr Peter S

Assessors' Newsletter

The latest news from NCAS

2009

Lead Clinical Assessors for NCAS-GDC assessments

Following a recruitment and selection process three assessors have been appointed as Lead Clinical Assessors (LCAs) for NCAS-GDC assessments:

- Dr Ian Baskar (General Dental Practice) (GDP)
- Dr Stephen Dorman (GDP)
- Dr Stuart Munson (Community Dental Service) (CDS)
- Dr Andrew Reed (CDS)
- Dr Paul Walsh (GDP)

The LCA will be responsible for identifying the report before the Fitness to Practise committee. The LCA will therefore be expected to take the lead in reviewing the report after the second report writing day and to fully advise themselves the report adequately reflects the assessment.

The assessor demonstrates that the assessor is aware of the potential for legal challenge in NCAS-GDC assessments.

Through the process of comment and review, the assessor leads the team in reviewing the report and ensures that it adequately reflects the assessment.

Assessors' Newsletter

The latest news from NCAS

2009

(continued)



Assessor training workshops — event guide

There have been a considerable number of training workshops taking place at

Event code	Title of workshop	Dates
SB07	Observation of surgical anaesthetic practice in theatre workshop	Initial workshops took place in September 2008. Mid-up planned to March 2009
SB08	Lay assessor training workshops	Initial workshops took place in September & December 2008. Mid-up planned to March 2009
SB09	Context of practice workshops	Workshops taking place over October, November and December 2008 & additional workshops March 2009

The Education and Support Services department use event code as a quick way of having going on at any one time. In the field of assessor training event code (starting 1) to help differentiate the different types of workshops — in hand communicating with NCAS about your training events.

As part of this work we have introduced a new process for the storage and disposal of electronic data regarding assessment cases for all assessors.

Information governance

In November 2008 we introduced interim arrangements to address these security issues. An encrypted memory stick will be issued to assessors undertaking an assessment to allow the storage of information related to that assessment. We are arranging for assessors to have an NHS net email account which should be used at all times for email contact between assessor and NCAS case managers where your name or work email account should not be used. The logistical aspects of this will be discussed at Planning Meetings. Assessors are responsible for the security of the memory sticks whilst in use and they should be returned to NCAS immediately following the issue of the final report for data.

for data. We would like to work with you to ensure that you are able to use your work email account. Due to the end of this year.

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Assessors' Newsletter

The latest news from NCAS

2009

(continued)

A team review will not assess the quality of care provided by the team. If the referring body has any concerns about the quality of care, they should seek assistance from a body such as the Royal College in a College service review or contact their own assessment/mentor of the clinical service.

Through a competitive tendering process NCAS now has developed a list of three preferred providers for team reviews. Access to team reviews will be through NCAS advisors. Funding for a team review will be provided by the RB and not NCAS.

This service has been available to referring bodies since April 2009.

The screen now consists of:

- History of the practitioner's cognitive health
- Any relevant physical examination
- A newly included questionnaire, **Assessor/Reviewer Cognitive Examination (Review) (ACRE)**, administered by the GP assessors — both of whom have received relevant training at the Unit on Addenbrooke's.



The screen assesses:

- Attention/orientation
- Memory
- Verbal fluency

Assessment of communicative competence & assessment

A subgroup of the Assessment Development Equality & Diversity working group language team during an NCAS assessment. They have considered ways of concern about a practitioner in this area. The aim of this specific component

- Assess language, cultural and applied linguistic skills in context
- Identify more precisely the origin of performance issues in context
- Match development needs with appropriate support.

4

Assessment of cognitive impairment

In April 2008 NCAS enhanced the screen for cognitive function carried out in the Occupational Health assessment component of the NCAS performance assessment.

The screen now consists of:

- History of the practitioner's cognitive health
- Any relevant physical examination
- A newly included questionnaire, **Assessor/Reviewer Cognitive Examination (Review) (ACRE)**, administered by the GP assessors — both of whom have received relevant training at the Unit on Addenbrooke's.

In FY07/08 we approached 34 lay assessors 93 times and used 31 assessors to produce draft assessment reports. In FY08/09 we approached 33 lay assessors 86 times and used 17 to produce draft assessment reports. Since January 2008 all of our available GP assessors have been appointed. Since January 2009 all of our primary care dental assessors have been appointed.

Our ability to use all the clinical assessors on the panel is of course affected by the specificities of the practitioners who are referred to NCAS. To increase the assessment experience of our HMC assessors we are now assigning some assessors with limited experience as a trial clinical assessor to assessments outside their own specialty. This is only possible where we are able to match exactly the content and context of the practitioner being assessed. We have experienced clinical assessors from our panel, and where we do not need to use additional assessors or contact advisors.

Team reviews

While NCAS works to advise health care organisations on handling concerns about individual doctors and dentists, NCAS is mindful that health care is delivered by clinical teams, where members are from a variety of clinical and managerial backgrounds, and that concerns may arise about the performance of a whole team. Team dysfunction may adversely affect the overall output of the team and/or the care provided by an individual. NCAS became aware that referring bodies may have difficulty in accessing a review of team function.

We drew together an expert group to advise on a specification for a team review. Membership of the group included representatives of the Clinical Governance Support Teams of England and Wales, the National Patient Safety Agency, a lay member from the NCAS assessor panel and independent senior provider of team reviews to the NHS.

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Assessors' Newsletter

The latest news from NCAS

2009

(continued)

Other factors are also considered such as when a gender balance is particularly important or if we require an experienced assessor in a particular HMC specialty to support a new team.

It is now part of our process. We hope this will provide comprehensive information on the assessment to guide the practitioner through what they can expect to experience and what sort of information will be gathered. We have also shared the DVD with stakeholders involved in assessment methodology and the management of dental, doctor, and pharmacists with performance concerns.

NCAS performance assessment (Practitioner DVD)

We hope you have all had the opportunity to watch the NCAS performance assessment DVD, which we released at the Annual Assessors' Workshop in June 2008. Automatic mailing of the DVD to a practitioner about to undergo an assessment is a new part of our process. We hope this will provide comprehensive information on the assessment to guide the practitioner through what they can expect to experience and what sort of information will be gathered. We have also shared the DVD with stakeholders involved in assessment methodology and the management of dental, doctor, and pharmacists with performance concerns.

Assessment times

The average completion time for all assessments in FY07/08 was 22 weeks (measured from the date when both the practitioner's assessment and action planning Agreement have been received to the date when the draft assessment report has been issued).

A total of 31 assessments were completed in FY07/08 of which 14 were Hospital & Community and 17 were General Practice.

2

Assessors' Newsletter

The latest news from NCAS

2009

(continued)

NCAS planned capacity target for referrals (for action, support, assessment and action planning cases) in FY (financial year) 07/08 was 700. Our total number of referrals was 781, of which 465 (59.2%) were from the Hospital & Community sector, 218 (28.1%) from General Medical Practice and 98 (12.7%) from General Dental Practice.

NCAS referral statistics

The average completion time for all assessments in FY07/08 was 22 weeks (measured from the date when both the practitioner's assessment and action planning Agreement have been received to the date when the draft assessment report has been issued).

A total of 31 assessments were completed in FY07/08 of which 14 were Hospital & Community and 17 were General Practice.

Assessors' Newsletter

The latest news from NCAS

2009

(continued)

Our aim to work with a panel of fully experienced NCAS assessors, but cannot forthcoming assessments. The current experience of the NCAS assessor panel is:

NCAS panel	Number on panel as at 01/02/09	No. has
GP	33	
HMC	67	
Dental (primary care)	9	
Lay	39	
TOTAL	149	

Since the last bulletin we have recruited assessors to the panel in the under-represented Hospital & Community specialties of Obstetrics & Gynaecology and Paediatrics (General adult, old age, child & adolescent). Assessments are referred to clinical assessors according to the relevant specialty of each case as well as taking other factors into consideration, such as context of practice (for example, assessment experience, an up-to-date training record, gender and/or ethnicity of the practitioner and whether the practitioner was trained. Lay assessors are assigned to assessments using a 'last-in, first-out' system. Once lay assessors are appointed to an assessment

1

National Patient Safety Agency
National Clinical Assessment Service

Assessors' Newsletter

The latest news from NCAS

Welcome to the 2009 Assessors' Newsletter.
We hope you've had a good start to the New Year. The purpose of these Assessors' Newsletters is to update you on NCAS' work, changes to the assessment process and instruments and to share learning around NCAS cases.

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HOSPITAL PHARMACY AND NCAS - A UNIQUE DEVELOPMENT OPPORTUNITY

Summer 2010

What is the role of NCAS?

The National Clinical Assessment Service (NCAS) has been supporting healthcare organisations and practitioners since 2001, helping resolve concerns about the performance of doctors and dentists.

Our remit has now been extended to pharmacists.

What is a hospital pharmacy reference assessment?

NCAS is developing an assessment service for hospital pharmacy. As part of this we would like to test our methods through a number of reference assessments.

We are currently seeking hospital pharmacists to participate in reference assessments scheduled to take place in summer and autumn 2010.

What will this involve?

With the support of your employer the assessment will involve a small team of assessors visiting your workplace, and will include:

- A review of your working environment and the context in which you work
- A review of clinical notes and records of patients seen by you
- Direct observation of your practice
- A case-based assessment (to explore clinical reasoning and decision making with respect to individual patients)
- A brief structured interview to explore your practice and professional development

In preparation for the assessment, we ask you and your employer to provide information on the scope and nature of your practice. Before the assessment begins we will seek feedback from a selection of your colleagues and, where appropriate, your patients.

After the assessment we will provide you with a comprehensive report that brings together the assessment findings and any recommendations for further professional development, which you may wish to share with your employer. NCAS can also support you in implementing the recommendations through our action planning service.

What will you need to do?

The reference assessment will take place over three days. You only need to be released from your work duties for one of these days to participate in the assessment components. We also offer you the opportunity to participate in

a behavioural assessment to identify behavioural factors which may influence your performance. If you wish to participate, you will need to complete two psychometric questionnaires and take part in a behavioural interview. This would take an additional day.

What are the benefits of participating?


An NCAS reference assessment is a valuable learning opportunity. It is designed to support and inform your professional development, with constructive feedback on your pharmacy practice and how you can further develop your performance. Feedback from previous participants in reference assessments has shown that they found the experience useful and rewarding.

How do you find out more?

To find out more, please contact Paul Nevin, Project Support Manager, on 020 7062 1657 or paul.nevin@ncas.npsa.nhs.uk.

You can find out more about the work of NCAS on our website: www.ncas.npsa.nhs.uk



Clinical briefing for maternity service managers  *National Patient Safety Agency*

Retained swabs after vaginal birth and perineal suturing can lead to harm


Is there a risk that swabs could be left behind after vaginal births or perineal suturing in my organisation?

- Do sterile delivery and perineal suture packs contain x-ray detectable swabs? → Risk assess sterile delivery packs and use x-ray detectable swabs in vaginal delivery and perineal suturing packs
- Is everyone in my organisation aware of the policy for counting swabs before and after birth or suturing? → Provide education and training about the swab count procedure and ensure written procedures are in place for swab counts adapted from AFPP guidelines*
- Has an audit of swab counting practices been done in my organisation? → To demonstrate that all staff are aware of their responsibilities for counting and documenting swab counts
- Are midwives and obstetricians in my organisation aware of their responsibility for documentation of the completed swab count? → If a second person is involved in the count, they may be a maternity support worker, but it is the midwife/obstetrician's responsibility to sign off the completed swab count

* Association for Perioperative Practice. *Swab instrument and needles counts: managing the risks*. 2007. www.afpp.org.uk

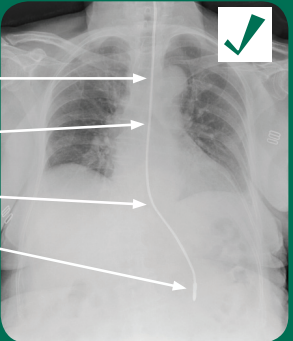
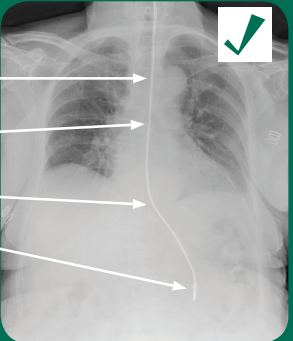
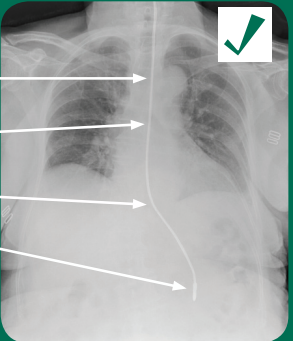
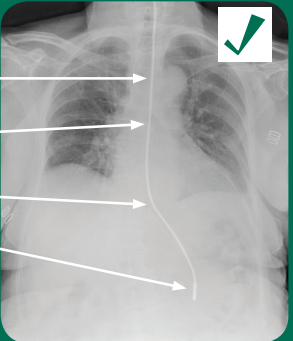
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www.nrls.npsa.nhs.uk/alerts

 *National Patient Safety Agency*


Nasogastric tubes: X-ray interpretation aid

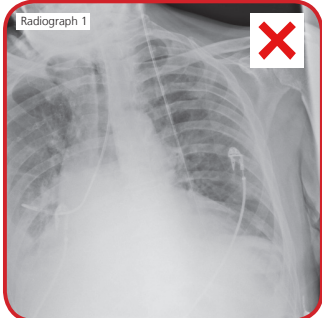
To confirm gastric position of the nasogastric tube, ask:

- Does the tube path follow the oesophagus/avoid the contours of the bronchi? → 
- Does the tube clearly bisect the carina or the bronchi? → 
- Does it cross the diaphragm in the midline? → 
- Is the tip clearly visible below the left hemidiaphragm? → 


Proceed to feed only if all criteria are met. If in any doubt repeat x-ray or call for senior help.

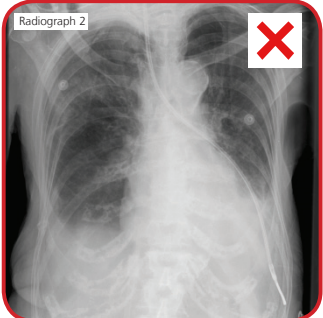
Below are two examples where the nasogastric tube has been incorrectly identified as being in the stomach:

Radiograph 1 

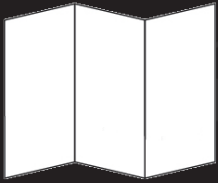


Radiograph 1 shows the tip of the nasogastric tube above the diaphragm and on the right-hand side of the thorax. The presence of ECG leads make interpretation of the radiograph more difficult.

Radiograph 2 



Radiograph 2 shows the tip of the nasogastric tube apparently below the left hemidiaphragm but the tube clearly follows the contours of the left bronchus. In fact, the tube is positioned in the left lower lobe of the lung.



The NPSA is hosting its first *Wellbeing at Work* day.

The aim is to increase your understanding about health and wellbeing.


Register for workshops and sessions
Throughout the day there will be a number of workshops and sessions on health and wellbeing. To register for a session, visit the *Wellbeing at Work* page on the intranet. If you are unable to attend, sessions with a @ symbol will also be available by webinar.

Lunch exhibition
Between 12.00-14.00 there will be information about health and wellbeing in the foyer. Drop by to gather some information, no registration required. Lunch will be provided.

“ Be healthy ... live lengthy! ”

NHS
National Patient Safety Agency

WELLBEING AT WORK DAY
Maple Street
5 March 2010
10:00-16:30

 For further enquiries, contact HR or visit the HR section on the intranet.

10:00-10:45 Boosting energy workshop
Tips for positive thinking and boosting your energy levels.

10:45-11.30 Eating for good health
This presentation will cover the fundamentals of eating for good health and will include tips for maintaining a healthy, balanced diet. @

12:00-14:00 LUNCH EXHIBITION

14:30-15:15 The importance of physical activity
This workshop will identify the benefits of exercise with tips for staying motivated and creating an exercise plan.

15:30-16:15 Understanding food labels
This session will focus on understanding the nutritional information on food packages and will help you make informed choices about food purchases. @

10:00-10:50 Managing sickness absence
This session, delivered by HR, will brief managers on the new policy and provide practical tips on effective management of sickness absence.

11:00-11:30 Relaxation techniques
Effective relaxation techniques to calm both mind and body.

11:45-12.20 Smoking cessation
Options on how to stop smoking.

12:30-13:00 Relaxation techniques
Effective relaxation techniques to calm both mind and body.

13:15-14:00 Boosting energy workshop
Tips for positive thinking and boosting your energy levels.

14:15-15:05 Managing sickness absence
This session, delivered by HR, will brief managers on the new policy and provide practical tips on effective management of sickness absence.

15:30-16:00 Relaxation techniques
Effective relaxation techniques to calm both mind and body.

10:15-14:00 Health screening
The 20-minute health check by a nurse will include:

- Height, Weight and Body Mass Index checks
- Blood Pressure check
- Total Cholesterol check
- Blood Glucose check
- Waist Measurement check

14:30-15:15 Sensible drinking
Tips on how to enjoy alcohol moderately whilst maintaining your health. @

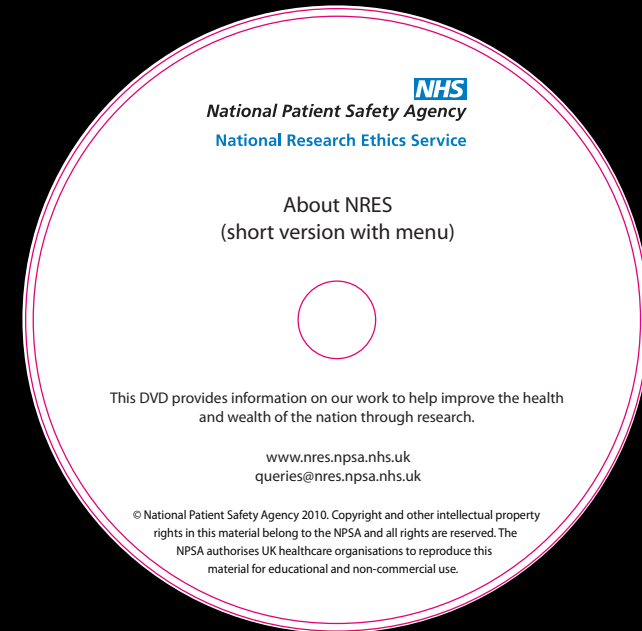
15:30-16:30 HR drop-in
Meet with one of the HR Advisors to get advice on any HR topic.

To register for a workshop or session, visit the *Wellbeing at Work* page on the intranet



DVD cover and disk

<p>CONTENTS</p> <ol style="list-style-type: none"> 1. Consultant Oncologist (Dr Max Wise) 2. General Dental Practitioner (Dr John Rodger) <p>Disclaimer The materials contained on this DVD are for general information purposes only and do not constitute medical or other professional advice. This DVD is intended for use by anyone interested in the health of healthcare professionals or the work of the National Clinical Assessment Service (NCAS).</p> <p>This DVD is supplied in good faith and NCAS cannot be held liable to any practitioner or any other person for any loss, damage, costs, expenses or liability whatsoever or howsoever caused and whether arising directly or indirectly in connection with this DVD, its possession, use support or otherwise and all express and implied warranties or conditions not stated in this Disclaimer are excluded in so far as is permitted under law.</p> <p>NCAS uses reasonable efforts to ensure the accuracy of the DVD but makes no representations, warranties or guarantees as to the accuracy, completeness or adequacy of any of the content contained in the DVD.</p> <p>Data Protection All NCAS work is conducted in the strictest confidence and in compliance with the rights and principles of the Data Protection Act 1998.</p> <p>0943 April 2009</p> <p>Copyright © National Patient Safety Agency 2009. Copyright and other intellectual property rights in this material belong to the NPSA and all rights are reserved. The NPSA authorises UK healthcare organisations to reproduce this material for educational and non-commercial use.</p>	<p>NCAS TRAINING DVD - Disruptive Behaviour</p> <p>NCAS TRAINING DVD</p> <p><i>Disruptive behaviour</i></p> <ol style="list-style-type: none"> 1. Consultant Oncologist (Dr Max Wise) 2. General Dental Practitioner (Dr John Rodger) <p>April 2009</p>
<p>National Clinical Assessment Service National Patient Safety Agency Market Towers 1 Nine Elms Lane London SW8 5NQ T: 020 7084 3850 F: 020 7084 3851 © National Clinical Assessment Service</p> <p>April 2009</p>	<p>NPSA National Patient Safety Agency National Clinical Assessment Service</p>



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Anita Dougall
NPSA Patient Safety Lead (Maternity)

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Dr. Kevin Cleary, Medical Director



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