

NHS Transport & Logistics Best Practice Group

Annual Report 2024



NPAG is a commercial
division of the East of
England Ambulance Service

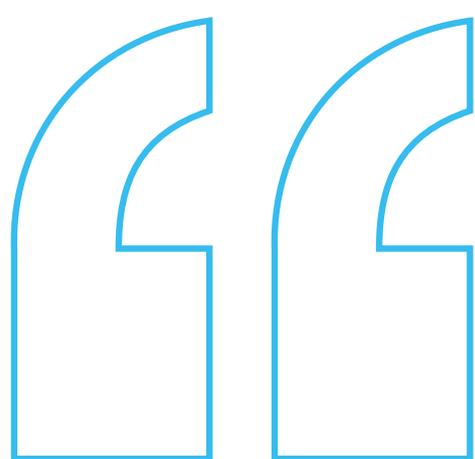


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Mission statement



The NHS Transport & Logistics Best Practice Group is a member driven,

proactive networking group striving for continual innovation and improvement in the delivery of fleet management, logistics, parking and associated services.

Introduction

Having previously attended the Estates NPAG Best Practice Group firstly as a member and latterly as Vice-Chair I was honoured to be approached by NPAG to facilitate the Transport & Logistics Best Practice Group. Although I have over 40 years NHS Estates experience Transport & Logistics was the one area that I had previously had little involvement. Therefore it was with some trepidation that I accepted the position and embarked on a new adventure. My trepidation was very short lived as the members of the group made me feel very welcome and the my first round of meetings in 2018/19 certainly opened my eyes to the complex and challenging world of Transport & Logistics and increased my knowledge several fold.

Having now completed my 5th round of meetings in 2024/5, whilst I am much more knowledgeable in the area of Transport & Logistics I never cease to be amazed at the dedication and adaptability of the members in what they deliver on a daily basis.

I have to note with pride and gratitude the contribution from all of members and particular thanks to the Chair of the group David Malone , Vice –Chair Andrew Mould and long standing member Tony Chatfield who I now consider as the being the NHS's leading visionaries and contributors to their profession.

The scene for the new round was well-set by the previous round and indeed the excellent work of all the members and a typically variable year ensued, driven as ever by cost-saving pressures, ever changing regulations, demand for EV infrastructure and the Net Zero Carbon agenda.

Due to the pandemic and also due to financial viability this was only the 2nd year since pre-Covid that a face to face meeting was held. This was held in Newport in South Wales at the NHS Wales main logistics distribution hub and was a great opportunity for members new & old to properly network. We took the opportunity for a fascinating guided tour of the facility.

The first meeting held in April set the scene for the year including agreeing a revised standard agenda, Terms of reference, re-electing chair & vice-Chair and agreeing future topics for presentations. The meeting included a presentation William Line from Staxy Ltd regarding their Commuter Travel: Data Collection and Carbon Reduction' system.

The second meeting was held in July at the aforementioned NHS Wales Logistics distribution Centre hosted by long standing member Tomy Chatfield.

The third meeting was held in October and included a presentation from Derek Neale from Uber Health who presenting on their taxi offering to the NHS.

The Fourth meeting held in February 2025 included a presentation Nick Garrod, Head of Learning & Skills from Rio AI Limited who presented on their offering to the NHS. Nick promoted the importance of why NHS organisations need to report on environmental data (including scope emissions reporting) and how the Rio platform can help with sustainability reporting data and also promoting their Carbon Literacy training within NHS.

I look back with pride on the sheer volume of knowledge and experience freely shared over the past year – its value is impossible to quantify – and I look forward with confidence to the year ahead with our long established core-members and I hope some new faces around the table too.

Cliff Howell

NPAG Best Value Group Facilitator

Chair's View

Looking back on the last round of meetings I am proud to be part of the group, the knowledge, expertise, vision and openness of the group allows for unbiased conversations on the hot topics and challenges currently faced in the modern NHS world of Transport and Logistics. More so, I am even more impressed in the response to these challenges and how the group share information to support each and every member in the function of their daily role. Also, there should be a special mention for Cliff and Marie for doing such a good job facilitating and organising the meeting, and the tireless work in creating the open forum as mentioned and also in the recruitment of new members. Here's to the next round of meetings and the chance to meet new colleagues and build on the success of previous years meetings.

David Malone—Chair

Andrew Mould-Lowe—Vice-Chair

Meeting Venues

All meetings conducted via MS Teams except for the July meeting which was held in Newport in South Wales at the NHS Wales main logistics distribution hub and hosted by long standing member Tony Chatfield who is the Head of NHS Wales Supply Chain, Logistics & Transport

Working Together

Working together as a group of like minded professionals cannot be underestimated particularly in the field of NHS Transport & Logistics given that it is quite a small pool of staff with many opportunities to knowledge share and to work together across traditional Trust boundaries.

The NHS Transport & Logistics BVG is a perfect example of how members can assist each other and share their knowledge and expertise for the mutual benefit of everyone.

Meeting Highlights

Meeting 1 - 14th April 2024, MS Teams

As this was the first of the 2024/25 meetings the facilitator introduced himself to the new members and offered the opportunity for all members to introduce themselves.

The facilitator explained that due to the GDPR regulations; it was necessary to obtain permission from each member for NPAG to share their contact details with other members – the group confirmed that they were happy to share contact details with each other.

The previous Chair & Vice –Chair, David Malone and Andrew Mould-Lowe were happy to continue in their roles and the group were happy accept their nominations and election.

A draft Terms of Reference was tabled for discussion which was broadly accepted with some minor changes and additions.

In the hot topics section right at the start of the meeting several items were discussed including on site transport, issues with selling old vehicles and keeping the proceeds, mobile medical units, delivery of medication to patients homes and EV infrastructure issues.

The meeting included a presentation from William Line from Staxy Ltd regarding their Commuter Travel: Data Collection and Carbon Reduction' system.

During the course of the remaining session the revised standing agenda items instigated discussions around the challenge in managing grey fleet, pool car tracking, difficulties in the procurement of vehicles and travel planning strategies.

Meeting 2 - 16th July 2024, Newport South Wales

Due to the pandemic and also due to financial viability this was only the 2nd year since pre-Covid that a face to face meeting was held. This was held in Newport in South Wales at the NHS Wales main logistics distribution hub and was a great opportunity for members new & old to properly network. The meeting was purposely held much more informal than normal to allow for relaxed open discussion, very few notes were taken for the minutes again to allow freedom of speech and networking.

Tony Chatfield, Head of NHS Wales Supply Chain, Logistics & Transport, provided a very comprehensive presentation entitled:

Procurement, Health Courier Service, Supply Chain & Laundry

What We Do - Our Services for the NHS in Wales

The presentation covers various aspects of the NHS Wales Supply Chain, Logistics & Transport (SCLT) and Procurement services.

We took the opportunity for a fascinating guided tour of the facility.

Meeting Highlights continued...

The Centre is the primary distribution hub for logistics and supplies for NHS Wales ranging from food, sanitary supplies, medical supplies and everything in between.

Supplies for all Health & Social Care facilities are distributed from the centre either directly to healthcare facilities or to spoke distribution centres.

Meeting 3 - 29th October 2024, MS Teams

In the hot topics section right at the start of the meeting several items were discussed including taxi services with regard to the challenges being faced by Trusts due to increasing costs where some Trusts are having to either mutually agree increased costs with providers or go out to tender.

There was also a detailed discussion with regards the merits of doing bespoke van conversations with local companies rather than through the original van suppliers. Some discussion was held with regards to TUPE transfer of staff into the Trust from previously outsourced services and the issues this is causing with regards to harmonising with NHS AfC

The meeting included a presentation from Derek Neale from Uber Health who presenting on their taxi offering to the NHS.

During the course of the remaining session the revised standing agenda items instigated discussions around the NHS use of the EASY expenses system which is proving useful as it will not allow expenses to be submitted unless insurance details have been provided and authorised by line managers.

There were also discussions with regards difficulties obtaining funding for NZC projects despite government targets being mandatory and staff retention difficulties where hospitals move location as many lower band staff live very locally to the existing hospital.

Meeting 4 - 5th February 2025, MS Teams

As is now customary the meeting commenced with a discussion of the current hot topics, however we trialled turning this section into a round table discussion where each member had the opportunity to discuss their current challenges. The format proved to be very successful and will likely be adopted for the next round of meetings.

Several items were discussed, the key ones being; Electrical infrastructure issues causing delays in changing to an all electric fleet, taxi contract, the financial position of Trusts, storage of furniture and equipment and staffing.

There then followed presentations from Nick Garrod, Head of Learning & Skills from Rio AI Limited who presented on their offering to the NHS. Nick promoted the importance of why NHS organisations need to report on environmental data (including scope emissions reporting) and how the Rio platform can help with sustainability reporting data and also promoting their Carbon Literacy training within NHS.

The standing agenda item highlights were regarding the new Procurement Regulations, management of the procurement of vehicles and in particular how chassis builds are still quite long and how AI is having an adverse effect of job applications.

The meeting concluded with the facilitator thanking members for their valuable information sharing and sharing over the last 4 meetings and hoped to see everyone including some new faces for the first meeting of the next round.

Key Highlights

The key highlights have to be the sheer knowledge and enthusiasm from the members and their willingness to share their knowledge and in many cases their hard work.

Of particular highlight was the face to face meeting held in South Wales at the NHS Wales main distribution centre. Members were in awe and perhaps even jealousy at the sheer scale of the facility.

It's difficult to pick out highlights from the many presentations as they were all excellent and informative in their own right, however the presentations from our very own members were a highlight for many.

Finally but by no means least a highlight has to be the camaraderie within the group, the willingness to talk openly in a Chatham House rules style meeting and the empathy and friendliness shown towards fellow members.

Future Plans for 2025-26

Members have previously favoured some flexibility in the Group Programme in order to respond to emerging areas of interest, this is now reflected in the revised standard agenda where although there remains several important standing agenda items there is now a round table type section at the meetings where each member is given the opportunity to discuss their current challenges and 'what keeps them awake at night'.

This section replaces the previous hot topics section, although of course naturally this is where the hot topics come out. This format allows every member to fully participate in the meeting on an equal basis.

The 1 of the 4 meetings will continue as a face to face and it is hoped to hold the July 2025 meeting at the base of one of the members.

The Group will continue to apply itself to keeping abreast of rapidly-emerging vehicle, infrastructure and software technologies and their potential for enhancing capabilities within the NHS, whilst taking on board significant innovations brought to the table by Members. As ever, Members will also continue to share low-tech practical, workable, proven solutions to diverse issues and everyday problems.

NPAG Member Testimonials:

A valuable group that shares info and issues, you don't feel alone having the network to quiz, if you are having an issue/ problem someone else in the group will have had the same issue/problem and offer advice /solutions.

Member of the NHS Car Parking & Sustainable Travel Network

Networking on the NPAG platform is a great opportunity to exchange best practice knowledge, learn about business techniques and stay well-informed of the latest decontamination developments. The membership has provided an excellent place to discuss common challenges in decontamination! The advice of experienced members is an important benefit of networking.

Member of the Decontamination BVG

NPAG for theatre managers has enabled me to build a professional network, to ask clinical questions to peers who are experiencing and encountering the same operational issues. NPAG has also helped me to undertake some qualitative research for my PhD in the form of focus groups.

Member of the Operating Theatres BVG

I was recommended to join the Waste Management NPAG by a colleague I was speaking to at EMAS, which seems absurd as NPAG is actually a commercial arm of EEAST, but I hadn't realised there was a group which related to my area of work. Since joining a little over a year ago, I've had the chance to meet many of my counterparts in other Trusts which has been so helpful to ask and share advice, ideas and experiences.

Each meeting they have speakers in from the likes of NHSE, Environment Agency, CQC etc which is a great opportunity to stay ahead of upcoming changes, or provide feedback to them on what is, or isn't working for our respective Trusts. Most recently I launched a trial initiative on clinical waste efficiencies at Watford and Lister Hospital, with two other members from the group, and after presenting the project at the NPAG meeting, my idea is now being rolled out nationwide and I have been shortlisted for an award for NHS Waste Innovation of the Year.

Without NPAG I don't think I would have had the right contacts or the forum to pitch my idea to and it's become such a valuable resource for me in my role, I would urge everyone to see what NPAG can offer them.

Waste Management BVG Member

NPAG Developments

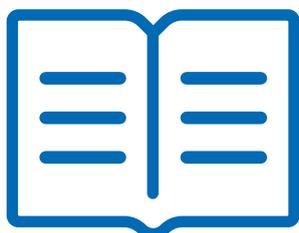


CPD Certification

The NPAG is a member of the CPD Certification Service. The Decontaminaton BVG has been awarded for CPD approval for 2025. CPD Certification is a formal recognition of the contribution that membership of the Resilience Development Network makes to members' continued professional/personal development. At the end of the annual round of meetings, members will receive certificates of attendance for all meetings attended during the year to evidence the contribution made as part of lifelong learning.

NPAGNetwork

The NPAGNetwork provides the facility for members to ask questions of any individuals, group or groups within the overall NPAG membership. Questions can be sent to the NPAGNetwork Coordinator who disseminates them across the NPAG membership. Responses are collated and returned to the originator and others who declare an interest in the question asked.



NPAG Library

The NPAG Library holds presentations from NPAG best value groups and conferences, together with policy and other documents sent in by members.

Access to these items is via the NPAGNetwork Coordinator.

NPAG Website

The NPAG website includes a private members area for each of the NPAG BVGs. Through these sites, BVG members can access and download meeting agendas, minutes, presentations and survey forms. The areas are password protected.



MS Teams

Each BVG member is added to the specific group MS Team allowing the contribution of files, links and documents via the Teams Channels. This is in addition to the above and adds an extra means of communication between meetings and is group led.

Discounts and Offers

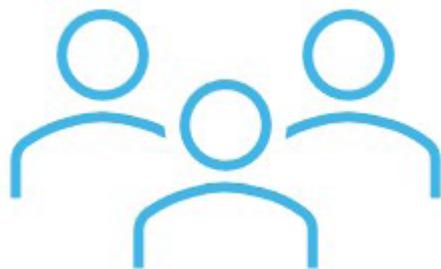
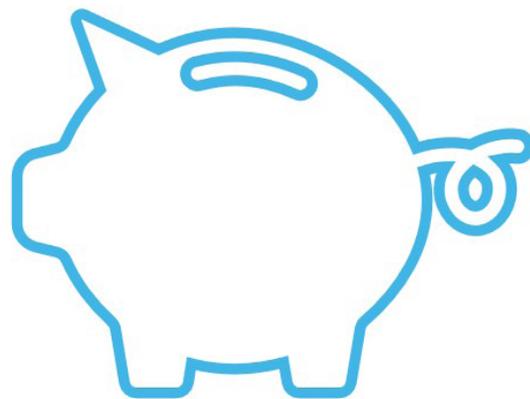
Members Referral Fee –

Introduce a friend and receive a discount on your membership.

A member referral resulting in another Trust/Organisation registering for full membership of the same group will result in the referring member qualifying for a 25% contribution from NPAG towards their membership.

The discount applies to the full membership fee only (not applicable to the 2nd member rate). The discount will be applied once, at the start of the current meeting round. Mid round membership referral discounts will be processed at the start of the following year's membership round.

Multiple referrals will result in multiple discounts of up to four



Second Club Membership

A 25% discount will be applied when an existing NPAG member joins an additional Group. This does not apply to the £200 second member rate.

Introducing our Try Before You Buy* option

The NPAG Library holds presentations from NPAG best value groups and conferences, together with policy and other documents sent in by members. Access to these items is via the NPAGNetwork Coordinator.

*Try Before You Buy option is available to new members only. New members must inform NPAG in writing that they wish to 'try before they buy' prior to first meeting attendance. If the new member continues membership beyond the first meeting then the full group membership fee applies.



NPAG Best Value Groups

NPAG organises and facilitates a national network of Best Value Groups that enables members to share experience, identify good practice; innovation and information to assist individual managers develop their own service improvement action plans.

Facilities (North) BVG	Facilities (South) BVG	Temporary Workforce Network
Clinical Engineering (North) BVG	Health Visiting and School Health Services 0-19 Network	Operating Theatre Managers BVG
Clinical Engineering (South) BVG	IT and Medical Connectivity Network	EPRR Network
Decontamination BVG	National District Nurses Network	Telecoms
Energy Network	NHS Car Parking and Sustainable Travel Network	Violence Reduction and Security Management Network
Estates Services BVG	NHS Sustainability Network	Waste Management BVG
NHS Transport and Logistics BPG		

For further information on the NPAG and our future activities, please contact NPAG: info@npag.eastamb.nhs.uk