

October 2025 | Edition 223

---

# NPAG News

---

## Inside this edition

- News in brief
- Delivering best value to members
- Insights from the NPAG summer survey!
- World Mental Health Day: how NPAG can support
- Preparing for the digital switchover
- Clinical Engineering Conference summary report
- Best Value Groups and training workshops
- NPAG Network

*and much more...*

[npag.org.uk](https://npag.org.uk)

# Welcome to NPAG News for October

**W**elcome to the October Edition of NPAG News, our bumper autumn edition.

Autumn, *'...the last smiles of the year upon the tawny leaves, and withered hedges... a time of peculiar and inexhaustible influence on the mind of taste and tenderness'*. Jane Austen.

Yes, autumn can be a magical time, can't it. It's certainly one of our favourite seasons at NPAG. It is the time of one of our most successful events – the Annual Clinical Engineering Conference, the 2025 edition of which has just taken place at the Radisson Blu Hotel at London Stansted Airport. This year again we attracted a wide variety of exhibitors and sponsors, in addition to over 70 delegates. Please see the Conference Report on pages 10-11.

As we move into October our best value groups are getting back up to full speed too. After a quieter period over the summer months there is much activity, with some groups, like IT & Medical Connectivity, NHS Sustainability and Violence Reduction and Security Management networks, starting new meeting rounds. See pages 17-18.

During a testing time for all of us, our national groups continue to provide Best Value. We asked for your views in our NPAG Summer Survey - and we were delighted with the results. On page 5 we share some insights from the survey.

Have a great autumn, everyone and we hope to see you at one of our forthcoming meetings or events.

## Inside This Edition

News in Brief	3
Providing best practice	4
NPAG Summer Survey insights	5
Supporting World Mental Health Day	6
Meet the NPAG Facilitators	7-8
Preparing for the digital switchover	9
Clinical Engineering Conference summary report	10-16
Best Value Groups	17-18
NPAG training workshops	19
NPAGNetwork – Supporting our members	20
What's hot for the coming months	21



I joined the NPAG EPRR group to learn from the members and guest speakers and to check out my own understanding of Emergency Planning. Every meeting I have attended has provided something valuable which has improved my knowledge and awareness and the work I am able to do. This has enabled me to do my job better. I have been able to share information within my organisation and to local partners, and I have developed training and other resources using materials shared by group members.

EPRR member 2025-26

# News in Brief

## Putting Patients First: Why Customer Care Remains Central to NHS Reform

As the NHS undergoes major reforms, customer care remains essential to delivering high-quality, compassionate healthcare. Health Secretary Wes Streeting has outlined a bold vision for a modernised NHS, one that shifts care from hospitals to communities, from analogue to digital and from treatment to prevention.

While digital transformation offers exciting opportunities to improve access and efficiency, it's vital that the NHS preserves the human connection at the heart of care. Empathy, trust, and communication are fundamental to patient recovery and wellbeing.

NPAG's Putting the Patient First: Customer Care & Communication Skills workshops support this vision by equipping NHS staff with practical tools to enhance patient experience, foster compassionate care and embed customer service values across teams. Sessions provide a space to reflect, share best practice, and drive patient-centred improvements. As the NHS evolves, healthcare must remain efficient, innovative, and deeply human.

For more information, see page 19.

## New NPAG Facilitator

NPAG is delighted to announce the appointment of Georgia Taylor as the new Facilitator for the NHS Sustainability Network.



Georgia brings over nine years of experience in environmental sustainability across multiple NHS Trusts. Her expertise will be instrumental

in supporting and shaping the future of the Network, particularly as it continues to champion sustainable practices across the NHS.

Currently, Georgia leads key programmes within Gloucestershire Health and Care NHS Foundation Trust's Green Plan, with a focus on achieving net zero, developing the sustainability workforce, and strengthening systems leadership.

Having served two terms as Co-Chair of the NHS Sustainability Network, Georgia now steps into the facilitator role for the 2025–26 cycle. Her leadership will provide valuable guidance and support to members, informed by her thorough understanding of the sector's challenges and her commitment to driving impactful change.

## Supporting Trusts in Ethical Digital Transformation

As AI continues to reshape healthcare, NHS Trusts are stepping up with policies to ensure its use is safe, ethical, and aligned with patient care. NPAG's own Trust, the East of England Ambulance Service NHS Trust, has recently launched a Digital AI Policy, an approach members tell us is increasingly mirrored across the NHS.

These policies cover a wide range of issues: patient safety, legal and ethical compliance, cybersecurity, and long-term planning. Many of these areas align directly with NPAG's Best Value Groups, which provide a collaborative space for Trusts to share best practice, benchmark progress, and tackle emerging challenges together.

Whether it's understanding how AI models are trained, managing risks, or ensuring lawful use, BVGs offer practical support and peer insight. With AI now influencing everything from procurement and IT to clinical governance, it's clear this will remain a key topic across NPAG's service areas for years to come.

# Our National Groups: Providing Best Practice

NPAG offers a range of services to its many clients and members across the country – national groups, workshops, major Conferences, benchmarking – but at the heart of the NPAG experience is the national Best Value Group. At any point in time, we operate around 20 of these, covering a wide array of topic areas from EPRR to Energy and Telecoms to Transport & Logistics.

Our groups are member-led, and they are delivered and facilitated by NPAG.

We continue to see strong member loyalty across our groups despite, or perhaps because of, the current challenging financial and operational climate. So, why do people continue to find NPAG membership a good use of their time and resources in today's tough climate?

First, our aim is always to ensure that the value members receive, through shared best practice, peer support, access to expertise and year-round support through the NPAG Network, continues to outweigh the costs involved.



The BVG membership fee is designed to ensure the sustainability and growth of each group while delivering tangible benefits to members.



The fee covers essential elements such as CPD certification for professional development, targeted marketing to attract new members and maintain group momentum and the operational costs associated with expert facilitation and administration. This investment helps create a thriving, well-supported network that continues to deliver value and relevance to its members.

Group sizes vary across the board but, to ensure fairness, we maintain a consistent pricing structure across all BVGs. To support accessibility, we offer additional member rates, Chair rates, and referral discounts – and many time-limited, one-off special offers too.

“The cost of annual membership has been recouped many times over in cost savings and technology enhanced efficiencies that we have been able to introduce.

A member recently told us that a single piece of information gained at a meeting more than justified their membership fee. That is exactly what we like to hear, but we are not complacent; we regularly seek wider feedback from our membership – like the recent Summer Survey.

Thank you for completing the survey. The results were very encouraging, and we report more of this over-page.

# Listening, Learning, Leading: Insights from NPAG's Summer Member Survey

This summer, NPAG invited its 500+ strong member network to share their experiences, feedback and reflections about their respective best value groups in the NPAG Member Survey 2025. Engagement was high and the survey has provided helpful insights that will help shape NPAG's future direction and reinforce its commitment to member-led development.

## What members told us:

The survey explored key themes including members' motivations for joining NPAG, perceived value and benefits of membership and suggestions for improvement.

Respondents told us they overwhelmingly value networking, benchmarking and sharing, with those benefits being among the most frequently mentioned benefits in open-ended responses.

- **Supportive and collaborative environment:** NPAG is frequently described as supportive, collaborative, and community-focused. Members highlight teamwork, encouragement, and the value of sharing solutions and experiences with peers.
- **Invaluable and beneficial resource:** responses emphasised NPAG as invaluable, helpful, and beneficial. Groups are seen as a vital resource for personal and organisational development.
- **Positive and motivational:** Group atmosphere is seen as friendly, encouraging, and conducive to professional growth.

- **Informative and insightful learning:** Members describe NPAG as a good learning experience. They appreciate the opportunity to gain knowledge, stay up to date and benefit from shared expertise.
- **Useful and relevant networking:** Groups are valued for usefulness and relevance, providing opportunities to network, meet NHS colleagues and discuss national issues.

Member feedback helps us understand what's working, where we can grow and how we can better support our members' evolving needs. The insights gathered from the survey will directly inform our planning for future BVG rounds, training workshops and conference themes. We're also using member testimonials to showcase the real-world impact of NPAG membership to inspire new members to join our thriving network.

“ The NPAG membership has been incredibly helpful for keeping up with all the changes and innovations taking place, both due to the industry updates and the ability to ask for advice from the other members.

If you are not already a member and are interested in finding out more about NPAG's BVGs, please visit [our website](#) or contact the team at [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk).

**Respondents were asked to summarise NPAG in one word!**



# Supporting Mental Health and Wellbeing



World Mental Health Day, observed annually on 10th October, is a powerful reminder of the importance of mental wellbeing in every aspect of our lives, including the workplace. At NPAG,

we recognise that mental health is not just a personal issue but a collective responsibility.

## Looking After Our Own

Wellbeing is a priority in our own organisation. The NPAG team is encouraged to take regular breaks, maintain a healthy work-life balance, and speak openly about mental health. We understand that a supportive environment leads to better collaboration, creativity, and resilience. Whether it's through flexible working, regular check-ins, or simply making space for conversations, we aim to ensure every team member feels valued and supported.

## Helping NHS Trusts Support Their Staff

NPAG's impact goes beyond its own organisation however.

NHS professionals work in high-pressure environments where emotional resilience is constantly tested. From managing complex patient and organisational needs to navigating systemic challenges, the demands placed on staff can lead to stress, burnout, and mental fatigue. Supporting their mental health isn't just a matter of compassion, it's essential for sustaining a safe, effective healthcare system.

One of NPAG's most impactful contributions to this issue is our Workplace Wellbeing workshops

NPAG's Wellbeing Workshop, delivered by Jaskiern Kaur, offers a supportive and practical space for NHS staff to explore strategies that promote personal resilience, emotional wellbeing and a healthier workplace culture.

Through interactive sessions, participants gain tools to manage stress, improve self-awareness, and foster positive communication - empowering them to care for themselves while continuing to deliver compassionate care to others.

The workshop encourages reflection, peer learning, and actionable steps to enhance wellbeing both individually and across teams.

## Supporting BVG Members

Beyond this, we have been advocating prioritising mental health to BVG Members. NPAG Facilitator Tony Gent has been spearheading this, with recent presentations to several of our groups.

In his uplifting presentation, Tony shares a deeply personal and practical journey toward mental wellbeing. He emphasises the invisible nature of mental health struggles and the importance of kindness, self-care, and listening, offering actionable advice for achieving life balance, managing stress and fostering positivity. Tony's message is clear: wellbeing is a daily commitment, and it's never too late to pursue joy, growth, and meaningful connection.

When staff feel psychologically supported, they're better equipped to care for others, make sound decisions, and contribute positively to their teams. That's why initiatives like NPAG's Workplace Wellbeing Workshops and supporting BVG Members are so vital; they provide practical tools and peer support to help NHS workers to thrive, not just survive.

# Meet the NPAG Facilitators

Behind every successful NPAG Best Value Group is a Facilitator who ensures that each group functions smoothly, purposefully and with maximum impact.

NPAG's Facilitators are the operational backbone of the BVGs. They manage the logistics of quarterly meetings, coordinate guest speakers, shape agendas in collaboration with Chairs, and produce essential outputs such as annual reports and marketing materials. Their work ensures that each meeting is a productive forum for sharing best practice, benchmarking and driving service improvement.

Facilitators engage with members to ensure that content remains relevant and forward-thinking and they help maintain momentum between

meetings through ongoing communication and support. Many have worked in the NHS for many years and their ability to foster collaboration across NHS Trusts and specialties enables the NPAG Network to remain a vibrant, responsive, and member-led community.

The importance of this role is reflected in NPAG's commitment to supporting its Facilitators. Regular liaison meetings provide a platform for Facilitators to share feedback, explore new ideas, and strengthen their connection with the NPAG HQ team. This ongoing dialogue ensures that Facilitators are not only supported but also empowered to shape the future of NPAG's national networks.

## John King: *long-standing partner to NPAG*



John joined NPAG as an Associate Consultant in 1998, following a career in Public Sector Management. He has since supported the organisation in various roles, helping to launch new national groups and services in risk management, business continuity, and resilience.

John currently facilitates four national NPAG groups: NHS Car Parking & Sustainable Travel, Health Visiting & School Health Services 0-19 and IT & Medical Connectivity. He continues to support NPAG's growth, sustainability, and resilience through its business model and new initiatives.

## Trevor Garcia: *a new chapter ahead*



Trevor has been the facilitator of the Decontamination BVG since 2020, bringing with him over 37 years of NHS experience. He retired in 2019, having held key roles in decontamination and served as Director of

Education for the Institute of Decontamination Sciences (IDSc), where he helped develop an apprenticeship programme with Health Education England.

In 2026, Trevor will begin facilitating our National District Nurses Network. He'll draw on his extensive NHS background, including his time as Associate Director of Clinical Support Services, where he gained valuable insight into Pathology, Radiology, Outpatients, Cancer

Services, and Pharmacy.

## Libby Horridge: *championing district nursing*



Libby, a proud and passionate Queen's Nurse, joined NPAG as a facilitator in 2018 after 37 years in the NHS, most of which she spent in district nursing, progressing from staff nurse to strategic lead.

Although stepping down as facilitator of the National District Nurses Network (NDNN) this December after seven dedicated years shaping the network into the success it is today, Libby will continue to support a smooth handover—ensuring the group's ongoing growth, sustainability, and resilience.

## Cliff Howell: *excellence in Estates & Facilities*

With an impressive 44 years of NHS service, 20 of those in senior Estates & Facilities roles, Cliff Howell brings a wealth of experience and insight to NPAG. He currently facilitates our NHS Transport & Logistics Best Practice Group, where his deep understanding of operational challenges and strategic planning continues to benefit members.

As Cliff prepares for retirement later this year, he remains committed to expanding his NPAG facilitator portfolio.

**John Wigmore: guiding best practice in Telecoms**

John Wigmore has served as the facilitator for the Telecoms BVG since 2013, bringing over a decade of continuity and expertise to the group. He plays a pivotal role in shaping the agenda, guiding discussions, and fostering collaboration among members from across the NHS and wider public sector.

Known for his approachable style and deep understanding of telecoms in healthcare, John has consistently supported the group's evolution, adapting to virtual formats during the pandemic and helping members navigate complex topics such as unified communications, VoIP procurement, and digital transformation. His facilitation ensures that meetings are not only informative but also responsive to the changing needs of the sector.

**Dale Atkins: connecting ideas, people and progress**

Dale has over 35 years of experience as a senior health professional working in and around the NHS. As an NPAG Facilitator, he plays a pivotal facilitation role across several groups, including: EPRR, Operating Theatre Managers, the Temporary Workforce Network, Waste Management and Violence and the Security Management Network.

Dale's facilitation ensures that each group remains focused on practical outcomes, shared learning, and continuous improvement. He is also instrumental in coordinating networking between meetings, supporting member engagement, and guiding strategic conversations that shape service delivery.

Beyond his BVG responsibilities, Dale contributes to NPAG with conference chairing, bringing structure, insight, and energy to every engagement.

**Tony Gent: a legacy of leadership, positivity and Estates excellence**

After an incredible 46 years in the NHS, Tony retired in September as Head of Estates at Derbyshire Community Health Services NHS Foundation Trust.

A Fellow of the Chartered Association of Building Engineers and the Institute of Healthcare Engineering and Estates Management, he is known for his passion for organisational and behaviour change.

Since joining NPAG in 2013, Tony has facilitated the Estates, Facilities North, and Facilities South BVGs, becoming a familiar and uplifting presence across all groups with his sessions on Health and Wellbeing and All Things Positive.

As Tony begins his retirement, he remains committed to supporting his members at NPAG.

**Georgia Taylor: leading the way in sustainable healthcare**

Georgia Taylor is an experienced environmental sustainability professional with over nine years working across multiple NHS Trusts in sustainable healthcare. She currently programme-manages key areas of Gloucestershire Health and Care NHS Foundation Trust's Green Plan, focusing on net zero, workforce, and systems leadership.

Georgia has served two terms as Co-Chair of the NHS Sustainability Network and has recently been appointed facilitator of the group for the 2025-26 round. In this role, she will help guide its future direction, offering valuable support to members through her deep understanding of the challenges they face and her commitment to driving meaningful change.

**Lawrence Barker: driving collaboration and foresight**

Currently serving as Deputy Head of Clinical Engineering at University Hospitals of Leicester, Lawrence Barker also holds the role of NPAG Facilitator for the Clinical Engineering North and South BVGs. In this capacity, Lawrence leads structured, insightful discussions that support professional development, benchmarking, and knowledge exchange across NHS Clinical Engineering teams.

Since joining NPAG in 2023, Lawrence has made a significant impact, notably chairing and curating the NPAG Clinical Engineering National Conferences in 2024 and 2025. His leadership has shaped dynamic agendas featuring expert speakers, interactive sessions, and national initiatives focused on innovation, workforce development, and emerging technologies.

Lawrence's facilitation style is collaborative and forward-thinking.

We feel privileged to work with such an experienced group of facilitators. They bring a wealth of experience, insight, and energy to Best Value Groups, helping members unlock practical solutions through shared learning and collaboration. By fostering a supportive and inclusive environment, NPAG facilitators help teams translate ideas into action, driving service improvement and value across the NHS.

# Preparing for the Digital Switchover:

## Attend NPAG's Free Webinar in Early 2026

The UK's telecommunications infrastructure is undergoing a major transformation. January 2027 will mark the end of analogue telephony (PSTN) services across the country. For NHS Trusts, this is a strategic imperative that affects everything from patient safety to operational continuity.

The PSTN has long underpinned critical services in healthcare settings, including:

- GP surgery phone lines
- Emergency call systems
- Fire and security alarms
- Lift and entry systems
- Telecare and remote monitoring devices

Failure to switch could pose serious risks to patient safety and operational continuity. Data shows that a lot of NHS-connected infrastructure still relies on analogue systems, with many Trusts yet to implement a migration plan.

### Take action

Trusts must urgently assess their exposure to analogue systems and plan for migration. Key steps include:

- ✓ Audit all telecoms infrastructure: identify every system that relies on PSTN or ISDN.
- ✓ Engage with suppliers: understand upgrade paths and timelines.
- ✓ Prioritise critical services: especially those linked to patient care or emergency response.
- ✓ Budget for replacement and training: digital systems may require new hardware and staff familiarisation.
- ✓ Collaborate with peers: share insights and solutions through networking groups such as NPAG's Telecoms BVG, the IT & Connectivity Network and the EPRR Network.



### NPAG's Support for Members

NPAG is here to help members navigate this change confidently, collaboratively, and cost-effectively.

The switchover particularly impacts members of the Telecoms BVG and IT & Connectivity Network by accelerating the shift to digital platforms like VoIP and cloud-based communications, requiring infrastructure upgrades and supplier coordination. It also affects EPRR members, as legacy lines used for backup in critical systems must be replaced with robust, secure alternatives to maintain continuity and compliance.

### \*\*\*Upcoming NPAG Webinar – early 2026\*\*\*

To further support members, NPAG will host a dedicated free to attend webinar in early 2026, supported by NHS England. This session will feature:

- Industry experts
- Case studies from Trusts already transitioning
- Advice on risk mitigation and planning
- Q&A to address member concerns

This webinar will be a key opportunity for Trusts to get ahead of the curve and ensure a smooth, safe switchover. More information will be shared in the next issue of NPAG News but please contact [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk) to register your interest now.

# Clinical Engineering Conference 2025:

## Summary Report

The 16th annual Clinical Engineering Conference was a fantastic opportunity for members and guests to network with peers and a wide range of manufacturers and suppliers from across the industry.

This year's theme 'Development through Innovation', reflected the challenges Clinical Engineering Departments have faced, including staffing and budget reductions. Future development will require new approaches to equipment lifecycle management and technology-driven efficiency.

The conference was chaired by Lawrence Barker, supported by the NPAG Chairs for the Clinical Engineering South and North BVGs, Maryam Mirjafari and Kelly Gilmartin.



Maryam Mirjafari, Lawrence Barker and Kelly Gilmartin

The day began with a key note presentation from Professor Richard Scott, who described the NHS's current situation as a "Perfect Storm," with a growing health and wellbeing gap. He highlighted the difficulty of managing disruptive technology and the need to shift care into community settings.

Richard urged members to better understand the data they generate, integrate new technology procedures into Quality Systems, and engage with standards development, emphasising that sharing best practice benefits everyone.



Next, Rob Millard (via video) and Sagreev Chahal from Royal Wolverhampton NHS Trust presented their award-winning approach to Training the Clinical Engineering Workforce of Tomorrow.

Facing an aging workforce and poor recruitment outcomes, they launched an apprentice scheme in 2017 and appointed a Professional Technical Development Manager. The programme now includes 8 engineers in training and plans to recruit an AI apprentice next year. Sagreev outlined the structure, including a BEng in Electronics with modules in Anatomy and Physiology, mapped to the RCT Matrix. The Trust is also working with T Level students to build a future talent pipeline.

After a refreshment break and exhibition visit, Michael Wilkening from Draeger presented on the Digital Eco-System in Acute Care. He traced healthcare's evolution and current challenges, introducing IEE11073 SDC - a system akin to network printing, enabling device interoperability.



Michael envisioned a future of wearable sensors, AI-supported monitoring, and care extending from hospitals to homes.

Ed Malone from NHS Supply Chain then introduced NETIS, the National Equipment Tracking and Information System, developed in response to ventilator data gaps during COVID. NETIS will consolidate local and national data to provide a comprehensive equipment overview, with go-live planned for April 2026.

After lunch the agenda included quick-fire presentations with suggestions for developments and innovation, as well as an update on the New Hospitals Programme.

Smart disposal of equipment from Alex Willis, Hilditch Medical, offers applications that prevent duplication of data entry, improve handling as well as add value by inclusion of device service history. Optimisation of the timing of equipment decommissioning for sale can also significantly increase its selling price.

Nata Zaman, from NHS England, gave a comprehensive overview of the new hospital construction programme, and the huge amount of work that is involved in equipping. It is the largest infrastructure programme in England and has been re-phased to accommodate replacement of hospitals affected by RAAC concrete. Much design includes repeatable exemplar rooms. The hospitals will be completely single bedroom facilities, and much work is being done to prove the distributed call and alarm systems that this will require.

3D Printing in the NHS, by Martin Kirk, Laser Lines, provided a fascinating insight into the rapid advances in this technology. There are 20 systems already installed in the NHS but many centres have yet to realise their full potential.

Evidence Based Medical Equipment Replacement, by Philip Hodsman of ECRI, explored the US model which is data driven. Much attention is focused on alignment of the program to the organisation's strategic objectives, standardisation and lifetime costs. Much benchmarking data is available to support decision making, including the cost of deferring replacement of equipment.

## Industry networking

There was time set aside in the agenda too for delegates to have valuable and in-depth discussions with suppliers and manufacturers in a relaxed atmosphere, to learn more about the latest products and solutions.



## A rewarding day

After the prize draw, the Chair drew the day to a close, thanking the Group Chairs, NPAG Staff, Presenters and Sponsors. Above all Lawrence thanked the members and guests for attending and making the day a great success.

Attendees left with a strong sense of collaboration, inspiration, and commitment to driving innovation in Clinical Engineering through shared knowledge and forward-thinking solutions.



Attending the conference was an invaluable experience. It provided the opportunity to meet multiple companies, build professional relationships, and learn from insightful presentations, particularly on advancing the skills and impact of the clinical engineering workforce.

Conference Delegate



**Avensys Training**, at the Black Country & Marches Institute of Technology in Dudley, offers **Level 2–4 apprenticeships** for biomedical engineers and sterile services staff. Our **expert-led, hands-on programs** are designed to boost **skills, experience, and career opportunities**. Choose from **apprenticeships, short courses, and workshops** to gain the practical knowledge that sets you apart in your field.



Scan the QR code to learn more about Avensys services and how we can assist your future needs



# HOWARD WRIGHT®



**S24 TRAUMA**

**S24 TRANSFER**

## Power through your shift.

Contact our team today.

T 08450 949 894

E [sales@howardwright.com](mailto:sales@howardwright.com)

[howardwright.com](http://howardwright.com)





## ClearView Endoscopy

- OEM trained technicians
- UK-based repair centre
- High technician per asset ratio
- Fast turnaround times



01702 597707



[www.cviewendo.co.uk](http://www.cviewendo.co.uk) • [www.cviewultrasound.co.uk](http://www.cviewultrasound.co.uk)



## ClearView Ultrasound

- Fast turnaround times
- Loan probe support
- UK-based ultrasound repair lab
- Repair of 2D, 3D/4D, TEE, and matrix array probes



ClearView is **ISO13485** Compliant



## SMART MEDICAL ASSET MANAGEMENT

**Using data, technology and AI to provide a complete, reliable vendor experience.**

We are continuously integrating new solutions to increase your revenue, streamline operational efficiency and improve environmental outcomes across our services.



**AUCTIONS & VALUATIONS**



**ENGINEERING  
& DEINSTALLATIONS**



**TRANSPORT**  
with trackable emissions



**DATA BASED VALUE FORECASTS  
& REPORTING**



**ASSET MANAGEMENT  
INTEGRATION**



**ZERO TO LANDFILL**

[WWW.HILDITCHGROUP.COM](http://WWW.HILDITCHGROUP.COM)



MEDICAL GAS CONTROL

Dedicated customer support for all our medical gas devices

- Quick turn around on all new orders and renewals
- Dedicated account manager 5 days a week
- Free account inventory audit
- Telephone support via our customer support team
- Exclusive access to our online customer support portal



Quality you can trust,  
People you can count on

01623 628 281 | [info@bprmedical.com](mailto:info@bprmedical.com)

MADE IN  
UK



## seca Service

What We Offer



**UKAS**  
ISO 17025 UKAS  
accredited lab.



**Qualified  
Calibrations and Repairs**  
Expertise in servicing all scale types and  
brands.



**Calibration and Adjustment**  
For precise weight readings  
where required.



**Original Spare Parts**  
Ensures durability and  
long-term accuracy.



**Nationwide Onsite Support**  
Whenever possible, repairs  
and calibrations are done  
on-site.



**Re-verification Compliance**  
Only seca are accredited to  
reverify seca scales.



**Return to Bench  
Repair Service Available**  
Return anytime to our dedicated  
repair centre.



**Medical Device Calibration  
Including**  
SpO<sub>2</sub> / ECG / Spirometry /  
Blood Pressure / EST.



**Detailed Service Reports**  
Complete documentation  
for your records via our  
online portal.



Discover how Manchester University NHS  
Foundation Trust achieved real results with

[servicecontracts.uk@seca.com](mailto:servicecontracts.uk@seca.com):  
Field Service Enquiries

[servicecontractrepairs.uk@seca.com](mailto:servicecontractrepairs.uk@seca.com):  
Return to Bench Repairs



**MARSDEN**  
PRECISION WEIGHING SOLUTIONS

## A weight off your mind

**Precision Scales for Every Setting – Featuring the M-320 Baby Scale**

For over 95 years, Marsden has delivered trusted weighing solutions – from neonatal to bariatric, ward to community care.

The new M-320 Ultra Lightweight Baby Scale offers the accuracy, portability, and reliability healthcare professionals expect.

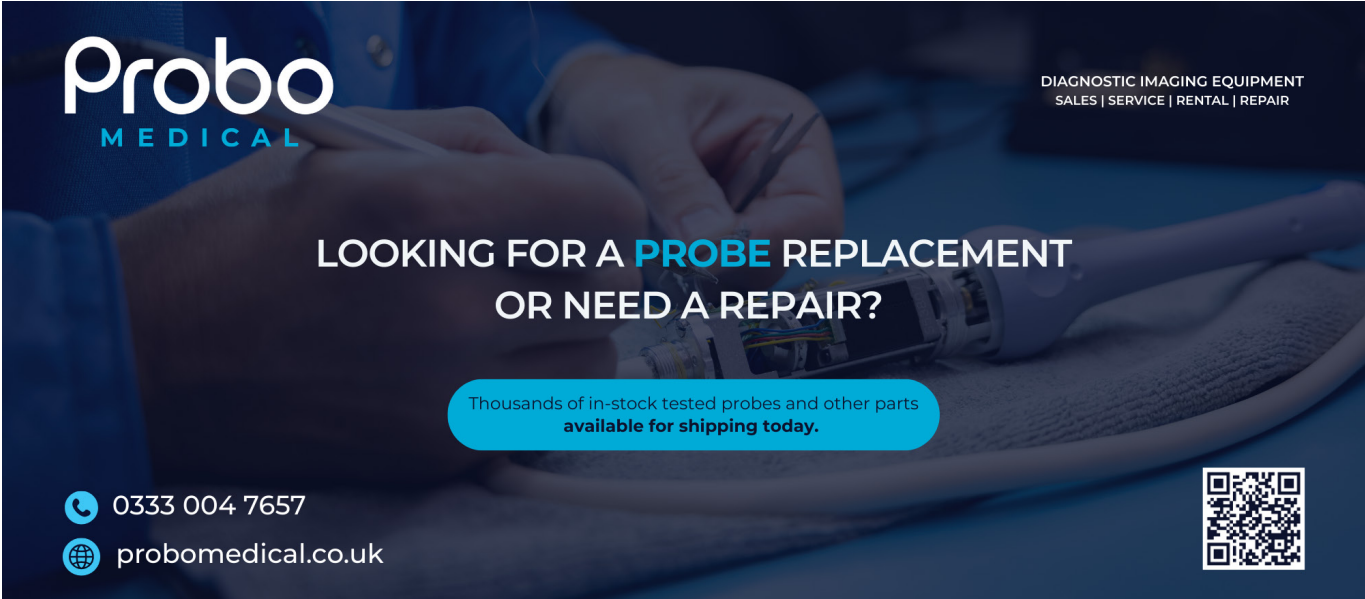
**Our Service Promise**

- 8-year warranty
- First-time fix – we repair, not replace
- No initial verification fee
- Contract discounts on new scales

**With Marsden, you focus on care – our scales do the rest.**

**ARRANGE A DEMO OR ORDER TODAY**

**marsden-weighing.co.uk**    **T +44 (0)1709 364296**




**Probo**  
MEDICAL

DIAGNOSTIC IMAGING EQUIPMENT  
SALES | SERVICE | RENTAL | REPAIR

## LOOKING FOR A **PROBE** REPLACEMENT OR NEED A REPAIR?

Thousands of in-stock tested probes and other parts available for shipping today.

☎ 0333 004 7657  
🌐 probomedical.co.uk





**EUROPE'S LEADING MEDICAL EQUIPMENT AUCTION HOUSE**

Contact us to discuss your redundant and decommissioned medical equipment!

+44 (0)1252 299024  
enquiries@britishmedicauctions.co.uk

www.britishmedicauctions.co.uk

## Bladder scanners relied on by 267 UK healthcare organisations

Discover the BioCon range with outstanding UK based support.

**Train with us**  
Electrical Safety Test Training  
Device Under Test Training  
Bladder Scanner Manufacturer Training

sales@desmitmedical.com | 0800 047 2967 | desmitmedical.com





## We're here to help...

**Specialist Supplier:**

- ECG Cables • SpO2 & Temperature Probes
- NIBP & IBP Products • Medical Labels
- Neonatal & Protection Products • Patient Assessment Devices
- Atom Incubators & Accessories • Repair Service & Parts

www.waltersmedical.co.uk

Over 80% of our products are available via **NHS Supply Chain**

Trusted expertise to find the product you need, fast.  
t: 0845 6800 377 e: sales@waltersmedical.co.uk





# NPAG Best Value Groups

The following groups are renewing in the coming months:

## Violence Reduction & Security Management Network- New round starting on 9th October 2025

The Violence Reduction & Security Management Network provides an invaluable forum for supporting any members of staff who are involved in these areas. The network has gone from strength to strength and has been growing in size accordingly. In 2024-25 the Network had 70 members from across the NHS. Members continue to share an extensive range of knowledge, experience and learning in a safe environment. Meeting agendas are member led and include a 'Hot Topics' slot where members can raise current issues. Members also benefit significantly from networking between meetings.

[Find  
out  
more](#)

## Telecoms BVG - New round starting on 13th October 2025

NHS Telecoms professionals, industry experts and service providers, allowing members to evaluate new technology, share best practice and influence service providers to secure best value solutions to telecommunication services across the NHS estate. The group offers peer to peer support to solve complex technical problems within member Trusts. Members invite key service providers to each meeting, providing presentations on topical issues or products relating to current challenges and needs.

[Find  
out  
more](#)

## NHS Sustainability Network - New round starting on 23rd October 2025

In the NHS, sustainability and sustainable development have been on the agenda for many years. The values of the NHS to protect health and wellbeing empower us to take the lead on making healthcare more sustainable. The NPAG NHS Sustainability Network is aimed at managers committed to making a difference. Established in 2012, the group has grown significantly in membership and in influence. Members freely share policies, procedures, and different approaches, as well as asking for advice on things they are struggling with – all aimed at increasing knowledge, saving time, and improving effectiveness. An important aspect of the group's meetings is sharing data to benchmark performance. Agreed KPIs enable members to monitor their department's individual performance and provide a means to monitor continuous performance.

[Find  
out  
more](#)

## Waste Management BVG - New round starting on 4th December 2025

The NPAG Waste Management BVG enables NHS waste managers to meet and share new ideas, evaluate tenders, discuss common problems, measure service providers performance, provide cost effective solutions, be creative and innovative in service design and network with others involved in the complex area of waste management. The group has developed a rich and multifarious membership and has developed their relationships with other national agencies including the Environment Agency, NHS Improvement, NHS England, CIWM and NHS Digital.

[Find  
out  
more](#)

**Interested?** NPAG's Best Value Groups provide a structured networking forum for healthcare professionals to meet, discuss current issues and hear from internal and external experts. Visit our [website](#) to find out more or contact the NPAG team for more information at [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk)

## NPAG IT & Medical Connectivity Network Evolving in 2025/26

NPAG is pleased to share details of the 2025/26 round of the IT & Medical Connectivity Network, continuing its mission to improve safe and effective integration between medical devices and IT systems.

Originally established in 2016 in response to feedback from Clinical Engineers and IT suppliers, the group addresses a critical knowledge gap in connecting medical technology with digital infrastructure.

This Autumn marks the start of a refreshed programme, featuring new joint Chairs and an updated agenda focused on optimising the use of patient machine data and influencing national thinking around IT and connectivity. Membership is open to NHS IT and Clinical Engineering professionals and, for the first time, NPAG is

welcoming private sector colleagues to join the conversation.

With collaboration at its core, the group offers a unique opportunity to share expertise, tackle challenges and shape the future of connected healthcare.



To find out more about the IT & Medical Connectivity Group, click [here](#) or [email](#) us.

## ADVERTISEMENT



**IDSc 2025 Annual Congress**  
24th-26th November 2025

**Topics Now Confirmed!**

Click [HERE](#) for  
full details

# NPAG Training Workshops For Healthcare Professionals

As part of our aim to support NHS and public sector managers, NPAG offers a variety of healthcare training workshops, working with a network of trainers who are experts in their field.

## The NPAG training workshop portfolio includes:

### Workplace Wellbeing

A one-day on-site workshop offering a supportive and practical space for to explore strategies that promote personal resilience, emotional wellbeing and a healthier workplace culture. Through interactive sessions, participants gain tools to manage stress, improve self-awareness and foster positive communication - empowering them to care for themselves while continuing to deliver compassionate care to others.

[Find  
out  
more](#)

### Putting the Patient First: Customer Care & Communication

This one-day on-site training workshop increases awareness of the service user relationships and its importance and impact on your organisation. The bespoke programme will reflect on your organisational core values, ensuring successful and measurable outcomes. Using exercises and various other materials, it will challenge behaviours and attitudes helping promote an excellent service to all service users.

[Find  
out  
more](#)

### Clinical Development for Occupational Health Professionals

A series of modules providing evidence-based theory and professional confidence and competencies in Occupational Health. Each one-day module will provide the daily clinical and professional skills to undertake duties. Choose from: COSHH Health Surveillance; Employment & Pre-Placement Health Assessment; Fitness for Work; Human Factors in OH, Ergonomic Assessment & Adjustments; Long-Term Condition, Health & Disability Management; Noise & Vibration Health Surveillance & Case Management; Occupational Health Risk Assessment; Performance & Attendance.

[Find  
out  
more](#)

## Benefits include:



- ✓ Evidence to the CQC of your commitment to improving patient care through staff training
- ✓ Evidence of contribution towards NHS England's *Promise* to provide a positive and compassionate working culture
- ✓ Practical 'toolkits' to help delegates hone additional skills to enhance their daily role
- ✓ All NPAG workshops are CPD certified, offering standalone professional participatory CPD hours
- ✓ As an NHS organisation, NPAG is able to offer training at very competitive prices

## Who are our workshops aimed at?



Healthcare professionals. Training programmes are tailored and developed to meet delegate and organisational needs.

**Interested?** Visit our [website here](#) to find out more about our workshops here or  
Contact Lynn Maddison for further details and booking information at [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk)

# NPAGNetwork

## Supporting our Members

National Performance  
Advisory Group

The NPAG Network is available to all our Members and continues to provide a very welcome service.

NPAG developed the service, recognising the need for a forum for healthcare providers to ask questions, request assistance and information, share documents, and get professional and practical advice from their peers throughout the UK, saving time and money in not reinventing the wheel. Members of the NPAG's Best Value and National Networking Groups form the nucleus of the Network – providing over 600 contacts throughout the UK.



### Here are some recent Network questions:



With various issues we are having here at UHB with Philips equipment (expense of parts, FSNs we are expected to pay to correct etc.) myself and my colleagues have started to look at other manufactures that may be able to compete with the Philips offering. Mindray is a manufacturer we have started to look towards. With this in mind does anyone have recent experience of their device range. We would be looking at high acuity monitoring all the way through to VSMs (VS-9 / VS-8).

If anyone have any insight into these devices it would be much appreciated.

**Clinical Engineering North BVG Member**

Would anyone be willing to share the moving and handling risk assessment template that is used within their DN teams with us please? We are just reviewing ours and it would be great to compare.

**National District Nurses Network Member**

Please can you ask members what price they charge staff, patients and visitors to charge their electric vehicles on site and what company they use?

**NHS Sustainability Network Member**

We are looking at options for our next telecoms VoIP provider, and wondered if others who may have recently undertaken this could share their procurement requirements for a VoIP system to help us with the process?

**Telecoms BVG Member**

If you don't currently use the service, please do so. You will not be disappointed! Please send your NPAG Network requests to: [npagnetwork@npag.eastamb.nhs.uk](mailto:npagnetwork@npag.eastamb.nhs.uk)

Please note, you need to be an NPAG member to submit an enquiry and members must have permission to share documentation with NPAG.

# Working in partnership with NPAG

NPAG has established many important partnerships over the years. We work closely with a number of excellent training providers and business associates.

If this is of interest to you, please contact us: [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk)

## What's hot for the coming months

### National Networking Group Meetings Conferences

#### October

- Car Parking & Sustainable Travel Network
- EPRR Network
- NHS Transport & Logistics BPG
- Violence Reduction & Security Management Network
- Facilities North BVG

#### November

- Decontamination BVG
- National District Nurses Network
- NHS Sustainability Network
- Clinical Engineering South BVG
- Facilities South BVG
- Operating Theatre Managers BVG
- Temporary Workforce Network

- Digital Switchover Webinar: early 2026
- Theatres and Decontamination Conference (19th May 2026)

### Workshops & Events

- Clinical Development for Occupational Health Professionals training workshops
- Putting the Patient First on-site training workshops
- Workplace Wellbeing training workshops

**Please contact [info@npag.eastamb.nhs.uk](mailto:info@npag.eastamb.nhs.uk) for more information.**

#### CONTACT US

[NPAGNEWS@NPAG.EASTAMB.NHS.UK](mailto:NPAGNEWS@NPAG.EASTAMB.NHS.UK)

EAST OF ENGLAND AMBULANCE SERVICE NHS TRUST,  
CHELMSFORD OFFICE,  
HOSPITAL APPROACH, BROOMFIELD, ESSEX CM1 7WS

