



# bulletin

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**bulletin** is a regular update for members on the work being carried out by the Welsh NHS Confederation on their behalf. It complements Interchange Alert, published by our London office, which gives members an overview of the Confederation's work at UK-wide level. If you have any queries about either publication, please contact [kevin.sullivan@welshconfed.org](mailto:kevin.sullivan@welshconfed.org)

## Number of NHS managers – facts, not scare stories

The run-up to the election saw some negative press and political comment about the number of NHS managers. We wrote to the Western Mail and Daily Post to set out the facts and dismiss the scare stories. Where any attempt was made to support the hostile comment with any evidence, the source used was the latest NHS workforce statistics. We used this same source to show that managers make up around 3% of the workforce. We pointed out that one pernicious effect of the scare stories was that the public vastly overestimates the number of managers, citing an ICM poll which showed that the majority of the public thought that managers made up over 20% of the NHS workforce. We also attacked the flawed assumption, which underlies the concern over numbers, that the NHS workforce is divided neatly and equally into heroes (who provide care for patients) and villains (who do not). We argued that *"the whole NHS workforce - from cleaners to clinicians, from support staff to surgeons - are involved, whether directly or indirectly, in delivering patient care"*, adding that *"managers have a key role to play in this team too"* and calling for their vital work to be recognised, not demonised. Through our media work but also through other initiatives such as our annual awards, we will continue to highlight the crucial role played by management, to tackle the *"heroes and villains"* fallacy, and underline that management brings real benefits to patient care.

## Designed for Life - an important step

We welcomed the recent launch of the Welsh Assembly Government's 10 year strategy for the NHS. We said that it was vital to provide a framework and focus for the efforts already being made across the NHS to develop world-class health services for Wales. This goal was achievable, we said, but only if we make the case for change, invest for change, and support the NHS in delivering change.

## Patient safety conference, 23 June – WAG and DoH lend support

This major international conference, which we are organising in conjunction with HOPE (Hospitals Committee for Europe), has won support from both the Welsh Assembly Government and the Department of Health. The event takes place just a few days before the UK takes up the presidency of the EU, and patient safety is one of the two health priorities identified by the government for its presidency. The programme includes Sir Liam Donaldson, Rhodri Morgan, the National Patient Safety Agency, and reports from across the UK and from Denmark on how patient safety can be improved. A few places are still available. The booking form can be downloaded from [www.welshconfed.org](http://www.welshconfed.org) and should be returned as soon as possible.



## A Picture of Health 2015 – next steps

*A Picture of Health: how the NHS in Wales could look in 2015* was launched in March and received widespread publicity. The alliance of organisations which produced the document is now preparing a series of more detailed discussion documents, with different organisations leading on each one.

- Achieving a balance in the delivery of NHS Services
- Professional roles and responsibilities in the future
- Management of chronic long term conditions
- Future shape of the hospital network

This work will take account of the 'Designed for Life' strategy recently launched by the Welsh Assembly Government. The development process for these papers will include workshops and wide consultation, with publication expected in the autumn. We have given presentations on the work so far to the national conferences of the Welsh CHCs and the Wales Council for Voluntary Action.

## Coming soon - From the Rockies to the Rhondda: can Wales learn from Colorado about disease management?

The report of our study tour to Kaiser Permanente in Colorado will be published within the next few weeks. The aim of the visit was to see, first hand, the oft-quoted Kaiser approach in action, and to consider whether there were lessons Wales could learn to help us manage chronic conditions better, and make better use of our hospitals. The report gives the group's impressions and its verdict. Publication details to follow.

## Agenda for Change event, 20 June – book your places now

This free event marks the launch of the framework for Benefits Realisation, a process that joins together Agenda for Change and service and workforce modernisation in Wales. We are organising the event in conjunction with the Pay Modernisation unit at WAG. It is aimed in particular at Chief Executives, Chairs, Board Members, LHBs, HR Directors, Project Leads and Staff Side Leads. The venue is St. David's Hotel & Spa, Cardiff Bay. Booking deadline 6 June. For details contact [Sandra.cummings@welshconfed.org](mailto:Sandra.cummings@welshconfed.org) (029 2050 4090)

## The Welsh Connection 2005 (3-4 Nov) – First Minister and Prof George Alberti confirmed

This year's conference takes place in City Hall, Cardiff and we are pleased to announce that First Minister Rhodri Morgan will be speaking. We can also confirm that Professor Sir George Alberti will be giving a keynote speech. Professor Alberti is the emergency care "czar" in England and a diabetologist by background. They join a programme which already includes public health expert Larry Gostin, Professor Earl Sasser from Harvard, and Gill Morgan from the NHS Confederation. More details will follow soon. In the meantime, if you wish to book accommodation for the conference, we strongly urge you to do so as soon as possible, as demand for rooms in Cardiff is extremely high because of the Wales v New Zealand game on Saturday 5th. Accommodation should be booked with the hotels direct.

## Health social care and well-being conference 8-9 June 2005, Cardiff

We have been invited to speak at this major conference, organised by the WLGA, which focuses on partnership. We recently met with the WLGA to discuss ways in which we can work together. The event will share and celebrate the 22 new health, social care and well-being strategies, explore opportunities for collaboration, and look ahead to the future. Speakers include First Minister Rhodri Morgan, Ann Lloyd, and leaders of the agencies involved in the partnerships for health. For details contact [julia.nicholls@wlga.gov.uk](mailto:julia.nicholls@wlga.gov.uk) (029 2046 8659)

## UK Confederation conference and Celtic dinner

The UK conference is from 15-17 June at the International Convention Centre in central Birmingham. Speakers include Donna Shalala, Health Services Secretary in the Clinton administration, management thinker Cary Cooper, and public policy expert Julien Le Grand. ([www.nhsconfed.org/annualconference](http://www.nhsconfed.org/annualconference))

Celtic dinner (15 June) – this is being organised by our head office colleagues in London, not by our office in Cardiff as in past years. The delegate booking form, available on the conference website, gives further details. If you have any queries please call 0870 24 24 427.

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