

SOCIETY OF HOSPITAL LINEN SERVICES AND LAUNDRY MANAGERS



2012 Conference Programme

Wednesday 18th April 2012.

- 9.30 Registration
- 10.30 **Microfibre mops.** How to process correctly avoiding damage and pitfalls to avoid
Kurt Fryer, Sales Manager - National Accounts, Electrolux Professional Limited
- 11.00 Tea & coffee in the Henley Regatta suite
- 11.30 **“What Lies beneath”** Auditing & Decontamination of Mattresses
Mike Smith, Park House Healthcare
- 12.00 Formal opening of the exhibition in the Henley Regatta suite
The Society President, Mr John Gallagher
- 12.15 Buffet lunch in the Henley Regatta suite
- 2.00 **The Patient Environment in the New NHS** How trusts will have to change in the way they view the patient and provide services tailored to their needs
Dr Elizabeth Jones, Head of Patient Environment, Department of Health
- 2.45 **Process validation.** The obligations of suppliers and laundries who wish to comply with CFPP01-04.
Mike Palin, Principal of Technical matters and secretary of TSA’s Technical & Standards Committee and Healthcare Liaison Group
- 3.30 Tea & coffee in the Henley Regatta suite
- 4.00 **The challenges facing Health Service Managers in the NHS**
Mike Hall, General Manager, Salford Royal NHS Foundation Trust
- 5.00 Annual General meeting of the society – members only
- 19.30 Pre-dinner drinks in the Derwent suite (Sponsor required)
- 20.00 5 course Banquet dinner followed by late night dancing with a local DJ in the Riverside suite

Thursday 19th April 2012

9.00 Registration

9.30 **Laundry & Linen framework agreement update.** Developments since implementation, KPI's, new suppliers and changes in service
Rachel Roocroft, Category manager, Buying Solutions

10.30 Tea & coffee in the Henley Regatta suite

11.00 **Changing linen providers.** To provide a seamless changeover it is essential that customer and provider work together to enable both to achieve their objectives
John Herbert, Linen Services manager, Royal Devon & Exeter NHS Trust

11.45 **Contract management.**
The sort of things that are often taken for granted but can make or break a contract
Speaker to be advised

12.30 Buffet lunch in the Henley Regatta suite

14.00 **Sourcing uniforms** Specification, considerations, practical solutions, pitfalls to avoid
Kirstie Keene, Sales manager, Work in Style garment supplier & manufacturer

14.30 **Are on-site sewing rooms a thing of the past?** Trusts are always looking at ways to reduce expenditure, so do sewing rooms represent value for money, or are there alternatives?
Ian Hargreaves, Laundry Solutions

15.00 Tea & coffee in the Henley Regatta suite

15.45 **Paper ten.** Some simple tips and advice on how to make savings. How costs are being controlled and kept low
Innovative Service manager(s)/Allied traders

16.30 Close of conference & exhibition
*Any raffles, prize draws, competition winners etc. will take place now.
Winner must be present to receive prize.*

**Park Inn York
North Street
York
North Yorkshire YO1 6JF
Tel: 01904 459988**

Reservations:
reservations.york@rezidorparkinn.com

Further details and booking forms are available upon request.

Email: Conference@linenmanager.co.uk

Directions (from North or South)

Leave the A1(M) at Junction 44 and follow the A64 sign posted York. 3 miles before York centre take the A1036 sign posted York . At Micklegate, turn left into North Street Park Inn is 50 metres along this road, on the right.

There is parking facilities at the Park Inn and additional parking available at the NCP car park on Tanner row approximately 300 metres from the hotel.

From York train station

The hotel is approximately 800 metres from the main station

Speaker's profiles.

Kurt Fryer

Kurt Fryer - National Account Manager for Electrolux Professional has 30years experience in both environmental cleaning and laundry system solutions. Kurt has been with Electrolux Professional for 21 years where his responsibility includes managing the healthcare sector for laundry systems. His expertise covers guidance on infection control, environmental cleaning and specialises in advising on the laundering of microfibre textiles to ensure longevity & efficacy in use.

Mike Smith

Mike qualified as a Nurse in 1977 and after 10 successful years within the clinical sector moved from the NHS into a commercial role. Mike progressed through his career to become a member of the board for a leading global healthcare company and has also worked on projects with leading UK universities in addition to being a Fellow of the Institute of Sales and Marketing Managers. Mike has implemented accredited training programs and has spoken at UK and International Conferences.

Dr Elizabeth Jones

Liz is Head of Patient Environment at the Department of Health, and is responsible for dealing with issues relating to clinical aspects of estates and facilities management. She has a particular responsibility for policy on hospital food, cleanliness, and privacy and dignity. Liz is also currently President of the Association of Healthcare Cleaning Professionals.

Liz's background is in elderly care nursing, research and education. She has held posts in the NHS and the university sector as clinician, senior lecturer and in staff development. Before joining the Department of Health, Liz was Head of Development at the Leeds Teaching Hospitals Trust. She has a degree in nursing and a PhD in nutrition in older inpatients.

Mike Palin

“Mike joined the laundry industry in the 1980s bringing with him wide experience in research and industrial chemistry and the textile industry, particularly technical textiles and innovative finishes. He has been the Technical Director of both FCRA and the Textile Services Association and is the Principle UK Expert on various BS, European and International standards committees dealing with OR drapes and gowns, Personal Protective clothing, laundry processing and machinery and healthcare textiles. For the last 10 years he has been a consultant and industry representative, as Principal of Technical matters.... People often wonder how one modest sized head can accommodate all that he knows.”

Mike Hall

Mike has worked in the NHS, principally in the North West, for 38 years in a number of Facilities Management positions and he is now the General Manager Facilities at the Salford Royal NHS Foundation Trust and has responsibility for the full range of estates and facilities services. Salford Royal NHS Foundation Trust prides itself on excellence and Mike leads a team of Estates and

Facilities professionals that are integral to providing **safe, clean and personal** services to patients and staff.

He has been involved in two large PFI schemes, which has provided an opportunity to review the way in which services are delivered and he is keen to ensure that the patient is very much in control in the delivery of services. Mike holds the view that services to patients must exceed expectations and that setting challenging performance targets that have been developed in consultation with patients and staff is the key to the delivery of a high quality services.

Rachel Roocroft

Category Manager, catering and Laundry Services, Government Procurement Services

Rachel started her career nearly 30 years ago in a local supplies department in Preston. Since then she has moved with her work to what was initially NHS Supplies and then NHS Purchasing and Supply Agency until its merger with Buying Solutions in 2009. With the formal review of Buying Solutions and public sector procurement in general, Rachel moved into the newly formed Government Procurement Service in April 2011. Government Procurement Service operates at the heart of the Government's Centralised Procurement programme and has become the 'engine room' of Government Procurement.

As a procurement and supply chain professional, Rachel has worked on the linen and laundry framework for the past two years and has introduced the new framework which is open to the wider public sector (not just the NHS).

Rachel has also worked closely with the Department of Health in the drafting of the new guidance and policy documents for laundry services and to this end has drafted the framework so that it is flexible enough to enable the new guidance to be adopted by the market without further delay.

John Herbert

John is the Laundry and Linen Services Manager for the Royal Devon and Exeter NHS Foundation Trust and has worked within the NHS Facilities Management Division for the last 27 years. Although John's main experience is within the laundry textile services industry, John also has responsibilities within his Trust for the Hospital Accommodation Services. John's recent achievements have involved him and his team successfully winning new external laundry and linen services contracts for his Trust and he has also been heavily involved in the restructuring and rewriting of the Soft FM Services responses, capabilities and service continuity systems for Royal Devon and Exeter NHS Foundation Trust Emergency Preparedness Plan. John is married with one grown up daughter and has a 3 year old grandson and he enjoys life to the full, especially for his main passion, which for his sins is the mighty Liverpool FC. YNWA.

Kirstie Keene

Kirstie was appointed Sales Manger for the NHS at Work in Style in September 2008, after previously working within the same field for 15 years. She has had a long and varied experience in meeting the demands of the healthcare sector and has gained vast knowledge in the textiles and production of garments, for which she is recognised for. Her key role also involves managing and developing your business and bringing innovative ideas to the table.

Ian Hargreaves spent 30 years in the management of NHS linen services before forming Laundry Solutions, a consultancy business specialising in the provision of textile care services to healthcare premises. He is a national officer of the Society and has drafted several good practice guides that the society has recently published. Ian regularly sits on Department of health working parties, one of which is producing CFPP01-04. Married with two children and three grand children he enjoys an active social life, enjoys travelling and is a self confessed petrol head when it comes to cars