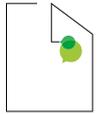


Case Study



Norfolk and Norwich University Hospitals NHS Foundation Trust

Company profile

Company: Norfolk and Norwich University Hospital

Contact: Lynne Ainge

Title: Lead Health and Safety Advisor

Continual development

The NHS Foundation Trust is an acute teaching trust providing comprehensive general and specialist services for a population of up to 750,000 on two sites: the 987-bed Norfolk and Norwich University Hospital (NNUH) and Cromer Hospital on the north Norfolk coast.

In addition, there are a further five sites that house laboratories, office staff, family planning clinic, breast screening clinic, health records library and pain management clinic all in the Norwich area.

Health and safety at Norfolk and Norwich University Hospital

The trust was going through a period of change with the building of the new hospital, and in 1999 it was felt that a baseline health and safety audit by a reputable external auditor would provide the action plan required to progress and develop health and safety following the move. It would also help to identify what was needed for a new hospital site so that old habits could be broken and a fresh approach taken to manage health and safety.

Using RoSPA's QSA

From a business perspective, particularly with more recent developments such as patients being able to 'choose and book' and the application to become a Foundation Trust, it is important to demonstrate that health and safety of staff and patients, visitors and contractors is taken seriously. The improving audit level achieved helps to maintain and demonstrate this commitment to health and safety.

The financial benefits are mainly hidden but include the reduction in serious incidents (see below) and therefore the number of potential claims and litigation, lost time, cover required and other associated costs.

Since 1999 the incident statistics, particularly those resulting in RIDDOR to HSE, have been decreasing and since a high of 64 RIDDORs in 1999 the actual number was 16. This produces a much lower than national average (healthcare) incidence rate figure for a workforce of over 5,500 staff.

"RoSPA was chosen as the QSA system is uniquely, closely aligned with HS(G)65 and this was the same structure that is used by the Trust's health and safety management system. RoSPA's reputation as a well managed organisation that could provide ongoing services was also a key part of the decision."

Lynne Ainge

I cannot say that the period of the auditor being on site is stress free but it has proved to be a really worthwhile experience that focuses on the key issues that are required for future improvements in health and safety management.



The Norfolk and Norwich University Hospital is a 1,100 bed teaching hospital with state-of-the-art facilities for modern patient care.

