

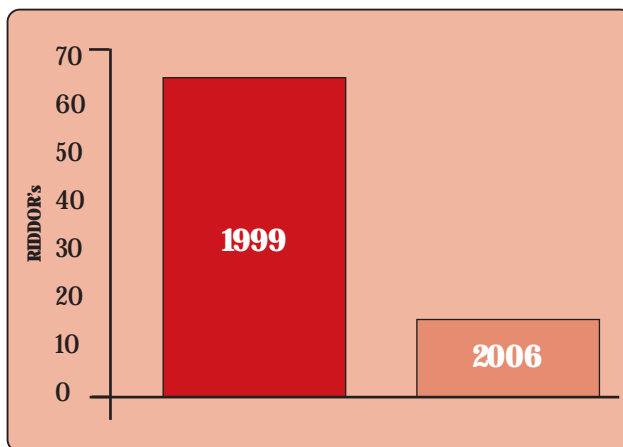
## Norfolk and Norwich University Hospital and RoSPA QSA

### Committing to health and safety excellence

#### Background

This 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. These are all in the Norwich area.

Lynne Ainge, Health & Safety Advisor, Norfolk & Norwich University Hospital, describes the QSA experience with RoSPA...



The number of RIDDOR's has decreased since 1999

#### The need for auditing

“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.”

#### Key business benefits

“From a business perspective, particularly with more recent developments (for patients 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.”

#### Financial benefits

“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.”

#### Improvement in accident/absence statistics

“Since 1999 the incident statistics, particularly those resulting in RIDDOR to HSE have been decreasing and since the high of 64 RIDDORs in 1999 the actual number last year (2006) was 16. This produces a much lower than national average (healthcare) incidence rate figure for a workforce of over 5,500 staff.”

**The success and benefits of the RoSPA QSA Audit was clear to see**



## Why RoSPA

“RoSPA was chosen as the QSA system which 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 assessing delivery suite birthing pool

“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. Working alongside the auditor also helps with the development of the health and safety management system key documents.”

Lynne Ainge – Lead Health and Safety Advisor

## RoSPA QSA

QSA is a unique system developed by RoSPA to provide a complete health and safety management audit system. It is based on the principles of HSG65 and BS8800 and has recently been updated to include all parts of the guidance document OHSAS18001.

## Why choose QSA?

### Unrivalled flexibility

QSA can be **tailored** to meet specific organisational requirements and **reflect company objectives**. Organisations select topic and/or sector related risk control indicators from an ever-increasing library of options. This flexibility ensures that the audit drills-down into the key issues.

### Best practice

QSA is **uniquely** based on HSG65, which is recognised by the **International Labour Organisation** as embodying **best practice**.

QSA can **assess** compliance with OHSAS 18001.

### New software

New web-enabled software allows organisations to feed into a national results network via the RoSPA server and benchmark their performance.

### Quantitative scoring system

Health and Safety Performance Ratings are recorded as percentage scores, which enable **quick comparisons** and the formulation of **prioritised action plans**. **RADAR Charts** are provided, which offer an effective **visual representation** of the executive summary.

### Recommendations for further action

Certification organisations are legally only permitted to assess an organisation’s performance during one snapshot in time; they can’t, and won’t, suggest remedial action.

QSA moves beyond this limited scope to **assess the bigger picture** and to **prioritise recommended** courses of further action accordingly.

**In short, QSA not only reveals where organisations need to be, but actually helps them get there!**

For more information about RoSPA QSA, call 0121 248 2034, email [consultancy@rospace.com](mailto:consultancy@rospace.com) or visit [www.rospace.com/consultancy](http://www.rospace.com/consultancy)

