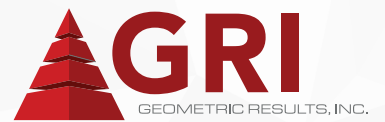


HSJ AWARDS 2020

Partnered with



CELEBRATING 40 YEARS OF HEALTHCARE EXCELLENCE

PROJECT SHOWCASE

FOREWORD

HSJ reports on the NHS every day. We know that many staff are fatigued to the point of exhaustion, are struggling with the mental health problems that have been among the pandemic's most pernicious legacies and – to be honest – are just royally fed up with the world in general.

But we also know, that despite all of that – the NHS has continued to deliver care which is envied by the majority of the world's population. Furthermore, innovation has blossomed during the pandemic, with leaps in areas like the use of digital technology and improvements in care pathways that would have taken years – maybe decades – pre-pandemic.

The pandemic has not seen NHS staff retreat to their bunkers. Instead, more staff of all kinds than ever before have thrown themselves into finding new and better ways of doing things.

The proof of this particular pudding comes in the form of the winning entries to this year's HSJ Awards. You can read about each one in this 'book' and also hear direct from our judges about why these entries won each fiercely contested category.

To have simply survived the last year as an NHS worker is a source of pride. To have done so while devising and/or delivering an innovative service change or project is astonishing.

HSJ would like to thank all the entrants to this year's awards and to add our congratulations to those already being received by those who were shortlisted and, particularly, those who have won each category.

Nobody in the NHS is likely to forget 2020. We hope the HSJ Awards will help remind all that among the trauma and the struggle, the NHS still managed to improve services and break new ground for the benefit of patients and staff.



Alastair McLellan
Editor
HSJ

HEADLINE PARTNER

The HSJ awards are renowned for shining a bright and brilliant spotlight on the inspirational ideas and initiatives that make a crucial difference every day to our NHS. For the fifth year running, GRI is proud to be the headline partner.

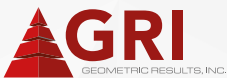
As a specialist provider of neutral vendor, outsourced recruitment solutions that deliver the agency rate cap, we know that creating a service where excellence, innovation, and efficiencies combine to ensure better outcomes is good for everyone.

The HSJ awards are all about honouring a multi-faceted collection of large transformative programmes to small, yet equally powerful, game changing ideas. It is about recognising the teams behind the service delivery, the technology behind the teams, and the individuals within those teams who have thought "how could we do this differently" so that the NHS can deliver the very highest quality of compassionate, life-changing, and life-saving care. This is the shared passion and determination which connects each and every one of you.

Congratulations to all the shortlisted organisations, highly commended and the winners for your incredible work. In these challenging times you serve as an inspiration to organisations up and down the country, encouraging teams to continually improve and adapt best practices – you deserve every accolade.



Andrew Preston
Chief Executive Officer
GRI



GRI in the UK provides an award-winning outsourced solution to managing the agency rate cap and ensuring that quality, compliant temporary workers are booked onto every shift. Since 2001, we have revolutionised the procurement and management of recruitment agency services, achieving significant savings and compliance assurance for both private healthcare organisations and the NHS. Through a blend of account management and technology, we drive fairer commercial relationships and higher standards amongst supplying recruitment agencies. Agency charges are standardised and controlled, administrative burdens minimised, and compliance bolstered.

Our neutral vendor model is particularly adept at flexing to meet sudden requirements with a proven track record in managing this precise scenario. Whether these are large scale, unplanned surges such as sickness or large scale planned surges during contract mobilisations, our extensive agency reach and ability to move fast is a key reason why hiring organisations choose to partner with GRI.

During the Covid-19 pandemic, we are proud to have supported one of our facilities management clients on a rapid build and fit-out project for the NHS Project Nightingale Hospital in London. We facilitated the deployment of over 500 workers per day supporting this key service, with our teams working through the night in partnership with our panel agencies to deliver.

We also help organisations optimise their approach to bank management. With both our bank and agency management solutions powered by our leading-edge, intuitive e-tips® technology, clients partnering with GRI gain complete visibility over their entire temporary workforce.

Switching to our model takes, on average, 8-12 weeks and offers a risk-free and budget-friendly opportunity to transform the costs and processes associated with temporary recruitment. Implementing our solution does not require up-front expenditure. Instead, it is self-funding via a small percentage of the savings we achieve for organisations.

Working with GRI means working with independent workforce management experts. As a neutral vendor we have no affiliation with supplying recruitment agencies. We opt, instead, for an influential negotiating position across the agency world. Over 3,750 agency suppliers (20% of the UK's recruitment agencies) are signed up to our terms and conditions. This guarantees no conflict of interest ensuring we can truly recommend the optimum recruitment strategy for your needs.

Importantly our focus is also on empowering organisations to improve their strategic approach to temporary recruitment, thanks to our management information capabilities and business intelligence reporting. This expertise has seen us become a market leader, entrusted with close to £1billion pounds of recruitment spend on behalf of over 150 clients – equating to the deployment of 60,000 temporary workers a week.

We would welcome the opportunity to discuss your requirements and how we may be able to help. To find out more visit <https://www.geometricresults.co.uk> or call 01565 682 020.

ACUTE SECTOR INNOVATION OF THE YEAR

WINNER

Partnered by



**healthcare
at home**



UNIVERSITY COLLEGE LONDON AND UNIVERSITY COLLEGE LONDON HOSPITALS FT

THE UCL VENTURA CPAP DEVICE – ENGINEERING A 'JUST-IN-TIME' COVID-19 SOLUTION

In mid-March 2020 COVID-19 threatened to overwhelm UK critical care. Sparing ventilator capacity and ICU beds for the most needy was crucial. However, the obvious solution - noninvasive CPAP (continuous positive airways pressure) devices - were also in short supply. UCLH clinicians joined forces with UCL and Mercedes Formula-1 engineers to reverse engineer an old CPAP device. From a standing start, the UCL-Ventura CPAP was constructed, enhanced to reduce oxygen use by 70%, tested and MHRA-approved, with 10,000 devices manufactured and delivered to the NHS by mid-April. Importantly, patients in 20 low-middle income countries are also benefitting from its use.

JUDGES COMMENTS

This organisation outlined an incredible mobilisation at pace through an inspiring network of people and organisations in developing a device that has had a global reach during the pandemic. The panel felt humbled and honoured to receive such a presentation from a truly inspiring group of people.



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ACUTE SECTOR INNOVATION OF THE YEAR

HIGHLY COMMENDED



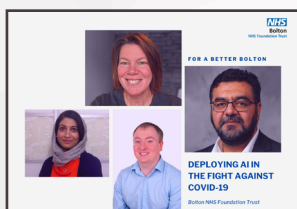
Sandwell and West Birmingham Hospitals Trust Alcohol Care Team

The Alcohol Care team's ambition is to empower patients with alcohol misuse so they are the driver of their own recovery. Our innovative strategy prioritises preventing unplanned admissions for alcohol detoxification and rather facilitates elective detox for those committed to abstinence. Optimising patient experience increases their motivation and ability to sustain lifestyle changes. We have consistently provided evidence-based positive outcomes for patients including admission prevention and reduced length of stay, with substantial financial return on the investment for the Trust. Through engagement with local and national stakeholders we are fundamentally changing the way acute hospital services approach alcohol misuse.

JUDGES COMMENTS

The panel were impressed by the data presented by the team, showing the impact of the service. Their passion for making a difference to a client cohort with clear outcomes was clearly demonstrated. It was easy to see how this service could be sustainable in a diffused manner by ensuring the patients themselves are the Chief Co-ordinators of their care.

FINALISTS



Bolton FT Deploying AI in the fight against COVID

We were the first NHS organisation to implement an AI solution in Radiology that gives clinicians 24/7 access to an

accurate and consistent decision support tool to improve chest x-ray interpretation, allowing them to make quicker and better-informed decisions about patient care.

It is able to consistently detect findings that are indicative of COVID-19 almost instantaneously, as well as being used more broadly to support other diagnoses.

The technology provides quicker decision making, improved patient journey and experience and has been shared internationally as a innovative practice. The team's feedback and experience has contributed to the implementation of AI in other NHS organisations and informed the NHSx buyer's guide.



Guy's and St Thomas' FT The effective management of IIH by Group Consultations

The Guys & St Thomas' Trust Idiopathic Intracranial Hypertension (GSTIT IIH) Team is a multidisciplinary team

that works hard to provide comprehensive clinical care for patients with IIH, aiming for clinical excellence, in service of our patients.

This work was done in partnership with our patients and Group Consultations Ltd, to develop a new model of care for IIH through group consultations. We describe the results of our work, showing that this is an effective and preferred model of care for our patients, delivering the best of medical and holistic care as well as peer-to-peer support.

ACUTE SECTOR INNOVATION OF THE YEAR

FINALISTS



London North West Healthcare University Trust, Kettering General Hospital FT, St Mark's Hospital and Made Tech NHS Book a Virtual Visit

NHS Book a Virtual Visit is a digital service developed during the COVID-19 pandemic to allow hospital patients to remain connected at a time when they are unable to be together physically due to restrictions on visitors and personal devices within wards.

It has enabled over 20,000 virtual visits across hospital wards in a number of Trusts across the country.

It allows hospital staff to book a virtual visit, start and rebook visits. It also allows hospital administrators to monitor hospital and ward performance. This service also improved the workflow for frontline NHS Staff during this critical period.

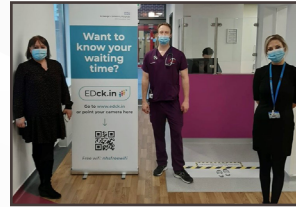


Royal Berkshire FT Triage into the Community of Covid-19 Pathway

In April 2020, Andy Walden (Consultant Acute Medicine) and Joe Nunan (Acute Medicine Ultrasound Fellow) developed

a triage pathway for COVID called TICC-19 (Triage into the Community for COVID-19).

This triage pathway is based on oxygen saturations rather than NEWS score and is used throughout the hospital. TICC-19 allows some patients to be sent home with a sats probe and then followed up remotely in the 'AMU Virtual Ward'. These patients receive a daily phone call from clinicians who check on their symptoms and oxygen saturations. Over 1000 patients with COVID have been managed in the AMU Virtual Ward, helping to relieve pressure on the hospital, and keep patients safely managed at home.



St George's University Hospitals FT Patientcheck.in: Making the Most out of Waiting

Patientcheck.in is a smartphone self-check-in system developed at St George's Hospital Emergency Department.

Patients check-in by scanning a QR code. They complete a simple smartphone clerking questionnaire and can see their accurate waiting time on their smartphone and on TV screens across the waiting room.

Clerking information is sent instantly to the electronic patient record and is immediately accessible by clinicians.

Patientcheck.in makes life easier for clinicians and patients. It significantly reduces the clinical administration workload and eliminates patient anxiety associated with unknown waiting times. Patientcheck.in is efficient, user-friendly and cost-effective. Patientcheck.in makes the most out of waiting.



University Hospital of North Midlands, Midlands Partnership FT, Health2Works, Simple Shared Health and Signum Health Smart with Your Heart

Self-care education and telemonitoring are cornerstones of long-term condition management. Perversely educational content stems from aims to change health service outcomes rather than prioritising patient need. Monitoring physiological parameters remotely removes patient experience from self-monitoring. Both diminish the patient voice.

Our project personalised patient care by:

- Telemonitoring of patient's self-assessed overall health with interactive texts in language understandable to patients
- Bespoke digital library content with enhanced content driven by patient request.
- Timely, responsive patient contact to facilitate health care options activated by appropriate alert texts

This combinatorial approach, reduced all cause readmissions by 50%, reduced cost and improved patient experience.

CATEGORY PARTNER



Healthcare at Home is the UK's leading in-home provider of complex high cost medicines with full clinical support. The company's services centre on Patient Medication, Early Hospital Supported Discharge and Wholesale activities. Substantial expertise has been established through an in-depth knowledge of patient – medicine behaviour, in particular with biologic medicines, chemotherapy in the home and specialist areas e.g. ERT and rare & orphan diseases.

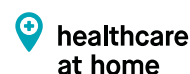
Clear visibility of the patient's interaction with their treatment enables Healthcare at Home to identify and target interventions which enhance adherence and persistence and reduce wastage: enabling patients to get the most out of their medication, payers to derive the best value possible from treatment decisions and for pharmaceutical companies to ensure patients stay on their medication for the prescribed time. The company has long standing contractual relationships with one hundred fifty acute NHS trusts across the UK, supported by 500 employed specialist nurses. Our services are underpinned by a unique in-house 'end to end cold chain delivery capability'. Healthcare at Home are driving significant change into the category through complete digitalisation of their services, thus revolutionising how the company manages patient insights and ultimately driving better patient outcomes.

THANK YOU TO OUR PARTNERS

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Category Partners



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HSJ Awards 2021 is launching soon!

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