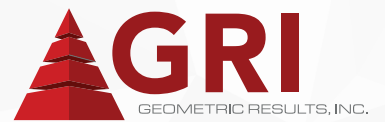


HSJ AWARDS 2020

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.

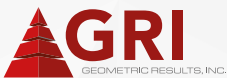
As a specialist provider of neutral vendor, outsourced recruitment solutions that deliver the agency rate cap, we know that creating a service where excellence, innovation, and efficiencies combine to ensure better outcomes is good for everyone.

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.

CONNECTING SERVICES AND INFORMATION AWARD

WINNER

Partnered by

bjss



HEALTHIER LANCASHIRE AND SOUTH CUMBRIA INTEGRATED CARE SYSTEM

LANCASHIRE AND SOUTH CUMBRIA REAL TIME SURVEILLANCE- SUICIDE PREVENTION

Good quality, timely intelligence is the life blood of effective, and efficient organisational prevention strategies. Reducing the prevalence of suicide in our communities requires our partners and systems to connect in a way never seen before.

Development of our Real Time Surveillance System has enabled us to become intelligence led in all that we do together to prevent and reduce the harm suicide creates for many. Our approach, underpinned by clear principles, where suicide prevention is now seen as everyone's business, has connected our services, our communities and our combined efforts in a meaningful way. We are making a difference.

JUDGES COMMENTS

The judges said the winners made an emotive case for change across different agencies by presenting a clear sense of mission. There was a demonstration that the value had been delivered to local populations and that there was a route to continuing this success on a national scale. This was evident through the engagement with wider partners such as Tesco, showing that they had engaged widely around where the impact could be delivered. Their future plans to take the local solution and operating model nationally is very exciting.

CONNECTING SERVICES AND INFORMATION AWARD

HIGHLY COMMENDED



Cardiff and Vale University Health Board

Transformation of glaucoma eye care services: A digitised patient record enabling shared care between optometry and ophthalmology

Cardiff and Vale University Health Board uses OpenEyes, an Ophthalmology Electronic Patient Record (EPR) to support its digital hospital glaucoma pathway. This EPR was made available to 5 high street Optometry practices during these unprecedented times with optometrists able to securely connect their imaging devices to the NHS Wales hospital network using World first technology to enable consultant virtual review. Following EPR virtual review, only patients requiring sight-

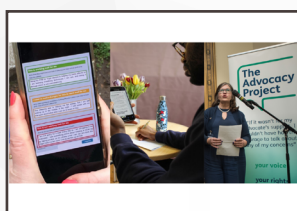
saving glaucoma interventions are now required to attend hospital eye clinic releasing valuable capacity for complex cases.

This has been expanded to other eye care pathologies avoiding 3000+ hospital clinic appointments in 2020.

JUDGES COMMENTS

The judges said this was a strong innovation case and showed demonstrable impact both to patients and staff working in the area of eye care. The innovation demonstrated a way of ensuring sustainability via integration with contracting mechanisms and was well received in terms of adoption with other devolved nations and interest with English NHS Trusts.

FINALISTS



City and Hackney CCG, East London FT, The Advocacy Project, Core Sport, Patient Knows Best and Silver Cloud A Digital Recovery Platform for Severe Mental Illness

This project was inspired by patients wanting more access to and more autonomy over their care plans, combined with high levels of need and difficulties reaching people during the pandemic. Through a collaborative partnership between patients, the voluntary sector, the NHS and technology providers, we created a digital platform, which gives people with severe mental illness the tools to plan and manage their care in one place and a choice over the design of their personalised recovery programme.

The platform follows the patient and can be shared seamlessly between organisations with patients controlling who they interact and share information with.



Devon CCG Devon Digital Accelerator Project

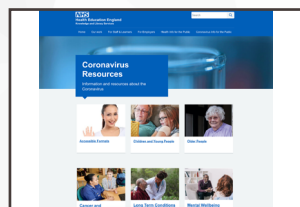
The Devon Digital Accelerator (DDA) sought to implement practice specific online consultation models across Devon.

Recognising that the implementation and success of technology solutions often fail with a 'one size fits all' approach the aim of the project was to enable practices to implement online consultation models bespoke to them.

One of the key aims was to ensure patients could connect with services and information at a time and from a place most convenient to them. At the projects inception we did not know the important part it would play in supporting colleagues nationally at the height of the COVID-19 pandemic.

CONNECTING SERVICES AND INFORMATION AWARD

FINALISTS



Health Education England, National NHS Library and Knowledge Services Team Improving access to Coronavirus information for specific patient groups and in accessible formats

Finding high-quality information takes time – time that busy health and care workers do not have during a pandemic. The national NHS Knowledge and Library Services team at Health Education England recognised the importance of connecting NHS colleagues to high-quality information on coronavirus to share with patients, carers and families. The workforce needs reliable information to support communication with specific patient groups and with different age groups. They also require resources that fulfil the Accessible Information Standard.

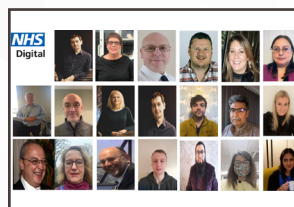
We bring information from trusted sources together at <https://library.nhs.uk/coronavirus-resources/>. A one-stop resource that enhances communication with patients, avoids duplication of effort and saves time.



Lancashire County Council **Lancashire Care Capacity Tracker**

At the beginning of 2020, Lancashire County Council realised that in order to support its residential and domiciliary care

providers effectively, we required contemporaneous data around multiple requirements to respond promptly to provider issues and inform health and care colleagues across the Lancashire and South Cumbria Integrated Care System, ultimately contributing to saving lives. We developed a data gathering/reporting system, known locally as the Lancashire Care Capacity Tracker, to collect daily information from across the range of care providers. The past ten months has resulted in Lancashire being at the forefront in providing daily intelligence for c90% of Lancashire's providers.



NHS Digital **GP Connect COVID-19 response**

The COVID-19 pandemic brought a change in the delivery of patient care. A greater emphasis was placed on NHS 111 and an acceleration in the ongoing

work to allow NHS 111 to view patient records and booking GP appointments was needed.

To support this work, and other changes to models of care, National Data Sharing was required in place of existing arrangements.

Through cross-organisation collaboration, National Data Sharing for GP Connect was invoked in May 2020, and a subsequent increase in utilisation of the products was seen to support and improve direct patient care as part of the COVID-19 response.



University Hospital Southampton FT **digiRounds the mobile electronic patient health record for clinicians**

digiRounds allows clinical teams to see the patient information they need during the ward round, in a format that is concise and quick to use, using a hand-held mobile device.

Developed in-house between clinical staff and UHS digital, digiRounds grabs data from all systems within the trust, and patient information is presented in a way doctors "learnt to be a doctor" and allows pattern recognition and problem solving. digiRounds is a digital window at the end of the bed for clinicians to assess the patients' health, make decisions on further investigations and whether the patient is ready to go home.

CATEGORY PARTNER



Healthcare innovation has always been both challenging and essential. BJSS has delivered it in close collaboration with health and social care providers for almost a decade.

We're an innovative technology consultancy. End-to-end, from inception to delivery, we have a proven track record of working collaboratively with our customers, helping them to design and deliver complex technology solutions used by millions of people every day.

Dedicated to getting the best possible outcome for patients, health and care professionals and the general public, we have a strong track record of helping health and social care providers to scope, design and deliver their strategies.

We have embedding data driven decision making and information design, helping to put the facts in the hands of those who need them, when they need it.

We have delivered local, regional and national programmes of service design and technology change, shaping the way that care is delivered. From engineering critical national healthcare infrastructures, to delivering tactical product apps and innovation, we understand how to provide seamless digital experiences. And we have the engineering prowess to build them too.

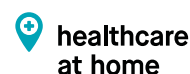
Visit bjss.com/health to learn more.

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