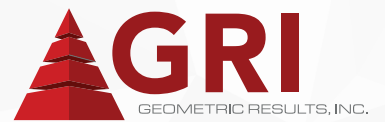


HSJ AWARDS 2020

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.

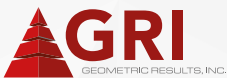
As a specialist provider of neutral vendor, outsourced recruitment solutions that deliver the agency rate cap, we know that creating a service where excellence, innovation, and efficiencies combine to ensure better outcomes is good for everyone.

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.

DIGITISING PATIENT SERVICES INITIATIVE

WINNER



ALDER HEY CHILDREN'S FT GLOBAL DIGITAL EXEMPLAR & HIMSS 6 ACCREDITATION

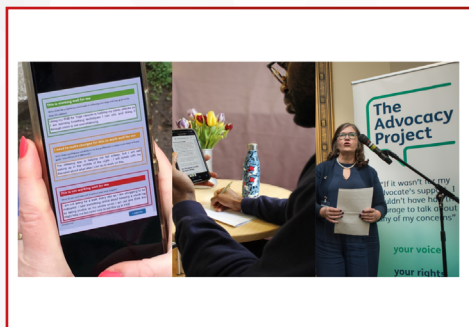
Alder Hey's Digital Futures Strategy outlines its ambition to become Europe's most digitally mature children's Trust, as rated by staff and children. The hospital was one of 16 Acute Trusts awarded a place on the Global Digital Exemplar programme. HIMSS is a seven-stage model used to measure digital maturity and achieving HIMSS Level 6 was a requirement for GDE accreditation. The Digital Team knew this was an unmissable opportunity to enhance patient safety and clinician experience. A substantial amount of transformation has taken place to achieve this and Alder Hey has now been accredited as a GDE site.

JUDGES COMMENTS

The judges were impressed that this initiative involved the alignment of a major digital change programme with a cultural change programme across all of its constituent parts. It concentrated on staff engagement but demonstrated benefits elsewhere, including savings and safety. There is a huge amount to learn from here in terms of engaging staff.

DIGITISING PATIENT SERVICES INITIATIVE

HIGHLY COMMENDED



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.

JUDGES COMMENTS

The judges said this project has demonstrably improved patient outcomes, improved efficiency and innovatively developed a digital platform to support patients with serious mental health issues once they leave secondary care. There is an opportunity to expand this methodology out into other mental health pathways of care.

FINALISTS



Connected Nottinghamshire in partnership with Patients Know Best, NHS Digital and NHSX **Nottingham and Nottinghamshire brings healthcare into the 21st century with Public Facing Digital Health and Care Services**

The Nottingham and Nottinghamshire Integrated Care System (ICS) has a focus on regional projects which encourage greater sharing of data within health and social care. The Patients Know Best and NHS App (powered by NHS Digital) integration allows patients to access all personal health information inside the NHS App interface.

This programme demonstrates the best of local care innovating on national strategy through supplier partnership, delivering a common goal of empowering people with access and control of their health information to support them to manage their health and care putting people at the heart of the design process.



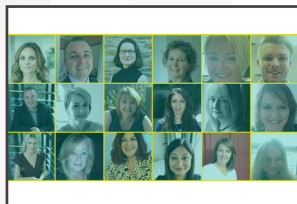
Guy's and St Thomas' FT, King's College London and King's Health Partners **Life Lines - Rapid implementation of virtual visiting in intensive care**

Every NHS team should be able to connect families with their loved ones being treated in intensive care units. Life Lines has made this happen through secure, safe virtual visiting by a patient's bedside, overcoming challenges of isolation and separation that so many people are facing during the coronavirus pandemic.

Life Lines has provided over 1,350 Android tablets and secure online platform, aTouchAway™, supported with 4G connectivity, to 180 NHS hospitals across the UK, thanks to the generosity of major donors and members of the public. We have supported 80,000 virtual visits accumulating 500,000 call minutes so far.

DIGITISING PATIENT SERVICES INITIATIVE

FINALISTS



NHS England and Improvement General Practice Nurse Ten Point Plan Team and The Redmoor-ELC Partnership **Spreading video group clinics in England**

NHS England and Improvement's (NHSEI) General Practice Nurse Ten Point Plan team, The Redmoor-ELC Partnership planned to trial video group clinics (VGCs) with eight pioneers. When the pandemic hit, they saw that this untested innovation could help primary care and patients to cope and stay connected through Lockdown and beyond.

Despite a modest uplift in budget, they set out to spread at scale; swiftly refining a flexible, interactive learning programme and assuring indemnity cover and robust confidentiality and consent processes. Over six months, they engaged over 500 primary care teams. 74% say they will continue with VGCs.



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.



Surrey Heartlands Health and Care Partnership **Embedding the use of virtual consultations at scale and at pace across Surrey Heartlands ICS**

Following the Covid-19 outbreak, Surrey Heartlands ICS launched virtual consultations at pace and at scale to keep frontline services running safely for its 1.1million population.

Building on the success of two early adopter sites, Surrey Heartlands was at the forefront, embracing technology to revolutionise care, with clinicians seeing people in the comfort of their own homes.

Bringing together four acutes, two community providers and the county's mental health trust, the ICS worked collaboratively to successfully implement changes system-wide to achieve impressive results, with positive feedback from patients and practitioners alike and activity levels among the highest in the south east.



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

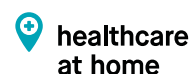
This combinatorial approach, reduced all cause readmissions by 50%, reduced cost and improved patient experience.

THANK YOU TO OUR PARTNERS

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HSJ Awards 2021 is launching soon!

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