

# 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.

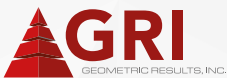
As a specialist provider of neutral vendor, outsourced recruitment solutions that deliver the agency rate cap, we know that creating a service where excellence, innovation, and efficiencies combine to ensure better outcomes is good for everyone.

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.*

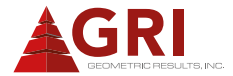
*We would welcome the opportunity to discuss your requirements and how we may be able to help. To find out more visit <https://www.geometricresults.co.uk> or call 01565 682 020.*



# DRIVING EFFICIENCY THROUGH TECHNOLOGY AWARD

## WINNER

Partnered by



## 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

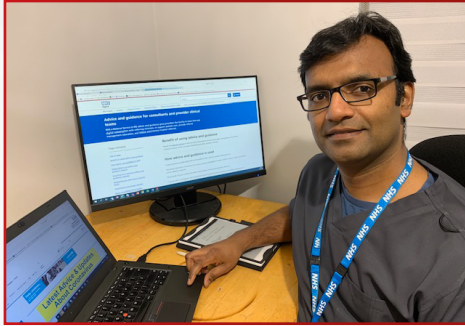
This combinatorial approach, reduced all cause readmissions by 50%, reduced cost and improved patient experience.

### JUDGES COMMENTS

*This was a great example of a truly patient-centric project, looking at holistic needs and delivered by a passionate team. The judges said it was refreshing to see a project that is deliberately seeking to combine the use of simple technologies with non-clinical coaching to enable widespread uptake and ease of access. The winners provided clear evidence of efficiencies that had been delivered and had a very clear focus on system-wide working and engaged actively across its ICS.*

# DRIVING EFFICIENCY THROUGH TECHNOLOGY AWARD

## HIGHLY COMMENDED



### Lancashire & South Cumbria FT Advice and Guidance

"Advice and Guidance" is an electronic messaging platform that GPs can use to request rapid specialist clinical advice directly from a consultant psychiatrist. This reduces the need to refer patients into secondary care, making the patient pathway much more efficient. Originally developed as a custom-made in-house software solution by University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT), the implementation of 'Advice and Guidance' at LSCft is the first exploration of use within a mental health setting in the UK. It aims to expedite appropriate treatment for patients, whilst reducing pressure in secondary care mental health services.

## JUDGES COMMENTS

*This project has delivered a really useful system for enabling GPs and mental health services to connect, providing a secure route to asynchronous, auditable clinical conversations. It was clear that the system has made a real difference to clinicians and had a significant impact on clinical decision-making. The judges were impressed by the excellent evidence of spread of uptake beyond the organisation, across the wider system and nationally.*

## FINALISTS



### East London Health & Care Partnership and FutureGov Building a digital solution for managing personal protective equipment in a pandemic: establishing best practice for COVID and beyond

During peak Covid-19 infection, hospital sites in London were asked to submit daily personal protective equipment (PPE) stock levels as part of the London-wide effort to coordinate PPE provision. Each hospital completed a spreadsheet for their entire trust, often across multiple sites, which was then emailed to the East London Health Care Partnership team to coordinate supply delivery. This data was consolidated into a master spreadsheet before it was sent to a central team for further consolidation. The process was time consuming and increased the likelihood of data input errors. We believed that a digital tool could help us overcome the time and resource burden being felt across the supply chain. This project proves how NHS organisations and partners are working together to develop creative solutions. This tool met essential PPE requirements during Covid-19, keeping our workforce and patients safe.



### Imperial College Healthcare Trust Teleradiology - Improving patient care and increasing workforce resilience and capacity

Teleradiology was built through close collaboration between IT and clinical experts, and cooperative suppliers. The Imperial team have delivered an innovation which is technically safe, scalable, sustainable and replicable. The benefits clinically have been many folds too: improved access has led to increased working capacity, supporting registrars and trainees and MDTs, and enabling clinical and academic research. In their tens of thousands and counting, the patients are the main beneficiaries, especially from the emergency and inpatient pathways whose diagnostic reports were turned around significantly faster. Teleradiology made our organisation more resilient during the COVID-19 crisis.

# DRIVING EFFICIENCY THROUGH TECHNOLOGY AWARD

## FINALISTS



### North West Ambulance Service Trust

#### Safecheck - Digitalising the vehicle, medicine & equipment safety checklist

SafeCheck has been developed within NWAS as a digital quality assurance platform for the vehicle, equipment and medicine checks. Previously, this had been done in books, which were costly and difficult to update.

Following 12 months of testing, evaluation and rollout, the SafeCheck system now allows staff to submit their checks electronically; significantly reducing the amount of time it takes. The system sends fault notifications to managers, so that issues can be resolved quickly. SafeCheck also provides asset management, auditing and fault reporting. Since launching, over 500,000 checks have been entered into the system.



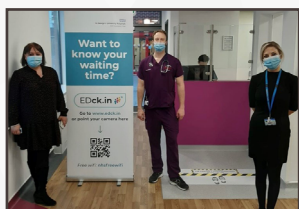
### The Royal Wolverhampton Trust

#### Improving patient care through the digital transformation of the critical care outreach service

Our critical care outreach team (CCOT) service operates 24/7 to provide care to deteriorating and septic patients, support critical care and tracheostomy clinics and support trust-wide teaching and training. Technology has been a core CCOT enabler: increasing digital skills; improving documentation and communication; and capturing health data to advise and facilitate service and monitor quality improvement projects.

For our patients, improvements in efficiency and service are translated to timely and continuity in care even through the pandemic; and greater opportunities to support and train staff.

Collaboration with Mela solutions has resulted in innovations being piloted, developed and shared across organisations.



### St George's University Hospitals FT

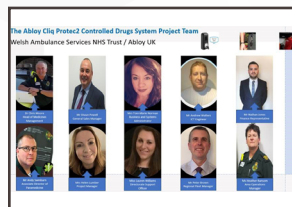
#### Patientcheck.in: Making the Most out of Waiting

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.



### Welsh Ambulance Services Trust

#### Abloy Protec2 Cliq Controlled Drugs System

Since the introduction of the use of morphine sulphate by Paramedics in 2007, the Trust has operated a system of vehicle based Controlled Drugs safes.

To improve our existing measures, we invested and implemented the Abloy Protec2 Cliq system. It deploys a number of components which combine to provide a secure and auditable system for security. The system combines high security mechanical locks, supported by microelectronics. Over 1200 Paramedics have been provided with a personal issue uniquely identified key, which when activated, provides time limited access to the vehicle safe. Keys are activated by a wall-mounted Programming Device which are installed at 86 ambulance stations across Wales.

## CATEGORY PARTNER



To find out more information about GRI, please refer to page 4.

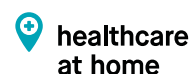


# THANK YOU TO OUR PARTNERS

## Headline Partner



## Category Partners



## Support Partners



## Charity Partner



## HSJ Awards 2021 is launching soon!

### Stay in touch...

To keep up-to-date with the HSJ Awards please **click here** to fill out our form

You will be kept up-to-date with:



Entries  
Launch



Key  
Deadlines



Judges  
Announcement



Top  
Tips