

# 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.

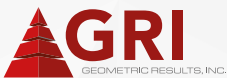
As a specialist provider of neutral vendor, outsourced recruitment solutions that deliver the agency rate cap, we know that creating a service where excellence, innovation, and efficiencies combine to ensure better outcomes is good for everyone.

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.*

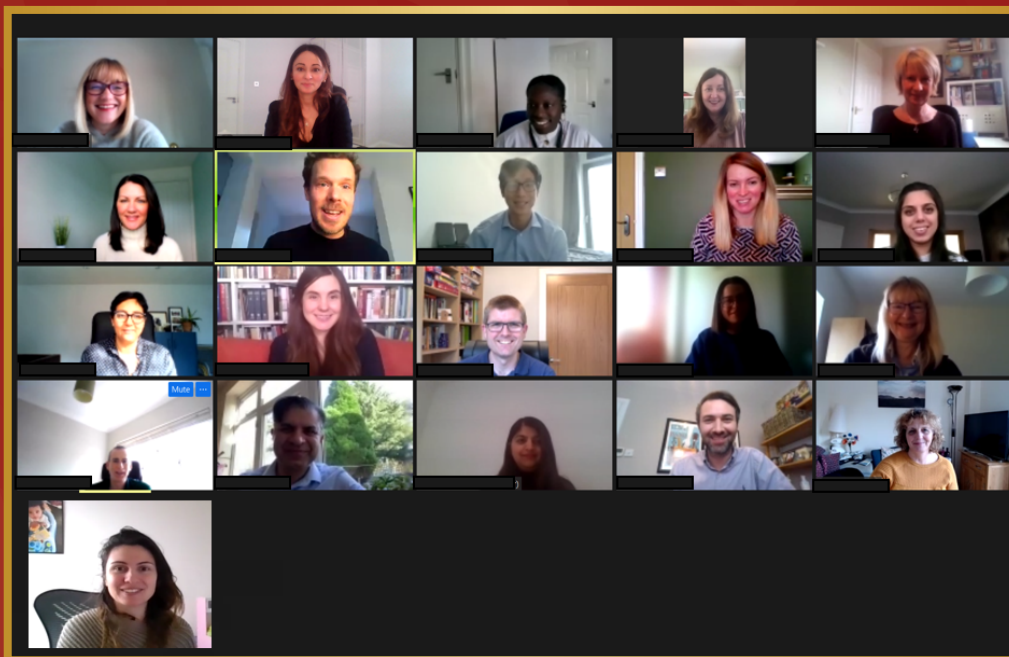
*Working with GRI means working with independent workforce management experts. As a neutral vendor we have no affiliation with supplying recruitment agencies. We opt, instead, for an influential negotiating position across the agency world. Over 3,750 agency suppliers (20% of the UK's recruitment agencies) 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.*

# HSJ PARTNERSHIP OF THE YEAR

## WINNER



## KITE, A GILEAD COMPANY, NHS ENGLAND AND NHS PARTNERS

## WORKING IN PARTNERSHIP TO BRING CAR T INNOVATION TO UK PATIENTS

The UK is one of the first countries in the world to have CAR-T (an individualised therapy involving reprogramming the patient's immune system to target and destroy cancer) available on the healthcare system. NHS England, Kite/Gilead, Industry and NHS providers partnered in a unique way to ensure the infrastructure was in place, new patient pathways developed and HCPs trained, ready and confident to deliver this potentially life-changing therapy in an expedited timeframe. This partnership approach is just the beginning. The ability to deliver CAR-T is an exciting milestone, opening up a new chapter for the industry, HCPs, patients and the future of cell therapies

### JUDGES COMMENTS

*The judges felt that this is a genuinely game-changing innovation in clinical practice and the strategic partnership with Kite was one of the best they'd seen. There were great clinical outcomes that are giving real hope to many patients. Speed of spread was remarkable, particularly given the pandemic, with 8 delivery centres established. Kite were open and highly collaborative, working constructively and successfully in a very complex environment for partnership. The team were sensitive and responsive to service needs and dedicated to maintaining supply and service continuity during the pandemic. An outstanding and exceptional example of a successful NHS-commercial partnership. Congratulations!*



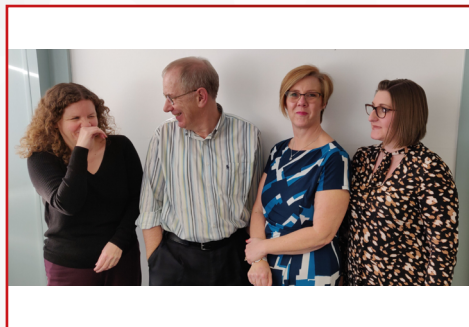
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# HSJ PARTNERSHIP OF THE YEAR

## HIGHLY COMMENDED



### Perinatal Institute

#### The GAP Programme: Partnership to reduce stillbirths in the NHS

Babies who don't grow normally in the womb are at significantly increased risk of being stillborn. Recognising poor intrauterine growth gives clinicians a chance to closely monitor and potentially deliver a baby before it comes to harm. The Growth Assessment Protocol (GAP) is a comprehensive programme of training supported by e-learning, evidence based care pathways, growth charts customised to each pregnancy, and ongoing audit and benchmarking of performance. National roll-out has been achieved in partnership with multidisciplinary teams in about 80 per cent of maternity units in the UK, and has contributed to a dramatic fall in stillbirth rates.

## JUDGES COMMENTS

*The judges were 'wowed' by this outstanding project. The aim – to reduce stillbirths in the NHS – was highly ambitious, particularly since progress had stalled in recent years. The outcomes were remarkable, dramatically raising SGA detection rates and resulting in a 28% reduction in stillbirths. The team had adapted its delivery model very effectively to manage within the constraints resulting from Covid, moving to remote learning and support. The judges welcomed the commitment to audit and cost-benefit analysis – estimated overall savings to the NHS of £34m, compared to annual programme costs of £350k, with the takeaway message "50p well spent"! Spread was impressive, licensed to 120+ Trusts and Health Boards.*

## FINALISTS



### ABL Health in partnership with NHS England & NHS Improvement, North of England Commissioning Support and Her Majesties Prison and Probation

#### Serving prisoner involvement in the procurement of Healthcare Services

ABL Health are commissioned by NHSE to engage with prisoners in the North of England to include them in the commissioning process.

In 2019, ABL Health in partnership with Northwest Commissioners, NECS and HMPPS supported and trained a serving prisoner to be a member of the tender evaluation panel for prison healthcare procurement. He played a pivotal role in the evaluation process including membership of the consensus panel. He worked alongside commissioners, the procurement team and key stakeholders. As a result, the voice of the service user was heard throughout all aspects of the procurement of prison healthcare services.



### Accenture, Healthy London Partnership and NHS Digital Empowering a digital social care workforce

An initiative to support care homes as they begin their digital journey. Starting

with access to NHSmail; enabling speedy, secure communication with hospitals and GPs. This Care Sector-Led project resulted in a 14-fold increase in the number of homes with access within six months, followed by a further 14-fold increase in the year since.

It delivers cost savings for the NHS through better co-ordination of care, time-saving for care homes as staff no longer chase nurses and doctors by phone – and crucially builds confidence and encourages respect between health and social care, on the way to a more integrated system.

# HSJ PARTNERSHIP OF THE YEAR

## FINALISTS



### **Hunter Healthcare** **Executive talent for the healthcare sector**

Hunter Healthcare specialises exclusively in the health sector and is the largest senior healthcare recruiter in the NHS.

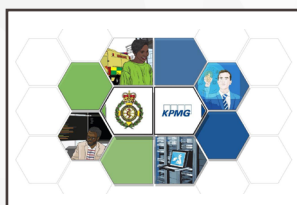
Our provision of executive talent to trusts is based on building excellent relationships with NHS providers, candidates and our own members of staff. Developing long-term, durable relationships enables us to flexibly adjust to market forces, offer quality over quantity to all our stakeholders and raise the bar on client service standards and outcomes. A commitment to promoting diversity and inclusion, CSR activities and staff wellbeing initiatives underpins and strengthens these relationships ensuring value is continuously added to Hunter Healthcare's offering.



### **InHealth Group and Northumbria Healthcare FT** **Partnering for the Future**

InHealth have worked with Northumbria Healthcare Foundation Trust for more than 15 years, delivering MRI services

to meet the needs of its local population. During that time, three new MRI scanners have been installed in the trust's hospitals and a mobile service introduced. InHealth now provides 30,000 scans a year from both static and mobile scanners. This has meant the Trust is able to offer patients a timely service, with waiting times from referral reducing from 4.5 weeks to under 2 weeks and very high patient satisfaction rates. This long-term relationship is marked by a commitment to innovation to ultimately improve the diagnostic offering in this region



### **KPMG and South Central Ambulance Service FT** **Predicting 999 Ambulance Demand Modelling**

A project that harnessed the power of collaboration and knowledge sharing to improve the

understanding of 999 demand drivers and resource allocation has taken another big step towards ensuring the right response for the right patient at the right time. The machine learning approach and clinical focus saw a 5-year leap forward in strategic thinking applying machine learning informed decision making. This learning is now being integrated at an operational level. In a time where we see unprecedented pressures on health services across the country, this understanding has been shared across the NHS to help deliver better patient care.



### **LloydsPharmacy Clinical Homecare** **LloydsPharmacy Healthcare Centre**

The Healthcare Centre model offers out of hospital infusion and injection services. The service was

co-designed with the Trust and patients focusing on improved patient experience and alleviating pressure on the Trust. The Healthcare Centre went live in December 2018.

Following the successful implementation of the LloydsPharmacy Healthcare Centre, LPCH is now partnering with five other NHS Trusts. The release of appointment capacity has enabled the Oncology clinic to reduce their opening hours and the Healthcare Centre receives fantastic feedback that confirms the value of the provision to the end users.



### **Newton Europe, The Phoenix Partnership, Leicestershire Health Informatics Service and Leicestershire Partnership Trust** **Implementation of AutoPlanner within district nursing**

In June 2017 Leicestershire NHS Partnership Trust embarked on a community nursing transformation programme, with staff co-design, to increase the proportion of patient-facing time in a clinician's day and to achieve the right staff, right skill, right place, at the right time to provide high quality care, improved outcomes and a better experience for all.

Working with Newton Europe, LHS and TPP the trust helped develop and implement the AutoPlanner functionality within SystemOne. Benefits included; a reduction in missed visits, patients have an accurate care plan reflective of care needs, visibility and ownership of staff skills/competencies and improved data quality.

# HSJ PARTNERSHIP OF THE YEAR

## FINALISTS



### **Northgate Public Services, Kainos, BJSS, NHS Blood and Transplant and NHS Digital Integrating the NHS Organ Donor Register into the NHS App**

To support the introduction of new 'opt-out' organ donation legislation in England, central Government requested NHS Blood and Transplant and NHS Digital to integrate the Organ Donor Register into the NHS App. With the support of Northgate Public Services Kainos and BJSS, the solution was delivered without issue in just seven months.

The public can view, register and update their donation decision via the App. User research ensured a great experience and modern architecture enabled impressive performance scalable to millions of customers. Delivered on time and within budget, the service is expected to increase donor numbers and save many more lives.

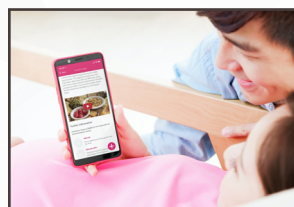


### **NuvoAir and Royal Brompton and Harefield FT Digital innovation for people with cystic fibrosis**

The Royal Brompton Adult Cystic Fibrosis (CF) Team and digital health company NuvoAir have

been working together to enable self monitoring and virtual consultations for people with cystic fibrosis. This collaboration, involving people CF from its infancy, has picked up pace with the COVID-19 pandemic necessitating a fast and large-scale reduction in clinic visits.

The team have been utilising the NuvoAir platform to remotely monitor their 580 patients' lung health while the technology has provided people with CF with health data trends and much needed reassurance. The team continue to partner to develop the technology, building in patient reported measures and integrating new tools such as Fitbit activity tracking.

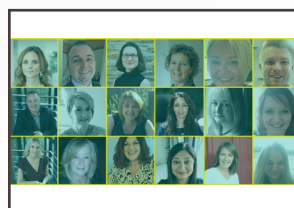


### **Sensyne Health and Oxford University Hospitals FT GDM-Health**

GDM-Health is a digital therapeutic for remote management of diabetes in pregnancy. Born out of clinical

need GDM-Health was developed as a 'proof-of-concept' collaboration between Oxford University Hospitals NHS Foundation Trust and the University of Oxford with the objective of enhancing clinical care for mums-to-be with diabetes.

A Randomised Controlled Trial published in 2018 demonstrated GDM-Health was associated with a 42% reduction in c-sections. Sensyne Health has since further developed and scaled the product. GDM-Health is now used by over 50 NHS Trusts and has helped to care for over 16,000 babies born to diabetic mothers since its commercial launch.



### **The Experience Led Care Programme and NHS Partners Spreading Group Consultations**

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.

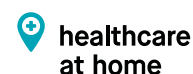
When the pandemic hit, they saw that this untested innovation could help primary care and patients to cope and stay connected through Lockdown and beyond. Despite a modest uplift in budget, they set out to spread at scale; swiftly refining a flexible, interactive learning programme and assuring indemnity cover and robust confidentiality and consent processes. Over six months, they engaged over 500 primary care teams. 74% say they will continue with VGCs.

# THANK YOU TO OUR PARTNERS

## Headline Partner



## Category Partners



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## HSJ Awards 2021 is launching soon!

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