

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.

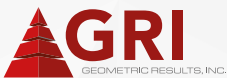
As a specialist provider of neutral vendor, outsourced recruitment solutions that deliver the agency rate cap, we know that creating a service where excellence, innovation, and efficiencies combine to ensure better outcomes is good for everyone.

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.

MENTAL HEALTH INNOVATION OF THE YEAR

WINNER



LANCASHIRE & SOUTH CUMBRIA FT MYPLACE

Myplace, is an exciting eco-therapy based partnership between Lancashire & South Cumbria NHS Foundation Trust and Lancashire Wildlife Trust.

The project is continually evolving, responding to the challenges created by COVID 19 with innovative approaches.

This has ensured the service has expanded its holistic offer by working with service users to reach an increasing number of diverse communities underserved throughout Covid-19.

With the growing focus on both the crisis facing mental health and our environment, the partnership aspires to a new normal where people and the environment are much more entwined in a collectively healthy future- a Natural Health Service.

JUDGES COMMENTS

The judges said this was a truly excellent project and a ground breaking service, building community capacity and resilience. They loved the fact that it aligned video gaming to wildlife and using 'Minecraft' was genius. It is a comprehensive project covering all categories and also includes both blue space and green space, giving an holistic service for wellbeing.

MENTAL HEALTH INNOVATION OF THE YEAR

HIGHLY COMMENDED



Surrey and Borders Partnership FT, Surrey Police, South East Coast Ambulance Service FT, Epsom Hospital A&E, East Surrey Hospital A&E, Royal Surrey County Hospital A&E, Ashford and St Peter's Hospitals FT A&E, Frimley Park Hospital A&E and Surrey County Council **Surrey High Intensity Partnership Programme**

The Surrey High Intensity Partnership Programme (SHIPP) offers tailored support to people with complex mental health who regularly present to the emergency services in crisis. People on the programme receive the help they need to better manage their mental health and their dependency on the emergency services is

substantially reduced. SHIPP is provided by Surrey and Borders Partnership NHS Foundation Trust in partnership with Surrey Police who collaborate with the emergency services to provide the service. SHIPP has led to significantly improved outcomes for people on the programme, a sharp reduction in 136 presentations and huge cost savings.

JUDGES COMMENTS

The Judges were impressed by the multi-agency partnership approach to supporting a specific group of service users. There was really strong evidence of benefits to all partners and most importantly to patients. The economic impact made in just 2 years is impressive with savings being made already.

FINALISTS



Barnet, Enfield and Haringey Mental Health Trust **Blossom Court, new mental health inpatient building, St Ann's Hospital, Haringey**

The Trust took an innovative approach to improving our poor quality inpatient wards through significant engagement with our patients, staff, local community and a partnership with the Greater London Authority (GLA).

The GLA are delivering a major residential development on the surplus land, with 50% of the units affordable to local people. The funds enabled the Trust to create Blossom Court – a brand new, state-of-the-art building using design principles co-developed with patients and staff. These include ensuite bedrooms, social space, activity rooms on each ward, quiet rooms with sensory equipment and media walls in de-escalation rooms providing a calming environment.

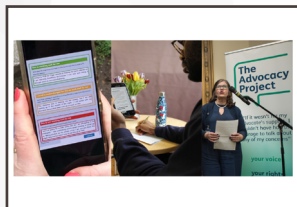


Camden and Islington FT **partnered with Acute Trust partners University College London Hospitals FT, Royal Free London FT and Whittington Health Trust** **24/7 Mental Health Crisis Assessment Service (MHCAS)**

Our Mental Health Crisis Assessment Service (MHCAS) is an A&E for mental health, offering immediate effective treatment to those in greatest need; who often do not know where else to turn. Many are at high risk of self-harm and are psychologically at one of the lowest points in their lives. Born out of the COVID-19 pandemic, the service was set up within days of lockdown in March 2020 as an alternative to hospital and continues to deliver excellent care. Our unit is run exclusively by mental health specialists with access to a wide range of services for patients.

MENTAL HEALTH INNOVATION OF THE YEAR

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.



London Ambulance Service Trust **London Ambulance Service pilots 'Mental Health Joint Response Car' to improve quality of mental health treatment and care**

Following a successful initial pilot in South East London, the Mental Health Joint Response Car (MHJRC) pilot was rolled out across London in January 2020 to support the urgent and emergency care sector through winter.

With the support from Healthy London Partnerships and mental health trusts across London, the MHJRC helps ensure a parity of esteem for patients in mental ill health, by pairing a mental health nurse and paramedic together in a response unit and giving people better care for their needs and reducing unnecessary trips to hospital.



Oxford Health FT **A good night's sleep in hospital - A new standard in mental health**

There are three main elements of safer care in psychiatric inpatient services, one of which is skilled in-patient observation. Unfortunately, supportive observations can disturb patients' sleep. This issue is clinically significant as there is clear evidence of a bidirectional causative link between sleep and mental illness, sleep disturbance is a contributory cause of poor mental health and psychological wellbeing.

In this context, OHFT, in partnership with Oxehealth, are introducing new digital technology on Vaughan Thomas ward, with the aim of monitoring the safety and health of patients by identifying their movement ('video analytics') as well as their heart and breathing rate ('medical analytics'). This ensures observations are maintained without the disturbance to sleep.



Somerset CCG **The Somerset Emotional Wellbeing Podcast**

Somerset CCG, working with our partners across the health and care system, identified a need for on-demand emotional wellbeing support for staff during the pandemic. We began to build a library of free podcasts using just our laptops.

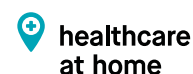
The Somerset Emotional Wellbeing podcast, hosted by Dr. Andrew Tresidder and Dr. Peter Bagshaw, has been very well received, both locally and globally, with over 3,600 listens to date. Timely, topical episodes like Coping with Loss and Grief and Zoomed Out provide free support when it is needed most and are accessible to all.

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HSJ Awards 2021 is launching soon!

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