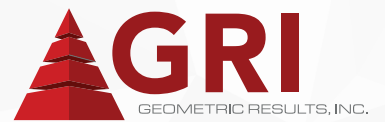


# HSJ AWARDS 2020

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.

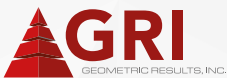
As a specialist provider of neutral vendor, outsourced recruitment solutions that deliver the agency rate cap, we know that creating a service where excellence, innovation, and efficiencies combine to ensure better outcomes is good for everyone.

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.*



# PATIENT SAFETY AWARD

## WINNER



## CAMBRIDGESHIRE AND PETERBOROUGH FT ABOLISHING RESTRICTIVE INTERVENTIONS AT SPRINGBANK WARD, SPECIALIST PERSONALITY DISORDER UNIT

Springbank ward is the only specialist personality disorder unit of its kind in the NHS. It cares for women at extremely high risk of suicide. Physical restraints and incidents were up to 10 times higher than those in acute psychiatric units. The aim of this project was to reduce the use of restrictive interventions and incidents whilst improving the safety and satisfaction of our patients. We achieved a 95% reduction in incidents involving physical restraint and a 65% reduction in incidents, which has been maintained for over 5 years. We have shared our results and trained others in our approach.

### JUDGES COMMENTS

*The judges felt that the applicants delivered a well-balanced presentation with powerful data to demonstrate impact. The ambition of the project was clear with excellent outcomes for both patients and staff. The patient's voice was clearly heard through the use of co-production and direct impact on the service user featured during the presentation. Despite the risk involved, the team pushed forward with this improvement work, resulting in significant patient benefit.*

# PATIENT SAFETY AWARD

## HIGHLY COMMENDED



### Croydon Health Services Trust

#### The Development of PATIENTEER COVID software to improve patient safety, efficiency, and outcomes.

Our entry highlights a collaboration between a Respiratory team and an IT company that rapidly led to the development of cutting edge software that helped our trust in the fight against COVID. Back in March there was an urgent need to efficiently cohort patients with suspected or confirmed COVID disease. At a time of workforce shortages and suboptimal skill mix on wards, a system which helped rapidly identify deteriorating patients was also needed. This software is being embedded into normal practice at our Trust. Potentially PATIENTEER software could help the NHS improve patient safety and efficiency during and post COVID.

## JUDGES COMMENTS

*The judges were incredibly impressed with the level of innovation identified through the presentation. The link with patient safety and improvement in this area was very clear throughout the presentation. There was clear opportunity for use of this innovation across hospital and community boundaries – this was acknowledged and was in the early stages of development.*

## FINALISTS



### Coventry and Rugby CCG and Warwickshire North CCG Geographical Host Policy

Things didn't go to plan within an independent provider operating in our CCGs patch and we had no contracts with the provider. We

took responsibility for oversight of the quality to make sure that patients' safety and wellbeing were at the forefront of decision making. This illustrated a quality surveillance gap, we developed the Geographical Host Policy noting the patient is at the heart of what we do.

We aspire to the highest standards of excellence and professionalism, demonstrating the NHS working across organisational boundaries, in partnership with stakeholders, in the interest of patients, local communities and the population.



### North Bristol Trust

#### The Reduce Project - A collaborative quality improvement initiative to prevent and manage haemorrhage during childbirth

Major obstetric haemorrhage affects almost 1 in 10 women during childbirth and can cause considerable adverse physical and psychological effects. The multi-professional 'Reduce' team, supported by the Maternity and Neonatal Safety Improvement Programme, led an initiative that sought to understand underlying factors, reduce the incidence of obstetric haemorrhage and improve maternal experience.

The team achieved a high level of staff engagement and worked alongside women with lived experience, ensuring that the changes made would deliver sustained improvement.

The project achieved a 30% reduction in haemorrhage rates and the team have shared their learning with other centres nationally.



# PATIENT SAFETY AWARD

## FINALISTS



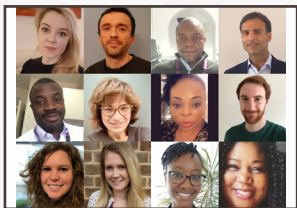
### **Royal Surrey FT** **Covid CPAP Service**

Covid 19 has been a challenge for the NHS throughout the past year, particularly for intensive care and respiratory departments.

The CPAP Covid Physiotherapy

Service at the Royal Surrey NHS Foundation Trust enabled hundreds of staff members to be taught how to administer CPAP safely to patients, without the need for intensive care. This allowed patients to remain alert, conscious and mobile during their hospital stay whilst improving their survivability and functional outcomes.

There is now a newly built unit for CPAP, equipped with additional, modern machines and supported by our Covid CPAP Physiotherapists for staff training and patient care.



### **South London and the** **Maudsley FT and Oxehealth** **Improving safety in seclusion** **with non contact technology**

When a patient with a severe mental illness is unwell and requiring mental health seclusion,

it can be difficult for them to express concerns related to their physical health and it can be challenging for staff to safely monitor their vital signs.

This innovative project used non-contact technology to improve the safety and care of these patients by enabling a 12.3-fold increase in the number of available vital sign measurements thereby allowing earlier and more responsive management of the clinically deteriorating patient. It also promoted therapeutic rest, improved relational engagement and was positively viewed by patients, carers and staff members.



### **Southern Health and Social Care** **Trust** **Southern Trust OPAT service**

In April 2019, the Southern Health and Social Care Trust Outpatient Parenteral Antimicrobial Therapy (OPAT) service was reformed with

the establishment of a Multidisciplinary Team. This team included Infectious Diseases Consultants/Medical Microbiologists, Intravenous (IV) nurse coordinators and prescribing antimicrobial pharmacists. Prior to this IV treatment was organised by the nurse coordinator with minimal input from microbiology or pharmacy.

This reformed team has improved patient safety by increasing the number of patients treated in their own home. It has also increased successful outcomes by 10% and decreased overall antibiotic use by 12.5%; benefiting patients now and protecting antibiotics for future generations.



### **The Mid Yorkshire Hospitals** **Trust** **Assistant Quality and Safety** **Educator Project**

The Trust's Quality and Safety Team devised a plan to improve the quality of care for our

patients; the trust knew we had a knowledge gap in frontline staff which was a barrier to optimising the quality of care. The team created a new team to delivered bespoke, essential in-situ education on their ward whilst still caring for patients.

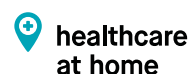
The work we do result in; reduced patient safety incidents, increase patient experience, increased staff confidence and financial savings for the trust. It has huge potential for NHS roll out to keep our patients safety and empower our staff

# THANK YOU TO OUR PARTNERS

## Headline Partner



## Category Partners



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## HSJ Awards 2021 is launching soon!

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