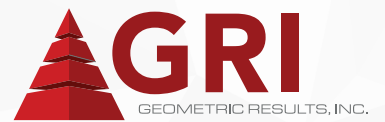


# HSJ AWARDS 2020

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.

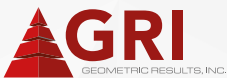
As a specialist provider of neutral vendor, outsourced recruitment solutions that deliver the agency rate cap, we know that creating a service where excellence, innovation, and efficiencies combine to ensure better outcomes is good for everyone.

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.*

# PRIMARY CARE INNOVATION OF THE YEAR

## WINNER

Partnered by

 Bristol Myers Squibb™



## SEVENHILLS+ PRIMARY CARE NETWORK COVID-19 VULNERABLE PATIENT VISITING SERVICE

Sevenhills PCN is based in a community which experiences ill-health due to its deprivation and diverse ethnicities. When the pandemic hit, patient presentations dramatically fell and the PCN introduced a new way of working to prevent a longer term widening of the health inequality gap.

By visiting patients in their own homes, the practice-led service proactively identified vulnerable frail patients not otherwise self-identifying. This enabled uninterrupted continuation of long-term condition reviews and tackled isolation and vulnerability by linking into social support.

Patient management plans required change in 50% of cases and the service evidenced detection and reduction in progression of illness.

### JUDGES COMMENTS

*Our winners have implemented a new and important model of care to tackle health inequalities very successfully in the most challenging time. They showed an ability to recognise and reach out to the most vulnerable, based around wider determinants of population need. A pro-active approach to address health issues was showcased, which clearly demonstrated the impact they were having on patients. Judges hope they are able to secure further funding to continue the work across their, and additional Primary Care Networks.*



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# PRIMARY CARE INNOVATION OF THE YEAR

## HIGHLY COMMENDED



### EQUIP (WEL CCGs)

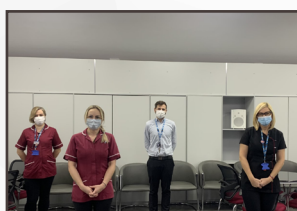
**Empowering all primary care staff to make improvements which have a tangible impact on the joy of staff and the experience of citizens**

EQUIP's vision is a world in which empowered citizens experience great primary care. Our approach is to embed a quality improvement (QI) methodology and culture within GP practices, empowering all staff to be skilled stewards of context-specific changes which improve services for patients. We aim to achieve this through robust QI training, QI coaching support for teams, centralized and local data and analytics, psychologically-informed team development, centralized tools and templates, and local learning systems. We strive to deliver against our quadruple aim of clinical outcomes in support of population health, citizen experience and improved value, centered around the core pillar of the care-team experience.

### JUDGES COMMENTS

*The judges said the presenters had a great passion in delivery of their initiative. The organisation has clearly recognised staff and their key roles during Covid and this team has ensured that staff have been satisfied throughout and were improving their skills. It was great to hear about the patient benefits, and also the ethos that the team had for joy was fantastic.*

## FINALISTS



### Central and Thistlemoor Primary Care Network Health, Wellbeing and Community Champions in inner-city Peterborough

The population of Central Thistlemoor Primary Care Network

has challenges with deprivation, disadvantage and language. For example, 80% of consultations are where English is not the patients' first language.

The PCN took the opportunity to develop health and wellbeing coaches from a variety of cultural backgrounds to work alongside a group of well-motivated volunteer "community champions"; to engage with local communities; spreading key health and wellbeing messages; with the vision of reducing health inequalities and empowering the population to be healthier and happier. Learning from this project has been shared with the wider team, raising awareness and improving patient outcomes.



### Devon CCG Devon Digital Accelerator Project

The Devon Digital Accelerator (DDA) sought to implement practice specific online consultation models in a

supported staff environment.

Recognising that the implementation and success of technology solutions often fail with a 'one size fits all' approach the aim of the project was to enable practices to implement online consultation models bespoke to them, supporting them throughout the entire process.

One of the key aims of the project was to create a change capable workforce by empowering staff to learn, succeed, fail and share in a psychologically safe environment with a focus on bottom up not top down leadership.

# PRIMARY CARE INNOVATION OF THE YEAR

## FINALISTS



### **East Riding of Yorkshire CCG** **High impact cross-system innovations to improve musculoskeletal care**

Our vision is to create an environment where patients can understand their condition better

and become more confident in self-management. Community based clinicians can easily access information whilst consulting with patients to make better decisions. Community services are more confident in supporting the local population. We are creating more opportunities to access support away from hospital settings.

The key principle is to see the right person, in the right place, first time. Patient feedback such as "I can now put my socks on", "stand unaided" and "manage my pain" is evidence that we are making progress.



### **Isle of Wight CCG, Isle of Wight Trust, Lighthouse Medical, Wessex AHSN and Gnosco** **Implementing teledermatology within primary care on the Isle of Wight**

The Dermicus technology enables primary care clinicians to refer high-quality images of suspect skin lesions rapidly using an iPhone and dermatoscope securely using the Dermicus App. The dermatology specialist is notified via email and has immediate access to the images and background information required to review the case and chose a pathway of care. The primary care clinician and patient are then informed of the pathway or given written advice for managing within primary care.

The implementation of this technology on the Isle of Wight has provided benefits for patients, clinicians and the health system as a whole.



### **Northwest London Diabetes Programme, Carbs & Cals, ICS Health and Wellbeing** **NWL Diabetes Programme, Carbs & Cals: Working together to address the Knowledge and Information Gap for HCPs and BAME communities living with, or at risk of developing Diabetes**

An understanding of food and its impact on blood glucose levels is fundamental to the self-management of diabetes. A major inequality existed in the availability and accessibility of information about traditional foods for people from a BAME background.

World Foods addresses and bridges this gap by:

- enabling BAME communities to be better informed about the nutritional content of their traditional foods so as to empower them to make informed choices in their self-management
- educating Healthcare professionals (HCPs) about the traditional foods that are eaten by BAME communities
- using a highly visual format to facilitate better communication and engagement between HCPs and people with Diabetes



### **The AHSN Network** **Atrial Fibrillation Programme**

Atrial Fibrillation (AF) is the most common cause of an irregular heart rhythm and the cause of 20% of strokes. Despite the serious impact, many people

are unaware they have the condition. Since 2016, the AHSN Network has been driving the spread and adoption of AF best practice across the country to improve care and outcomes for patients. During that time, we estimate that our work has helped to prevent over 11,000 strokes, potentially saved the lives of nearly 3,000 people and helped NHS and social care organisations avoid treatment costs of over £260 million.

## CATEGORY PARTNER



*Bristol Myers Squibb is a Global biopharmaceutical company with leading franchises in oncology, haematology, cardiology and a strong presence in immunology, fibrosis and speciality medicine.*

*Inspired by our vision of transforming patients' lives through science, we focus on driving meaningful change for patients, carers and loved ones, and for the communities and societies we share. Our values of passion, innovation, urgency, accountability, inclusion and integrity are central to who we are, what we do and how we do it.*

*As leaders in innovation, we'll never give up in our search for the next breakthrough for patients who are urgently seeking new treatment options.*

Find out more about Bristol Myers Squibb [here](#)

For media enquiries please email [communicationuk@bms.com](mailto:communicationuk@bms.com)



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## HSJ Awards 2021 is launching soon!

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