

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.

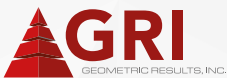
As a specialist provider of neutral vendor, outsourced recruitment solutions that deliver the agency rate cap, we know that creating a service where excellence, innovation, and efficiencies combine to ensure better outcomes is good for everyone.

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 NETWORKS, GP OR PRIMARY CARE PROVIDER OF THE YEAR

WINNER

Partnered by



MORELIFE UK

PROVIDING LIFE-CHANGING HEALTHY LIFESTYLE SERVICES IN EAST ANGLIA TO PROTECT OUR NHS

MoreLife's East Anglia services have helped create long-lasting changes and improvements to the lives of local residents, supporting clients to lose weight, stop smoking and take better care of their health.

Programmes are not only improving client outcomes, but our whole-systems approach has allowed us to work with community partners and train their staff to identify and refer those most in need.

Our entry highlights how these programmes and partnerships have continued to demonstrate best practice, inspire local residents to look after their health and ultimately support the NHS during the challenging backdrop of the COVID-19 pandemic.

JUDGES COMMENTS

This was a fantastic service presented by a knowledgeable and enthusiastic team, the judges thought that the regular evaluation of the service was reasonably unique in a healthcare setting. The presentation of the data to show how large improvements had been made to individuals health was great. The judges were impressed by the non-medical model and look forward to seeing the expansion.

PRIMARY CARE NETWORKS, GP OR PRIMARY CARE PROVIDER OF THE YEAR

HIGHLY COMMENDED



Tower Hamlets GP Care Group CIC **Place based care through a GP Federation**

Tower Hamlets GP Care Group shows how a genuinely primary care-led health system can improve and integrate the delivery of health and care services to better meet the needs of the local population through: strategic leadership; agile working to introduce new services during the pandemic; QI to co-design service improvements with patients; supporting staff with high quality education; and harnessing technological opportunities. This has resulted in a sustainable primary care system, improvements to ED waits, admission avoidance, top of league performance for service delivery, reduced sickness and 100% recruitment in one of the most diverse and deprived London boroughs.

JUDGES COMMENTS

The judges said that the team presenting were outstanding advocates for Tower Hamlets and the residents and workforce in it, you could not wish for better advocates. The presentation was strong and demonstrated the range of achievements. It showcased the engagement with GP colleagues and local communities which was excellent.

FINALISTS



Hertfordshire Community Trust **Rising to the challenge -** **Creating an innovative, agile** **and caring organisation** **through embedding a new** **vision, values and objectives**

HCT has faced huge challenges including the loss of contracts, a corporate restructure, inspections, intense competitive activity, Board turnover, and latterly COVID-19. We have successfully overcome these challenges by transforming our culture, developing an ambitious strategy, and through living our values.

Our results speak for themselves. We've had our best year for awards, we're playing an ever-greater role as a system leader, our innovation has been recognised nationally, and our response to the pandemic has been exemplary. We're here to win this award for our brilliant staff whose amazing contributions have transformed our Trust into the success it is today.



Integrated Cardiology Solutions **The Community Cardiology** **Service - Bringing Heartcare** **into the Home**

The Community Cardiology Service is led by a team of GPs with a Special Interest in Cardiology

who manage non-emergency cardiac referrals in small, patient-friendly primary care settings in the heart of our communities.

Our key purpose is to keep patients out of hospital by offering timely, high quality care close to where they live. This is the story of how we adapted in order to stay open throughout the Coronavirus pandemic; and how reinventing the service provided opportunities for growth.

PRIMARY CARE NETWORKS, GP OR PRIMARY CARE PROVIDER OF THE YEAR

FINALISTS



Locala Community Partnerships CIC **Community Provider of the Year**

Locala is a colleague-owned social enterprise providing NHS community healthcare services. In 2020 Locala received a Good CQC

rating in all areas, and all areas of the well-led review.

More than 40 different services support people, from birth to end of life. Locala provides around 1million patient contacts annually, employing 1500 colleagues and volunteers.

Partnership working is pivotal the delivery of a co-ordinated approach, with the social enterprise approach driving innovative community-focussed services. Up to half of Locala's financial surplus each year is committed to social impact projects in partnership with communities



Northern Lincolnshire and Goole FT **Clinical observation training and end-of-life training for care sector and Community Response Team GP**

During the COVID-19 pandemic, North Lincolnshire Community Services worked collaboratively with partners to deliver three new, innovative and high impact services for our community:

- Clinical observation training – a virtual training service on 'how to undertake clinical observations and escalate the findings'.
- End-of-life training – further virtual training service to support carers to effectively identify when residents were entering their last days of life, and how to provide the appropriate care.
- Community Response Team GP - GP role introduced to provide community practitioners with medical advice, instilling the confidence in them that managing a patient at home is safe and appropriate.



Peak Edge Primary Care Network, King Egbert School, Meadowhead School, Door 43, Chillipep, Sheffield Futures and Sheffield CCG **Peak Edge Neighbourhood School Transformation Project**

In partnership, Peak Edge Primary Care Network (PCN), two local schools and voluntary sector organisations have implemented a unique mental health support service. With the goal of, breaking down barriers between schools and GPs and reducing the stigma of mental health issues.

This PCN's unique opportunity see's primary care involved in young people's mental health journey, removes barriers and provides tools for healthy minds. Additionally, sixth form students are trained to support those in earlier years. Positive outcomes include reduced incidents of school mental health issues and reduction in student self-harm reports.



Southern Health FT **Frailty Admission Avoidance Service**

When we applied for the HSJ award we applied as the Frailty Admission Avoidance Service. This was a winter pressures project that enabled us to model an admission avoidance service embedded in primary care and provided by community care provider.

Since applying we have spread to a fully commissioned model across a wide area going from a 50,000 to 500,000 population. Our model is one of Advanced Clinical Practice supported by our primary and secondary care colleagues and clinically led by a Consultant Practitioner. The service provides right care right place right time for our patients.

CATEGORY PARTNER



At Operose Health, we are experts in working with complex health systems to transform quality of care and patient experience.

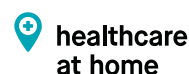
Our portfolio of services to patients includes primary care and mental health. We are part of a global business family with over 30 years' experience of delivering high quality care in the most simple and seamless way for patients.

THANK YOU TO OUR PARTNERS

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HSJ Awards 2021 is launching soon!

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