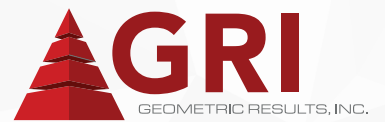


HSJ AWARDS 2020

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.

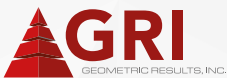
As a specialist provider of neutral vendor, outsourced recruitment solutions that deliver the agency rate cap, we know that creating a service where excellence, innovation, and efficiencies combine to ensure better outcomes is good for everyone.

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.

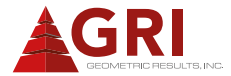
Importantly our focus is also on empowering organisations to improve their strategic approach to temporary recruitment, thanks to our management information capabilities and business intelligence reporting. This expertise has seen us become a market leader, entrusted with close to £1billion pounds of 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.

STAFF ENGAGEMENT AWARD

WINNER

Partnered by



ALDER HEY CHILDREN'S FT FLOURISHING IN ADVERSITY: A SHOWCASE OF STAFF ENGAGEMENT AT INDIVIDUAL, DEPARTMENTAL, DIVISIONAL, AND TRUST LEVEL IN AND AROUND TIMES OF CRISIS

Our ambition for staff engagement at Alder Hey was to implement organic ideas for all staff to thrive and heal. Core trust values of openness and together, underpin our compassionate initiatives that through involvement put staff stories at their heart. These include our new Staff Advice and Liaison Service (SALS), online Team Time storytelling, Ground Truth feedback tools, and our in-house Strong Foundations leadership programme. Staff feedback, actions and outcomes indicate the value of these initiatives. Through internal growth, we've had external reach that has spread regionally and nationally. We can't wait to share our story with you.

JUDGES COMMENTS

The judges said the winner's enthusiasm and passion was evident and they demonstrated a very person centred approach with good levels of sharing across the systems. It was refreshing to see the improvements grow organically within the organisation which has contributed to large increases in staff recommending Alder Hey as a place to work. The creation of SALS (like PALS) has proven to be a good creative initiative for staff support.

STAFF ENGAGEMENT AWARD

HIGHLY COMMENDED



Northumbria Healthcare FT Towards happy, healthy and productive teams - Northumbria's Staff Experience Programme

The urgent need to build a healthier, happier, more inclusive and compassionate culture within the NHS has been well documented (NHS People's Plan, 2020). We know that improving NHS staff experience is of crucial importance, and is inextricably linked to the quality of care that patients receive. Northumbria Healthcare has invested in the health and wellbeing of its staff by developing an integrated and responsive staff experience programme.

This work has been a driving force behind positive change within our organisation and has evidenced statistically significant gains in staff engagement, evidenced in local and national measurement programmes, within 18 months

JUDGES COMMENTS

The judges said the passion from the leaders was evident and they showcased a strong use of evidence based and use of literature to influence direction. The team delivered good discussions on partnership working and improvements owned by staff. Incremental and sustainable change was demonstrated and there is a focus on equality and diversity.

FINALISTS



Barts Health Trust and Y Lab, Wales Barts Shielders

Barts Shielders is an engagement initiative focused on, and run by clinically vulnerable staff. It is co-produced, meaning

- Shielders are recognised to have assets
- Reciprocity and mutuality are key features
- Peer and personal networks are enhanced
- We are change agents in our trust
- Barriers were reduced – both to services, and ways to engage

We connect shielding staff to each other, the Trust, and key experts during the isolation of lockdown. Through virtual facilitated spaces, shielders surfaced issues of concern, influenced trust plans, and took action offering peer-support, exchanging ideas, experiences and information to enhance staff experience of the pandemic



Bradford District Care FT The Care Trust Way

The Care Trust Way (CTW) is still in its infancy at BDCT and while COVID has taken its toll and many none essential activities throughout the NHS have

been stood down, our approach to building a culture of continuous improvement, innovation and growth has gone from strength to strength.

At its very core the CTW recognises the importance of being in a relationship with its staff. It has successfully created a culture with co-production, service quality and staff satisfaction at its core.

Staff survey response rates have swelled. Encouraging feedback and improvement events are customary. With an ethos of inclusivity, engagement and investment – in all our staff – the CTW continues to embody a positive, open attitude, for our service users, system partners and the wider health system.

STAFF ENGAGEMENT AWARD

FINALISTS



Bristol, North Somerset and South Gloucestershire CCG **Establishing a targeted, comprehensive wellbeing programme during COVID-19**

Our wellbeing programme was created, developed and delivered

with staff in mind. An insights-driven approach was at the heart of the programme, and the team ensured constant two-way communication between staff and the organisation.

Engagement with the programme started high and improved throughout, and the team were able to track staff feeling, target support where it was most needed, and see concerns decreasing as the programme developed. Using staff insights and engagement to shape the wellbeing offer resulted in comprehensive and relevant support, enabling staff to look after themselves and bring their best work to the system Covid response.



Clinical Research Network West Midlands **Staff Wellbeing Initiative**

We are committed to promoting a holistic and sustainable approach to wellbeing, but appreciate that a 'one size fits all' approach is unlikely to succeed.

Key to delivering a better working environment is our Wellbeing programme, developed as a result of a staff listening exercise. Wellbeing is a multifaceted concept encompassing the whole person and is concerned with physical, emotional and psychological wellness. Our Wellbeing Pick and Mix is a suite of initiatives designed to benefit all staff with a range of opportunities that suit their personal needs, learning styles and work/life arrangements - helping them manage their own wellbeing.



Devon CCG **Devon Digital Accelerator Project**

One of the key aims of the Devon Digital Accelerator (DDA) Project was to create a change capable workforce by empowering

staff to learn, succeed, fail and share in a psychologically safe environment.

We set out to resolve two core issues: a shortage of doctors resulting in long waiting times for patients, high stress levels for staff, and a lack of staff confidence in digital programs and technologies.

On the face of it the DDA is a digital project- but what has always been at its heart is people- and an ambition to create a change capable workforce – now and for the future.



Sherwood Forest Hospitals FT **Sherwood: A Great Place to Work; A Great Place to Thrive**

Our incredible cultural journey over the last three years and our ambition for the future is something we are extremely passionate and proud of.

We are a team that actively learns from others and we believe we have a strong story to tell in how we have placed our CARE Values and the culture of the organisation at the heart of everything we do. This is largely driven by how we engage with each other, how we develop people to do a good job, to live well and how we encourage and support colleagues to speak up.

CATEGORY PARTNER



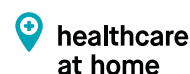
To find out more information about GRI, please refer to page 4.

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HSJ Awards 2021 is launching soon!

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