

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.

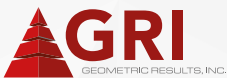
As a specialist provider of neutral vendor, outsourced recruitment solutions that deliver the agency rate cap, we know that creating a service where excellence, innovation, and efficiencies combine to ensure better outcomes is good for everyone.

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.

SYSTEM LED SUPPORT FOR CARERS AWARD

WINNER

Partnered by



Carers Hospital Service



HSJ Awards 2020 Entry
System-led Support for Carers



DEVON COUNTY COUNCIL AND DEVON CCG TOGETHER FOR DEVON CARERS HOSPITAL SERVICE

The Together for Devon Carers Hospital Service is producing improvements in carer identification, timeliness of discharge, admission and re-admission avoidance and outcomes for carers and their families.

Bringing together the NHS, voluntary sector, and local government in equal partnership acting “outside the box” with and for carers, who as users of the service, and as ambassadors for Carer communities in Devon, are central to the design and ongoing development of the project.

Despite COVID-19 the project delivers improvements in outcomes and quality of life for many Carers and the people for whom they care as well as quantifiable system benefits.

JUDGES COMMENTS

These organisations showed extraordinary integration with the leadership of carers being critical to the work that has been achieved. There is a strong culture of trust and esteem across the system partners and their teams where carers are confident that commitments will be followed through. The programme produced outstanding health and well-being outcomes for carers and provided clear benefits to the sustainability of health and care services. It was great to hear how this work is being spread and shared with ICS localities across the country.

SYSTEM LED SUPPORT FOR CARERS AWARD

HIGHLY COMMENDED



Northamptonshire Healthcare FT and Northamptonshire Carers

Working Carers Network – Working Together To Support Working Carers

Both NHFT and our system partners recognise the wellbeing of working carers as a high priority. Our Working Carers staff network has worked closely with Northamptonshire Carers to ensure that valuable skills are not lost by supporting carers to stay in work and prioritise their wellbeing. This system approach has included innovations such as a Working Carers passport, as well as the creation of a standards framework that employers can be accredited against. Working Carers have been distinctly addressed in the county's Workplace Wellbeing Standards, which goes further than many other health and care systems in the country and is a clear demonstration of the system's commitment to this valuable group.

JUDGES COMMENTS

This entry showed definite system engagement with real ambition to grow the support model. The judges were impressed by the thought given to intersectionality between staff networks and the exemplary support for those leading the networks. The example in hard times of carers still getting a carers assessment was excellent. There was a clear sense of no-one being left behind.

FINALISTS



Lancashire & South Cumbria FT In partnership with parents – South Cumbria Children's Learning Disability and Behaviour Support Service

The South Cumbria Learning Disability and Behaviour Support

Service supports children with learning disabilities and autism, and their carers.

The service model is based on professionals and family carers with lived experience working together throughout the system, whether the carer accesses a service or jointly delivers support. This first of its kind model has been developed to give family carers parity, whilst improving the level and quality of engagement with interventions.

It provides the right support, at the right time, to help parents in understanding their child's behaviour and increase their confidence so that they're able to respond effectively to their children's needs.



Leeds Community Healthcare Trust

Working in partnership with Carers Leeds to support carers

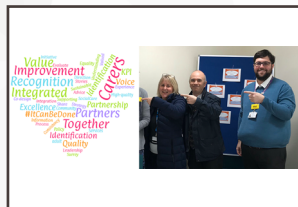
In 2018 Leeds Community Healthcare (LCH) recognised that we could be better at

supporting staff who have caring responsibilities and carers who are our patients or those who support our patients.

LCH and Carers Leeds have worked together to deliver a programme of work to recognise carers as key partners in care and to support the needs of carers who have contact with LCH as well as carers within our workforce. We believe this work demonstrates how working in partnership has led to the development of effective and sustainable systems to improve the identification of carers and signposting to support.

SYSTEM LED SUPPORT FOR CARERS AWARD

FINALISTS



Surrey Heartlands ICS and Epsom and St Helier University Hospitals Trust **Surrey Carers Quality and Partnership Approach**

Getting it right for carers has perhaps never been of greater

importance. Recognising, valuing and supporting carers requires an integrated systems approach: carers should be everyone's business. In Surrey Heartlands, that is exactly the approach we take.

Underpinned by our innovative Surrey Carers KPI, created through co-design, partners across the system are part of a consistent and sustainable approach, which is changing the culture and behaviours around supporting carers and improving quality of services and experience. Whilst the journey continues, our 'Surrey Carers Quality and Partnership Approach' demonstrates growing impact and success, which we are excited to share with you.



The Design and Learning Centre on behalf of the Kent and Medway Sustainability and Transformation Partnership **Help to Care Mobile App**

Help to Care, an innovative mobile app, was launched in May 2020 to

support carers in Kent and Medway. It is free to download and use and is designed to help people spot the signs of a problem and find the right information and advice.

The app brings together health, social care, and voluntary sector organisations to present a clear offer to carers, including what support is available to them. Help to Care was created by The Kent and Medway Sustainability and Transformation Partnership (STP) and is maintained in partnership by the NHS and local authorities in Kent and Medway.

CATEGORY PARTNER



NHS England and NHS Improvement

NHS England and NHS Improvement leads the NHS in England. We set the priorities and the direction of the NHS and encourage and inform national debate to improve health and care. We want everyone to have greater control of their health and well-being and to be supported to live longer, healthier lives by high quality health and care services that are compassionate, inclusive and constantly improving.

System Led Support for Carers Award

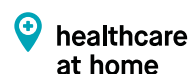
There are around 5.5 million unpaid Carers in England, with around 1.4 million providing in excess of 50 hours of care to a family member or friend. It is estimated that this represents a value of £132 billion per year to health and care systems. We know that Carers often experience poorer health than their nonCarer peers and NHS England is committed to addressing this inequality in health outcomes. This award represents an opportunity for teams to demonstrate new ways of working, using integrated care models that engage health, social care, the voluntary sector, community groups and most importantly Carers themselves to deliver improved outcomes and experiences of care for this group.

THANK YOU TO OUR PARTNERS

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HSJ Awards 2021 is launching soon!

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