



HSJ PARTNERSHIP AWARDS

Recognising the
best partnerships
with the NHS

PROJECTS SHOWCASE

Contents

| | |
|----|---|
| 3 | Introduction |
| 4 | Legal Services Provider of the Year |
| 6 | Consultancy or Consultant of the Year |
| 9 | Recruitment Services Provider of the Year |
| 11 | Property and Estates Management Service of the Year |
| 13 | Facilities Management Supplier of the Year |
| 15 | Best Pharmaceutical Partnership with the NHS |
| 19 | Best Healthcare Provider to the NHS |
| 21 | Best Innovation in Medical Technology |
| 24 | Best Workforce Innovation |
| 27 | Best Provider of Healthcare Analytics |
| 29 | Best Clinical Support Service |
| 31 | Best Procurement Support or Service |

Introduction

On 8 March 2018, HSJ hosted the inaugural HSJ Partnerships Awards at Banking Hall, London.

The awards look to recognise, celebrate and create a platform for the best products and services being used by the NHS. The awards provide suppliers with the opportunity to be identified as leaders and innovators within healthcare.

As the demands on the NHS to deliver greater quality care with increased efficiency intensifies, the HSJ Healthcare Partnerships Awards highlight how suppliers are aligning themselves with essential savings happening in the NHS today and celebrate how they are helping to make a difference.

The awards were attended by over 450 guests who came to celebrate the winners of 12 sought after trophies for awards covering technology, facilities and estates, consulting, workforce, pharmaceutical, data and legal services. The awards were judged by healthcare professionals with first-hand experience of the value and innovation these partnerships can bring to healthcare provision.

Alastair McLellan, Editor, HSJ said **“The innovation displayed by our winners and finalists is impressive. It is also, of course, vital to the service’s sustainability and future. Faced with seemingly impossible efficiency targets, and having made every possible economy, NHS organisations need their expertise to maintain service quality within an ever-tightening budget. There is also little chance of the Five Year Forward View becoming reality without advances developed by commercial suppliers becoming an integral part of the NHS operating model. The companies we celebrate are those that have accepted the challenge to help the NHS deliver during a period of intense pressure.”**

Legal Services Provider of the Year

WINNER



Hill Dickinson - Alternative Dispute Resolution Protocol Tool

Introduction

Hill Dickinson, which has provided legal services to public and private healthcare organisations for nearly 30 years and has more than 120 staff working in this sector of its practice, was honoured for its Alternative Dispute Resolution Protocol ("ADRP") tool.

Hill Dickinson won the Legal Services Provider of the Year Award for its ground-breaking protocol, which has set the national gold standard for the resolution of group litigation claims in the healthcare sector and saved the NHS around £12m in a single case.

The Product

ADRP was used in the Liverpool Women's Urogynaecological Group Action - one of the largest group claims in the healthcare sector. If these claims had been dealt with in a conventional way, it was likely that there would have been significant cost and delay to both the trust and patients.

The protocol was designed to avoid this by enabling the swift and just settlement of claims of merit, with minimum legal costs. It also ensured that unmeritorious claims were dealt with quickly and effectively.

ADRP helped to achieve this through agreed hourly rates and single joint experts. It also ensured that experts saw multiple patients in a single day. This not only benefitted patients with legitimate claims, it also limited the amount of time key people in the trust involved were required to devote to the case.

Generating savings for the NHS

The protocol brought cost savings of around £12m to the NHS in the Liverpool Women's Urogynaecological Group Action. It has also been utilised in many other group actions since then; hence the cumulative saving to the NHS is even greater. It is regularly reviewed and updated to take into account

developments in relation to legal costs and to ensure it continues to provide value for money.

Mitigating the high costs of clinical negligence claims is a key priority for the NHS. The burden of these costs was highlighted in a recent National Audit Office (NAO) report on "Managing the costs of clinical negligence in trusts". The report stated that rising payments for damages and claimant legal costs had the greatest financial impact. While some of these elements are beyond the control of individual trusts, the protocol helps them to limit financial impacts where possible.

Collaborative working with the NHS

The ADRP is a multi-level collaboration between the NHS trust, patients, legal representatives and NHSR. Patients were closely involved in the design phase and there was buy-in from patient representatives at an early stage.

Judges' comments

The judges described the protocol as an innovative way of managing group legal actions that had resulted in 'collaborative and patient centred litigation and delivered substantial and genuine cost savings to the NHS, which can be rolled out nationwide.'

They said ADRP enabled measurable and genuine quantification of the savings delivered and they praised it as "a real win, win, win for patients, the NHS and lawyers."

Find out more: hilldickinson.com

FINALISTS

Bevan Brittan – NHS Three Strand Approach

Bevan Brittan LLP – an external legal advice provider for the NHS – supplements the in-house legal teams of NHS organisations, offering expert advice and additional capacity when required to meet demand. They have provided support on a range of legal issues ranging from HR disputes to moral debates surrounding the withdrawal of care. Their extensive experience of the NHS has enabled Bevan Brittan LLP to develop helpful tools, training programmes and other free and low-cost initiatives for clients, despite a rapidly changing healthcare environment.

Find out more: bevanbrittan.com

Cripps – Primary Care Advantage

Cripps LLP's healthcare team provides legal and advisory services for GPs, primary care organisations, pharmacists and dentists. Their Primary Care Advantage legal and advisory programme enables the development of sustainable, efficient and collaborative practices that form alliances between GPs and can lead to the creation of Multispecialty Community Providers.

Fixed-price stages instead of hourly charging offers clients the ability to submit adhoc queries without fear of accumulating excessive costs and encourages greater discussion as GPs develop a custom solution with the Primary Care Advantage framework.

Find out more: cripps.co.uk

Hempsons – System transformation in Greater Manchester

Leading healthcare lawyers Hempsons was recognised for its continuing support on the major system transformation of health and social care in Greater Manchester. The company has been involved in many key projects, including advising Central Manchester CCG and Manchester City Council on the creation of a single commissioning function for health, social care and public health.

Such projects have built on Hempsons' support for Greater Manchester system transformation in recent years, including Manchester Devolution – advising the 12 Greater Manchester CCGs and working closely with NHS England and Manchester City Council on the governance structures for Devolution.

Find out more: hempsons.co.uk

Ward Hadaway – Knowledge and Legal Advice Centre (KnowLA)

Ward Hadaway – a legal services provider – developed the Knowledge and Legal Advice Centre (KnowLA) for Lancashire Care NHS Foundation Trust to improve legal efficiency across the Trust, after a review discovered that many legal enquires covered the same or similar issues. KnowLA collates and centralises legal advice and knowledge on a range of subjects, providing easy access to legal knowledge for managers and generating savings on legal costs.

The cost of developing KnowLA was exceeded by the year one savings in the Trust's legal services budget and is expected to save £25,000 each year ongoing.

Find out more: wardhadaway.com

Consultancy or Consultant of the Year

WINNER



Carnall Farrar – Whole system change across the Devon STP

Introduction

Carnall Farrar – a management consultancy, committed to helping its clients to lead change within health, care and the public services – was honoured for its work with the financially-challenged Devon health economy.

The company, which won the Consultancy of the Year Award, helped Northern, Eastern and Western (NEW) Devon become more sustainable; key successes included its contribution to a 50 percent reduction in the requirement for community beds.

The Service

Carnall Farrar helped NEW Devon develop a path to sustainability by working collaboratively with NHS organisations, and addressing the lack of capability and poor relationships within the health economy.

A key area of work has been reducing the number of fit-to-leave patients in community hospital beds, in order to reduce beds. This has been achieved through developing community-based models of care, with clinical hubs and health and wellbeing centres.

The programme of work also included the reduction of emergency department attendances and admissions, and an improvement in the quality of mental health care. These changes have been managed without referral to the health secretary and with Carnall Farrar standing alongside local leaders at public meetings.

Generating savings for the NHS

When Carnall Farrar began its work, NEW Devon CCG was predicted to have a £100 million deficit in 2020/21; the worst of any area in England. However, the CCG is now projected break even by 2020/21.

Carnall Farrar estimates that it has enabled the region to make savings of £87.5m – £103.6m. The financial impact of the changes in community beds in

Eastern Devon will deliver gross savings of between £6.5 – £7.0m per year, based on a 20-40 percent reinvestment (£1.4m –£1.9m).

In March 2016, South Devon and Torbay Clinical Commissioning Group (SD&T CCG) became part of the Wider Devon STP. SD&T CCG were incorporated into the governance structure. Carnall Farrar was able to support SD&T to increase its saving from £22m (2015/16) to £41m (2016/17).

In 2016/17, savings were generated from a wide-range of measures, including:

- £12m reduced spend in continuing healthcare
- £2.3m reduction in placements
- £4.2m lower prescribing costs

The combination of initiatives that were implemented as a result of Carnall Farrar's involvement, is projected to make a 10:1 return on the investment in its services

Collaborative working with the NHS

Collaborative working has been key to the success of the project. At the onset, local concepts were developed, designed and executed in collaboration with local staff.

The clinical leads for projects were chosen from within the system and Carnall Farrar worked with these experts to agree project timelines, agendas and content of system-wide workshops. The collaborative style of working extended to board level.

Judges' comments

The judges stated that this organisation offered a very different approach to the traditional model of consultancy and more specifically a clear and bespoke approach to working with their client with a methodology that demonstrated that they care about collaboration.

Find out more: carnallfarrar.com

HIGHLY COMMENDED

GE Healthcare Fimmamore - Workforce Repository and Planning Tool

GE Healthcare Fimmamore was highly commended for its free to use Workforce Repository and Planning Tool (WRaPT). The WRaPT programme began in February 2013, with the development of a system for planning the health and care workforce across Lancashire, in partnership with Lancashire Care Foundation Trust, Health Education England and GE Healthcare Fimmamore. Following this successful pilot it has evolved into an online tool capable of modelling workforce data across England, supported by an experienced team.

Find out more: emea.gehealthcarepartners.com

FINALISTS

Four Eyes Insight

Founded in 2012, Four Eyes Insight - a clinical efficiency consultancy - is helping increase efficiency in the NHS through data analysis. An NHS Trust saves a of minimum six times their investment. Working alongside NHS Improvement, they delivered the first National Theatre Programme since 2002, that identified the potential capacity for an additional 280,000 procedures that could generate £300-400m of additional income, or alternatively, undertake the same number of procedures within 64,000 fewer operating sessions, reducing costs by £95-£130m.

Four Eyes Insight works to identify, establish, deliver and sustain clinically credible, realistic and sustainable productivity and efficiency opportunities. Its clinically focused team has worked with over 5,000 clinicians to deliver transformational change.

Find out more: foureyesinsight.com

LTS Health & Nottingham University Hospitals Trust – Maximising return on investment through improved performance

LTS Health has supported Nottingham University Hospitals NHS Trust in addressing sub-optimal turnaround time in their histopathology department and escalating costs within their blood science service. Their proprietary technology PinpointBPS® allowed for a simulation of a diagnostics environment to run scenarios and set clear objectives, KPIs and actions for delivering the identified improvement.

Realisable savings of £635,000 were identified by LTS Health a ninefold return on investment. In addition, the Trust benefits from improved efficiency in histopathology, reduced penalty risk and increased access to quality service delivery for patients.

Find out more: ltshealth.com

NHS North of England Commissioning Support - NECS Consultancy Unit

The North of England Commissioning Support (NECS) Consultancy Unit offers 'NHS in-house' management consultancy. It established a Programme Management Office (PMO) for the Urgent and Emergency Care programme for NHSE (Midlands and East), which became the 'go to' resource for its operations and delivery team.

As part of the intelligent PMO package, NECS later became regional vanguard lead, saving the region approximately £60,000 on this role. Its robust Programme Management discipline and ability to efficiently structure national asks for funding opportunities and pilots also allowed it to bring significant resource into the region.

Find out more: necsu.nhs.uk

NHS Transformation Unit - Improvement Support

The NHS Transformation Unit (TU), which is an NHS not-for-profit organisation, assisted a large acute trust following the draft publication of an “inadequate” Care Quality Commission (CQC) inspection rating. The TU was commissioned to support the governance of an Improvement Board and to help develop immediate plans for four ‘fragile’, underperforming services.

The TU successfully established working groups comprising senior clinicians and executives for the four services. The working groups identified immediate patient safety issues and developed improvement plans for review by the Improvement Board. Results included a new sepsis pathway, which significantly reduced pressure on a fragile site.

Find out more: [**transformationunitgm.nhs.uk**](https://transformationunitgm.nhs.uk)

PA Consulting - Supporting the Hillingdon Hospital to deliver safe and financially sustainable nursing care

PA Consulting provided programme management and delivery support to Hillingdon Hospitals to support the development of their 2017/18 Financial Improvement Programme. Their support across a number of workstreams including nursing and medical workforce, theatre and outpatient productivity and procurement is forecast to deliver £1.01m recurrent CIP in 2017/18, and an ongoing £700k run rate.

Using bespoke information analytics, best practice insight, and expertise in delivery and improvement the programme has led to a reduction in high cost off-framework agency shifts from 73 to 6 – 11 per month and a 90% reduction in agency bookings.

Find out more: [**paconsulting.com**](https://paconsulting.com)

Recruitment Services Provider of the Year

WINNER



Bank Partners –

Reduction of Agency Spend at the Royal London Hospital (part of Barts Health Trust)

Introduction

Bank Partners, which is a leading independent provider of outsourced temporary staffing solutions to the NHS, was honoured for its work in reducing costly agency shifts in a London hospital's Adult Critical Care Unit (ACCU), which saved £1.3m in 2016/17.

The company, which operates bank services in eight NHS Trusts, won the Recruitment Services Provider of the Year Award for its work within the ACCU at the Royal London Hospital, at Barts Health NHS Trust. Its work within the trust as a whole has reduced agency staff spend by £15m.

The Project

The ACCU at the Royal London Hospital is the UK's largest trauma centre and admits some 3,000 critically ill patients a year. To ensure safe staffing levels, it was heavily reliant on temporary staff, many of whom were high cost agency workers. Bank Partners helped the ACCU address reduce this problem by recruiting lower cost bank workers.

Key actions included understanding the demand profiles and lead times; allocating staffing resources against projected requirements; undertaking gap analysis of filled and unfilled shifts, and analysing the current worker database, including skillsets.

A member of staff from Bank Partners was placed in the unit's office for two weeks to understand how it worked. Additional bank staff were recruited and understanding likely fluctuations in demand enabled bookings to be made more in advance.

Generating savings for the NHS

Bank Partners aims to deliver cost reductions to the NHS through the operation of technology, process efficiencies and the reduction or elimination of agency staff. Its combined actions across departments within Barts have contributed to the

overall reduction of agency spend within the Trust from £90m, 2015/16 to c£75.2m, 2016/17. Bank Partners adapted its service and provided additional support for the ACCU, in the form of embedded staff with the department's administration office. It increased bank fill rate and improved recruitment and retention of specialist workers. Processes and procedures have been translated as best practice across other skill sensitive departments.

There was an 80 percent decline in agency shifts during 2016/17 and a £1.3m cost reduction to the ACCU. In addition to the financial benefits, continuity of staffing has ensured safer staffing levels, patient care and safety.

Collaborative working with the NHS

Bank Partners engaged at all levels of trust management to gain commitment and support for the project, ensuring effective project oversight was in place. Critical to the accurate scoping, development and execution of the project was the engagement of, and communication with, senior Departmental Managers/Critical Care matrons and senior nurses.

The project was executed by a dedicated on-site team over a 15-month period. This was supported by Bank's Barts Health Contract management team that worked closely and collaboratively with Trust stakeholders.

Judges' comments

The judges said: "This partnership demonstrated true joint working and collaboration with measurable improvements in terms of both finance and workforce." They were particularly impressed by the innovative business model; the understanding of ward workforce demand and the clear workforce metrics and financial indicators.

Find out more: bankpartners.co.uk

HIGHLY COMMENDED

Remedium Partners - Placing permanent doctors, with passion

Launched in 2013, Remedium Partners - a provider of permanent and fixed term doctors - was highly commended for helping the NHS save money by reducing its agency locum spend. The NHS saves approximately £100,000 for every permanent placement, versus a locum equivalent. Having placed more than 500 doctors so far, Remedium has saved the NHS approximately £50m.

Remedium also prides itself on doing more than simply 'placing staff'. Its Aftercare Team ensures every doctor has the best start and career growth opportunities. The service includes pre-employment checks, airport transportation, accommodation assistance, visa applications, hospital liaison services and family and school support.

Find out more: remediumpartners.com

FINALISTS

Central London Community Healthcare (CLCHTrust Partnership - HR and Recruitment Service

Central London Community Healthcare Trust formed a strategic partnership with Capita in 2015 to deliver corporate services either fully or jointly using retained teams within the Trust, delivering a 30% saving in business support services and HR function. The implementation of Lord Carter's recommendations on resource utilisation has reduced vacancies by approximately 8%, removing all 'off framework' agency spend and forecast agency worker spend is forecast to be £16.4m lower than two years ago.

Find out more: capita.co.uk / clch.nhs.uk

de Poel health+care – Delivering excellence in non-permanent staffing solutions for the NHS

de Poel – an independent recruitment outsourcing expert – has created health+care to redress the balance between recruitment agencies and NHS Trusts in the procurement of agency workers. Their independent, outsourced recruitment model combines account management, a compliant agency panel and an electronic recruitment ordering system.

Working with Bridgewater Community NHS Foundation Trust, health+care has delivered nearly £700,000 of cost savings since 2016 with further efficiencies in back office functions and the rollout of a direct engagement initiative has resulted in savings of £4,000 – £6,000 each week on GP and consultant bookings.

Find out more: healthcare.depoel.co.uk

Medical Staffing – Delivering Primary Care at Scale

Medical Staffing was formed in 2005 and is the largest single provider of primary care workforce at scale in England, with a focus on GPs and Primary Care Nurses. Over the past year they have placed clinicians in several thousand different sites and provided accompanying compliance support to ensure adherence to CQC requirements. Services are tailored to meet local needs, with a commitment to improving patient access and patient outcomes, adapting to meet the changing demands of General Practice, across the country and in all settings.

Find out more: medicalstaffing.co.uk

Property and Estates Management Service of the Year

WINNER



Plan B Solutions - Utilising space in community health centres for CCG

Introduction

Plan B Solutions, which enables clients to achieve improvements in workplace occupancy and savings in property costs by changing the way they think about, and potentially transforming the way they use, their workplaces, was honoured for its work with Sandwell and West Birmingham CCG (SWBCCG).

Plan B Solutions Ltd won the Property and Estates Management Service of the Year Award for helping SWBCCG to save millions of pounds by ensuring that its community health centres were being fully utilised and that users were charged for the sessions.

The project

CCGs are responsible for paying community health centre estate costs that are not recovered elsewhere, and this includes costs for both void and sessional space. From previous studies in CCG health centres, Plan B Solutions knew that clinical space utilisation was poor, bookable rooms were woefully under-utilised and local booking data was inaccurate.

SWBCCG, had a clinical estate bill of £2.7m per year. To tackle the problem, Plan B Solutions Ltd assessed the CCG's usage of its clinical estate, introduced a new web booking system, and increased the number of clinical activity hours in its centres by more than 600 a month.

Generating savings for the NHS

Plan B's intelligent web-based booking system, Optispace, provides 24-hour self-service web booking access for users across multiple organisations, both public and private. During its first three months, the CCG already had the data to invoice more than £65,000 for space use - meaning an annual run-rate currently in excess of £250,000 for the initial pilot centres.

In addition, Plan B identified more than 200 hours per month of patient scheduled activity occurring in what was 'void' area estate use that can now be properly managed and charged. It also saved £4m by identifying that a health centre, earmarked for demolition to make way for a larger one, only to be extended slightly.

Plan B is working to extend the solution across multiple STP areas allowing neighbouring primary care, acute and other agencies to use others' space so that unused space can be 'pooled' and disposed of.

Collaborative working with the NHS

The CCG, Plan B Solutions Ltd and the booking system vendors, Gingco - have worked closely together to achieve a solution which satisfies all the differing management requirements of clinical rooms and administrative meeting room and desks - with minimal customization, keeping risk, time and costs low. Collaboration has occurred at all stages and even been extended to include neighbouring STP representatives to ensure that the solution would be suitable and attractive for wider roll-out and greater estate sharing.

Judges' Comments

Plan B's entry was described by the judges as a "transparent model with back office support, vital for capital teams to support in facility refurbishments and sustainable room booking function to accurate floor plans." They said it was a project that is long overdue as a driver to save monies to enable internal F&E teams to maintain and manage an efficient healthcare property portfolio."

Find out more: theplanb.co.uk

FINALISTS

Central London Community Healthcare (CLCH) Trust

Central London Community Healthcare Trust developed an Estates Management service in conjunction with Capita to deliver savings for the Trust including a reduction of 30% on business support spend and £1.6m through estate rationalisation. The existing NHS team transferred to Capita to provide these services under a performance managed contract and differs from traditional outsourcing through a mutual commitment to the Trust's objectives.

Find out more: capita.co.uk / clch.nhs.uk

Clugston FM – Positively Benefiting from Working Together

Clugston Construction – a construction, civil engineering, logistics, property development a facilities management specialist – has helped the NHS save money through Clugston Facilities Management. Their partnership with Queens Medical Centre in Nottingham includes the provision of 24/7/365 cover for services, provided by an onsite team of qualified multi-skilled engineers.

Find out more: clugston.co.uk

Medtronic – Cath Lab Managed Service at University Hospital of South Manchester NHS Foundation Trust

Medtronic – a healthcare solutions company – created Integrated Health Solutions to help improve value-based healthcare in the NHS, producing better outcomes and improving efficiency. A partnership with University Hospital of South Manchester NHS Foundation Trust has generated £1.3m of savings through the provision of a full managed cardiac cath lab service. Integrated Healthcare Solutions supplied capital funding to refurbish the existing cath labs and to establish a rolling refurbishment programme and assisted with procurement and supply chain management. Additional service capacity was generated through process optimisation, creating a 25% increase in activity.

Find out more: medtronic.com

Serco – Ward Refurbishment Programme at Norfolk & Norwich University Hospital Trust

Serco, an NHS partner for more than 20 years, employs approximately 6,000 people across NHS hospitals in a Property and Estates Management function. The experienced team at Serco is able to work with stakeholders and an established network of subcontractors to provide tailored solutions for NHS organisations. Maintenance and infrastructure for a new 1,200 bed teaching hospital for Norfolk and Norwich University Hospital Trust was provided by Serco with additional supporting capital projects including a woodland walk and car park expansion. These have led to an increase of more than 38% in A&E admissions and 48% increase of inpatient volume.

Find out more: serco.com

Facilities Management Supplier of the Year

WINNER



Sodexo Ltd -

Support for University Hospitals of North Midlands
NHS Trust

Introduction

Sodexo, which provides integrated facilities management solutions, was honoured for a partnership with the University Hospitals of North Midlands NHS Trust (UHNM), which has driven more than £5m of cost improvements.

Sodexo won the Facilities Management Supplier of the Year Award for the high standard of services and patient care it has provided during the merger between UHNM and the Former Mid Staffordshire Foundation Trust (MSFT) and beyond.

The Service

The relationship between Sodexo and UHNM started in 2007 and progressed to the formation of a PFI partnership in 2012 when Sodexo was the FM provider to UHNS. Full partnership working between Sodexo and UHNM's Estates and Facilities team began with the dissolution of the former Mid Staffordshire Foundation Trust and its subsequent transfer of services to UHNM in November 2014.

Sodexo provides soft FM services across the trust and hard FM services to the PFI site: providing a high standard of services, and patient care has been important through the merger and beyond. Sodexo has achieved above average Patient-Led Assessments of the Care Environment (PLACE) results but has also focused staff on what they would want for their own family through a "My Mum" initiative, which prompts staff to consider how they would want their own mum to be treated, and improved staff engagement.

Representatives from the Sodexo and UHNM partnership are influencing the national agenda through active involvement in the Lord Carter Review and through NHS Estates and Facilities NHS Directors Learning Set and National Sodexo Forum. Their work has been recognised internally and externally by the Department of Health, HM Treasury, Private Finance Unit and Local Partnerships.

Generating savings for the NHS

Partnership working has driven over £5m of cost improvements. Activities include the joint appointment of an estates and facilities matron which has been commended as innovative practice by the CQC as well as the joint appointment of a catering dietitian to deliver consistent inpatient catering satisfaction.

A review of management/team structures was carried out which resulted in the implementation of changes within resources available to ensure right skills, knowledge/experience were available to deliver against the challenging agenda.

Sodexo supports UHNM's Sustainable Development Management Plan which includes increasing the Trust's understanding of CO2 emissions related to its procurement activity, the renegotiation of the requirements for a clinical waste contractor to deliver cost savings and the use of a local transport company to reduce transport miles and emissions and bolster the local economy.

Collaborative working with the NHS

Sodexo has delivered a safe, high quality and innovative service in the context of a very challenging and sizeable agenda. This has included a review of the management/team structures and implementation of changes within resources available to ensure the right skills, knowledge and experience. Successful staff engagement has been a key driver in the trust achieving its strategic objective of 'delivering quality excellence for patients'. Sodexo supported this drive with a comprehensive programme which included a wide range of activities.

Judges' comments

The judges felt that there was genuine evidence of partnership working and evidence of close nursing staff involvement. This project was used as a lever to achieve a fundamental change in the relationship between the private sector partner and the trust.

Find out more: **sodexo.com**

HIGHLY COMMENDED

Clugston Construction – Caring to Make the Difference on the QMC Courtyard

Clugston Construction Ltd founded 80 years ago has been highly commended for Clugston Facilities Management which specialises in delivering support services to business sectors including 'healthcare'. Clugston have worked in partnership with Queens Medical Centre in Nottingham to deliver behind the scenes services through a dedicated on-site team that provide 24/7-365 cover. The centre's EENT department treats a high volume of patients in its Head and Neck Cancer Clinic which frequently results in crowded waiting rooms. Clugston has transformed an unused courtyard area adjacent to the clinic to provide an "escape" for patients whilst waiting for diagnosis, prognosis or treatment.

Find out more: clugston.co.uk

FINALISTS

Compass Group – New Hospital Entrance – Partnership with Milton Keynes University Hospital

Compass Group – a food, hospitality, and support services provider – has assisted the NHS through investment in hospital main entrances, transforming the environment for patients, staff and visitors and providing over £70m in rental income over the past five years.

A £2 million modular front entrance product and retail service has been provided to Milton Keynes University Hospital NHS Trust offering staff, patients and visitors access to popular high-street brands. The new space also accommodates a manned reception desk, a Patient Advice and Liaison Service lounge and an Information, Advice and Support Centre provided by Carers Milton Keynes and Age UK Milton Keynes.

Find out more: compass-healthcare.co.uk

Interserve & London Ambulance Service NHS Trust

Interserve's partnership with London Ambulance Service NHS Trust is saving the Trust money and improving efficiency, producing an additional 200,000 hours of ambulance time for frontline deployment. The Ambulance Make Ready System developed by Interserve is a quality controlled cleaning and equipping process for ambulances to ensure they are sufficiently, inspected, audited, cleaned maintained and equipped for frontline response.

Combined with efforts to repurpose existing estate infrastructure and the introduction of a hub and spoke model, Interserve has helped transform service provision by reducing the amount of unproductive hours, improving quality and eliminating waste.

Find out more : lond-amb.nhs.uk / interserve.com

Best Pharmaceutical Partnership with the NHS

WINNER



Merck, Sharp and Dohme - NHS England Early Intervention Long Term Conditions Test Bed - MSD with NHS Heywood, Middleton and Rochdale CCG

Introduction

With offices in 140 countries, Merck, Sharp & Dohme (MSD), aims to make a real difference with an innovative range of services and pharmaceutical products that promote and support health and wellbeing. The company was recognised for its role as a partner in the NHS England Test Bed programme in NHS Heywood, Middleton and Rochdale (HMR) CCG, which aims to improve the care of patients with certain long-term conditions (LTCs).

MSD won the Best Pharmaceutical Partnership with the NHS Award for digital interventions designed to identify patients with LTCs who are at risk of hospital admission, remotely monitor patients and ensure they are managed in line with national and local policy and guidelines. These services have been deployed across 31 practices in the CCG with more than 300 patients enrolled for tele-monitoring to reduce the burden on primary and secondary care.

The project

MSD has implemented a package of interventions, including a risk stratification tool (MSD Informatics) to identify patients at risk of hospital admissions; a large scale remote monitoring service (Closerecare) and a data-driven change management programme (Evidence into Practice) targeted at driving adherence to guidelines.

The implementation and effectiveness of the interventions on improving patient outcomes and reducing healthcare resource utilisation will be independently evaluated by the University of Manchester to build a case for adoption and scale across NHS England.

Generating savings for the NHS

Almost two thirds of the Greater Manchester population live in some of the most deprived areas in England. More than 20 percent of the population have two or more LTCs with a significant proportion living with functionally limiting disease. Deaths from circulatory disease are almost double the average in England. NHS Heywood, Middleton and Rochdale Clinical Commissioning Group (HMR CCG) spend 17 % of their budget on 2% of their catchment population.

A significant budget spend is related to supporting patient care across three LTCs; diabetes (DM), heart failure (HF), and chronic obstructive pulmonary disease (COPD). A typical HMR patient with complex LTCs has an average of nine admissions to NHS hospitals over a 12- month period. Therefore, focusing on the management of patients with these LTCs in primary care may improve patient care, reduce unplanned hospital admissions and reduce expenditure.

MSD's services are being delivered as part of the Test Bed programme under the ABPI Joint Working Framework, which means all parties are committing their own resources to the success of the programme.

Collaborative working with the NHS

Key areas of collaboration on the project included a cross-organisation project team, including change managers and project managers, and project governance.

Judges' comments

The judges said: "This has a real potential to creating better care for patients through a new, innovative ways of working with information and data analytics."

Find out more: [merck.com](https://www.merck.com)

HIGHLY COMMENDED

Sandoz - The Cancer Vanguard - Biosimilars, Getting it Right First Time

Sandoz UK, which is a global leader in generic and biosimilar medicines, was highly commended for a joint-working project it proposed to the Pharma Challenge of the Cancer Vanguard (a partnership between The Royal Marsden, The Christie and UCLH), which focused on accelerated biosimilar medicines uptake.

The partnership brought a step-change in the use of biosimilars to maximise benefit to the NHS at speed and has enabled significant cost-savings nationally. It has also given a template to the wider NHS that has received national support and been cited in later NHSE policies that have facilitated widespread uptake.

Find out more: sandoz.com

FINALISTS

Amgen Ltd and UCLH Cancer Collaborative - Optimising the design of out of hospital services for XGEVA® (denosumab)

Amgen Ltd, one of the world's leading biotechnology companies, worked with the University College London Hospitals NHS Foundation Trust (UCLH) Cancer Collaborative to map out, simulate and measure the efficiency of various out-of-hospital denosumab service models that have the potential for broader NHS adoption.

The initiative has delivered an innovative virtual health model, which allows new care pathways to be tested in a simulated context. It builds on the principles of medicines optimisation, thus enhancing patient choice and, potentially, treatment experience. Optimisation of out-of hospital treatment is anticipated to allow patient care to be delivered closer to home, reducing pressure on oncology hospital suites.

Find out more: uclh.nhs.uk/OurServices/ServiceA-Z/Cancer/NCV/Pages/NationalCancerVanguard.aspx

AstraZeneca UKMC - The Cardiovascular Partnership Programme

AstraZeneca UKMC was recognised for its Cardiovascular Partnership Programme (CPP) which is designed to help the NHS optimise the pathway for threatened heart attack (Non-ST elevation myocardial infarction/ acute coronary syndrome -NSTEMI/NSTE-ACS) and improve the quality of patient care and experience.

The CPP is offered to the NHS as a MEGS (Medical Education, Goods and Services). It provides 'hands on' support from a Consultant Cardiologist to identify inefficiencies and delays in the NSTEMI patient pathway and empower the local team to implement change. The initiative is supported by the NICE Implementation Collaborative (NIC).

Find out more: astrazeneca.com

Bayer PLC and the West of England AHSN - Don't Wait to Anticoagulate

Life Sciences company Bayer worked with the West of England AHSN on an innovative programme called 'Don't Wait to Anticoagulate (DWAC)'. The programme aimed to optimise anticoagulation in primary care patients with an existing diagnosis of atrial fibrillation (AF) by ensuring that treatment was in line with NICE Guidance CG180. Secondary aims included improvements in the management of anticoagulation and patient choice.

Fifty-one practices in Gloucestershire implemented the programme fully. Results included a 13.6% reduction of antiplatelet monotherapy treatment for AF patients (from 1087 patients to 887); a 13.2% reduction in patients receiving sub-optimal warfarin treatment (from 896 patents to 778) and 13 fewer strokes anticipated.

Find out more: bayer.com / weahsn.net

Napp Pharmaceuticals - Working with the NHS on biosimilars

Napp Pharmaceuticals Ltd were planning to make the first biosimilar rituximab available to the NHS in 2017. Napp had recent experience of working with the NHS to support uptake of biosimilars from the launch of infliximab. However, it was clear that the commissioning pathway for rituximab was fundamentally different to infliximab and the policy landscape for biosimilars had begun to change significantly based on learnings from the slow uptake of biosimilar infliximab. Through supporting policy discussions in this area, Napp helped the NHS to ensure that it efficiently realised the considerable drug cost savings that biosimilars can offer.

Find out more: napp.co.uk

Napp Pharmaceuticals - Ards Federation National Review of Asthma Deaths Project

Throughout 2016-17, Napp Pharmaceuticals Ltd developed a business case in collaboration with Ards GP Federation, Northern Ireland, to develop, support and deliver an Asthma Therapeutic Review Service across 16 practices. The purpose of the project was to create Federation-wide sustainable improvement in asthma management.

The service, which was fully funded by Napp Pharmaceuticals, delivered additional clinical time for the patients and practices within the Federation. Other benefits included workflow management for practices identifying “at risk” patients who needed to be reviewed as a priority and HCP education around risk stratification.

Find out more: napp.co.uk

Novartis Oncology - Addenbrookes MPN Joint Working Project

Novartis Oncology, a global leader in providing innovative cancer therapies, worked with the Addenbrooke's Hospital's haematology team to develop a new clinical nurse specialist (CNS) led clinic service for myeloproliferative neoplasm (MPN) patients. The two parties each provided financial support for the project.

Key outcomes include the fact that the new CNS now supports consultant-led MPN clinics and undertakes weekly CNS-led MPN telephone clinics. The telephone clinics give patients greater autonomy in disease management. The CNS role has become permanent and been instrumental in enabling Addenbrooke's to meet growing service demands and improve care.

Find out more: novartis.com/our-company/novartis-oncology

Novartis Oncology - NHS Lothian MPN Service Development

The NHS Lothian Myeloproliferative Neoplasm (MPN) service run by Novartis Oncology has evolved significantly in recent years. Changes include a new traditional Clinical Nurse Specialist (CNS) service, providing education, lifestyle advice, support, guidance and assessment from diagnosis and throughout the MPN/CML patient's journey. Nurse-led outpatient and telephone clinics have also been introduced for patients with stable, non-complex MPNs.

The Nurse-led service has brought a range of benefits including significant cost savings for NHS Lothian and improved capacity in consultant's clinics for complex patients and new patients. Travel and waiting times have been reduced for patients and continuity and quality of care improved.

Find out more: novartis.com/our-company/novartis-oncology

Novo Nordisk and Diabetes UK

Global healthcare company Novo Nordisk and the charity, Diabetes UK, were recognised for their Diabetes UK Clinical Champions programme. Developed in conjunction with Ashridge Business School, the programme supports frontline NHS clinicians in developing their leadership capability in order to drive and accelerate improvements in diabetes care.

Since the programme began in 2014, 65 clinicians from across the UK and across the diabetes care pathway have been recruited to become Clinical Champions and provided with a two-year package of hands-on, practical support and highly relevant learning. The initiative has resulted in a number of significant diabetes service and delivery changes.

Find out more: diabetes.org.uk/get_involved/corporate/acknowledgements/novo-nordisk
novonordisk.co.uk/patients/diabetes

Novo Nordisk - Pharmacy Futures in Diabetes

Global healthcare company, Novo Nordisk Limited, was recognised for its Pharmacy Futures in Diabetes programme. This helps pharmacy professionals improve their diabetes knowledge and develop the skills required to lead on service improvements and organisational change within their local health economy.

Developed in partnership with Pharmacy Management, the programme has seen 20 pharmacy professionals, from wide ranging clinical pharmacy fields, supported to develop and implement initiatives to improve diabetes treatment and care in their area. These range from training and educating local health care professionals in providing diabetes care, to developing surgical guidelines for patients with diabetes.

Find out more: novonordisk.com

Pharmacy Management - Clinical Leadership in Pharmacy (CLIP)

Pharmacy Management Ltd is a communications and events company working with healthcare professionals and pharma. It set up a service that generates an effective partnership between the pharma industry and NHS pharmacy leaders to provide NHS staff with the otherwise unaffordable leadership skills required to implement national Medicines Optimisation strategy aims.

The programme initially responded to a need identified by senior pharmacists in Scotland. It is now being provided to 26 candidates in Northern Ireland and Eire. It is also being jointly planned for Wales by senior pharmacy managers and assessed for use in England.

Find out more: pharman.co.uk

Best Healthcare Provider to the NHS

WINNER



Circle Health - Integrated musculoskeletal (MSD) service

Introduction

Circle Health, which runs hospitals, rehabilitation and health services in the UK, was honoured for its bid to help the NHS save money and improve care for orthopaedic patients in Bedfordshire via an integrated musculoskeletal (MSD) service.

The company won the Best Healthcare Provider to the NHS Award for its MSD service, which has saved NHS Bedfordshire Clinical Commissioning Group (CCG) approximately £12m since April 2014, whilst improving outcomes for patients and allowing them to be seen closer to home.

The Service

In April 2014, Circle Health set up an Integrated Musculoskeletal (MSK) Service following a five-year contract awarded by Bedfordshire Clinical Commissioning Group. The company's clinicians developed the model based on clinical best practice, putting patients at the centre and transcending traditional organisational barriers within the MSK pathway.

Central to the service model is the provision of a single point of access triage hub for all MSK referrals. Referrals are triaged by Extended Scope Physiotherapists (ESPs) within 24 hours. They are then directed to the right treatment first time and offered a choice of provider. In addition, MSK clinicians also work within primary care centres to reduce GP caseload, support early MSK assessment and reduce the number of appointments for a patient.

The evidence-based triage and revised care pathways have reduced unnecessary secondary care referrals by 24 percent, with 30 percent of GP referrals being referred to more clinically appropriate alternative locations.

Generating savings for the NHS

Circle's service has saved NHS Bedfordshire CCG approximately £12m since April 2014. These savings are based on:

- Delivery of care in a cost-effective setting with a 24 percent reduction in secondary care activity since 2012

- Reducing inappropriate hospital appointments without compromising the quality of care.
- Mandating the single point of access ensuring that all referrals are captured by the Triage hub
- Reducing clinically inappropriate hospital-based outpatient appointments for patients who can still benefit from conservative treatments
- Increasing surgical conversion from 50 percent to 70 percent
- Giving patients the right treatment, first time.

The MSK budget is approximately £28m per year. Based on the current rate, Circle Health has a projected savings total of £19m over the course of the five-year contract.

Collaborative working with the NHS

From the outset, Circle Health worked alongside patients, other healthcare agencies and commissioners to develop its MSK service, collaborating with the Pennine MSK Partnership, national arthritis charities, local clinicians and local patient representatives to develop the concept for the integrated service.

Through service design, Circle held regular consultation events with local NHS clinicians (consultants, GPs, nurses and AHPs) and patients. The team who developed the model included consultants and ESPs from Circle and Luton and Dunstable Hospital, other local hospitals, local GPs and Pennine MSK GPs.

Collaborative working continues to be at the heart of Circle Health's approach.

Judges' comments

The judges felt that this provider is having a profound impact on the NHS and patient outcomes with clear evidence of financial savings. It is an organisation constantly improving care and patient experience.

Find out more: circlehealth.co.uk

FINALISTS

18 Week Support – Supporting the NHS nationally in reducing waiting times

Founded in 2014, 18 Week Support – a clinical services provider operating on an 'insourcing basis' – is helping NHS Trusts save money by avoiding the need for outsourcing and charging less than the National Tariff for procedures. By utilising spare capacity on NHS Acute Trusts' estates, 18 Week Support's managed service ensures high volumes of patients who have been waiting typically more than 18 weeks are seen by experienced and qualified staff. The service is delivered as a subcontractor, ensuring that pathways stay under NHS Control and enables Trusts to offer a seven day service to patients.

Find out more: **18weeksupport.com**

Siemens Healthineers – Improve efficiency while protecting quality with Aptio automation

Siemens Healthineers has a broad portfolio of clinical diagnostics products to meet multidisciplinary testing needs and workload requirements for on-track chemistry, immunoassay, haematology and coagulation. It was recognised for its Aptio Automation with CentralLink Data Management System. Aptio Automation supports unique physical configurations for almost any laboratory; while CentralLink provides centralised data management and control of laboratory testing, and customises and streamlines workflows across automation, analysers, and IT.

In the UK, Siemens has installed multiple, multidisciplinary tracks, including five which are Aptio Automation. This has helped pathology laboratories from Scotland to southern England to meet their targets and prepare for future growth.

Find out more: **siemens-healthineers.com**

Best Innovation in Medical Technology

WINNER



Bruin Biometrics: Prevention Made Real – Using SEM Scanner to achieve zero or near zero pressure ulcers

Introduction

Bruin Biometrics (BBI), which aims to become the global standard of care for pressure ulcer (PU) prevention and management, was honoured for developing the SEM Scanner for the early detection and prevention of pressure ulcers.

The company won the 'Best Innovation in Medical Technology Award' for the hand-held scanner, which provides real-time information for clinicians, enabling them to evaluate tissue health status and make proactive interventions, when necessary.

The Product

The SEM Scanner detects early-stage pressure ulcers and deep tissue injury (DTI). It uses non-invasive biosensor technology to measure sub-epidermal moisture (SEM), a biophysical marker associated with localised oedema in the initial inflammatory phase of pressure ulcer formation.

SEM can indicate tissue damage three to ten days before visible symptoms or pressure ulcer formation. It can, therefore, enable proactive treatment before chronic damage occurs. This is a transformational innovation for pressure ulcer reversal and prevention, with early detection, more than 80 percent of pressure ulcers can be prevented.

Generating savings for the NHS

Working with clinicians who have implemented the product in practice, BBI has developed a detailed Business Impact model and harnessed this clinician knowledge to calculate the net cash savings that can be made by using the product as part of the PU prevention pathway.

Based on real world experience, BBI has discovered that by deploying the scanner in seven wards, it can achieve a positive return on deployment within the first year. A modest 50 percent reduction saves the facility £158,662 (net) in material cash cost savings;

plus 18,928 (equivalent £222,281) nursing hours released to care; and, 384 bed days (equivalent £115,200).

Based on its experience in other acute care settings, BBI says pressure ulcer incidence could be reduced to zero when the scanner is successfully adopted across the institution

Collaborative working with the NHS

BBI has been able to secure joint collaboration agreement with the NHS and other hospitals across UK, Europe, and Canada. For example, BBI has established a dedicated, experienced team to implement and support the delivery of a joint collaboration with NHS Scotland in 2017.

The team, organised under a programme management structure, includes scientific advisors from recognised global Advisory Panels. The role of the team includes supporting NHS Lothian with the required clinical training, operational knowledge and programme management expertise. The main benefit of the programme is the incidence reduction of PUs in four wards across NHS Lothian.

Judges' comments

The judges felt that this tool was 'genuinely game changing'. They said: "Avoiding this condition has a massive impact for patients across hospitals and the community and has applicability across all economies in the UK. It improves lives, protects dignity and maintains independence for people whilst also saving substantial amounts of money and time for the NHS."

Find out more: bruinbiometrics.com

HIGHLY COMMENDED

Endomagetics - Sentimag Surgical Guidance In Breast Cancer

Endomagetics Limited who launched its first products in Europe in 2013 was highly commended for its range of products dedicated to improving the global standard of cancer care. Endomag's innovative product offering for surgical oncology comprises a magnetic detector, Sentimag®, and associated consumables Sienna® and Magseed®.

Endomag is the technical leader in its field, which synergises with the company's longer-term vision to become a global leading provider of better, faster and less expensive solutions for cancer diagnosis and treatment.

Find out more: endomag.com

Neotract Teleflex Interventional Urology - The Urolift System

NeoTract Inc founded in 2004, was highly commended for the UroLift® System (Prostatic Urethral Lift). UroLift® System is an innovative, cost-effective, short and non-invasive treatment for the common condition of Benign Prostatic Hyperplasia (BPH). This minimally invasive permanent implant system is clinically proven to be one of the only BPH treatment options to rapidly and effectively treat urinary symptoms while preserving normal sexual function. Estimates suggest that adoption of Urolift in just 40% of patients requiring surgery for BPH will save around £22 Million per year in the reduction of complications alone.

Find out more: neotract.com

FINALISTS

Amplitude Clinical Outcomes - Using Medical technology to improve outcomes, increase engagement and drive down long-term costs

Amplitude Clinical Outcomes – a clinical software supplier – has helped NHS organisations save administrative costs using its Amplitude Pro Enterprise platform, collecting PROMs and clinical outcome data using web-based technology. This solution has resulted in high patient compliance rates and assist clinicians in delivering effective care through the monitoring of a patients' progress.

Data collection process is largely automated with minimal input required by the clinician but with the option to add complexity factors, comorbidities and other relevant clinical data that also supports case mix adjustment.

Find out more: amplitude-clinical.com

Entec Health - Novel 3D digital wound assessment technology

Entec Health – creator of the Silhouette® digital wound assessment and information management system – has helped the NHS in South Derbyshire save money through transformation of their diabetes food service, providing the service in the community instead of in secondary care. The system tracks changes to ulcers from baseline with 3D wound measurement software so that healthcare professionals can objectively assess healing progress and response to treatment.

Outpatient waiting times have reduced at Royal Derby Hospital, with 72% of patients seen within 30 minutes in 2017, compared to 3% previously. Community waiting times are significantly shorter than outpatient hospital appointments with 71% of patients seen within 5 minutes.

Find out more: entechhealth.com

Intercity Technology – The Telestroke Network

Intercity Technology – a technology solutions provider – built the Telestroke Network in collaboration with Virgin Media Business for use by East Lancashire Hospitals Trust, saving an estimated £150m per year and improving stroke diagnosis provision during out of hours periods.

The video conferencing solution enables clinicians to remotely assess, diagnose and treat patients with signs of acute stroke. The viability of thrombolysis for a patient can be assessed quickly without the need for a specialist to be physically present.

Find out more: **[intercity.technology](https://www.intercitytechnology.com)**

Orion Health and Temple Street Children's University Hospital Kick-Start Paperless Healthcare in Ireland

Orion Health – a healthcare technology specialist – developed Clinical Portal, a new information management system for NHS bodies increasing clinical workflow efficiency, creating savings and improving patient experience. NHS Camden Clinical Commissioning Group is estimated to save £4.8m each year following the introduction of Clinical Portal.

The portal provides easy, intuitive access to all the information required to effectively manage patient care without exclusive reliance on the patient's paper chart, and analytics assist with decision making to maximise staff productivity and the use of beds and other resources.

Find out more: **[orionhealth.com](https://www.orionhealth.com)**

Philips – Azurion

Philips' new Azurion therapy platform aims to optimise lab performance and provide superior care for patients. Azurion is a next generation image guided therapy that reduces preparation and procedure time, boosting workflow and enabling more patients to be seen. These lab performance improvements align with the NHS objective to cut waiting times for elective procedures. Nottingham City University and Sheffield Teaching Hospital were the two UK sites in the 5-year R&D program, conducted in collaboration with more than 20 hospitals worldwide, that led to the creation of Azurion.

Find out more: **philips.co.uk/healthcare/resources/landing/azurion**

Silverlink Software – Increased Stroke Service Performance, Powered by CaptureStroke

Silverlink Software – a healthcare software developer – has helped NHS Trusts meet targets for stroke patients and increased the number of patients obtaining the Best Practice Tariff. CaptureStroke provides Trusts with a centralised, paperless collection solution for stroke data that includes the current Sentinel Stroke National Audit Programme and future national audit datasets.

The software was developed in collaboration with the North of England Cardiovascular Network and four initial pilot hospitals. After shadowing clinicians and clinical professionals, Silverlink Software Ltd had a better understanding of data collection methods and their purpose, enabling them to develop a solution offering more than a traditional clerical database.

Find out more: **[silverlinksoftware.com](https://www.silverlinksoftware.com)**

Best Workforce Innovation

WINNER



ESRconnect – Software tool for NHS payroll teams

Introduction

ESRconnect is a family-run company that designs and supplies bespoke software solutions to a variety of NHS Trusts. It was recognised for its innovative software tool which is saving NHS payroll teams a significant amount of time and money.

The ESRconnect Spreadsheet, which won the Best Workforce Innovation Award, has reduced payroll checking times by an average of 5.8 days a month and spotted overpayments and other mistakes to the tune of £14,500 a month per trust on average.

The Product

NHS trusts are under pressure to make massive savings across the board. The ESRconnect Spreadsheet helps them to make efficiency savings, and savings on their wage bill by offering a cost effective and all-encompassing solution to quickly and easily dissect and analyse their Electronic Staff Record (ESR).

The ESRconnect Spreadsheet enables payroll staff to analyse EST output using Microsoft Excel. Targeted exception reporting and the ability to pull out a huge variety of data sets dramatically reduces the time needed to check payroll.

Generating savings for the NHS

ESRconnect reports that, on average, its client trusts can expect a return 100 times greater than their investment with them. Across all its client trusts, the ESRconnect Spreadsheet is currently saving the NHS around £4.5m and 1800 days' work per year.

It offers a full support package and a warranty for the lifetime of the contract is included with the price of the software. It also operates a dedicated support line during office hours responding to telephone and email enquiries from users, and is always on hand to help.

It aims to keep its prices consistently lower than other software providers supplying to the NHS, and its prices have remained unchanged for the past three years.

Collaborative working with the NHS

The software is completely NHS-specific and exists following a collaboration between ESRconnect and the NHS. The functionality of the software has grown considerably over the years, and all the enhancements and changes have been developed by working with NHS users to ensure that the software exactly meets their requirements.

The collaborative approach to software design means that in the vast majority of cases, the company can add enhancements and new features to the software at no extra cost to the user. These developments ultimately make the product more useful and saleable.

Judges' comments

The judges felt that this was a very effective product and were extremely impressed by the commitment and passion displayed. They also praised the practicality of this application which was able to demonstrate savings and value.

Find out more: esrconnect.co.uk

HIGHLY COMMENDED

Malinko Healthcare – Developing and adapting Malinko’s Intelligent Scheduling system for Anglian Community Enterprise CIC

Malinko Healthcare, was highly commended for the Malinko system an automated and intelligent appointment allocation tool which is being used in field based social care, such as domiciliary care and has now been adapted to operate within an NHS community nursing environment. The scheduling algorithm generates appointment schedules which met the service & patient requirements and organisational KPIs using a set of predetermined rules and analysing past performance.

Anglian Community Enterprise Community Interest Company has benefited from improved productivity, service delivery and patient outcomes since adopting Malinko, increasing productivity and reducing the cost of service delivery.

Find out more: malinkoapp.com

FINALISTS

CMP Resolutions – Creating a 'clear air' culture at NHS Lothian

CMP Resolutions created an in-house mediation service and a “Courage to Manage” programme for NHS Lothian, resulting in a 232% return on investment during the first year. The mediation service has successfully resolved 94% of referred cases, avoiding the need for expensive tribunal procedures, following a programme to increase awareness of the service among key stakeholders including union officers and HR staff. The “Courage to Manage” programme has been delivered through e-learning and classroom training has led to a fall in the number of sickness absences and a reduction in the amount of time committed for managing conflict situations, and a further 20 courses have been commissioned for other senior managers.

Find out more: cmpresolutions.co.uk

Content Guru – storm for Patient Relationship Manager (PRM)

Content Guru Ltd has developed storm®, a cloud based communications solution that integrates with patient information systems, integrating with individual care plans to prioritise need and direct calls to the most relevant service, and providing triage services for other callers. The cloud nature of the system and Content Guru Ltd’s agile working methodologies has avoided the need for millions of pounds of investment in infrastructure and allows the service to scale to accommodate fluctuating demand.

Find out more: contentguru.com

Eastern Academic Health Science Network, Saberr & Hertfordshire Partnership University NHS Foundation Trust Coachbot – Ai for team development in NHS

Saberr – a technology company with solution to improve teamwork – has helped teams in the NHS improve performance and team cohesion with the use of its Coachbot product, that digitises team-building work traditionally done by a human coach. The software collates information about team members to produce a bespoke report and a tailor-made development plan for the team focused on areas identified for improvement.

The software was piloted by Hertfordshire Partnership University NHS Foundation Trust in a partnership brokered by Eastern Academic Health Science Network. It is believed that a 20% improvement in real team working in the NHS could prevent 5000 avoidable deaths and £1.7m savings for the NHS could be generated by reducing sickness absence rates by 0.12%.

Find out more: eahsn.org / saberr.com

Hicom – London Trust Single System

Hicom – a workforce management software provider and consultancy – has helped the NHS save money through use of Accent, it's modular web-based software solution that helps NHS organisations coordinate the induction and on-going management of their workforce. Accent can also be used as part of a shared system across NHS Trusts, allowing the easy exchange of data, processes and procedures.

Find out more: [**hicom.co.uk**](http://hicom.co.uk)

Megalist – Digital staff bank for a modern & safer NHS

Megalist – a workforce software provider – is helping the NHS save money by providing a cloud-based solution that enables NHS organisation to manage shifts without engaging an agency, making use of existing staff. The service is offered for a flat monthly fee, aiding budget planning and providing flexibility. The Megalist platform was developed in collaboration with three departments at St. Thomas' Hospital, with pilots running in the Emergency Department, Prenatal and Postnatal services.

Find out more: [**megalist.com**](http://megalist.com)

Membership Engagement Services – Managing Conflicts of Interest in the NHS: on line, on time, on budget

Membership Engagement Services – a software developer – is assisting the NHS with the complex task of reporting staff conflicts of interests including gifts, hospitality and sponsorship, delivering improved transparency and stronger governance. MES Declare provides for easy access to records for interested members of the public and media, the ability for staff members to adjust the information relating to them, and for administrators to check compliance issues. Estimations show that an organisation with 2,000 employees could save approximately £81,000 per annum compared with an inhouse solution.

Find out more: [**membra.co.uk**](http://membra.co.uk)

SARD JV – SARD

SARD JV offers a suite of medical and clinical workforce software products that can be used as part of a modular system or individually, offering flexibility and scalability, with charging on a headcount basis. Developed in partnership with NHS organisations their software is designed to meet the precise needs of its customers and is regularly updated to provide additional functionality.

Find out more: [**sardjv.co.uk**](http://sardjv.co.uk)

Urgo Medical – Tissue Viability Leading Change Competency Framework & Course

Urgo Medical – specialists in wound healing – have launched Tissue Viability Leading Change, a two part programme to enhance and promote knowledge and skills in tissue viability, providing CPD for NHS staff. The free to download competency framework covering 10 competencies reflecting the breadth of areas covered by staff working in tissue viability is complemented by a 30 credit masters level business skills course accredited by the University of Huddersfield.

Find out more: [**urgo.co.uk**](http://urgo.co.uk)

Best Provider of Healthcare Analytics

WINNER



Carnall Farrar –

Evidence based analytics to improve mental health

Introduction

Carnall Farrar, which is passionate about using analytics to help the NHS identify, plan and implement solutions that transform care, was honoured for its bid to help the NHS in Devon spearhead change in mental health services.

The company won the 'Best Provider of Healthcare Analytics Award' for demonstrating the potential of an "invest to save" model in mental health services, which could save money across the system, as well as improve outcomes.

The Product

Improving the health and wellbeing of people with mental health problems is both a national and local priority for the NHS. It is one of the nine 'must dos' in the 2017-19 Operational Planning and Contracting Guidance. The Five Year Forward View also commits to achieving an equal response to mental health and physical health, including parity of esteem by 2020.

Carnall Farrar worked with the Wider Devon Sustainability and Transformation Partnership (STP) to look at current spend and provision. It also created a toolkit to analyse potential improvements and opportunities.

The project found that savings can be realised from a range of actions, such as reducing variability in pathways, enhancing early intervention, and creating more care closer to home. This is paving the way for mental health services to be commissioned based on need, rather than block contracts, and potentially a mental health-focused accountable care organisation.

Generating savings for the NHS

The work identified savings of up to:

- £2m from improving health and wellbeing;
- £4.4m from treating dementia more proactively;
- £3.1m from treating depression and anxiety more proactively;
- £5.4m from community care rather using the MHA to admit; and £2.2m from standardising the secure care pathway.

The product demonstrates value for money by providing a robust platform for an invest to save model at scale in mental health. Replicated across the NHS, this could release up to £822m net savings.

Collaborative working with the NHS

The concept of the initiative – understanding the actual needs of local populations and identifying good practice to meet them – was shared and the parties agreed to work collaboratively to invest in an analytical approach that would be transformational for Devon, and could potentially be rolled-out across the wider NHS.

The Senior Responsible Officer (SRO) was from Devon Partnership Trust. A steering group, comprising local commissioners, providers, third sector and, most importantly, people with lived experience, oversaw the work, supported by finance and clinical groups. Each convened local stakeholders, ensuring appropriate leadership, input, and ownership.

Judges' comments

The judges felt that this is a novel, comprehensive, evidenced and mature product which gives mental health equivalence to physical health for quantifiable data to support service optimisation.

Find out more: carnallfarrar.com

HIGHLY COMMENDED

Membership Engagement Services – Making sense of patient experience data so healthcare providers can improve and make a difference

Membership Engagement Services was highly commended for MES Experience, a software as a service solution for real time analysis of patient experiences including the Friends and Family. The browser based solution is used by 10 NHS Trusts and 3 CCGs, and 3 Australian healthcare providers, capturing patient survey data from diverse groups using different languages via multiple channels. MES Experience is licensed on an organisation basis rather than per user and remote hosting reduces the burden on NHS IT and provides economies of scale.

Find out more: membra.co.uk

FINALISTS

Carnall Farrar – Population Health Management in Kent & Medway

Carnall Farrar, a specialist healthcare analytics provider partnered with Kent and Medway STP to support a population health management based approach to the design of health and care systems. The NHS will benefit from £260m net savings across four years to 2020/21, followed by annual savings of £143m.

A patient-level dataset was used to segment the population, creating cohorts of need and a new integrated and holistic care offer for these identified groups. Adults and Older People with Complex Needs, with a current average spend of £7,000 per head, were targeted by the new model helping them to be more independent and minimising hospital admission.

Find out more: carnallfarrar.com

Best Clinical Support Service

WINNER



Urgo Medical - New clinical pathway for leg ulcers

Introduction

Urgo Medical Ltd, which has become a major contributor to the UK wound healing community, since entering the market in 2002, was honoured for its bid to reduce the burden of care associated with leg ulcers.

The company won the Best Clinical Support Service Award for its new clinical pathway in Manchester, which is designed to improve wound care and support holistic patient care, in order to provide better quality of life for the patient and value for money for the NHS.

The Service

Urgo Clinical Specialist team worked with Manchester University Foundation Trust (formerly University Hospitals South Manchester NHS Trust) to design and implement a clinical pathway.

The new pathway was based on evidence-based practice and drew on successful pathways used elsewhere. It incorporated a wound care formulary and support, and training for clinicians, as well as a quality of life questionnaire used by the clinician with patients to guide choices.

Generating savings for the NHS

Leg ulcers cost the NHS an estimated £1.9bn per annum with less than half of them healing each year (Guest, 2015). With prevalence rates also growing at an estimated 12 percent per annum, leg ulcers present a significant challenge to the acute and community sector, and new efficient and effective means of working need to be explored if an effective solution is to be found (Guest, 2017); otherwise, by 2020 the average CCG will be spending an estimated £50m on wound care compared with £36m in 2015/16 (Guest, 2017).

Manchester University Foundation Trust (MFT) operates the acute and primary care contracts for its current CCG and has historical data on referral and healing rates for services relating to leg ulcers. The increasing referral trend along with the pending introduction of national CQUIN targets highlighted an opportunity to maximise the efficiency of the service and impact on clinical outcomes and patient needs.

Collaborative working with the NHS

The collaboration itself represents tripartite working between the NHS, industry and Academia. The measurement of the success of the pathway was in both healing and quality outcomes. Prior to any treatment being initiated, a wound-specific quality of life questionnaire was undertaken by the clinician with the patient. This would then help guide the clinician to make any additional choices within their care pathway specific to the potentially unmet needs of the patient.

Other work carried out by Urgo in addition to support with pathway design, included training more than 50 staff within the community setting on the appropriate use of the pathway.

Judges' comments

The judges felt that this project addressed an important health problem and used a method which is likely to be of great value in other settings and other clinical areas. They stated that they would like to see this approach continued, scaled, established in other disciplines and perhaps even digitised.

Find out more: urgo.co.uk

FINALIST

Home Group – Home View step up/down mental health service

With over 80 years' experience, Home Group – a housing association – is helping the NHS save money by improving resilience and health of patients transitioning from high support environments to community based care. The Home Group Norfolk step-down service saves approximately £3,500 per person versus a hospital stay and the Home Group Solihull respite units prevented hospital admission for 13 people in its first two months.

Home Group prides itself on its commitment to monitoring real outcomes to contribute to its evidence-based practice and ensuring that each individual is making progress towards their self-identified aims and aspirations.

Find out more: **homegroup.org.uk**

Best Procurement Support or Service

WINNER



de Poel health+care – Supporting the NHS to achieve procurement excellence

Introduction

Independent recruitment outsourcing expert de Poel Health+care was recognised working with the Cheshire and Wirral Partnership Foundation Trust (CWP) to establish an innovative, cost-effective and sustainable recruitment model for temporary staff.

de Poel won the best procurement support or service award for helping the trust to deliver nearly 32,000 hours of quality care with all staff rates within the rate cap, and off framework costs dramatically reduced.

The Project

de Poel prides itself on turning temporary staffing from a budget drain to a budget gain, whilst ensuring quality staff are on shift. It achieves this by implementing an independent, outsourced recruitment model which combines account management, a compliant agency panel and its electronic recruitment ordering system (e-tips®).

CWP has approximately 15,000 foundation trust members, employs more than 3,400 staff across 65 sites and serves a population of over a million people. de Poel worked with the trust to ensure it employed agency staff at the right price, had an overview of how many were needed and used, and that relevant employment checks were in place.

Generating savings for the NHS

Since going live over a year ago, de Poel has helped to deliver nearly 32,000 hours of quality care with all staff rates within the rate cap. CWP has achieved significant time and efficiency savings, whilst continually delivering the highest standards of patient care.

CWP now has a single agreement and single set of rates/terms and conditions with 56 compliant recruitment agencies on its panel. Historically, CWP was limited to a panel of 10 uncompliant agencies. CWP also has a 360°, centralised booking system through e-tips® which means its in-house

temporary staffing team can flag vacancies in seconds, manage bookings effectively and look after the agency staffing needs of the entire trust, rather than by department

The amount of spend going 'off framework' has dramatically reduced, with a relentless focus to eradicate it completely. e-tips® enables hiring managers to contact multiple, framework-compliant agencies immediately, allowing access to an increased, highly-skilled and varied talent pool.

Compliance, which is now managed via e-tips®, meets NHS Employment Check Standards and framework requirements. In addition, it is backed up by rigorous supplier audits carried out by de Poel on CWP's behalf. A recent internal audit confirmed CWP now has 'significant assurance' on compliance of its agency workers.

e-tips® has also reduced thousands of invoices to just one consolidated, weekly invoice – saving considerable amount in terms of administration and resource.

Collaborative working with the NHS

The project has been very much a collaboration between de Poel and CWP – with both parties working to an aligned vision and this will continue to be key to the ongoing success of the partnership.

The Judges' Comments

The judges felt that there was a strong partnership between de Poel and the trust it was working in collaboration with, and that both organisations were clearly on the "journey" together allowing the trust to focus on patient care.

Find out more: healthcare.depoel.co.uk

FINALIST

Leaseguard Group - Contract Lifecycle

Leaseguard Group – a healthcare procurement provider – has helped NHS organisations with maintenance procurement, generating more than £40m in savings for NHS Trusts with its Maintenance Lifecycle service and an underwriting guarantee ensures that the service is at minimum cost neutral. Maintenance Lifecycle assists with the management of the hundreds of individual contracts covering NHS assets, providing procurement support and managing maintenance contracts. This is supported by OPTIMiSe, Leaseguard Group Ltd's proprietary procurement and contract management system.

Find out more: [**leaseguardgroup.co.uk**](https://leaseguardgroup.co.uk)

HSJ Would like to thank again all of our finalists who entered and attended the HSJ Partnership Awards.





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the 2018 highlights
video.

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