

**ENTRY DEADLINE: 11 December 2020**

## MENTAL HEALTH SERVICE REDESIGN INITIATIVE

**One of the most vital aspects of care for our population is for those with mental health needs. In line with the focus of the NHS Long Term Plan patient experience is driving changes in pathways, structures and the way services user interact with their treatment. Innovations and technologies as well as system led care also have an influence over the decision to update or revise a pathway, service or department.**

This award will highlight existing and continuing successes in mental health services, celebrating the individuals, teams and organisations already delivering excellent value despite funding, workforce and service configuration challenges. Judges are seeking entries from providers delivering substantive changes in the way their services users access care.

Focus should be given to initiatives which have delivered compassionate and efficient services with demonstrably sustainable levels of service delivery excellence with reductions in variation and value for money. Organisations which have vision, staff engagement in solutions and collaboration with external stakeholders to deliver well managed service user outcomes whilst always looking for improvements.

### Eligibility

NHS mental health providers and their partner organisations in the public sector are welcome to enter.

### ENTRY CRITERIA

#### Ambition

- Describe the context in which a redesign was necessary
- What was the ambition of the project, and what targets were set?
- How were those targets identified and what initial planning and research took place?
- What planning was put in place to work effectively with a variety of stakeholders, colleagues, partners and patients?
- What measures were put in place to ensure expectations were met?

#### Outcome

- Clearly demonstrate the benefits of the redesign on patient outcomes, which could include improved patient experience, waiting time reduction, capacity increase or optimised treatment pathways.
- What additional impacts have the redesign had on staff?
- How effective was any collaboration with key colleagues, stakeholders, partners and patients?
- What was the financial impact of the redesign?
- Please provide qualitative and quantitative supporting evidence clearly referenced in the supporting information

**WHY WAS LAST YEAR'S WINNER SUCCESSFUL?**

The judges felt this project evidenced real passion and has enormous potential for scalability and replicability. There was great evidence of co-production and patient engagement, as well as a positive impact on staff experience and a reduction in variation. Overall the project provided a good level of detail on the redesign, with clear tabulated outcomes.

### 2020 Winners

**Cheshire and Wirral Partnership FT,  
Eastern Cheshire CCG,  
South Cheshire CCG and Vale Royal CCG**

**VIEW THE 2020 SHOWCASE**

#### Spread

- Outline examples where this project has embedded and spread to other departments, settings or organisations.
- Alternatively, provide clear evidence the work is potentially replicable and scalable.

#### Value

- Describe the impact of the redesign on staff and patient experience
- Provide tangible evidence in terms of increased capacity, reduced variation and/or improved efficiencies.

#### Involvement

- Show how patients and staff contributed towards and added value to the goals and outcomes of the redesign
- Provide clear evidence surrounding the consultative measures taken to inform, involve and enable participation in the design of the new initiatives or adaptations to existing working practices
- Show how strong partnerships and engagement were maintained with all those impacted by the redesign – including those in other organisations

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For more information on entering or help completing your entry, please contact Ryan Bessent on 0207 608 9045 | [ryan.bessent@wilmingtonhealthcare.com](mailto:ryan.bessent@wilmingtonhealthcare.com)

