

ENTRY DEADLINE: 20 NOVEMBER 2020

PRIMARY CARE OR COMMUNITY SERVICE REDESIGN INITIATIVE

Primary and community care providers are at the front line of changes to the way and place patients receive treatments including working in systems which offer services which once might have been received in a hospital. GPs and pharmacists are taking more responsibility and working hard to divert patients from A&E and hospital beds when unnecessary.

This award celebrates positive changes in the way patients and service users receive care and are offered more choice in line with their lives. Judges are interested in pathway and process changes, environmental or place based redesigns which have benefited the patient but have also improved patient flow and relieved pressures on other parts of the system.

Eligibility

This award will recognise system led or integrated care projects, NHS primary or community care trusts, general practice and federations as well as other types of primary care teams or organisations.

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 that Primary Integrated Community Services has a hugely impressive service with a wide impact and spread, that closely involves multiple system partners. This winning team has very clear transformation ambition and a good deal of this need for change is recognisable in other parts of the country. The savings returned on the initial investment is impressive. This service demonstrates very well efficiencies that benefit commissioners, clinicians and most importantly patients.

2020 Winners

Primary Integrated Community Services (PICS)

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