

PEOPLE & ORGANISATIONAL DEVELOPMENT INITIATIVE OF THE YEAR

WINNERS

BLACK COUNTRY HEALTHCARE FT CULTURAL AMBASSADOR PROGRAMME

The Cultural Ambassador programme was an opportunity to make a difference and challenge any unconscious bias and discrimination that may occur for those BAME employees entering or during formal HR processes.

The Cultural Ambassador's project in partnership with the Royal College of Nursing (RCN) provided the Trust the opportunity to demonstrate the Trust's commitment to BME staff. The partnership between the RCN, Trust HR, Staff Side and E&D were crucial in the successful delivery of this programme.

JUDGES COMMENTS

The judges felt that this project was one of the most important ways to make a difference to staff experience. It evidenced a just culture and a way of really seeing and acting on the voice of those from underrepresented groups, to change outcomes and make a real difference to people's lives. They were impressed by the truly data-driven ambition, the good signs shown so far in terms of outcomes and overall excellent value driven. A superb piece of work!

HIGHLY COMMENDED



Mersey Care FT Respect and Civility at Mersey Care

Our project comes from the Trust's proactive, energised and committed Respect and Civility workstream, part of our Just and Learning Culture. Staff surveys show that inappropriate behaviours in the workplace are real concerns for staff and are recurring themes for those who support them through times of crisis: FTSU/staff side/HR/H&WB colleagues. We are cultivating psychological safety in our Trust using practical staff tools we have developed through lived experience. The workstream has wide representation, from healthcare assistants to consultants. Our message is clear: we do not tolerate poor behaviours and we want staff to speak up about them.

JUDGES COMMENTS

The judges found this to be an excellent initiative, addressing a range of issues using respect and civility. There was clear impact and commitment to all people from all backgrounds to deliver a just culture. It is an entirely replicable process and way of caring for staff and staff caring for one another.



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FINALISTS



Dorset HealthCare University FT **Brilliant Bands 2-4**

The creation of a web based one-stop-shop using a digital platform dedicated to our Bands 2-4 was designed to support them to either be the best they can be in their current

role or to embark on a new career. It offers a bucket-load of techniques including top tips around creative conversations, understanding job descriptions and completing application forms. Colleagues share unique stories on screen about their endeavours to deliver high quality care through career development. We made it happen using skilled, enthusiastic colleagues whose commitment to bring this to life and reach county wide community services staff was incredible.

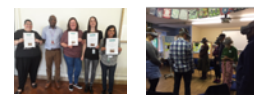
Hertfordshire Community Trust **Healthcare Assistants administering insulin project**

Hertfordshire Community NHS Trust (HCT) has around 300 patients in a domiciliary setting who require insulin injections at specific times of the day, e.g. 8am, 12pm, 6pm. This procedure has traditionally been carried out by Registered Nurses (RNs). A project was established to provide training and competency assessment for Healthcare Assistants (HCAs) to release registered nurse capacity and to potentially improve efficiency and patient experience. Furthermore, providing HCAs with additional skills would support a nursing career pathway. HCAs would be allocated a caseload of appropriate patients requiring insulin injections against a defined criteria agreed by the Diabetes Specialist Nurse (DSN).

London North West University Healthcare Trust **Bronze Accreditation for Workforce Quality Assurance from IAOCR**

London Northwest University Healthcare NHS Trust (LNWH) has an enviable reputation as a world-class leader in research, working at the cutting edge of research and governance with a proven track record of working with industry and developing a highly skilled workforce. The Trust continues to ensure it attracts and retains high calibre research staff by promoting the sharing of good practice and embarked on a workforce quality accreditation process with the International Accrediting Organisation for Clinical Research (IAOCR). The process for securing this accreditation was led by the R&D department, but also involved clinical staff, patients and external collaborators.

Our Manchester Strengths Based Development Programme



Manchester Local Care Organisation, **Manchester City Council** **Our Manchester Strengths-Based** **Development Programme**

Founded in our aspiration of bringing to life 'Our Manchester' values and behaviours (our terminology for a

person-centred, community approach) this is an innovative Manchester Health and Social Care system-wide development programme. Participants go on an immersive journey, starting with innovative use of virtual reality, giving them first hand experience of the benefits of this approach and creating emotional buy-in. They participate in several interactive, interpersonal activities, finally putting their learning into practice in their local community. Over 70% of participants report working differently two months later. It works because it was codesigned and is co-delivered by practitioners for practitioners.



North Middlesex University Hospital **Trust** **Staff-led improvements**

We wanted to improve engagement in staff-led change at North Mid. We did this by implementing Listening into Action (LiA), a programme that empowered staff to make the changes they wanted to see to improve patient and staff experience and outcomes.

We created a project team formed by a programme manager with a clinical background, a communication and engagement manager, an admin support officer and an executive sponsor. We involved a wide range of stakeholders across the hospital and monitored the results through the NHS Staff Survey and the LiA Pulse Check Survey.

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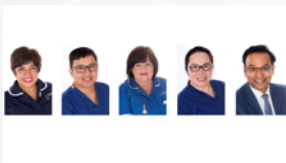
FINALISTS



Northamptonshire CCGs **Primary Care Nurse Training Programme**

The Primary Care Workforce Group consists of Northamptonshire CCG, The Local Medical Committee and GP Federations. Together we

collaboratively wrote a strategy in 2018/19 to address the workforce crisis in general practice in Northamptonshire. This strategy focused on two main aims of 'Attract' & 'Retain'. The group service all 71 practices and 16 PCNs in the county, but also support workforce initiatives alongside our community provider Northamptonshire Healthcare NHS Foundation Trust. Through our initiatives, this gives us complete coverage of county. This submission focuses in on one of our projects improving the recruitment and retention of practice nurses in the county.



University Hospitals Coventry and Warwickshire Trust **Medical Retina Nurse Led Intra-vitreous Injection Service**

Medical Retina Nurse-Led Intra-vitreous Injection Service provides the majority of the intravitreal injections at UHCW.

These injections are sight saving procedures given to patients with Age related Macular degeneration, Diabetic Macular oedema and Retinal vein occlusion. Medical retina service is led by Mr NP Manjunatha, Consultant in-charge including education and training. Sister Jas Mann, Clinical Nurse Specialist also provides training and support. Julie, Mac and Hazel are Band 6 nurse injectors. They perform nearly 150 injections each week, which has helped to cope with the increased demand. Recent audit confirmed excellent service and patients' feedback.



University Hospitals of Derby and Burton FT **Working for Longer Project**

The Working for Longer project demonstrates how we are innovating to support our workers. Trends show that the average age of NHS workers

will increase to 47 years by 2023, with our profile showing that 28% of staff are 51+, and many factors, including the increase in state retirement age, means people are indicating their intention to work for longer.

We identified challenges and embraced opportunities around working for longer, having engaged with our staff through surveys, focus groups, 1-2-1 discussions, to find out what really matters, resulting in a multi-disciplinary action plan, and a bespoke conference for managers.

Wrightington, Wigan and Leigh FT and Edge Hill University **Postgraduate partnership programme changes lives around the world and boosts NHS staff numbers**

A tried and trusted partnership between Wrightington, Wigan and Leigh NHS Foundation Trust, Health Education England and Edge Hill University has gained the support of 35 Trusts to create a successful postgraduate training package for British and overseas doctors and nurses through a earn, learn and return programme.

Around 350 students have, or are benefitting from the Royal College of Surgeons' accredited surgical master's programme, the largest of its kind in the UK.

All students advance their clinical skills in their chosen specialist area, working within the NHS for three years, obtaining a postgraduate qualification, which hand-in-hand improves patient care.

