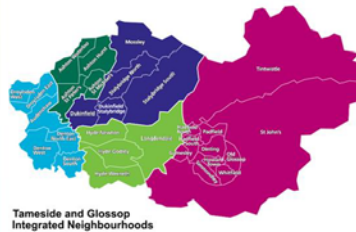


SPECIALIST SERVICE REDESIGN INITIATIVE

WINNERS



Place based Paediatrics



TAMESIDE AND GLOSSOP INTEGRATED CARE FT PLACE BASED PAEDIATRICS

The place based paediatric offer across Tameside and Glossop consists of a number of initiatives that support children and their families being seen and treated by the most appropriate professional, at the right time and in the right place:

- Electronic Advice and Guidance (A&G); a system that allows GPs to request electronic pre-referral advice from consultant paediatricians from the Trust.
- Children's Community Clinical Meetings; regular forums between secondary care and general practice clinicians to discuss clinical cases and pathways.
- Emergency Department In-Reach; support to the ED to assess acutely unwell children and determine the most appropriate treatment pathway.

JUDGES COMMENTS

The judges were wowed by this trailblazing project that implemented the RCPCH 'Facing the Future' standards. This excellent entry highlighted a value-based approach across a specialist pathway with clear evidence of improved outcomes and better patient experience. The judges felt that there was significant potential for spread and adoption/adaptation across the NHS.



SPECIALIST SERVICE REDESIGN INITIATIVE

HIGHLY COMMENDED



Moorfields Eye Centre at Croydon University Hospital, Moorfields Eye Hospital FT **The Chronicles of the Moorfields Rapid Access Clinic at Croydon: The Right patient, the Right clinic and the Right time**

The Rapid Access Clinic (RAC) provides a streamlined service providing emergency eye care for patients in the London Borough of Croydon.

A secure email based referral process is available to referrers: GPs, Optometrists, and hospital doctor. All referrals are triaged and patients booked into the RAC. This provides safe and timely care for the patients

and allows direct communication and feedback to the referrers. This facilitates learning and maintains high standards of clinical governance.

From the launch date of 1 November 2018, we have seen a 49% sustained decrease in attendances to urgent care, with good user experience and feedback.

JUDGES COMMENTS

The judges felt that this project provided clear proof that simple changes can have massive impacts on a service for the benefits of service users and cost savings. There were good outcomes from service redesign with impressive reduction in self-referral. This was an excellent example of effective communication with the relevant stakeholders and has potential for spread across similar NHS settings.

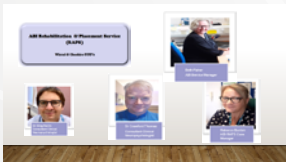
FINALISTS



Central and North West London FT **Crystal House Project, CAMHS LD** **Specialist Inpatient Unit**

A project team was formed in order to create the first London based CAMHS LD inpatient service, it involved all critical service area development

with Estates, HR, Operational, Clinical, Finance, ICT, Comms and most importantly our service users. This unit was designed in response to the urgent need of inpatient beds for young people aged 13-18 years with a learning disability, mental health issues and/or challenging behaviour. The criteria is a national service, however focuses on supporting London service users to be able to deliver specialist care closer to home.



Cheshire and Wirral Partnership FT **ABI Rehabilitation and Placement** **Service (RAPS)**

The Acquired Brain Injury (ABI) Rehabilitation and Placement Service (RAPS) is an innovative service, commissioned by Wirral and Cheshire

West CCGs, replacing previous IEFM management; in 2020 we will extend provision across the whole of Cheshire. ABI rehabilitation needs are not always met within statutory services. Our role is to identify and review placements in the independent sector ABI rehabilitation units. We have achieved outcomes including reduced hospital stay and reduced length of stay in independent units, with associated cost efficiency savings. We provide a consistent source of practical and emotional support for patients and carers throughout their journey.



Doncaster and Bassetlaw Teaching **Hospitals FT** **Quality Improvement in Medical** **Education and Training (QiMET)** **- Hybrid International Emergency** **Medicine (HIEM) Training**

Developed by QiMET International, delivered through Doncaster and Bassetlaw Teaching Hospital (DBTH)

with candidates from Chitwan Medical College (CMC) in Nepal, HIEM is the first collaborative International Emergency Medicine training programme in the UK, providing a solution to the shortage of EM doctors.

Using new and innovative models of globalised medical training, the concept of Brain Share, HIEM's holistic approach offers enhanced skills in leadership, management and quality improvement by providing a systematic approach to support international trained doctors to work in the UK and to bring benefit for both countries.

This presentation will explain more: <https://youtu.be/N52BPF0oovI>

SPECIALIST SERVICE REDESIGN INITIATIVE

FINALISTS



Leeds Community Healthcare Trust and Leeds Teaching Hospitals Trust Leeds Community Neurological Discharge Team

In 2018 neurological services from across Leeds NHS trusts worked in partnership to redesign community

services to provide immediate occupational therapy interventions to traumatic brain injury patients following discharge from hospital. The data showed that there was significant potential to improve patient experience and system flow by working differently to ensure patients receive appropriate and timely input in the right place. Following development the service went live in January 2019. The Community Neurological Discharge Team works together with ward therapists to identify appropriate patients, coordinate discharges and provide appropriate interventions to this group of patients in their own environment.

NHS England and NHS Improvement, Portsmouth Hospitals Trust and University Hospital Southampton FT Improving Vascular Services in South East Hampshire

Vascular surgery in South East Hampshire is undertaken at University Hospital Trust and Portsmouth Hospitals Trust. The hospitals are 20 miles apart, they are a similar size, and both have a history of providing specialised services. Because of the need to have a comprehensive rota of vascular surgeons and interventional radiologists, NHS England (NHSE) asked Wessex Clinical Senate Council for advice. Following the Clinical Senate's recommendations, the stakeholders worked together to implement the changes. The number of patients affected is small but 12 lives were lost following vascular surgery in 2013 and only 3 lives were lost in 2018.



North Tees and Hartlepool FT Best value biologic pathway

North Tees and Hartlepool NHS Foundation Trust serve 400,000 people in the area we cover with a range of services including the provision of specialist rheumatology

and gastroenterology care. The aim of our quality improvement and productivity project was to ensure that the most cost efficient brand of adalimumab was readily available to 200 patients, in a timely manner, with appropriate information and governance arrangements surrounding its distribution and supply. A multi-disciplinary team, involving internal/external stakeholders redesigned patient pathways to ensure that an efficient, safe, patient-focused process of switching to the best value biologic was possible.



The Royal Wolverhampton Trust The CRAFT System (The Colour Risk Assessment File and Treatment System)

The Black Country Cystic Fibrosis (CF) Service provides CF out-patient care and is part of the wider North

Midlands Specialist Centre based at UHNM. We have a full, locally-based multidisciplinary team providing out-patient and home care services aimed at keeping individuals with Cystic Fibrosis well and at home. We provide care for 45 Cystic Fibrosis patients and their families.

Torbay and South Devon FT

Group clinics: saving time, maintaining quality

We are a Rheumatology Department based in a district general hospital, in Torbay, South Devon. We serve a population of about 385,000, with patients living in both rural and urban environments, with a large range of incomes. We have a proportionately large elderly population, leading to a higher than average prevalence of patients with Rheumatoid Arthritis.

Our service re-design includes the whole Rheumatology team.

Patients were being delayed in starting important medications such as methotrexate, as our clinics were overwhelmed. We, therefore, developed GROUP clinics to start patients on methotrexate (and other important rheumatology drugs) quickly, to fulfil national guidelines and improve outcomes.

University Hospital Southampton FT

A Data Driven Service Improvement of an IBD helpline

For the benefit of our inflammatory bowel disease patients (IBD), the specialist nurses led by SSR Louise Downey and IBD Consultant Markus Gwiggner together with Florina Borca (analyst) and Hang Phan (data-scientist) conducted a data-driven service evaluation to facilitate service redesign.

Large volumes of electronic healthcare record (EHR) data were extracted. A machine-learning driven model was used to look for key areas to target for optimisation; this model guided substantial improvement to the clinical service model. This project acts as an exemplar of a novel data-driven method for service improvement, which can now be applied to other services.