NURSING times AWARDS 2009

WINNERS' SUPPLEMENT

Celebrating inspirational nursing

Foreword

Nurses and midwives are at the heart of health services in the UK – and responsible for many of the NHS's great achievements. You are the people who are relied upon to provide safe, compassionate and high quality care, the experts who know which services best meet the needs of patients, families and communities.

This year is a pivotal one for the nursing professions. The prime minister has asked the Commission on the Future of Nursing and Midwifery in England to engage health professions, patients and public in a wide ranging debate that will enable it to make recommendations that will raise nursing and midwifery to a new level. Due to be published in March 2010, this is the first overarching review of nursing and midwifery since the Briggs Committee produced its influential report 37 years ago.

The commission aims to make recommendations that will ensure that nursing, midwifery and care issues have a central position in policy making and management, and to encourage practitioners to take ownership of the need to promote improvements in the professions.

The standard and number of entries in this year's *Nursing Times* Awards demonstrates that nurses and midwives are equal to this challenge. Entrants submitted hundreds of examples of outstanding initiatives that have transformed patient care and outcomes, increased the efficiency and effectiveness of services and extended the scope of nursing and midwifery practice.

The individuals and teams involved in all the shortlisted entries are examples of the best in the nursing professions and demonstrate that nurses and midwives have the ability to take an increasingly influential role in the development of healthcare. I am delighted to have this opportunity to offer you all my sincere congratulations.

Alastair McLellan
Editor
Nursing Times

CHIEF NURSING OFFICER AWARD

WINNER

BEVERLEY TABERNACLE AND COLLEAGUES

Salford Royal Foundation Trust

> An innovative and effective way to support this often invisible group who suffer domestic violence

JUDGES

- Chris Beasley, Chief Nursing Officer for England
- Maggie Boyd, director of nursing and quality, Derbyshire County Primary Care Trust

The team ensured that people who regularly attended accident and emergency because of domestic abuse were referred appropriately for care, support and protection to local and national partner agencies.

Because training is now run across the trust, knowledge and awareness of domestic abuse signs and issues – and of where to get help – is greater among staff, and staff have the skills to be able to better respond and support people in these circumstances.

This project also looked at implementing available guidance, and how it can affect safeguarding practices.

Chief Nursing Officer for England Dame Christine Beasley said: "Their submission demonstrated the innovative and effective way they support this often invisible group of people who suffer domestic violence and also indicated how their project can be replicated into other areas. This was also an excellent example of effective stakeholder partnership, with engagement from a whole range of agencies, cutting across many sectors and organisational barriers."

Sponsored by Derbyshire County Primary Care Trust

Derbyshire County Primary Care Trust is one of the largest PCTs in the county. We commission services for around 750,000 people in an area that includes rural communities, small and large towns, and former mining areas. We work closely with partners to improve health and reduce inequalities and are seen as the local leader of the NHS. The PCT has had a focus on developing improvements in the quality of care and ensuring health services are safe for our patients. We are delighted to support the Chief Nursing Officer award which reflects the QIPP agenda. It is a real opportunity to recognise the value of nurses in leading safe, high quality healthcare.

Derbyshire County NHS
Primary Care Trust

ACCIDENT AND EMERGENCY

FINALISTS

Billi Hamnett, University Hospitals of Leicester Trust

Billi is a deputy sister in the emergency department. One aspect of her way of working is her passion about the care and aftercare of the many patients who attend A&E who are vulnerable. These include patients with health problems related to alcohol dependence, those who are homeless and those with mental health problems. She saw they were sometimes unkempt and had low self-esteem.

Her idea was to set up a clothes bank. Clothes brought in by staff were put to good use by Billi. She started supplying clean clothing to the vulnerable patients which she hoped would help lift their self-esteem and give them a sense of purpose.

This clothes bank has now been implemented throughout the trust and has recently been expanded to provide clothes for children. We have had enquiries from Denmark about the project.

Charge nurse Jim Madden said: "Billi has shown a great enthusiasm for this project, as well as many others. She is an individual who shows true compassion to all her patients. She is highly motivated.

"Billi, when told of the success of the entry to being a finalist, was honoured, overwhelmed and very grateful at having the privilege. She thanks all the staff in A&E who helped make the project succeed."

Mike Paynter, Somerset Primary Care Trust

Mike is nurse practitioner in emergency care at a community hospital where services were transformed.

The hospital changed from providing a very limited, medically managed casualty service in 2005, seeing around 11,000 patients a year, to a service managed by an emergency nurse practitioner seeing more than 25,000 patients.

Clinical outcomes are comparable to those in emergency departments, with 90 per cent of patients being managed as entire episodes. The aim the service is to provide emergency department standards of care for appropriate patients in local community hospitals.

Jacqui Rutter and colleagues, Heart of England Foundation Trust

The emergency gynaecology unit, led by Jacqui, has been instrumental in improving patient care for women presenting with a gynaecological emergency. It allows direct access and offers same day assessment and management in an area conducive to their needs.

The unit has proved to be cost-effective and has resulted in a reduction in admissions and in attendance at accident and emergency, so is helping the trust to meet government targets while improving patient care.

Ken Emmanuel, lead consultant for emergency gynaecology, said: "Jacqui and her team have established a service that has improved the quality of care provided for women with a gynaecological emergency. There have been real benefits for the patients and the trust."

> "An innovative approach with strong commitment – will translate well into other services

JUDGES

- Professor Dickon Weir-Hughes (chair), formerly of Barking, Havering and Redbridge University Hospitals Trust; now chief executive and registrar, NMC
- Natalie Forrest, director of nursing and midwifery, Newham University Hospital Trust
- Ray Greenwood, chief executive, St John and Red Cross Defence Medical Welfare Service
- Janet Marsden, professor of ophthalmology and emergency care, Manchester Metropolitan University
- Kay Riley, chief nurse, Barts and The London Trust

WINNER

BEVERLEY TABERNACLE AND COLLEAGUES

Salford Royal Foundation Trust

This project ensured that patients attending accident and emergency because of domestic violence receive support and protection from the most appropriate agency.

Many of these victims have injuries requiring medical intervention, yet A&E was not referring any of them to Salford's Public Protection Unit or the city's Multi Agency Risk Assessment Conference. The safeguarding matron led much of the work to change this. The team now works with criminal justice, voluntary, local and national government, and health sectors to meet women's and children's needs. More patients are disclosing domestic abuse. Training in recognising and responding to domestic abuse is now part of mandatory training for all trust staff.

The judges said of the project: "An innovative approach demonstrating strong commitment and taking a multiprofessional and multiagency approach. Will translate well into other services."

Sponsored by Barking, Havering and Redbridge University Hospitals Trust

Barking, Havering and Redbridge University Hospitals Trust is one of the UK's largest healthcare organisations, covering parts of East London and Essex. It operates two busy A&E departments, at the well established 500 bed King George's Hospital, Ilford, and the state of the art 1,000 bed Queen's Hospital, Romford. The trust is a university hospital of London South Bank University, and Barts and the London, and Queen Mary's medical schools. We are deeply committed to developing nursing and offer outstanding educational, clinical and career opportunities to nurses who share our values and who want to help us to offer truly outstanding nursing care.

Barking, Havering and Redbridge University Hospitals NHS Trust

BANK AND AGENCY

FINALISTS

Highly commended: Pat Fleming, British Nursing Association

Pat has worked for Cheltenham BNA for more than 20 years, on a multitude of assignments.

Over the past six years, she showed an extraordinary commitment to her profession with one client in particular. On numerous occasions, she went above and beyond the usual remit of an agency nurse and prolonged the life of her client far beyond what was initially expected. The client's family have commended Pat's dedication and commitment to her work and the high level of nursing care given.

Highly commended: Brenda Willis, Peterborough and Stamford Hospitals Foundation Trust

While employed as a bank nurse on a renal ward, Brenda saw that an intravenous iron infusion service for patients with renal anaemia was urgently needed.

Dr Chandra Mistry, consultant nephrologist, said: "I greatly respect her professionalism, clinical expertise and adaptability. She has developed a patient focused and dynamic service that more than meets the requirements of the consultants and our patients. She is a determined self starter who has required minimal assistance."

Sharon Richer, Hays Healthcare

Sharon works as a full time theatre agency scrub nurse. She has a wealth of experience in a variety of specialties and feels that working at different hospitals and learning different practices and procedures has kept her very positive in her career.

"Being an agency nurse is not for the faint-hearted," said Sharon. "I need to work harder but I enjoy the freedom and the different challenges."

Jacqueline Stenson, British Nursing Association

Jackie has worked in a variety of fields including in Ministry of Defence camps for young people, occupational health in industry, prisons, the NHS, nursing homes and complex care for clients at home. She is very professional and has been commended for her work. Before being placed in a full time, permanent position, Jackie was requested by employers because of her extremely high standards and work ethic.

Kathleen Toulson, British Nursing Association

Although Kathleen first asked to work part time, with her potential and her professional approach, it was not long before her assignments were bordering on full time. Clients requested her, which is excellent feedback on any nurse's clinical and professional skills.

Kathleen, who has worked in many healthcare sectors, has been placed permanently in an industry occupational health department in a senior post she has held for over three years.

> "An outstanding example of how flexible working can enhance nurses' careers and improve patient care

JUDGES

- Anne O'Brien (chair), director of clinical governance, NHS Professionals
- Karen Barraclough, senior nurse, NHS Professionals
- Jenny Kay, director of nursing, Dartford and Gravesham Trust
- Sian Thomas, acting director, NHS Employers

WINNER

LESLEY WEEKS

British Nursing Association

Lesley has worked for British Nursing Association for the past 20 years. This has included full time work on behalf of the agency and, on occasions, part time work alongside another position.

"Lesley has been a highly valued, extremely dedicated and professional nurse," said Kathleen Stevens of the British Nursing Association.

"She has continually updated her skills and knowledge to enable her to provide the best possible care working in the many diverse sectors, for example occupational health in industry and prisons, as well as working in NHS and nursing home sectors. She is a truly exceptional agency nurse."

The judges said: "Lesley is an outstanding example of how flexible working can enhance nurses' careers and contribute to improving services and the care patients receive."

Sponsored by NHS Professionals

NHS Professionals is a national initiative to provide a coordinated approach to temporary and flexible staffing in the NHS. Working in partnership with NHS organisations, it provides nurses, midwives and care support workers with the opportunity to work flexibly. As a result, it is the leading provider of flexible workers services to the NHS.

This service is delivered using innovative web based functions including: real time management information; online booking and tracking of placement requests; e-learning; and an online recruitment system for trust staff.

NHS Professionals

CANCER NURSE LEADER

FINALISTS

Highly commended: Dr Karen Roberts, Gateshead Health Foundation Trust

Karen, nurse consultant in gynaecological oncology, has expanded her clinical practice in psychosexual therapy and cognitive behaviour therapy to treat the distressing consequences of cancer treatment that frequently go unrecognised.

She is leading a national cancer survivorship project, a skills based programme with an emphasis on wellness rather than illness. She leads the network nursing site-specific group and publishes research.

"Karen is the epitome of the nurse consultant – an expert in clinical practice, demonstrating leadership and an accomplished researcher," said Shirley Richardson, director of nursing and midwifery.

Elaine Lennan, Southampton University Hospitals Trust

Elaine led an improvement initiative for the chemotherapy service. A steering group, which included patients, looked at how services could be improved. Waiting times have been cut, patients feel more comfortable and staff find it easier to communicate quickly and effectively in the calmer environment. The pharmacy has also changed its working pattern and 90 per cent of prescriptions are ready on time.

Helen Roe, North Cumbria University Hospitals Trust

Helen is one of the first consultant cancer nurses in England. Sandy Brown, director of nursing, said: "Helen is a leading light at local, network and national levels. She delivers excellent care, providing nurse led clinics for patients receiving chemotherapy, and provides accredited education for staff through the University of Cumbria. She produces clinical guidelines for use within the trust and has developed her knowledge to ensure she delivers the best care, sharing this through publications and presentations."

Lesley Spencer, Ashford and St Peter's Hospitals Trust

Lesley, a consultant/lead nurse for cancer services, manages around 20 staff and aims to provide clear direction and strategic leadership across the trust and the cancer network.

Working with colleagues, she has undertaken service improvement initiatives, and user involvement is now embedded into service development. She assists the network in facilitating the national advanced communication skills courses.

Lorraine Sime, cancer business manager, said: "Lesley is highly motivated and innovative in her approach to continually improve services for patients and carers. She is inspirational to her team with her leadership and communication skills. Lesley is also very supportive and a highly respected member of the cancer management team within the trust."

> "Anne is a pioneer, carrying out roles traditionally filled by medical consultants, and an inspirational nurse

JUDGES

- Lynne Hopwood (chair), assistant chief nurse, Royal Marsden Foundation Trust
- Mike Richards, national clinical director for cancer
- Stephen Richards, regional director for London, Anglia and South East England, Macmillan cancer support
- Paul Trevatt, nurse director, North East London Cancer Network

WINNER

ANNE SNOW

Isle of Wight Primary Care Trust

Anne is a lung cancer/Macmillan clinical nurse specialist, trust lead clinician for lung cancer and current chair of the south coast network lung tumour working group.

She delivers specialist knowledge and expertise in lung cancer and respiratory care, providing services in hospital and the community. As part of her role, Anne developed open access lung cancer services, which prevented 300 admissions in 2008.

"Testimonials from patients and their families show not only the quality of the treatment but also evidence of the caring and continued support that they have been offered by Ann," said Alison Price, general manager of the medical services directorate.

The judges said: "Anne is a pioneer, undertaking the roles of lead clinician within her own organisation for lung cancer and chair of the network lung tumour working group – both roles traditionally undertaken by medical consultants. She has tenacity and the credibility to work across professional boundaries, and is an inspirational advanced practice nurse, who is truly committed to ensuring patients receive care locally, working tirelessly to achieve this."

Sponsored by The Royal Marsden School of Cancer Nursing and Rehabilitation

For more than 150 years, The Royal Marsden has been passionate about sharing its knowledge of cancer. This passion and commitment led us to develop The Royal Marsden School of Cancer Nursing and Rehabilitation, the UK's only dedicated provider of cancer education. Its courses range from a general introduction to those for specialists wanting a education to support them in practice. Our students range from those at the start of their careers to cancer professionals making a difference at a national level. Whether based in NHS or private hospitals, hospices, primary care trusts or charities, our students are united by an interest in, and a commitment to, patient care.

The Royal Marsden NHS
NHS Foundation Trust

CHILD HEALTH

FINALISTS

Highly commended: Sam Smith and Lorraine Case, The Christie Foundation Trust

The Sometimes It's Cancer campaign uses patient stories to highlight classic cancer symptoms. It consists of a DVD and education pack to be used in schools and youth services. The package has been requested by over 200 schools and campaign posters have been displayed at large public venues.

Professor Tim Eden, professor of teenage and young adult cancer, said: "This DVD is a wake-up call to the public and doctors to take young people's complaints seriously."

Marcelle de Sousa MBE and colleagues, London Network for Nurses and Midwives

The network's children and young people's group highlights the needs of marginalised or vulnerable children. This project focused on listening to Irish traveller children in London about their health and factors that affect this.

Fiona Wray, area manager of the Eastern Region Care Quality Commission, said: "Their work had focused on hearing the voices of children who are marginalised. They raise difficult issues that are not always on a national agenda."

Beth Jacobs and colleagues, Southampton Community Healthcare

Project Honour – Cultural Fusion aimed to promote young people's mental health. The Saucepans community child and adolescent mental health services worked with young people to explore cultural diversity and break down barriers.

That true joint working was achieved was shown by one young person, who said: "What I like about the project is that everyone is equal, everyone is heard."

Team leader Karen Davies said: "The project has delivered an opportunity to young people to have a voice and to be heard and to feel that their opinions matter."

Lynn Lewendon, NHS Leeds

Lynn worked mainly in adult acute services, moving into a non-clinical role when both her children were diagnosed with autism. Working in the public health department, she was acutely aware how a good quality audit could improve services. This project has allowed clinicians working in the autism assessment teams to focus on less developed areas and make changes which lead to improvements. Emma Wilson, head of strategic support and development, said: "This project is a great achievement."

Sofia Wadman, Hywel Dda Health Board

Sofia has raised the profile of self-harm and emotional health in young people in education, social care, and health arenas, enabling more of them to access help.

Glyn Jones of Mid & West CAMHS commissioning network said: "Sofia is dedicated to improving the responses to and services for young people in emotional distress."

Sofia wrote *Scratching the Surface*, which was well received nationally; a second edition is under way. Her work here was also shortlisted in the Patient Pathway category (p29).

> "An excellent project with parents as equal partners to the true benefit of children with a disability

JUDGES

- Judith Ellis (chair), and director of nursing, Great Ormond Street Hospital for Children Trust
- Julie Bayliss, acting assistant director of nursing and modern matron, Great Ormond Street Hospital for Children Trust
- Alan Glasper, professor of children's and young people's nursing, University of Southampton

WINNER

PAUL MULHOLLAND AND COLLEAGUES

NHS Tameside and Glossop

The Integrated Service for Children project was developed to ensure resources were maximised and services were centred on the needs of the child and family. Previously, there had been no coordinated approach to the child and family's care. This was inefficient for the agencies, for social care and the primary care trust. Most importantly, it was not efficient for the family.

The project aimed to ensure children and young people with disabilities received child centred, multiagency, coordinated services from the point of referral through identification, assessment and delivery. It was also designed to provide early identification and intervention that supports optimal physical, cognitive and social development.

The judges said: "An excellent project with parents as equal partners in using resources effectively to the true benefit of children with a disability and their families."

Sponsored by Great Ormond Street Hospital for Children Trust

Great Ormond Street Hospital for Children NHS Trust is a national centre of excellence in the provision of specialist children's healthcare, delivering the widest range of specialist care of any children's hospital in the UK. The largest children's hospital in the UK, it works with the University College London Institute of Child Health to form the largest pediatric research and teaching centre in the UK. The hospital works nationally as well as locally through its work with North Middlesex University Hospital and Haringey Teaching Primary Care Trust. Great Ormond Street is pleased to sponsor the Child Health ward to recognise the positive contribution nurses are making to children's healthcare.

Great Ormond Street Hospital for Children NHS Trust

CONTINENCE

FINALISTS

Highly commended: Belinda Wolfendale and colleagues, Scope-Beaumont College

Belinda and Kathryn Fischbacher established an integrated cross sector continence service for young adults with learning/physical disabilities and profound complex needs. This provides a one stop interdisciplinary assessment and review with the young adults, their families and carers that instigates an individualised continence care programme or highlights the need for further assessment.

A number of young adults have achieved continence. Where this has not been realistic, substantial improvements have been made in incontinence management.

Jackie Rees and Allison Sharpe, The Newcastle upon Tyne Hospitals Foundation Trust

Jackie and Allison have introduced a bowel management system into a large acute trust. Implementing guidelines and a care plan, and ensuring staff competency, have ensured that this system is used in a safe and effective way.

"Our work has had a positive effect within healthcare in that faecal incontinence and diarrhoea are being managed in a more controlled way," they said. "In addition, it has raised the profile of this devastating clinical condition."

Katherine Wilkinson and Gillian Nottidge, Bradford and Airedale Teaching PCT

A review in 2006 found that many women with urinary incontinence were being referred to secondary care inappropriately. A multidisciplinary group was set up and, in April 2007, the new primary care pathway was implemented for these women. This promotes conservative management in accordance with NICE and other best practice guidelines, with better choice and access and an improved, streamlined service.

Katherine Wilkinson and Gillian Nottidge, Bradford and Airedale Teaching PCT

This project aimed to provide good quality, up to date and accessible training for all healthcare workers with a responsibility for catheter care in the primary care trust, to reduce the risk of infection. An e-learning module was chosen, as this would best meet the needs of community, hospital and nursing home staff. A national need for this type of educational material has been identified.

Qadar Zada and colleagues, Wolverhampton City Primary Care Trust

The pelvic floor health triage service involved setting up an integrated care pathway and a knowledge and skills competency framework for enhanced clinical training, delivered with secondary care. It aims to treat patients and to promote independence rather than reliance on products. A continence customer careline advises and supports patients and carers. Access to the service was improved through Choose and Book and allowing patients to refer themselves.

Patients' quality of life is monitored using a tool to measure clinical outcomes. This forms part of each assessment.

> This innovative project has produced some stunning outcomes and could continue to do so

JUDGES

- Martin Beynon (chair), Coloplast
- Sharon Eustice, nurse consultant for continence and chair, Association for Continence Advice
- Gaye Kyle, Association for Continence Advice
- Eileen Shepherd, assistant practice editor, *Nursing Times*

WINNER

JOANNE MANGNALL AND COLLEAGUES

NHS Rotherham

As a community continence team, we work with clients who experience bladder and bowel problems. While we have always offered advice and support to clients who use a range of management products, clients may not always have been aware of the service we offer. A core component of our new service is the facility for ongoing clinical reviews, ensuring prescribed products remain effective and appropriate for clients. This new approach is valued by the clients who use the service.

Anne Salkeld, head of adult nursing services, said that Joanne and her team constantly took a two-pronged approach to service development. "They focus on areas of inequality while raising the standard of quality for patients. This is particularly evident in this recent development which has provided an inclusive approach for all patients who have catheter products prescribed, having access to a specialist service to support their ongoing care and improve their quality of life," she said.

The judges said: "This innovative project has already produced some stunning outcomes and has the potential to continue to improve services."

Sponsored by Coloplast

Coloplast has been established for more than 50 years and is committed to working with healthcare professionals and patients in the development and delivery of new products. Our products and services aim to meet people's everyday needs and we believe that makes a difference to their quality of life. Coloplast is honoured to be supporting the *Nursing Times* Continence Award for 2009. This award is a real opportunity for nurses to share their developments and innovations in clinical practice. It also helps to raise awareness and understanding of continence assessment and management across the wider nursing community.

Coloplast

INNOVATION IN YOUR SPECIALTY

FINALISTS

Highly commended: Linda Mills and colleagues, NHS Rotherham

This team has cut inappropriate secondary care referrals and ENT waiting lists significantly, reduced patient anxiety and transformed quality of life for thousands of people.

The team provides care, training, advice, support and specialist instruments. A network of trainers educates nurses and other staff across the UK to provide our standard of care.

Tim Gillatt, former head of business development, said: "The primary ear care centre team balance the delivery of high quality, accessible care with a drive for business development and productivity."

Jayne Mudd, South Tees Hospitals Foundation Trust

A nurse led outreach service was set up for patients with or suspected cardiac arrhythmia. This consists of clinics, a helpline and a triage system. A clinical traffic light model ensures assessment and treatment according to clinical need.

Senior nurse Sam McLoughlin said: "This excellent service has seen benefits in terms of waiting times, meeting patient expectations and patient satisfaction."

This entry was also shortlisted in the Team category (p33).

Claire Downes and Lynn Bax, NHS Blackburn with Darwen

Provision of compressors for nebulised therapy had been inconsistent. The community matron team identified this gap and developed the acute nebulised therapy service for patients with exacerbation of chronic obstructive pulmonary disease, so patients could stay at home.

This service has prevented 38 emergency admissions to hospital. With the right equipment and expertise, this project could be replicated in other areas.

Jill Hill and colleagues, NHS Birmingham East and North

A community oral glucose tolerance screening service was set up to ensure quick diagnosis. Jill had the idea of redesigning a routine procedure with interactive adult learning and signposting for people at risk of diabetes and heart disease.

One patient said: "Thank you again for the efforts that you and your team have put into the sessions, which I'm sure played a vital role in helping me to pull my head out of the sand and face up to the truth about my health."

Lynn Sutcliffe and Heather Hollowell, NHS Blackpool

Lynn set up a nurse led community falls prevention service, providing holistic risk assessments in the homes of older adults experiencing falls or fractures, as well as case management and support. She and Heather implement individualised action plans to reduce risk.

Lorraine Koratzitis, locality manager, said: "This has cut A&E attendance and unplanned admissions from falls. This is reflected in the appreciation expressed by patients."

> "This small team has had a big impact on care for patients and families, as well as on donation rates

JUDGES

- Maura Buchanan (chair), president, Royal College of Nursing
- Phill Hoddinott, senior nurse pre-registration education, Imperial Healthcare Trust
- Lynne Maher, head of innovation practice, NHS Institute for Innovation and Improvement
- Eileen Sills, chief nurse/chief operating officer, Guy's and St Thomas' Foundation Trust

WINNER

FIONA MURPHY AND COLLEAGUES

Royal Bolton Hospital Foundation Trust

This team of four has successfully challenged resistance to linking the two historically separate areas of bereavement and donation, resulting in the evolution of a unique, patient/family centred service.

While the team specialises in corneal retrievals, increasing the number from 26 in 2002-2003 to 236 in 2008-2009, it is the development of the general concept of organ and tissue donation being a usual rather than unusual part of end of life care that is groundbreaking. Every ward has facilitated donation to some degree.

Beverley Andrew, director of corporate services, said: "This small team has had a big impact on the way in which we care for patients and families at the end of life, as well as on increasing donation rates. The improvements the team have made has been recognised by staff and local people alike and we're very proud of them."

The judges said: "An innovative combination of bereavement and organ donation services that has resulted in a massive impact on the quality of end of life care, donation rates and staff confidence and competence in this sensitive area."

Sponsored by the Royal College of Nursing

As the UK's largest professional nursing organisation, the Royal College of Nursing's mission is to represent nurses and nursing, promote excellence in practice and shape health policy. Recognising the value of nursing staff in all their diversity, we support the professional and academic development of our members, building an impressive resource of professional expertise and leadership. Our member led organisation is also a trade union. We provide nurses with a voice locally, nationally and internationally, lobbying governments to develop health care practice and improve patient care, while ensuring that the nursing team is valued and protected in the workplace.

Royal College of Nursing

IMPROVING MATERNITY SERVICES

FINALISTS

Highly commended: Joy Clarke and Shamsa Ahmed, Whittington Hospital Trust

This project provides services to women who have undergone female genital mutilation. These include information, support and clinical intervention such as de-infibulation. Midwives visit women at home before and after birth. The service attracts women from all over the country, including those who are not pregnant. Many refer themselves.

Logan Van Lessen, matron of the service, said: "This service meets the needs of vulnerable women who might otherwise suffer in silence. It is sensitive and a great example of how midwives can make a difference to women's lives."

Karen Palmer and colleagues, Walsall Hospitals Trust

Café au Lait, based in the maternity unit at Walsall Manor Hospital, provides specialist help and support to all mothers who are breastfeeding or thinking about breastfeeding.

Karen Palmer, head of nursing and midwifery said: "One of the main aims of the project was to increase breastfeeding initiation and continuation rates by targeting all mothers, particularly those least likely to breastfeed. It is non clinical and staffed by trained staff and midwives. Mothers are given time and support in a relaxed, friendly environment."

Jayne Rowney, NHS Kirklees

Jayne works in the public health department. The Brief Interventions for Smoking Cessation Midwives Toolkit was a pilot project to develop mandatory training to midwives in West Yorkshire. As well as raising quit rates, it has ensured commitment to smoking cessation training from midwifery leads and strengthened communications between maternity and stop smoking services.

Fiona Blackwell and colleagues, Stockport Foundation Trust

The Stockport Midwives 4Young Parents service is delivered within the context of three multi agency care pathways. The pathways guide the young woman, her partner and/or family through pregnancy, birth and early parenthood. Each pathway has a focus: the antenatal and postnatal periods, and contraception/sexual health issues. The service aims to deliver responsive, holistic care, and includes a focus on young men.

Amanda McDonough, Wirral University Teaching Hospital Foundation Trust

A domestic abuse co-ordinator/specialist midwife role was created. This person reviews all disclosures of domestic abuse from patients and staff, and is responsible for risk assessment, safety planning, support and intervention.

More incidents are now reported, and there have been significant improvements in outcomes for clients and perpetrators. Repeat victimisation is significantly down.

> **This has the potential to become a national flagship project. It could cross over into other areas**

JUDGES

- Julie Burgess (chair), chief executive, Birmingham Women's Foundation Trust
- Pippa Gough/Abigail Masterson, assistant director for clinical quality (job share), The Health Foundation
- Fiona Murphy, senior lecturer, research co-ordinator, Swansea University
- Katie Yiannouzis, head of midwifery, King's College Hospital Foundation Trust

WINNERS

CAROLYN WEST AND ALISON WILLIAMS

Doncaster and Bassetlaw Hospitals Foundation Trust

We identified that there was a lack of weight management and exercise opportunities for pregnant women in Doncaster, so created a midwifery led clinic that provides a service for women with a BMI of 35 or above. We raise awareness of the potential risks and complications for mothers and babies associated with obesity, and offer immediate dietetic support and signposting to exercise initiatives suitable during pregnancy.

Vivienne Knight, head of midwifery, said: "Client interest and engagement has been a huge challenge. Skills of leadership, a creative approach to social marketing and placing the woman centrally to what is offered, in a caring, non judgemental and conducive environment from which she can select from a range of dietary and exercise options for support has given the deserved success of this project to you."

The judges saw great potential, saying: "This project was innovative, pertinent and contemporary. Carolyn demonstrates energy, passion and personal ownership of the project, which has the potential to become a national flagship project. It also has a crossover into other areas, such as adult nursing."

INFECTION CONTROL

FINALISTS

Joanne Anderson and colleagues, Cambridge University Hospitals Foundation Trust

The nutrition nurse specialist team reduced the total parenteral nutrition line infection rate in patients to zero.

The following have been achieved: introducing and standardising best practice, supported by staff education; ensuring the right line is inserted by the right person in the right place; and reducing line infection rates.

Angela Thompson, deputy chief nurse, said: "The trust takes a zero tolerance approach to avoidable healthcare-associated infections."

Patty Hempshall and colleagues, Sheffield Teaching Hospitals Foundation Trust

The Infection Control Accreditation Programme makes a statement about infection prevention and control practices. It reassures patients that we take this seriously and strive to provide a hospital visit that is uncomplicated by HCAIs.

Dr Christine Bates, director of infection prevention and control, said: "This programme is the main means by which practice is standardised, improved and assessed at the trust."

Richard Parker, deputy chief nurse, said: "Our patients have seen significant improvements in cleanliness. The risks of any patient developing an HCAI have fallen significantly."

Anthony Palmer and colleagues, Luton and Dunstable Foundation Trust

A outcome focused leadership programme established ward sisters as infection prevention leaders. A series of short term high impact interventions were implemented. The key areas were leadership at ward level for senior nurses and matrons, a vascular access service and antibiotic stewardship. All Saving Lives high impact interventions were implemented and MRSA bacteraemias and *Clostridium difficile* cases were reduced significantly over six months.

Christine Perry and colleagues, University Hospitals Bristol Foundation Trust

Concentrating efforts on key areas and using standard improvement methodology has reduced *C. difficile* infection rates by 61 per cent. Treating *C. difficile* infection as a diagnosis, managing patients in a *C .difficile* specialist ward and medical outreach to other areas has improved patient outcomes, with deaths from the infection reduced by over 80 per cent. The model is being used in other clinical areas.

Katrina Rufeea and colleagues, Kettering General Hospital Foundation Trust

The Kettering Infection Predictor tool was developed to predict which patients are at an increased risk of acquiring a HCAI in hospital. Risk factors were identified and each was given a score, which is used to calculate risk. This indicates who should be transferred to the isolation ward or a side room, and who needs to be started on specific care pathways or requires extra cleaning around their bedspace.

> **This raises confidence, reduces anxiety and promotes ownership by staff in their practice**

JUDGES

- Eileen Shepherd (chair), assistant practice editor, *Nursing Times*
- Tracey Gauci, nursing officer, Welsh Assembly Government
- Martin Kiernan, president, Infection Prevention Society
- Robert Pratt, professor of nursing, director, Richard Wells Research Centre
- Margaret Tannahil, lead nurse, Health Protection Scotland

WINNER

DEBORAH BARRY AND COLLEAGUES

Royal Free Hampstead Trust

The roles within the infection prevention and control team were focused to deliver the most effective service for both patients and staff.

The role of infection control practice educator provides support and role modelling for staff at the bedside, directly improving patient care. The infection control patient liaison nurse role ensures patients have a dedicated specialist available to address their individual care needs. This raises confidence in the healthcare system, reduces anxiety and promotes ownership by clinical staff in their care practices.

These infection control specific roles are now embedded within the trust and have been a significant factor in the reducing infection rates.

"This long term initiative is a great example of partnership working," said the judges. "There is evidence of staff acceptance of the role of the infection control and practice educators and patient liaison nurse and the roles have improved public confidence in infection control practice. These nurses are not seen as part of an enforcement team, but rather as a team that supports nurses in practice."

Sponsored by JohnsonDiversey

JohnsonDiversey has worked with the healthcare community for over 50 years. Our joint aim has been the continuous improvement in standards of general and personal hygiene. This area constantly throws up new challenges and has achieved a far higher public profile over the past few years. The infection control nurse is at the forefront of the battle to meet these challenges and that is why JohnsonDiversey is proud to be the sponsor of the infection control category.

JohnsonDiversey

Infection Prevention Society
Incorporating the ICNA

MENTAL HEALTH

FINALISTS

Highly commended: Martyn Lewis and colleagues, Dorset HealthCare Foundation Trust

Nurses at the assertive outreach team, liver disease and blood borne virus services and Bournemouth University developed a pathway for clients with or at risk of hepatitis C. Joe Jackson, assertive outreach team manager, said: "This pathway provides a model exemplar of joint working between mental health, acute and education practitioners. It develops practice, informs theory and benefits marginalised service users with serious mental health problems."

Stuart Jones and Julia Judd, Portsmouth City Teaching Primary Care Trust

A health and wellbeing programme was developed to improve the physical health of people with mental illness. It included: wellbeing clinics, physical health observation charts; standard paperwork; and training for mental health and primary care staff. Julia O'Mara, modern matron for general practice, said: "The wellbeing clinics are reaching patients who never access physical healthcare. One man found he had diabetes – the symptoms had affected him badly but he put it down to his mental health problems."

Lizzy Melless and colleagues, North Essex Partnership Foundation Trust

The RAP (Risk, Adolescents and their Parents) helps young people and families to understand and manage risk taking and self harming behaviour. Is has two elements: psycho-educational group sessions for adolescents; and parenting groups/workshops. Improvements have been reported at home and at school, and the severity and frequency of self harm has reduced. Cathy Constable, manager of Junction, Young Persons MIND in Colchester, said: "RAP is an excellent example of joint working, for young people, families and staff, sharing our knowledge and expertise."

Kathy Swanzy-Asante and colleagues, Central and North West London Foundation Trust

Mixed sex wards were changed to single sex wards by the inpatient team. Having single sex wards has paved the way for new ways of working to embed issues that affect women and men into care delivery and develop interventions to promote recovery and social inclusion. There are fewer sexual incidents and allegations, and women feel safer. Similarly, carers have said they feel reassured.

Donna Swinden and colleagues, Tees, Esk and Wear Valleys Foundation Trust

A team of acute adult inpatient staff and one client used the Virginia Mason Production System to improve patient safety and experience. Visiting times were rescheduled to protect patient sessions with staff, and a patient workbook gives patients the opportunity to record their thoughts about what is effective, influencing their own care.

This project was also shortlisted for the Patient Pathway award (p29).

> "Identification of the highest risk patients requiring detoxification has been a result of her excellent work

JUDGES

- Peter Walsh (chair), director of nursing practice, Central and North West London Foundation Trust
- Thomas Currid, course director, London South Bank University
- Ben Thomas, mental health nursing lead, Department of Health

WINNER

REBECCA DAWBER

Greater Manchester West Mental Health Foundation Trust

Rebecca Dawber, an advanced practitioner at Wentworth House in Salford, a medically managed regional alcohol detoxification unit, leads on the provision of physical healthcare.

A liver screening tool is one of many physical healthcare initiatives facilitated by the role, all of which have contributed to significant improvements to practice. This nurse led initiative ensures access to specialist liver treatment is given on a timely basis, reducing hospital transfers and facilitating early discharge.

Dr Chris Daly, lead consultant addiction psychiatrist, said: "The increased emphasis on physical health screening and identification of the highest risk patients requiring detoxification has been a direct result of the excellent work Rebecca has developed. The research project and has led to significant improved practice for patients."

The judges described Rebecca's work as "excellent, highly innovating", and said it should have a "significant impact".

Sponsored by Mental Health Services, Central and North West London Foundation Trust

Central and North West London Foundation Trust believes that it is right to promote and reward innovations in mental health nurses because they are key staff who can have such a positive effect on the patient/carer experience. We strive to support active listening and compassion in our nurses. We therefore support this award to recognise and celebrate those who are passionate about the care they provide and continually seek to improve upon their service delivery.

Central and North West London NHS
NHS Foundation Trust

NURSING AND TECHNOLOGY

FINALISTS

Highly commended: Helen Rollings and colleagues, NHS Swindon

This telehealth project improves the quality of life for people with respiratory or heart disease, remotely measuring BP, pulse oximetry and weight, and symptom questioning. Management plans promote patient independence and confidence. A senior nurse responds to alerts over 24 hours, giving advice or despatching a matron or other practitioner.

Caroline Fowles, chief executive of NHS Swindon, said being shortlisted for the awards "is a credit to their work – as well as good news for Swindon residents".

Highly commended: Lillian Broatch and Sue Colley, Northumbria Healthcare Foundation Trust, linked with Tanzania

A laparoscopic service has been provided at the Kilimanjaro Christian Medical Centre in Tanzania, with support and education for nurses and doctors via a telementoring link.

This allows us to exchange information with our Tanzanian nursing and medical colleagues. We share educational events, support and develop specialised nursing and medical training to improve surgical outcomes.

Marina Copping and colleagues, NHS Lothian

Mobile clinical assistants – hand held computers – support safer, more efficient and effective care at the bedside.

Nurse practitioner Susan McGuire was pivotal in the pilot, leading the team, which included doctors, pharmacists and IT staff, and providing the bridge between care and IT.

Melanie Hornett, nurse director at NHS Lothian, said: "This has helped us to improve patient safety and the quality of care. It has enabled staff to spend more time with patients."

Christine Bryer and colleagues, Sheffield Teaching Hospitals Foundation Trust

The Electronic Clinical Assurance Toolkit (eCAT) provides evidence of a ward/department's compliance with local/national standards, guidelines and policies. The eCAT has released time to care. It empowers ward managers to change to practices and strengthens the objectivity of assessments.

Hilary Scholefield, chief nurse, said: "Its greatest benefit is as a driver of patient care. It increases staff satisfaction as they use their time focusing on improvement."

Nicola Williams, Abertawe Bro Morgannwg University Trust

Before this project, there was no systematic mechanism to provide assurance at a ward, directorate or board level. Now, ward managers have the information they need to run their wards effectively. This project included: implementing minimum nursing standards; providing assurance on the quality of care, triangulated with finance and targets at ward, directorate or board level.

> **Streamlining key patient information has greatly reduced handover time, releasing time for care**

JUDGES

- Chris Wood (chair), UK field manager, Panasonic
- Gail Mooney, framework director – postgraduate, school of health science, Swansea University
- Ros Moore, director of nursing, Connecting for Health
- Barbara Stuttle, director of quality and nursing, and deputy chief executive, NHS South West Essex

WINNER

JANET HUNT AND COLLEAGUES

Heart of England Foundation Trust

Nursing and IT have been working in partnership to create a dynamic and innovative nursing electronic patient handover system.

Electronic patient handover is a modern, systematic approach to information gathering that assists nurses to provide fundamental aspects of patient care each day.

By detailing various care elements including actions, alerts and nursing notes, the EPH system has become a communication hub where nurses focus on the right information at the right time and in the right place. This rationalising and streamlining of key patient information has also greatly reduced handover time, the result being time released to direct patient care.

"Handover is at the centre of hospital based nursing care and this entry captures the spirit of the award," said the judges. "It is linked to the trust's I-Care System and really has the whole thing joined together."

Sponsored by Panasonic

Panasonic works from seven business principles, including untiring effort for improvement, adaptability and contributing to society. Panasonic is therefore pleased to support the Nursing and Technology Award. Panasonic Toughbook developed its mobile clinical assistant, the CF-H1 in conjunction with Connecting for Health, Intel and clinicians who would use the device day to day. The resulting CF-H1 meets infection control standards, is fully rugged and, with its long battery life, allows a full day's work without the need to recharge. Panasonic Toughbook would like to congratulate all the nominees.

Panasonic
TOUGHBOOK

PATIENT DIGNITY

FINALISTS

Highly commended: Ian Bartlett and colleagues, Cornwall Partnership Trust

The Cove ward team improved care of patients at the end stage of dementia to prevent transfer to an acute setting. Through new ways of working and acknowledging dementia as a terminal illness, both patient and carer experience have been improved.

A carer, whose husband received palliative care on Cove, said: "I always felt listened to by the staff and my ideas were encouraged, discussed and supported where possible. The staff enabled us to experience his death in a very personal and private way, something we shall always be grateful for".

Highly commended: Clare Pratt and colleagues, Liverpool Heart and Chest Hospital Trust

The day ward lounge project aimed to maximise patient privacy and dignity in a comfortable, calm environment. Patient information and how clinical interaction takes place have changed, as well as policies on clothing and pre-procedure food and drink. Patient journeys were enhanced and excellent care and safety maintained.

Patients have said: "Everything's been wonderful, lovely environment and everything"; "I felt a lot more relaxed than last time"; and "You're better off if you can keep your clothes … you get those gowns where you can't fasten yourself!"

Alison Goodwin, Salford Royal Foundation Trust

Alison took a six month secondment to lead on a project looking at single sex accommodation for patients admitted in an emergency. By tackling the issue in a planned and measurable way, Alison and the ward teams achieved single sex accommodation for over 95 per cent of emergency admissions from a baseline of just 19 per cent in six months.

Phillipa Hooton and colleagues, Frimley Park Hospital Foundation Trust

The profile of privacy and dignity has been significantly raised at Frimley Park Hospital. We have embedded dignity into the culture of our care. All staff are expected to be dignity champions and challenge poor practice.

Privacy and dignity extends to areas such as staff attitudes and trust culture, so we looked at the whole patient experience. Training and audits have been conducted.

Phillipa said: "We have embedded the fundamental principles of privacy, dignity and respect into the culture of the organisation, for the whole patient experience."

Ann Lloyd and Ruth Molloy, NHS Bolton

Ruth and Ann with Age Concern Bolton worked with older volunteers to produce a pack to raise awareness of dignity.

The project involved facilitating a group of older people to write a script and act in a short film that demonstrates dignity challenges. The DVD comes with trainer notes and group activities. The pack, issued free to service providers, can be used by individuals or groups of staff. It has been used extensively and received excellent feedback.

> "Patients drove this – they now say they feel like people, not a collection of symptoms. Truly inspiring

JUDGES

- Fay Baillie (chair), assistant director of nursing/clinical lead – patient experience, NHS West Midlands
- Jill Maben, senior research fellow and director, National Nursing Research Unit, King's College London
- Susan McLaren, professor of nursing, London South Bank University

WINNER

LORRAINE SMITH AND COLLEAGUES

St Benedict's Hospice

The project was about developing a way of working that was patient led and structured around the patient's day instead of how the multidisciplinary team chose to deliver care – truly putting patients and families at the centre of how we deliver services at Saint Benedict's Hospice.

The aims of the project were about the delivery of safe and effective care where patients have choice, have control over their experience, are involved in decisions and have the support and information required to enable them to do this throughout their stay, while at the same time ensuring privacy and dignity are respected.

Katherine Henderson, senior nurse business manager, said: "This work has really led to significant improvements in the whole patient and family experience at a very difficult time in the their lives – this is supported by patient and carer feedback.

Judges said: "Patients drove this change – they now say they feel like people, not just a collection of symptoms. Truly inspiring."

Sponsored by NHS West Midlands

NHS West Midlands provides leadership for the 44 local NHS organisations. The strategic health authority is responsible for ensuring that the £8bn spent on healthcare in the region delivers the best services, experience and value for money for over 5.4 million people. It aims to: transform health services so they react not only to ill health but also put much more emphasis on prevention; add years to life and life to years – reducing unfairness in health; and enable, empower and support people to manage their own health. This is achieved through a clinically led, evidence based and patient centred approach to care. We seek to ensure that patient dignity is a top priority from before birth to after death for bereaved families.

NHS West Midlands

PATIENT PATHWAY

FINALISTS

Highly commended: Steve Hill, The Christie Foundation Trust

A nurse led day case abdominal paracentesis service has been estimated to have cut hospital stays by 75 per cent and improved the patient journey. Because 89 per cent of patients are suitable for the service, it saves 1,000 bed days a year.

Sister Lesley Fitzsimmons, clinical nurse specialist and procedure team manager, said: "With no similar service available for reference, Steve worked diligently to establish a standard operating procedure and protocols and undertook the pilot feasibility studies. Steve is to be congratulated for his forward vision, diligence and determination in driving the project from conception to completion."

Wendy Lear and colleagues, Walsall Hospitals Trust

Walsall Manor Hospital is the first in the country to introduce post discharge courtesy phone calls to its patients.

Wendy Lear, head of nursing, planned care, said: "The project aims to achieve effective communication and information exchange between patients and clinicians. This will enable us to ensure that our care is patient centred."

Rachel Lewis, Manchester Community Health

A community matron moved services closer to home for older people with advanced, co-morbid conditions, through a partnership between primary care and specialist services. Patient pathways reflected individual needs and reduced the disease and treatment burden on patients and families.

"Effectively coordinating services across primary and specialist services not only optimises patient centric care but also reduces the pressure on acute trusts," said Bev Waddell, consultant nurse for older people.

Matthew Thompson and colleagues, Tees Esk and Wear Valleys Foundation Trust

A team of acute adult inpatient staff and patients used the principles of the Virginia Mason Production System to improve patients' safety and experience. Changes included developing a patient workbook, streamlining the admission process, and rescheduling visiting times to protect patient engagement sessions with staff. By being given the authority to change the environment and working practices, the team has significantly reduced patient safety related incidents.

Sofia Wadman, Hywel Dda Health Board

Sofia's work in raising the profile of self-harm and emotional health in young people has resulted in an integrated care pathway for young people who self-harm being developed for use in accident and emergency.

Glyn Jones of Mid & West CAMHS Commissioning Network said: "Her training package has been extremely successful."

Sofia was also shortlisted in the Child Health category (p13).

> "It was very much above my expectations. I must compliment the excellent team. A five star operation

JUDGES

- Angela Brown (chair), associate director of clinical quality, NHS North West
- Rosemary Cook, director, Queen's Nursing Institute
- Gillian Leng, deputy chief executive and chief operating officer, NICE

WINNER

LOUISE COOPER AND COLLEAGUES

NHS Luton Community Services

This is the first nurse led community diagnostic endoscopy service in the country, offering patients a choice of having a diagnostic gastroscopy via the nose or mouth. Quite simply, the focus is on quality rather than quantity.

"It was very well explained and very much above my expectation," said Harish Umradia, a patient. "My endoscopy was very well carried out and I must compliment Paul Hagan and the excellent team. Splendid. A five star operation."

Management are proud of the team's success. Wendy Walker, head of clinical services, said: "The hard work, commitment and enthusiasm of the team has developed a gold star service that Luton can be proud of."

The focus on patients was endorsed by the judges, who said: "This evidence based community endoscopy service focused on the needs of patients, with good systems for integration across primary and secondary care."

Sponsors by NHS North West

NHS North West is the strategic health authority for the north west of England. Our role is to make sure that all NHS organisations in the region provide the best possible healthcare. NHS North West provides leadership for all NHS organisations across the region. We have overall responsibility for the performance of 24 primary care trusts, 23 acute trusts, eight mental health trusts, seven specialist trusts and the North West Ambulance Service. We make sure that NHS services in the North West provide high quality, clinically safe services and spend taxpayers' money properly. Improving public health and reducing health inequalities are also important strategic objectives.

NHS North West

PATIENT SAFETY

FINALISTS

Highly commended: Tari Muringai and colleagues, Barts and the London Trust

Tari, a senior sister in the acute renal medicine ward, and her team piloted the Lean pathways to improve safety and quality care for the renal patient.

Charles Gutteridge, medical director, said: "Here is an example of outstanding leadership by an integrated team of nurses and doctors. Six months ago, the renal team diagnosed between four and six cases of *Clostridium difficile* a month. The introduction of close monitoring of antibiotic use, and vigorous cleaning and challenging of poor hygiene has led to the position where they have had no cases for 74 days."

Fiona Burton and colleagues, Heart of England Foundation Trust

The team work across three hospital sites and have halved the number of patients developing pressure ulcers in hospital in a year, by writing policies and guidelines, educating staff, and standardising documentation and equipment ordering systems.

They have led and empowered staff to improve the quality and safety of patients' care by proving to them that pressure ulcers are preventable, and engaging them by developing a link nurse system, a website, a newsletter and a recognition award for excellence in tissue viability. This has changed the culture of the organisation to one of "no tolerance of avoidable pressure ulcers".

Jacqueline Leonard and colleagues, Tameside Foundation Trust

An infant was admitted with an umbilical granuloma, and a doctor applied silver nitrate. On removing the dressing, the team found extensive black superficial burns.

On investigation, there was found to be no evidence of a guideline or protocol for the application of silver nitrate.

Research was undertaken initially to ascertain the correct procedure when applying silver nitrate. However, this unearthed a treatment for umbilical granulomas using salt. A protocol was developed and initiated immediately.

"This is an excellent project. To think that a clinical incident has resulted in the production of a living guideline rather than a parental complaint is amazing," said Alison Goodge, manager of the children's community nursing team.

Paul Mulholland and colleagues, NHS Tameside and Glossop

Shire Hill intermediate care unit had a higher number of patient falls than similar units in the area, so a project was set up to develop an integrated falls management strategy.

Key was the recognition that commitment from every single staff member from domestics to senior managers was crucial to success. In addition, patient dignity was not to be compromised by having a single focus on reducing risks.

A whole systems approach was adopted. The project brought together clinical and non-clinical disciplines, resulting in a strategy that has significantly reduced inpatient falls. It has also raised patient and staff awareness of the reasons for and the effects of falls on quality of life.

> "A wonderful role model of excellence in patient safety, with real improvements. Truly amazing

JUDGES

- Suzette Woodward (chair), director of patient safety strategy, nursing lead for patient safety, National Patient Safety Agency
- Angela Brown, associate director of clinical quality, NHS North West
- Bob Ricketts, director of system management and new enterprise, Department of Health

WINNER

DAWN WARDELL AND COLLEAGUES

George Eliot Hospital Trust

In 2005-06, George Eliot Hospital had the highest hospital standardised mortality ratios in England at 143, plus high rates of healthcare associated infection and a £7.3m deficit. Staff morale was poor.

Two years later, this trust is very different, having transformed its culture to one where patient safety is central. Commitment from the executive team through to frontline ward staff has reaped rewards for patients. The HSMR has fallen to 96, and *Clostridium difficile* infection rates are down by 34 per cent and falls by 20 per cent.

"The nurses have been the driving force behind this work – we couldn't have done it without them," said associate medical director Dr Gordon Wood.

Judges described the turnaround as "truly amazing".

They said the work was "an excellent project that takes a whole system approach led from the top and the bottom. A wonderful role model of excellence in patient safety that has shown real improvements for patients."

Sponsored by the National Patient Safety Agency

The National Patient Safety Agency leads and contributes to improved, safe patient care. We do this by informing, supporting and influencing organisations and people working in the health sector. We have three divisions: the National Reporting and Learning Service, which aims to reduce risks to patients receiving NHS care and to improve safety; the National Clinical Assessment Service, which supports the resolution of concerns about the performance of practitioners to help ensure their practice is safe and valued; and the National Research Ethics Service, which protects the rights, safety, dignity and wellbeing of people taking part in clinical trials and other research in the NHS.

NHS
National Patient Safety Agency

TEAM

FINALISTS

Highly commended: Sheila Oakley, Wirral University Teaching Hospital Foundation Trust

The domestic abuse coordinator was employed to work with Wirral's Crime and Disorder Partnership to address issues around domestic abuse. The role also involves secondment one day a week to Wirral's Family Safety Unit, which allows for robust inter-agency working.

Having a single point of access means that medical/nursing staff can continue with their work, knowing that a vulnerable person/patient is being supported.

Mel Kean and colleagues, Cambridge University Hospitals Foundation Trust

The team improved the layout and organisation of the post anaesthetic care unit, and streamlined the ordering and accessibility of equipment, to maximise their effectiveness. The "5S" Lean thinking approach to workplace organisation ("sort, set, shine, standardise and sustain") was used. There is now less waste in both time and stock.

Jayne Mudd and colleagues, South Tees Hospitals Foundation Trust

The nurse team have developed an outreach nurse led service for patients with or who are suspected to have cardiac arrhythmia. This consists of nurse led arrhythmia clinics, a patient/carer helpline, and a triage system enabling timely referrals to the most appropriate person or clinical area.

A clinical traffic light model ensures the safe assessment and treatment of patients according to clinical need.

Senior nurse Sam McLoughlin said: "This is an excellent service that our team have set up. It has used the resources appropriately in both primary and secondary care."

This entry was also shortlisted in the Innovation in Your Specialty category (p19).

Sue White and Lisa Gray, Wiltshire PCT

Healthy Families, Healthy Future is a 12 week weight management course which incorporates all aspects of the community from nurses, healthcare assistants, physiotherapists and a local walking group. It promotes healthy eating and fun weight management to fit in with lifestyle of patients.

Sponsored by Unison

UNISON is delighted to support the 2009 *Nursing Times* awards. Every day, our members make an outstanding contribution to patient care and they value and recognise this. UNISON is keen to work in partnership with major stakeholders in health, such as *Nursing Times*, to promote excellence in nursing and to encourage evidence based care. That is why we have chosen to support the Team of the Year Award. This award is open to any member of the nursing family, whose contribution – big or small – has made a real difference to the team and/or patient care.

UNISON
the public service union

> **An excellent initiative – very simple but with a high impact on patient care. A true team effort**

JUDGES

- Gail Adams (chair), UNISON head of nursing
- Clare Chapman, director general of workforce, Department of Health
- Ann Moses, UNISON branch secretary, Northern Lincolnshire and Goole Hospitals Foundation Trust
- Firas Sarhan, senior lecturer, Bucks New University
- Mandie Sunderland, chief nurse, Heart of England Foundation Trust

WINNERS

MARIE TURNEY AND COLLEAGUES
Milton Keynes General Trust

The team have devised a scheme using red water jugs to ensure that patients are adequately hydrated. A bespoke hydration tool was designed to assess patients on admission.

This work highlights great teamwork. It demonstrates how the skills of good leaders can make a simple idea become a great approach that can spread widely, for a low cost and great benefit to patients, and which encompasses safety and maintains dignity. A fantastic team can revolutionise an approach with the simplest tools.

Dotty, aged 95, approved: "This is much easier to use – it is lighter. My eyesight is not so good and the colour stands out. I love the handle because it is easy to hold."

The judges said this was "an excellent initiative – very simple but with a high impact on patient care. A true team effort."

AMANDA WILLIAMSON AND COLLEAGUES
University of East Anglia

Staff at the University of East Anglia, East Anglia's Children's Hospices and the Norfolk and Norwich University Hospitals Foundation Trust developed a care pathway for babies discharged from neonatal intensive care to end of life care.

They aimed to facilitate a care pathway that would establish palliative care that is as meaningful and as clinically and socially acceptable as life extending endeavours. A parent said: "East Anglia Children's Hospices has become an enormous source of support, helping us as a couple and allowing us to stay strong for our children."

The judges described the pathway as "an excellent, innovative initiative that required collaborative working from several teams".

WINNERS AND FINALISTS

CHIEF NURSING OFFICER

Winner

Beverley Tabernacle and colleagues Salford Royal Foundation Trust

ACCIDENT AND EMERGENCY

Winner

Beverley Tabernacle and colleagues Salford Royal Foundation Trust

Finalists

Billi Hamnett University Hospitals of Leicester Trust
Mike Paynter Somerset Primary Care Trust
Jacqui Rutter and colleagues Heart of England Foundation Trust

BANK AND AGENCY

Winner

Lesley Weeks British Nursing Association

Finalists

Highly commended: Pat Fleming British Nursing Association
Highly commended: Brenda Willis Peterborough and Stamford Hospitals Foundation Trust
Sharon Richer Hays Healthcare
Jacqueline Stenson British Nursing Association
Kathleen Toulson British Nursing Association

CANCER NURSE LEADER

Winner

Anne Snow Isle of Wight Primary Care Trust

Finalists

Highly commended: Dr Karen Roberts Gateshead Health Foundation Trust
Elaine Lennan Southampton University Hospitals Trust
Helen Roe North Cumbria University Hospitals Trust
Lesley Spencer Ashford and St Peter's Hospitals Trust

CHILD HEALTH

Winner

Paul Mulholland and colleagues NHS Tameside and Glossop

Finalists

Highly commended: Sam Smith and Lorraine Case The Christie Foundation Trust
Marcelle de Sousa MBE and colleagues London Network for Nurses and Midwives
Beth Jacobs and colleagues Southampton Community Healthcare
Lynn Lewendon NHS Leeds
Sofia Wadman Hywel Dda Health Board

CONTINENCE

Winner

Joanne Mangnall and colleagues NHS Rotherhan

Finalists

Highly commended: Belinda Wolfendale and colleagues Scope-Beaumont College
Jackie Rees and Allison Sharpe The Newcastle upon Tyne Hospitals Foundation Trust
Katherine Wilkinson and Gillian Nottidge Bradford and Airedale Teaching Primary Care Trust (for two projects)
Qadar Zada Wolverhampton City Primary Care Trust

INFECTION CONTROL

Winner

Deborah Barry and colleagues Royal Free Hampstead Trust

Finalists

Joanne Anderson and colleagues Cambridge University Hospitals Foundation Trust
Patty Hempshall and colleagues Sheffield Teaching Hospitals Foundation Trust
Anthony Palmer and colleagues Luton and Dunstable Foundation Trust
Christine Perry and colleagues University Hospitals Bristol Foundation Trust
Katrine Rufeea and colleagues Kettering General Hospitals Foundation Trust

INNOVATION IN YOUR SPECIALTY

Winner

Fiona Murphy and colleagues Royal Bolton Hospital Foundation Trust

Finalists

Highly commended: Linda Mills and colleagues NHS Rotherham
Jayne Mudd South Tees Hospitals Foundation Trust
Claire Downes and Lynn Bax NHS Blackburn with Darwen
Jill Hill and colleagues NHS Birmingham East and North
Lynn Sutcliffe and Heather Hollowell NHS Blackpool

IMPROVING MATERNITY SERVICES

Winner

Carolyn West and Alison Williams Doncaster and Bassetlaw Hospitals Foundation Trust

Finalists

Highly commended: Joy Clarke and Shamsa Ahmed Whittington Hospital Trust
Fiona Blackwell and colleagues Stockport Foundation Trust
Amanda McDonough Wirral University Teaching Hospitals Trust
Karen Palmer and colleagues Walsall Hospitals Trust
Jayne Rowney NHS Kirklees

MENTAL HEALTH

Winner

Rebecca Dawber Greater Manchester West Mental Health Foundation Trust

Finalists

Highly commended: Martyn Lewis and colleagues Dorset HealthCare Foundation Trust
Stuart Jones and Julia Judd Portsmouth City Teaching PCT
Lizzy Melless and colleagues North Essex Partnership Foundation Trust
Kathy Swanzy-Asante and colleagues Central and North West London Foundation Trust
Donna Swinden and colleagues Tees, Esk and Wear Valleys Foundation Trust

NURSING AND TECHNOLOGY

Winner

Janet Hunt and colleagues Heart of England Foundation Trust

Finalists

Highly commended: Helen Rollings and colleagues NHS Swindon
Highly commended: Lillian Broatch and Sue Colley Northumbria Healthcare Foundation Trust, linked with Tanzania
Marina Copping and colleagues NHS Lothian
Christine Bryer and colleagues Sheffield Teaching Hospitals Foundation Trust
Nicola Williams Abertawe Bro Morgannwg University Trust

PATIENT DIGNITY

Winner

Lorraine Smith and colleagues St Benedict's Hospice

Finalists

Highly commended: Ian Bartlett and colleagues Cornwall Partnership Trust
Highly commended: Clare Pratt and colleagues Liverpool Heart and Chest Hospital Trust
Alison Goodwin Salford Royal Foundation Trust
Phillipa Hooton and colleagues Frimley Park Hospital Foundation Trust
Ann Lloyd and Ruth Molloy NHS Bolton

PATIENT PATHWAY

Winner

Louise Cooper and colleagues NHS Luton Community Services

Finalists

Highly commended: Steve Hill The Christie Foundation Trust
Sofia Wadman Hywel Dda Trust
Rachel Lewis Manchester Community Health
Matthew Thompson and colleagues Tees, Esk and Wear Valleys Foundation Trust
Wendy Lear and colleagues Walsall Hospitals Trust

PATIENT SAFETY

Winner

Dawn Wardell and colleagues George Eliot Hospital Trust

Finalists

Highly commended: Tari Muringai and colleagues Barts and the London Trust
Fiona Burton and colleagues Heart of England Foundation Trust
Jacqueline Leonard Tameside Foundation Trust
Paul Mulholland and colleagues NHS Tameside and Glossop

TEAM

Winner

Marie Turney and colleagues Milton Keynes General Trust
Amanda Williamson and colleagues University of East Anglia

Finalists

Highly commended: Sheila Oakley Wirral University Teaching Hospital Foundation Trust
Mel Kean and colleagues Cambridge University Hospitals Foundation Trust
Jayne Mudd and colleagues South Tees Foundation Trust
Sue White and Lisa Gray Wiltshire Primary Care Trust