



**PATIENT SAFETY**  
AWARDS 2020

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**HSJ**

# PROJECT SHOWCASE

# SERVICE USER ENGAGEMENT AWARD

WINNER



## SOUTH EASTERN HEALTH AND SOCIAL CARE TRUST CO-PRODUCTION OF A COMIC BOOK IN HMP HYDEBANK WOOD SECURE COLLEGE WITH YOUNG MEN IN CUSTODY

The aim was to co-produce a comic book with young people in custody to deliver a pertinent healthcare message to others of the dangers of drug misuse, by bringing their personal stories to life through storytelling and pictures and utilising it to educate and help others in custody. The resulting Comic Book is a humorous, relatable, amateur publication. Without the involvement of young men in custody in HMP Hydebank Wood College, the comic would not have been possible. Their unique insight into prison life and drug misuse has been invaluable. Their creativity and engagement has helped to produce an informative and educational yet relevant and humorous source of information.

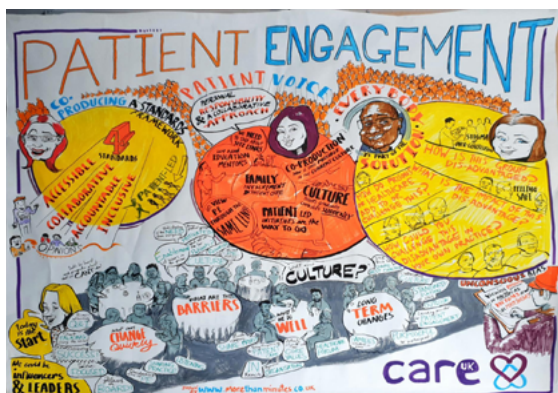
### JUDGES COMMENTS

*This winning organisation has created a really innovative model to engage with a hard to reach population tackling challenging health issues in prison. There was good evidence of service user involvement and all feedback from these service users has been 100% positive. This project not only improved the health of the prison population but also improved skills of those involved in the project creation and implementation.*



# SERVICE USER ENGAGEMENT AWARD

## HIGHLY COMMENDED



### Practice Plus Group

#### Using Prisoner Health Champions to Enhance Health and Wellbeing Outcomes

Throughout 2019 the Health in Justice patient engagement team conducted a national review of patient peer roles and participation in design, delivery and evaluation of prison healthcare services. This identified a need for a standardised peer role and bespoke training. A bottom-up approach ensured that patient voice and experience drove project development, via focus groups and consultations facilitated by a lived experienced colleague.

A successful Health Champions scheme used across 12 West Midlands prisons was used as the framework for national implementation. Following a pilot across 6 further prisons, the goal is to integrate Health Champions nationally by 2021.

### JUDGES COMMENTS

*This was a fantastic initiative engaging a hard to reach group. Co-production by the inmates produced a successful and meaningful model that prisoners valued and utilised, resulting not just in improved health outcomes but also giving individuals a greater understanding how to maintain a healthy lifestyle once they leave prison. The judges felt this innovative project has such huge potential for use elsewhere.*

## FINALISTS



### Belfast Health and Social Care Trust

#### Active Birth Centre

Robust clinical evidence supports establishment of Alongside Midwife-Led Units (AMU'S), co-located to Obstetric-Led Units with a shared

philosophy and understanding of normal birth. The Active Birth Centre (ABC) first opened in 2015 however, activity levels were consistently lower than anticipated, with an absence of standard operating procedures and pathways and not all women eligible for the unit were offered or aware of, the opportunity to labour and birth there.

The ABC project had the aim of embedding the ABC as a 'true' AMU and viable birthplace option for all women with low risk pregnancies birthing within this Trust. Key drivers are to increase activity within the ABC, normalise birth and reduce interventions, improve women's birth experience and increase midwifery confidence.



### Cardiff and Vale University Health Board

#### Co-Production: Public and Professional working together to redesign and implement a model of care for newly diagnosed Coeliac Disease

Variations in service delivery were identified for patients with newly diagnosed Coeliac Disease (CD), with some patients waiting twice as long as our service standard.

The service model at the time was based around a traditional 1:1 outpatient consultation. Through service user engagement we established our ambition to transform the traditional model, retaining the elements valuable to patient care, whilst modernising and improving aspects patients and staff did not find valuable. The team hypothesised that an 'e-dietary advice' video containing quality information, accessed via our Health Board's 'YouTube' channel, could improve patient experience.



# SERVICE USER ENGAGEMENT AWARD

## FINALISTS



### Royal Brompton & Harefield FT

#### Engaging people with Cystic Fibrosis to improve service delivery

The Royal Brompton Hospital is one of the largest Cystic Fibrosis (CF) Centres in Europe and has experienced increased waiting times for annual review appointments, clinic appointments and day case reviews. This project describes the introduction of technology for both data collection and storage, and virtual consultations, with the goal of reducing the burden of seeking care, provide a platform to self-monitor health outcomes and to relieve the concerns around cross infection, time, cost and travel constraints.

The co-production of this initiative has been patient driven but adopted and developed by the CF team and their technology partners.



### Royal Devon and Exeter FT

#### Using Patient Engagement and Co-Production to Introduce a New Cancer Rehabilitation Programme

In 2018 the Royal Devon and Exeter NHS Foundation Trust received funding through the Peninsula Cancer Alliance transformation funding to help transform the patient pathway and implement personalised care and support for people living with and beyond cancer. The aim of the initiative was to introduce a rehabilitation service which would provide much needed education and exchange of information alongside specific targeted group exercise programs to help people to better understand, manage and improve the side effects of cancer treatments.



### Warrington and Halton Teaching Hospitals FT

#### Hearing those hard to reach voices: using social media as a platform for engagement

Nationally the Maternity Voice Partnership (MVP) is a significant platform from which engagement relationships are initiated and maintained with local service users and maternity service providers. Over the past 5 years, Warrington Hospital have tried a number of times using various approaches to engage service users to lead the MVP. This project describes the “blog” project that the hospital utilised once they acknowledged the power of social media and had seen a significant increase in user engagement through the Maternity Facebook page over the previous 6 months.



### Worcestershire Health and Care Trust

#### BESTIE - Mobile Application

The team designed and built a bespoke CAMHS resource called BESTIE (Balance Energy Support Thrive Interactive Evolve). The BESTIE project brief was for young people, clinicians, IT professionals and Designers, to collaboratively design, build and develop an online resource and app, to help young people in Worcestershire better manage their mental health needs. CAMHS was involved in the initial development of the Trust's GDE application and was able to highlight how the use of new technology could potentially be used to support the mental health and emotional wellbeing of children and young people within their region.





# Thank you to our partners

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