



Winners' guide

Advancing Healthcare Awards Wales 2019

Innovation | Creativity | Leadership | Compassion

Celebrating the winning entries presented on
26 November 2019 at the Mercure Holland House Hotel, Cardiff



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Congratulations to all our winners and finalists

“ Welcome to the work of the finalists of the 2019 Advancing Healthcare Awards Wales for allied health professionals, healthcare scientists, pharmacists and those who work alongside them.

We were so impressed by the number and standard of the entries for the inaugural Advancing Healthcare Awards Wales this year. Our judges certainly faced a challenging task to select finalists in each category. One of the unique features of our awards is that finalists are judged by a mix of specialists across the AHP, healthcare science and pharmacy world. This means that finalists have to explain carefully what their work is about and its significance in the bigger health and social care picture – an important skill for anybody seeking to share their innovative work outside their immediate place of work and increase its chance of implementation on a national scale.

Congratulations to all our finalists who have captured what they have achieved, told us how they did it and how you can do it too. Last, but by no means least, thank you to all our awards nominees for their innovative work that has transformed the experience and outcomes for people in Wales. ”

Ruth Crowder

Chief Allied Health Professions Advisor
Welsh Government

Dr Rob Orford

Chief Scientific Advisor for Health
Welsh Government

Andrew Evans

Chief Pharmaceutical Officer
Welsh Government

Our Winners' Guide is a vital part of the Advancing Healthcare awards programme. We are proud of it for (at least) four reasons:

- 1** It gives participants, guests, entrants and the wider healthcare world a chance to digest more fully the work of the finalists
- 2** It is a more permanent record of the achievements of AHPs, pharmacists and healthcare scientists in Wales than an awards ceremony can ever achieve
- 3** It gives contact details for those wanting to find out more to build on their own work and to share experiences
- 4** It helps us to stand out from the crowd – very few award organisers take the trouble to deliver this final piece of the jigsaw.

If you would like to be involved in the next awards as a sponsor, judge or simply share some ideas about how we can develop the programme, please contact Rachael Fisher on rachael@chamberdunn.co.uk or call 020 8334 4500

Advancing Healthcare Awards 2019 Wales

OVERALL WINNER



Leading patient and carer focussed Service transformation within Paediatric OT services

Amanda Atkinson

Lead paediatric occupational therapist Swansea Bay University Health Board

“

Amanda embodies passionate, dedicated leadership to enhance patient services and inspire those around her.

”

FIND OUT MORE

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AHA
2019 Cymru
Advancing healthcare awards
ALLIED HEALTH PROFESSIONALS, PHARMACISTS & HEALTHCARE SCIENTISTS

LIFETIME ACHIEVEMENT AWARDS



Pharmacy Lifetime Achievement

Fiona Woods

Director

Welsh Medicines Information Centre

Fiona joined the NHS in Wales 1987 as Principal Pharmacist for the then All Wales Drug Information Service and has dedicated the last 30 years to supporting the safe, effective and efficient use of medicines through evidence based information and advice.

In that time, Fiona has grown the Welsh Medicines Information Centre, from its original 7 staff to the current 15 strong team of pharmacists, pharmacy technicians, information scientist and support staff. The Centre supports the 9 local medicines information centres across Wales and forms part of the network of 170 centres across the UK. Fiona is a member of the UKMi Executive and leads on clinical governance for that body.

In previous roles Fiona has also provided strong leadership as Pharmaceutical Director of the Yellow Card Centre Wales, contributing to the Centre being at the forefront of protecting patients from adverse effects of their medicines.

Always championing research and the development of others, Fiona has supervised a range of PhD, MSc and MPhil projects in conjunction with colleagues from the Welsh School of Pharmacy and College of Medicine; and under her leadership the Welsh Medicines Information Centre team has played a significant part in the training and development of too many pharmacy professionals to count.



Fiona is a consummate professional, passionate about delivering high standards of evidence-based information and her personal commitment provides a role model for pharmacy professionals not only across Wales but the whole of the UK.



Healthcare Science

Lifetime Achievement

Annette Thomas

Clinical Lead for Point of Care Testing (PoCT)

Annette has worked in quality assurance for almost 30 years and has been the director of the Welsh External Quality Assurance Scheme for the last two decades. Under Annette's leadership, WEQAS has become one of the largest quality assurance schemes in Europe with over 500 hospital laboratory clients and 30,000 Point of Care testing clients. Annette is passionate about quality assurance in the clinical laboratory and was one of the first professionals to recognise the need for quality assurance in point of care testing. She has been a driving force in the creation of the All Wales PoCT policy, and is the National Clinical Lead for Point of Care in Wales. Annette has had a huge positive impact on the quality and safety of near patient testing for patients in Wales and beyond. She is known and respected internationally and is recognised by colleagues as a leader in this important area.

In addition to her role as Director, Annette is Chair of the International Federation of Clinical Chemistry and Laboratory Medicine Committee on Analytical Quality. In this role, she has had a major influence globally on quality practices in laboratory medicine, with a special focus on developing countries.



For her tenacity, passion about the quality of patient test results and strong desire to make a positive difference to patient care, Annette is a more than worthy winner of our Lifetime Achievement Award.



Allied Health Professional

Lifetime Achievement

Philippa Ford MCSP MBE

Public Affairs & Policy Manager for Wales (RTD)

Philippa qualified as a physiotherapist in 1986 and worked in the NHS for 14 years. She became CSP's Public Affairs and Policy Manager for Wales soon after the launch of the National Assembly for Wales in 1999.

The relationship she has developed with ministers, politicians, health and social care services and the third sector has raised the profile and the value of AHPs particularly the role of rehabilitation in prevention, reablement and recovery. Through her tenacity, rehabilitation is at the forefront of everyone's mind when planning the transformation of services to enable people to live as independently as possible for as long as possible.

Her colleagues say she is a real team player, generous and utterly collaborative in the way she worked, securing outcomes in many areas which led to service improvements and made a difference for people needing AHP services. Philippa's energy, compassion, commitment and enthusiasm has never waned. Many people across all sectors see Pip as an exemplar AHP -- she was awarded an MBE for Services to Physiotherapy in 2015.

Pip's role in primary care policy development and her work in promoting the role of Physiotherapists as First Contact Practitioners has led to this being rolled out throughout Wales. In 2018, working with three others, Pip was responsible for developing a compendium of Multi-Professional Roles within the Transforming Primary Care Model in Wales. She has been an active and leading member of a number of influencing alliances and a formal advisory group to the Assembly committee scrutinising the Social Services and Wellbeing Wales Act.

Pip was one of the group of AHPs who lobbied and campaigned for the development of the Executive Directors of Therapies and Health Science in Health Boards.



Pip's enduring energy, compassion, commitment and enthusiasm is remarkable. From politicians to carers across all sectors, Pip is warmly regarded and known for her passion and advocacy for people and high quality care, making her a very deserving winner of our lifetime achievement award.

SUPPORT STAFF MEMBER OF THE YEAR SPONSORED BY HEALTH EDUCATION AND IMPROVEMENT WALES (HEIW)



WINNERS

Claire Page

**Medicines Administration
Pharmacy Technician**
Swansea Bay University Health
Board

Claire has embraced new innovative roles which improve patient care, she has stepped outside of the usual pharmacy technician role to administer medication to patients. To do this she has undertaken extra training that enabled her to develop her role and maximise the support she gives to patients. Claire is extremely dedicated to patients and will always go the extra mile for them and her colleagues. She supports patients by educating and counselling them on how best to take their medication and what it is actually for. She identifies those who may struggle to take medication and finds solutions such as changing the formulation of the medication. She works with the ward teams to ensure timely discharge for patients with the correct medicine and a full understanding of their medicine. She is extremely approachable, friendly and hardworking – always there to support her colleagues and the patients.

“**Claire** follows the NHS Wales principle of ‘only do what you can do’ and delivers high quality citizen care.”

Hannah Carpenter

Physiotherapy Technician
Cardiff and Vale University
Health Board

Hannah has worked as a physio support worker in the stroke service for over 17 years and strives to motivate and encourage patients to reach their goals no matter how challenging they seem. Hannah took on a seconded role in co-ordinating volunteers in Stroke Rehabilitation and has carried this role on, on top of her normal duties since the secondment came to an end. She understands the benefits volunteers bring to patients who have lengthy hospital stays, as it allows patients to access vital peer support from ex-patients and other volunteers. This gives them a distraction from their often challenging lives and the opportunity to develop new skills. She continues to develop her links with volunteers’ team and external agencies, creating induction and training programmes to enhance their skills and enjoyment of volunteering. Without Hannah’s commitment and motivation, the ward would not have such a successful programme of volunteer and external agency activities that make such a difference to patients’ experience of in-patient stroke rehab.

“**Hannah** demonstrates clear leadership skills, and everything she does is for the benefit of the patients on the ward.”

FINALIST



Hayley Pincott (pictured right)

Associate Practitioner in Cellular
Pathology

University Dental Hospital

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FIND OUT MORE

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ALLIED HEALTH PROFESSIONAL OF THE YEAR SPONSORED BY THE WELSH THERAPIES ADVISORY COMMITTEE

Welsh Therapies Advisory
Committee

WINNER

Andy Swinburn

Assistant Director of Paramedicine

Welsh Ambulance Services NHS Trust

Andy Swinburn, an established Advanced Paramedic Practitioner (APP) joined the Welsh Ambulance Service NHS Trust as Assistant Director of Paramedicine in 2016. Within his first year at the trust he successfully set up a pilot for the development of the role of the APP through a rotational model, launching in November 2017. The feedback and success of this pilot was phenomenal and Andy subsequently led on negotiations to secure funding for the APP Rotation and significantly increased the number of places for MSc courses for Paramedics in the Trust. The negotiations involved Commissioners, Health Education and Improvement Wales and academic leads across Wales to establish a new, condensed Masters course at 3 universities across Wales. This will establish the Trust as the leading employer for APPs with numbers increasing to over 70 in 2020.

The results of the APP Rotational Model demonstrate the benefits to patients and the wider system of a team approach by APPs – out of 1500 analysed patient incidents, there were no safety incidents and only 30% of patients attended were admitted – avoiding 307 potential unnecessary admissions. Consequently the model has expanded into the rest of Wales with APPs working in the

community – Hywel Dda Out of Hours service and Aneurin Bevan University Health Board general practice – patients are kept at home, improving wellbeing and adding value to the system.

None of this would have been achieved without Andy's enthusiasm, leadership and managerial capability, he now represents Paramedicine at both Executive and Board level as well as presenting at major conferences throughout the UK. He has now enrolled on the Academi Wales Medical Leadership Programme and completed the Postgraduate Certificate in Clinical Leadership.

“Andy is a role model, leading the way through breaking down traditional barriers and promoting the vision for the future of the paramedic profession.”

FINALISTS



Philippa Ford MCSP MBE

Public Affairs & Policy Manager for Wales (RTD)

The Chartered Society of
Physiotherapy

@PhilippaFord1



Gafin Ericson Morgan

ESP Podiatrist Clinical Lead CMATS Foot and Ankle

Cwm Taf Morgannwg University Health Board

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HEALTHCARE SCIENTIST OF THE YEAR

SPONSORED BY THE WELSH SCIENTIFIC ADVISORY COMMITTEE

Welsh Scientific Advisory Committee

WINNER

Clive Morgan

Managing Director of the All Wales Genetics and Genomics service/Assistant Director Therapies and Health Science

Cardiff and Vale University Health Board

Clive Morgan is a role model for other scientists, he demonstrates the possibility that any scientist can achieve a career path from front line clinician to Board level. He has held a wide range of roles promoting the key contributions of health care scientists.

Clive has been part of the All Wales Genetics and Genomics Service since its inception. He initially provided HCS leadership support with clinical colleagues and acted as the UHB link with the WG in what became the Genomics for Precision Medicine Strategy. He has also been part of the formation of the Genomics Partnership Wales, providing the foundation to develop fully integrated national clinical and academic genetic and genomic services.

Clive is a clinical scientist with a career that has seen him excel, he has shown the value of healthcare science in leading broader strategic agendas. For example he conducted a comprehensive review of sensory loss service which has been recognised by the NHS Centre of Equality and Human Rights as an exemplar in Wales.

Clive is an ambassador for healthcare science enhancing patient and citizen health and has been involved in several roles:

- Co-chair of the National Healthcare Science Network
- Chair of the national WPOCT implementation Board
- Chair of Informatics Assurance Board
- Chair of the Modernising Scientific Careers Management Board for Wales.
- Vice chair of the South East Wales Pathology collaborative engaging with a range of clinicians and scientists across the Region, NWIS and the NHS Collaborative.
- Healthcare science network, engaging in national with Chief Scientific Officer and all LHB scientific staff.

“Clive is the leading light for healthcare science in Wales, focussed on improving quality and doing the right thing.”

FINALISTS



Philip Wheeler
Senior Clinical Scientist
Velindre University NHS Trust
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Justyna Tull
Lead Genetic Technologist
All Wales Medical Genomics Service (AWMGS)
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PHARMACIST OF THE YEAR

SPONSORED BY THE WELSH PHARMACEUTICAL COMMITTEE

Welsh Pharmaceutical
Committee

WINNER

Meryl Davies

Primary Care Antibiotic Pharmacist

Hywel Dda University Health Board

Meryl Davies has an innovative and disciplined way of working, since starting her post at Hywel Dda UHB she has focussed on addressing the high prescribing of 4Cs antibiotics in Hywel Dda. She has audited practices to assess appropriateness and then visited each practice along with a consultant microbiologist to discuss and educate prescribers on appropriate choices and completing the cycle by revisiting and reauditing. This process has seen an improvement in appropriateness of antibiotic prescribing in 82% of audits and has received positive feedback from practices. Patients on repeat medication are now reviewed to ensure that medication is still appropriate to avoid unnecessary harm.

Meryl has also provided advice on the implementation of CRP testing machines to local clusters and has represented the Health Board on their national work stream. Another project she has worked on is with the Ceredigion Infection Prevention Nurse and Frailty Nurse on the management of UTIs in care homes. Work resulted in a 30% reduction in the amount of antibiotic prescribed during the pilot phase and a reduction in urine samples sent to the laboratory. The algorithm and checklist

sample form used in this pilot has now been utilised by the All Wales UTI group as a basis for an All Wales algorithm. Patients benefit from less evasive testing and appropriate use of antibacterials.

Meryl's reputation is well known amongst the Executive team. She is focussed, driven, and enthusiastic and is both visible and accessible to support clinicians across the Health Board. She has demonstrated a passion for this role and has a vision for how it can be developed.

“Meryl identified a global problem and devised a local solution – she focused on the quality of the service and the savings followed.”

FINALISTS



Paul Gimson

Medicines safety & primary care programme lead for Wales

1000 Lives Improvement Cymru (Improvement Cymru)

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Elizabeth Alexander

Senior Clinical Pharmacist

Betsi Cadwaladr Health Board

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2019 Cymru
Advancing healthcare awards
ALLIED HEALTH PROFESSIONALS, PHARMACISTS & HEALTHCARE SCIENTISTS

THE AWARD FOR IMPROVING PUBLIC HEALTH OUTCOMES

SPONSORED BY PUBLIC HEALTH WALES



WINNER

**Preschool Speech and Language Therapy
Preventative Pathway**

Sue Koziel

**Clinical Lead Speech & Language Therapy for Preschool
Swansea Bay University Health Board**

50% of children living in poverty start school with speech, language and communication needs and 1 in 4 children who struggle with language at the age of 5 do not reach the expected standard of English at the end of primary school.

The preschool Speech and Language Therapy Preventative Pathway was created to promote school readiness by increasing the knowledge of parents and carers as a preventative to ensure earlier identification and treatment of any speech and language communication difficulties.

The pathway provides weekly 'talk-in' sessions held in each primary care cluster – here parents or carers have access and can book 15 minute slots with a registered speech and language therapist without the need for a referral. This allows parents to speak to a professional about their concerns for their children and enables the SLT to offer advice for improved child interactions, reassurance or to arrange for a specialist assessment at one of the community clinics if required.

Immediate results show that parents concerns are validated quickly, rating the

service highly and 50% of children seen have not required escalation to more specialist services.

The implementation of this new service model has also addressed the time heavy issues of the old service, where the team were experiencing increasing referral numbers and the traditional clinic was inflexible. This new model has seen increased staff satisfaction as well as seeing improved outcomes for the children and families.

“They created a supportive, tested and accessible service for children and have improved outcomes and patient and parent experiences”

FINALISTS



Dietetic Led Pathway for Irritable Bowel Syndrome (IBS) management

Kate Harrod-Wild, Jeanette Starkey,
Head of Dietetics – East, Dietetic Team Lead - Gastroenterology

Betsi Cadwaladr University Health Board

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CRP machines in GP practices to reduce antibiotic items

Alison Hughes

Head of Pharmacy & Medicines Management

Sharman Harris

Principal Biochemist West

Betsi Cadwaladr University Health Board

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THE AWARD FOR MAKING EVERY DAY COUNT SPONSORED BY THE WELSH GOVERNMENT



Llywodraeth Cymru
Welsh Government

WINNER

Home Video Telemetry - Meeting the patients' needs closer to home

Neurophysiology Department

Swansea Bay University Health Board

The Home Video Telemetry project was developed as an alternative and cost effective procedure to replace inpatient long term video EEG monitoring with aim of providing a quality video monitoring service at home for patient.

Current diagnoses of epilepsy means that patients have to stay in hospital for 3-5 days whilst undergoing Video EEG Telemetry – this service is restricted by bed capacity and long waiting lists as well as some patients being geographically ineligible and others, where inpatient monitoring is unsuitable due to behavioural or psychiatric disorders. Not only this, but taking a patient away from their familiar environment often diminishes the likelihood of capturing a patient event.

This 'community based approach' required careful management and a fundamental culture change in order to embed this new service across both Health and Social Care. The benefits are tangible with quality outcomes for the patient, financial advantages allowing for an improved and cost effective use of resources. Figures show a financial saving of up to 30% per patient and a reduction of bed occupancy by up to

250 days per year and the evidence shows a 20% greater chance of a positive diagnostic outcome at home than in hospital.

The Home Video Telemetry can be effectively integrated into care service as a routine home or community based procedure and will transform the way the service is delivered, promoting citizens' independence and giving them a stronger voice and control over their care.

“A tailored patient-centred service into community setting reducing misdiagnosis, medication and harm.”

FINALISTS



What Matters to you Matters to us
- Home First improving quality of life

Step Down Team – Central Area

Betsi Cadwaladr University Health Board

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Velindre Mindfulness App

Department of Clinical Psychology and Counselling

Velindre Cancer Centre

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FIND OUT MORE

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THE AWARD FOR OUTSTANDING CONTRIBUTION TO RESEARCH DELIVERY

SPONSORED BY HEALTH AND CARE RESEARCH WALES



WINNER

Toxoplasmosis: Improving health outcomes in vulnerable clinical groups

Edward Guy

Head, Toxoplasma Reference Unit

Public Health Wales

Toxoplasmosis is a parasitic infection that can seriously affect those who are pregnant and those with weakened immune systems such as those with HIV or undergoing chemotherapy.

Edward Guy, has conducted in-depth research into toxoplasmosis which has resulted in;

- Now published national guidelines for investigating toxoplasmosis in pregnancy which are used to protect unborn children
- Development of international standards for diagnosis of toxoplasmosis on behalf of WHO
- Presenting his research findings at national and international conferences as well as included in a number of international journals.

Ed's current work involves the co-production of guidelines for toxoplasmosis in infants for a quicker and more accurate diagnosis.

Ed is the chief investigator of KESS PhD Studentship, serving as a mentor for a PhD student, directing research aims, and study design, ensuring healthcare gains are maximised in research outputs and outcomes. He is conducting research within this PhD Studentship, which will lead to further improved testing aimed at protecting

immunocompromised and HIV patients through better predicting risk of severe disease.

Other research projects where Ed is involved:

- Led on the laboratory expertise input in the multidisciplinary national team in developing the integrated laboratory and clinical guidelines for congenital toxoplasmosis in infants.
- Serves as UK Co-ordinator of the European initiative for best practice in the diagnosis and treatment of organ transplant recipients with toxoplasmosis, involving key transplant centres throughout the UK – supporting these in collecting and submitting data to the study.

Ed Guy is extremely well respected by his colleagues, he is a great source of advice, guidance, support and mentorship to other clinical staff in identifying research needs and opportunities.

“ This research has huge future potential to predict clinical risk in many areas. ”

FINALISTS



Managing patients with blunt chest wall trauma

Ceri Battle

Physiotherapy Consultant in Critical Care and Research

Swansea Bay University Health Board

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@ceribattle



Minimising diabetes foot surveillance disparities across Wales

Jane Lewis

Senior Lecturer in Podiatry

Cardiff Metropolitan University

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FIND OUT MORE

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THE AWARD FOR LEADERSHIP AND CHANGE MANAGEMENT SPONSORED BY HEALTH EDUCATION AND IMPROVEMENT WALES WINNER

Leading patient and carer focussed Service transformation within Paediatric OT services

Amanda Atkinson

Lead paediatric occupational therapist

Swansea Bay University Health Board

Amanda Atkinson has lead a whole service transformation within 18 months and has completely changed the way the Paediatric Occupational Team at Swansea Bay operates. The vision was to create a timely equitable access to OT assessment and interventions across the health board; putting children at the core and working with carers, parents and teachers to empower and support the child. The service redesign has involved;

- Training clinicians in centralised robust screening and referral process – changing systems to proactively manage waiting lists to create a more flexible and mobile workforce.
- Parental group education sessions that teach parents/carers the skillset needed for them to manage and support the needs of their children.
- Advice sessions to teachers, enabling them to support children's development in school – enhancing job roles and skills to manage children in their education. This has developed into Amanda writing an MA module for teachers at Swansea University.

Amanda has not only managed a service redesign but she has done so whilst being acutely aware of her own team's needs and pressures. She has held focus groups, staff

surveys, team building events and has an open door policy. Amanda has supported her team throughout the changes in work practices, giving them not only practical support but also emotional support whilst maintaining a focus on the goal of improving the patient/child services.

As a result of this transformation the waiting lists have been reduced from 45+ weeks to seven weeks, the workforce now actively seek out learning opportunities with 80% obtaining masters modules and 65% of unregistered workforce have completed Agored and now have the skills and competencies to hold delegated caseloads.

Amanda is a passionate clinician who has used her enthusiasm, leadership, personal and professional experiences and dedication to embed this new service transformation, hugely benefitting children, patients, staff, parents, carers and teachers.

“ Amanda embodies passionate, dedicated leadership to enhance patient services and inspire those around her. ”

FINALISTS



Primary Care Audiology Service

Nicola Phillips and Natalie Phillips

Principal Audiologists

Swansea Bay University Health Board

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Promoting recovery and improved quality of life for severe and enduring eating disorder service users

Samantha Sharpe

Head of North Wales Specialist Eating Disorder Service

Betsi Cadwaladr University Health Board

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FIND OUT MORE

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THANK YOU TO ALL
OF OUR JUDGES

