



Winners' Guide

Advancing Healthcare Awards Wales 2021

Innovation | Creativity | Leadership | Compassion

Celebrating the winning entries presented
virtually on 26 November 2021



Chamberlain Dunn Events

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Congratulations to all our winners and finalists

Welcome to the work of the finalists of the 2021 awards for allied health professionals, healthcare scientists and those who work alongside them.

Two years ago we launched the first Advancing Healthcare Wales conference and awards, held in Cardiff at the Mercure Holland House hotel. The pandemic gave us an enforced break, but we are back with our virtual conference held on 25th November and Awards ceremony the next day. Despite the challenging times, and the pressures on everyone, we achieved nearly 90 entries – remarkable.

The Advancing Healthcare awards are a well-established UK-wide programme which has done so much over the years to share good practice across all four countries. For Wales we have worked with the Welsh Government to recast the awards in a format that fits their focus and priorities in health and social care, with the same ambition to celebrate the work of allied health professionals, healthcare scientists and those who work alongside in support roles.

A special thank you to our sponsors who not only provided financial support but helped us with the huge task of judging. These organisations are:

Health Education and Improvement Wales
Welsh Government
Health and Care Research Wales
Attend Anywhere/ Induction Healthcare
Blue Prism
Public Health Wales

No live judging day this time but that didn't deter our finalists from delivering their best to the online judging panels. Our judges as always found the day inspiring and challenging, selecting winners from so many outstanding entries. This Winners' Guide summarises the work of the finalists and gives contact details.

Thank you to everyone who helped to make the 2021 Awards so successful.

Alison Dunn and
Will Chamberlain-Webber

Joint managing directors
Chamberlain Dunn

November 2021

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 and healthcare scientists in 2021 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 Advancing Healthcare 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

THE AWARD FOR NEW WAYS OF WORKING SPONSORED BY WELSH GOVERNMENT, TRANSFORMATION PROGRAMME DIVISION

OVERALL WINNER (AHP) WINNER

Child and Family Community Psychology

Dr Rhiannon Cobner

Aneurin Bevan University Health Board

Child and Family Community Psychology, an NHS service, works both preventatively and in response to identified need in partnership with a range of sectors and communities. It supports professionals' and community members' understanding of the conditions necessary to support children's wellbeing and the skills needed to respond to their distress.

It is a truly transformative approach to the delivery of psychological interventions. It takes psychological ideas out of the clinic and into the community, supporting those who already have relationships with children and young people to be able to 'hold on rather than refer on'. It does this through partnering with teams including social care, housing, police and sport and leisure. It offers skills-based activities to include the three-tier model of consultation, programmes of group work, reflective practice, staff wellbeing, training, and supervision.

“Groundbreaking and incredibly innovative, proving that the more proactive way of working by taking the time to complete processes properly pays off. A vast amount of replicability that should be rolled out across health and social care.”



FIND OUT MORE

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Llywodraeth Cymru
Welsh Government

HIGHLY COMMENDED



Paediatric MRI Scanning - A New Approach

Karen John, Senior MRI Radiographer, Cwm Taf Morgannwg Health Board

Bedtime Magnetic Resonance Imaging is a new way at the Princess of Wales Hospital to obtain a child's diagnostic scan without the need for anaesthesia which reduces waiting times. They are the first hospital in Wales to provide this innovative bedtime list service, inviting the child and their parent/guardian to attend a child-friendly environment which mimics their bedtime routine, with posters, mobiles, their favourite toy and story books, to make the experience less clinical. The families are more at ease so they are more likely to undergo their scan. The waiting time for GA-assisted MRI has been reduced from 18 months to one month.

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FINALIST



Waiting in Pain? An Innovative Rapid-Access Palliative Radiotherapy Pathway

Steve Hill, Planning Radiographer

Dr Mick Button, Consultant Clinical Oncologist, Velindre University NHS Trust

This rapid-access, radiographer-led palliative service, linking all three cancer centres in Wales, gives patients with advanced cancer speedy access to outpatient review and radiotherapy, alongside high-quality trainee education. Over 200 patients have been seen so far with excellent feedback. This service combines a multi-professional workforce into one clinic, allowing for holistic assessment and expert decision making, reducing time to treatment and hospital visits. They removed the need for all care to be delivered by the patient's named consultant, creating a robust, team-based approach.

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THE AWARD FOR DIGITAL AND TECHNOLOGY INNOVATION

SPONSORED BY BLUE PRISM



OVERALL WINNER (HEALTHCARE SCIENTIST) WINNER

WINGS: Rapid Genome Sequencing for critically ill children

Joseph Halstead, Lead Bioinformatician

All Wales Medical Genomics Service

The Wales Infants' and children's Genome Service (WINGS) uses whole genome sequencing (WGS) to deliver a genetic diagnosis for critically ill infants and children as quickly as possible. Rapid genomic sequencing is increasingly being adopted internationally. This, however, is the first UK commissioned NHS diagnostic WGS service.

WGS can reduce a child's diagnostic journey, allow targeted treatment and avoid unnecessary invasive tests. Reading the whole genome is a huge task, and most changes found are harmless, so the data must be analysed and interpreted alongside the child's health information, by a team of scientists and health professionals.

To implement and deliver the service, Joseph used the Illumina Dragen server and designed an in-house bioinformatics software to filter the WGS data and improve speed of the analysis.

“Innovative digital technology that will change how we plan care. Great scope to scale up, transforming the whole way we deliver health care. The potential is massive.”

FINALISTS



Using Digital PROMs to Improve Care for IBS Patients

Sioned Jones, IBS Lead Dietitian

Carol Brook, Deputy Head of Service,

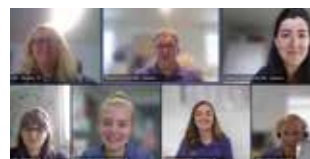
Lucy K C Jones: Project Manager, Value Based Health Care

Russell White: Advanced Information Analyst, Value Based Health Care

Swansea Bay University Health Board

For many people with IBS, first line dietary changes fail to achieve adequate improvement. This pilot service provides specialist advice, including the highly successful low FODMAP diet and uses a digital platform to maximise efficiency, making better use of limited clinical resources. With the support of the Value Based Healthcare Team, the digital platform is used to triage patients and collect patient reported outcomes (PROMs) and experience measures (PREMs). This saves at least 25 minutes of clinician time per patient and allows patients to make better use of appointment time.

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BCUHB Level 2 Weight Management Service

Sue Brierley-Hobson, Head of Dietetics

Marion Cliffe, Service Lead Level 2 Weight Management

Betsi Cadwaladr University Health Board

This is a pioneering service Help with my Weight North Wales to facilitate remote access to weight management support for adults with obesity which has given access to support throughout the pandemic. It offers ongoing benefits of ease of access and efficiency, especially relevant in rural North Wales. Innovative digital aspects include a social media campaign, a webpage, an online self-referral form, a switch to email communication, a popular virtual group programme (KindEating) with a handbook and journal, and an outcomes dashboard to facilitate real-time evaluation.

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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

Megan Fealey

Genomics Implementation Officer

All Wales Medical Genomics Service

Megan led on the introduction of several next generation sequencing services, from large gene panels to whole genome sequencing. This resulted in quicker diagnosis for somatic cancer patients and acutely unwell children, improving the health outcomes for patients in Wales.

Megan has been instrumental in implementing these new innovative genomic technologies that have led to pioneering 'new' services for the All-Wales Genomics Laboratory in the past 3 years. She is passionate and enthusiastic about genomics and its impact on patients.

Megan is a great advocate for innovative ways of collaborating with staff and external stakeholders. Her leadership skills have been key to the recent successes of the department.

“Inspirational in her leadership. Rare combination of personality, strategic and technical ability with vision from the outset. Very impressive.”

”

FIND OUT MORE

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HIGHLY COMMENDED



Paul Dunning

Professional Head of Staff Health & Wellbeing/Occupational Therapist,
Swansea Bay University Health Board

Paul's vision was to provide an accessible, responsive and effective well-being service to staff during the pandemic, via innovative remote service delivery. Changes were needed at speed and Paul established a steering group to re-engineer the Services, inviting representatives from Staff Experience, Learning & Development, Chaplaincy & Spiritual Care, Service Improvement, and Psychology. Joint working arrangements were implemented within a week from the start of lockdown, to achieve extended service delivery, from 07:00-21:00, Saturday-Sunday.

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FINALISTS



Debbie Davies

Head of Physiotherapy Service

Cwm Taf Morgannwg University Health Board

Ruth Emanuel

Head of Physiotherapy

Swansea Bay University Health Board

Debbie and Ruth have made an immense contribution to physiotherapy and AHP services. They are inspiring leaders with vision for service improvement. Both are passionate about physiotherapy and collaboration with other AHPs to deliver the best services. Examples include development of frail elderly admission services, stroke service redesign, rehabilitation integration/re-structuring and advanced practice guideline development. They are patient-focused and are keen to update the contribution that physiotherapy and AHP services can offer to patients and the public.

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THE AWARD FOR IMPROVING PUBLIC HEALTH OUTCOMES

SPONSORED BY PUBLIC HEALTH WALES



WINNER

Hepatitis C rapid testing and treatment among the homeless population in Wrexham and Flintshire, North Wales

Lisa Price – Senior Biomedical Scientist

Sarah Hulse – Blood Borne Virus Lead Pharmacist

Geoffrey Armstrong – Clinical Scientist

Ann-Marie Parry – Point Of Care Site Lead

Graham Boyle – Senior Nurse - Harm Reduction Team

Elizabeth Alexander – Pharmacist

Betsi Cadwaladr University Health Board

This is a joint project between the Harm Reduction Team, Pharmacy and Point of Care Team, aimed at introducing a point of care test for the diagnosis and monitoring of hepatitis C in the homeless population with a more accessible and successful treatment pathway. Despite the challenges of the pandemic, the teams adapted, with the target to eradicate Hepatitis C as their goal.

When COVID hit, they worked out of a homeless hostel, approaching clients with a quick diagnostic pathway and providing them with accessible treatment. Engagement with service users has been strong, leading to new diagnoses and successful treatment in people who are often hard to reach. The result is they lead healthier lives and the likelihood of them developing liver disease or passing on infection is reduced or eliminated entirely.

“A multidisciplinary team, with an innovative and holistic approach to considering wider social needs. The enthusiasm and resilience of the team, who continued to support service users during COVID, is the kind of approach and commitment that inspires others to achieve their best.”

FIND OUT MORE

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FINALISTS



The National Cellulitis Improvement Programme (NCIP)

Melanie Thomas, Clinical Director of Lymphoedema Wales

Linda Jenkins, National Cellulitis Improvement Specialist, Swansea Bay University Health Board

In Wales (2019-20), 37,500 bed days were occupied by patients with Cellulitis and 4,617 accessing Emergency Departments. This project improved outcomes and reduced pressure on unscheduled care by targeting people admitted into hospital with Cellulitis, providing evidence-based interventions. NCIP delivered Value-Based Healthcare to nearly 6,000 patients during the pandemic. The five AHPs are pushing the boundaries in prescribing antibiotics, compression and educating medical and nursing colleagues to improve patient outcomes. Cellulitis episodes have been reduced, patients have lost weight, moisturising their skin, being aware of alcohol and smoking risks, wearing compression, exercising and taking control.

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Narrative Reporting in Microbiology

Laura Campbell, Fatema Deere, Helen Booth, Senior Clinical Biomedical Scientists

Rachel Annett, Kate Baldwin, Debbie Sydney, Greg Williams, Clinical Liaison Biomedical Scientists, Public Health Wales

Narrative Reporting adds the patient story into the formal microbiology report and introduces a disruptive comment that gives the reader pause for thought and induces behavioural change in response. This leads to a quality improvement in sample submission and currently a resource release of £750,000 pa across two health boards. Six new Clinical Biomedical Scientists immediately began to make an impact. They rapidly acquired new skills and within three months, they were responding to clinical details exceeding what had been previously achieved. They created new resources including a standard operating procedure to meet accreditation standards, an audit process, a competency framework and assessment document.

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GIG
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NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

THE AWARD FOR OUTSTANDING CONTRIBUTION TO RESEARCH DELIVERY SPONSORED BY HEALTH AND CARE RESEARCH WALES



WINNER

Dr Zoe Fisher,
Consultant Clinical Psychologist in Neuropsychology
Swansea Bay University Health Board

There was an urgent need to develop theory and innovative interventions in community neurorehabilitation to reduce the burden of chronic conditions and positively impact on patients. The work started in brain injury but the results became transferrable to all chronic conditions.

Working closely with patients, NHS staff, community providers and academics at Swansea University, Dr Fisher's research led to the development of theoretical wellbeing frameworks and innovative interventions to improve wellbeing.

This work is relevant to all chronic conditions and informs development of effective and sustainable models of health care, and contributes to transformation of clinical services. Dr Fisher collaborated in a network of partnerships across UK which has resulted in better patient outcomes, academic publications, and secured funding for research projects and PhDs.

“The highest level of research leadership, underpinned by enthusiasm, energy, and courage to pursue new opportunities to support and help patients.”

FINALISTS



Lymphoedema Research Wales

Dr Rhian Noble-Jones, National Lymphoedema Researcher and Physiotherapist, Swansea Bay University Health Board

Embedding researcher-clinicians in Lymphoedema Network Wales has had a pan-Wales impact on how clinicians approach developing services to meet patient values. They share how the clinical leadership programme was used as an example of leading research delivery, a project to develop patient self-report tools for genital swelling and address clinician education. Greater access to appropriate care has resulted from the outputs of the Lymphoedema Network Wales Genital Oedema Need Identification project.

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Understanding Nutrition and Hydration Status Using Bioelectrical Impedance Analytics (BIA)

Judyth Jenkins, Head of Nutrition and Dietetics

Claire Constantinou, Clinical Lead Dietitian UHW

Cardiff and Vale University Health Board

Malnutrition has significant financial implications for healthcare. Good nutritional care enhances patient safety through improving outcomes, quality of life, complication rates, length of stay and reduces readmissions. Application of BIA provided an inexpensive method of obtaining information on cell health and immediate, accurate assessment of body composition and nutritional status. BIA is quick, non-invasive and simple to complete and can elicit a large amount of data about an individual's body composition and nutritional status which has potential to support decision making for nutritional care.

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FIND OUT MORE

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THE AWARD FOR EXCELLENCE IN REHABILITATION SPONSORED BY ATTEND ANYWHERE & INDUCTION HEALTHCARE



WINNER

Supporting Value Based Health Care. Using an online patient platform to collect Patient Reported Outcome Measure (PROMs)

Melanie Thomas National Clinical Lead Lymphoedema Wales, **Marie Gabe-Walters**, National Research and Innovation Lymphoedema Specialist, on behalf of Lymphoedema Wales

Lymphoedema Wales

Cimla Health & Social Care Centre, Cimla, Neath

The pandemic presented a challenge to the Services who not only ensured continuation of care, but also transformed the automation of Patient Reported Outcome Measures (PROMs) to help deliver patient-focused care and the Value-Based Health Care initiative.

Lymphoedema usually affects the arms and legs, but can occur elsewhere in the body, impacting on physical, mental and social health. The aim is to drive quality and efficiency, guide care and support services to manage their caseloads. The original paper-based PROM was reviewed by patients and therapists across Wales to ensure it is relevant, clear and comprehensive.

From this, LYMPROM© was created to capture what matters to patients. The pandemic expedited the digital revolution, using a web-based platform to enable patients to complete their LYMPROM© at a time and place that suits.

“Phenomenally impressed. The creation and use of PROMS ensures the focus on what matters to the person. The PROMS are used digitally to prioritise the critical problems requiring resolution.”

HIGHLY COMMENDED



The Acute Radicular Pain Pathway Team

Rhian Jenkins, Advanced Practice Physiotherapist

Robert Goldsmith, Clinical Lead Physiotherapist, Cardiff and Vale University Health Board

People with acute sciatica experience severe and unpredictable pain. They struggle to work, sleep, do physiotherapy exercises, and a quarter contemplate suicide. They struggle to access spinal injections quickly enough to assist rehabilitation, taking about two years to arrange an MRI scan, review the results and see a consultant radiologist for a spinal injection. Rhian championed the set-up and evaluation of a multidisciplinary fast-track pathway for imaging and injection to support rehabilitation.

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FINALISTS



'Need to Know' Document

Emma Francis, Highly Specialist Mental Health & ASD Occupational Therapist, Cwm Taf Morgannwg University Health Board

Secondary care mental health patients can access the specialist mental health & ASD occupational therapy service, post ASD diagnoses. Many neurodivergent adults experience difficulties processing everyday sensory information. The co-produced 'Need to Know' document promotes self-management by formulating specific strategies to reduce the likelihood of sensory overload. It communicates the person's sensory differences when they are unable to. The vision is for people to use the tool through an open access mobile application, reducing the need for specialist services.

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FIND OUT MORE

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THE AWARD FOR OUTSTANDING ACHIEVEMENT BY AN AHP OR HEALTHCARE SCIENCE APPRENTICE, SUPPORT WORKER, ASSISTANT OR ASSOCIATE SPONSORED BY WELSH GOVERNMENT



Llywodraeth Cymru
Welsh Government

WINNER

Beverley Holdcroft

Outstanding Rehabilitation Coach

Cardiff and Vale University Health Board

Beverley proves that quality healthcare provision has no link to banding. She is kind, generous, empathic. She is a pivotal team member, providing support, humour, a listening ear and homemade cake. Her work ethic is second to none, always first in and going beyond her banding and role description to provide care. Beverley delivers patient centred, holistic, empathetic and individualised care. Beverley supported the Community Neurological Service over the pandemic, delivering courses online: tai chi, fatigue, art therapy and peer support groups.

She helped those who struggled with virtual systems and also routinely contacted patients to ensure their wellbeing.

“So impressed by her skills in team working, leading and engaging colleagues and patients and by her excellent communication, interpersonal skills, initiative and creativity.”

FINALISTS



Chris Richards

Physiotherapy technical instructor

Hywel Dda University Health Board

Chris is a huge advocate for the physiotherapy support worker role, a voice for support workers nationally, aiming to highlight and develop this role. He shouts loud and proud for the role, actively engaging and encouraging other support workers to be the best they can be. He was heavily involved in the creation of an official CSP Facebook group for support workers and continues to promote support worker matters and news. He engages on Twitter on topics in the world of physiotherapy.

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Team Variant: SARS- CoV-2

Anastasia Couzens, Elinor Latham and Josh Dinsmore

Associate Practitioners, Public Health Wales

This is a team award for three associate practitioners who stepped up and delivered a new molecular service for the detection of new variants of SARS-CoV-2 to complement the whole genome sequencing. All were new to the laboratory and during a time where the service was stretched for staff, not only embraced a whole new technology, but consistently delivered excellent quality results (with simultaneous ongoing validations of new PCR tests for mutations throughout), helped to map the establishment of Alpha and then Delta with a whole host of other variants in the mix.

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FIND OUT MORE

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THE AWARD FOR THE OUTSTANDING STUDENT PROJECT WHICH HELPS WALES MOVE FORWARD TOGETHER

SPONSORED BY HEALTH EDUCATION AND IMPROVEMENT WALES



WINNER

The introduction of molecular technology for foodborne infectious disease outbreaks

Dr Benjamin Johns, Trainee Clinical Scientist

Public Health Wales

Public Health Wales Food, Water & Environmental Microbiology (FWE) services provide cost effective and accredited microbiological testing of samples to protect the public through routine surveillance and outbreak investigation.

Currently methods are culture-based, which involve growing the microorganism and often takes several days. This project paved the way for the implementation of molecular techniques at economically viable cost, by searching for the microorganisms' DNA, in a similar way to tests for SARS-CoV-2/COVID-19.

The study was successful in investigating the potential to introduce molecular methods, using *Listeria* as a model that could be expanded to include other target bacterial pathogens, and reporting an economic analysis of changes to the procedure to inform PHW on future testing strategies.

“Clear focus on service improvement in an area that has big impact on population health in food safety. Huge potential to spread and scale up. Great ambition as a researcher.”

FIND OUT MORE

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FINALISTS



Role expansion of clinical physiologists in Neurophysiology

Katie Leigh Harris, Student Clinical Physiologist, Swansea University

This service evaluation study was performed by a third-year undergraduate using data collected by three senior physiologists over six-months. Patients were of varying ages with different clinical queries, all referred for a standard EEG. With a large data-set (151 patients), the results provide strong evidence in support of physiologist role expansion to include autonomous reporting of normal EEG studies as a potential solution to the problems of chronic consultant shortages.

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Developing a Pre-Registration Peer Feedback/Support Resource to Build Resilience and Compassionate Leadership in the Future Workforce

Lucy Morris and Begw Jones, Occupational Therapy Students, Cardiff University

This started from the observation that support from peers, during non-traditional Practice Placement Education (PPEd), built confidence and resilience. They were the first final-year pre-registration occupational therapy students to complete a compassionate leadership PPEd with Health Education Improvement Wales (HEIW). The first aim was to create a toolkit based on Compassionate Leadership principles to help students develop the skills to enter PPEd placements with confidence. The second was to enable peers to be resilient role models, creating supportive and empowering cultures.

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THANK YOU TO ALL OF OUR JUDGES

Ruth Crowder, Chief AHP Adviser, Welsh Government

Dee Ripley, Deputy Chief Scientific Advisor for Wales Welsh Government

Lisa Love-Gould, Chair, Welsh Allied Health Professions Committee, Cwm Taf Morgannwg

John Day, Chair Welsh Scientific Advisory Committee

Lance Read, Clinical Director of Therapy Services, Hywel Dda University Health Board

Vanessa Hayward, head of speech and language therapy, Cwm Taf University Health Board

Nicola Williams, Executive Director of Nursing, AHPs and Health Science, Velindre University NHS Trust

Edward Guy, Science Lead, Public Health Wales

Lynda Chandler, Quality & Performance Improvement Manager (Unscheduled Care), Delivery Unit, NHS Wales

Sue Morgan, National Director & Strategic Programme Lead for Primary Care NHS Wales

Fiona Jenkins, Executive Director of Therapies and Health Science, Cardiff and Vale University Health Board

Alison Clarke, Assistant Director of Therapies and Health Sciences, Swansea Bay University Health Board

Mark Bradley, Head of Rehabilitation Care and Support, Welsh Government

Dr Sarah Bant, Head of Healthcare Science Transformation, HEIW

Lisa Llewelyn, Executive Director of Nurse and Health Professions Education, HEIW

Helen Thomas, Assistant Director of Leadership and Succession, HEIW

Rebecca Boore, Health Visiting Project Lead, HEIW

Wendy Wilkinson, Head of AHP Transformation, HEIW

Sian Richards, Director of Digital, HEIW

Denise Parish, Education and Contracting Manager, HEIW

Liz Hargest, Education Development Manager, HEIW

Elizabeth Beadle, Delivery & Performance Manager, Welsh Government

Natalie Elliott, National Consultant AHP Lead for Dementia, Cardiff and Vale University Health Board

Susan Myles, Director of Health Technology Wales

Rupert Leslie, Improvement Manager, Mental Health Outcome Measures, Improvement Cymru.

Angie Oliver, Deputy Director of Workforce & OD, HEIW

Rhionnon Beaumont-Wood, Executive Director of Quality, Nursing and Allied Health Professionals, Public Health Wales

Dr Nicola Williams, Head of NHS R&D Performance and Delivery, Welsh Government

