

Adult Learners' Week Awards Health and Care 2016

North West England Award Profile Booklet



Foreword



Award Celebration

16 June 2016: 6.30pm–8.30pm

Health Education England is immensely proud to lead this North West wide celebration of lifelong learning through this cross-sector awards programme. With the partners supporting these awards, we share a common commitment in promoting and celebrating lifelong learning. These awards demonstrate how individuals, teams and organisations have, through their own commitment to learning, gained new knowledge, skills, insights and enriched perspectives. Importantly, they illustrate journeys which have enabled those involved to develop and enhance their capacity to improve health and care services. Through the inspirational stories reflected by all who have been nominated for one of the awards, we clearly see good practice, new innovations, exemplary behaviours and attitudes – all essential attributes if we are to ensure the conditions for the best health and care services possible. We are sure you will be inspired and reminded of the powerful impact that lifelong learning can have and why we believe that this is something absolutely worth celebrating!

Sally Cheshire
Chair-North West
Health Education England

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Campaign overview and thank you

Learning to care

This learning campaign is built on a commitment to cross-sector working. It is founded on the simple principle that learning is the key to better health and care and that by celebrating people who care about care we can all learn more. The campaign addresses priorities that cut across any traditional geographical, organisational or professional boundaries and divides. It brings people together and identifies common ground for joint action.

Adult Learners' Week 10 June – 19 June 2016

The annual awards programme culminates in a week's celebration of learning with a regional award ceremony at its heart and a multitude of local recognition ceremonies. All the many nominees contribute in some way to providing better care. Their stories create new understanding about what matters because they care about care. We therefore want to extend a huge thank you to all the nominators who took the time to share the stories that we were privileged to read this year.

Learning to grow

The awards programme is underpinned by a six month festival of learning which is all about sharing and generating new learning to support personal and organisational growth. This work has culminated in the development of Learning Bytes which focus on key themes. See www.hee.nhs.uk/nw/alw2016.

Everyone is a winner

We recognise every nomination whatever the outcome. As selection gets harder each year we'd also like to draw your attention to this year's amazing runners up: Nicola Barr (Wirral University Teaching Hospital NHS FT); Ben Boardman (Lancashire Care NHS FT); CMFT – Band 5 Integrated Rotation Programme – Anne Kime; Devon Hall (St Helens and Knowsley Teaching Hospitals); Hasina Khanom (Hyde Community Action); Andrea Mennell (Wrightington Wigan and Leigh NHS FT); My House of Memories (National Museums Liverpool); One Halton (Halton CCG); Salford Integrated Care Workforce Engagement Programme (Salford Royal NHS FT) – Kathryn Davies; Lesley Surman (Tameside and Glossop PLG) and Younes Younes (Salford Royal NHS FT).

Jo Ward

Change Maker – Campaign and Festival Director

Award Programme 2016

6.30pm South Gallery refreshments and entertainment

7.15pm Great Hall – ceremony opens – *Jane Hodson MC*

7.18pm Welcome Esme Ward Head of Learning and Engagement the Whitworth and Manchester Museum

7.23pm Health Education England awards – *presented by Sally Cheshire, Chair – North West*

Individual Awards:

North West Apprentice of the Year in Health and Care Winner
Olivia Lingard

Career Progression in Health and Care Winner
Lisa Holmes

First Steps into Employment in Health and Care Winner
Mikala Hough

Supporting Learners in Practice in Health and Care Winner
Luis Garcia DoCarmo

Volunteer of the Year in Health and Care Winner Joint Winner
Anna Kwiatek

Volunteer of the Year in Health and Care Winner Joint Winner
Charlotte Lyle

Learning Together in Health and Social Care Projects Awards:

Developing a Shared Culture Winner
Mersey Care NHS Foundation Trust – Leading Teams to Perfect Care

Integrated Working Joint Winner
Trafford Council Reshaping Trafford i-Care Project

Integrated Working Joint Winner
New Realities Sefton CVS and Sefton Council

Award Programme 2016

7.45pm Singing celebration – *with Do Your Thing Choir*

Sponsored Awards:

8.00pm Greater Manchester Lancashire and the South Cumbria Strategic Clinical Networks (GMLSC SCNs) – *presented by Janet Ratcliffe*

Valuing Patient Carer and Public Engagement Award Winner
Dr Amir Hannan

8.07pm Innovation Agency – *presented by Dr Liz Mear CEO*

Innovation Champion – Widening Engagement Award Winner
Owen Ashworth

Innovation Champion – Supporting Staff Award Winner
Barrie Morgan

Innovation Champion – Use of Social Media Award Winner
GMKIN

8.15pm Trinity College London – *presented by Janet Golding*

Supporting Engagement through ESOL Award Winner
ESOL: Online Access to Health Records

8.17pm Workers' Education Association (WEA) – *presented by Stephen Twigg MP*

Social Purpose Learning in Action Award Winner
Julie Taylor Making for Charity

8.25 pm Celebrating Success – roll call

8.30pm Photographs and ceremony close.

North West Employers



North West Employers is extremely proud to support Adult Learners' Week 2016 and celebrate the power of learning and achievement across the North West. We congratulate you all, nominated or not, without your hard work and dedication today would not be possible.

Councillor Alan Dean, Chair North West Employers

North West Employers is a not for profit membership organisation providing an extensive range of advice, development and opportunities in the areas of Leadership, Governance, Workforce, Connecting and Networking to the 41 local authorities and their partners across the North West and beyond. We are committed to improving public services and have a unique role as a connector across the region. We know the power of networking and bringing people together so we ensure that we are always looking for opportunities to connect people, ideas and practice around key public service reform and policy challenges. We have developed strong collaborative relationships across health, civil service, voluntary sector and trades unions. We provide training and development programmes throughout the year across the North West. We also provide bespoke in house programmes tailored to fit the needs of organisations. We are committed to ensuring our members and the wider public sector make connections and develop the skills and behaviours to enable them to serve your communities and be the best they can be.

We are delighted to be supporting their Adult Learners' Week campaign and Health and Care Awards again. This campaign recognises the contribution and impact that adult learning makes to individuals, organisations and the wider community. We strive to offer the very best learning and development opportunities to our members and wider audiences to ensure services provided are of a high quality, efficient and fit for purpose.

Get in touch to find out more.

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Voluntary Sector North West (VSNW)



We are proud to support Adult Learners' Week and these awards again this year. It is more important than ever to recognise the achievements of learners across the region and the positive impact that this can have on the wider community. We are particularly pleased to see examples of cross-sector working where voluntary and community organisations can play an important part in increasing health and wellbeing across the North West, and reducing the health inequalities that exist. Congratulations to all the nominees and winners.

Warren Escadale, VSNW CEO

Voluntary Sector North West (VSNW) is the regional voluntary sector network. Its purpose is to support a connected and influential voluntary and community sector (VCS) with a focus on economy and health. As a member of the Regional Voices network, VSNW is a Department of Health voluntary sector strategic partner. Working for a well-represented sector, we are developing a progressive and socially just vision of the role the VCS can play in healthy, local economies.

<http://www.vsnw.org.uk>

<http://www.regionalvoices.org>

VSNW

Voluntary Sector North West

Accountability | Knowledge | Equality

the Whitworth



We are delighted to be hosting this year's Adult Learners' Awards. A commitment to learning is at the heart of the Whitworth and always has been. Dedicated to 'the perpetual gratification of the people of Manchester', the Whitworth seeks to open up its collections and spaces as a place for all to learn, connect, create and be curious.

A year after reopening with a £15 million transformation that doubled the gallery in size and created new spaces that embrace the park it calls home, over 500,000 people have visited the gallery and we've won many awards for our building and what happens within it, including Artfund Museum of the Year. Chair of the Artfund judges Stephen Deuchar said: *"The transformation of the Whitworth has been one of the great museum achievements of recent years. It has changed the landscape: it truly feels like a museum of the future"*.

We believe a museum of the future cares about the learning and wellbeing of its visitors and seeks to reach those who have never previously visited. It's why some of our most bold work focuses on engaging new audiences, handing authority and ownership to visitors, taking creative risks with programmes and making community part of the organisation's artistic and creative mission. Finding new and imaginative ways to work collaboratively across Manchester with educators, health providers, charities and communities, for the benefit of audiences is central to the Whitworth's vision, galvanizing it in difficult economic times.

So as we head into our second year, we are looking ahead to further insights and perspectives into our collections from more extraordinary learners of all ages and backgrounds, (as our forefathers would have it) for their perpetual gratification.

Esme Ward is Head of Engagement at the Whitworth and Manchester Museum, the University of Manchester.

MANCHESTER
1824

The University of Manchester
The Whitworth

Apprentice of the Year in Health and Care

Olivia Lingard (Manchester)

University Hospital of South Manchester (UHSM)

Olivia has staying power and resolve by the bucketful. She arrived at UHSM as a single parent and a young girl herself, just 16, too young to undertake a clinical placement. But that didn't put her off or divert her from her goal. She embraced the opportunity to undertake an apprenticeship in administration to get her foot firmly in the door. She was honest and open about her burning ambition to be a nurse, but she was definitely in need of some career direction. Under the watchful eye and direction of the vocational qualification's team she got just that and, with their support, she began to mark out her own pathway to nursing. After a series of rotations in different departments, where she received exceptional feedback, she found her niche, or should we say staging post, as a healthcare assistant. All the while she grew and grew in confidence and began to realise what she wanted in life; a career that she is passionate about where she could provide people with the best possible care as a nurse.

Olivia displayed an amazing ability to multi-task at work, to juggle parenting commitments and study. Determined to complete her qualifications in administration, to add to her already exemplary CV, she secured a babysitter and came in during her own time. All the while no new challenge left her daunted, whether it was helping to resolve new administration demands, assisting with new doctors' inductions, or presenting to sixth formers.

'This training has made me realise as a person who I am and what I really want in life'

Olivia

Nominator: Una Farrell

Publicity contact: Emma Ferguson

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Career Progression in Health and Care

Lisa Holmes (Cumbria)

Out of Hospital Care Cumbria Partnership NHS Foundation Trust

'Lisa has utilised her love of learning to support others and influence good practice in any role she has undertaken'

Karen

Lisa started her career as a healthcare assistant after what she describes as a 'roller coaster ride' with a few diversions on the way. She is now an experienced assistant practitioner who is constantly excited by the opportunity to support others. As a member of a multi-disciplinary community based team she was quick to respond to specialist end of life care needs, drawing together a range of experts to support her colleagues training and development.

She believes her own learning journey dramatically transformed her from a shy and quiet member of staff to someone who will challenge when necessary and

who is always willing to support others. As she has grown in confidence she has become a better person treating patients more holistically. She has recently embraced a mentoring role feeling 'just amazing to be able to help others'. She loves to see the reactions of colleagues when they achieve something, getting a real buzz, and she is proud to be contributing to a more knowledgeable workforce, enabling the best possible care.

Lisa's nominator Karen believes Lisa's motivation to learn and support others was always self-evident and from an early stage she was able to influence the practice of others by supporting them in their own learning. Lisa has used and shared her skills and knowledge to enhance the care of others and all the while provided a constant reminder to colleagues how important learning is, for not only professional development, but also in contributing to staff wellbeing self-esteem and confidence.

Nominator: Karen Dutton

Publicity contact: Marti Irving

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First Steps into Employment in Health and Care

Mikala Hough (Wigan)

Royal Albert Edward Infirmary Wroughtington, Wigan and Leigh NHS Foundation Trust

Mikala says the number one thing she has gained from her learning journey is confidence, which was something she never worried about until she was unemployed. That is why she describes being taken on the Skills for Health course as a lifeline after a year of unanswered applications, failed interviews and dead end work placements. She describes this period as the worst year of her life. Having completed the pre-employment programme she believes in herself again and she won't 'soon forget the endless encouragement and trust' given to her by Pat O'Brien and the Patient Safety Team.

She says she is 'full of gratitude', having been given a second chance on the pre-employment programme and this impacted greatly on her work. Mikala arrived each day, 'bright eyed and bushy tailed' and she quickly earned the nickname, 'ray of sunshine.' But none of this would have been possible without the support systems her colleagues put in place which took away the anxiety of a new work environment. This support was both practical and skills based as well as emotional. That is why she has become such a passionate advocate for the programme across the trust and even felt able to tell the Chief Executive. Since then she has passed an interview with flying colours with the Children's Integrated Nursing Team in Ince and is awaiting a start date. She is already planning her next learning journey and her ongoing professional development. Her commitment to learning is highly infectious and her thirst and ability to respond to new challenges is outstanding.

'Mikala is an outstanding ambassador for the pre-employment programme'

Renee

Nominator: Renee Steward

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Supporting Learners in Practice in Health and Care

Luis Garcia DoCarmo (Ashton)

North West Ambulance Service NHS Trust

'He gains rapport with the shy and withdrawn, equally as he does with the over confident loud and brash learners'

Erica and Lisa

While his green uniform and steel toe capped boots don't suggest gentle or compassionate; Luis is certainly the living example of such traits. Why would Lisa and Erica nominate Luis? In his own words he just does his job the best he can. For exactly this reason!

Luis has no concept of the impact he has on learners; to him being approachable, encouraging and supportive with learners is just what your job is. Lisa and Erica only hesitated because currently Luis is fighting his biggest battle ever against cancer so they couldn't ask Luis for his permission to nominate him.

Luis starting work in Patient Transport Services as a care assistant, he soon showed potential so trained as an emergency medical technician, a challenge for anyone especially when English isn't your first language. Luis worked and studied hard and became a registered paramedic but faced a difficult preceptorship in a service under strain with a shortage of staff. This served to inspire Luis never to let a learner in his care have to face the challenges he had faced.

Luis shows his learners they are a success waiting to happen; he values them and encourages them to reach their potential; no matter what their goal. His can do attitude is highly infectious leaving each learner enthused and empowered to develop and better themselves, every experience good or bad is a chance to learn; Luis is there to cheer them on and catch them if they stumble.

Nominators: Lisa Hill and Erica McGregor

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Volunteer of the Year in Health and Care

Anna Kwiatek (Stockport)

University Hospital of South Manchester (UHSM)

Anna is quite remarkable. She believes it is important to understand not just what you do, but why and that is a great personal asset for anyone on any learning journey in health. She has always wanted to work in a caring profession, but had only ever had clerical experience prior to embarking on her apprenticeship in pathology at UHSM. She thrived in this environment, embracing and rising to every challenge. As English is not her first language, she has had to work hard but that has never put her off or diverted her.

She firmly believes you get back from life what you put in and that is why, when she completed her apprenticeship, she volunteered to help others by embracing and exposing herself to further learning as part of a broader international humanitarian response to a highly contagious epidemic. She embarked on a journey to West Africa, with the support of UHSM, at the height of a media frenzy about a London-based nurse who had contracted Ebola and was at death's door. She offered her services in a rudimentary laboratory environment, in extreme weather conditions, to help fight Ebola not once but twice.

Prior to leaving for West Africa she attended an intensive training programme at Porton Down and she sees her experience in an Ebola treatment centre in Sierra Leone as invaluable. With a clear ambition to become a biomedical scientist she embraces every learning opportunity she can.

Nominator: Claudine Williams

Publicity contact: Emma Ferguson

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'The NHS has invested in Anna and she has given 200% back'

Claudine

Volunteer of the Year in Health and Care

Charlotte Lyle (Nelson)

CESH, Lancashire Care NHS Foundation Trust

'Everyone has the ability to achieve great things in life, they just need the correct support and guidance'

Charlotte

Charlotte says her whole volunteering experience has been about learning. Her mentor describes her as 'fearless' in daring to ask the questions others would not dare to ask. She has gained a great deal of confidence along the way too not just knowledge and certificates that prove it. This volunteering experience has helped Charlotte move forward with her life and find a sense of direction and become more positive. She believes the whole experience has helped her emotional health and wellbeing as well as her academic and professional development.

This journey began with a Princes Trust programme which was designed to help participants uncover hidden talents whilst gaining nationally recognised qualifications. During the first week Charlotte attended a sexual health presentation by Sue Roscow from Lancashire Care NHS Foundation Trust's Community Education Sexual Health Team (CESH) and she immediately wanted to undertake a placement with CESH but this wasn't possible. Unperturbed, after completing her Princes Trust programme she started as a volunteer at CESH. She then spent twelve months liaising with professionals, representatives from the Black and Asian community, a member of staff with specific transgender knowledge and young people to create resources for LGBT teenagers to help them understand the risks of unprotected sex in an environment almost exclusively focused on heterosexuality. She constantly reflects back and challenges both professionals and her peers to enable a rethink of any service provision, inspiring everyone to be more considerate in the delivery of services in the communities they serve.

Nominator: Sue Roscow

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Learning Together in Health and Care Projects

Leading Teams to Perfect Care

Mersey Care NHS Foundation Trust

Mersey Care is one of only three trusts providing the entire range of specialist mental health services. They aim to become a world leader in mental health and have embarked on a journey to do just that. The trust employs over 4000 staff across 32 sites in the North West and they are focused on 'Striving for Perfect Care' which provides a framework that helps ensure everyone receives the best possible care; as well as working towards zero suicides and adopting a no force approach.

Their commitment to continuous improvement means they have to invest in their people. Jo Davidson Head of Organisational Effectiveness explains: "It is only through effective multi-disciplinary team based working that we make the very best decisions for our service users on a day-to-day basis and achieve the best possible patient outcomes."

"Empowering our staff to feel motivated and driven in their work through team development is an evidence-based mechanism that underpins our transformation and allows us to measure our performance for ongoing improvement."

Mersey Care believe every organisation that embarks on large scale change can deliver a shared culture, whilst increasing engagement and improving service delivery but it takes 'a long view' and time. However it is not without wins along the way and Mersey Care have already realised many benefits in terms of new ways of working and crucially for health they are sharing their learning with others.

'The learning we are gaining has been tough at times for staff but I also know the difference we are making is worthwhile and impactful'

Nominator: Joanne Davidson

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Learning Together in Health and Care Projects

Reshaping Trafford i-Care Project

Trafford Council and Pennine Care NHS Foundation Trust

'I was able to network with people I would not normally meet and get a better understanding of their roles'

Staff evaluation

Trafford Council is on a bold and ambitious journey to re-shape itself and change the way its people work. This includes how it operates with key partners from the NHS and other agencies. As an organisation, there are significant saving challenges to meet whilst managing service demands; in the context of a Manchester Devolution agenda and new legislative framework. This requires a whole system change that includes reviewing the policy, systems and workforce across health and social care within funding constraints.

The i-Care Project was focussed on the workforce element in this transformation programme. It was

designed to bring about the capacity to implement a partner wide change programme so they could accelerate the integration of their services with Pennine Care NHS Foundation Trust and develop a robust considered and tailored approach to joint workforce development. The i-Care Project focussed on three main areas (all age integration, family engagement and commissioning) that spanned the width and breadth of their services and included health and care staff. Each area underpinned the wider all age integrated structure proposed for the future and was aimed at addressing the needs of their local population, while supporting staff to deliver care within budget. This meant they needed to simultaneously support staff to think and act differently, whilst working more collaboratively across traditional organisational divides. The project benefited not only a wide range of staff from across health, social care and multi-agency partners but also service users who received better care and advice as a result of the staff attending the training. Trafford believe the i-Care Project is just the beginning and has provided the workforce with the skills and knowledge to meet the current and future needs of the borough.

Nominator: Rebecca Gamble

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Learning Together in Health and Care Projects

New Realities (Merseyside)

Sefton Council for Voluntary Service and Sefton Council

Local government and local communities are changing in Sefton because New Realities Sefton is helping everyone to 're-imagine' how local government and local communities can interact and work together better. By jointly exploring new approaches to working more productively and innovatively together Sefton CVS has created a focus on the development of new, better, more equal and more productive partnerships between local authorities and local communities.

The New Realities development group is driving behaviours and creating an enabling culture which has translated in to concrete actions which are about:

- developing constructive mechanisms to improve systems and procedures which reflect needs and remove barriers
- developing real challenges to traditional deficit based approaches to delivery to one which creates a focus on assets and incentives
- working towards co-produced solutions and shared decision making
- communicating and planning together effectively to support realistic and informed expectations
- promoting a culture of creativity and innovation and
- creating an empowering culture which means more skill sharing, joint learning, pooling resources and expertise.

The ultimate aim is to create constructive and enduring change, by developing common purpose and trust in pursuit of making Sefton a great place to be, and in so doing help improve the health and wellbeing of everyone in the community.

Nominator: Michael Mainwaring

Publicity contact: Steven Penn

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'Collaborative co-produced solutions must become the norm'

Strategic Clinical Networks



Greater Manchester, Lancashire and South Cumbria
Strategic Clinical Networks



Our vision is that the health and wellbeing of local people, and the care they receive, will be comparable with the best in the world. Strategic Clinical Networks are clinically led and support local health economies to improve the health outcomes by connecting commissioners, providers, professionals, patients and the public across pathways of care to share best practice and innovation, and drive improvement. This is achieved by providing strategic direction, enabling clinical leadership and bringing the voice of service users the public to shape evidence based pathways and models of integrated care of our populations.

In light of these objectives, the SCN is proud to sponsor the new learning award 'Valuing Patient, Carer and Public Involvement'. The theme of this award runs through the very heart of the SCN and what it is aiming to achieve – driving innovation by engaging with the needs voiced by those service users. Working together we believe effective patient, public and carer engagement is the best way to deliver a safer, more caring, more responsive and a resilient health and care sector for the future.

We were impressed by the standard of all the nominations for both projects and individuals. It has been rewarding to be able to identify so many different people who are inspiring others to see the benefit and value of genuine engagement to deliver better, more patient centred, joined up high quality services across health and care.

Learning is a life-long exercise for people and organisations; and the continuous drive for improvement is an ideal the SCN supports. We look forward to meeting all the many individuals and projects that have been recognised throughout the North West for their exemplary commitment and approach to learning.

Janet Ratcliffe

Associate Director

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Valuing Patient Carer and Public Engagement Award

Dr Amir Hannan (Hyde)

Haughton Thornley Medical Centres

Dr Amir Hannan is a GP driven by a belief in the potential for any individual or community to not only look after themselves but each other. This guides his actions and approach with patients. He listens, he learns, he understands, he teaches and he acts on what is important to both staff and communities. He makes a difference. And he is forcing a rethink of what we all should expect from a GP in a local practice.

That is why he believes the next phase in the development of the NHS won't be about blockbuster drugs but empowered patients. He deeply understands the impact on health of the context in which people live their lives and the cruel implications of inequality on both life chances and mortality. This means he is very comfortable at adopting a multi-agency, collaborative approach to delivering healthcare and he is willing to use or create a range of non-clinical tools to help people become more resilient, to get well and stay well.

When a patient explores the practice website they are provided with a wealth of information and resources which help equip them to take more control of their healthcare. The practice has an impressive 46% of patients signed up to access their health records on line too. This way of working has made Amir, his staff and patients more confident and it has embraced the work of the Patient Participation Group which has meant they have been able to implement new ideas and to challenge old behaviours.

'We just have to listen.
This is often the
trigger to new
learning and sharing'

Dr. Hannan

Nominator: Tracy Turley

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Innovation Agency



The Innovation Agency is the Academic Health Science Network for the North West Coast – covering Cheshire, South Cumbria, Lancashire and Merseyside.

We are delighted to be a partner in the North West Adult Learners' Awards and to recognise individuals, groups and businesses whose innovative approach is making a difference to people's lives.

Our core purpose is to spread innovation, improve health and generate economic growth.

For example, supporting a business with a new device which people can use at home to monitor chronic obstructive pulmonary disease (COPD) – reducing anxiety in the individual and making better use of NHS resources as it reduces hospital attendance.

We support clinician entrepreneurs – helping to secure support for their innovations, from funding sources or through collaborating with local businesses.

We organise a network of 50 Innovation Scouts – senior health staff who champion the adoption of innovations in their organisations – do get in touch if you would like to join them.

We develop partnerships, for instance in supporting ten Health Innovation Centres including the Alder Hey Institute in the Park.

We help to put together major funding bids to establish assets in the region such as the North West Coast Genomic Medicine Centre, part of the Government's 100,000 Genomes Project.

And we are starting to bring in local people to contribute to our work. For example in the Connected Health Cities programme, we are investigating what we can achieve through sharing data between health and local authority organisations – and how local people can shape the desired outcomes.

To find out more, visit www.innovationagencynwc.nhs.uk.

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Innovation Champion – Widening Engagement

Owen Ashworth (Cheshire)

NHS Halton Clinical Commissioning Group

There is change in Cheshire. Things are being done differently and it is down to one man. Owen Ashworth is that man. He works for NHS Halton Clinical Commissioning Group (CCG) and he is changing perspective and culture through the insight, the humour and no nonsense attitude he exudes. He has a very simple and effective plan to drive patient engagement through the development and propagation of 'easy read' resources across the whole health and care sector. He believes rightly that this will help to ensure everyone has the opportunity to participate in their own healthcare. He ably demonstrates how such enabling resources will support people to take responsibility for their own decisions which will in turn help them to become more independent and to grow in confidence.

Owen firmly believes disability rights should be at the top of the healthcare service's agenda and he is helping to make this happen by supporting the development of an environment where enabling responses are the norm not the exception and he is leading by example.

He has had a significant impact on his colleagues through his positive approach and ability to use humour to describe what is important in supporting people to lead more independent lives and what will in effect simultaneously reduce demand for specialised services. Owen is also inspiring others to do the same through his work with the Halton Youth Parliament. He has two secret weapons which help make it happen, 'wit and personality' which allows for a two way process of communication and openness.

Nominator: Des Chow

Publicity contact: Hannah Cruickshank

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Innovation Champion – Supporting Staff

Barrie Morgan (Fulwood)

North West Dyslexia Network, Lancashire Teaching Hospitals

'The more we talk about Dyslexia, the more people understand'

Barrie is passionate about dyslexia and he 'wants to help and support as many people as he can' and he is a man that translates words into deeds. He was therefore somewhat overjoyed when he was asked to be an ambassador for dyslexia at Lancashire Teaching Hospitals and to set up a local dyslexia support group within the trust. No one could have anticipated that under his careful tutelage the group would go regional and achieve more buy in than anyone could have imagined.

Barrie's initial response was to draw in hospital staff to get everyone talking about dyslexia and to raise awareness and understanding. He provided a forum which immediately created a 'light bulb' moment for many and a place to vent and share frustration constructively for others; in a solution oriented environment. From these humble beginnings Barrie developed bespoke resources to support staff with awareness and needs and enlisted an army of specialist speakers in 'question time' environments to maximise engagement opportunity. He coupled these open information opportunities with targeted in-reach into departments where he ensured his message got through and he was able to tap into knowledge and know how to develop innovative new resources. So he has simultaneously created demand whilst always ensuring a ready supply of resources to meet this demand. His initial concern about whether NHS organisations would engage in a meaningful discussion about dyslexia has now changed to keeping meeting size to a level which is manageable.

Nominator: Lynn Ireland

Publicity contact: Helen Lea

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Innovation Champion – Use of Social Media

GMKIN (Salford)

University of Salford and Hope Kidney Patient Association

Greater Manchester Kidney Information Network (GMKIN) is driving patient engagement through an innovative joint venture between the Hope Kidney Patient Association (HKPA) and the University of Salford. This venture was set up using social media as a strategy to engage patients to create and share information; funded by the British Kidney Patient Association and British Renal Society. Additionally, it aimed to demonstrate the impact of social media on satisfying patient information needs and health and social outcomes.

The project includes a bespoke online GMKIN platform available at gmkin.org.uk which was developed to enable patients to access information, register blogs, add comments and ask questions. There have been a total 41,922 page views since its inception. GMKIN also supports a 'facebook' – a closed patient to patient – social networking group. There are currently 332 members. This is complemented by the GMKINet twitter account which is helping to raise profile and increase followers to boost patient involvement. GMKIN recently widened participation by involving Manchester Royal Infirmary Kidney Patient Association (MRIKPA) to further raise its profile, share information and increase patient reach.

This project is having a huge impact on health literacy because of project infrastructure. It has involved training for patients on the use of digital devices and staying safe as well as the provision of digital devices. Patients are then able to draw on each other's experiences to positively influence their self-efficacy and how they manage their conditions. The organisational learning has been great too. It has been clear that because of the nature and breadth of the information sharing experience there has been active patient learning and real engagement. This organisational learning has been fed back into regional and national policy on best use of social media and it is creating a legacy.

The project team includes: Dr. Cristina Vasilica, Professor Paula Ormandy (UoS); Rob Finnigan and Keith Pennington (HKPA).

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Trinity College London



Trinity College London is a leading international exam board with a positive, supportive approach to assessment and development. We've been delivering external exams since 1877 and offer qualifications across a range of disciplines in performing and creative arts, as well as English language learning and teaching.

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Trinity is proud to be sponsoring the North West Adult Learners' Week in Health and Social Care Awards in 2016 with a dedicated ESOL award.

For more information visit trinitycollege.com or contact Janet Golding at janet.golding@trinitycollege.co.uk

'Trinity has been providing assessments around the world since 1877'

Supporting Engagement through ESOL

ESOL: Online Access to Health Records

Hyde Community Action and Haughton Thornley Medical Centres

Hyde Community Action (HCA) exists to help people improve their health and wellbeing through all kinds of learning. HCA recognise the impact of the wider determinants of health on their community and this is reflected in the range of problem solving support and asset based responses available. Through their community outreach and research, HCA identified a significant unmet demand for ESOL which highlighted the impact this had on people accessing their health records. However, evidence from the local GP practice also indicated that where support was offered to access health records take up was still low.

When HCA was approached by Haughton and Thornley Medical Centres' (HTMC) Patient Participation Group (PPG) to explore a collaboration to support patients; in particular with the local Bangladeshi community, to reduce barriers to access online tools and services that impact on their health, there was no stopping them. This created an opportunity to think innovatively about satisfying both public and organisational needs through a focus on an Asset Based Community Development (ABCD) approach where all parties were able to contribute to developments.

The outcome was a personalised and bespoke training programme in the GP surgery which addressed the key requirements of local BAME women. They created together an accessible, safe and culturally sensitive learning environment where women could openly express their views and opinions whilst engaging in open discussion. By investing in local people all the agencies involved got more back. As a result the participants had a better experience of their local surgery and it contributed to greater trust and more positive relationships.

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'Keeping everyone going is always hard with no immediate funding opportunity in sight but when you have got the right partners you stay on course'

Rehana

WEA



The Workers' Educational Association (WEA) is delighted to be working with Health Education England again on the North West adult learners' campaign and the Health and Care awards, creating a new WEA Social Purpose Learning in Action Award to recognise not only best practice, but inspirational activity which creates opportunity for a social movement.

The WEA is a democratic membership organisation and the largest voluntary sector provider of adult education in the UK, reaching over 65,000 people each year. 'Specially Designated Institute' (SDI) status recognises this unique reach into communities. Our vision is to deliver adult community learning that creates 'a better world – equal, democratic and just; through adult education the WEA challenges and inspires individuals, communities and society'.

Our curriculum is organised around four themes which embodies our commitment to social purpose: Health and Well-Being; Community Engagement; Employability; and Culture. Our courses often offer a tentative first step away from isolation and provide opportunities for social and community engagement that impacts on the lives of individuals, families and communities. Our skilled and trained tutors tailor courses around the needs and interests of individuals whilst encouraging group working. Many of our students go on to become community tutors, mentors and advocates campaigning for improved community services and facilities.

That is why the WEA is so proud to be recognising Julie Taylor and Making for Charity for the huge difference this work makes to personal and community wellbeing.

Julie Ballantyne
Regional Education Manager North West

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The WEA Social Purpose Learning in Action Award

Julie Taylor (Liverpool)

Making for Charity

Making for Charity is all about creating 'little bags of love' for very poorly people. It is fuelled by Julie's unmistakably drive and commitment. Every day she facilitates a multitude of volunteers, of all ages; to make people's lives better by empowering people to 'give' back.

This journey started when Julie saw, by complete chance, an advert from the Liverpool Women's Hospital (LWH) Macmillan team asking for volunteers to help make washable bags for patients. They needed fabric shoulder bags for cancer patients using a syringe driver. This device is awkward to carry and they are frequently dropped and damaged. The patients at the LWH were using carrier bags and the Macmillan team thought that a special shoulder bag would help. The rest is history.

Julie's initial response was to mobilise a local primary school in Crosby where she helped out. They made 100 shoulder bags together. All were made in different, attractively patterned fabrics, much of it donated by Trends in Crosby, and each bore a label with the name of the child who had made it. And Making for Charity was born.

At the last count over 10,000 bags had been made and donated. A whole infrastructure has been created by Julie to make this happen, from simple patterns and advice and support, to a match making service between those in need and those willing and able to give. New partners have helped to recognise the individual giving in small but significant ways. Which just goes to show, 'those who give get', and giving makes the world a better place.

Nominator: Lexie Taylor

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"Great outcomes and a grassroots level problem solving ethos that achieves so much on so little"

Strategic Clinical Networks (SCNs) People Panel

Thank you to all of our funders and partners for their support



Greater Manchester, Lancashire and South Cumbria
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