

The Kate Granger Compassionate Care Awards 2017

Future NHS Stage

Tuesday 12 September 2017

12.00-13.00

Speakers:

- Rachel Dunscombe – CEO of the NHS Digital Academy and Chair of the HIMSS UK Advisory Board
- Chris Pointon – Healthcare campaigner and widower of Dr Kate Granger
- Professor Jane Cummings - Chief Nursing Officer, NHS England
- Professor Sir Malcolm Grant CBE - Chair, NHS England

Rachel:

Thanks, Gavin. I am honoured to be taking part in these important awards and I would like to thank NHS England for allowing me to speak on behalf of HIMSS UK. HIMSS UK are proud of supporting the Kate Granger Awards for Compassionate Care, not least because improving patient care, including experience of care, is at the heart of what we do in the UK and globally. Indeed, as a patient and carer myself, I have witnessed the change in culture Kate has brought about, particularly in my father's end of life care. Kate left us with a message and a legacy that every health system, in every corner of the world, should take note of: to look for the patient in all we do, to ensure that we are not taking for granted the words and behaviours that can be positively transformational in how the actual patient feels during their care. We need to introduce ourselves, as we would to a friend or relative, we need to look up from our computer screens and devices, however important they may be, and see the patient in front of us as a person, not a number on our screens.

In Kate's memory, HIMSS helps spread the message around the world by shining a light on outstanding examples of compassionate care in places as far flung as Orlando and Barcelona. It's a message that is very close to our hearts, and will continue to be, as Kate's legacy continues to grow. Patient-centred care in the digital space has gained great prominence as a concept over the last few years, but it's clear that more needs to be done.

As health organisations and systems successfully adapt and implement technology for the modern age, we must do so with compassionate, patient-centred principles guiding our every move. And it's these guiding principles that will form the basis of the first ever HIMSS UK Advisory Board, which I am delighted to be launching today. As the voice and the advisor of HIMSS, it has a critical role to play in ensuring that platforms, conversations, engagement around healthcare and IT are aligned to the patient-centred and clinical frontline priorities.

Our focus is transformational change in healthcare for individuals enabled by technology and, to coin a phrase from the Digital Academy, "people before technology". As the chair of the new HIMSS UK Advisory board, I am working closely with the HIMSS team, including Chief Medical Officer Dr Mark Davis, to put together a panel of NHS CIOs and CCIOs to help embed patient-centred and frontline priorities in everything we do. From setting the debates and discussions in our events to the editorial in our publications, all with the view of actually developing and transforming healthcare through digitisation that is patient-centred. This is a very exciting development for HIMSS and I would like to thank them for working alongside us on the Digital Academy as well.

I am also delighted to tell you that HIMSS will be continuing to support the Kate Granger Awards and we are looking forward to returning next year to celebrate the compassionate care that our colleagues are giving in the NHS. I, along with

the HIMSS UK team, congratulate the nominees of this year's awards for their outstanding achievements. They are shining beacons to which we should all aspire. Thank you. And I would now like to welcome Chris Pointon to the stage.

Chris:

Hello, good afternoon. My name is Chris Pointon. I can't start any talk of mine now without using those four now-iconic words and I am sure you guys all now use those words as well. Thank you, Rachel, for the very kind words and also thanks to HIMSS UK for the continued sponsorship of this award in Kate's name.

We are now in the fourth year of having these awards within the UK and, like I say, those will continue for the forthcoming years. I would also like to thank the judging panel for the amazing work and dedication that went into judging some amazing nominations for this year's awards. It's been over a year now since my amazing wife Kate passed away and it's the second year of actually presenting the awards without Kate here in body. But she will certainly be with us in spirit, smiling down on us all, and I am proud to be stood up here and to be involved again in the awards of my inspiring wife's name.

I would like to say it's the first year that Kate has not been involved in choosing the winners but I know that the decisions that were made by the judging panel and myself will be the same as Kate would have made knowing her so well. As many of you will know, Kate epitomised compassion, in work and life, and I was truly blessed to be married to this amazing lady for 11 years. The NHS were blessed to have her working for them, or with them. But if it also wasn't for our amazing NHS then we wouldn't have had Kate for as long as we did - she was only given 6-12 months but she survived five years because of our NHS. I will be eternally grateful for that.

The awards were set up for two reasons, in my eyes. One, to celebrate the amazing work that goes on in the NHS, every second of every day, and that is not

always highlighted in the media but it does go on. Secondly, to remember an amazing lady who changed global healthcare for many generations. She will always be remembered for the hashtag #hellomynameis campaign. But also more than that, more around the first step for more compassionate care within the health service. Her main aim was for patients to be treated as people rather than diseases and to improve the NHS for everyone involved. And her legacy remains for people and in people.

Throughout Kate's life she wanted to do good for other people and over the last few years of her life we raised £250,000 for good causes. This has moved on to £325,000 for good causes and that will continue with our new target of £500,000 by the end of next year. Kate and you guys will also be pleased to know that the campaign and Kate's name continues to grow across the NHS and across the world.

I am about to embark on a global tour, commencing in Australia next week, talking about the campaign and talking about compassionate care. But first and foremost the campaign was born in the NHS and that is where I will be focussing a lot of my attention, on making sure we get it spread even further across the NHS. But we do currently operate in 20 countries across the world.

What this does show is that from one small idea in a hospital side room Kate has made a huge difference that continues to transform global healthcare and it really does show that through adversity you can create a legacy, and everyone can make that difference.

I am honoured myself to be in the company of some amazing people who truly do live and breathe the values that Kate stood by. For when it comes to compassionate care and reading all of the nominations, I was truly humbled and inspired and I would like to take this opportunity to thank everyone who is involved with the awards but mostly those people that were nominated. And I

would like to hand over to Jane Cummings who is going to speak to us more about the importance of delivering compassionate care. Thank you.

Jane:

Thanks, Chris. It is wonderful to be here again, for the fourth time, doing these awards. It's really a privilege for me to be here. I just want to spend a couple of minutes reflecting on the importance of compassionate care and the significance that that has in terms of the way people, day-in-day-out, provide compassionate care to people all over our country.

It's important that we recognise it. We spend too long complaining about things or saying things aren't good enough and actually there is some fantastic work and it's really important to reflect on that. So it was while Kate was undergoing her treatment for cancer that she started writing about seeing the NHS through the lens of a patient and it led, as Chris has talked to, to the #hellomynameis campaign.

But what she did was really emphasise how often it's the small things that make the difference, that it's actually the word, the touch, the kind thoughts, the actual compassion that people are treated with that actually is the thing that people take away and that they don't ever forget. Last year, or this year actually, earlier in my CNO summit we showed a film and a poem that I had commissioned, written by a nurse and a spoken word artist called Molly Case. It was about the last 1,000 days and the poem was focussed on how important it is to think about what is important for individuals in their last 1,000 days of life and many people don't know when their last 1,000 days are. So it's about the importance of time and it's about the importance of living as best you can, as well as you can, for as long as you can.

But the awareness of compassionate care is going from strength to strength. This year's awards have given us a real chance to demonstrate that. It was

incredibly difficult to choose. Last year's winners also continue to be the ambassadors of compassionate care and I don't know how many of you were in the audience last year, but you may remember that John Jackson was the winner of the individual award. He was a porter in East Lancashire Trust and one of the things he said on that day was what meant the most to him was not only winning the award but that Kate was able to choose. He continued to be featured, he's in the Healthcare Heroes project, which means he is in a book, he's been in an exhibition in London, so fantastic work that continues to grow.

Many of you know that compassionate care is something I feel really strongly about. Back in 2012, I launched the six Cs. They continue to go from strength to strength and it's the value base and the way in which we work that is reflective of all of us in whatever role we have, whatever we do. So before I move on to sharing this year's finalists, I would like to say a personal thank you for everything that you all do. We have some amazing people in the audience, many of whom will come up on stage later and I just wanted to say a personal thank you for the work that people do, day-in-day-out, for the compassionate care that you provide and for the continuous strive for improving and improving care for people that you look after. So thank you very much and I am now going to move on to this year's individual award category.

So this year's individual award category was extremely challenging. We had over 50 nominations just for this category alone so shortlisting to three was really hard. However, I am now going to talk about the first of those three individuals.

The first finalist for the individual category is Dr Andrew Weatherburn. He is from Blackpool Teaching Hospital, NHS Foundation Trust. He has developed a model of care supporting elderly patients who have got complex needs in the community. This has had an impact of reducing admissions, both to the emergency department but also the hospital. He has shown passion and determination to work with stakeholders to ensure that this innovative model

works and is embedded in everyday practice. Dr Weatherburn focuses not only on the person's health but also their wellbeing and he really does look at the whole person.

Several patients have commented via the friends and family feedback about his dedicated and caring approach. As part of the nomination, a head of service at his trust said, "Dr Weatherburn is a caring and dedicated individual, focused on promoting and providing excellent care to his patients. He is driven in ensuring that patients in his care are at the centre of everything he does and indeed supports his team to do the same. He will go above and beyond the expected level of support given to staff and always has time to speak with staff. He has championed new roles within the service and focuses on ensuring that staff are trained and developed to provide the best possible care they can and often provides this training to staff across the service himself. He provides a lending ear when needed but also the appropriate challenge when things are not right. As a consultant he is dedicated, caring and an advocate for his patients, the staff in his team and the service as a whole."

The second finalist for the individual category this year is Jean McVann. Jean is a general practice nurse from Rotherham. She is a nurse who has worked for the NHS in Rotherham for her entire career. She has worked tirelessly to support the most vulnerable in society, going well above and beyond the call of duty as a nurse in taking a holistic and caring approach to everyone. Her mantra is looking beyond the label and the ends she goes in meeting people's needs to help them is an inspiration.

Tracey Cannell, who made the nomination, said: "Jean has set up the service she leads from scratch, initially working on a voluntary basis supporting homeless people on the streets of Rotherham, as well as persuading commissioners to fund a dedicated primary care service for the homeless and the vulnerable which she has built up to make the service into what it is today. Examples of her

compassion include: supporting a patient who was terminally ill at home, providing them with medication and food; finding accommodation for a homeless person and sourcing furniture suitable for them so that they could be discharged after planned surgery; providing healthcare on the streets, and in shelters, and working with the Home Office, the local council, the benefits agency and voluntary groups to support her patients.”

A patient at the Gate Surgery said, “I find that if and when I feel the need to see Jean McVann she always has the time and care to respond to me, and is very caring and listens very attentively. She has also been known to help in matters that I could not do for myself. She always has an easy-going attitude towards me that puts me at ease so that we can speak and communicate with each other over the years I have known her. ”

Our third finalist in this category is Dr Rajesh Mohan from the South London and Maudsley NHS Foundation Trust. He has developed and promoted systems that allow patients to be at the centre of their care process in inpatient rehab services. The patient group he supports represents some of the most marginalised and disempowered people in society, with multiple and complex mental health needs. He ensures that patients are able to lead and actively participate in their recovery. Dr Kalidindi, who made the nomination, said: “apart from being a caring and compassionate clinician, Dr Mohan has developed and led the delivery of patient-chaired CPA meetings which brought about a real change in culture of service user empowerment and successfully developed and led on the roll-out of the patient self-medication programme in rehabilitation, enabling self-management skills early in the admission and better treatment concordance. And he has led on physical healthcare through GP collaboration and through co-produced personal health passports with his patients. He has led by example, striving to put service users and clinicians on an equal footing and addressing power imbalances in care. He supports and enables his trainees and medical students to lead the evaluations of the initiatives and presents these at national and

international conferences. His compassion for service users, carers and staff is exemplary and has enormously positive repercussions.”

So I would now like to welcome Dr Andrew Weatherburn, Jean McVann and Dr Rajesh Mohan on to the stage please. It gives me great privilege to announce that the winner is... Jean McVann, from the Gate Surgery in Rotherham.

Chris:

So, now moving on to the team awards for this year's awards. The first nomination is INTERACT, a child and young person crisis prevention and resolution service. This was originally established in 2008. INTERACT have been recognised for their effective and high quality care. In 2009 it expanded its community support model to include emergency department liaison for three separate acute hospitals. The model not only maintained its success but proved its adaptability to any setting. As a result, the team expanded, offering emergency attendance outside of the emergency department and experiencing the same high value expressed by young people and their parents.

From a parent's point of view, “it's so reassuring to have the help my son needs. It affects the whole family when your child has a problem. And knowing this kind of help is available makes dealing with the issues more bearable.” Another citation noted, “Susie came along and gave me help for my son's future and was so reassuring and had a plan for how we would work together to help him. Susie always takes the time to explain things to my son and always goes above and beyond the call of duty to help my son, sometimes at her own expense.”

The father of a patient using the service said, "I am very appreciative of everyone's help and thank you for your continued help and support. I am happy with the service and I like the connection I built with Robert because it made it so easy to open up to him. He was extremely helpful and caring and has, through time, changed my ways and thinking habits. It made me realise that there are

people there to help and that has helped me a lot. I cannot thank him enough for the work he has done with me."

The second nomination is the Palliative Care Northumbria. So the Palliative Care Northumbria is an NHS palliative care service which is not limited by boundaries. It supports patients and their families at home, in acute and community hospitals, in care homes, at day hospice and in dedicated NHS specialist palliative care inpatient units across the whole geographical area of Northumberland and North Tyneside.

The service has been transformed over recent years. From multiple small services, it has undergone integration to create a single comprehensive palliative care service, alongside community services and social care within one organisation, continuously delivering passionate care for individuals and families who use their services. A manager from the team noted: "Our teams regularly go above and beyond to ensure our palliative patients have the best care possible, in often very difficult situations. Feedback from patients and carers is fantastic and we have numerous examples of outstanding care and support.

I feel honoured and privileged to be part of this service." Another noted that: "thank you so much for your kindness you showed to my mother in the last few days of her life. My father could not have managed without you. We will be forever grateful. God bless you all." In more relatives' feedback: "We couldn't have done this without your help, you went above and beyond with everything, my dad will miss you."

Then the third nomination is the Daisy. It's a bespoke care unit for people with a learning disability and/or autism. It is a purpose-built unit that was designed by residents and clinicians and provides care home facilities within a building that is registered currently at a hospital. The ethos of the unit is empowerment and has the resident at its core. From design through to staffing, residents have been

central to everything. They have been empowered to choose their care and their carers in a unit designed by them, for them. The Daisy is the epitome of the NHS England Transforming Care agenda and is designed to provide a community model of care for complex clients, enabling them to reach their full potential. The Daisy unit is a completely new approach to delivering care to the most vulnerable and challenging individuals in society, which has never been attempted in this country. These include people who present with complex needs, challenging behaviours, learning disabilities and/or autistic spectrum disorder, which challenge conventional inpatient and care provision. The trust board noted, "the model of care is so unique that the trust is in discussion with the CQC on how to create regulation for this type of facility."

I would like to welcome all three nominations to the stage now. Thank you.

I would like to announce that the winner is the Palliative Care Northumbria NHS Foundation Trust. Thank you. Congratulations.

Malcolm:

Hello, I'm Malcolm. This is my first year of the Kate Granger awards, and what a spectacular event this is. It is my responsibility this morning to read out the citations in respect of the third category, which is the organisation award. We have, as always, three finalists.

The first is the South West Yorkshire Partnership NHS Foundation Trust. One in four people will experience mental health problems at some point in their lives. Such a high ratio means that the Trust works hard to make sure they don't have a one size fits all approach to care. This is the first trust to offer Watsu therapy in an in-patient mental health setting. Watsu is a unique type of therapy which involves immersing an individual in warm water and whilst they are held and supported by a therapist they are gently moved around, stretched and massaged.

The team on Trinity 1 in Wakefield have received 100% positive feedback on its

benefits. Service users have reported increased mobility and flexibility, a sense of relaxation, more restful sleep and an emotional release. One person even commented that his experience of Watsu would stay with him for the rest of his life.

Feedback from relatives, two instances first: “we wanted to thank you for all your care, concern and professionalism that you have given us as a family. The help you gave us when we needed it was priceless.” Second, “we would like to thank you most sincerely for enabling us to have another chance with what life has to offer. Words will never express what we feel, but thank you from the bottom of our hearts.”

The second finalist in the organisation category is St Luke's Hospice, Basildon and Thurrock. Over the past three years the hospice has grown its capacity to support the local population. This includes establishing services to reduce admissions to acute hospital and allows people to be cared for at end of life in their place of choice. Now expanding this service has included a nursing home project and an award-winning advanced liver disease project called One Response, which improves access to fast-track funding and care for people at the end of life. This has enabled the hospice to develop services based on the needs of local communities it serves and also to reach out to individuals and communities who may not have otherwise accessed hospice services.

What do the management say about this service? They say that, “our project for people with advanced liver disease is ground breaking and colleagues across the hospice sector are seeking to replicate it, in conjunction with their acute trust colleagues. The work will be disseminated nationally through articles, posters and input to national guidance.”

So what does it do? It's currently providing access to advice and support 24/7 for people with life-limiting illness, and their carers. It has received a lot of interest

from other hospices wanting to establish a similar service. It is receiving almost 24,000 calls last year, and providing over 10,000 episodes of care which is an increase, by the way, of 75% on the previous year. So here is a team providing crisis intervention and home visits, day or night, from an appropriate professional person. And the hospice continues to develop and respond. The local CCG commends it for its response to the needs of its local population and the local health and care, social care system.

The third finalist in the organisation category is Shropshire and Staffordshire Leadership Leads Group. So the background here is really interesting. Healthcare community in Shropshire and Staffordshire have established this shared vision to embed and recognise compassionate leadership across the region. With support and sponsorship from Health Education England in the West Midlands, a programme of compassionate leadership was launched in 2015 to embed and recognise it across those two counties and then later across the whole of the wider West Midlands.

So it kicked off at a regional event in 2015, which provided a forum for discussion and it resulted in this community of practice to try to share compassion, leadership, innovations and health across a larger area and create a resource for sharing best practice.

What has happened so far? To date, 2,100 compassionate acts have been shared across 11 NHS organisations which has given rise to over 2,000 potential experiences to spread positive behaviours whilst also simultaneously enhancing 2,000 or more staff members' experience of work. This positivity, this acknowledgment, creates a counterbalance to our very charged and demanding working environments. This is what I think starts to get to the core of it - it is not simply a recognition awards scheme, but they have created a definition, a qualitative definition, of compassion through a thematic analysis, comprising hundreds of individual definitions of compassion.

This has allowed them to create the first-ever NHS definition and seven qualities of healthcare compassion arising directly from hundreds of staff and service users. This is the way to embed it across the service. They are currently working with Health Education England and NHS Leadership Academy to scale and spread the work nationally, supporting the compassionate leadership aspirations with the new NHS Developing People and Improving Care national framework.

May I please invite representatives of the three organisations to join us on the stage?

And the winner, ladies and gentlemen, of the organisation category is... South West Yorkshire Partnership NHS Foundation Trust.

Jane:

We have actually got one more special award to talk about, so I'd plead with people who were thinking of going to stay. This is also a really important part. As we all know, the Kate Granger Awards recognise the compassion and dedication of NHS staff, and this compassion has never been more in the spotlight than over the last few months in this year.

We have had appalling horror and terrorism, in London with the Westminster attack in March, we had the London Bridge incident in June, we had the Grenfell Tower fire and we also had the Manchester bombing in the arena, in this very city, and it was really nice to see that they re-opened the arena just a couple of days ago. This has affected so many people across the country, both NHS staff and our citizens. But what these tragedies have highlighted is the resilience and compassion of the emergency services and NHS staff who time after time just responded, tended to the victims who had suffered unimaginable injuries and kept themselves going, they kept putting the needs of those people first, hour after hour after hour.

So today we want to recognise the efforts of those staff, who came together as one to help victims on what was possibly the worst nights of their lives. In both London and Manchester, doctors, nurses, paramedics, pharmacists, health service managers even - managers do also get stuck in – who did everything they could to manage and treat people in the most effective way.

And in preparing for today we read testimonies of emergency department staff, people who co-ordinated departments to ensure their hospitals could cope with the growing demand; staff who had completed shifts, were on their way home, turned around and went back and worked all night; staff who loaded up their cars with food, with support and actually helped to feed and keep people going in those very, very important hours.

And this was the NHS at its best. This is why so many of our staff do the jobs that they do, because they want to help those that are in pain, that are distressed, that are suffering from trauma. This compassion is what has led us to dedicate this special recognition award to the trusts that helped the victims at Grenfell, Westminster, London Bridge, and Manchester. We are very lucky today to be joined by representatives from many of those trusts and I would like to now invite representatives from each of those organisations on to the stage to receive a certificate of special recognition from Chris. So please will you come up and we thank you from the bottom of our hearts.