

Perfect Patient Pathway Test Bed Celebration Event 22nd May 2018

#PPPtestbedawards



Perfect Patient Pathway
Test Bed Advisory Group Awards
2018
Winner
User-Friendly Technology Award
Inhealthcare -
Digital Care Home Service

Hosted by



@HWSheffield



@Perfect_Pathway



Test Bed Advisory Group

The Invitation

The Test Bed Advisory Group (TAG) hosted the Perfect Patient Pathway Test Bed Celebration Event on Tuesday 22nd May to thank all the partners and everybody who had been actively involved in the Test Bed Programme.

The event included a number of awards, nominated and judged by the Test Bed Advisory Group and special recognition for all the care homes who participated in the Digital Care Home project in Sheffield.

The celebration event was also an opportunity to share and reflect on key learning from the Test Bed programme and the aims to work in partnership to design, test and evaluate new ways of working using innovative technology, to support people with long-term health conditions.



You Retweeted



Iain Broome @iainbroome · May 22



This afternoon I'm at [@Perfect_pathway](#) [#PPPtestbedawards](#) celebrating lots of ace projects, including one I was part of last year with [@goodthingsfdn](#). 👍



You Retweeted

Inhealthcare @InHealthcareUK · May 22 

Inhealthcare Thrilled to be at the #PPPTestBedAwards with @Perfect_pathway @HWSheffield - looking forward to hearing about the positive impact the pilot has had in Sheffield





Perfect Pathway @Perfect_pathway · May 22



And we're off! Our director Liz Howarth welcomes our partners to thank them for all their support [#PPTestBedAwards](#)



“a true reflection of the power and value of involving patients, service users, their families and carers in shaping health care and giving us such valuable insight.”



Iolanthe @IolantheFowler · May 22



[@Perfect_pathway](#) [@HWSheffield](#) [@SheffieldHosp](#) perfect patient pathway celebration event gets underway with a fabulous introduction from program director liz howarth



Test Bed Advisory Group Awards



Innovative Technology Award

Winner – Kinesis Health Technologies
Highly Commended – TEVA UK

User-Friendly Technology Award

Winner – Inhealthcare

Best Information Materials Award

Winner - TEVA UK

National Spread Choice Award

Winner – Kinesis Health Technologies
Highly Commended – Inhealthcare

Best Film Award

Winner – TEVA UK

Best Project Award

Winner – Kinesis – Strength & Balance
Highly Commended – Inhealthcare – Digital Care Home



Perfect Patient Pathway

Perfect Pathway @Perfect_pathway · May 22

First up - User-Friendly Technology Award. And the winner is.....@InHealthcareUK
#Digitalcarehome



You Retweeted

Iolanthe @IolantheFowler · May 22



Laura from Healthwatch introduces the TAG reps Peter and Pamela presenting the user friendly technology award 🏆 Inhealthcare digital care Home technology @HWSheffield @Perfect_pathway @SheffieldHosp



Perfect Patient Pathway

Perfect Pathway @Perfect_pathway · May 22

Next - Best Information Materials award! And the winner is.....@Teva_UK
#PPPTestBedAwards



Perfect Patient Pathway

Perfect Pathway @Perfect_pathway · May 22

And the Oscar for Best Film is...@Teva_UK #PPPTestBedAwards 🏆



You Retweeted

Teva UK Ltd @Teva_UK · May 22

Thank you @Perfect_pathway for the trio of #PPPTestBedAwards at your celebration event today. We're proud to have been part of the Test Bed looking at how we can use technology to improve outcomes for asthma patients. Learn more: ow.ly/Iu4u30k7OnI



From Left: Nurses Rebecca Cox, Karen Roberts and Aisgal Crook from NHS; with James Hadden, Teva Pathway Development Lead

You Retweeted

Kinesis @KinesisHT · Jun 1



Replying to @piphedley @Teva_UK and 7 others

Our mission is to prevent #falls. We are thrilled to that our QTUG #fallsprevention won 3 awards including Most Innovative Technology award, National Spread Choice award and Best Project award at the @Perfect_pathway Testbed Awards in Sheffield. #digitalhealth



Digital Care Home Awards





Alexander Court



Balmoral and Moorend



You Retweeted
HC-One @HC_One · May 22
 Our HM from Alexander Court, Amanda, with her award at #ppptestbedawards.
 @Perfect_pathway @HWSheffield

You Retweeted
emma smith @SmihtEmma · May 22
 @Perfect_pathway so proud thank you!!! Good project x

Perfect Patient Pathway healthwatch Sheffield
Test Bed Advisory Group Awards 2018
 Digital Care Home Special Recognition Award
 This certificate is awarded to
Moorend Place Care Home
 In recognition of their valuable contribution to the Perfect Patient Pathway Test Bed Programme in the Sheffield City Region



Chapel Lodge



Haythorne Place



Chatsworth Grange



Loxley Court

Pippa Hedley-Takhar (Programme Manager) said: *“As a result of the programme, we are building strong new partnerships between care homes and healthcare professionals for the benefit of residents, their families and the wider health and social care system. The care home teams taking part in the project have been wonderful. We couldn’t have done it without them.”*



Amanda Fields – Alexander Court Care Home said: *“The technology has become part of our routine. If you can send a text message, you can use the app. The service enables us to identify somebody who might be starting to become unwell earlier on rather than waiting for the usual symptoms to appear.”*



Emma Smith – Moorend Place Care Home said: *“For our staff, the technology is very good, very quick and very easy to use. For our patients, the benefit is in minimising any admissions to hospital. A change in their environment can have a massive impact on their condition. They need to be treated at their home. The relationship with other care professionals is important. This project brings us all together. We are all singing from the same hymn sheet.”*



Co-Production



The idea of co-production comes from the old disability banner of, 'Nothing about us without us'. By working in partnership with people who use services to design and improve them you are more likely to get things right first time.

It is a way of working in partnership whereby everybody works together on an equal basis to create a service or come to a decision which works for all. It is built on the principle that those who use a service are best placed to help design it, thus shifting the power towards users of services. It involves seeing the contribution that everyone can make as an asset and working with people from the beginning to generate an idea.

Co-production often leads to better use of resources, increased capacity building for individuals and communities, more effective services and moves the agenda for equality on. Groups and organisations work better together.

Blake Williamson - TAG





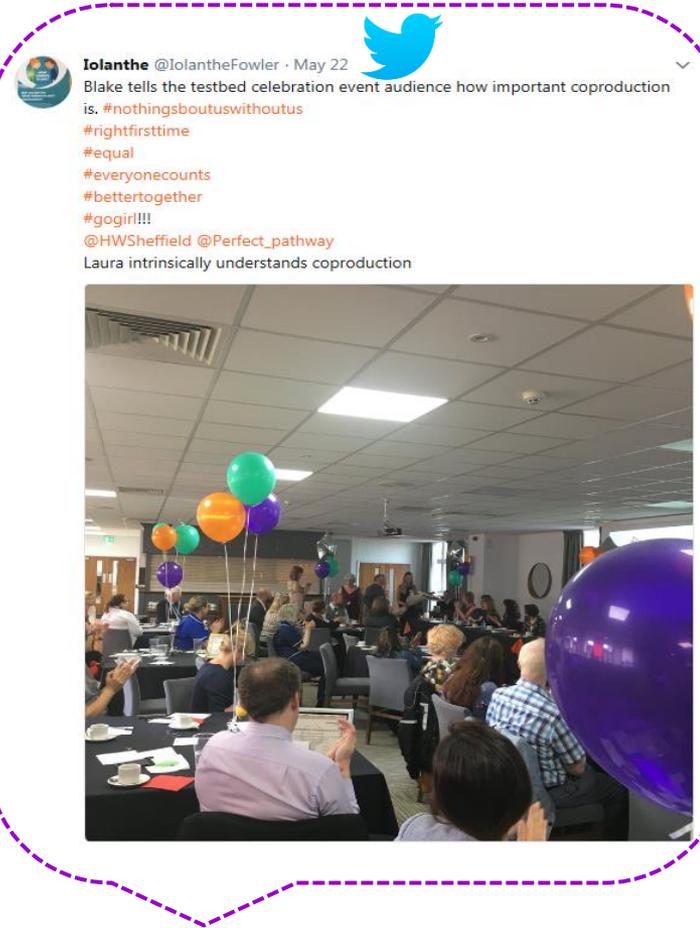
We would like to take this opportunity to thank Laura for all she has done to make our experiences so enjoyable. Many organisations make rhetoric around co-production without any understanding or commitment to it, thankfully Laura understands it intrinsically and has made sure all are equally involved.

Our remit has been to speak for the users of the services on offer and we would have been disappointed if we had felt that message had not been conveyed with as much passion as we had felt in our discussions.

We have always appreciated that Laura was our voice in the process and we hope that together we have brought an essential dimension to the engagement.

Thank you.

Test Bed Advisory Group (TAG)



Our Partners





You Retweeted

Matthew Moxon @MoxonOnline · May 22

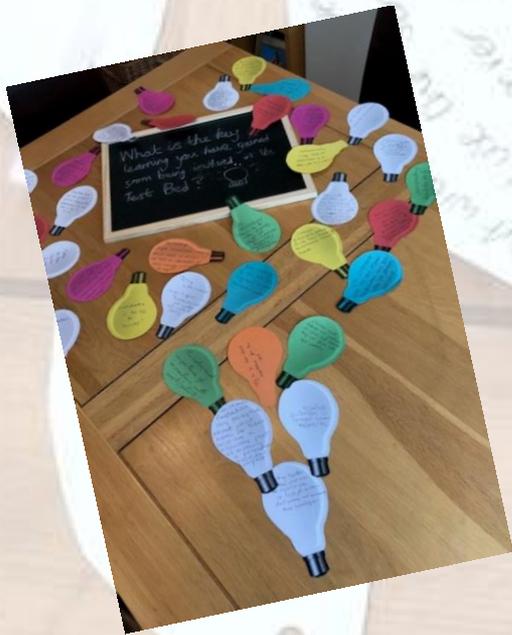
A pleasure attending the #PPTestbedawards and a real honour to be recognised for our humble contribution to the very inclusive @Perfect_pathway. A special thank you to @piphedley and Laura Cook for being a delight to work with!

Tom French @MrTomFrench

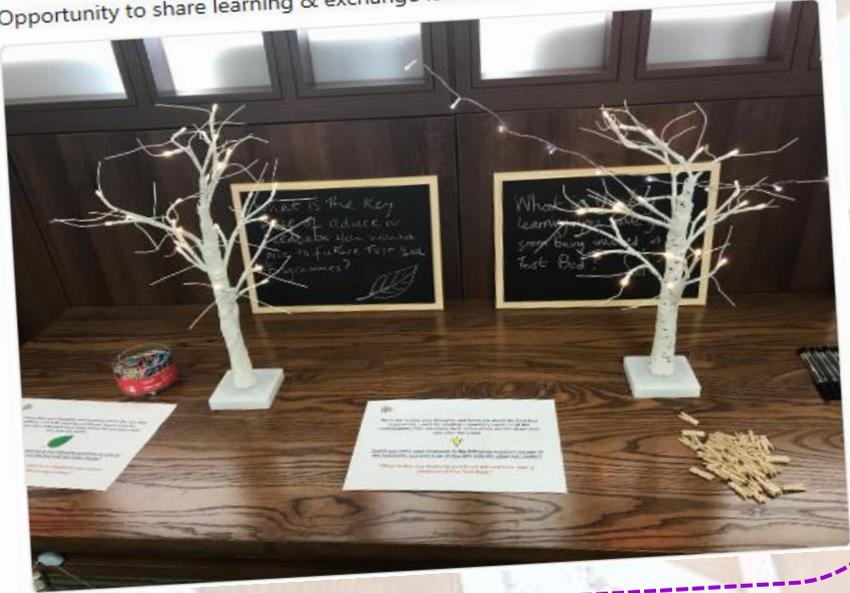
We (@goodthingsfdn and @iainbroome) have just been recognised for our contribution to @Perfect_pathway at the #PPTestbedawards! Super chuffed and totally unexpected. And they gave us post-it notes as a prize!...

Perfect Patient Pathway @Perfect_pathway · May 22

And a special 'post its' Award to @goodthingsfdn 🙌 #PPTestBedAwards for their Digital Health Training #inclusion #digitalskills



Perfect Pathway @Perfect_pathway · May 22
Opportunity to share learning & exchange ideas #PPTestBedAwards



Feedback themes

1. Partners saw significant value & importance in co-production with people / patients and felt that feedback from all user groups is critical in user-centred design

“Have a strong focus and a good lead who embraces co-production.”

“People who use services are very perceptive about what works for them and are a valuable part of making a programme have real impact.”

What key learning did you gain from the Test Bed?

2. There are challenges for patients and healthcare professionals in understanding the benefits of new technologies and developing the confidence in using them but focus on usability can affect the pace at which using digital tools can become routine

“Many health professionals don't have the confidence or skills to use digital technology or know where to get support. This hampers patient uptake and therefore limits the potentially beneficial outcomes.”

“Any technology needs to be user friendly for all staff and patients especially to ensure participation.”

3. Testing and evaluating new ways of delivering healthcare using technology is complex and will not always result in wider adoption in the system

“Not all technology works for everything.”

“How difficult it can be to get technology off the ground and difficult to evaluate.”



What key learning did you gain from the Test Bed?

4. Collaboration and effective partnership working is essential for progress at pace towards project aims and outcomes

“Working as a team is important. The commitment of NHS staff to the project can determine it's success.”

“Collaboration is the key for success!”

5. The Test Bed provided a great opportunity to act upon real-world testing and feedback in order to develop and improve technology and service design

“Confirmed that you rarely get things right first time and that iteration, feedback and gradual improvement is key!!”

“Keep problem solving and tweaking processes. Keep things simple for users.”

6. Open communication ensures that all partners feel involved and can stimulate new ideas and opportunities

“Learnt how to speak out - sometimes an individual can make change for the better!”

“Best bit is opening communication between NHS and care homes.”

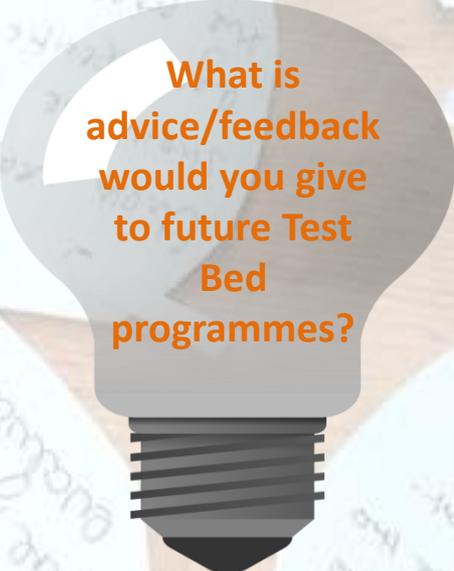
“Communication is key. Keep all stakeholders up to date with the work!”

1. Dedicate time and effort to committing to an effective and inclusive engagement strategy with users and stakeholders from day one and throughout the lifetime of the programme

“Have a dedicated engagement role for earlier involvement.”

“Involve the TAG or other public involvement group at an early stage and then frequently will feedback to them.”

“Do as much mini testing of engagement early on - including engagement with public as to why/why not they would take part in testing.”



**What is
advice/feedback
would you give
to future Test
Bed
programmes?**

2. Understand co-production and working in partnership on an equal basis and to help create services that meet the needs of users and increase the chances of getting things right the first time

“The TAG should be there at the outset i.e. what technologies will be looked at. This follows the principle of true co-production.”

“Include patients in the decision process.”

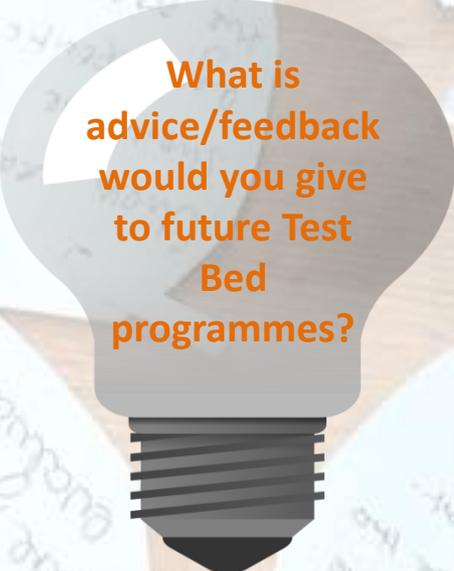
“Start with the people who will use the service and never the technology.”

3. Develop ownership and shared responsibility for partners in order to move forward as a team towards a shared vision and goals

“The importance of team working - promote communication and feedback to guide delivery to ensure the patient is at the heart of what we do.”

“A need to work together.”

“Nominate someone each day so that it is never missed or left to the last minute on a busy unit.”



What is advice/feedback would you give to future Test Bed programmes?

4. Be agile and able to adapt to change or unexpected challenges

“Don’t be afraid to stop things and move to something else if they aren’t working.”

“Listen. Ask. Act.”

5. Establish goals that are realistically achievable and use the Test Bed as a platform for future opportunities

“Have measured ambitions.”

“Focus on other long term medical condition or mental health condition or epilepsy. Technology - small devices, smart phone, language choices.”

“Perhaps a younger age group to engage as more likely to be engaged with technology.”

Final Words



You Retweeted



Wendy Tindale @WendyT_99 · May 22

This was one of the best awards ceremonies I've attended - [#patient](#) led and [#inclusive](#) [#proud](#) [@Perfect_pathway](#) [@NHSEngland](#) [#testbed](#). Thanks to all from the bottom of our hearts!



Iolanthe @IolantheFowler

Prof Wendy Tindale SRO [@Perfect_pathway](#) closes the fabulous celebration event. Thank you TAG, Laura and Pippa - what a successful afternoon and great fun! [#joyatwork](#) [@SheffieldHosp](#) [@HWSheffield](#)

Inara Khan (NHSE Account Manager) said: *“The Test Bed awards were a real testament to the effort and time that PPP Test Bed has put into building strong relationships with local partners through meaningful engagement. I was so impressed by the energy and enthusiasm displayed by the TAG group, they are the gold standard for patient engagement.”*





Iolanthe Fowler (Clinical Director) said: *“It was an absolute pleasure to attend the TAG Test bed awards celebration event. The atmosphere was wonderful, bringing together a huge range of people from different backgrounds to talk about the impact of testbeds and lessons for the future. The event acknowledged individuals commitments to the project in a really special way, and I loved the table decorations-we all need balloons in our lives! Thanks so much!”*

Colin Lewry – GE Healthcare said: *“The awards event last week was really inspiring – in all my years of consultancy I’ve never been involved in a session quite like it. It was great to see patients absolutely front and centre, the real warmth for the NHS staff and innovator teams who won awards, and a totally professional approach to the whole thing from booking to presentations. It was outstanding.”*





Involving patients and carers with experience of long term conditions in the Perfect Patient Pathway (PPP) Test Bed has been vital in improving the experience for patients taking part in the projects and helping the PPP team navigate through the challenges of introducing technology in a real-world setting. The main way this has been achieved is by working with the Test Bed Advisory Group (TAG) volunteers and incorporating their views into the design and delivery of the Perfect Patient Pathway.

Healthwatch Sheffield and the Test Bed wanted to give something back to the Test Bed Advisory Group to thank them for their invaluable input since September 2016. We proposed a co-produced awards event as a way of giving TAG members a platform to voice what they liked about the technology and projects, whilst showcasing and celebrating the group's prowess in a way that inspired others to work with patients and carers to improve services. We planned to thank TAG members individually at the event and the group suggested taking time to thank key people who had helped make the programme happen.

We particularly wanted to express gratitude to the care homes involved in the Digital Care Home project, as we know that care home staff don't always get the recognition they deserve and wanted to encourage their continued engagement with the project. We also hoped the event would highlight the cross-sector collaborative nature of our Test Bed and provide an opportunity to get feedback and quotes to enrich our learning.

The TAG chose and judged the awards categories and played a central part in speaking and giving out winners' trophies and thank you certificates on the day. We received such positive feedback about the event and want to thank the Test Bed Advisory Group and PPP team for all the hard work that made our celebration event such a success.

Laura Cook - Healthwatch Sheffield



Perfect
Patient
Pathway

**Thank you to everyone for being
part of the Test Bed Programme!**

<http://ppptestbed.nhs.uk>

@Perfect_Pathway