



PENNA2019 Shortlist

For the past nine years, we have looked forward to March and our annual day of celebrating and sharing the wonderful work being done in patient and staff experience with our hard-working healthcare colleagues and the wider communities that support them.

However, upon hearing that similar events to ours, for example the NHS England Patient Experience for Improvement Conference, are no longer going ahead, and given the current health concerns around COVID-19, we are fully aware of the requirement to ensure that our colleagues working in provider organisations are able to fully support their teams with the preparations needed for the coming weeks.

With all of that in mind, we have, with a very heavy heart, made the extremely difficult decision to postpone the celebrations that were due to take place on 18th March 2020 at The REP, Birmingham. Please note this is a postponement and not a cancellation.

This was a tough decision to make and not one we have taken lightly; the National Awards are the annual highlight in our calendar and are one of the best ways to celebrate all the amazing work all of you, up and down the country, in so many different organisations, have been doing. We know how much you value the opportunity to celebrate with, share, and learn from each other, and the huge buzz PENNA creates every year. We do, however, need to prioritise the health and safety of all our patients and colleagues and appreciate that you may be required elsewhere.

All shortlisted projects and submissions still stand and winners will be announced in due course.

At a time that is more suitable, we will absolutely be back in touch with you directly to share our revised plans, to update you on our reimagined celebrations, and to discuss how we can bring our 10th year Patient Experience Network National Award celebrations to you!

We thank you for your support and understanding at this unusual time and we look forward to seeing you all soon.

This year's shortlisted finalists and projects are:

Communicating Effectively with Patients and Families	
Gloucestershire NHS Foundation Trust	S.H.E.D
NHS Blood and Transplant	Videos to support Families being approached to consider supporting Organ Donation for their loved one.
NHS Leicester City Clinical Commissioning Group	The Health in your Hands Voluntary and Community Sector Event Funding
Nottingham University Hospitals NHS Trust	We will Always Support You in Being Familiar with the AICU Area and Environment
Nutricia	A Service Evaluation of the Acceptability and Use of a Mobile app for Video Call Communication Between Home Enterally Tube Fed Patients and Home Care Nurses
Royal Cornwall Hospitals Trust	`Butterfly Cornwall` A Scheme to Enhance End of Life Care for Patients and their Loved Ones

CPES Award	
Blackpool Teaching Hospitals NHS Foundation Trust	Patient Cancer Care Improvement (PCCI) Group
County Durham and Darlington NHS Foundation Trust	CDDFT Cancer Patient Experience Programme
Royal Devon & Exeter NHS Foundation Trust	With You in Mind, Team Work and Collaboration
The Princess Alexandra Hospital NHS Trust	It Matters to Me
University Hospital Coventry and Warwickshire NHS Trust	Let's Talk – Rooms to Deliver Sensitive Conversations
University Hospitals of Leicester NHS Trust	In-Patient Support and Information Rounds
Wessex Cancer Alliance	Improving Access to Cancer Nurse Specialists and Key Workers
Engaging and Championing the Public	
Birmingham Community Healthcare Foundation Trust	Service User Group
Cambridge University Hospitals Foundation Trust	ACTIVE (the Children and Young People's Board)
Healthwatch Essex	Voice of Young People in Secure Mental Health Unit Helps to Shape Changes in Services
Kettering General Hospital	The Takeover Challenge
Nottingham University Hospitals NHS Trust	CPR Teachathon
Royal Cornwall Hospitals NHS Trust	`Butterfly Cornwall` A Scheme to Enhance End of Life Care for Patients and their Loved Ones
University Hospitals of Leicester NHS Trust	ICU Patients and Relatives – Are They Really Listened To?
Environment of Care	
Birmingham Women and Children's Hospital NHS Foundation Trust	Magnolia House: Co-design with Bereaved Families
King Edward VII's Hospital	Improving Inclusion and Welcome in Imaging Suite
Leicestershire Partnership NHS Trust	Knead to Chat
Manchester University NHS Foundation Trust	Fast Track Accessibility Programme
Oxleas NHS Foundation Trust	Queen Mary's Hospital, Sidcup – A hospital Designed Together
Royal National ENT and Eastman Dental Hospital, University College London Hospitals NHS Foundation Trust	Emotional and Physical Pathway Improvement for Head and Neck Cancer Patients
Innovative Use of Technology, Social & Digital Media	
Birmingham Women's and Children's Hospital NHS Foundation Trust	Dora – Video Interpreting Device
Imperial College Healthcare NHS Trust	Technology Driven Analysis of Free-text Patient Experience Feedback
LanguageLine Solutions	LanguageLine Insight – On-Demand Remote Video Interpreting
Nottingham University Hospitals NHS Trust	Developing Digital Technology Solutions to Improve Care for Cancer Patients
Surrey & Sussex Healthcare NHS Trust	Bringing Patients Closer to home
University Hospitals Plymouth NHS Trust	#RehabLegend
Cinapsis	Cinapsis SmartReferrals
Integration and Continuity of Care	
Cardiff and Vale University Health Board	Young Carers in Schools Award
Hywel Dda University Health Board	Home Healthcare – Home Support Team

Liverpool University Hospitals NHS Foundation Trust	Samaritans in the Emergency Department
Surrey Heartlands Health and Care Partnership	Using Animation as a Medium to Help Clinicians Understand the Secondary Healthcare Experiences of Prisoners
Tameside and Glossop Strategic Commission	Partnership Engagement Network (PEN)
Measuring, Reporting and Acting	
East London NHS Foundation Trust	Service User Led Accreditation Programme
Manchester University Foundation Trust	5 Things About Me
Northampton General Hospital NHS Trust	The Wood for the Trees – Ward Level Data for Trust Wide Improvement
Nutricia	A Service Evaluation of the Acceptability and Use of a Mobile app for Video Call Communication Between Home Enterally Tube Fed Patients and Home Care Nurses
Royal Cornwall Hospitals NHS Trust	Outpatients Family and Friends Test
Partnership Working to Improve the Experience	
Birmingham Women's and Children's NHS Foundation Trust	Noah's Star
Liverpool University Hospitals NHS Foundation Trust	Samaritans in the Emergency Department
Royal Cornwall Hospitals NHS Trust	The Cornwall and Isles of Scilly End of Life Learning Path
Serco Health – University Hospital Wishaw	Normal is Great! Facilities for Elderly Patients and those Living with Dementia
University Hospitals of Leicester NHS Trust	Prostate Cancer Remote Monitoring
Warrington and Halton Teaching Hospitals NHS Foundation Trust	Enhancing Patient Experience with Shared Reading
Personalisation of Care	
Manchester University Hospitals Foundation Trust	5 Things About Me
Nottingham University Hospital NHS Trust	Wear to Care
Nutricia	Supporting a Home Enterally Fed Patient to Achieve his Dreams of Running the London Marathon
Serco Health	Making Food Fun
University Hospitals of Leicester NHS Trust	The Forget Me Not Scheme
Walsall Healthcare NHS Trust	Making Magic with Bubbles and Butterflies – Doing What Matters: Ward 2
Staff Engagement & Improving Staff Experience	
Cambridge University Hospitals NHS Foundation Trust (CUH)	Developing a Shared Service Culture Book
Northumbria Healthcare NHS Foundation Trust	Supporting Happy, Healthy and Productive Teams – Our Year of Discovery
Royal Cornwall Hospitals NHS Trust	`Butterfly Cornwall` A Scheme to Enhance End of Life Care for Patients and their Loved Ones
Serco Health – University Hospital Wishaw	Normal is Great! Facilities for Elderly Patients and those Living with Dementia
University Hospitals of Derby & Burton NHS Foundation Trust	Patient Experience Champions Programme
Strengthening the Foundation	
Birmingham Women's and Children's NHS Foundation Trust	Young Adult Volunteering

Gloucestershire Hospital NHS Foundation Trust	Closing the Loop – From Concern to Change
Manchester Royal Eye Hospital	Regular Treatments in Eye Services; Delivering Care Closer to Home
Mid Cheshire Hospitals NHS Foundation Trust	Innovation around Volunteering
Northumbria Healthcare NHS Foundation Trust	Working Together & Learning Together – a Partnership Approach with Northumberland Syrian Families
PPL	The journey to Becoming the World's Best Small Island Health and Care Social System?
Support for Caregivers, Friends and Family	
Royal Cornwall Hospitals NHS Trust	`Butterfly Cornwall` A Scheme to Enhance End of Life Care for Patients and their Loved Ones
South West Neonatal Network	A Stay in Neonatal Care – An Animated Guide to your Role as Parents and What to Expect
The Mid Yorkshire Hospitals NHS Trust	Hospital Based Carer Support
University Hospital Plymouth NHS Trust	KMC – Parental Accommodation
University Hospitals of Leicester NHS Trust	Family, Carers and Friends Charter
Turning It Around	
NHS Blood and Transplant	Clockface – Enhancing Donors Experience and Understanding of Blood Donation
Royal Cornwall Hospitals NHS Trust	`Butterfly Cornwall` A Scheme to Enhance End of Life Care for Patients and their Loved Ones
Swansea Bay Health Board	Digital Patient Stories for Service Improvement
Taunton and Somerset NHS Foundation Trust	The Journey to Establish a Permanent Paediatric Assessment Unit (PAU) – “Assessment to Treat rather than Admission to Assess”.
Walsall Healthcare NHS Trust	Making magic with bubbles and butterflies – Doing What Matters: Ward 2
Using Insight for Improvement	
To Improve Accessibility of Services	
Birmingham Community Healthcare Foundation Trust	Service User Group
Liverpool University Teaching Hospitals NHS Foundation Trust	Young Ambassadors Project
Milton Keynes University Hospital NHS Foundation Trust	Working Together to Improve Services for People with a Learning Disability
NHS Digital	NHS Digital Service Manual
Surrey Heartlands Health and Care Partnership	Using Animation as a Medium to Help Clinicians Understand the Secondary Healthcare Experiences of Prisoners
To Improve NHS Funded Services	
East London NHS Foundation Trust	Service User Led Accreditation Programme
Healthy London Partnership	Gathering Feedback from Families and Carers when a Child or Young Person Dies
Nottingham University Hospitals NHS Trust	We will Always Support You in Being Familiar with the AICU Area and Environment
Shropshire Community Health NHS Trust	Shropshire Community Health NHS Trust
University Hospitals of Leicester NHS Trust	ICU Patients and Relatives are they Really Listened To?
To Improve Integrated Care	
Barts Health NHS Trust	Shaping our Future Together

Central Cheshire Integrated Care Partnership	Identifying the Unwell Child in the Community Settings
Gloucestershire NHS Foundation Trust	Homeless Patient Guidelines Initiative
Team of the Year	
Air Arts, University Hospitals of Derby and Burton NHS Foundation Trust	Air Arts
Ashford & St Peters NHS Foundation Trust	Patient Experience Team
Cardiff and Vale University Health Board	Cardiff and Vale (CaV) – Central and Visible: A team – Together Everyone Achieves More
NHS Blood & Transplant	Donor Records and Donor Family Care Services
University Hospitals of Leicester NHS Trust	H.O.P.E. Team
Advocate of Tomorrow	
University of West London	Samren Ahmed
University of Plymouth	Joy O’Gorman
Transformer of Tomorrow	
University of Brighton	Ella Brunton and Krista Etchells
Alder Hey Childrens Hospital NHS Trust	Helen Morley
North West Ambulance Service	Paddy Ennis
Childrens Unit, Whiston Hospital	Tracy McNeill
Paediatric Assessment Unit , Shrewsbury and Telford Hospital NHS Trust	Claire Fenn
Smithdown Childrens Walk-In Centre	Nicola Gourley
The Fiona Littledale Award	
Chesterfield Royal Hospital NHS Foundation Trust	Haematology Nursing Team
The Princess Alexandra Hospital NHS Trust	Cally Bruce
Manager of the Year	
Gloucestershire Hospitals NHS Foundation Trust	Jean Tucker – Building Relationships and Driving Improvement – The Changing Face of PALS
Serco Health	Cathy White

As always if there is anything more you need or you have any further enquiries please just pick up the phone or drop us an email and we will be happy to help.

The team can be reached on **033 33 44 7060** or at awards@patientexperiencenetwork.org
We look forward to hearing from you!