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Executive

The **NHS Wales** **Awards** *2024*

**NHS WALES AWARDS:
CELEBRATING EXCELLENCE IN IMPROVEMENT AND QUALITY**

Entry Guide

**DEADLINE FOR ENTRIES:
5:00PM FRIDAY 3 MAY 2024**

**ENTER ONLINE TODAY AT:
WWW.NHSAWARDS.WALES**



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NHS Wales Awards

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The NHS Wales Awards celebrate excellence in improvement and quality across health and care in Wales

The NHS Wales Awards are back for 2024, showcasing the incredible quality and safety improvement work that has transformed the experience and outcomes for people in Wales.

Award entries have gone from strength to strength since we launched the awards sixteen years ago. This year promises to be even more inspiring as we have expanded the number of categories to further shine a spotlight on the incredible improvement work taking place across Wales.

The NHS Wales Awards 2024 comprises of 12 brand new categories, aligned with the **Duty of Quality and Health and Care Quality Standards 2023**. New awards include the Ministers Award for Excellence in Improvement and Quality, selected from the 12 category winners and an award voted for by peers within NHS Wales.

If you have made a change, big or small, this is your opportunity to showcase your hard work.

Your ideas for change can make a real difference to the people in your care, your organisation and the whole health and care system. By entering the awards, you can raise the profile of your work and be part of a national movement to share learning across Wales.

Enter today and you could you be a winner...

If you are selected to be a finalist, you'll have a virtual meeting with our judges so they can discover more about your quality improvement work. You'll also receive an invite to the awards ceremony.

As a winner you will be offered ongoing support and a platform to share your work locally, nationally and internationally so that we can continue to contribute to the transformation of health and care in Wales and beyond.

Winners will be announced at the NHS Wales Awards 2024 ceremony and will receive a trophy and a certificate. Finalists will also receive a certificate.



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NHS Wales Awards 2024

Categories

This year we have expanded with 12 brand new categories to align with the Duty of Quality 2023 and the **Health and Care Quality Standards framework**.

1

NHS Wales Safe Care Award

Those entering this category have made measurable improvements to a system or process to maximise service reliability, actively manage risks and embed learning.

2

NHS Wales Timely Care Award

Those entering this category have made measurable improvements in the delivery of care to the right people, in the right place and at the right time.

3

NHS Wales Effective Care Award

Those entering this category have shown a clear positive effect on making the best clinical decisions, either in one pathway or across multiple pathways.

4

NHS Wales Efficient Care Award

Those entering this category have demonstrated efficient and effective use of resources to provide value for both the service and the patients.

5

NHS Wales Equitable Care Award

Those entering this category have made changes that show improvements in access to services for people with any specific protected or personal characteristics or which recognise our active offer for a providing a service in Welsh without someone having to ask for it.

6

NHS Wales Person-Centred Care Award

Those entering this category have made improvements to ensure patients are at the centre of decisions, services, and their own care. Projects in this category may have addressed diverse needs, which could include ensuring the Welsh language is as visible as the English language and that people who require a service in Welsh do not have to ask for it. **The winner will be chosen from the judges' shortlist and voted for by peers within NHS Wales.**

7

NHS Wales Leadership Award

Those entering this category have a leader or leadership team who have used their knowledge, skill and commitment to contribute to the project's success.



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NHS Wales Awards 2024

Categories

8

NHS Wales Workforce Sustainability Award

Those entering this category have addressed workforce challenges actively and made changes that provide lasting solutions for delivering safe, high-quality care.

9

NHS Wales Team Culture Award

Those entering this category have shown that the team is committed to providing safe, high-quality care by fostering a culture of teamwork – within the team, in interactions with other teams and with the people they serve.

10

NHS Wales Information Award

Those entering this category have demonstrated use of data and knowledge to deliver improvements, measure impact and sustain outcomes.

11

NHS Wales Learning & Research Award

Those entering this category have demonstrated a commitment to linking learning and improvement activities with strategic visions for organisation-wide transformation.

12

NHS Wales Whole Systems Approach Award

Those entering this category have shown the ability to work beyond organisational and sector boundaries to achieve results that meet changing service needs, wellbeing goals, and the requirements of the Wellbeing of Future Generations Act.

13

The Ministers Award for Excellence in Improvement and Quality

This will be awarded to the project which has made the biggest positive impact on a service/area of Ministerial priority. **The winner will be chosen from the 12 category winners.**



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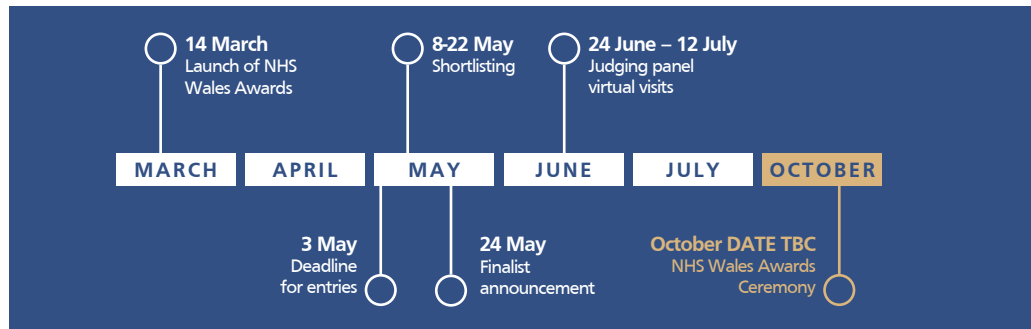
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Who can enter?

Entry is free to anyone working in NHS Wales – clinical and non-clinical staff and students are all welcome to submit entries. All entries must be submitted by NHS staff. Where an entry is in partnership with public or voluntary sector partners, the NHS partner should submit the entry.

Key Dates and Judging Process



Each category has an independent judging panel drawn from a range of professions and backgrounds to reflect the diverse workforce in NHS Wales.

Judging: Stage 1

Each panel will score the entries to their category and shortlist three entries to go through to the second round of judging.

The winner for the NHS Wales Person-Centred Care Award will be 50% determined by our judging panel and the remaining 50% based on peer voting, selected from three entries that have been shortlisted.

Judging: Stage 2

If your entry is shortlisted, you will be asked to:

- Host a 1 hour virtual session to enable the judging panel to find out more about your entry (the availability of the judges will determine the date of the session).
- Provide high quality images and quotes for publicity.
- Attend the NHS Wales Awards ceremony in October 2024 (date tbc).
- Further develop and progress your winning entry as appropriate with support from your organisation and other national organisations.



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Entry Questions

Please attach evidence (data, graphs, images etc) as required.

Title (Not included in the overall word count).

Please provide a title that **briefly** summaries your project clearly in 30 words or under. We may be required to shorten and edit your title to capture your project on displays, literature, and trophies. Examples include “Improving our employee investigations”, “Co-production to support neuro-developmental services in Gwent”.

1

What was the aim of the improvement project? (Not included in the overall word count).

Describe what you were trying to accomplish using an Aim Statement of 20 words or less. Include a change measure/target and time frame (how much, by when?).

Judges will be looking for:

- An Aim Statement of 20 words or under,
- a numeric target measure,
- and a time frame for achievement.

2

How did you know an improvement was needed?

Explain why the improvement work was a priority. Include the drivers for change, quantitative and/or qualitative evidence e.g. formal/informal feedback, research, data and the relevant Duty of Quality elements in your answer.

Judges will be looking for:

- A description of the problem and factors which meant a change was necessary,
- Numeric and/or descriptive evidence of the problem being addressed (baseline data),
- and a link to the Duty of Quality elements.

3

What did you decide to do and who did you involve?

Describe what process you followed to achieve your aim. What structure(s) did you establish to drive the change? Did you use a framework or method? Did you involve staff, stakeholders, service users? How did you involve them?

Judges will be looking for:

- A description of how the change project was structured,
- an explanation of any change/improvement method or framework used,
- and confirmation of stakeholder engagement and involvement.



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Entry Questions

4

What changes did you test and what results did you get?

Describe your answer using the Plan-Do-Study-Act (PDSA) framework. How did you decide what individual change ideas to test? What did you test first, second, third etc; and how long were your tests of change? What were the results from each test and what did you measure? What were your learnings that informed your next test?

Judges will be looking for:

- evidence of Plan-Do-Study-Act (PDSA) cycles of testing a change, learning, adapting and testing again,
- evidence of multiple PDSA change cycles (if appropriate),
- use of data to measure results over time,
- and evidence of learning through doing.

5

What was the outcome of all the changes you made?

Describe the effect of your change process on patients/service users, staff, and the organisation more widely, and on other system stakeholders. Include quantitative and/or qualitative evidence to show the outcome.

Judges will be looking for:

- a description of current/final outcomes using the original Aim Statement as a reference point,
- qualitative and/or quantitative evidence of changes made,
- and the impact of the change holistically – for patients/clients, colleagues, and the wider system.



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Entry Questions

6

What did you learn?

Describe the overall learning from this project and what would be done differently next time. Consider the project processes/governance, improvement tools/methods used, people involved, how measurement and data were employed, leadership/sponsorship of change, and the overall experience of delivering this project. Describe how you evaluated the work overall and whether you have achieved the original aim.

Judges will be looking for:

- A description of the change lead, team and service learning from the project,
- a description of what the team would do differently if they could go back in time and start the work again,
- a description of what evaluation processes have been undertaken, and with whom,
- and a reflection of the original Aim Statement and whether it was a valid prediction of the change that has been achieved.

7

What will you do next?

Describe the next steps for this project and project team. Explain what aspects of the work could be applied to other services and organisations and how this project could be scaled and spread for a wider positive impact.

Judges will be looking for:

- A description of any planned further evolution of the project,
- a reflection on how the project team will use what they have learnt from the project,
- suggestions for how this project could be applied more widely within own service and/or in other services, and evidence if already done so,
- suggestions for how this project could be scaled nationally (or wider), and evidence if already done so.



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How To Enter

You can submit multiple entries, but each entry can only be submitted into one category. Your project may fit within several categories. We advise that applicants select the category that best reflects the predominant improvement within the project. It is up to you to decide which category is most suitable for each entry.

Please make sure you have agreement from any co-authors before submitting the entry.



Top Tips for Submitting your Entries

- **Consider which category is the most relevant to your entry.** Review the categories carefully and enter the one that is most suited to your improvement work. You can submit multiple entries (if you have more than one project to enter) but each entry can only be entered into one category. If you're unsure, check out some examples from last year's finalists for inspiration: www.nhsawards.wales
- **Consider what stage of your improvement project you are at.** If you are still in the early stages of your project, you may want to wait for the next NHS Wales Awards so you can really showcase the impact of your improvement work. Remember we want to see your data and findings in your application.
- **Reach out for assistance.** Get in touch with your Improvement Lead for help with your application or email NHSWalesAwards@wales.nhs.uk with any questions.
- **Remember to answer the questions.** Ensure your answers are concise and to the point. This will help you to stay on track and keep the judges engaged.
- **Take note of the submission deadline.** Discuss and agree timelines within your team to allow plenty of time for everyone to contribute. **Remember your Executive Director will need to sign and agree your submission before entering.**



Submitting Your Completed Entry Online

- Enter via the NHS Wales Awards submission platform:
<https://improvementcymru.awardsplatform.com>
- Complete all necessary fields including confirmation of approval from your Executive Director, complete all the author details. Please attach any evidence (data, graphs, images etc) before submitting your entry. Further guidance is available on the application form.
- Repeat if you have multiple entries.



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Remember

- All entries must be received **by 5pm Friday 3 May 2024.**
- The **total word limit for entries is 1500 words** including references. Entries will not be accepted which exceed the word limit. There is no word limit for individual sections within the form. The title and aim statement are not included in the overall word count.
- Evidence can be uploaded directly onto the application platform, as required.
- Entries can be made in English or Welsh.
- Finalist submissions will be published on the NHS Wales Awards website and information will be included in a variety of media including press releases.
- Your entry represents and reflects you, your colleagues and your organisation.
- Your entry will be read by other professionals from different backgrounds not just healthcare. Avoid acronyms and use plain English where possible.
- It is an expectation that if you are a finalist, the NHS Wales Awards team will be in touch after the awards to see how the work is developing and to explore further support from your organisation/national organisations.



Any questions?

If you have any questions, please contact: NHSWalesAwards@wales.nhs.uk

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