

# Excellence in Patient Care Awards 2021

May 2021

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 #EPCA2021



Royal College  
of Physicians



The Royal College of Physicians' (RCP's) Excellence in Patient Care Awards aim to recognise and celebrate ground-breaking work to improve patient care through education, policy, clinical practice and research projects that RCP members produce globally.

# Welcome to the RCP's Excellence in Patient Care Awards 2021

**Andrew Goddard, president**

Royal College of Physicians



I would like to welcome you to the sixth year of the RCP's Excellence in Patient Care Awards (EPCA). The past year has been like no other in modern times and the 2021 awards show this. Not only are we running it as a virtual ceremony, but we have also introduced a new award category to recognise the work of physicians in exceptional circumstances.

For all the awards we had an impressive 120 entries describing pioneering projects across our 10 categories, but not surprisingly the new category, 'Excellence in times of crisis', was by far the most popular.

I would like to thank all the entrants who have spent precious time preparing their submissions to enter this year's awards. Thank you to those who nominated their colleagues for the contribution category, and a huge thank you to the judges who have managed to fit in judging all the amazing entries around their busy schedules.

Although we are unable to hold a physical ceremony due to COVID-19 restrictions, we'll still be showcasing and celebrating the work of physicians nationally and globally via our social media channels and on our website, as well as telling our winners' stories through blogs over the coming months.

I would like to personally congratulate all the winners and finalists on their achievements – it goes without saying that your work is exceptional and you should all be extremely proud. I know that these awards inspire many others across the world to make a difference within healthcare.

A handwritten signature in black ink that reads "A. Goddard". The signature is fluid and cursive, with a long horizontal stroke at the end.

# Judges

Lead judge: **Dr Peter Belfield**  
previous interim RCP registrar

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## Contribution to the profession

**Dr Olwen Williams**  
RCP vice president for Wales

**Dr Sarah Clarke**  
RCP clinical vice president

**Dr Louise Bate**  
RCP clinical lead for  
professional affairs

## Digital

**Dr Wajid Hussain**  
RCP clinical director  
for digital health

**Professor Chuka Nwokolo**  
RCP treasurer

## Excellence in times of crisis

**Dr Waleed Arshad**  
RCP SAS lead

**Dr Jo Szram**  
RCP Linacre fellow

**Kate Straughton**  
Faculty of Physician Associates  
president

## Innovation

**Dr Alastair Gilmore**  
RCP deputy registrar

**Dr Sonia Panchal**  
RCP deputy registrar

**Dr Aicha Bouraoui**  
RCP Trainees Committee rep

## International

**Professor Ali Jawad**  
Previous RCP vice president Global

**Dr Anu Trehan**  
RCP associate global director for  
international medical graduates

**Dr Yook Chin Chia**  
Head of Medical Sciences, and  
associate dean for the School of  
Healthcare and Medical Science,  
at Sunway University in Malaysia

**Dr Mumtaz Patel**  
RCP vice president Global

## Medical education and training

**Dr Emma Vaux**

Previous RCP senior censor and vice president for education and training

**Professor Áine Burns**

RCP senior censor and vice president for education and training

**Dr Rachel Jones**

RCP Trainees Committee chair

## Person-centred care

**Dr Pippa Medcalf**

RCP member of Council

**Professor Namita Kumar**

RCP member of Council

**Eddie Kinsella**

Chair of the RCP Patient and Carer Network

## Research

**Professor Matt Brookes**

Professor of Gastroenterology, Royal Wolverhampton NHS Trust

**Dr Michael FitzPatrick**

RCP Trainees Committee chair

**Dr Matthew Roycroft**

Previous RCP Trainees Committee chair

## Quality improvement

**Dr John Dean**

RCP clinical director for Quality Improvement and Patient Safety

**Dr Jane Youde**

RCP clinical director for audit and accreditation

**Dr Megan Rutter**

RCP Trainees Committee rep

## Welfare and wellbeing

**Dr Sarah Logan**

Deputy director of the RCP Medical Workforce Unit

**Luca Nart**

RCP Student and Foundation Doctor Network (SFDN) rep

**Nathan Samuel**

RCP SFDN chair

## Digital award

Recognises and rewards the use of new or existing technologies or digitally driven projects that have contributed to significant improvements in patient care or health outcomes.

**Winner:** Cardiology Pre-assessment Improvement team, Royal Brompton Hospital, Guy's and St Thomas' NHS Foundation Trust  
 Digital pathways for pre-operative consent



The Cardiology Pre-assessment Improvement team is a multi-professional group based at the Royal Brompton Hospital. As part of pre-procedural assessment, the team have a duty to inform and ensure patients understand the proposed treatment, its risks, and benefits. Patient feedback showed that previous single-episode consultation required improvement. In addition, the onset of the pandemic required the team to minimise in-person attendances at their hospital for reasons of infection control.

This project delivered a novel, pragmatic, digital and holistic pathway for pre-operative shared decision making and consent for electrophysiology and device procedures at the Royal Brompton Hospital. The pathway uses animated videos to explain the relevant procedure clearly in 'ExplainMyProcedure', an electronic consent form (Microsoft Power Automate) and video consultations for pre-assessment (Attend Anywhere, AA).

Digital pathways for the pre-operative consent project have empowered patients to be more effective decision makers about their own care, improved their experience of service, reduced hospital contacts and infection risk, reduced the use of paper, postage, and travel, and finally, supported clinical and administration teams to work remotely.

Having proved the effectiveness of the project model within the arrhythmia care group, the digital pathways for pre-operative consent team are now expanding rapidly into other cardiology and surgery specialties.

### Finalists



#### Barts Health After-Covid Recovery team

Living with COVID recovery: a digital solution to optimising after-COVID care



#### Buku Medicine

The Buku Medicine app – a pocket reference supporting efficient, effective care



**Digital Innovators:** Dr Ashit Syngle and team – Healing Touch City Clinic and Fortis Hospital Chandigarh, India; Dr Nidhi Garg – Punjabi University and Chitkara University; Aditya Dhaliwal and Zoheb Ahmed – Healthcius Services Pvt Ltd

Utilising smartphone application in managing arthritis: Be SMART

# Excellence in times of crisis award

Recognises and rewards dedication to healthcare during time of exceptional crisis or emergency incident. We particularly welcomed applications related to COVID-19.

**Winner: UCLH Post-COVID Service**  
Post-COVID service



The UCLH Post-COVID team has established a multi-specialty, multi-professional service for assessment and management of patients with persistent symptoms after COVID and delivered over 2,000 appointments for 1,200 individuals. The service was established at pace in urgent response to the gap in healthcare provision for this patient cohort early in the pandemic. Early clinical experience and academic collaboration fed important insights into the work of NHSE & I and NICE in defining post COVID-19 syndrome and in developing appropriate pathways of care.

From the outset, the team have focused on delivering holistic patient-centred care and have brought multiple specialties to input to clinical decision making and generate the important research questions. Key to delivery of this service was case identification via use of the single electronic health record system and collaboration with primary care. The routine collection of structured clinical data has been essential to optimise learning from the patient cohort.

## Finalists



### **Croydon University Hospital respiratory, nursing and critical care outreach teams**

Adaptation of a respiratory service to provide continuous positive airways pressure (CPAP) for patients with COVID-19 pneumonia, outside of a critical care setting, in a district general hospital



### **Whiston Hospital Intensive Care Family Liaison Service**

Supporting patients and families during the COVID-19 pandemic



### **Cardiac Rhythm Management team, Wythenshawe Hospital**

Implantable cardiac device drive-up clinic

## Innovation award

Recognises and rewards the innovative use of new or existing technologies and/or processes that have contributed to significant improvements in patient care or health outcomes.

**Winner: SMITE team**

Sheffield minimally invasive technology in endoscopy (SMITE)



SMITE was the first UK team to introduce capsule endoscopy, a novel diagnostic tool for the small bowel, a neglected area of the GI tract, inaccessible and up to five metres long. More exciting still was the potential to extend examination throughout the whole GI tract, revolutionising gastroenterology practice.

Service evaluation identified roles in clinical practice for small bowel and later colon capsule endoscopy in patients with anaemia and bleeding, suspected tumours, Crohn's and coeliac disease. Double balloon enteroscopy was introduced as another new tool to avoid surgery as a means to biopsy or treat pathologies that capsules began to identify. Patient experience of this prolonged, invasive procedure was much improved after developing a new propofol-based, deep sedation protocol.

A national assessment of service needs was performed, protocols shared, guidelines, a handbook and quality initiatives published through established national society committees and a new UK capsule users' group. Research identified methods using magnets to examine the upper gastrointestinal (GI) tract and the first robot-controlled magnetic capsule system outside China was introduced by SMITE in 2016, which now leads the international Training and Research in Magnet-controlled Capsule (TARMAC) group. Non-invasive imaging of the entire GI tract: the holy grail!

### Finalists



**CoV-19POC trial team, University Hospital Southampton NHS Foundation Trust**

Clinical impact of molecular point-of-care testing for suspected COVID-19 in hospital



**Protect NoW, Norfolk and Waveney**

COVID protect



**WINGS (Wales Infants' and children's Genome Service) development, implementation and service provision**

## International award

Recognises and rewards projects that have been delivered outside the UK and have contributed to significant improvements in patient care and health outcomes in a particular country or region.

**Winner:** Professor Tony Rahman, Ann Vandeleur and team gastro – The Prince Charles Hospital, Brisbane, Queensland, Australia  
Gastroenterology Online – GEO platform informing patient decision making



Team Gastro at the Prince Charles Hospital is a multidisciplinary unit where every staff member is as valued as any other. The team have nurtured a close, transparent, warm, and welcoming environment encouraging engagement and participation for all staff. Nursing leadership has been provided by the visionary nurse unit manager, Ann Vandeleur.

The project vision was an online video information platform of excellence that could be accessed as required by indigenous and non-indigenous groups, facilitating high-quality patient-centred information, leading to reduction in outpatient attendance. GEO was designed to be accessible on all media devices, including smartphones. Following due diligence, Pocket Medics (UK) were engaged to develop, create and implement locally shot short videos for three clinical pathways facilitating hospital avoidance.

The GEO online project is only one example of several innovative multidisciplinary efforts to improve patient journeys, healthcare inequity and outcomes of public patients in the health district.

Team Gastro has won a number of local and state-wide awards for healthcare research, service redesign, innovation in practice, patient-centred delivery of care and excellence, and Australia Day awards as well as submitting over 50 abstracts to national and international meetings sharing patient improving clinical practice with peers, colleagues in Queensland, nationally and internationally. The team have encouraged others to adapt, adopt and innovate and as a consequence are now recognised as a centre for innovation and excellence.

### Finalists



**Professor Adrian Constantin Covic, Spitalul Clinic CI Parhon, Romania**

Kidney transplantation and dialysis in Romania during the COVID 19 pandemic



**Dr Kiran Prasad Acharya, Dr Dipankar Prajapati, Dr Kunjang Sherpa, Dr Aarjan Khanal, Dr Pratima Poudel, Dr Anish Hirachan, Dr Amrit Bogati, Dr Chandra Mani Adhikari, Dr Bharosa Sharma, Dr Dilasha Karki, Dr Monica Yadav, Santosh Dhakal, Anita Dewan, Rosy Shakya, Binita Tamrakar, Dr Urmila Shakya**

Prevalence and determinants of diabetes mellitus in high altitude: A cross sectional study in mountainous region of Nepal



**Dr Waiel A Bashari and Dr Ahmed Osman, Cambridge University Hospitals**

Meroe Medical and Education Camp, Sudan

## Medical education and training award

Rewards projects involving the development of medical education and training programmes, services or structures that have improved the quality of patient care delivered, whether on a local or wider scale.

**Winner: Health Education England Undergraduate Directorate and UK Foundation Programme Office**  
**Introducing interim foundation year 1 doctors as a response to supplement NHS workforce during the COVID-19 pandemic**



The undergraduate directorate at Health Education England is led by Professor Liz Hughes, MBE. The directorate oversees the quality of all commissioned undergraduate medical education across the geography of England.

During the COVID-19 pandemic in spring 2020, the NHS was facing severe workforce shortages. These arose from increased rates of staff sickness, staff isolation and the increased acute demand put on the service. To address these workforce shortages Health Education England (HEE), together with the other training boards (HEIW, NES and NIMDTA), Medical Schools Council (MSC), the General Medical Council (GMC) and the UK Foundation Programme Office (UKFPO), proposed that early graduated final year medical students were to be eligible to offer to work as paid ‘interim’ foundation year doctors (FIY1) in the NHS. This led to 5,607 out of 7,588 (74%) medical students volunteering to be FIY1s with 4,700 (62%) of those who volunteered being deployed across the UK. A national feedback survey by HEE reported 89% of FIY1s agreed or strongly agreed that their clinical placement was of high quality and a good learning environment. When asked if they felt very supported clinically, 87% agreed/strongly agreed. This early feedback data supports FIY1 as a proof of concept for an assistantship-like training method for final year medical students to prepare them for clinical employment.

The interim Foundation Year (FIY1) programme was implemented at a national level throughout England. Reported figures from higher education institutes and foundation schools allowed a best estimate of 3,800 medical school graduates were employed as FIY1 doctors by NHS trusts.

However, the success of the FIY1 programme proves it to be an effective model for preparing final year medical students as foundation doctors. This transition is known to be experienced extremely variably by students from different medical schools in different regions, with ‘preparedness data’ from trainee surveys reflecting the standard of clinical exposure prior employment. Ongoing data collection from the cohort of FIY1 doctors is forming the basis of a longitudinal study to assess the short and medium-term impact of such an assistantship-like training programme. With supportive evidence, the FIY1 programme has the potential to be a formal part of foundation doctor training.

### Finalists



#### **Aster Medcity, Kochi, Kerala, India**

Clinical and service excellence and benchmarks in patient care, research, education and social responsibility through a compassionate and motivated team



#### **Infectious Diseases Department and colleagues, at Cambridge University Hospitals NHS Foundation Trust**

Rapid provision of medical education in the time of COVID-19



#### **The Frailty Journey team, Barnet Hospital, Royal Free London**

The frailty journey – from early recognition to end of life: a multidisciplinary educational programme

# Person-centred care award

Recognises projects that have placed patients’ needs, views and involvement at their heart, demonstrating a truly patient-centred approach to improving care.

**Winner:** Leicester Hepatitis C Operational Delivery Network team, University Hospitals of Leicester NHS Trust  
 Delivery of patient-centred care in hepatitis C



Leicester Hepatitis C Operational Delivery Network (ODN) team was formed in 2015 to set up a series of 22 Operational Delivery Networks (ODNs) in England to oversee treatment and care of patients with hepatitis C and deliver the Department of Health Hepatitis C Elimination initiative, aiming to eliminate hepatitis C as a public health problem by 2025. Since 2015 the ODN has successfully treated and cured 960 patients. The number of patients identified and treated for hepatitis C has increased year on year and in 2019/20 the ODN had its most successful year treating over 300 patients and achieving 130% of its target treatment ‘run rate’.and reviews.

In order to achieve monthly run-rates and work towards the DH Hepatitis C Elimination target the ODN developed an elimination strategy, incorporating several initiatives to encourage testing and treatment of people at risk. This included education projects and liaison with agencies dealing with high-risk patients, including drug treatment centres, local pharmacies, prison and criminal justice services. Patient-centred care initiatives have included the establishment of outreach clinics in a variety of settings, a pharmacy testing initiative, high intensity test and treat (HITT) projects in local prisons and a migrant screening programme.

The ODN functions as a single team working throughout the network, with clear goals and targets and regular MDT meetings and wider engagement meetings to facilitate team building and cooperation with partner organisations.

## Finalists



### Guy’s and St Thomas’ NHS Foundation Trust Adult Epidermolysis Bullosa Team

London adult epidermolysis bullosa service



### Department of Clinical Gerontology, King’s College Hospital and Opening Doors London

Opening the door: a project to improve LGBTQ+ inclusivity in a secondary care geriatric medicine service



### South Wales Neuroendocrine Cancer team

Transformation of the neuroendocrine cancer service for south Wales through co-production and patient-reported outcome measures

## Quality improvement award

Celebrates projects that have implemented systematic change in order to achieve a measurable improvement in the quality of healthcare services, patient care or health outcomes.

**Winner:** Norwich Inpatient Diabetes Service team, Norfolk and Norwich University Hospitals NHS Foundation Trust

**Norwich inpatient diabetes service (NIPDS):** Supporting staff, empowering patients, preventing glycaemic harms



The Norwich Inpatient Diabetes Service team is a dedicated, multidisciplinary specialist team, being responsible for the provision of inpatient diabetes in-reach care in Norfolk and Norwich University Hospital NHS Foundation Trust.

An innovative, comprehensive and integrative approach was used and a succession of interventions on service delivery, systemic changes, and staffing level were implemented over an 18-month period, to amplify maximal service outcome by the augmentative knock-on effects from each single intervention. This was in complete contrast to numerous single-intervention quality improvement projects in diabetes healthcare previously reported in professional meetings and literature. The project identified the need in shaping a positive environment and culture for inpatient diabetes care: for people to feel safe and reassured during their hospital stay, and for hospital staff to feel well-equipped and proud of providing good care for people with diabetes.

Quality improvement methodologies were used to implement interventions and monitor outcomes. A wide, inclusive spectrum of service stakeholders were involved in the process: clinical, service, safety and user feedback data were used to pinpoint the primary drivers, secondary drivers, and service goals, thus ensuring feasibility and transferability of interventions.

The outcome data demonstrates significant success in sustainable, continuous improvements on clinical productivity and care quality over a long period in these areas: supporting staff, protecting at-risk patient groups, empowering patients via education, and preventing glycaemic harms. This project achieved regional and national recognition.

### Finalists

**Acute Kidney Injury team, Southend University Hospital, Mid and South Essex NHS Foundation Trust**

Acute Kidney Injury Programme



**Lung cancer team, Glenfield Hospital, University Hospitals of Leicester NHS Trust, Leicester**

Use of a discharge lounge to facilitate ambulatory CT guided percutaneous lung biopsies for suspected lung cancer – a cost-effective pathway with high patient satisfaction



**Barking, Havering and Redbridge University Hospitals NHS Trust stroke team**

'Building castles from the rubble' – transforming and sustaining reliable stroke care processes with VMI quality improvement methodology

## Research award

Rewards original research that has contributed to, or has the potential to contribute to, significant improvements in health outcomes or the quality of patient care.

**Winner:** DATA-CAN – the HDRUK data research hub for cancer and the UCL Institute of Health Informatics  
**Delineating the impact of the COVID-19 pandemic on cancer services and excess deaths in people with cancer: implications for cancer patient care and cancer policy**

## DATA-CAN

The Health Data Research Hub for Cancer

DATA-CAN is the UK's Health Data Research Hub for Cancer and is one of eight Health Data Research UK data hubs. Its aim is to make high-quality health data more accessible for cancer researchers and health professionals, to help improve cancer services and patient outcomes. It is a UK-wide partnership of six founding organisations, hosted by UCLPartners.

The UCL Institute for Health Informatics is an academic department within the Faculty of Population Health Sciences at the University College London School of Life and Medical Sciences. It specialises in using data to develop a better understanding of preventing disease and improving patient outcomes. The project team comprises clinicians, scientists, informaticians, allied healthcare professionals and patients and involved researchers from across the UK.

The data were the first to highlight the profound implications for cancer in the UK, informing the need for urgent action to ensure cancer services are preserved, especially during second/subsequent pandemic waves.

Nationally, this project had significant impact. Results were shared with the four chief medical officers in the UK and England's national cancer director. These data contributed to the restoration of cancer services. Internationally the work was presented to influential European bodies including the European Cancer Organisation, WHO Europe and the European Beating Cancer Committee.

### Finalists



**Mrs Julie Hoskin, RGN, MA, PGDip Healthcare Education, and Miss Ria Agarwal, PA-R, FHEA, PGCert Medical Education**

Preceptorship scheme for newly qualified physician associates working in general practice in Sheffield

## Welfare and wellbeing award

Celebrates teams that have prioritised team and individual welfare in the form of flexible working, mindfulness and wellbeing or team-building activities to ensure staff are working at their best and continue to treat patients at the best of their ability.

**Winner: The ArT1st team**

**ArT1st: Celebrating the talents of the type-1 diabetes community during the COVID-19 pandemic**



The concept of ArT1st was created in November 2019 by Professor Partha Kar (consultant diabetologist and national diabetes specialty advisor) to develop peer support within the type 1 diabetes community (both people with diabetes and healthcare professionals) through the arts. Prof Kar brought together a group of artistic individuals involved in the type 1 diabetes community. This included a consultant diabetologist (Dr Sarah Ali), a diabetes specialist nurse (Agnieszka Graja) and seven people living with diabetes (Adrian Long, Lis Warren, Pete Davies, Ros Gray, Jazz Sethi, Lydia Parkhurst and Rosie Dennington).

Each team member has a strong interest in the arts and the team includes artists, musicians, photographers, craftsman, designer and a dancer. While nine team members reside in the UK, one lives in India. The team are passionate about how art can support mental wellbeing.

The team were all heavily involved in the type 1 diabetes community in different roles – professionally as well as peer support and patient advocacy roles. Furthermore, they had a shared vision that there is a lot of hidden (and apparent) talent within the type 1 diabetes community which needed to be shared with the world. In addition to this, there is often a misconception that living with diabetes can be hindering; but in fact, it is no barrier to living a normal fulfilling life.

The vision for the project was to celebrate the artistic talents of the type 1 diabetes community, promoting their creations, using art to deal with anxiety and feelings of social isolation during lockdown, and developing peer support both during lockdown and beyond, including encouragement of art collaborations.

### Finalists



#### Postgraduate Medical Education Team at Chelsea and Westminster Hospital

The Postgraduate Medical Education Centre's role in supporting NHS staff

## Contribution to the profession award

Given to an RCP member or fellow at any stage of their medical career who has demonstrated excellence in their professional life so far. This can be in the development of clinical services, educational support or in the pastoral care of their patients and colleagues.

**Winner: Dr Peter Henry Scanlon FRCP**

Medical ophthalmologist



Dr Peter Scanlon is a full-time NHS consultant working as a medical ophthalmologist in Gloucestershire and Oxford University Hospitals. He has been clinical director of the English NHS Diabetic Eye Screening Programme since its inception in 2003. He has been a major contributor to diabetic retinopathy no longer being the leading cause of working age blindness and its reduction from 5.0% of new blindness certifications in 2012/13 to 3.5% in 2018/19 Public Health Outcomes (PHO) data.

He manages the Statistics Delivery Unit in Gloucestershire Hospitals funded by the Health Quality Improvement Programme (HQIP 2017–19) and the Royal College of Ophthalmologists (2019–22). The unit provides national analyses to benchmark standards of cataract surgery, reporting in 2020 a reduction in complications to 1.14% of 241,561 operations.

In 2018, he was awarded an associate professorship at the University of Oxford in 'recognition of his contributions to research, teaching and administration at Oxford and beyond'.

From 2017–21 he gave 34 regional, 18 national and 60 international presentations with invitations to lecture in 12 countries. He is a senior editor and author of a 2017 textbook, A practical manual of DR management published by Blackwell, and wrote three chapters for books in 2019–20. He is course director and principal examiner for seven University of Gloucestershire courses with 87 students in 2020, developing an OCT Foundation Degree (2018), a university diploma and certificate (2018) and an ophthalmic imaging degree (2021), as well as an innovative highly rated laser simulation course.

### Finalists



**Dr Indira Menon FRCP**

Critical care medicine physician



**Professor Javed Akram FRCP**

Professor of medicine in Pakistan

# Excellence in Patient Care Awards 2022

The RCP Excellence in Patient Care Awards will be back in 2022 to celebrate exceptional work produced by our members and fellows to improve healthcare and patient care in the UK and worldwide.

**The awards will open for entry later this year.**

The winning entrants will receive:

- > £1,000
- > a commemorative plaque
- > promotion for their winning project.

To find out more, please visit:

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