

NEWS RELEASE

'Voice of the Patient' by Sunderland GP Alliance and 7i Group has been shortlisted as a finalist for the HSJ Value Awards 2020

Sunderland GP Alliance and 7i Group are delighted to announce that 'Voice of the Patient' has been shortlisted for the IT & Digital Innovation Award at the HSJ Value Awards 2020, recognising their outstanding dedication to making things better in the NHS.

The judging panel comprised a diverse range of highly regarded figures across the NHS and wider healthcare sector. To be shortlisted as a finalist for these awards, despite tough competition from hundreds of brilliant applicants, is a mark of real achievement for Sunderland GP Alliance and 7i Group. The 'Voice of the Patient' by Sunderland GP Alliance and 7i Group has been selected based on their diligence, ambition and the positive impact that the project has had within their wider organisation.

The 'Voice of the Patient' is a collaboration between the Sunderland GP Alliance and 7i Group, running since September 2018, to capture and evaluate patient experience of the Sunderland Extended Access Service (EAS) commissioned by Sunderland CCG. The patients using the EAS are predominantly working during normal GP opening hours or have other commitments and would struggle to access an appointment at that time.

In real time and at the point of care, the 'Voice of the Patient' gathers approximately 1,000 responses from patients each month and has now captured in excess of 17,000 responses. The 'Voice of the Patient' continues to deliver financial and societal values to stakeholders and service users, directly leading to improvements in patient care and reduction of inefficiencies.

The project team included all relevant stakeholders from across the operational team of Sunderland GP Alliance, individual hub managers and staff, as well as external agency partners, 7i Group.

Karen Swaile, Clinical Contracts Manager at Sunderland GP Alliance comments, "We are delighted to have been shortlisted for IT & Digital Innovation Award, recognising the collaborative efforts and dedication of our teams over the last 12 months to successfully implement 'Voice of the Patient'. We are committed to delivering improved outcomes for patients and the wider organisation, and to be chosen among the other incredible nominees is a wonderful achievement. This nomination has been a tremendous boost to both to our team and Sunderland GP Alliance as a whole. I am sure it will bolster our continued efforts to improve"

Andrew Sellick, Managing Director at 7i Group comments, "We are excited to be named as finalists for the HSJ IT and Digital Innovation Awards 2020. Working jointly with Karen Swaile and the team at Sunderland GP Alliance, we were able to combine our scientific expertise, methodology know how and leading-edge technology to bring an added value, real-time patient feedback solution to the service evaluation. We are proud of the 'Voice of the Patient' initiative and it demonstrates our commitment to partnering and collaborating with organisations to improve the lives of patients"

HSJ editor Alastair McLellan comments: "We would like to congratulate Sunderland GP Alliance and 7i Group on being nominated in the category of IT & Digital Innovation Award ahead of HSJ Value Awards 2020. We are looking forward to welcoming them to the ceremony in May, to join us in recognising the very best NHS teams and projects in the healthcare sector. This year's finalists

are of an outstanding calibre and all of them are exceptionally dedicated to enhancing healthcare across the UK.”

The winners will be selected following a rigorous, “live panel” judging stage ahead of the HSJ Value Awards 2020 awards ceremony. Held at Manchester Central on 21 May 2020, the evening will provide a great opportunity for influential figures to unite and celebrate the achievements of their industry peers. The awards evening is expected to be attended by leaders and professionals from within the NHS. This year’s chosen charity partner is MediCinema a charity dedicated to improving the wellbeing of patients, their families and carers across the UK through the magic of the shared cinema experience.

The full list of finalists for the 2020 HSJ Value Awards can be found on <https://value.hsj.co.uk>

For more information relating to Sunderland GP Alliance, please contact Karen Swaile by email k.swaile@nhs.net or call +44 (0)7393 141136.

For more information relating to 7i Group, please contact Andrew Sellick by email andrew.sellick@7i-group.com or call +44 (0)7768 237402.

-ENDS-

For more information/media enquiries relating to the 2020 HSJ Value Awards, please email Lauren Whiston by email lauren.whiston@wilmingtonhealthcare.com or call 07588 250650

About HSJ Value Awards:

The HSJ Value Awards celebrate the teams and the people who are making things better in the NHS from across three category streams – Transformation, Clinical and Medical Services and Operational and Corporate Services.

You can find out more information here: <https://value.hsj.co.uk/>

About HSJ:

Health Services Journal is the only title to cover all aspects of publicly funded healthcare, providing news, analysis, best practise information from some of the most powerful and respected figures in health. The HSJ audience is formed of healthcare leaders from both clinical and non-clinical backgrounds and both public and private sectors.

HSJ is published by Wilmington PLC, a company dedicated to providing information and training to professional business markets. Their publications across the Health, Risk and Compliance, Finance, Legal and Insight sectors are united by one common aim- to turn knowledge into advantage. Wilmington PLC enables professionals to enhance performance and innovation by providing high quality, relevant and reliable information, education and knowledge.