

Highlights of the Year

The Health Innovation Network acts as a catalyst of change – identifying, adopting and spreading innovation across the health and care system in south London, based on a culture of partnership and collaboration with our members and healthcare, research and industry partners.

We work across a huge range of health and care services through each of our clinical and innovation themes. These enable us to transform care in diabetes, musculoskeletal disease, alcohol, atrial fibrillation and dementia, to accelerate the uptake of digital health into the NHS to improve patient safety, and we're passionate about education.

We are the Academic Health Science Network (AHSN) for south London.

Introduction

Connecting commissioners and providers of health and social care across south London with academics, industry and patients, we accelerate the spread and adoption of innovations, best practice and digital technology. Working as catalysts of change across health and social care, we enable health improvements and economic growth.

Our work is driven by **our members'** priorities. This year we have made great progress across our key themes and work areas and over the next five pages we provide a brief overview.



Professor Richard Barker OBE,
Chairman



Tara Donnelly,
Chief Executive

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Our work
is driven by
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Digital role and the Accelerator

Digital technology underpins many transformation plans across health and care. We launched the **DigitalHealth.London Accelerator** in September as the first programme specifically designed to support digital engagement with the NHS and wider healthcare sector.

Over 120 companies applied to join the first cohort, with 31 selected to receive dedicated support with product development and market access, supported by over £2m funding from the European Regional Development Fund and partners. The DigitalHealth.London Accelerator is the first programme of the DigitalHealth.London partnership (which includes the London AHSNs, Health Innovation Network/Imperial College Health Partners/UCLPartners, NHS England and the Mayor of London's Office).

[For more see website.](#)

The Accelerator is just one way we bring industry partners together with the health and social care sectors. We also support industry partners through **The Innovation Pathway**, providing a unique opportunity for industry to access bespoke services in a seamless fashion, covering the entire lifecycle of innovation from conception of an idea, to potential funding via the SBRI Healthcare and other programmes, and through to its eventual adoption and realisation of commercial success.

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Ensuring healthy ageing

Improving care for people with dementia has been a priority for the HIN since its inception. At the end of last year, recognising the focus on frailty and integration for older people in Sustainability and Transformation Partnerships, we broadened our dementia theme into a much wider **healthy ageing programme**. This now includes work, for example, on better mental health support for older people and reducing falls.

Over the last year we have been working with care home providers to improve the quality of care for older people living in residential and nursing homes. We have been working with Sutton Homes of Care Vanguard to spread best practice and innovation in Sutton more widely in south London.

The “Red Bag” scheme, invented in Sutton, helps ensure Care home residents get the support they need while in hospital. See video here <https://youtu.be/XoYZPXmULHE>

Health Innovation Network has supported its uptake in seven further south London boroughs.

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There are
12,760
beds in care homes
for older people in
south London

Transforming services

Local Sustainability and Transformation Partnerships (STPs) are the focal point for transforming services across the country. The south west London STP has committed to implementing our musculoskeletal team's Enabling self-management and Coping with Arthritic Pain using Exercise (**ESCAPE-pain**) programme across their geography. In addition to the group classes which are now run widely across south London and beyond, the award-winning, NICE-approved programme is backed-up by a free app that supports people to manage their condition, which was developed by the HIN MSK team and Salaso Health Solutions Limited.

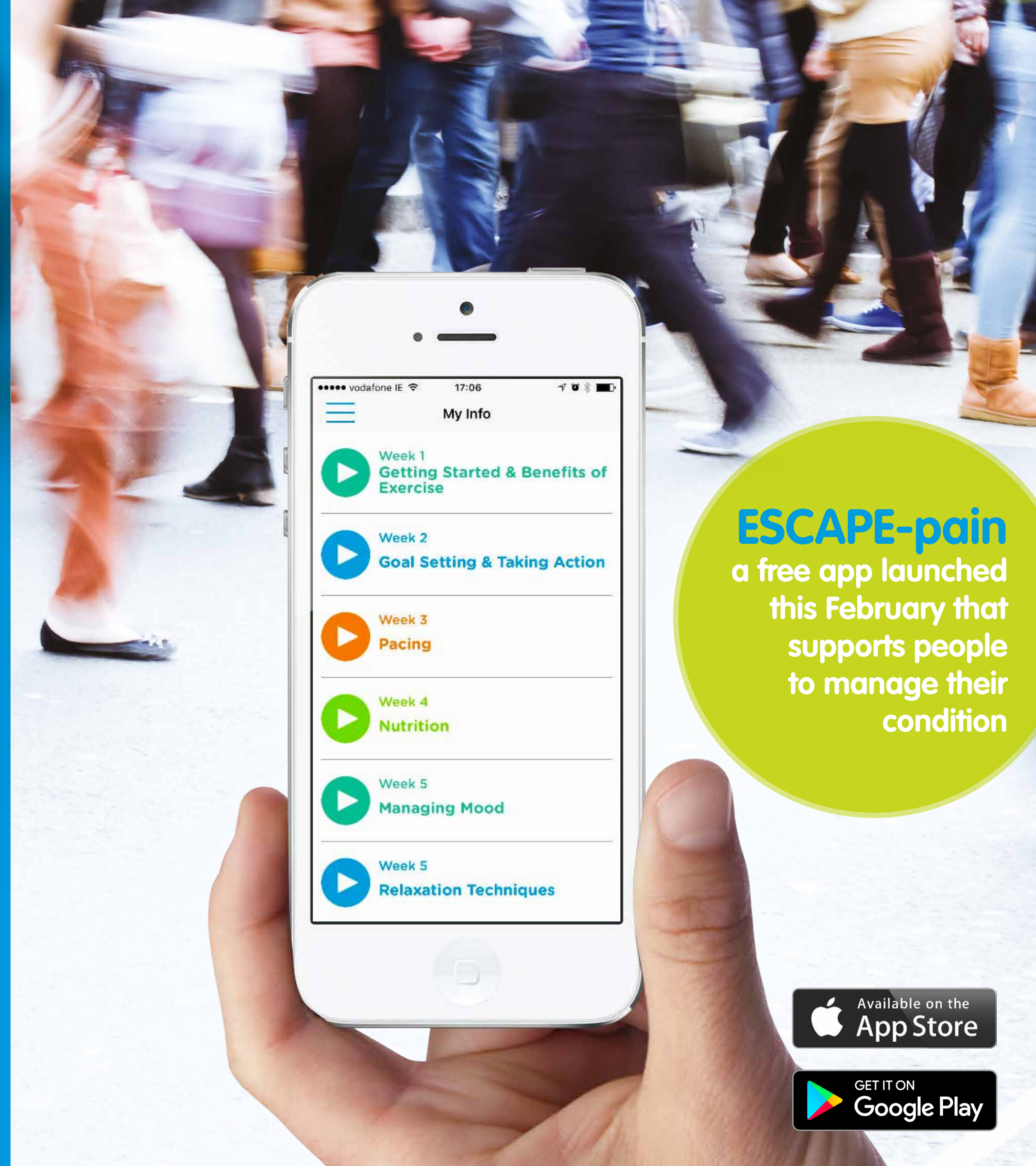
Our members and partners working in health and care face challenging times this year. With a growing and ageing population, the demands on health and care services are increasing and changing. At the same time, it is becoming harder to keep up with rising costs, which means our work is more vital than ever.

It was therefore very rewarding that the Government has promised extra funding of £86 million to drive the rapid uptake of health innovation.

This new funding envisages a central role for England's 15-strong Academic Health Science Networks (AHSNs) and means we can make a bigger impact both individually and as a national force.

AHSNs will coordinate 'Innovation Exchanges' so that innovative new diagnostic tools, treatments and medical technologies reach patients faster.

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ESCAPE-pain
a free app launched
this February that
supports people
to manage their
condition

Positive feedback from members

Feedback from members and partners has also been very positive, as shown by our results from the second national AHSN stakeholder survey carried out last year by YouGov on behalf of NHS England. Four out of five stakeholders felt that the HIN helped them achieve their objectives over the previous year and 86% would recommend working with the HIN. Overall, 91% of our results were in the 'upper' range.

Following focused efforts after the first survey, the percentage of applicable stakeholders who thought the HIN provided valuable support around commercial development rose from 36% to a very strong 76% and we are continuing to add further value to our commercial partners.

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Real people making a real difference

Our annual review tells the stories of some of the great people that HIN teams have had the privilege to work alongside this year – from our clinical programmes to the exciting digital innovations we're supporting. It focuses on real people, making a real difference.

We look forward to continuing to make a difference together with our members and partners over the coming year, supporting them to meet the challenges they face, and delivering the best in health and care for the people of south London.

Speeding up the best in health and care, together



Diabetes

Diabetes continues to impact a growing proportion of our population. In south London there are currently approximately 160,000 people identified as having either Type 1 or Type 2 diabetes. Diabetes UK estimates that the NHS is already spending around £10 billion a year on diabetes. We are working to share, adopt, develop and implement innovative ways of improving health outcomes for people with Type 1 and Type 2 diabetes, with an emphasis on minimising the impact of diabetes on their lives.

Our programme focuses on improving access to technology, enabling better integration of care across primary, community and secondary care services, and supporting self-management. On behalf of our members we also co-ordinate Healthier You (the national Type 2 diabetes prevention programme) across all 12 boroughs.





I have two boys aged nine and eleven, so I have to take care of myself."

Luis Quintas Claro, from Lambeth, first heard about Healthier You when his GP recommended it, after a blood test showed his blood sugar levels were high.

Luis has experienced increased cholesterol and sugar levels recently after being forced to reduce his activity levels for health reasons. However, Luis has recently been told that he can start to be more active again. Healthier You has been helping him to do just that.

Luis' favourite thing about the Healthier You programme is realising the fantastic progress he has made.

Find out more about the Healthier You programme



They're not massive changes, just normal, small things that really add up and make a difference."





Musculoskeletal

The Joint Pain Advisor (JPA) service is a model of care that involves a series of face-to-face consultations between advisors and patients with osteoarthritis of the knee or hip, where patients discuss their lifestyle, challenges and personal goals.

The project was developed in partnership with the HIN and work is underway to evaluate and scale up the service across other sites.

The advisors are therapists who are able to provide expert health coaching, exercise programmes and practical advice to people with this very common condition. Joint pain affects 1:5 of 50-70 year olds and 1:2 of over 80s. 1 in 5 (20%) of GP visits are for MSK conditions.



Dr Ruth Williams is a GP and MSK lead at Wells Park practice in Lewisham. Ruth was instrumental in setting up the service and provided clinical supervision for the project.



The aim is to form an individualised plan for each patient and help them manage their own pain."

Patients and their Joint Pain Advisors jointly develop a personalised care plan which includes tailored advice and support based on NICE guidelines for the management of osteoarthritis.

Patients are achieving great results with the support of the advisor, including weight loss, increased activity and reduced joint pain.



Patients have more time with someone who can understand their individual circumstances and together they can create a plan which seems achievable to them."



Due to time constraints and the knowledge base of GPs we recognised patients with osteoarthritis are often not managed particularly well in primary care."

After mental health and cardiac health, MSK uses more resources than other diseases treated by the NHS.

Around 20% of all GP consultations are MSK related,
and it accounts for around 25% of all surgical interventions.

Find out more about our innovative MSK projects



The HIN-supported MSK ESCAPE-pain programme is available as a **free app** that supports people to manage their condition.

Watch our video about MSK to find out more



Healthy Ageing

Gwen lives in Southwark and has a diagnosis of dementia. Through her local befriending scheme she has met Janet who visits her each week.

Janet has been helping Gwen to make a *Music Mirror*, a simple digital resource made with people at an early stage of memory loss, linking their life stories to recorded music and sound in a way that is easily accessible and portable throughout their journey with dementia.





The HIN led a project to promote Music Mirrors through a 'train the trainer' programme for professionals, care home staff and volunteers across a variety of health, social care and community settings.

One of Gwen's Music Memories is "Underneath the Arches" by Flanagan and Allen, a popular song in the music halls during the war, which brings memories of sleeping under the arches during air raids.

Gwen enjoyed making her Music Mirror, claiming it "keeps you alive, keeps your brain going and we had a good laugh. These memories are all locked up in your head, they come and go but you know they are there – this helps get them out. It is like opening a shut door – letting the memories out."

In South London there are
356 care homes for older people with over 12,760 beds
provided by over 100 different providers

We've been working with Sutton Home of Care Vanguard team to help spread best practice in joined up health and care for older people in care homes. Find out more about our Sharing the Best conference.



The red bag initiative helps care home residents when they need to go to hospital in an emergency. See how we are supporting its spread and adoption across South London.



Find out more about the other projects in our Healthy Ageing programme



Technology & Information





Kevin Fitzgerald is the Chief Information Officer for South West London Commissioning Collaborative. He worked with the HIN's Technology and Information team, who helped to provide insight and enable Kevin to challenge a number of assumptions around IT in the clinical workspace.

“The dynamics of meetings shifted from an IT perspective to a clinically focussed one, and the HIN provided valuable insight into how our ideas and thoughts had played out in other areas across London; we had expertise and knowledge in the room way beyond the traditional IT view.”

“I was enthused by what we had achieved and welcomed my emerging leadership skills that had developed during the process.”

“As the south west London Local Digital Roadmap (LDR) developed, we started to function across organisational boundaries and showed great collaboration possibilities. These could only be realised through having a diverse group of people with differing backgrounds and skills, and leaves a firm foundation for the delivery of the LDR to support sustainability and transformation plans.”

The HIN's Technology team gathers information on technological innovations that could **benefit the HIN's members,** patients, and the local population, and delivers projects to support their piloting, evaluation, spread and adoption.



Watch our short film on **digital content prescribing**



Capacity Building

Shereen Nabhani-Gebara is a Senior Lecturer in Pharmacy Practice and Inter-Professional Education Lead at Kingston University. She took part in the Leading and Managing Change Across Boundaries programme.



The programme is multi-professional and cross-sector, offering both personal and professional development that prepares aspiring leaders to innovate and collaborate on problems that need organisations to work together to find solutions.



The curriculum was current and stimulating, delivered by leaders in the healthcare world ranging from academics to healthcare leaders, NHS executives and healthcare 'movers and shakers'. The course participants expanded my network and introduced me to exciting new collaborations. The cherry on top was the programme organisers who provided excellent mentorship and guidance along the way."



The Leadership Programme took me on a journey of self-awareness that opened my eyes to different opportunities. With an interesting and relevant curriculum and speaker list, a multidisciplinary group of participants and exceptional mentors, I wished the course would never end."



The course gave me protected time and space to reflect on the changes in healthcare, their impact and opportunities that lie within, while encouraging me to reflect on my leadership style and how I can evolve to meet challenges."

A group of people are gathered around a white table in a meeting room. In the background, there is a whiteboard with a diagram and a brick wall. The diagram on the whiteboard includes circles labeled 'Impact', 'Concept', 'Product', and 'Marketing', with arrows and text like 'SEO', 'be creative!', 'do research!', and 'SALES!'. A yellow sticky note with a question mark is on the whiteboard. The people are engaged in a discussion, with some looking at the whiteboard and others looking at each other. The room has large windows on the right side, letting in natural light.

Capacity Building helps enable the health and social care system to deliver world class patient care in challenging times.
We do this by supporting innovation, through workforce development
and working alongside members and other partners to address the capacity challenges identified by the Sustainability and Transformation Partnerships.

Find out more about how we are
building capacity
across health and care south London

Find out more here



Digital Health





Felix Jackson trained as a doctor and worked as an anaesthetist in the NHS before becoming a digital healthcare entrepreneur.

With the support of the DigitalHealth.London Accelerator, that the HIN hosts, Felix developed medCrowd, an NHS-compliant messaging technology for healthcare teams.



Throughout my career I've been impressed by the way health and care teams work together every day, and recently we realised that they need a compliant messenger to enable them to use digital technology to work together even more effectively."



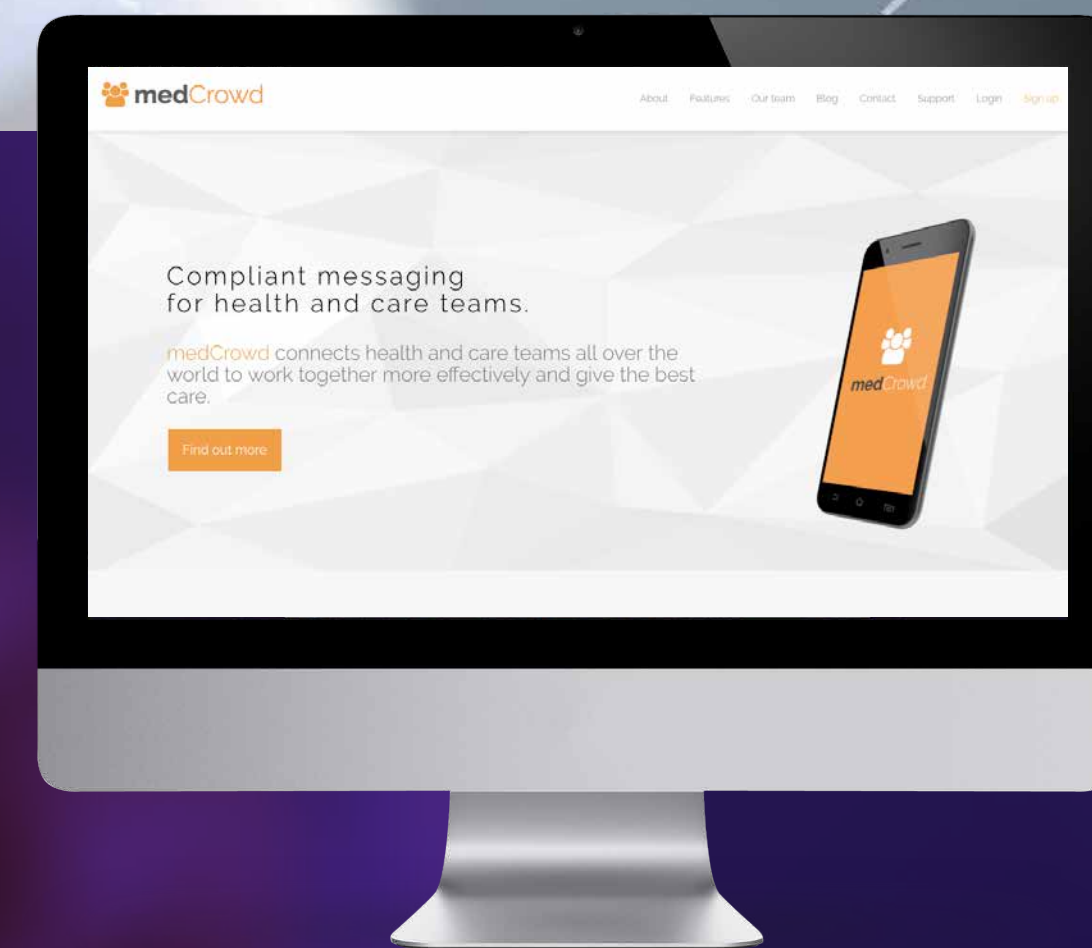
It became clear to me that the technology solutions available to health and care teams do not match the calibre of these world-class professionals. Therefore, I decided to dedicate the last few years to develop a world-class digital technology for health and care teams to use at work."



I founded and launched medCrowd, a compliant messaging technology, based on the insight and support I received on the DigitalHealth.London Accelerator programme. The Accelerator connected us with the right people to discover exactly what we needed to know, helping us turn our big ideas into reality."

See how our Accelerator is connecting
digital enterprises together with
health and care
partners and patients
to turn great innovations into
practical products

Find out more here



Find out more about MedCrowd

Find out more here





Alcohol



Ed Spacey is the Head of Health, Safety and Resilience at London South Bank University (LSBU). He and his colleagues have been part of the Workplace Alcohol Awareness Programme delivered by the HIN in collaboration with Safe Sociable London Partnership.



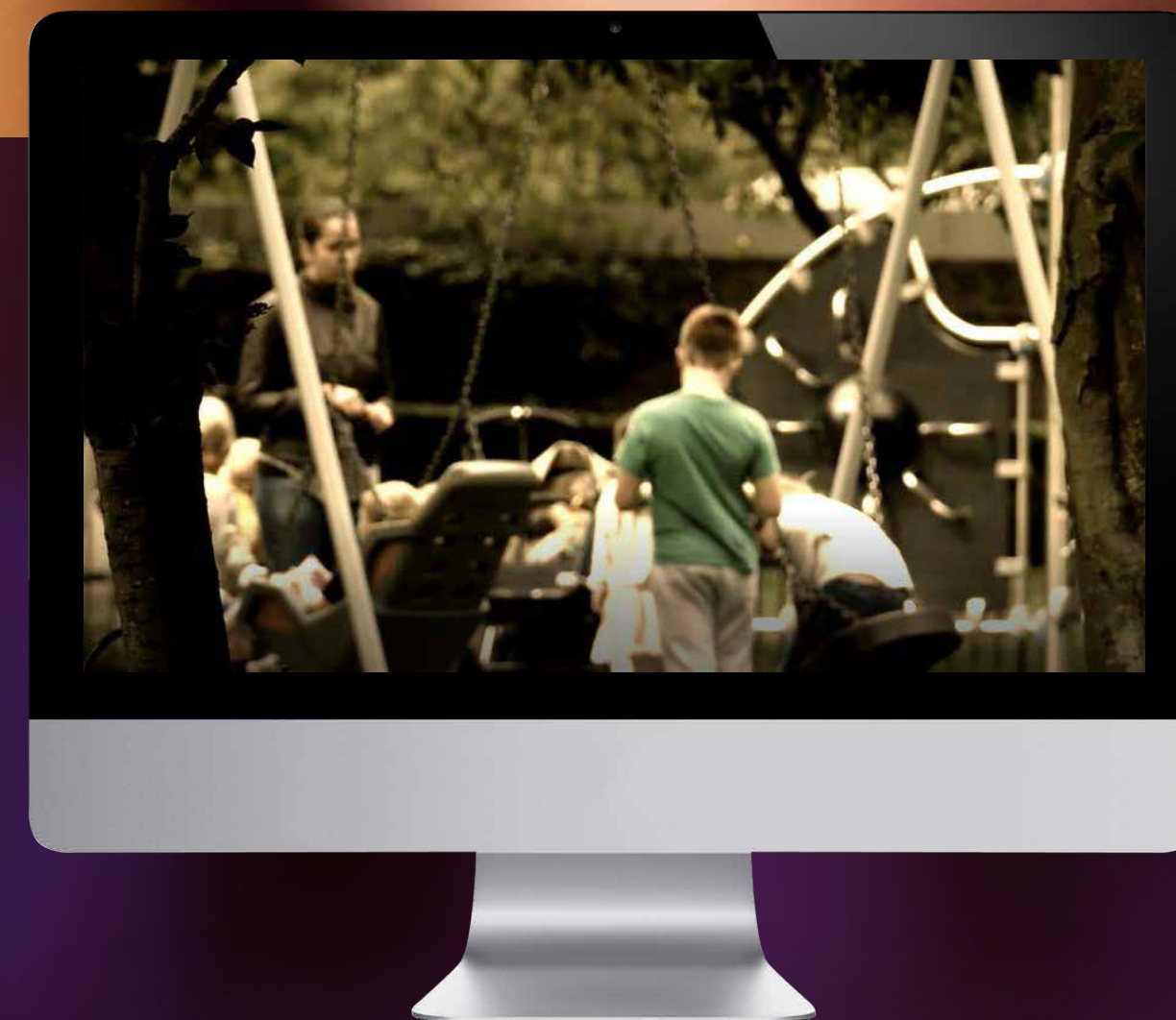
At LSBU we have a strong focus on staff and student wellbeing. We take a holistic approach to stress management and are using a range of strategies in our work. Alcohol and substance misuse would form an important part of this due to the obvious links to stress and wellbeing. The Workplace Alcohol Awareness Programme was very timely as we could profile alcohol awareness at our Wellbeing Activity Day, and it coincided with planning for the launch of our new alcohol awareness policy. The training brought people together from across the university, to ensure we could have one consistent approach."



Learning about Alcohol Identification and Brief Advice (IBA) also gave us the ability to identify metrics for alcohol use which will form part of our wellbeing dashboard going forward. The university has been working closely with the Mayor of London's office to achieve the Healthy Workplace Achievement Award, and are proud to be leading in this area."

Alcohol is linked to **many diseases and conditions**, including heart disease, stroke, liver disease, and cancer. Other benefits of cutting back include improved relationships with friends and family, saving money and reducing the risks of accidents.

Download our Intervention and Brief Advice toolkit and alcohol resource pack for hospitals



Watch our film **Stories Behind the Bottle** which aims to reduce the stigma that people who are dependent on alcohol can suffer. The film features real life stories.

Our film **Stories Behind the Bottle** can be viewed here



A photograph of two female healthcare professionals in a clinical setting. The woman on the right, wearing a white lab coat over teal scrubs, is smiling and looking towards the left. The woman on the left, wearing a blue lab coat, is partially visible in profile, looking towards the first woman. A dark teal banner with the text "Patient Safety" is overlaid on the left side of the image.

Patient Safety



Shereen Cottle works as the Duty of Candour lead on the patient safety team at Oxleas NHS Foundation Trust. The HIN established 'Communities of Practice', which enables like-minded people to meet and engage with one another to share approaches to common problems. Shereen has been part of the duty of candour community of practice since its beginning, and helped to develop materials used to deliver training.



I have been part of the duty of candour community of practice since we started two years ago. Implementing the duty of candour has been a challenge at times and it has been wonderful to work with other professionals who share my passion."



There are so many benefits in being part of this community; we give each other support and encouragement and share our challenges and ideas to overcome them. It is refreshing to be part of a community where each member prioritises the duty of candour so highly. Being part of developing a training package to share, free of charge, with organisations has been so rewarding. I hope that others find it as useful as we have."





The Patient Safety team works together with patients, carers, frontline staff and stakeholders,
and across the whole healthcare system
to co-design interventions and initiatives to reduce avoidable harm,
save lives and embed a patient safety culture.

Read more about our
patient safety projects





Graduates into Health

Graduates into Health links students and graduates from universities to NHS managers who are recruiting to entry-level business function roles within their teams.

Michelle Rahman is Partner in Contracting Development at South East London Commissioning Support Unit (CSU). The CSU was the first NHS organisation to benefit from the programme, recruiting its first cohort of Graduates in 2015.

The Graduates into Health programme develops and delivers a responsive and customer focussed recruitment service by establishing a long-term pipeline of talent out of universities to within the NHS.

Joshua Afun, a graduate placed through the programme in the contracting team at the CSU, began his placement as a support officer and had his contract made permanent after completing his placement.

I have found being part of a multi-disciplinary team most useful, I was able to experience how each team works together towards a common goal and the challenges that come with each team."

For us, the challenge is finding the right skills at entry level Bands 4 and 5 – I can't tell you how disappointing it is to be sat in interviews after shortlisting candidates who appear to have the right skills on paper but those skills are not then evidenced through the interview process."

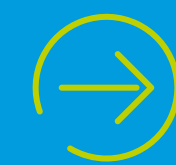
We know that through the programme we have the right skills at the right level, and they have proved to be real assets to the teams they have worked in."

I would highly recommend taking on graduates through the programme. It's my intention to work with managers across the CSU to see where we can place graduates to cover our entire patch."



Find out more about our
capacity building
projects

Find out more here



Stroke Prevention





Claire Waddell, a commissioner at Croydon CCG, has been working with the HIN as part of the pan-London Atrial Fibrillation (AF) programme to help prevent strokes among local people.

AF is an irregular heart rhythm that leads to a significantly increased risk of stroke. The pan-London programme seeks to improve the rates of detection and treatment of AF and provides a wealth of information and resources to help commissioners and providers to reduce variation in the cost and quality of AF treatment.




With pressure on NHS resources at the forefront, providing sustainable care is essential."



The expert knowledge and resources provided by the HIN have supported us to improve health outcomes for people with AF in Croydon."





We believe that there are **80,000 people** across London with an undetected irregular heartbeat, known as atrial fibrillation (AF), which puts them at risk of having a stroke.

Read about how we are supporting and spreading innovation to prevent strokes



Download the pan-London AF toolkit

