



Ophthalmology Honours

Entry Form

Closing date for entries: Friday 17th August 2018

The Ophthalmology Honours is an educational initiative fully funded by Bayer. The judging process is carried out by a panel of independent judges and is wholly independent of Bayer.

Please complete sections 1, 2 and 3 if entering:

- **Best ophthalmology team**

Please complete sections 1, 2 and 4 if entering:

- **Best patient support or education initiative**
- **Best ophthalmology service improvement**

Please complete sections 1, 2 and 5 if nominating for:

- **Outstanding ophthalmology nurse or allied health professional**
- **Ophthalmology unsung hero**

The judging criteria are provided in Appendix 1 to support your entry.

To submit your entry please email completed entry form (and supporting materials if appropriate) to:

ophthalmologyhonours@unlimitedgroup.com

Alternatively, please post your completed entry form (and supporting materials if appropriate) to:

Ophthalmology Honours, Health Unlimited, Unlimited House, 10 Great Pulteney St, Soho, London W1F 9NB

Section 1 - Your contact details

Name:	
Job title:	
Organisation:	
Work address:	
Email address:	
Contact telephone number:	

Section 2 - Permission for information and materials to be used in activities to promote the Ophthalmology Honours

If your entry is shortlisted, the Ophthalmology Honours team may wish to reproduce a summary of your initiative, photographs and any other supporting materials in the Honourees' booklet or within other materials we produce to promote the programme e.g. press materials, conference stand materials, posters, meeting presentations, the Ophthalmology Honours website (www.ophthalmologyhonours.bayer.co.uk), journal supplements etc.

Please confirm which of the following statements applies to you. (Delete as appropriate).

- Yes, I am happy for my information and materials to be used to promote the programme
- No, I would like my information and materials to remain confidential

Section 3 - Entry form

Please complete if entering:

- Best ophthalmology team ONLY

Category:

Best ophthalmology team

Title of entry:

Situation:

Please describe the needs of your service in terms of required team dynamic and functionality
(Max. 150 words / 10 points available)

Vision:

Please describe what vision the team were working towards to address the needs of your service.
Please include bullet points of clear aims / objectives **(Max. 150 words / 10 points available)**

Action:

Please describe how the team is structured and works together to achieve your aims and objectives, including how this benefits the service function. Training and support offered to team members and how this impacts team working. Communication methods used in sharing knowledge and experience within the team. Investments (financial or non-financial) made to support the team. Methods to motivate and / or boost team morale including holistic support and how this impacts team working. Initiatives in place to ensure consistent performance in the future. **(Max. 300 words / 20 points available)**

Results:

Please describe how you monitor and evaluate team effectiveness and provide evidence of future planning to maintain consistent performance in a challenging environment. Please also include information / evidence around the impact of your actions on patient care / health outcomes/ standard of care and clinical practice. (Max. 300 words / 20 points available)

Best practice sharing:

*Please describe your key learnings. What can other centres learn from your approach? Is there anything you would have been done differently?
(Max. 150 words / 10 points available)*

Supporting materials:

Please list and provide any relevant materials to support your entry. These may include photo's, flow diagrams, training materials and examples of holistic support, examples of patient experience / feedback (e.g. a statement from a patient / service user supporting your entry, PALS data etc.), examples of team working and morale building initiatives etc.

These can be sent separately to this form, however please summarise supporting materials in the box below.

Verifying statement from manager:

I, *[insert name]*, verify that the information provided within this document is accurate.

Signed: _____

Date: _____

Job title: _____

Organisation: _____

Email address: _____

Section 4 - Entry form

Please complete if entering:

- Best patient support or education initiative
- Best ophthalmology service improvement

Category:

Title of entry:

Situation:

Please describe your service provisions (e.g. types of service provided, size of service, etc). Describe what the challenge / unmet need was that prompted you to develop your approach / initiative (**Max. 150 words / 10 points available**)

Goal:

Please describe what goal you were working towards to address the above situation. Please include bullet points of clear aims / objectives (**Max. 150 words / 10 points available**)

Action:

Please describe what, why and how you implemented your approach / initiative. Who and what was involved in the project / initiative. Please include any problems / challenges that were faced and how they were overcome (**Max. 300 words / 20 points available**)

Results:

Please describe the results that you achieved including how the results met your objectives and how they were evaluated. Please also include information / evidence around the impact of your actions on patient care / outcomes and clinical practice. Are there any aspects of your approach which you feel were truly innovative? Describe the future benefits. (Max. 300 words / 20 points available)

Best practice sharing:

Please describe your key learnings. What can other centres learn from your approach? Is there anything you would have been done differently? (Max. 150 words / 10 points available)

Verifying statement from manager:

I, *[insert name]*, verify that the information provided within this document is accurate.

Signed: _____

Date: _____

Job title: _____

Organisation: _____

Email address: _____

Section 5 - Nomination form

Please complete if nominating for:

- Outstanding ophthalmology nurse or allied health professional
- Ophthalmology unsung hero

Judging criteria:

- Level of contribution made to the team (10 points available)
- Impact to patient care and experience (10 points available)
- Impact on the service as a whole (10 points available)

Category:

Nominee details:

Name:

Position:

Organisation:

I confirm that I have acquired the consent of the person named above to nominate them for this category (please tick): []

What is your relationship to the nominee?

(e.g. colleague, manager, supervisor, assistant, patient, relative of patient etc.)

Please provide a brief biography for the nominee outlining their previous experience and current position and role (**Max. 100 words**)

Please describe why you feel this person is worthy of receiving this recognition (**Max. 100 words**)

*What action does the nominee take that is above and beyond their defined role?
(Max. 100 words)*

In what way do the actions taken by the nominee impact the following?

1. Level of contribution made to the team (Max. 50 words)

2. Patient care and experience (Max. 50 words)

3. Impact on the service as a whole (Max. 50 words)

Any final comments for consideration? (Max. 100 words)

Appendix 1: Supporting information

Category description and judging criteria

1. Best ophthalmology team

Teamwork is critical in the delivery of high-quality ophthalmology care. A healthcare system that supports effective teamwork can improve the quality of patient care, enhance patient safety and reduce workload / capacity issues that cause unnecessary stress among healthcare professionals and patients.

This certificate will be given to an ophthalmology team who deliver and sustain an excellent level of patient care by working together to achieve goals. Teams may be clinical, cross-departmental, cross-organisational, multi-disciplinary etc. demonstrating, for example:

- Evidence of multi-disciplinary team working and dynamic
- Evidence of continued investment in staff (e.g. practical skills, training, emotional support, educational development, educational funding etc.)
- Evidence of good communication
- Sharing of knowledge and skills
- Shared vision
- Improvement in staff morale and working environment
- Evidence of maximising personnel to improve patient flow and pathways
- Evidence of consistent, high quality care and/or significant patient care improvements as a result of effective team work

Judging criteria:

Situation: (10 points available)

- How well did they describe how the team functions? Is it clear that the team is cohesive and meets the needs of the service?

Vision: (10 points available)

- Is the team vision clearly explained? Is it a true representation of the team's, rather than an individual's, vision?

Action: (20 points available)

- Did they effectively describe how well the team works together? Is it clear what makes it a good team?
- How well did they describe how the team structure and dynamic has benefitted the service function?
- How are knowledge and skills shared amongst team members?
- How does the team ensure communication is effective and inclusive?
- What investments (financial or non-financial) have been made to support the team?
- What type of formal training is available for staff and is it clear how this has impacted team working? (e.g. practical skills, upskilling, mentoring schemes etc.)
- What type of holistic support is available for staff and is it clear how this has impacted team working? (e.g. pastoral care, emotional support, flexible working etc.)
- What is the team doing to ensure consistent performance in the future?

Results: (20 points available)

- How do they monitor and evaluate team effectiveness?

- How effective were they in providing a high standard of patient experience, good health outcomes and excellent standards of care?
- Does the team demonstrate evidence of future planning to maintain consistent performance in a challenging environment?

Best practice sharing: (10 points available)

- How well did they communicate the key learnings?
- How insightful were they at understanding and recognising the impact of approaching the situation differently?
- How applicable is this to other centres?
- How easily could learnings from this way of working be shared and / or replicated?

2. Best patient support or education initiative

This category is designed to recognise the development of innovative support or education initiatives that have made a significant and measurable difference to improve outcomes and quality of life for patients.

Eligible initiatives may include (but are not limited to) those that help patients by providing:

- Information about disease states and treatment pathways
- Low-vision tips and tools
- Tools for monitoring vision
- Improved communication with healthcare professionals
- Improved use of technology to support patients
- Patient transport services
- Patient support groups
- Information to help improve adherence to treatment
- Information to help empower patients and encourage them to become “experts”

Local, regional and national entries were welcomed from individuals or organisations. The Ophthalmology Honours are designed to recognise excellence within the ophthalmology community, therefore pharmaceutical company entries will not be accepted.

Judging criteria:

Situation: (10 points available)

- How well did they describe what the challenge / unmet need was that prompted you to develop your approach / initiative?

Goal: (10 points available)

- Is the goal clearly explained?
- Are the objectives clearly outlined and appropriate?

Action: (20 points available)

- How well thought out was the chosen approach?
- How well was the project / initiative implemented?
- How well did they describe who and what was involved in the project / work?
- How effective were they in identifying and overcoming challenges faced?

Results: (20 points available)

- How successful has the project / initiative been? How well did it meet its aim / objectives?
- How robust were the top achievements?
- Did they carry out formal evaluation and how effective was this?

- How effective were they in providing a high standard of patient experience, good health outcomes and excellent standards of care?
- How easily could learning from this way of working be shared and / or replicated?
- How clear are the future benefits?
- How creative / innovative is this way of working? What makes this different or new?

Best practice sharing: (10 points available)

- How well did they communicate the key learnings?
- How insightful were they at understanding and recognising the impact of approaching the situation differently?
- How applicable is this to other centres?
- How easily could learnings from this way of working be shared and / or replicated?

3. Best ophthalmology service improvement

In July 2013, NHS England launched A Call to Action¹ which set out the challenges and opportunities faced by the health and care systems across the country over the next five to ten years. This was a call for creativity, innovation and transformation to address the financial challenges faced by the NHS. To further bolster this call to action, the Royal College of Ophthalmologists launched their Three Step Plan² in 2016 that aims to reduce the risk of patients coming to harm due to inefficient services and delayed appointments. This plan includes the mandatory collection and reporting of data, effective utilisation of resources to maximise capacity, and the empowerment of patients to encourage personal responsibility for their eye health.

This category is designed to recognise improvements in care that have been implemented in eye units to: improve service delivery; save money and minimise the effect of reduced budgets; improve patient experience; improve patients' quality of life; improve patient outcomes; whilst maintaining or enhancing the quality of patient care provided.

Judges will be interested in the evidence / audit results that drove the need for service improvement, the originality of the initiative, potential for wider application, size of the benefit achieved, the numbers experiencing this benefit, and the cost-savings generated by the initiative and welcome entries from all NHS organisations.

Entries may include details on (but are not limited to) the following:

- Rationale for service improvement / development (e.g. audit, patient questionnaire etc.)
- Clear objectives and methodology
- Supportive protocols and procedures
- Practical solutions that have positively influenced change and outcomes
- Evidence of outcomes:
 - Improvements in patient care
 - Improvements in patient experiences and quality of life
 - Improved outcomes / service delivery
 - Service redesign, efficiency and savings to the NHS

Judging criteria:

Situation: (10 points available)

- How well did they describe what the challenge / unmet need was that prompted the development of their approach / initiative?

Goal: (10 points available)

- Is the goal clearly explained?

- Are the objectives clearly outlined and appropriate?

Action: (20 points available)

- How well thought out was the chosen approach?
- How well was the project / initiative implemented?
- How effective were they in identifying and overcoming any unmet challenges faced?
- What barriers to change were overcome to achieve their goal?

Results: (20 points available)

- How successful has the project / initiative been? How well did it meet its aim / objectives?
- How robust were the top achievements?
- Did they carry out formal evaluation, and how effective was this?
- How effective were they in providing a high standard of patient experience, good health outcomes and excellent standards of care?
- How easily could learning from this way of working be shared and / or replicated?
- How clear are the future benefits?
- How creative / innovative is this way of working?

Best practice sharing: (10 points available)

- How well did they communicate the key learnings?
- How insightful were they at understanding and recognising the impact of approaching the situation differently?
- How applicable is this to other centres?
- How easily could learnings from this way of working be shared and / or replicated?

4. Outstanding ophthalmology nurse or allied health professional

Ophthalmology clinics rely on nursing staff and allied health professionals who continue to improve the treatment and care they provide for their patients. Ensuring that patient outcomes, safety and experience are paramount while embracing the ever-growing need to adapt, develop and evolve their practice to meet the diverse expectations of their patients, the public and policy makers.

This category recognises the critical role nurses and allied health professionals play within ophthalmic care and will be presented to a nurse or allied health professional who demonstrates excellence in all aspects of their role while making an outstanding contribution to patient experience.

To qualify, nurses or allied health professionals must be nominated, and the reasons why they deserve this recognition must be clearly stated.

Entrants are asked to explain how the nominee goes above and beyond the call of duty and why they feel they deserve this recognition within their field, including details of the impact the nominee has made to patient care and to patient experience. (Max. 550 words)

Judging criteria:

- Level of contribution made to the team **(10 points available)**
- Impact to patient care and experience **(10 points available)**
- Impact on the service as a whole **(10 points available)**

5. Ophthalmology unsung hero

The NHS employs a multitude of non-clinical staff working to ensure the smooth-running of organisations and improve patient experience.

This category recognises an unsung hero who demonstrates excellence in all aspects of their role while making an outstanding contribution to patient experience. This person should be a non-clinical member of staff however may include managers, administration staff, cleaners, volunteers, etc.

To qualify, unsung heroes must be nominated, and the reasons why they deserve this recognition must be clearly stated.

Entrants are asked to explain how the nominee goes above and beyond the call of duty and why they feel they deserve this recognition within their field. Please include details of the impact the nominee has made to patient care and to patient experience. (Max. 550 words)

Judging criteria:

- Level of contribution made to the team **(10 points available)**
- Impact to patient care and experience **(10 points available)**
- Impact on the service as a whole **(10 points available)**

References:

1. NHS England. A Call to Action. July 2013. Available at: <https://www.england.nhs.uk/2013/07/call-to-action/> (Last accessed 26th March 2018)
2. Royal College of Ophthalmologists. Three Step Plan. Available at: <https://www.rcophth.ac.uk/wp-content/uploads/2015/01/RCOphth-Three-Step-Plan-FINAL-July2016.pdf> (Last accessed 26th March 2018)