

# Improve your workforce productivity



Speakers at our workforce innovation event - ECO 18

The latest thinking and **innovations** for improving workforce productivity across our health and care systems



Workforce resource optimisation

The NHS Long Term Plan identifies a workforce gap of 100,000 people, and while efforts are under way to increase training places to close the gap, the supply of NHS and care staff remains a threat to future delivery.

In this report we showcase presentations, podcasts and videos from our ECO 18 event which brought together patients, healthcare staff, businesses and academics to explore solutions to these workforce challenges.

The Innovation Agency can help you to use the latest innovations and best practice to find solutions to your productivity and staffing supply challenges, in particular through digital technologies.

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“ Workforce is one of the biggest challenges facing the health service today, but there are some brilliant ideas out there that could help – here are some of them. ”

Dr Liz Mear, Chief Executive, Innovation Agency

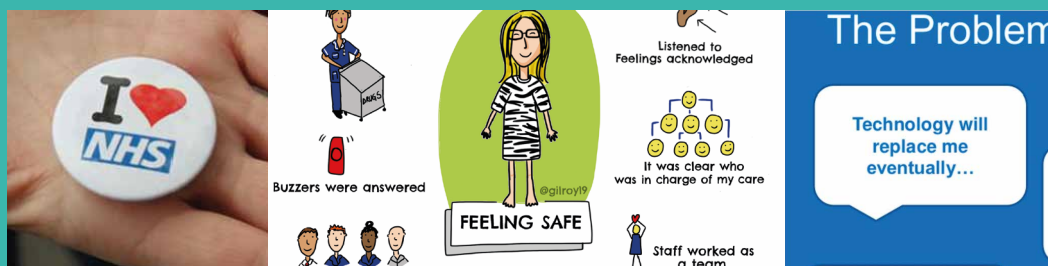


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## What's in this report?

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# Presentations and podcasts



## The patient journey - the one I had, the one I would want

Jen Gilroy-Cheetham, Programme Manager, Innovation Agency  
@Gilroy19

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Jen fell seriously ill two years ago and recalls how her care left her feeling unsafe. She makes a plea for a different way of doing things, in which staff work as a team, a patient's feelings are acknowledged and it is clear who is in charge of an individual's care.



## Workforce: context setting, importance for the system, need to think differently

Karen Partington, Chief Executive, Lancashire Teaching Hospitals NHS Foundation Trust  
@PartingtonKaren

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In planning to fill workforce gaps, we face a number of questions: how do we fully exploit new technology? How do we accommodate the needs of various age groups in our workforce – traditionalist, baby boomers and Generations X, Y and Z?



## Disruptive thinking about the future of our workforce

Wilson Wong, Head of Insight and Futures, CIPD  
@DrWilson\_Wong

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slides not available



As we scan the horizon of possible futures, a series of questions arise: how do we know that technology won't have a negative impact on our workforce? How do we ethically store data? And how do we ensure sustainability in a new social contract between state, corporations and workers?



## Creating a hospital coordination centre to improve patient flow

Helen Birley, Clinical Lead for the Coordination Centre, Countess of Chester Hospital NHS Foundation Trust  
@TheCountessNHS

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A patient's 106-day stay in hospital prompted a review that led to the development of a coordination centre. This 'air traffic control' system uses teletracking to allow managers to know where patients are at all times.



## Aligning capability to need - a tale of a spider and some triangles

David Harris, Director of People and Organisational Development, Cheshire and Wirral Partnership NHS Foundation Trust  
@Dave\_E\_Harris

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Only by acknowledging the complexity of our ever-changing health and care systems can we begin to make a difference. The spider is the individual at the centre of a web of relationships. Pull at a corner of our interconnected world – and it collapses.



## Killing digital - making technology less intimidating

Ian MacIntyre, Head of Digital, NHS Leadership Academy  
@IanMac196

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We can make technological change less frightening by changing the dialogue: we should talk about opportunities, not threats. We should understand our user community's attitudes towards technology and create a non-threatening environment in which to talk to them.



## New developments and innovations in education

Dr Karen Stansfield, Associate Dean of Enterprise, University of Salford  
@karenstansfield3

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The University of Salford is one of the UK's largest providers of health and social care graduates. By working across disciplines and by collaborating with industry, it aims to produce more empowered graduates with appropriate skills and so boost retention rates.



## WRaPT and innovative workforce redesign

Colin Lewry and Fiona Lord, Lancashire Care NHS Foundation Trust  
@GEHCPartners

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WRaPT is a secure online modelling tool for workforce planning. It stores data in such a way as to allow modelling of any number of complex future scenarios. While the WRaPT system isn't always the answer, the team behind it is the gateway to a number of solutions.





**Andy Bleaden, International Projects Manager,**  
ECH Alliance  
[@AndyBleaden](#)

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ECHAlliance is a members' organisation which aims to break down the silos separating providers from suppliers and bring together stakeholders from all sectors, including patients and charities.

### Business pitches



Ramp-up your Staff Bank fill rates, increase patient safety and save huge amounts of money. ▶



Idea management software that helps you harness the collective intelligence of your employees to solve business challenges faster. ▶



Zebra brings together employers and health-care professionals seeking temporary or additional work - simply and effectively. ▶



Aire Logic is a healthcare IT company dedicated to improving the delivery of care, from the clinical staff experience to measurable patient outcomes. ▶



Rescon specialise in working with health and social care partners to produce digital solutions that are integrated into services. ▶

### Exhibitors



The professional body for HR and people development ▶



Digital social prescribing solutions ▶



Trusted healthcare messaging for everyone ▶



Remote Care Open software platform ▶



Efficient Care Management Systems ▶



Find and manage locum and salaried work and keep on top of payments ▶



Matching clinician availability to patient needs in real-time ▶



Digital transformation for continuing healthcare assessments ▶



Quality, compliance and regulatory processes software ▶



Smart mobility platforms for every journey ▶



Appointment Management & Patient Experience Surveys ▶



Health and care workforce transformation ▶

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### #ECO18



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[@AndrewCooper100](#)

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[@gilroy19](#) shares her own patient story, highlighting the journey she had and the journey she wished she'd had ... #ECO18  
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**Karla Rimaitis**  
[@KRimaitis](#)

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How do we enable women to progress their health careers? How do we get more men into caring roles? #ECO18



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[@MT\\_marshlands](#)

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"It is no secret that the challenges of recruiting and retaining the right level of staffing to keep health and care services running are the number one concern for NHS trusts."

[@AmberJabbal](#) in [@Telegraph](#) coverage of #NHS workforce figures.



**Lindsay Hallworth**  
[@hallworth\\_l](#)

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Time for NHS to stop blaming reluctance of technology adoption on citizens and patients. Baby boomers thru Gen Z want and need more tech enabled healthcare. #ECO18  
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Our offer to NHS and social care in the North West Coast ▶

next...

ECO 19: Enabling care closer to home with point of care testing and remote devices

Tuesday, 9 July 2019

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