



INNOVATION AGENCY
Academic Health Science Network
for the North West Coast

2018-2019

**BOOK OF
HIGHLIGHTS**

SUCCESS STORIES

from across the
North West Coast



EUROPEAN UNION
European Regional Development Fund



pulses
tested



strokes
prevented



atrial fibrillation
cases identified



new
contracts



new
jobs



new
investment



mobile ECG
devices
distributed



reduction in
pressure ulcers
with SEM scanner



vulnerable
residents helped by
home care tech

IMPACT IN NUMBERS 2018-2019



health
coaches
trained



community
pharmacists
using TCAM



all NWC
Trusts using
NEWS2



ambulance
calls from Wirral
care homes

700+



healthcare
staff
coached



NHS savings
through TCAM

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INTRODUCTION

In the 70th anniversary year of the NHS, our partners across the North West Coast were dealing with another year of challenges as pressures increased on the system and the need to transform and innovate become even greater.

They were locked on the horns of a dilemma – how to innovate when there is little or no time or capacity to do anything other than focus on the immediate needs of patients.

At the Innovation Agency we are acutely conscious of these pressures and have been finding new ways to provide support alongside our partners.

Our staff have worked hard on aligning innovations to the needs of the region and providing the ‘boots on the ground’ that are needed to spread new products and approaches.

An event highlight for me personally was in helping to launch Liverpool City Region’s Year of the Environment, bringing together many of the voluntary groups, charities and public sector initiatives which are using the natural environment to improve health and wellbeing. I hope your organisation can also harness our region’s fantastic natural assets for the benefit of staff and the population in this year of green action.

By Gideon Ben-Tovim OBE,
Chair of Innovation Agency

Gideon Ben-Tovim with Dave Sweeney of Cheshire and Merseyside Health and Care Partnership at the Innovation Agency’s Health, Wellbeing and the Environment event



FOREWORD



The last year has seen a rebirth of the Innovation Agency after securing a second five-year licence with increased funding and a new commission from the Office for Life Sciences.

For all the AHSNs, it has been a time of strengthening our teams and aligning ourselves even more closely with the needs of local stakeholders – while collaborating to deliver national programmes. I am very proud of our talented staff who have embraced our growing portfolio with enthusiasm and I'd like to thank them all for their hard work and great team spirit. It is a privilege to work alongside such dedicated individuals.

We were delighted to be awarded Investors in People Gold Award for a second time and we are now working towards an IIP Platinum Award.

In this report I am proud to share with you some of the highlights of the past year, with feedback from organisations and individuals who have been involved. This isn't a compendium of all our activity – it is a selection of stories aimed at reflecting the breadth of our offer and I hope you enjoy reading them.

By Dr Liz Mear,
Chief Executive of
Innovation Agency



FUELLING SYSTEM TRANSFORMATION

As new networks and systems evolve in our region, our teams are delivering programme management support and helping to introduce innovations which are improving care.

IMAGING TECH SHOWS THE BIGGER PICTURE

Patients in Liverpool and Blackpool are benefiting from a ground-breaking piece of software that produces a 3D image of the heart.

HeartFlow uses information provided by a CT scan to develop a computerised model of a patient's coronary arteries. It is non-invasive and can calculate to what extent blockages in the arteries restrict flow.

The system allows clinicians to form a much clearer picture about the extent of coronary artery disease and helps identify which patients need an intervention, so clinicians can reduce unnecessary invasive testing and reduce costs.

Liverpool Heart and Chest NHS Foundation Trust has used HeartFlow for the past 12 months where it has helped treat more than 300 patients; and Blackpool Teaching Hospitals NHS Foundation Trust has used Heartflow over the past 12 months to help treat more than 100 patients.

Clinicians speak highly of its role in shaping a patient's treatment. Dr Tim Fairbairn, Consultant Cardiologist at Liverpool Heart and Chest Hospital, said:

"It's transformational. I can't imagine life without it.

"It gives us greater diagnostic certainty and a much better understanding of the patient and their disease process and that allows me to better manage that patient.

"If you care about trying to make a difference for patients it's all about bringing in new technologies, new innovations and new forms of treatment."

"There are benefits for patients, for the doctor and for the institution itself. The patient receives an accurate diagnosis, the doctor has more confidence in reaching a diagnosis and it also relieves pressure on the institution, where there is high demand on getting patients through the system."

Dr Fairbairn said the production of the 3D image takes place remotely, saving hospital time, and can be completed within five hours. This compares with a 12-week wait for further tests in those cases where HeartFlow is not used.

HeartFlow is supported by the NHS Innovation and Technology Payment (ITP) programme.

"It gives us greater diagnostic certainty and a much better understanding of the patient and their disease process and that allows me to better manage that patient."

Dr Tim Fairbairn
Consultant Cardiologist
at Liverpool Heart and
Chest Hospital



patients
benefited



Bruce Prentice, Hassan Argomandkhah and David Barker of NHS England Cheshire and Merseyside receive the NWC Transformation Award from the Innovation Agency's Carole Spencer

TRANSFERS OF CARE AROUND MEDICINES

The introduction of an electronic hospital discharge system in our region is estimated to have led to around £9.5 million savings for the NHS.

Transfers of Care Around Medicines (TCAM) has been rolled out to trusts and community pharmacies in the North West Coast through a partnership between the Innovation Agency and NHS England (Cheshire and Merseyside).

It means that community pharmacies in Cheshire and Merseyside are being instantly notified by their local hospital when a patient is discharged who might need help with their medication. By March 2019 TCAM had been

implemented in all 635 community pharmacies in Cheshire and Merseyside and eight NHS trusts, including 11 hospitals and two mental health trusts. This is the fastest adoption and widest spread of the initiative by any region in England. Over two years there were 11,830 referrals to community pharmacists, resulting in potential savings of 3,917 bed days, equating to £9.5 million, to the NHS - as well as improved patient safety and quality of care.

Merseyside Local Professional Network for Pharmacy received the Transformation Award at the North West Coast Research and Innovation Awards 2019 in recognition of the successful implementation.

Hassan Argomandkhah, Chair of Merseyside Local Professional Network for Pharmacy, said: "I really am pleased for the team. What started as an idea - we've managed to achieve it, and even if we've made just one small change in the quality of life of one patient in the past two years it's been well worth it."

TCAM is one of the programmes selected by the AHSN Network for national adoption and spread during 2018-2020.



"None of this would have happened without the dedication of the pharmacists and their teams - in NHS England, in the community pharmacies and in the hospital pharmacy teams - and all the other ancillary staff surrounding them. Combined with the project management and innovation adoption expertise of the Innovation Agency it has been a very successful programme."

Hassan Argomandkhah
Chair of Merseyside Local Professional
Network for Pharmacy

REDUCING THE PRESSURE ON PATIENT SAFETY

A handheld scanner which can detect potential pressure ulcers before they appear has been introduced to three trusts in the North West Coast, with support from the Innovation Agency.

The scanner uses sensors to measure changes in the skin and tissue beneath, providing a basis for choosing the right intervention, such as turning more frequently, providing heel protectors or changing the surface of the bed or chair.

It also helps staff decide when equipment is no longer needed, which has led to more equipment being freed up for other patients – in the long term leading to savings in equipment procurement.



IMPROVING CARE IN PATIENTS' HOMES

At Mersey Care NHS Foundation Trust, it is the first time the SEM scanner has been used in patients' homes, as it was previously adopted only by hospitals and nursing homes.

An introduction by the Innovation Agency to Mersey Care led to a trial by district nursing teams with patients undergoing palliative care in their homes. For the community health division, pressure ulcers were the second highest clinical rated risk at the time of the pilot.

The trust's Head of Clinical Governance, Quality and Safety, Nicky Ore said: This is a fantastic innovation which is having a real impact on patients' health and pressure ulcer prevention. The SEM scanner provides site-specific analytical information which enables the clinicians to go straight to the point of risk for the patient.

"It is an innovative tool that is robust in its application and informs the care delivery that district nurses are providing."

Early feedback from Mersey Care nurses shows that in 82 per cent of patients, district nurses noted that the use of SEM scanner changed their clinical decision making based on using the scanner; and 94 per cent of patients had received additional interventions. There was a 27 per cent reduction in pressure ulcers after a three month trial with the pilot cohort of patients receiving end of life care – and the results are expected to be even better when the scanner is used with all patients. An order has been placed for 24 scanners, one for each district nursing team.



Sefton Road District Nursing Team:
Team leader Catherine Fox-Smith
and district nurses Amanda
Waddilove and Jillian Hemmings



Renal Matron Nora Kerigan
and Ward Manager Diane Till,
Lancashire Teaching Hospitals

NO NEW PRESSURE ULCERS DURING TRIAL

An evaluation in Lancashire Teaching Hospitals NHS Foundation Trust using the SEM scanner provided objective information on patients at risk of pressure ulcers which were not visible.

“We chose the renal ward as we were seeing about 21 avoidable pressure ulcers in a year,” explained Renal Matron Nora Kerigan.

“The real value is that it identified patients at risk before any skin damage was visible in the traditional risk assessment. Eighty per cent of the patients we scanned received interventions based on the scanner readings.

“During the six week trial period we had no hospital-acquired pressure ulcers – when we would normally expect to see three or four.”

The scanners were provided on loan for the trial and the trust has now bought one for the ward and is planning to buy further scanners for the assessment units and the emergency department, to identify patients at risk ‘at the front door’.

The Innovation Agency is also funding a trial of the scanner at The Royal Liverpool and Broadgreen University Hospitals NHS Trust.

100+

health
coaches
trained

HEALTH COACHING - STEPHEN'S STORY

A Lancashire man whose health suffered through weight gain and high blood pressure changed his lifestyle with help from a health coach.

Stephen weighed 20 stone, had breathing problems and suffered several mini strokes before he was referred to the Local Specialist Obesity Service. There, he attended an eat-well course and joined an Engaging Activities programme in which he was helped to think through choices and set goals.

He was helped by Occupational Therapist Suzanne Grady of Blackpool Teaching Hospitals NHS Foundation Trust, who attended a health coaching programme funded by the Innovation Agency. At the same time her team introduced the patient activation measure (PAM) to understand individuals' levels of knowledge, skills and confidence.

Stephen said: "It was not like being talked down to, they got you involved. They helped me set parameters that worked for me and find my own way - it wasn't about points and numbers but finding what worked for me.

"After Eat Well I moved on to the meaningful activity group, which was a four week programme. I began to get involved in circuit training which I still do every week. I also had one to one sessions with Suzanne who gave me time to review how I was doing and discuss any challenges.

"The first time I completed a PAM I am told it was level 2. Now I understand what that is about it makes sense. I knew I had a life changing decision to make but was reluctant to. The last PAM was a level 4. I now know how to maintain the right diet and it is second nature. I also know what to do if I fall off the wagon.

"It is like I walked into the programme blind and I have left with my eyes open. I have now lost four stone and feel confident that I can maintain the changes to my life."

Suzanne added: "As Stephen began to lose weight we were able to support him in connecting the dots between his new health behaviours and the weight loss. Through our programmes Stephen also made the decision to add exercise into his routine and you could see his confidence increase."

The Innovation Agency provided funding to spread the use of health coaching through a 'train the trainer' approach to cascade the learning throughout Lancashire and South Cumbria. This followed a successful application to our Transformation Through Innovation Fund in 2017. More than 100 people have been trained to deliver health coaching to residents in Lancashire.

"I used my health and wellbeing coaching skills to help him explore his levels of knowledge, skills and confidence. We spent time discussing what was working and not working and finding solutions together. Using a health coaching approach is incredibly empowering for patients and can help to overcome deep seated barriers that would otherwise prevent recovery."

Suzanne Grady
Occupational Therapist Blackpool Teaching
Hospitals NHS Foundation Trust

CHEMO AT HOME – 'FANTASTIC FOR PATIENTS AND STAFF'

A ground-breaking service delivering chemotherapy treatments in patients' homes and workplaces in Cheshire and Merseyside was set up with help from the Innovation Agency.

Our funding provided a nursing post for The Clatterbridge Cancer Centre NHS Foundation Trust to undertake a trial of a chemotherapy at home service for specific treatments. Now, the trust delivers five per cent of cancer treatments at patients' homes or workplaces, supported by a team of five nurses and three administrators. The trust plans to expand the service to 10 per cent of all treatments in the coming year.

We commissioned research by the Royal College of Physicians which over the course of 2017 estimated savings to the trust of £182 per treatment episode at home compared to in the hospital – resulting in total estimated savings of nearly £400,000. The research did not take into account NHS patient transport costs or missed appointments, meaning that total savings to the NHS are almost certainly higher. Ninety nine per cent of home treatment patients who responded to a survey said they preferred treatment at home, and all respondents said they preferred treatment outside the hospital.

Helen Poulter-Clark, Chief Pharmacist at The Clatterbridge Cancer Centre NHS Foundation Trust, said: "Chemotherapy in the community has been one of our big success stories, not only for patients but for staff as well. The fact that we've been able to do this using Clatterbridge nurses and Clatterbridge pharmacists rather than a home care company is fantastic.

"It's part of a wider strategy – the more patients we treat at home, the more clinic capacity we have. We've also been the first cancer centre in the country to offer treatment at patients' workplaces, and I'm really proud of that. Our patient satisfaction has been fantastic, and that's the main reason we're doing this."

"We talk about putting people first, and this has been fantastic for our staff as well. We've done this using our chemo nurses, and it's a great diversification of their skills."

Helen Poulter-Clark
Chief Pharmacist at The Clatterbridge
Cancer Centre NHS Foundation Trust



£400k
saved

with chemo
at home

Dorothy Probert, Manager of Clatterbridge in the Community, with Rosemary Jones, who has received chemotherapy treatment at home

TELETRIAGE BY IPAD FOR CARE HOME RESIDENTS IN WIRRAL

The Innovation Agency helped fund an innovative new service in Wirral which provides remote medical advice to care home residents – reducing the number of ambulance calls and hospital visits.

The teletriage service was launched in 2017 and has been rolled out across all 76 care homes in Wirral. Care homes are provided with iPads funded by the Innovation Agency and staff are trained to use them for recording basic observations.

When a resident becomes unwell, care home staff use Skype to consult a nurse practitioner or GP. The teletriage nurse combines staff observations with a visual assessment of the resident to provide clinical advice and services, including prescriptions, same day GP appointments or other referrals.

The service is available 24 hours a day, 365 days a year, and receives around 300 calls a month from care homes. Only 15 per cent of calls result in hospital treatment. Between June 2018 and February 2019 there was a 14 per cent reduction in ambulance calls to care homes compared to the same period in the previous year.

“As well as providing better care and better health for patients, it provides better value for the NHS too.”

Val McGee

Chief Operating Officer of Wirral
Community NHS Foundation Trust

Teletriage is delivered by Wirral Community NHS Foundation Trust with support from Community Geriatricians and Wirral Health and Care Commissioning. In 2017 we provided £25,000 funding for the purchase of iPads for care homes.

Val McGee, Chief Operating Officer of Wirral Community NHS Foundation Trust, said: “Our teletriage service means unwell residents are now supported within their care home, rather than facing the frightening and disruptive prospect of ambulances and hospital departments.”



14%
fewer

ambulance
calls to care
homes

“By working collaboratively across a range of sectors we can integrate an ecosystem of community support with healthcare services and revolutionise the way we respond to the wider needs of patients, saving lives and money in the process.”

Mark Swift
Wellbeing Enterprises
Chief Executive

SOCIAL INNOVATION AIMS TO IMPROVE WELLBEING

A social innovation to help keep people out of hospital and improve their independence has been funded by the Innovation Agency.

The initiative followed our offer to Cheshire and Merseyside Health and Care Partnership to support a transformational innovation. In response, the proposal was for a package of non-medical approaches delivered by social enterprise Wellbeing Enterprises in partnership with community health trusts.

This includes social prescribing, navigation of community activities and volunteering in hospitals and community healthcare settings to help patients gain confidence and find ways to manage their own health and wellbeing.

Wellbeing Enterprises has a 15-year track record of co-designing and co-delivering such approaches working with citizens, clinicians and the wider voluntary, community, faith and social enterprise sector.

Wellbeing Enterprises Chief Executive Mark Swift said: “This initiative aims to reach out to the social circumstances of people’s lives to address underlying social issues often at the root of peoples’ use of healthcare services.

“By working collaboratively across a range of sectors we can integrate an ecosystem of community support with healthcare services and revolutionise the way we respond to the wider needs of patients, saving lives and money in the process.”

Dave Sweeney, Executive Implementation Lead at Cheshire and Merseyside Health and Care Partnership, said: “Our region continues to trail-blaze new social innovations to address patients’ needs and through this initiative we will become the first area in the country to integrate such approaches at scale in the UK.”

A team of wellbeing support workers and volunteers will be deployed to deliver the initiative.



IMPROVING PATIENT SAFETY

We deliver the national Patient Safety Collaborative programme in the North West Coast, in collaboration with the AHSN Network and NHS Improvement. The focus has been on three areas: early identification of deterioration; maternal and neonatal health safety; and a culture of continuous improvement. In addition, we help to introduce and spread innovations which improve patient safety.

NATIONAL EARLY WARNING SCORE FOR ACUTE ILLNESS

All acute hospital trusts in the North West Coast will be using NEWS2 by summer 2019. This is the latest version of the National Early Warning Score (NEWS), an approach to standardising the assessment of, and response to, acute illness. It consists of a scoring system based on a number of simple criteria which helps improve the detection of clinical deterioration in patients.

One of the trusts that has successfully implemented NEWS2, Warrington and Halton Hospitals NHS Foundation Trust, has been working with the Innovation Agency. Rachael Browning, Assistant Chief Nurse for Clinical Effectiveness, said: "Having the support of the Innovation Agency when we implemented NEWS2 was great. They helped us raise the profile of the Trust and provided a platform for us to share the resources we have produced to support other organisations.

"This didn't just happen on a local level – Warrington and Halton Hospitals received national recognition when we presented on the NHS Improvement webinar and more recently when the trust was included in the Royal College of Physicians and NHS England implementation resource for NEWS2."

Endorsed by NHS England and NHS Improvement for use in acute and ambulance settings, the implementation of NEWS2 is being facilitated across England through the 15 Patient Safety Collaboratives (PSCs), which are managed and delivered by the AHSNs.

The aim is for NEWS2 to become the 'common language' for communicating patient deterioration across the whole system and its use is now being explored in out-of-hospital settings.



Celebrating NEWS2 at Warrington and Halton Hospitals

COLLABORATING TO IMPROVE MATERNAL AND NEONATAL HEALTH

A vibrant local learning set for maternity and neonatal health teams is now well established, in partnership with the Strategic Clinical Network (Maternity), the Operational Delivery Network (Neonatal) and both Local Maternity Systems in the North West Coast.

Local teams have all agreed to work collaboratively with us to deliver PReCePT – see right - and in February we started to work at system level to reduce smoking in pregnancy.

This is part of our national Patient Safety Collaborative programme in which we aim to provide a high-quality healthcare experience for all women, babies and families by improving safety and reducing unwarranted variation in care.

Trusts in the North West Coast are actively collaborating to use quality improvement techniques to help them improve services for women and their families. We will be working alongside trusts, public health and commissioning colleagues over the coming year to help them tackle some of their challenges and move forward as a region.

Our team has supported eight trusts with their safety culture surveys, helping with training, understanding results and debriefing staff. This is ongoing work with more trusts to follow.



Participants in a local learning set



PROTECTING BABIES FROM CEREBRAL PALSY

The routine administration of magnesium sulphate to women in pre-term labour below 30 weeks is the focus of our Preventing Cerebral Palsy in PreTerm labour (PReCePT) programme.

This is a national AHSN Network programme and our aim in the North West is to ensure that 95 per cent of eligible mothers receive magnesium sulphate by the end of 2019. Magnesium sulphate protects pre-term babies' brains from damage and so helps prevent cerebral palsy.

We are leading a joint project with Health Innovation Manchester and the North West Neonatal and Maternity Clinical Networks across the region, supported by obstetric and neonatal clinical leads.

We train the midwife leads in each maternity unit in the clinical science aspects of the project, and in Quality Improvement techniques.

The project is based on proven methodology developed by the West of England AHSN and complements our local Maternal and Neonatal Health Safety Collaborative learning sessions.

The work reached the midway point at March 2019, when there was already an improvement in the percentage of mothers receiving magnesium sulphate.



WORKING TOGETHER TO ESCAPE-PAIN

A rehabilitation programme for people with chronic pain is helping hundreds of people in the North West Coast to improve their mobility and general wellbeing.

ESCAPE-Pain (Enabling Self-management and Coping with Arthritic Pain using Exercise) is being spread in our region through the Innovation Agency and nationally through the AHSN Network as one of our key innovations for large scale adoption.

It is a six-week course that combines simple education and coping strategies with an exercise programme tailored for each person.

The initiative is delivering ESCAPE-Pain sessions with trained physiotherapists and fitness instructors to patients in community leisure centres, taking people out of the healthcare environment and into the community.

Mike Moat, an osteoarthritis patient from St Helens, said: "I've noticed increased strength in my body from the sessions. I've always been active but it's improved my core strength – my strength is starting to come back again. I can tackle things better, I'm less apprehensive.

"It also takes a bit of stress out of life because it's a physical outlet, and when I hear other participants' problems it helps me put things in perspective. I think it's useful for helping people overcome isolation or loneliness.

"It's probably delayed my need for a knee replacement. At first I thought it was just a cost saving exercise, but my outlook has changed."

Keira-lea Atherton, Inspiring Healthy Lifestyles Wellbeing Instructor, said: "Working closely with local residents on this programme has meant I've been able to witness first-hand the incredible transformation each person goes through. It's had a wonderful social benefit to participants too; many have made new friends through the programme, socialising alongside light exercise. We have also seen more people continuing with exercise once the programme has completed which is fantastic!"

By Spring 2019 there were 11 organisations delivering the programme across 23 sites and it continues to be spread.

Used by

23
sites





COACHING TO SUPPORT INNOVATION

The Innovation Agency Coaching Academy provides a variety of learning experiences aimed at building a healthy culture for spreading and adopting innovation. At a system level, the coaching programmes seek to shift mind sets, build capacity for transformation, and support implementation. Courses include 'Coaching for a Culture of Innovation and Improvement'; and 'Coaching for Spread and Adoption of Innovation'.

COACHING ACADEMY

Our Coaching Academy delivers a range of programmes to support teams and individuals in our region to improve culture in organisations and systems, and spread innovation. These are delivered through a mixture of workshops, webinars and online learning supported by communities of practice.

A team from The Walton Centre NHS Foundation Trust is seeing real benefits after taking part in the safety culture programme last year.

Sharon Mcloughlin, Dott Ward Manager, said: "I'd signed up for the course because I was looking for ways to engage with staff, and this was something separate from the trust; I was able to say this is an outside organisation, and with them we're going to look at how our team could improve.

"We've implemented a lot of changes as a result of the Coaching Academy; the main thing is, those changes haven't just been from the top down. It's been about empowering staff, and staff realising that change has to come from all of us. I've gained skills to help staff feel more empowered and get on board, and see it as their responsibility to improve things too.

"We've implemented our Safety Huddle with all staff before every shift, we've introduced team nursing, we've now got a new Safety Huddle form for handovers between shifts – we've introduced a lot of changes.

"You can see the results of the changes from our own monthly staff surveys – to mostly positive. The Safety Huddle has been a huge success; staff feel that everyone is part of the team, they know who's doing what. There's been a change in the dynamic of the team.

"Hopefully as a result we've improved safety for patients as well. From our own perspective we feel it's safer. I'm more confident now that I know everybody on the team knows everything that's happening on the ward. Our experience with the Coaching Academy has been really positive."

The coaching for spread and adoption programme has helped individuals gain confidence and skills in spread and adoption of innovations and innovative practices. The six month programme included face to face workshops and group coaching.

Dr Sharryn Gardner, a paediatrician at Southport and Ormskirk Hospital NHS Trust, said: "It has opened my eyes to what is possible, and how to go about making it a reality. It has also introduced me to more of the 'doers' and innovators and that is worth perhaps even more."

Lisa Drake, Practice Manager and Digital Lead for Seascale Health Centre, said: "This work has helped me to connect with other like minded individuals and has made spreading the word of digital innovation much easier."

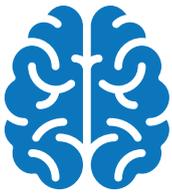
700+



healthcare
staff
coached



The team from Dott Ward, The Walton Centre NHS Foundation Trust



STROKE PREVENTION

Preventing strokes has been a flagship programme for the Innovation Agency since its inception and we are very proud of the impact of our work, in particular identifying unknown cases of atrial fibrillation.



pulses tested



mobile ECG devices distributed



volunteer AF Ambassadors recruited



strokes prevented



atrial fibrillation cases identified



of AF patients anti-coagulated
in 8 of our 19 CCG areas

2018-2019 STROKE PREVENTION STATS

"I am passionate about our work in preventing strokes which continues to have a big impact. We have focused on using innovations to detect atrial fibrillation and on improving treatments by collaborating with colleagues in primary care – saving lives and avoiding serious illnesses."

Dr Liz Mear
Chief Executive



500 strokes prevented over 5 years

GP COLLABORATIVE IMPROVES CARE FOR PATIENTS WITH AF

An improvement programme delivered by the Innovation Agency led to the better management of atrial fibrillation (AF) in GP practices.

The AF Collaborative resulted in 1,066 patients starting on anticoagulation treatment while more than 800 were added to AF registers.

Anticoagulation of high risk patients reduces stroke risk by two-thirds. In the North West Coast there are an estimated 15,429 undiagnosed cases of AF and 13,120 patients diagnosed with high risk AF who are not treated with anticoagulation therapy.

In total, 68 GP practices were recruited to the AF Collaborative, receiving a package of support and training and given mobile ECG devices to test pulses. Staff then set out to find more people with AF and to improve anticoagulation rates for existing AF patients.

It is estimated the work will prevent a potential 160 strokes over five years.

Dr Quincy Chuka at Holes Lane Medical Centre in Warrington said: "The Collaborative challenges the way we deliver care for our patients and encourages you to think differently.

"This is a high impact, sustainable, evidence-based project with improvement of care for patients with AF at its core. It is about getting the basics right, empowering primary care and translating effectiveness of quality improvement to patients' care."

The success of the first AF Collaborative led to the Innovation Agency winning a number of awards including the AF Association's Healthcare Pioneers Award for Best Practice in AF and to be shortlisted in the Patient Safety Awards 2019.

Work is underway on a second AF Collaborative and the Innovation Agency is working with 50 practices across Liverpool, St Helens and Morecambe Bay. Both Collaboratives have received support from Bayer, the BMS-Pfizer Alliance and Daiichi Sankyo as part of joint working agreements and Medical Education Grants.



Dr Quincy Chuka



Lancashire Fire and Rescue Service
Home Safety Check

MORE FIREFIGHTERS HELP TO PREVENT STROKES

More vulnerable residents are having their pulses tested by firefighters as a trail blazing partnership spreads in our region.

The first fire crews to take on board the task of testing pulses during their Safe and Well visits were in Halton, supported by Halton CCG and Halton Borough Council's Public Health team, with portable devices provided by the Innovation Agency.

The idea has now been adopted by four more CCGs in Cheshire and in parts of Lancashire. In the past 12 months, fire crews have tested 3,672 pulses and signposted 165 people with possible atrial fibrillation – an irregular heartbeat - to their GPs for further tests.

From April 2019, community fire safety officers in Chorley, Bamber Bridge and Leyland are testing pulses during Home Safety Checks for people aged over 65, with the target of preventing around 300 AF-related strokes. The aim is to spread the approach across Lancashire.

Jane Williams, Prevention Support Manager at Lancashire Fire and Rescue Service, said: "We recognise that our home visits to provide fire safety advice and to fit smoke alarms enable us with the help of the partner agencies we work closely with to deliver a lot more to enhance the safety and wellbeing of vulnerable people."

HOME HEALTH TECH HELPS PATIENTS AVOID STROKES

Patients with AF in East Lancashire are monitoring and managing themselves at home and reducing their chances of having a stroke, thanks to digital technology.

The Innovation Agency secured funding to work with East Lancashire and Blackburn with Darwen CCG areas where there are around 6,300 people being treated for AF, to improve the monitoring of Warfarin in primary and secondary care.

Patients who are prescribed Warfarin typically have to attend medical clinics on a regular basis for blood tests to determine their correct dosage.

Now they can test themselves at home and send in their results via a bluetooth mobile app, secure web portal or automated telephone call to receive their dosage information saving them time and money attending clinic appointments.

Research has shown that self-testing can improve the quality of therapy and patient wellbeing, reduce the risk of blood clotting and therefore cut risk of stroke. It also reduces pressure on the NHS, keeping care closer to home and reducing clinic footfall.

Since introducing the home-testing in East Lancashire, there has been a real improvement in therapeutic range for patients using the technology.

Dr Julia Reynolds, Head of Programmes at the Innovation Agency, said: "We have demonstrated that self-monitoring improves outcomes and is cost effective. Patients have

"We have demonstrated that self-monitoring improves outcomes and is cost effective. Patients have expressed that they are happy and engaged with self-monitoring whilst staff are confident the service achieves good quality care."

Dr Julia Reynolds
Head of Programmes

expressed that they are happy and engaged with self-monitoring whilst staff are confident the service achieves good quality care."

A similar service is being rolled out across Chorley and South Ribble, where patients are using the fully-connected Engage app from LumiraDx. This app allows patients to send their INR results direct to their clinician without the need for phone calls or emails, so results from the CoaguChek INRange devices are transmitted via the Engage app directly to the clinicians, who use INRstar clinical decision-support software. Inhealthcare is also supplying its technology for a service which is being delivered by staff from East Lancashire Hospitals NHS Trust. 4S DAWN provides the anticoagulation software and Roche INRange devices.





SUPPORTING DIGITAL HEALTH

Our involvement with national digital initiatives means we are well placed to support partners in our region with their own digital transformation projects.

MAKING THE RIGHT CONNECTIONS WITH SHARE2CARE



Digital health leaders in our region are working together to electronically share health and care records, to benefit the population across the North West Coast.

The Innovation Agency supported a bid for funding for 'Share2Care', a shared record programme across Cheshire, Merseyside, Lancashire and South Cumbria. The bid was approved as part of the second wave of Local Health and Care Record Exemplar schemes.

Share2Care is a collaborative programme between Cheshire and Merseyside Health and Care Partnership and Healthier Lancashire and South Cumbria.

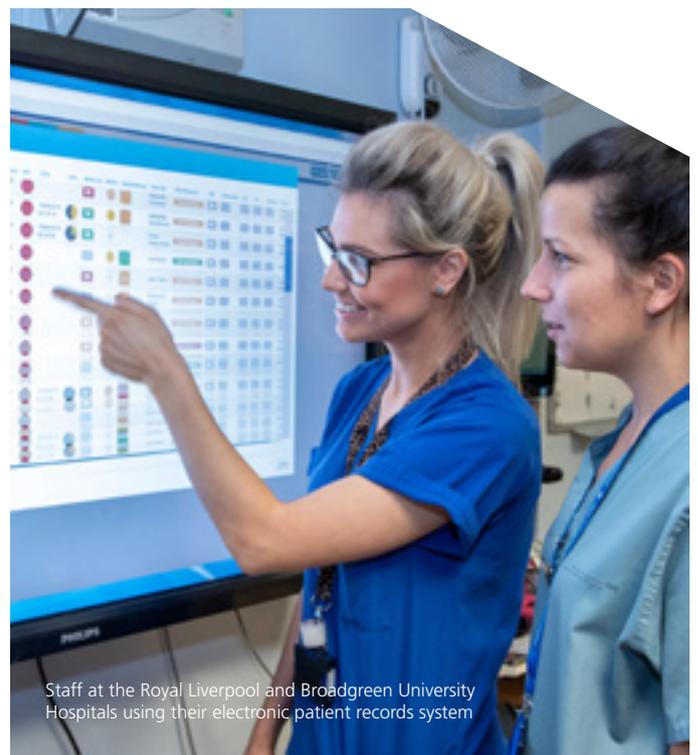
Shared health and care records have been identified as an important part of transformation plans by leaders in both our local systems and feature prominently in both digital strategies.

Having access to data and using predictive analytics will lead to improved services, better targeting of disease prevention and the ability to manage the health of the population in a much more co-ordinated, planned way.

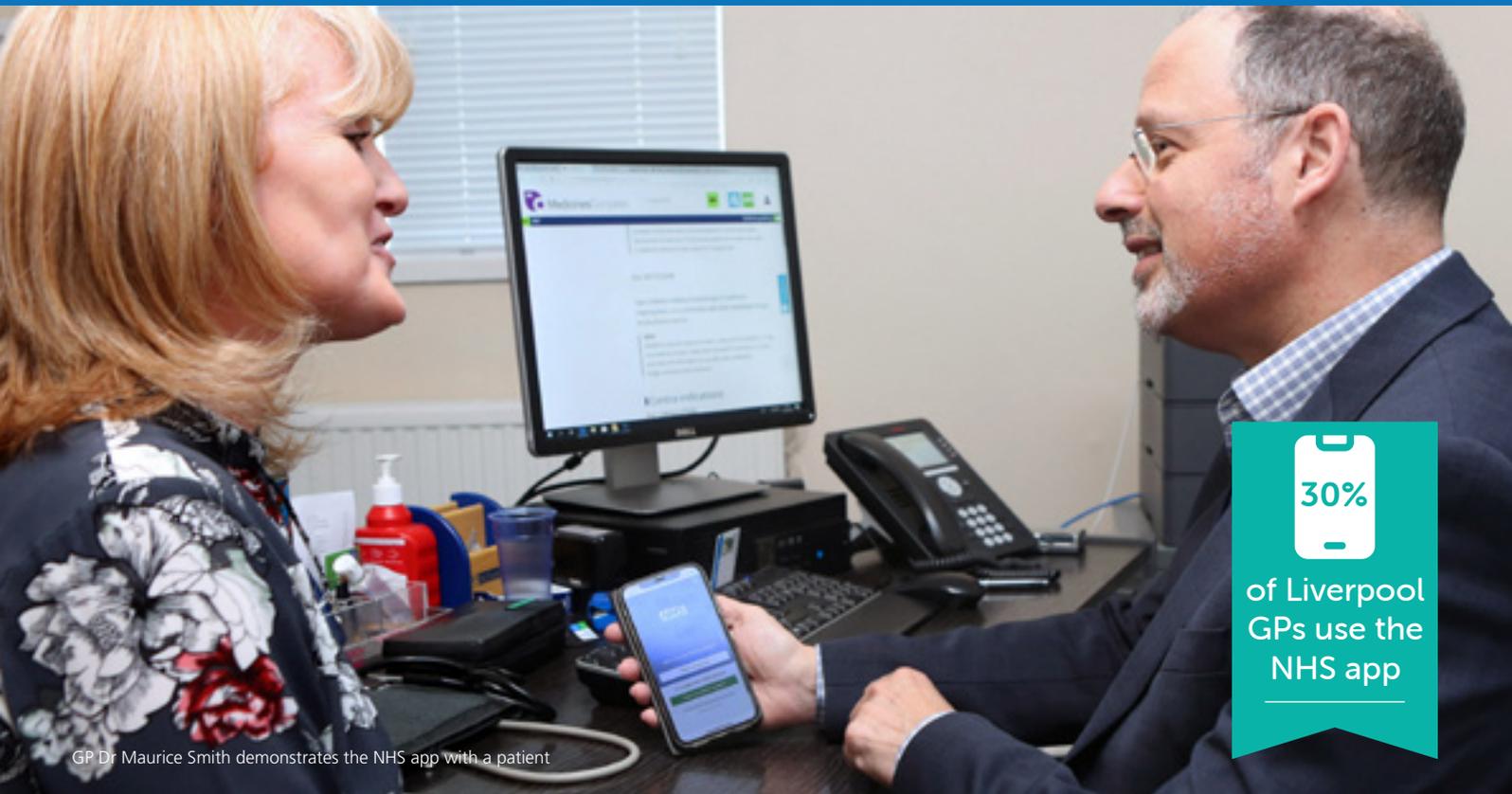
Share2Care will draw on our region's wealth of expertise gained over recent years, deploying shared care records locally.

Digital Health Lead at Healthier Lancashire and South Cumbria Declan Hadley said: "This programme will help frontline staff access essential information at the point of care, plus give them access to tools that will help to predict and prevent disease."

Digital Programme Director for Cheshire and Merseyside Health and Care Partnership Kate Warriner said: "It's fantastic that we can continue our excellent local work on shared records through Share2Care in a strong partnership with our neighbouring local system. The programme of work is vitally important in supporting high quality patient care through the delivery of shared information with health and care professionals."



Staff at the Royal Liverpool and Broadgreen University Hospitals using their electronic patient records system



GP Dr Maurice Smith demonstrates the NHS app with a patient

PILOTING THE NHS APP

The Innovation Agency is supporting the introduction of the NHS App, which began with a pilot in several areas including Liverpool.

Four practices in the city took part in a four-month test of the app, with 385 patients using it to order repeat prescriptions and book and cancel appointments.

Liverpool CCG Digital Lead Dr Maurice Smith said: "We know that a high proportion of people in Liverpool use digital services and products to interact and transact with services so this is a great opportunity to engage with people in a different way. People can register on the app without going to a GP so we see huge benefits with this."

"Overall it is going really well for us; we are learning that to unlock the potential of the app all of our staff need to embrace it and we need to ensure that our patients understand how to use it to best effect."

Dr Ian Pawson
Liverpool GP

The NHS App is being rolled out in a phased approach, with all GP practices due to be connected by 1 July 2019. Once a practice has connected to the NHS App, its patients can book and cancel appointments, renew their prescriptions, securely view their GP medical record, connect to the national data opt out process and the national organ donor register.

At the end of March 2019 over 30 per cent of GP practices had connected to the NHS App – making it available to more than 17 million people.



"The launch of the NHS login and App as a trusted source is a game-changer in how those of us who choose to use a digital medium can consume health and care services."

Alan Davies
Innovation Agency Director of Digital

DIGITAL APPOINTMENTS REDUCE DNAs

An award-winning tech company has helped a trust in Lancashire save more than £120,000 in one year, after support from the Innovation Agency.

East Lancashire Hospitals NHS Trust launched an appointment reminder campaign and introduced a reminder prompt messaging system provided by local business Healthcare Communications. A year later in July 2018 the trust expanded its digital service with the addition of a digital patient portal. The patient portal, which can be accessed via smartphones, tablets and desktops, provides patients with their appointment times and locations with the ability to confirm, rebook or cancel.

When comparing the calendar years of 2016 and 2017, there was a drop in the trust's did-not-attend (DNA) rate from 9.4 per cent to 7.5 per cent, significantly lower than the regional average of nine per cent and freeing up 10,000 additional appointments that would otherwise have been wasted.

This reduction continues to be evident to date. The patient portal was launched in July 2018 and by September 54 per cent of patients had opted to receive their appointment letters and other information digitally, cutting the cost

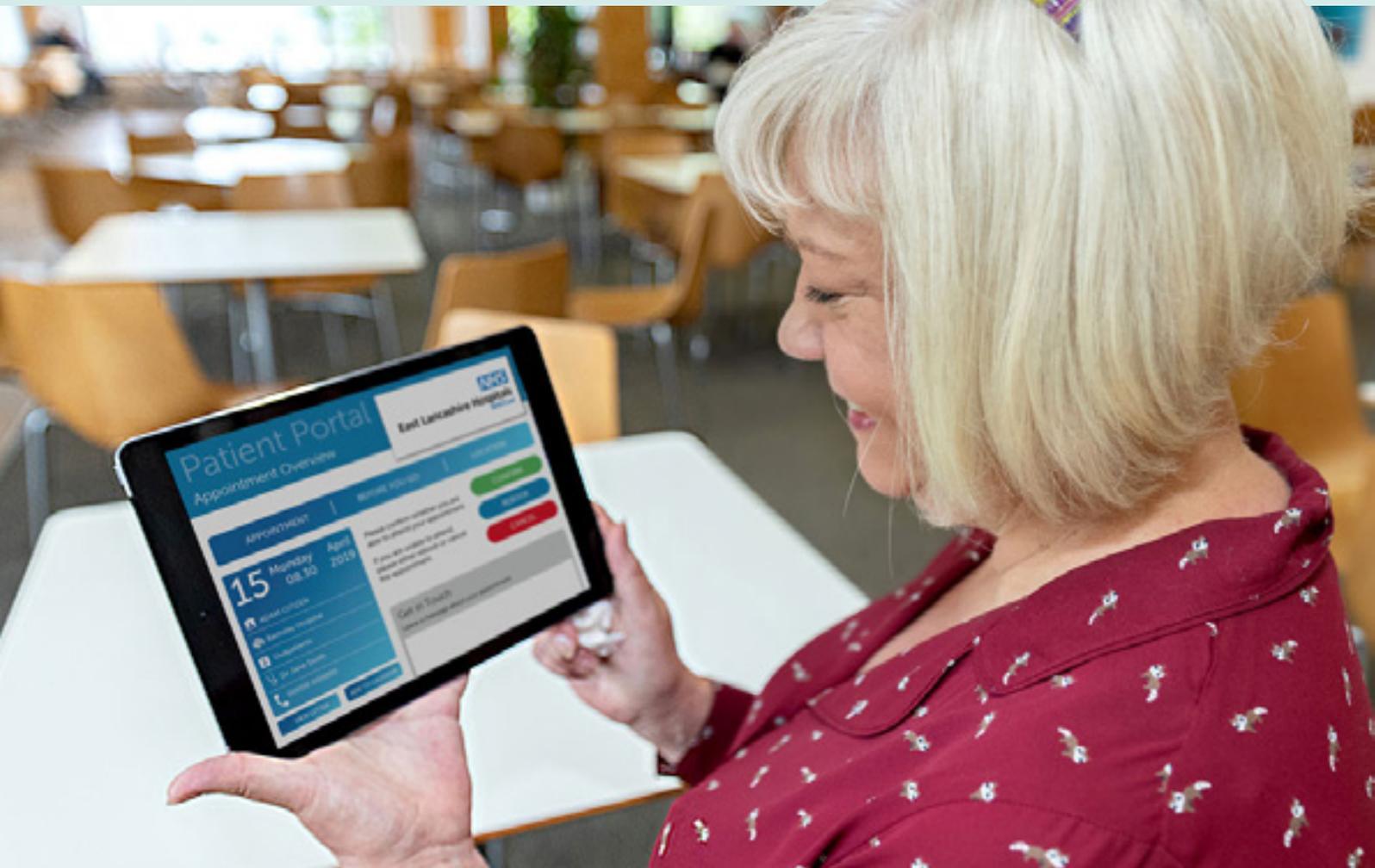
of appointment letters by 51 per cent. The trust estimates that as of March 2019 their digital services have freed up 30,000 reusable appointments and saved £120,000 in a year.

Healthcare Communications' Envoy Messenger platform is in use with a number of trusts in the North West, and the company has worked closely with both the Innovation Agency and Health Innovation Manchester, who facilitated the company's application to the NHS Innovation and Technology Payment (ITP) 2019/20.

Kenny Bloxham, Managing Director Healthcare Communications, said: "The Innovation Agency has been instrumental in increasing our northern footprint. Through their events, advisory meetings and ecosystem conferences, we've had access to key NHS decision makers to introduce our digital patient portal. East Lancashire Hospitals NHS Trust are now saving £120,000 a year in postal costs by adopting our solution and we are now in talks with several other northern hospital trusts thanks to the support of the Innovation Agency."

30,000

extra
outpatient
appointments



DIGITAL BAG TO HELP PATIENTS AFTER A HOSPITAL STAY

A project in Lancashire and South Cumbria aims to provide patients with a 'digital bag' of products to support them after being discharged from hospital.

It follows a grant of £150,000 from the Innovation Agency to Healthier Lancashire and South Cumbria, which is a partnership of local authority, NHS and other public sector bodies and communities.

Digital technologies will enable patients and carers to self-care and monitor, and for alerts and information to be sent to clinicians in neighbourhood teams, primary care and hospital discharge support teams. The investment will see personalised 'digital prescriptions' at the point of hospital discharge which could include some of the following:

- *Wearable devices to monitor health, e.g. heart rate*
- *Home sensors that can detect whether they have fallen or not moved for a long period of time*
- *Text message based reminders, e.g. about medication or diet*
- *Automated call handlers offering daily monitoring*
- *Video technology so they can talk to care professionals from home*
- *Digital personalised coaching, to encourage them to actively manage their own health and wellbeing*

"Thank you to the Innovation Agency for funding this initiative; we are all committed to this and will collectively work hard to use the funding to collaborate in order to enable local people to live longer, healthier lives."

Dr Amanda Thornton
Healthier Lancashire and South Cumbria
Digital Health Clinical Lead

This scheme will draw heavily on the learning from Lancashire and South Cumbria's NHS Test bed site, in which digital technology in people's homes was used by an extensive care team to monitor patients with long term conditions and prevent exacerbations leading to hospital admissions. It will also help partners to understand how community services will need to be resourced to accommodate these new ways of working.

Healthier Lancashire and South Cumbria Digital Health Clinical Lead Dr Amanda Thornton said: "Thank you to the Innovation Agency for funding this initiative; we are all committed to this and will collectively work hard to use the funding to collaborate in order to enable local people to live longer, healthier lives."

Healthier Lancashire and South Cumbria is providing match funding as well as additional transformation funding; and a bid has been submitted to the European Transformation Fund for further resources to help the concept.



Resident John Webster using technology provided in the Lancashire and South Cumbria Test Bed

SMARTPHONE APP TRANSFORMS LIVERPOOL HOMECARE

Liverpool is leading the way in the use of smartphone technology to deliver and monitor care in people's homes – and it was made possible through a grant of €1 million of European Union funding secured by the Innovation Agency.

The city is the first to introduce a digital system with almost all domiciliary care providers, giving instant information about 9,000 vulnerable residents to their families and professionals.

Following the success of the Liverpool programme, the system has seen huge uptake across the UK and is now deployed by over 700 care businesses across every commissioning region in England and parts of Scotland, Wales and Northern Ireland.

The use of an app allows care providers and families to see when a visit is carried out by a carer, for how long, and how the person responded. The effect is better informed families and care managers and improved care.

Liverpool is the only authority in Europe to be using the technology across the city, with all but one of its 18 domiciliary care providers using everyLIFE PASSsystem.

All domiciliary care companies commissioned by Liverpool City Council are inspected by the Care Quality Commission (CQC) and ratings have improved for those who have been inspected since the introduction of the PASSsystem.

Susan Brown, whose mother Beatrice is a homecare patient in Liverpool, said: "I use the openPASS daily. It gives me peace of mind as I can see instantly that mum is up, washed and dressed, has eaten her breakfast and taken her medication. I also know that she's had a chat with her carer and all is well. I can check the openPASS easily anytime, anywhere."

Liverpool City Council Commissioning and Contract Manager Ann Williams said: "We know the technology is benefiting our most vulnerable residents. No longer do we find out late in the day that a carer was unable to visit or a resident wasn't taking medication. We know immediately and then we can take action – and the family is reassured that the right care is being provided."



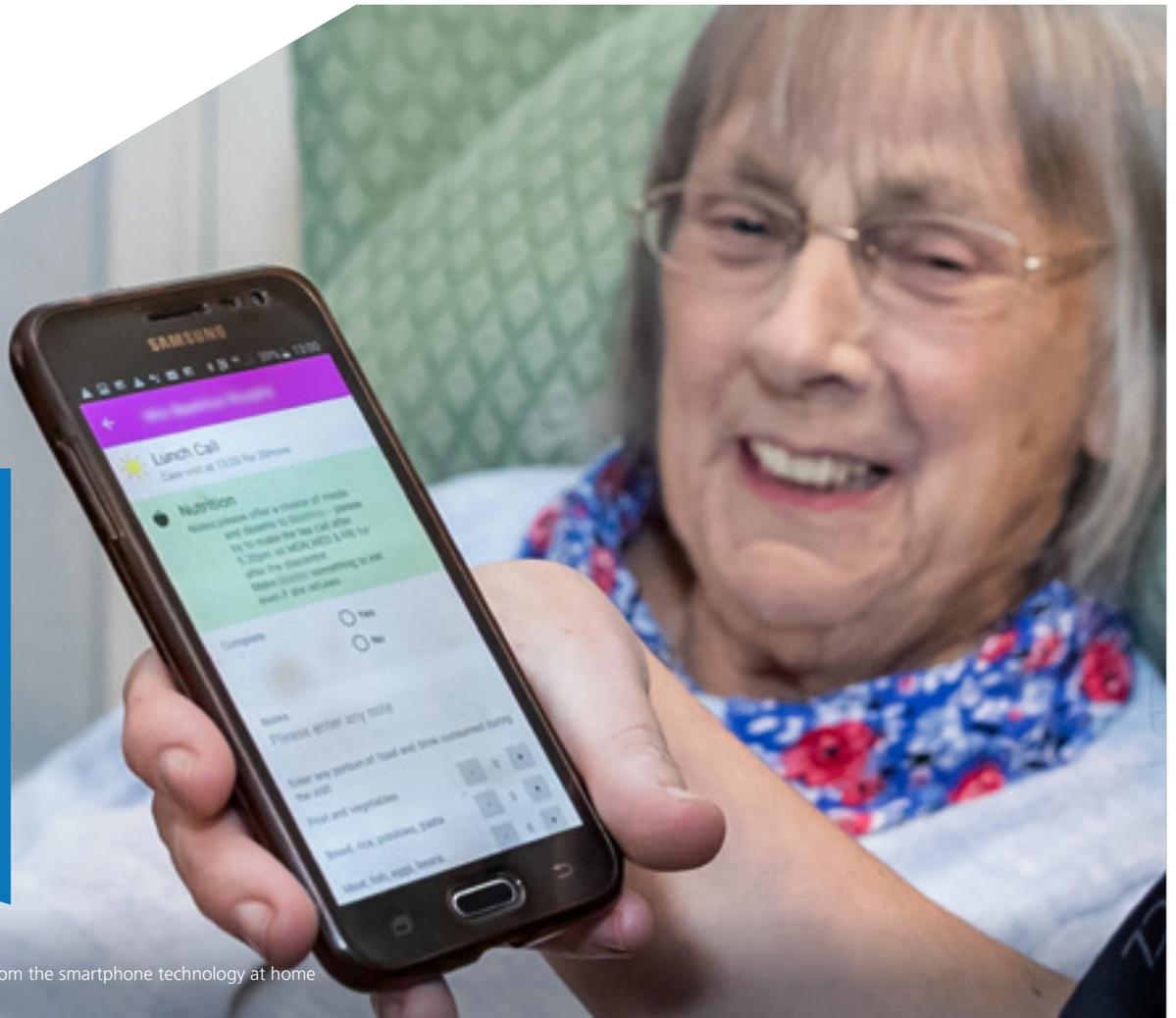
EUROPEAN UNION

European Regional Development Fund

This project has received funding from the European Union's Seventh Framework Programme for research, technological development and demonstration under grant agreement no 621013.



9000
vulnerable
residents
helped by
home care
tech



Beatrice Murphy benefits from the smartphone technology at home



CONNECTED HEALTH CITIES

PIONEERING NEW WAYS TO IMPROVE HEALTHCARE

Connected Health Cities is a Government funded, North of England initiative using NHS data and technology to improve health care.

CHC NAMED BIONOW HEALTHCARE PROJECT OF THE YEAR

The Connected Health Cities (CHC) programme was named Healthcare Project of the Year at the 2018 Bionow Awards.

Led in the North West Coast by the Innovation Agency, it is one of four Connected Health Cities programmes across the North of England supported by the Northern Health Science Alliance with Government funding. All areas use technology and NHS data to identify ways to improve health services, with a different focus in each area.

In our region, CHC is a collaboration led by the Innovation Agency with the University of Liverpool, Lancaster University and Aimes secure data centre, focussing on reducing emergency admissions and improving care pathways for patients with chronic obstructive pulmonary disease (COPD); epilepsy; and alcoholic liver disease.



Dr Amanda Lamb and Connected Health Cities colleagues accept the Bionow Healthcare Project of the Year Award



Dr Dennis Kehoe

CREATING A TRUSTED ENVIRONMENT FOR RESEARCH

An important legacy of our Connected Health Cities (CHC) programme is the creation of a Trustworthy Research Environment.

Connected Health Cities unites local health data with advanced technology to analyse ways to improve health services for patients.

Aimes Grid Services built a data ark at its secure data centre in Liverpool to house and present the data for analysis by researchers at the University of Liverpool. This has become a highly secure, trusted environment in which to store data for research.

Aimes Chief Executive Dr Dennis Kehoe said: "Building the trusted research environment for Connected Health Cities has been a big success.

"This regional data analytics platform is very secure and maintains all the information governance rules laid down by the NHS. The data has to be pseudonymised so we can't identify patients - it's like a Fort Knox for data!

"We are now working on similar secure environments for cancer research and mental health and are looking at two new pathways – cardiovascular and stroke prevention.

"It is a legacy of CHC, bringing together research and hospital communities to create learning health systems which will transform health and social care."

PEOPLE WITH EPILEPSY TO BENEFIT FROM BETTER URGENT CARE

People in the North West Coast with epilepsy will avoid unnecessary admissions to hospital thanks to a project giving paramedics instant access to their medical records.

Following a seizure, paramedics often convey people to hospital unnecessarily. The person may have had epilepsy for many years and all they need is a safe place to recover, to take their rescue medication and for a family member to be informed.

Healthcare teams do not have access to their medical information, resulting in unnecessary admissions, investigations and potential treatment errors.

PED4PED - People with Epilepsy Sharing Data for Care with Paramedics and the Emergency Department - provides that access. It follows on from the work of the Innovation Agency's Connected Health Cities (CHC) programme, using data to improve the epilepsy pathway and it provides paramedics and A&E staff with epilepsy patients' information from GPs, hospitals and ambulance services.

"This is a great opportunity to show what can be achieved by partners working together in Liverpool, making data available at the point of need to improve outcomes and efficiency. While this project focuses on epilepsy, the learning will be scalable across healthcare."

Tony Marson
Initiative lead Professor of Neurology

Mike Jackson, Chief Consultant Paramedic for North West Ambulance Service NHS Trust, added: "By making additional information accessible for our ambulance clinicians, they will be able to make more informed decisions based on the patient's medical history. This means that if the patient could benefit more from care in the community, unnecessary A&E admissions can be avoided which in turn will free up vital emergency resources."

Working with the Innovation Agency are the University of Liverpool, Liverpool Health Partners, North West Ambulance Service NHS Trust, The Walton Centre NHS Foundation Trust, Royal Liverpool and Broadgreen University Hospitals NHS Trust, Alder Hey Children's NHS Foundation Trust, Epilepsy Action and Forcare.





Research associates Dr Costas Kallis and Dr Pete Dixon

IDENTIFYING COPD HOTSPOTS

Connected Health Cities data is being analysed to identify admission patterns and deliver targeted interventions to patients with chronic obstructive pulmonary disorder (COPD).

Researchers in the University of Liverpool Data Lab are analysing information about COPD emergency admissions across the North West Coast. They have developed new algorithms – ways of extracting codes from the health record - to see the specific symptoms and problems of people with COPD. This helps healthcare professionals identify patients with COPD flare-ups and the problems they experience.

The Data Lab produces reports for each hospital catchment area, allowing healthcare teams to understand patterns of COPD admission. For example, COPD hospital admissions are more frequent in deprived areas with higher smoking rates.

Researchers also use geographical mapping techniques to illustrate COPD 'hotspots' with high hospital admission rates for COPD patients.

Meanwhile, PhD students at Lancaster University are developing a COPD dashboard so that healthcare professionals can access all the information they need to improve services in their area.

These tools provide a more accurate insight into where there are the highest numbers of COPD patients and which GP practices have the biggest challenges in managing patients with the condition.

This enables them to see where NHS resources, such as primary care, emergency access, ambulances and community support networks, should be allocated – resulting in a better experience for patients.

They have developed new algorithms – ways of extracting codes from the health record - to see the specific symptoms and problems of people with COPD.

IMPROVING THE CARE OF CONDITIONS CAUSED BY ALCOHOL MISUSE

One of the clinical focus areas for the North West Coast Connected Health Cities programme is alcohol misuse, in particular, the complex pathways of care for people with alcohol-related liver disease.

The Data Lab team at the University of Liverpool has developed novel algorithms and analytical tools to monitor outcomes of unplanned admissions and post-discharge events, identifying variation over time, between hospitals and different localities.

They have produced a map of alcohol hotspots and services and have been analysing data on alcohol patient pathways which have generated useful insights to help re-design pathways for alcohol patients.

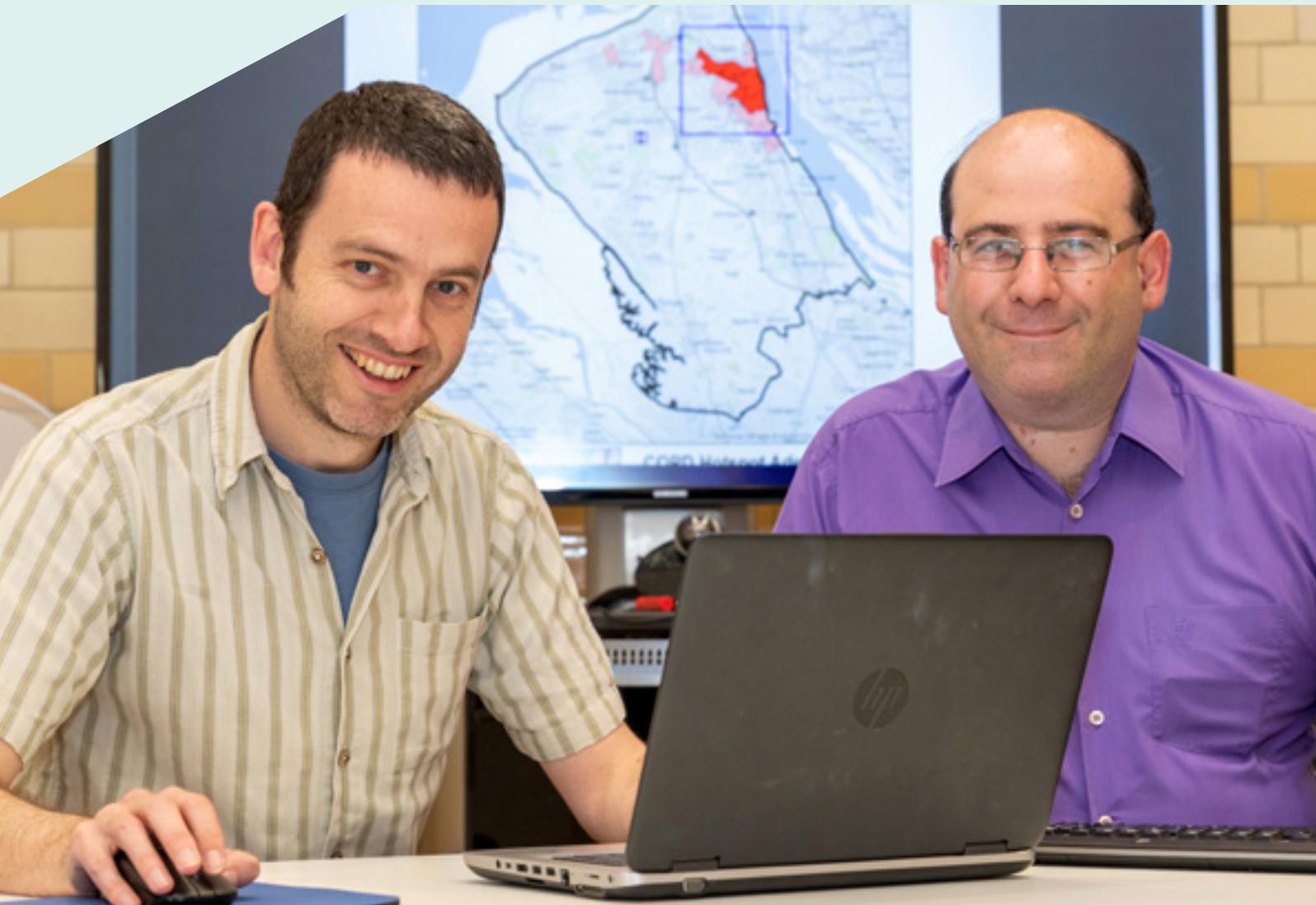
The team has also been working closely with Advancing Quality Alliance (AQuA) which works with hospitals across the North West to improve the reliability of clinical practice and to reduce variations in care for patients with alcohol related liver disease.

Working with data for all hospitals in our region, the CHC team will identify opportunities for future pathway improvements.

"This project has helped us gain a huge amount of learning for our region and to take big steps in developing our academic expertise and improving frontline staff understanding of this area."

Dr Julia Reynolds

Connected Health Cities Associate Director and Innovation Agency Head of Programmes





PATIENT AND PUBLIC INVOLVEMENT

We involve patients and public in all our work programmes – testing tech and apps; providing feedback and helping to shape plans and projects; and as volunteer AF Ambassadors.

NEW SENATE FOR LANCASHIRE AND SOUTH CUMBRIA

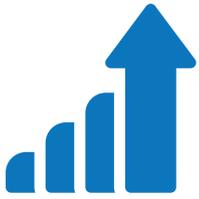
A second Innovation Agency Public Involvement and Engagement Senate was established to make it easier for people to attend meetings and events.

The new Senate is based in Lancashire and South Cumbria. The first Senate will focus on Cheshire and Merseyside, with both groups meeting bi-monthly in their separate areas to discuss healthcare innovations.

Members have been involved in a number of pioneering projects including Connected Health Cities, which uses big data to explore how services can be improved. Senate members helped to design a smartphone app wizard which records preferences for sharing healthcare data. They give feedback to businesses on new apps and devices and are consulted on patient safety initiatives.

Lancashire and South Cumbria Senate member Jim Organ said: "With the advances of technologies that can improve wellbeing, I feel that by being involved at an early stage, I can help to keep patients' requirements at the centre of the development."





SUPPORTING ECONOMIC GROWTH

Our support for local businesses has had a measurable impact on economic growth – creating jobs and securing investment, as well as helping NHS providers to reduce costs and improve care.

COMMERCIAL TEAM RECORDS 'BEST YEAR EVER'



new investment



new contracts



new jobs

Our commercial team supports small and medium-sized companies (SMEs) working in health and social care – and they reported their best ever performance in the last year.

We receive support from the European Regional Development Fund to help SMEs whose innovative products and services improve healthcare and offer potential savings, working with partners in three programmes – Liverpool City Region; Lancashire; and Cheshire and Warrington.

A total of 99 companies reported benefit from working with us in the past year; having:

- Received investment totalling £8.2 million
- Gained new contracts worth nearly £2.5 million
- Created 73 new jobs

"We offer wrap-around support to companies in the North West Coast and these figures show that we're having a major impact on companies' performance.

"They also show that companies appreciate what we do, from identifying sources of funding to opening doors to key decision-makers in the health and social care system."

Mike Kenny
Innovation Agency Associate
Commercial Director

MED TECH COMPANY WINS MAJOR INVESTMENT

A business in Merseyside has won major funding to develop and market its products after support from the Innovation Agency.

Inovus Medical produces affordable keyhole surgical simulators which are being used by around 100 hospitals in the NHS, potentially saving trusts hundreds of thousands of pounds.

The company was founded by Dr Elliot Street and Jordan Van Flute, who built their first prototype in Elliot's bedroom while they were students. The model was affordable, accessible and portable – disrupting the existing market of more expensive products.

They were introduced by our commercial team to the Small Business Research Initiative (SBRI) Healthcare and secured £100,000 funding. Our team also supported a successful bid to the European Institute for Innovation and Technology (EIT) Health, resulting in a further €50,000 funding.

This was followed by £500,000 funding from the Northern Powerhouse Investment Fund, part of a £700,000 investment round alongside an angel investor.

Inovus Medical now employs 12 people and has won several business awards.

Elliot said: "It is astonishing how far we have come since starting the company. From bending pieces of plastic with rudimentary jigs, we are now using thermo forming, CNC machining, laser cutting, 3D printing and silicone injection moulding all from our plant in St Helens."

The company now has eight different healthcare simulators on the market including a number of versions of their original keyhole surgery simulator, which has been sold in over 65 countries worldwide and is used by nearly 100 hospitals in the NHS.

Dr Street is one of a cohort of NHS Clinical Entrepreneurs supported by NHS England's National Clinical Director for Innovation, Professor Tony Young, who said: "It is great to see the Clinical Entrepreneur programme and SBRI Healthcare initiatives coming together to support the work of one of our entrepreneurs.

"This is what innovation is all about – let our frontline clinical staff highlight unmet needs and then support and empower them to solve those needs."

"It is astonishing how far we have come since starting the company. From bending pieces of plastic with rudimentary jigs, we are now using thermo forming, CNC machining, laser cutting, 3D printing and silicone injection moulding all from our plant in St Helens."

Dr Elliot Street
NHS Clinical Entrepreneur

Inovus Medical founders
Jordan Van Flute and Dr Elliot
Street with Andy Cairns of the
Innovation Agency





Cadscan Managing Director Dr Alastair Buchanan
with Indi Singh of the Innovation Agency

FUNDING FOR POSITIVE MENTAL HEALTH APP

A product design company in Cheshire was awarded funding to develop a voice-operated app to treat anxiety in young people, after support from the Innovation Agency.

Cadscan was awarded the contract to develop Phobot as part of the Small Business Research Initiative (SBRI) Healthcare. The contract is to develop interventions that support positive mental health.

Public Health England estimates that 10 per cent of children aged five to 16 are likely to develop a clinically significant mental health disorder, one of which is anxiety. Cognitive behavioural therapy (CBT) is recommended as a treatment option but the provision of therapy is often restricted due to demand.

Phobot uses artificial intelligence and language understanding which enables it to interpret a user's words and respond with a tailored treatment programme.

The funding has facilitated the first phase of development for Phobot, which is currently being tested on different platforms with a group of young people.

Dr Simon Lewis, a clinical psychologist at Alder Hey Children's NHS Foundation Trust, has been working with Cadscan on the development of Phobot. He said: "Phobot will help young people by using key elements from an evidence-based approach to social anxiety whilst being responsive, accessible and approachable."



AUGMENTED REALITY HELPS PEOPLE AT RISK OF SUICIDE

A mental health trust worked with one of our region's innovators in a pioneering approach to support men at risk of suicide, after being connected by the Innovation Agency.

When Mersey Care NHS Foundation Trust were seeking innovative technology to support their work with Liverpool suicide prevention charity James' Place, we introduced them to Media and Digital. Working in collaboration with James' Place, Media and Digital used Augmented Reality (AR) to bring potentially lifesaving human contact to people in need.

James' Place then launched a service involving a 'Crisis Card' which can be scanned by a mobile phone to bring to life an AR human being who can help break down the very real barrier of asking for help by offering immediate warmth, support and advice. The James' Place Crisis Card is now

being distributed in places like university campuses, sports stadiums and A&E departments to offer a powerful resource in the fight against male suicide.

Stuart Atherton, managing director of Media and Digital said: "When we were approached by the Innovation Agency on behalf of Mersey Care, we knew immediately how we could use the power of AR to reach out to and really engage with this demographic.

"The feeling of having someone to talk to greatly lessens the possibility of an individual taking their own life – and the Crisis Card offers a supportive, one-to-one contact in a safe and familiar format. Crucially, all interactions are measurable so that we can evaluate the success of the campaign and evidence the impact of its intervention."

"When we were approached by the Innovation Agency on behalf of Mersey Care, we knew immediately how we could use the power of AR to reach out to and really engage with this demographic."

Stuart Atherton
Managing Director of Media and Digital

DIGITAL AUDIT COMPANY MAKES THE RIGHT CONNECTIONS

Four NHS trusts are using audit management tools developed by a Lancashire company helped by the Innovation Agency.

Meantime Information Technologies Ltd have designed, developed and delivered AMaT (Audit Management and Tracking) into four NHS trusts in the last 18 months, including Lancashire Teaching Hospitals NHS Foundation Trust and Mersey Care NHS Foundation Trust.

AMaT streamlines the organisation's auditing, improvement and guidance requirements into one simple, easy-to-use system.

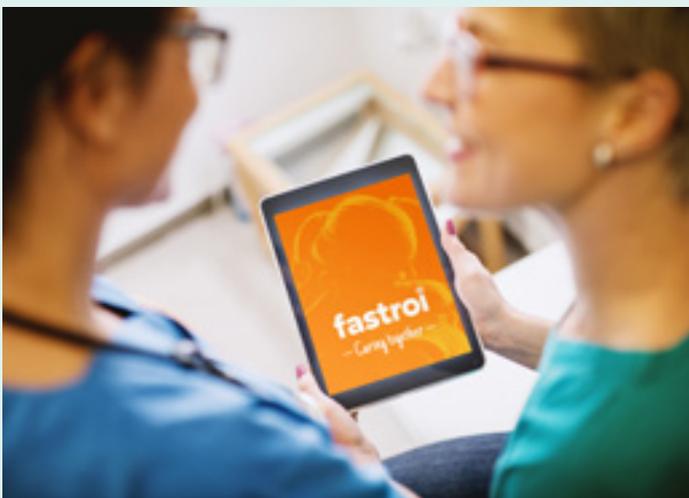
They have worked closely with the Innovation Agency to access NHS audit process expertise and refine their solution.

"We are delighted to be working with the Innovation Agency, who are helping us share our story of who we are and how we are working closely with the NHS. They believe our product has the potential to make the capture, analysis, reporting and evidencing of actions from clinical, ward and area audit data from ward to board better, safer and faster."

Fenner Pearson
Meantime Managing Director



Fenner Pearson of Meantime

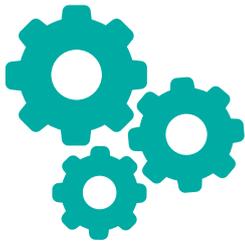


£2M CONTRACT FOR FASTROI

Technology company Fastroi has seen rapid success in the UK after support from the Innovation Agency in the last year.

Its product Real-Time Care is an easy-to-use digital system for all kinds of residential, domiciliary and community care environments. It improves the planning and reporting of social and care work, data transfer and analysis, organisation of customer information and resource management.

Managing Director Jim Ward said: "Since working with the Innovation Agency, we have secured a £2m contract over 10 years and are confident that with their continued advice, support and network we will win additional contracts and help to improve care and services."



COLLABORATING NATIONALLY

Much of our work is in collaboration with the AHSN Network, spreading an endorsed set of innovations and connecting partners in our region with national NHS initiatives, such as the NHS Innovation Accelerator and NHS Clinical Entrepreneurs.

CHESHIRE INNOVATOR JOINS SELECT BAND OF FELLOWS

A healthcare innovator who has been supported by the Innovation Agency has been selected as a Fellow of the prestigious NHS Innovation Accelerator (NIA)

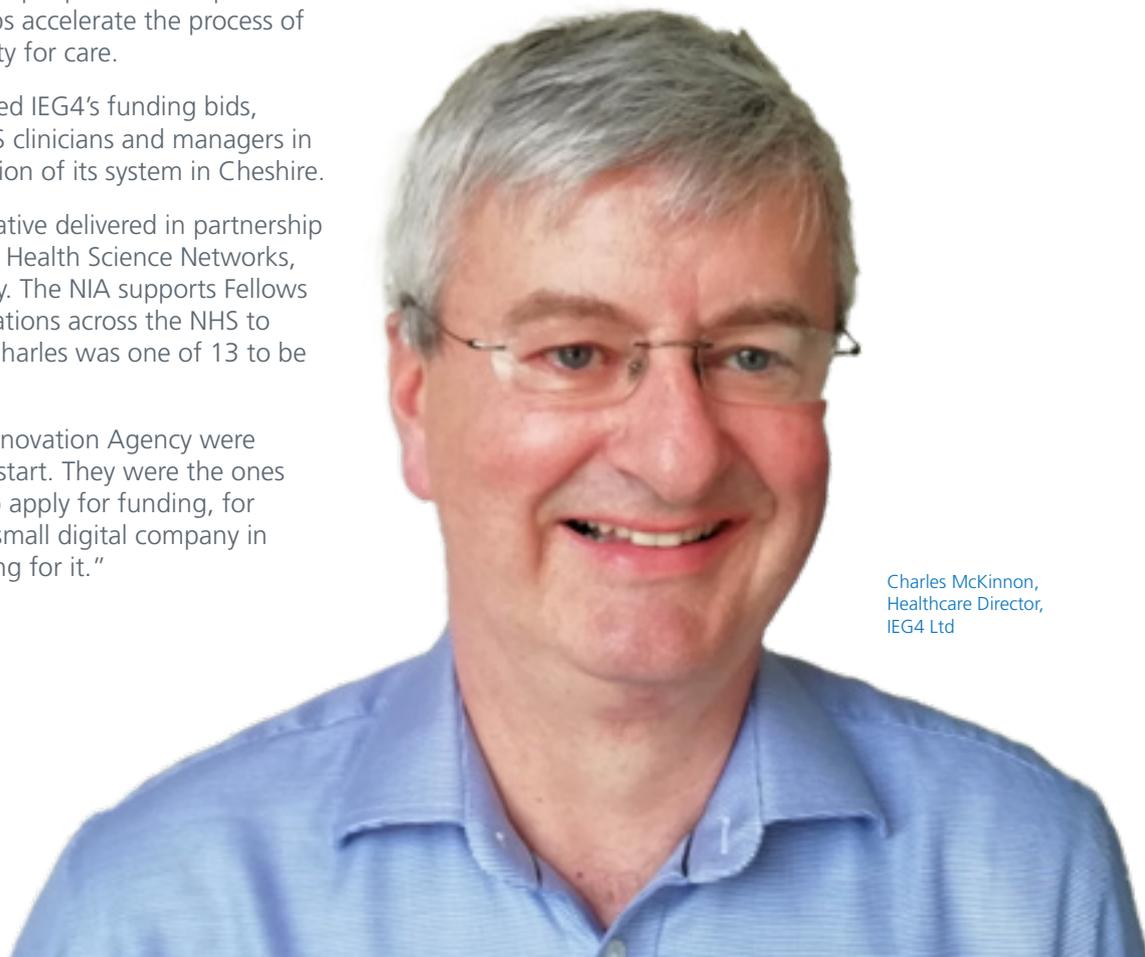
Charles McKinnon is Healthcare Director at IEG4 Ltd, a Cheshire company that has developed a computer software package to improve patient care.

The software is designed for teams handling continuing healthcare, a package of care for people with complex health needs. The software helps accelerate the process of assessing an individual's eligibility for care.

The Innovation Agency supported IEG4's funding bids, introduced the company to NHS clinicians and managers in Cheshire and helped an evaluation of its system in Cheshire.

The NIA is an NHS England initiative delivered in partnership with the country's 15 Academic Health Science Networks, including the Innovation Agency. The NIA supports Fellows in spreading high-impact innovations across the NHS to benefit patients and staff and Charles was one of 13 to be selected in the latest cohort.

Charles McKinnon said: "The Innovation Agency were catalysts for this right from the start. They were the ones who gave me the confidence to apply for funding, for instance, when I didn't think a small digital company in Cheshire would be in the running for it."



Charles McKinnon,
Healthcare Director,
IEG4 Ltd



Clinical Entrepreneur
Dr Sohaib Imtiaz

LIFESTYLE AND DIGITAL HEALTH ROTATION FOR SOHAIB

A junior doctor with a passion for improving health through a combination of lifestyle changes and digital technologies joined the Innovation Agency on placement.

Dr Sohaib Imtiaz is an NHS Clinical Entrepreneur who won support from those overseeing his training as a doctor to take the unusual route of joining us 'on rotation'.

The NHS England Clinical Entrepreneur training programme gives opportunities to health professionals to develop their aspirations during their training period. The aim is to equip them with the skills, knowledge, experience and leadership capacity needed to deliver on the promise of digital health, genomics, data analytics, advanced technology and social networks for the NHS.

Sohaib is Digital Innovation Director for the British Society of Lifestyle Medicine and has a keen interest in using digital products such as apps, sensors and phones to support a healthy lifestyle.

During his placement he met colleagues working in public health and digital transformation programmes in the North West Coast and nationally, including an AHSN Network artificial intelligence (AI) workshop.

Sohaib said: "The range of meetings and learning experiences I was involved in have been really invigorating and have helped me see how the greatest impact in health can be made – and how the NHS is placed to really accelerate change.

"From my experience, the Innovation Agency remains central to this change and is an example of a great functioning organisation which is making a big impact.

"I have particularly enjoyed the culture at the Innovation Agency which is forward-looking and open to opportunities. It was enjoyable to work in an NHS organisation with wonderful people who have a passion for innovation."



EVENT HIGHLIGHTS

Our calendar includes many events to support our partners and different programmes of work. Last year was a special one for the Innovation Agency, marking our fifth birthday, the NHS's 70th – and a new five year licence from our national NHS commissioners. Here are some of the highlights.

INNOVATION SHOW

Our fifth birthday party and celebration of the NHS's 70th – an event with fantastic speakers and exhibitors showcasing some of the best innovations in healthcare. The Museum of Failure in Sweden brought a roadshow and its inimitable founder Dr Samuel West was one of the keynote speakers. He is pictured explaining an exhibit to Innovation Agency Chair Gideon Ben-Tovim.



NWC RESEARCH AND INNOVATION AWARDS 2019

Now a well established highlight of the region's healthcare calendar, this joint event organised by the Innovation Agency in partnership with the CLAHRC NWC and CRN NWC attracted fantastic nominations and showcased 12 superb winners.

Pictured, are the leaders of the three sponsoring organisations making a very special presentation from the CLAHRC NWC – the Ruth Young Outstanding Contribution to Research and Development, accepted on behalf of Ruth's family by close friend Dr Helen Lowey.



INTERNATIONAL BUSINESS FESTIVAL

Liverpool City Region Metro Mayor Steve Rotheram (pictured third from right) was one of the speakers in our own theatre at Liverpool's International Business Festival. He spoke about his aspirations for the city region to be a world leading powerhouse for digital businesses. Also pictured are: Innovation Agency Chair Gideon Ben-Tovim; Paul Rice of NHS England North Paul Rice; James Hawkins of NHS Digital; David Hughes of the Innovation Agency; Dr Maurice Smith of NHS Liverpool CCG; and Lorna Green and Caroline Kenyon of the Innovation Agency.



HEALTH, WELLBEING AND THE ENVIRONMENT

We celebrated the launch of a year of green action in partnership with Liverpool City Region Year of the Environment, focusing on ways to improve health and wellbeing. Our Chair Gideon Ben-Tovim is also Chair of Nature Connected and he brought together leading influencers and active voluntary and public sector groups to share learning and explore new ways of increasing outdoors activities to improve wellbeing.

Pictured from left: Dr William Bird of Intelligent Health; Dave Sweeney of CMHCP; Jo Ward of Voluntary Sector NW; Dr Sarah Plumb, Research Centre for Museums and Galleries; Kate Hall-Wright, Department for Environment, Food & Rural Affairs; and Craig Lister, The Conservation Volunteers.



ECOSYSTEM EVENTS

Our quarterly Eco events focus on a different theme each time, bringing together businesses and healthcare staff working on a particular challenge to explore innovations and new approaches. This supports our Innovation Exchange work, matching local needs with relevant innovations. Themes last year were: Digital health in the North; transformation; and workforce productivity.



INNOVATION IN AF AND STROKE PREVENTION

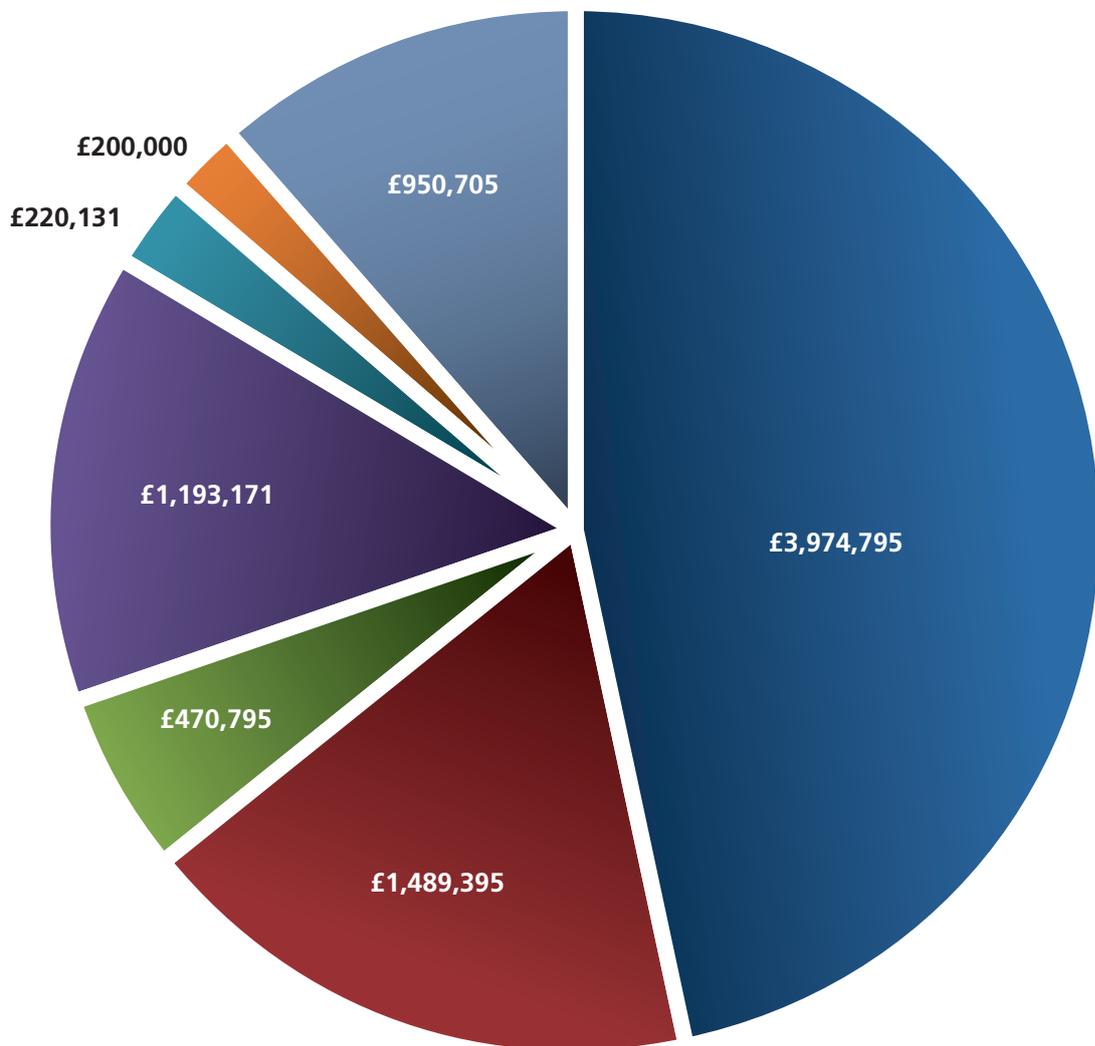
Some of our 40 AF Ambassadors were at our event to explore ways of using innovations to identify atrial fibrillation and prevent stroke. Innovation Agency Chief Executive Dr Liz Mear is pictured in the centre, with Mike Larkin of Cheshire Fire and Rescue Service at the back.





FINANCE REPORT

This chart shows income sources for the
Innovation Agency in 2018 – 2019.





INNOVATION AGENCY

Academic Health Science Network
for the North West Coast

CONTACT US

Innovation Agency
Vanguard House
Sci-Tech Daresbury
Halton WA4 4AB

Offices also in:

Accelerator, Liverpool; and Preston Business Centre

T: 01772 520263

E: info@innovationagencynwc.nhs.uk

www.innovationagencynwc.nhs.uk

@innovationnwc



EUROPEAN UNION

European Regional Development Fund

