

# HEAT

## AWARDS



The 2020 HEAT (healthcare education and training) Awards celebrate education, training, leadership and workforce development at all levels and across all professions who have ultimately improved people's health, the public's experience of the NHS in England and those leaders who we are truly proud to work alongside.

# 2020 HEAT Awards

We asked for nominations for NHS members of staff and those that work in the wider health and care sector who have gone above and beyond their role to make a difference – people who have championed quality improvement; have gone the extra mile to support and motivate their peers on a day to day basis; people whose positive energy spills over into the atmosphere they create; NHS staff who acts as role models and are inspirational leaders for the next generation of NHS staff.

The HEATAwards are supported by NHS England and NHS Improvement and NHS X.

We hope this guide helps you with your nomination and if you have any queries please send them to [recognition@hee.nhs.uk](mailto:recognition@hee.nhs.uk)

## The Award Categories

### Learner awards

- Inspiring Student Award (individuals) – seven regional finalists plus up to two wildcards
- Inspiring Apprentice Award (individuals) – seven regional finalists plus up to two wildcards
- Inspiring Trainee Award (individuals) – seven regional finalists plus up to two wildcards
- Inspirational Colleague Award (individuals) – three finalists
- Inspiring Returnee (individuals) – three finalists

### Leadership Awards

- Inspirational Leader of the Year (individuals) – three finalists
- NHS Emerging Leader of the Year (individuals) – three finalists
- System Transformation Team of the Year (teams) – three finalists

### Programme Awards

- Digital and TEL Innovation Award which is supported by NHS X (open to individuals and teams) – three finalists
- Delivering 21<sup>st</sup> Century Care Award (open to individuals and teams) – three finalists
- Inspiring Student or Trainee Educator (open to individuals and teams) – three finalists
- Making the NHS the Best Place to Work and Train (open to individuals and teams) – three finalists
- Champion of Diversity, Inclusion and Widening Participation (open to individuals and teams) – three finalists

### Overall Awards (chosen from the finalists)

- Our NHS People Champion – discretionary award for the finalist who best exemplifies the values of the NHS Constitution
- HEAT Awards Learner Champion – discretionary award for the most outstanding individual learner finalist

## The Nomination

Each nomination is through a supporting statement from the nominator that is submitted through the award portal. The nomination can be no more than 500 words long.

Nominator's are asked to show how the nominee meets the four criteria that are set for that award.

All supporting information should be found in the answer given, there should be no separate evidence such as links to further information.

Judges will be asked to score each nomination between 1 and 20 based on how well the nomination meets the four criteria the online awards panel

- Meets some expectations – 0-5 points
- Meets most expectations – 6-10 points
- Meets all expectations – 11-15 points
- Exceeds expectations – 16-20 points

## Judging rounds

The **first round** of judging round will ensure each nomination at least meets most of the expectations and that examples are used to back up the nomination. Judges during this round will simply give a pass/fail mark and all nominations with at least two passes will be considered in the second round. This round will start on 30 March.

The **second round** of judging will lead to a three-strong short list for each category based on those with the highest scores. The shortlist will be published in May. This round will run from 13 April.

In this round each judge will score each nomination out of 20 and the three highest scoring entries will form the short list.

For the three categories which have regional shortlist the finalist from each of the seven regions will be the one with the highest score in that region. The judges will have the option of including up to two “wildcards” based on the nominees with the next highest scores.

The **third and final round** of judging will be undertaken by a panel of experts from across the sector will determine the final winner for each award. The winners will be announced in at the ceremony on 9 July. This round will run from 11 May.

Each judge will score each shortlisted candidate out of 20 with the candidate scoring the highest being the winner. Judges will also have the option of selecting a highly commended in each category where they feel this is deserved.

For the two overall awards the Chair of the judging panel will choose the winners at their discretion from the winners if they feel it is merited.

## Communications and publicity

We will be sharing information about how to nominate people across the NHS system through both traditional and digital channels.

All resources will be available to download on our awards webpage ([www.hee.nhs.uk/heatawards](http://www.hee.nhs.uk/heatawards)) where you will also be able to access the nomination portal.

You can join the digital conversation on Twitter by using the hashtag #2020HeatAwards.

## Award ceremony

The award ceremony will be held at the Assembly Hall at Church House in Westminster on the afternoon of 9 July 2020.

All finalists will be invited along with their nominator and they will also be able to invite one guest. Teams will be able to send up to two representatives and their nominator will be invited as well.

While places are limited to approximately 200 people we will allocate any unfilled places randomly from any applications submitted by nominees for additional places.

All finalists will be presented with an A4 certificate and the winners will receive a trophy. We will also provide a branded electronic badge for winners to add to their email signature if they chose.

## Award categories and judging criteria

**Inspiring Student** (with one finalist from each of the seven regions plus up to two wildcards)

### Who can enter?

Individuals currently undertaking undergraduate degrees related to healthcare.

Do you know someone who is currently an undergraduate student studying to work in healthcare who is an inspiration to people around them? The inspiring student award is open to anyone currently studying to work within the healthcare sector such as those on undergraduate courses for nursing, midwifery, allied health professions, healthcare scientists, pharmacy, medicine and dentistry. Nominations could be made by a fellow student, a colleague, placement supervisor, manager, educator, a patient or anyone else who can show why they are such an inspiring student.

Please note nominations for this award cannot be made by the nominee. The award is open to people who work in the health and social care sector and are employed by the NHS, a charitable, not-for profit provider, a commercial organisation providing services to this sector or public sector employer (such as a local authority).

### What the judges are looking for?

- Demonstrates on-going proactive committed to their own continuous personal development and achieving personal excellence
- Inspire colleagues through continually demonstrating a commitment to improving services and the patient experience this could be through research or participation in national programmes/activities
- They continually demonstrate a commitment to working with colleagues and service users to achieve better, safer and more compassionate care
- They continually demonstrate a commitment to living and sharing the NHS Constitution values of working together for the patient, compassion, respect and dignity, improving lives, commitment to quality of care, and everyone counts.

**Inspiring Apprentice** (with one finalist from each of the seven regions plus up to two wildcards)

### Who can enter?

Open to apprentices working in the NHS or social care sector at all levels (both clinical and non-clinical).

Do you know someone who is apprentice working in health or social care who is an inspiration to the people around them? The inspiring apprentice of the year is open to anyone currently undertaking an apprenticeship, at any level, within the health or social care sector either within a clinical or non-clinical role. For example, nursing associates and nurse (and other) degree apprentices can be nominated as well as those in behind-the-scene apprenticeships such as business administration, hospitality or building services. Nominations could be made by a fellow apprentice, colleague, manager, educator, a patient or anyone else who is able to show why they are such an inspiring apprentice.

Please note nominations for this award cannot be made by the nominee. The award is open to people who work in the health and social care sector and are employed by the NHS, a charitable, not-for profit provider, a commercial organisation providing services to this sector or public sector employer (such as a local authority).

### What the judges are looking for?

- Demonstrates on-going committed to continuous personal development and achieving personal excellence
- Inspire colleagues through continually demonstrating a commitment to improving services and the patient experience
- They continually demonstrate a commitment to working with colleagues and service users to achieve better, safer and more compassionate care
- They continually demonstrate a commitment to living and sharing the NHS Constitution values of working together for the patient, compassion, respect and dignity, improving lives, commitment to quality of care, and everyone counts.

**Inspiring Trainee** (with one finalist from each of the seven regions plus up to two wildcards)

### Who can enter?

Individuals working in the NHS or social care sector who are undertaking some form of training (other than undergraduate students or people undertaking apprenticeships)

Do you know someone who is currently working in the NHS or social care sector and is in some form of training who is an inspiration to the people around them? The inspiring trainee award is open to anyone currently in training (other than those in an apprenticeship or on an undergraduate degree) to work in the health or social care sector, or who is already working in these sectors, such as doctors and dentists in training at all levels, management trainees and healthcare scientists undertaking the NHS Scientist Training Programme or Higher Specialist Scientist Training, along with other people employed in the healthcare sector who are undertaking postgraduate qualifications relevant to their work. Nominations could be made by a colleague, manager, educator, a patient or anyone else who can show why they are such an inspiring trainee.

Please note nominations for this award cannot be made by the nominee. The award is open to people who work in the health and social care sector and are employed by the NHS, a charitable, not-for profit provider, a commercial organisation providing services to this sector or public sector employer (such as a local authority).

### What the judges are looking for

- Demonstrates on-going committed to continuous personal development and achieving personal excellence
- Inspire colleagues through continually demonstrating a commitment to improving services and the patient experience
- They continually demonstrate a commitment to working with colleagues and service users to achieve better, safer and more compassionate care
- They continually demonstrate a commitment to living and sharing the NHS Constitution values of working together for the patient, compassion, respect and dignity, improving lives, commitment to quality of care, and everyone counts.

## **Inspirational Colleague (with three finalists)**

### **Who can enter?**

Individuals who are working in the NHS and have shown a passionate commitment to personal development and learning and sharing this with others, who goes out of their way to help others and epitomises what the NSH stands for.

Please note nominations for this award cannot be made by the nominee. The award is open to people who work in the health and social care sector and are employed by the NHS, a charitable, not-for profit provider, a commercial organisation providing services to this sector or public sector employer (such as a local authority).

### **What the judges are looking for?**

- Demonstrates a life-long commitment to education, training and development in themselves and others.
- Someone who encourages and brings out the best in others
- An individual recognised for going over and beyond, to develop and strengthen their team
- They continually demonstrate a commitment to living and sharing the NHS Constitution values of working together for the patient, compassion, respect and dignity, improving lives, commitment to quality of care, and everyone counts.
- Someone who shares their skills and expertise to support their colleagues and their team
- A great buddy, colleague and mentor



## Inspiring Returnee (three finalists)

### Who can enter?

This award celebrates inspiring individuals who are returning or have returned to work in the NHS after a career break of a year or more.

This could be a nurse, midwife, doctor, GP, or other registered professional who has already returned or who is in the process of undertaking any retraining.

Please note nominations for this award cannot be made by the nominee. The award is open to people who work in the health and social care sector and are employed by the NHS, a charitable, not-for profit provider, a commercial organisation providing services to this sector or public sector employer (such as a local authority).

### What the judges are looking for?

- Demonstrates on-going committed to continuous personal development and achieving personal excellence
- Inspire colleagues through continually demonstrating a commitment to improving services and the patient experience
- They continually demonstrate a commitment to working with colleagues and service users to achieve better, safer and more compassionate care
- They continually demonstrate a commitment to living and sharing the NHS Constitution values of working together for the patient, compassion, respect and dignity, improving lives, commitment to quality of care, and everyone counts.

## **Inspirational Leader of the year** (three finalists)

### **Who can enter?**

We are looking for those truly outstanding people who provide exemplary leadership across the health and social care system and who inspire others to great leadership.

Please note nominations for this award cannot be made by the nominee. The award is open to people who work in the health and social care sector and are employed by the NHS, a charitable, not-for profit provider, a commercial organisation providing services to this sector or public sector employer (such as a local authority).

### **What the judges are looking for?**

- They provide leadership that fosters increased collaboration across the whole healthcare system and which encompasses multiple sectors and professions in a way that helps to drive integration and improve population health.
- They drive and inspire the creation of a positive compassionate and inclusive culture within their team or organisation where staff are highly engaged.
- Have a reputation for spotting talent and support emerging leaders with enthusiasm, honesty and authenticity.
- Have a proven track record of working with people – both patients and staff – to use proven quality improvement methods to continuously improve processes, experiences and outcomes.
- They continually demonstrate a commitment to living and sharing the NHS Constitution values of working together for the patient, compassion, respect and dignity, improving lives, commitment to quality of care, and everyone counts.

## **NHS Emerging Leader of the year** (three finalists)

### **Who can enter?**

**We** are looking for people at all levels who through the way they behave are emerging as the great leaders of tomorrow.

Do you know someone who is growing and developing their career in the NHS whose positive energy and passion spills over into the working environment?

Please note nominations for this award cannot be made by the nominee. The award is open to people who work in the health and social care sector and are employed by the NHS, a charitable, not-for profit provider, a commercial organisation providing services to this sector or public sector employer (such as a local authority).

### **What the judges are looking for?**

- Have a clear and continued authentic commitment to developing both in themselves and others a positive compassionate and inclusive culture within their team or organisation
- A strong desire and the potential, ambition and motivation to perform at the next level.
- Willingly offer their time and commitment to you/your team in an open, accessible and motivational way.
- Have a proactive approach and commitment to their own personal development and taken their learning
- They continually demonstrate a commitment to living and sharing the NHS Constitution values of working together for the patient, compassion, respect and dignity, improving lives, commitment to quality of care, and everyone counts.

## System Transformation Team of the Year – (three finalists)

### Who can enter?

This award is for demonstrations of the essential qualities to lead change across systems, demonstrating effective systems leadership. The Sustainability and Transformation Plans and Integrated Care Systems and their associated Local Workforce Action Boards provide us with a great opportunity to think more about population health and preventative healthcare, to look at our health and social care system as a whole rather than a group of separate health care providers. The leadership skills required to do this place a much greater emphasis on the ability to work and lead across a healthcare system, building relationships with citizens and across communities, · Develop effective multi-dimensional partnerships that build effective relationships, collaboration and system thinking and leadership with clear vision and goals aligned to local and strategic drivers between both social and health care and between providers and commissioners · Deliver effective transformation and system leadership with clear action and outcome-focused plans within the local health and social care system that leads to improved levels of care, learning and capacity building through inclusive partnerships.

This award is open to teams only and nominations can be submitted by a member of that team.

The award is open to people who work in the health and social care sector and are employed by the NHS, a charitable, not-for profit provider, a commercial organisation providing services to this sector or public sector employer (such as a local authority).

### What the judges are looking for?

- Develop effective multi-dimensional partnerships that build effective relationships, collaboration and system thinking and leadership with clear vision and goals aligned to local and strategic drivers between both social and health care and between providers and commissioners
- Deliver effective transformation and system leadership with clear action and outcome-focused plans within the local health and social care system that leads to improved levels of care, learning and capacity building through inclusive partnerships
- Contribute to system leadership and partnership within their area through innovation and improvement
- Demonstrates effective and inclusive leadership with strategic and local partners in wider community
- Demonstrates effective and inspiring leadership in the local health and social care system with effective governance and accountability to the wider community
- The individual or team continually demonstrate a commitment to living and sharing the NHS Constitution values of working together for the patient, compassion, respect and dignity, improving lives, commitment to quality of care, and everyone counts.

## Digital and TEL Innovation Award which is supported by NHS X - (three finalists)

### Who can enter?

Technology provides ever more ways of helping us to deliver high quality and safe healthcare. Do you know an individual or team who is using technology, through the use of data and or genomics, artificial intelligence, robotics and or digital technology, and Technology Enhanced Learning (TEL) in an innovative and effective way to improve the NHS particularly through education and training?

Examples of this could be through innovative ideas using simulation-based education (SBE) or the development of digital resources and e-learning, including mobile apps, augmented and/or virtual reality, video; and setting-up technology networks for sharing best practice; producing case studies and the like.

This award is open to both individuals and teams. This award is open to both individuals and teams. Where a nomination is for an individual the nomination cannot be made by the nominee. However, team nominations can be submitted by a member of that team.

The award is open to people who work in the health and social care sector and are employed by the NHS, a charitable, not-for profit provider, a commercial organisation providing services to this sector or public sector employer (such as a local authority).

### What the judges are looking for

- Use of data, digital technology and technology-enhanced learning to deliver innovative education and training that helps meet current and future workforce needs
- Use of data, digital technology and technology-enhanced learning in innovative ways to improve health, transform quality and increase efficiency in the delivery of health and care services
- Championing the innovative data, digital technology and technology-enhanced learning across the health and care sector and encourage others to use it
- Actively share best data, digital technology and technology-enhanced learning practice across the health and social care system. For example: Have they set-up any active communities of practice? Can they evidence examples of collaborative working? Do they have examples of learning from other industries to enhance the health and social care offer?
- Demonstrate how the team/individual has worked in partnership across an organisation and/or across the wider health and care system to deliver improved and safer care through their work.
- They continually demonstrate a commitment to living and sharing the NHS Constitution values of working together for the patient, compassion, respect and dignity, improving lives, commitment to quality of care, and everyone counts.

## Delivering 21<sup>st</sup> Century Care Award - (three finalists)

### Who can enter?

The NHS Long Term Plan sets out how we will transform models of care over the next five years to provide more co-ordinated, proactive and personalised care and better health outcomes.

To do this we not only need to continue to grow our overall workforce but we need to transform the workforce as well.

We want to hear from the individuals and teams who are at the forefront of delivery 21<sup>st</sup> century care.

This award is open to both individuals and teams. Where a nomination is for an individual the nomination cannot be made by the nominee. However, team nominations can be submitted by a member of that team.

The award is open to people who work in the health and social care sector and are employed by the NHS, a charitable, not-for profit provider, a commercial organisation providing services to this sector or public sector employer (such as a local authority).

### What the judges are looking for

We are looking for outstanding examples in all of the following areas of workforce development:

- How are you transforming a particular workforce group to delivery 21<sup>st</sup> century care?
- How are you working in innovative ways and using continuous improvement methodologies that provides more efficient and effective service, releasing more time for patient care.
- How are building more adaptable workforces that utilise multidisciplinary healthcare teams, advice clinical practice, more flexible working and careers and widen the routes into NHS careers
- How are you incorporating scientific and technologic developments
- In all these areas we will be looking for evidence
- How it is helping to meet present and future workforce needs within the health and social care sector
- How it is helping to transform workforces in ways that lead to more co-ordinated, proactive and personalised carer and better health outcomes
- We will also want to see that such developments support and exemplify the values of the NHS Constitution.
- Demonstration of how the team/individual has worked in partnership across an organisation and/or across the wider health and care system to deliver improved and safer care through their work.

## Inspiring Student or Trainee Educator (three finalists)

### Who can enter?

Trainer/educator who has inspired you and given you the skills and knowledge to deliver high quality and safe care.

Do you know an inspiring trainer/educator (individual or team) who has inspired you and given you the skills and knowledge to deliver high quality and safe care? This could for example be from a high education institution providing healthcare education or an education team within a provider trust. This is open to trainers and educators at all levels including apprenticeships, undergraduates and post graduates.

This award is open to both individuals and teams. Where a nomination is for an individual the nomination cannot be made by the nominee. However, team nominations can be submitted by a member of that team.

The award is open to people who work in the health and social care sector and are employed by the NHS, a charitable, not-for profit provider, a commercial organisation providing services to this sector or public sector employer (such as a local authority).

### What the judges are looking for?

- Continually strives to deliver the very best education that meets the future needs of the NHS
- Committed to ensuring and promoting the wellbeing of trainees
- Fosters life-long commitment to learning and improvement among trainees
- Ensures trainees' behaviour reflects the values of the NHS Constitution of working together for the patient, compassion, respect and dignity, improving lives, commitment to quality of care, and everyone counts.

## **Making the NHS the Best Place to Work and Train - (three finalists)**

### **Who can enter?**

We are committed to making the NHS the best place to work and train.

We are looking for outstanding examples of how people are making the NHS an employer of excellence that values, supports, develops and invests in our people.

Tell us how you are creating an inclusive and compassionate culture, how you are ensuring people have fulfilling careers and how you are ensuring everyone has a voice and influence.

This award is open to both individuals and teams. Where a nomination is for an individual the nomination cannot be made by the nominee. However, team nominations can be submitted by a member of that team.

The award is open to people who work in the health and social care sector and are employed by the NHS, a charitable, not-for profit provider, a commercial organisation providing services to this sector or public sector employer (such as a local authority).

### **What the judges are looking for?**

- Ensure that services are commissioned, procured, designed and delivered to meet the health needs of all local communities.
- Actively promote equality and celebrate difference, along with the benefits of why an inclusive workforce at all levels is vital to improved patient care.
- Make sure that when at work, those around them feel they are able to 'be themselves' -free from abuse, harassment or discrimination of any kind, going the extra mile to ensure staff from all backgrounds, including the nine protected characteristics, provide the same level as positive feedback as each other.
- Demonstrate inclusive leadership for equality and inclusion, acting as an ambassador for under-represented groups
- Demonstrate how the team/individual has worked in partnership across an organisation and/or across the wider health and care system to deliver improved and safer care through their work.
- They continually demonstrate a commitment to living and sharing the NHS Constitution values of working together for the patient, compassion, respect and dignity, improving lives, commitment to quality of care, and everyone counts.



## Champion of Diversity, Inclusion and Widening Participation - (three finalists)

### Who can enter?

For outstanding examples of ensuring diversity, inclusion and widening participation are central to the NHS.

This award is for any member of your team or organisation who is dedicated to ensuring that inclusivity, equality and diversity lie at the heart of their day-to-day work above and beyond their role and in their belief and commitment to the NHS –its values, processes and behaviours. Celebrating difference and the importance of diversity, inclusion and equality your colleague will act as a role model to those around them, striving toward continuous improvements in equality. This award also aims to celebrate exemplary work to ensure the NHS is seen as a place to work by everyone through widening participation.

This award is open to both individuals and teams. Where a nomination is for an individual the nomination cannot be made by the nominee. However, team nominations can be submitted by a member of that team.

The award is open to people who work in the health and social care sector and are employed by the NHS, a charitable, not-for profit provider, a commercial organisation providing services to this sector or public sector employer (such as a local authority).

### What the judges are looking for

- Ensure that services are commissioned, procured, designed and delivered to meet the health needs of all local communities.
- Actively promote equality and celebrate difference, along with the benefits of why an inclusive workforce at all levels is vital to improved patient care.
- Make sure that when at work, those around them feel they are able to 'be themselves' -free from abuse, harassment or discrimination of any kind, going the extra mile to ensure staff from all backgrounds, including the nine protected characteristics, provide the same level as positive feedback as each other.
- Demonstrate inclusive leadership for equality and inclusion, acting as an ambassador for under-represented groups
- Demonstrate how the team/individual has worked in partnership across an organisation and/or across the wider health and care system to deliver improved and safer care through their work.
- They continually demonstrate a commitment to living and sharing the NHS Constitution values of working together for the patient, compassion, respect and dignity, improving lives, commitment to quality of care, and everyone counts.

## **Our NHS People Award Cup – awarded to finalists**

### **Who can enter?**

It is not possible to nominate someone for this. It is awarded to the winner of one of the other categories who shows the greatest commitment to the values of the NHS at the discretion of the chair (s).

This will be an individual or team who through the way they exemplify the values of the NHS Constitution help to make the NHS an employer of excellence that provides high-quality safe care to patients.

### **What the judges are looking for**

- Lives breathes the values of the NHS Constitution in their day-to-day work in a way that is beneficial to both staff and patients.
- Acts as a role model for other staff and inspires them to also live the values of the NHS Constitution.
- The way they behave as a result of these values leads to tangible examples of services excellence for both staff and patients
- Their personal contribution helps to make the NHS the best place work

## **2020 HEAT Awards Champion Cup – awarded to finalists**

### **Who can enter?**

It is not possible to nominate someone for this. It is awarded to the most outstanding and exceptional winner from among the five individual learner awards at the discretion the chair (s).

This could be because:

- The Individual has made an exceptional and significant contribution to the health and care system
- The individual has achieved exceptional personal development through dedication and talent
- The individual has gone way and beyond to support colleagues and/or patients in a way that is truly inspirational

## **Help and support**

All queries about the awards should be sent to [recognition@hee.nhs.uk](mailto:recognition@hee.nhs.uk)