

SMART HEALTH SOLUTIONS

G-CLOUD 14

LOT 3, CLOUD SUPPORT

Service Definition Document

**Consultancy By Practicing Clinician**

## Introduction

New technology is continually being introduced within the NHS. Clinical support, guidance, and oversight are critical to success.

## Our Services

Clinical and professional consultancy services from our team of highly skilled and experienced clinicians practising at the top of their field.

Professional review of systems and processes to improve efficiency, optimise income, and improve outcomes for patients and providers.

Turning/realising good ideas into attractive business cases and service plans for quality improvement.

For the NHS, local authorities and charities.

## Our Approach

Smart Health Solutions has a team of experienced clinicians who have developed, delivered, and evaluated services and programs locally, regionally, and nationally. We believe that clinician input and oversight are essential for both people and processes, ensuring that governance is at the top of the agenda.

Supplementing current teams, filling clinical gaps in existing teams and providing an independent, external opinion/voice.

Providing clinical input and support for digital developments to maximise the benefits of new systems.

Thus, helping to ensure that new or existing services are safe while improving patient outcomes.

We have listed examples of possible work below in various healthcare settings.

## General Practice

<p><b>People</b></p> <p><b>Workforce Analysis:</b> review of skill mix and capacity to enable optimal planning and delivery within your Practice</p> <p><b>Workforce Development Planning:</b> review of needs, forecasting and gap analysis, to ensure your team is designed for optimal service delivery to meet the needs of your Practice population</p> <p><b>Coaching and supporting leadership skills:</b> Individual and team coaching and leadership development support, to help your people be the best version of themselves</p> <p><b>Facilitation of clinical education:</b> bespoke support for planning and delivery of clinical education and shared learning time to promote effective team working and development</p> <p><b>Clinical Supervision:</b> Review of needs, programme planning and local model development to embed clinical supervision into your Practice</p>	<p><b>Process</b></p> <p><b>Business Case Development:</b> turning your good ideas into attractive business cases for new and improved Practice services</p> <p><b>Review of Demand, Capacity and Flow:</b> supporting your team to understand clinical demand and capacity, and develop creative ways to manage patient flow</p> <p><b>Preparation and application support for CQC Registration:</b> supporting your team through the extensive registration process for new services to ensure you are set up for success</p> <p><b>Development of Policies and SOP's:</b> laying the foundations for operational excellence by providing clear and consistent direction and guidance for your entire Practice</p> <p><b>Clinical Governance Support:</b> support with organisational standards and performance monitoring, quality improvement and assurance, compliance and risk management across your Practice</p>
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## Primary Care Networks

<p><b>People</b></p> <p><b>Workforce Analysis:</b> review of skill mix and capacity to enable optimal planning and delivery within your PCN</p> <p><b>Workforce Development Planning:</b> review of needs, forecasting and gap analysis to ensure your team is designed for optimal service delivery to meet the needs of your PCN population</p> <p><b>Coaching and supporting leadership skills:</b> Individual and team coaching and leadership development support to help your people be the best version of themselves</p> <p><b>Facilitation of clinical and professional forums:</b> bespoke support for planning and delivery of clinical education and professional networking forums to promote effective team working and organisational development across your PCN</p> <p><b>Clinical Supervision:</b> Review of needs, programme planning and local model development to embed clinical supervision into your PCN</p>	<p><b>Process</b></p> <p><b>Business Case Development:</b> turning your good ideas into attractive business cases for new and improved services</p> <p><b>Review of Demand, Capacity and Flow:</b> supporting your team to understand demands on services, what your system can deliver and develop creative ways to manage patient flow</p> <p><b>Preparation and application support for CQC Registration:</b> supporting your team through the extensive registration process for new services to ensure you are set up for success</p> <p><b>Development of Policies and SOP's:</b> laying the foundations for operational excellence by providing clear and consistent direction and guidance for your PCN</p> <p><b>Clinical Governance Support:</b> support with organisational standards and performance monitoring, quality improvement and assurance, compliance and risk management across your PCN</p>
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## GPPO/ Federation

<p><b>People</b></p> <p><b>Workforce Analysis:</b> review of skill mix and capacity to enable optimal planning and delivery within your GPPO or Federation</p> <p><b>Workforce Development Planning:</b> review of needs, forecasting and gap analysis to ensure your team is designed for optimal service delivery to meet the needs of your wider population</p> <p><b>Coaching and supporting leadership skills:</b> Individual and team coaching and leadership development support to help your people be the best version of themselves</p> <p><b>Facilitation of clinical and professional forums:</b> bespoke support for planning and delivery of clinical education and professional networking forums to promote effective team working and organisational development</p> <p><b>Clinical Supervision:</b> Review of needs, programme planning and local model development to embed clinical supervision into your GPPO or Federation footprint</p>	<p><b>Process</b></p> <p><b>Business Case Development:</b> turning your good ideas into attractive business cases for new and improved services</p> <p><b>Review of Demand, Capacity and Flow:</b> supporting your team to understand demands on services, what your systems can deliver and develop creative ways to manage patient flow</p> <p><b>Preparation and application support for CQC Registration:</b> supporting your team through the extensive registration process for new services to ensure you are set up for success</p> <p><b>Development of Policies and SOP's:</b> laying the foundations for operational excellence by providing clear and consistent direction and guidance for your entire GPPO or Federation</p> <p><b>Clinical Governance Support:</b> support with organisational standards and performance monitoring, quality improvement and assurance, compliance and risk management across your GPPO or Federation</p>
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## Integrated Care Boards

<p><b>People</b></p> <p><b>Workforce Analysis:</b> review of skill mix and capacity within teams and services to enable optimal planning and delivery</p> <p><b>Workforce Development Planning:</b> review of needs, forecasting and gap analysis to ensure your systems are designed for optimal delivery</p> <p><b>Coaching and supporting leadership skills:</b> Individual and team coaching and leadership development support to help your people be the best version of themselves</p> <p><b>Facilitation of clinical and professional forums:</b> bespoke support for planning and delivery of clinical education and professional networking forums to promote effective team working and organisational development</p> <p><b>Clinical Supervision:</b> Review of needs, programme planning and local model development to embed clinical supervision into teams across your organisation</p>	<p><b>Process</b></p> <p><b>Business Case Development:</b> turning your good ideas into attractive business cases for new and improved services</p> <p><b>Review of Demand, Capacity and Flow:</b> supporting your team to understand demands on services, what your systems can deliver and develop creative ways to manage patient flow</p> <p><b>Preparation and application support for CQC Registration:</b> supporting your teams through the extensive registration process for new services to ensure you are set up for success</p> <p><b>Development of Policies and SOP's:</b> laying the foundations for operational excellence by providing clear and consistent direction and guidance within your ICB</p> <p><b>Clinical Governance Support:</b> support with organisational standards and performance monitoring, quality improvement and assurance, compliance and risk management across your ICB</p>
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## Other initiatives

In addition, we have organised many larger events and programmes of work:

To support NHS England's **Perceptions of Nursing** and **Perceptions of Midwifery** work, they commissioned Smart Health to establish three national nurse networks, the General Practice Nurse Student Nurse Network (GPNSNN), the Community Nurse Ambassador Network (CNAN), and Learning Disability Nurse Student Nurse Network (LDN SNN) along with seven regional Midwifery networks. The first of these networks started in 2019, then the rest during the pandemic. This meant all work had to be virtual, and the use of digital technology was key to their success. All recruitment to the networks was through online portals, and the networks were managed virtually. This, along with linkage with the NHS England Futures platform, made this initiative a success during a challenging time.

Our '**All About ....**' series of evening educational events across South London, covered AF, Anti-coagulation and Diabetes. We made them lively and interactive, using voting buttons to actively involve everyone in the discussion and had 98% Good/Very Good feedback from the 300 attendees.

Smart Health took a very active role in the original **Heart Age project**, run by Unilever. We were Clinical Directors and Chief Operating Officers in this exciting programme, which aimed to deliver large-scale behavioural change through the understanding of one's theoretical heart age once a person's lifestyle factors were counted against their actual heart age. Heart Age is calculated online, using a dedicated platform.

Smart Health assisted Imperial College with the follow-up of its patients on the pan-**European Euroaction2 Varenicline programme**. In the UK arm many patients were at risk of being lost to follow up and the study was at risk of not being able to report on, so SHS put together a team of qualified nurses that went out into patient's homes (fondly referred to as Project Open Door), to undertake the follow up tests. We achieved the highest follow-up of any of the European countries taking part, of over 80%.

Smart Health managed the delivery of **Cardiovascular Health Checks** for the staff members of Unilever plc through its Fit Business programme. The voluntary checks achieved a 55% take-up (3,400), through a team of qualified nurses across 15 sites. In

addition to the delivery of the checks, we wrote a bespoke appointment booking system for the staff and followed the programme up with a detailed report of the analytics for Unilever management.

## Smart Health Solutions accreditations:

Royal Society for Public Health accredited training centre



Our NHS Health Check training is supported by HEART UK, the nations cholesterol charity



Colleagues have been Burdett Trust for Nursing Award Winner





## Our Team



**Michaela Nuttall**  
**Rn Msc**



Michaela is a Cardiovascular Nurse Specialist with a unique and varied experience across the NHS and beyond. She developed her passion for prevention over 20 years ago and has worked within it ever since. In 2016 she left public health after working in the field for 16 years and now focuses on her roles as a Director for Smart Health Solutions, Founder of Learn With Nurses, and Associate in Nursing for C3 Collaborating for Health.



	<p>In 2019 Michaela became Head of CVD Prevention for Public Health England and then went on to be OHID's Clinical Advisor of the programme until 2023.</p> <p>She is the Chair of the Health Care Committee of Heart UK and an invited member of both the Nurses and The Guidelines and Information working party of the British and Irish Hypertension Society, elected member of the Association of Cardiovascular Nurses and Allied Health Professional Education working party, on a variety of editorial boards and the Global Cardiovascular Nursing Leadership Forum.</p>
<p><b>Joanne Haws</b> <b>RN MSc</b></p> 	<p>Joanne is an independent nurse consultant and specialist in cardiovascular disease. She is the Chair of the Nurses and Allied Health Professionals Working Party of The British and Irish Hypertension Society and is also an Education Committee member of The European Society of Cardiology Association of Cardiovascular Nursing and Allied Professions. Since 2015 Joanne has provided clinical project and leadership support to The Breckland Alliance Primary Care.</p>
<p><b>Una O'Connor</b> <b>RN Msc</b></p> 	<p>Una qualified as a Registered General Nurse in London in 1988 and spent many years working within District Nursing and School Nursing in the London area.</p> <p>Education is a priority for Una having achieved a Master of Science Degree in Medical and Healthcare Education, in addition to PGCE and PGDip in the subject. Her passion for promotion and delivery of teaching led to the role of Communications and Engagement Lead for Learn With Nurses and Una is currently the Operations Manager for both Smart Health Solutions and Learn With Nurses.</p>

<p><b>Naomi Stetson</b> <b>RGN Dip N FBIHS</b></p> 	<p>Naomi is a Hypertension and Cardiovascular disease specialist nurse, she trained at UCLH and completed her specialist training at the University of Glasgow. Currently she is Lead Nurse at Peart Rose Hypertension Clinic. Naomi has been part of the BIHS for 20 years and has developed training modules on their behalf. She was part of the NICE CG127 Hypertension Guidelines and the Topic Expert Group. She has a breadth of experience in both Primary and Secondary Care and has delivered education programmes both in the Europe and Africa.</p>
<p><b>Mark Jones</b> <b>Managing Director</b></p> 	<p>Mark is an experienced business leader and healthcare consultant. In a career spanning 35 years he has built up an extensive portfolio of work.</p> <p>His strength lies in his ability to confidently lead major projects and teams to positive outcomes, including the delivery of a Cardiovascular Screening Programme for staff at a major UK plc across 16 locations; a 3 borough Community Health PAS solution and a 3 site RIS/ PACS system deployment, both within the NHS.</p> <p>As Managing Director, he always seeks to build and develop close relationships with Smart Health customers and associate companies, working in partnership to achieve mutual goals.</p>

## Style of Delivery

We believe the best way to learn is through interactive, fun and engaging training; Laughing while learning. Building the foundations of core knowledge then re-enforcing with practical examples helps delegates to learn and retain the important information needed.

## Contact

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