



Silicon Practice
DIGITAL HEALTH SOLUTIONS

ImproveWell.

ImproveWell Service Definition Document for G-Cloud 15

Engage to Improve

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About us

Here at Silicon Practice, we're empowering healthcare through connected digital solutions - uniting patient access and workforce engagement to shape a smarter, more human future of care.

ImproveWell gives everyone in a healthcare organisation a voice. Through continuous, real-time feedback, staff can suggest ideas for improvement, share how their day is going and take part in short, tailored surveys. The principle is simple: those on the frontline are best placed to identify and solve the challenges they face. When staff feel heard and empowered, engagement rises, wellbeing improves and patients experience better care. An intelligent dashboard brings these insights together, allowing leads and programme leads to measure change and prioritise quality improvement efforts. It's not just about collecting data - it's about creating a culture of collaboration and continuous improvement.

What sets ImproveWell apart is the human support behind the technology. A dedicated Customer Success team offers expert onboarding, ongoing advice and a connection to a community of healthcare improvers who share best practice and ideas. Together with Silicon Practice's digital front-end and communication solutions, ImproveWell completes the circle, empowering patients with easier access while giving staff the tools and voice to shape how care is delivered.

This is where we see the future of healthcare: small, continuous improvements that make every interaction smoother, every conversation clearer and every experience a little better. By bringing together innovation and empathy, Silicon Practice and ImproveWell are helping create healthcare environments where technology truly supports people.



The opportunity

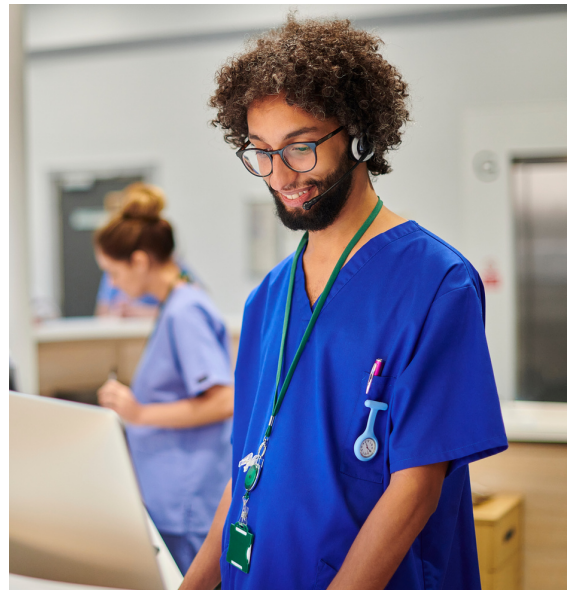
The ImproveWell platform enables healthcare organisations to engage staff, strengthen quality improvement initiatives and monitor workforce wellbeing - all in one place.

Through a combination of smart technology and proven methodology, the solution can help your organisation to:

- Capture and prioritise theme-based improvement ideas
- Engage staff in testing and shaping new projects or change initiatives
- Track staff satisfaction and morale in real time
- Provide managers with instant feedback and actionable reports
- Empower local teams to make data led decisions

More specifically, ImproveWell can:

- Improve CQC ratings through staff engagement and real-time feedback
- Support retention and reduce burnout by giving staff a safe, continuous way to share how they are feeling and be heard, helping organisations spot issues early and respond before they escalate
- Create clear evidence for regulators, boards and commissioners by automatically capturing engagement activity, improvement progress and outcomes in one auditable place
- Improve productivity and efficiency by reducing time spent on fragmented surveys, emails and meetings, giving teams one simple, continuous channel to share ideas and feedback, and enabling leaders to prioritise actions that remove day-to-day friction and unblock services quickly



Supporting local, national and international Joy in Work

In the wake of the COVID-19 pandemic, with an increased focus on staff wellbeing at work, ImproveWell is supporting a variety of organisational, regional and national improvement initiatives.

East London NHS Foundation Trust (ELFT)'s 'Enjoying Work' programme, utilising the ImproveWell solution to improve staff experience, has now supported >80 teams spread across all specialities and geographies – primary care, secondary care, mental health and community health. All have benefited from the ability to understand what factors impact on people's daily experience at work and their wellbeing, and to apply a systematic approach to test local ideas.

This enhances the team's sense of control and autonomy within the system in which they work. Whilst not every systemic issue might be within the team's influence, this programme helps teams to recognise their own strengths and assets and find ways to strengthen aspects that contribute to more meaning and purpose in their day-to-day work.

Dr Amar Shah, ELFT's Chief Quality Officer, is also the Royal College of Psychiatrists (RCPsych)'s national improvement lead. Launching in 2021, the 'Enjoying Work' Quality Improvement collaborative provided opportunities for 38 healthcare teams across 16 UK healthcare organisations to understand and test ideas on the factors contributing to joy in work and wellbeing. This is the first national programme of its kind, and likely the largest improvement collaborative on this topic globally. The award-winning programme achieved an aggregate:

- **50% improvement** in the percentage of people who enjoyed being at work frequently;
- a **41% improvement** in the percentage of people who experienced no symptoms of burnout; and
- a **38% improvement** in the percentage of people who were extremely likely to recommend their team as a place to work.



A peer-reviewed article published in the British Journal of Healthcare Management highlights short-, medium- and long-term programmes in four different healthcare systems: (1) Dragon's Heart Hospital, a COVID-19 surge hospital in Wales (2) Royal Cornwall Hospitals NHS Trust's maternity department (3) M Health Fairview (USA)'s department of orthopaedic surgery, and (4) East London NHS Foundation Trust. This compelling evidence base, together with RCPsych's Enjoying Work collaborative, encouraged the Institute of Healthcare Improvement to launch an international Joy in Work collaborative with ImproveWell in September 2021, enrolling 18 teams from 15 organisations across the NHS, US, Canada and Kenya.

<https://www.magonlinelibrary.com/doi/full/10.12968/bjhc.2021.0022>



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Proactively tackling workforce retention

In October 2023, ImproveWell published a new white paper which proposes a framework of eight factors that contribute to workforce retention, based on an in-depth analysis of published research and surveys. The framework will make it easier for organisations to focus on effective strategies to retain staff and integrate them into their winter planning.

A separate analysis of a sample of nearly 3,500 ideas captured by ImproveWell showed the vast majority (83.8%) fit into two of the drivers identified in the framework – ‘delivering high quality care’ and ‘staff wellbeing and resilience’. Ninety-four per cent of the ideas contributed via ImproveWell’s platform relate to at least one of the eight drivers of retention.

The underlying themes to the eight key drivers in the retention framework range from nationwide challenges such as ‘pay’ and ‘safe staffing levels’, to more local factors such as ‘camaraderie and teamwork’ and ‘recognition and celebration’. Eighty per cent of the ideas put forward through ImproveWell by frontline staff require no funding, providing a feasible way for organisations to proactively tackle retention.

To explore the full framework in more detail, including the eight drivers of retention and practical examples of how NHS organisations are applying them in real settings, [download our white paper](#). It provides clear, evidence-based guidance to support workforce planning, staff wellbeing and retention, particularly during periods of sustained pressure, and offers a useful starting point for teams looking to take action with confidence.

The benefits





Health Innovation South West published an independent evaluation of the use of the ImproveWell application at Royal Cornwall Hospitals NHS Trust. The report showed that ImproveWell is an effective tool to empower staff to make positive changes that benefit staff morale, create resource efficiencies and improve patient safety and experience. The key findings are summarised below:

- **ImproveWell boosts morale and engagement:** 75% of staff using ImproveWell reported feeling able to improve their area of work compared to the 53% scored by the Trust as a whole
- **ImproveWell gives staff a stronger voice:** 85% of users of ImproveWell felt it empowered them to implement ideas for change
- **ImproveWell helps to prioritise improvement initiatives:** staff have reported that improvements and changes were implemented at a quicker rate than before ImproveWell. Through ImproveWell, ideas get recognised and actioned
- **ImproveWell positively affects patient safety and experience, efficiencies and cost savings:** the ideas suggested by staff have improved patient safety, increased efficiency, released more time for patient care, and have made significant financial savings for the Trust. Please see Appendix 1 for further information on the frontline opportunity

<https://healthinnovationsouthwest.com/wp-content/uploads/2022/09/ImproveWell-Evaluation-Report.pdf>

Implementation

The ImproveWell Customer Success team will work closely with your organisation to deliver a structured and engaging roll-out, ensuring maximum adoption and ongoing impact.

Support

The ImproveWell team will support you throughout the roll-out period including regular update calls, reporting and online user training. More extensive support such as internal workshops and presentations may be subject to additional fees.

Annual review

In addition to the regular catch-up calls, the ImproveWell team recommends an annual review of the programme to discuss the impact, new features and shared learnings.

Onboarding and offboarding

Onboarding

- Customers can complete a short onboarding form to get them set up on the platform
- A combination of online and onsite training is provided to meet the customers' needs
- All roll out materials, videos, guides and tips are available in a comprehensive resource centre online
- We also advise on user adoption strategies and internal marketing materials

Offboarding

- Once a customer contract has ended, all Personal Data are anonymised in-line with our information governance policies
- We can provide a secure export of customer data

Data backup, restoration procedures and disaster recovery

Our Information Incident Protocol supports how we handle incidents to ensure that they are appropriately controlled, reported and that lessons are effectively fed back into the risk management cycle. We have an Information Incident Form for users and our Data Protection Officer will complete a report within 72hrs. We have pre-defined incidents such as:

- Corruption or inability to recover electronic data
- Data disclosed in error
- Data lost in transit
- Non-secure disposal
- Technical security failing – including hacking
- Unauthorised access / disclosure
- Uploaded to website in error
- Data quality issues

Service performance and availability

Service performance and maintenance windows

- We guarantee 99% uptime and our last six-month metrics currently show 99.99% uptime
- Any outage incidents are logged internally, and customers are notified of any service interruptions, such as maintenance periods, via email

Security and data encryption

- Data are stored and processed in the UK and European Economic Area (EEA)
- ImproveWell conducts penetration testing at least every 12 months
- Data at rest protected via physical access control, complying with SSAE-16 / ISAE 3402 standards

System monitoring

- Our Information Governance Policy, Information Incident Protocol, Information Risk and Audit Protocol and Information Security Cyber Protocol governs our internal processes and actions
- Our uptime monitoring service issues instant alerts upon any disruption. The alerts are issued to the entire development team and members of the management team who can take immediate action if required
- We also have direct lines of communication with our customers to keep them updated on any developments as they arise

New version releases

- We typically deploy new mobile apps once a quarter and amendments to the API several times a week
- Servers are monitored daily and all update patches are deployed as soon as they are available
- Employees regularly use the platform and can report bugs to the development team

Clinical safety and regulatory compliance

ImproveWell is designed and operated in line with NHS information governance, clinical safety expectations, and recognised security and assurance standards. The service supports healthcare organisations to meet their regulatory responsibilities by embedding robust governance, data protection, security controls, and operational assurance into the platform and its delivery model.

Governance and accountability

Security governance is formally in place and certified, and is based on the Software Security Code of Practice and additional supplier-defined standards.

Access to the platform is tightly controlled. Customer Administrators actively manage user access and authentication. Administrators issue authentication codes to staff and can restrict registration to approved email domains, ensuring that only authorised users can access the service.

ImproveWell maintains a comprehensive governance framework supported by defined policies, procedures, and regular management oversight.

Information governance and data protection

ImproveWell operates a formal Information Governance framework, supported by a published Privacy Centre and a suite of documented policies and protocols, including:

- Data Protection Impact Assessment Protocol
- Freedom of Information Protocol
- Information Access and Rights Protocol
- Information Governance Policy
- Information Incident Protocol
- Information Lifecycle and Data Quality Protocol
- Information Risk and Audit Protocol
- Information Security Cyber Protocol
- Information Sharing and Privacy Protocol
- Direct Marketing Protocol

All staff receive regular information governance and security training and are required to read and comply with these policies.

Secure development and change management

ImproveWell follows a controlled and traceable software development and change management process:

- All code is stored in fully tracked source code repositories, ensuring full traceability of changes.
- All changes are tested in a fully isolated test environment and must pass Quality Assurance prior to deployment.
- A suite of automated tests provides additional safeguards against defects and regressions.
- Back-up versions of the code are maintained to support rapid rollback if required.

Secure development practices conform to a recognised standard and are self-assessed by the supplier.

Vulnerability and patch management

ImproveWell operates an active vulnerability and patch management process:

- Mobile applications are typically updated monthly and the API is updated several times per week where required.
- Servers are monitored daily and update patches are applied as soon as they become available.
- The codebase is regularly scanned using a security tool that identifies vulnerabilities, which are then prioritised, patched, and released through the secure development lifecycle.
- Employees regularly use the platform and can report issues directly to the development team, enabling rapid identification and resolution of defects.
- ImproveWell receives and reviews the weekly NHS CareCERT Cyber Security Bulletin, which is discussed in monthly information governance meetings.

This approach ensures that security risks are identified promptly and mitigated in a timely manner.

Protective monitoring

Protective monitoring is governed by ImproveWell's internal policies, including the Information Governance Policy, Information Incident Protocol, Information Risk and Audit Protocol, and Information Security Cyber Protocol.

The service uses uptime and availability monitoring with instant alerts issued to the full development team and ImproveWell management in the event of any disruption. This enables rapid investigation, response, and communication.

ImproveWell maintains direct lines of communication with customers to provide updates and reassurance if incidents or service issues occur.

Incident management

ImproveWell operates a formal incident management process defined within its Information Incident Protocol.

The process ensures that:

- Incidents are appropriately controlled, investigated, and documented.
- Serious incidents are escalated promptly and reported within required timescales.
- Lessons learned are fed back into the risk management and improvement cycle.

Pre-defined incident categories include:

- Corruption or inability to recover electronic data
- Data disclosed in error
- Data lost in transit
- Non-secure data disposal
- Technical security failures, including hacking
- Unauthorised access or disclosure
- Data published in error
- Data quality issues

Users can report incidents via an Information Incident Form, and the Data Protection Officer completes a formal report within 72 hours where required.

Staff security

ImproveWell performs staff screening for individuals with access to systems and data. Screening is carried out but does not currently conform to BS7858:2019. No government security clearance is required for staff roles.

Staff are required to comply with ImproveWell's information governance and security policies and complete regular training.

Cryptography

ImproveWell does not currently support post-quantum cryptography. The service uses established, industry-standard cryptographic approaches appropriate to the current threat landscape.

Our services

The ImproveWell Solution

Multi-platform app	Android, iOS and web browsers
Customer branding	Add your logo to the app, dashboard and reports
Unlimited groups	Run multiple working groups, tailored to team objectives
Push notifications	Targeted push notifications and user prompts
Email notifications	Tailored weekly PDF reports, straight into your inbox
Multi-account	Participate in cross-organisation ImproveWell programmes
App offline mode	Supporting data capture even in areas of lower connectivity
Data dashboard	Interactive charts and reporting, with clear calls to action

Feedback system 1: idea hub

Share ideas	Suggest ideas, monitor their progress and implementation
Voting	Publish promising ideas to a feed for colleagues to vote
Tagging	Categorise your improvement funnel
In-app messaging	Chat and collaborate to refine improvement suggestions
In-app reporting	Publish improvement reports to complete the feedback loop

Feedback system 2: sentiment tracker

Good Day Measure	Understand what matters; users can describe their day at work
Scheduled prompts	Ask your team “Have you had a good day?” at the end of a shift
Data visualisation	Dynamic tools to detect trends, shifts or cycles
In-app charts	Users can track their own responses over time

Feedback system 3: pulse surveys

Unlimited data	Deliver unlimited surveys with multiple answer types and features
Scheduled surveys	Set up daily, weekly, monthly surveys in advance
Flash reports	Analyse patterns as answers come in
Anonymous surveys	Surveys can be named or anonymous

ImproveWell Insights: customisable online portals

Stakeholder engagement	Expert patients, regular service users, customers or partner organisations
QR code	Unique web-links accessible via a QR code

Customer Support

Onboarding & roll-out	Tailored deployment materials and internal marketing
Regular reporting	During initial roll-out phase
24/7 ticketing system	For technical support
Resource centre	All roll out materials, videos, guides and tips are available online
Annual impact review	Benchmarking performance
Community	Regular events for learning, knowledge sharing and best practice

Joy in Work

With increasing demands on time, resources, and energy, in addition to poorly designed systems of daily work, it's not surprising health care professionals are experiencing burnout at increasingly higher rates, with staff turnover rates also on the rise. Improving engagement contributes to improved performance. It enables greater professional productivity with lower turnover rates. Joy in work, in turn, improves patient experience, outcomes, and safety, resulting in substantially lower costs.

Source: Perlo J, Balik B, Swensen S, Kabcenell A, Landsman J, Feeley D. IHI Framework for Improving Joy in Work. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2017. [Available at ihi.org](https://www.ihi.org).

ImproveWell directly supports the principles of Joy in Work by addressing the everyday frustrations that drive burnout and disengagement. By giving staff a safe, continuous way to share ideas, concerns and improvement suggestions in real time, the platform helps teams feel heard, valued and involved in shaping their working environment. This sense of agency is critical to restoring joy, particularly in high-pressure services where staff often feel change is done to them rather than with them.

Crucially, ImproveWell turns engagement into action. Rather than collecting feedback that sits in inboxes or reports, it enables organisations to prioritise issues, test improvements and visibly close the feedback loop. This reduces duplication, avoids repeated surveys and meetings, and helps leaders focus on changes that genuinely remove friction from daily work. Over time, this leads to improved productivity, lower turnover and stronger team morale, while also supporting better patient experience, safety and outcomes, exactly as outlined in the IHI Joy in Work framework.

By embedding joy, learning and improvement into day to day practice, ImproveWell helps organisations move from reactive workforce management to a more sustainable, compassionate and high performing system of care.

Case studies

ImproveWell win 'Digital Solution of the Year' at the Integrated Health Awards 2023

ImproveWell, the award-winning real-time feedback solution for improvement, has won 'Digital Solution of the Year' in the Integrated Health Awards 2023.

The Integrated Health Awards focus on transformation, improvement and positive change. ImproveWell is a real-time feedback solution for continuous engagement and everyday innovation in health and care. The evidence-based solution makes it simple for organisations to capture continuous, real-time insight to improve staff experience and the quality of patient care.

During the first year of implementing ImproveWell at the Burns Service, Chelsea and Westminster Hospital NHS Foundation Trust, there have been significant improvements in the number of staff who feel they can easily share ideas (from 57% to 91%) and the number of staff who feel their ideas were listened to (from 57% to 72%).

On a national level, 38 teams took part in the Royal College of Psychiatrists' "Enjoying Work" programme, answering questions based on their experience of work in the past week. The results showed a 51% improvement in the people who enjoyed being at work more frequently. Read more about our winning nomination [here](#).

Lara Mott, Co-founder of ImproveWell, commented: "From local to national improvement, the workforce holds the answers to the challenges faced across the NHS. Winning the award for Digital Solution of the Year is wonderful recognition for the ImproveWell team and our pioneering partner organisations across the health and care sector.

"We are committed to working with organisations across the country to improve wellbeing at work, increase workforce retention and facilitate better health outcomes for the populations and communities served by the NHS."

Southern Health and Social Care Trust & ImproveWell

When staff feel undervalued, overworked and unheard, the impact is felt quickly. That was the situation at Rosebrook Psychiatric Intensive Care Unit within Southern Health and Social Care Trust. Morale was low, staff felt under intense pressure, and the unit was losing people. The team knew something needed to change.

The unit introduced ImproveWell to give staff a genuine voice in shaping improvements. As Leigh Ferris, Senior Charge Nurse, explains, “Staff were feeling disempowered and not listened to. They were working very hard, but were stuck reporting the same problems and trying the same solutions, in a very top-down system.”

Even the early stages of using ImproveWell changed the atmosphere. Staff felt their concerns were being taken seriously and that they could influence change.

Listening, learning and acting

A respected and motivated staff member was identified as a local champion to support engagement. “ImproveWell is primarily about listening to staff,” Leigh says. “Listening, learning and acting on what we heard from staff and service users became central.”

The team used the app to recognise staff achievements, collect ideas for improvement, and test whether changes were working. It also created space for informal and positive engagement, helping to rebuild trust and energy within the team.

Staff led change in practice

Two early staff-led ideas were particularly transformative and were formally adopted, the creation of a Safety Nurse role and a Medication Nurse role. These changes significantly improved staff confidence, clarity of responsibilities, and pride in their work.

“These ideas completely changed how people felt about their jobs,” Leigh explains. “Bringing staff into the change process from the start, as stakeholders and investors, was crucial.”

Turning everyday ideas into action

ImproveWell also captured everyday ideas that might previously have been lost. “The people on the ground know what is and isn’t working,” Leigh says. “Without a way to record and act on that, people become frustrated repeating the same conversations. This gave us a way to turn ordinary conversations into action.”

Measurable impact on culture and retention

The impact has been clear. In the last 12 months the unit has not lost a single staff member, and recruitment has been successful. The ward is now seen as a positive place to work, signalling a meaningful cultural shift.

Staff feedback reflects this change. 100% of staff surveyed agree or strongly agree that ImproveWell gives them a voice, is a useful addition to the ward, has led to positive change, and would be recommended to others. The improvements have also created a wider halo effect, lifting morale beyond the core users and reinforcing a culture of collaboration and continuous improvement.

Trust's Enjoying Work programme wins a Health Tech Digital Award

East London NHS Foundation Trust (ELFT), in partnership with ImproveWell, has won the award for the category Best COVID-19 Solution for Mental Health at the Health Tech Digital Awards 2022.

The award is in recognition of the partnership with digital platform, ImproveWell, in supporting the application of quality improvement to create and enhance joy in work at ELFT.

ELFT's Enjoying Work programme has been running for four years, with over 70 teams taking part – all applying quality improvement to understand what contributes to a good day at work, what we can do differently to create more joy in work and measuring this over time. The partnership with ImproveWell allowed the development of a platform to capture ideas and data, and make this available to teams through a mobile application.

Following from this, the Royal College of Psychiatrists (RCPsych) used the ImproveWell platform as part of the national Enjoying Work collaborative, led by Dr Amar Shah in his role as national improvement lead for mental health at RCPsych. This programme supported 40 teams across the country for a year, resulting in reduced burnout and increased joy in work.

Then in September 2021, the Institute for Healthcare Improvement (IHI) made the ImproveWell solution internationally available to 15 organisations who were engaged in a global joy in work programme.

On winning the award, Lara Mott, Co-founder of ImproveWell, said:

"In creating the right environment for positive staff experience, frontline staff can deliver the best possible care to the populations they serve. "As we continue to navigate this period of recovery and address a backlog, with a workforce that has relentlessly given maximum efforts during the COVID-19 pandemic, never has there been a more important time to give the frontline a voice.

"Winning this award is such wonderful recognition for the ImproveWell team and our inspiring colleagues at ELFT who have paved the way for local, national and international wellbeing at work."

Dr Amar Shah, ELFT's Chief Quality Officer and National Improvement Lead at the Royal College of Psychiatrists said: "Using the ImproveWell solution, the 'Enjoying Work' programme has supported teams to be able to understand how people feel on a day-to-day basis, to capture ideas and to enable teams to really think about what they can do differently to create opportunities for more joy in work, and tackle what gets in the way of them having the best possible experience. "Over 70 teams have taken part in this programme, and there are many stories about the richness of coming together around this topic, testing ideas about how we can connect more to the meaning and purpose in our work, and the impact that this has had on the experience of those in the team."

ImproveWell wins “Major Project Go Live” award at the HTN Health Tech Awards 2022

-- Recognised in the “Major Project Go Live” category for national wellbeing at work --

The HTN Health Tech Awards help to share and celebrate digital teams, programmes, innovations and health tech suppliers that have made a difference through the year. In these annual awards, the finalists are acknowledged as innovations and solutions that are helping to shape future services and systems across health and care.

The ImproveWell solution creates the right environment for staff wellbeing and continuous improvement by empowering staff and key stakeholders to drive change. Pioneered and shaped in partnership with East London NHS Foundation Trust (ELFT), application of the tool has spread from supporting ELFT's local programme to supporting national and international collaboratives in the last 12 months. Launching in 2021, the Royal College of Psychiatrists (RCPsych) 'Enjoying Work' Quality Improvement collaborative provided opportunities for 38 healthcare teams across 16 UK healthcare organisations to understand and test ideas on the factors contributing to joy in work and wellbeing. This is the first national programme of its kind, and likely the largest improvement collaborative on this topic globally.

The programme achieved an aggregate:

- 50% improvement in the percentage of people who enjoyed being at work frequently;
- a 41% improvement in the percentage of people who experienced no symptoms of burnout; and
- a 38% improvement in the percentage of people who were extremely likely to recommend their team as a place to work.

Dr Amar Shah, Chief Quality Officer at ELFT and National Improvement Lead for Mental Health at RCPsych, said: “The ImproveWell platform is groundbreaking. I'm proud to have worked with ImproveWell over many years to support our work, both at ELFT and RCPsych, to ensure that our staff are able to understand what contributes to wellbeing and joy in work, put forward and test ideas that can make a real difference. I'm delighted that the team at ImproveWell have been recognised for their innovative work.”

Lara Mott, Co-founder of ImproveWell, commented: “The ‘Major Project Go Live’ category acknowledges the great efforts behind the adoption of ImproveWell on a national level. RCPsych's Enjoying Work results are impressive and build on ELFT's pioneering initiatives to improve health professionals' quality of life. Together with RCPsych and ELFT, we are delighted to have been recognised by the HTN judges and wish everyone all the best for the celebrations tonight.”

ImproveWell nominated for two awards following successful maternity ward roll outs

Maternity teams across the Black Country have been the first to jointly roll out ImproveWell to engage with frontline staff and use their feedback to improve patient experience, earning the successful initiative nominations for two national awards.

The Black Country Local Maternity and Neonatal System (BCLMNS) partnered with ImproveWell to trial the real-time engagement and feedback platform across Dudley, Sandwell and West Birmingham, Walsall and Wolverhampton NHS Trusts.

The BCLMNS and ImproveWell teams have been nominated for a Nursing Times Workforce Award, in the category Best Employer for Staff Recognition and Engagement, and a Health Tech Newspaper (HTN) Award for Best Use of Digital for Integrated Care Systems, showcasing how ImproveWell has been used as a way of engaging with staff about their health and wellbeing, patient care and capturing improvement ideas.

Lucy Murcott, BCLMNS Workforce Lead, said: “We are thrilled to have been shortlisted and are so pleased with how Improvewell has worked for us over the last six months.

“This collaboration started with a conversation at our Clinical Summit about how we can share ideas and suggest improvements across our system. The outcome was that we secured a three year trial of the Improvewell platform which enables staff to submit quality improvement ideas and share insights into what their day has been like.

“To date there are more than 200 Midwifery colleagues registered, and 41 improvement ideas have been submitted, which is a great start. NHS Trust leads are working closely with ImproveWell to continue raising awareness of the app and driving engagement.”

Lucy added that 80 per cent of the ideas submitted didn’t need any funding to implement. Zainab Lawal, Retention Midwife at Walsall Healthcare NHS Trust said: “It is a good platform to give staff a voice and make big or small changes.”

Lara Mott, Co-Founder of ImproveWell, said: “Simply put, ImproveWell has helped create the right environment for engagement in maternity teams across the region, driving continuous improvement and enhancing how maternity services are delivered for staff and the populations that they serve.

“Thanks to the strong engagement and desire from the BCLMNS team to help make this partnership a success, we’ve seen fantastic results in the very early stages of our roll out. Just being nominated alongside other impactful initiatives is a great achievement, and we look forward to seeing the results of these awards soon.”