

Annual Review

2017-2018

Working together to achieve
better health and wellbeing



South West
Academic Health
Science Network



Contents

Welcome	03	Spreading proven innovations	21
What we do	04	South West Patient Safety Collaborative	22
Our year in numbers	05	Life QI	23
The South West	06	Models of Care Portal	24
Working with our partners	07	National programmes	25
Making connections around the world	08	Our board	26
Sharing and learning	10	Our members	29
Case studies	12	Innovate with us!	30
Innovation Exchange	20		

Welcome

As the NHS approaches its 70th anniversary, it is fascinating to speculate what the health service will look like for our children and grandchildren in another 70 years.

Academic Health Science Networks have proven their worth in just five years as the cornerstone for innovation and improvement in the NHS. We're delighted that NHS England has chosen to increase its investment through a new licence, and set out a long-term vision to drive health innovation and stimulate economic growth with AHSNs over the next ten years.

In the South West, we have worked hard to develop strong bonds with our members – organisations working across health, care, industry, academia and the voluntary sector – and this annual review showcases some of the ways we've worked together to improve the patient experience and help achieve better outcomes for everyone.

As well as introducing fantastic new technologies and equipment into the South West, we've developed an enviable reputation for our work in patient safety and quality improvement, involving around 600 staff in our training programmes and networks.

Our work on culture, primary care and developing the Life QI quality improvement tool have also been highlights of our first five years.

Academic Health Science Networks are at the centre of the Government's efforts to develop more innovation within the NHS. No wonder – collectively, we have already spread over 330 innovations across 11,000 locations, benefitting 22 million patients, creating 500 jobs and generating £330m investment. The potential is enormous, as all fifteen AHSNs work even more collaboratively in future to become much more than the sum of our parts.

More money is spent on research and development compared to increasing the take-up of innovations that are already available. That's why NHS England has asked AHSNs to play a greater role in spread and adoption, establishing seven, proven national programmes in as many healthcare

settings as possible. These alone have the potential to save the NHS millions.

Finding and nurturing the innovations of tomorrow is vital. The Office for Life Sciences has commissioned AHSNs to create Innovation Exchanges, which will bring together patients, innovators and providers to create an environment for innovation and improvement to flourish. We also welcome NHS Improvement's continued funding of the South West Patient Safety Collaborative, hosted by the AHSNs.

As the NHS approaches its 70th anniversary, it is fascinating to speculate what the health service will look like for our children and grandchildren in another 70 years. Digital health is our newest frontier, but who knows what advances and technologies are in store for future generations? One thing we hope will remain unchanged, as it has since the NHS was founded in 1948: the dedicated people delivering high-quality, compassionate care who are at its heart.

We're proud and excited to play a major part in how that story will unfold.



Dr Jonathon Gray
Chief Executive Officer



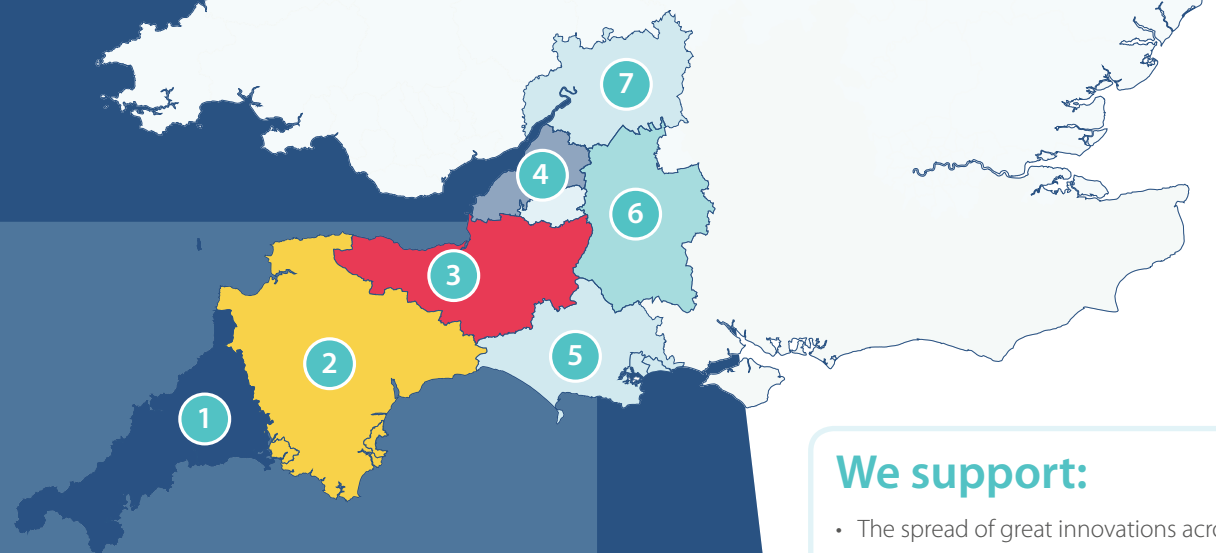
Dr Alastair Riddell
Chair

The AHSN Network



NHS England
South West
region

South West Academic Health Science Network



South West Academic Health Science Network area

1. Cornwall and the Isles of Scilly
2. Devon
3. Somerset

Served by Wessex and West of England AHSNs

4. Bristol, North Somerset and South Gloucestershire
5. Dorset
6. Bath, Swindon and Wiltshire
7. Gloucestershire

What we do

We support:

- The spread of great innovations across England
- Health and care organisations to put innovation into practice
- Businesses to develop and evaluate their innovations

Our aims are:

- To have a positive impact on the quality of care in the NHS
- To improve people's experience of health and care services
- To create funding opportunities and new jobs for small businesses

Who we work with:

- Enterprises from different sectors to develop new innovations
- Sustainability and Transformation Partnerships – groups of NHS organisations, local authorities and their partners – to understand local need
- The voluntary, community and social enterprise sector to improve health and wellbeing outcomes for everyone
- Universities to help research, test and evaluate ideas
- We are part of England's AHSN Network, a partnership of fifteen AHSNs

2017

2018

We are proud of our achievements increasing health and social care innovation in the South West.

Here are some highlights from the last year.



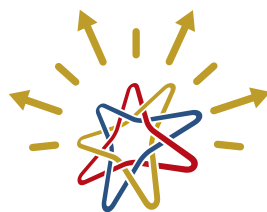
THREE-QUARTERS

of stakeholders would recommend working with us



HALF OF STAKEHOLDERS

said the **SW AHSN** helped them achieve their objectives



The SW AHSN helped leverage over

£3.5M

additional funding for the South West region

We supported the development of a

£3.5M

SOCIAL INVESTMENT FUND



We now have over

3,000 followers

on Twitter

We had over



SW AHSN WEBSITE



over **2,000** people subscribed to our newsletter



1,246

REGISTERED USERS

on our Models of Care Portal

OVER 9,200 STAFF IN 97 TEAMS

HAVE ASSESSED THEIR **SAFETY CULTURE**, leading to improvements



OUR LIFE QI SYSTEM NOW HAS OVER 11,500 USERS

sharing more than

9,300 QI PROJECTS

internationally



132

PEOPLE ARE MEMBERS OF

the Q Community, improving health and care in the South West



380 PEOPLE have engaged with the

REGIONAL INTELLIGENCE ANALYSTS NETWORK



We are rolling out

250 MOBILE ECG DEVICES



TO HELP PREVENT 70 STROKES over two years

More than



attended our events



We worked with

150 COMPANIES

Reach for the stars

The South West is about much more than cream teas, cheese and cider. Behind the tranquil tourist hotspots of Cornwall and the Isles of Scilly, Devon and Somerset lie centuries of cutting-edge innovation and industry that make this a special place.

There are many qualities to the region that link directly to the SW AHSN's role in creating an 'Innovation Exchange'. This new portal will help innovators across the country connect with health and care organisations to test, develop and share their ideas.

The world on our doorstep

The South West has long looked across the water to new horizons and opportunities, from the time the Pilgrim Fathers sailed from Plymouth to settle in America, to the export of mining equipment and expertise around the world.

Our ambition is to be as pioneering in the spread and adoption of health and care innovation, by establishing partnerships – such as our first with the Centre for Healthcare Innovation in Singapore – and bringing global experts to the South West to help us learn from the best.

Connecting people

A small beach at Porthcurnow in Cornwall was home to the first telegraph cables, laid around the world to connect the Victorian Empire. It's still a landing point today for the global fibre optic network that allows instant communication around the world.

Now, Truro is one of the best-connected cities in Europe for super-fast broadband, leading to a surge in creative industries in the region. The sector is growing at twice the rate of the UK economy, with huge potential in the development of digital health applications and self-care possibilities.

Testing and learning

We all benefit from the advantages responsible use of 'big data' can bring, from the Exeter-based Met Office's sophisticated models predicting our weather, to modelling demand for health and care services or responding effectively to disease outbreaks.

The South West is also recognised as a prime site for clinical research. More than 700 patients were recruited into studies last year, in partnerships between hospitals and universities. The region is becoming a global centre for health research, benefitting both patients and the local economy, by increasing access to emerging treatments.



An engine for innovation

The isolated and rural nature of the South West peninsula has always demanded a unique resilience and creativity from its residents. From the game-changers of James Watt and Richard Trevithick's steam engines powering the mining industry in Cornwall, to Somerset's role as the birthplace of powered flight, the South West is a home for exploration and invention.

Today, the new frontier is space: Cornwall's Aerohub Enterprise Zone, comprising Goonhilly Earth Station and Newquay Airport, is expected to generate £180m and 500 jobs, and help establish the UK as the space hub of Europe.

Working with our partners

Above all, Academic Health Science Networks are great connectors of people. We occupy a unique space with links to NHS organisations, academic research institutions, industry and the voluntary sector.

In the South West, we're proud to have built a network of over 600 people who are linked in with our work. Throughout this annual review, you can read their thoughts on the difference the SW AHSN makes.

'The South West Academic Health Science Network is focusing on important issues that will improve the health and wealth of people in the South West, by getting people to think how they can work together to get people more mobile and active, and supporting them if they have musculoskeletal problems that limit their mobility.'

Professor Anthony D Woolf

– Clinical Director, National Institute for Health Research (NIHR) Clinical Research Network: South West Peninsula

'As the SW AHSN turns five, I reflect upon the achievements that have been made by the team. From the start, the AHSN has sought to involve people widely in its work – from doctors, nurses, pharmacists and physiotherapists to those with lived experience across a range of organisations.'

'It has been a great privilege to have been able to support and learn from the highest

quality work that the AHSN does on crucial topics such as patient safety in physical and mental health, detailed data analysis to help plan the future care needs for our population, and support for new technologies.

'I look forward to supporting the work of the AHSN as it plays a key role in taking the NHS beyond its first 70 years.'

Nigel Acheson – Regional Medical Director and Higher Level Responsible Officer (South), NHS England

'Over the course of 2017/18, we have worked with the South West Academic Health Science Network on a number of projects across our STP footprint, including work around frailty, mental health and primary care.

'With each of these projects, the Academic Health Science Network's input has helped us to utilise resources and ensure the work we do aims to be sustainable, innovative and improves quality for patients.

'The Network has facilitated the Devon and Cornwall Community of Practice, which has enabled providers to come together and share best practice and learning, and has introduced the group to innovative evaluation methods to ensure it runs efficiently.

'We would like to thank the South West Academic Health Science Network for all its support and hope to continue our positive relationship over the next year and beyond.'

Dr Sonja Manton, Director of Strategy

– NEW Devon & South Devon and Torbay Clinical Commissioning Groups



Making connections around the world

We want to establish the South West of England as a place where great ideas grow, and where we can bring the best innovators in the world to share and learn with us.

The science of large-scale change

We were delighted to welcome Joe McCannon, Co-Founder and CEO of the Billions Institute, for a visit to the South West at the beginning of May 2018. Joe is recognised as a leading expert in large-scale change, and ran sessions for our partners across the region and the AHSN Network. Joe worked at the Centers for Medicare

and Medicaid Services in the US Department of Health and Human Services, rolling out major pieces of President Obama's Affordable Care Act, and has supported the Institute for Healthcare Improvement's 100,000 Lives Campaign, as well as presenting transformation programmes in England, Canada, Denmark, Japan and South Africa.

New approaches to healthcare

Public Health Consultant, Professor Sir Muir Gray, who helped develop Britain's screening programmes and NHS Choices, visited the South West to discuss the launch of two new initiatives. Muir was hosted by the SW AHSN for two days in March 2018. He was a speaker at the South West Clinical Senate annual conference and presented to a meeting of Directors of Public Health from around the region.

Muir discussed how exercise can improve physical and mental health, particularly for older people and people with long-term conditions –

groups which overlap more with each decade. Muir describes in this short film his plans to offer **activity as a prescription**.

There is also huge potential in the shift from low-value healthcare interventions (such as the overuse of pharmacy) to underused high-value interventions, such as mobile devices to help monitor the risk of atrial fibrillation. In **this short film**, Muir introduces his triple value approach to getting the balance right.



Learning from the Singapore healthcare system

The SW AHSN is pleased to have partnered with the Singapore Centre for Healthcare Innovation (CHI), based at Tan Tock Seng Hospital. To cement our relationship, we welcomed a delegation from the CHI to Exeter in April 2018.

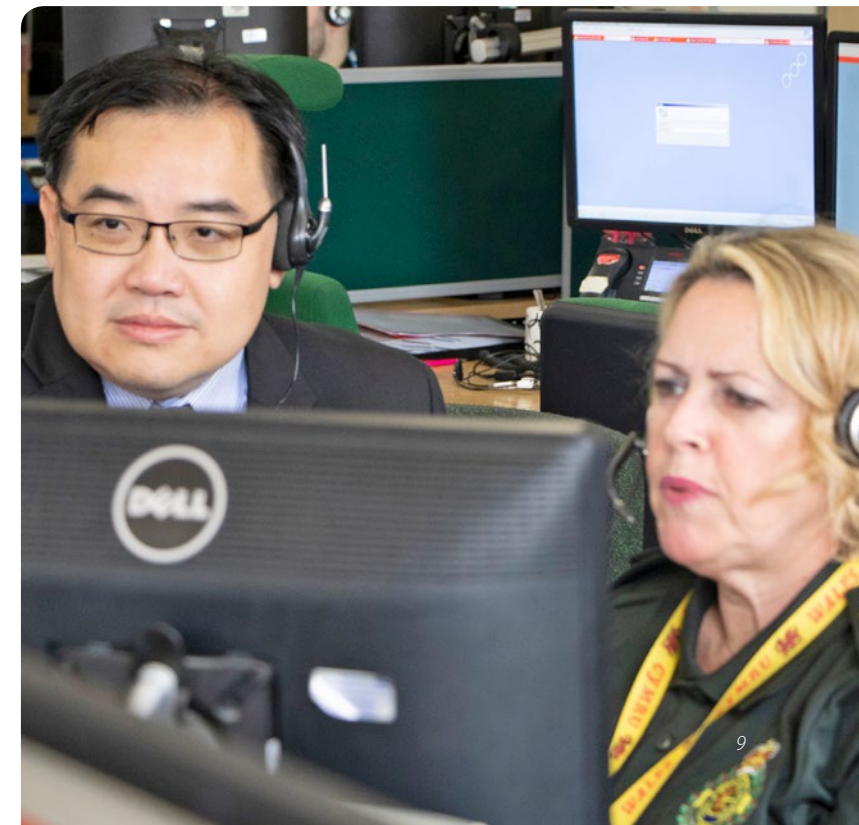
The five visitors were in the South West to talk to health and care staff about their decade-long transformation journey and

their approach to innovation, introduced in **this short film**. By focusing on reducing or automating activities that are time-consuming for staff, they have both improved the patient experience and allowed staff to spend more time with them. We will be linking with the Singapore CHI in future to share our region's progress on integrated care and primary care.

'The SW AHSN continues to make a positive contribution and difference to the region. This culminated in the recent visit by international colleagues from Singapore which gave the Clinical Commissioning Group the opportunity to learn first-hand from one of the most innovative healthcare systems in the world. The AHSN followed this up by hosting a telephone workshop to continue to spread and share the learning from the day (something that can often be missed from these events).

'The AHSN has begun to provide support to the development of a new health and care strategy in Somerset and their input into this, in particular with respect to sharing the latest tech-based solutions, is invaluable to the work we are doing.'

Carmen Chadwick-Cox – Workstream Lead Children's & Maternity and Planned Care, Somerset Health and Care Strategy, Somerset Clinical Commissioning Group



Sharing and learning

One of the SW AHSN's strengths is in bringing people together – to network, to learn and to be creative. Here are some of the events we held in 2017/18.

Improving health and care in the South West

Visitors to our annual conference were given a glimpse into the future, featuring driverless transport, virtual reality GP consultations, artificial intelligence, and home assistants that respond to your mood to improve your health and wellbeing.

The conference was attended by over 200 representatives from NHS trusts, care providers, industry and health service commissioners. 'Digital futurist' Maneesh Juneja was the keynote speaker, and you can watch a [short film of the day here](#).

Patient Safety Launch Pad

Eighty-eight health and care professionals graduated this year from the SW AHSN and Patient Safety Collaborative's Patient Safety Launch Pad.

The training programme, sponsored by NHS Improvement, aims to improve patient safety skills in hospitals, GP practices, community services and mental health and care organisations in the region. The five-day programme was spread across nine months and was held at venues in Cornwall, Devon and Somerset. You can watch an overview of the programme in [this short film](#).

'Being a Patient Leader I was delighted to be asked to work with the SW AHSN on their Quality Improvement Launch Pad Programme. I was really encouraged by the feedback that having a patient involved on the faculty has brought an additional focus to make sure the patient is at the centre of everything we do. The SW AHSN acts in the same way: it encourages others to truly involve the public and patients and I would highly recommend their work and ethos.'

Jonathon Broad

– Patient Leader, Quality Improvement Patient Involvement (QIPI)





Collaborating to help improve atrial fibrillation care in the South West

In March 2018, the SW AHSN and Public Health England, with support from Events4Healthcare, brought together 60 health and care staff to work on improving care along the atrial fibrillation (AF) pathway in the South West. AF will continue to be a key programme for The AHSN Network over the next two years, as we work with commissioners, providers and others to reduce the number of AF-related strokes

in Cornwall and the Isles of Scilly, Devon and Somerset.

Delegates looked at national, regional and local data on AF, learnt about a range of interventions and tools to support the prevention, detection and management of AF, and had opportunities to network with colleagues and peers from a range of organisations.

Regional Intelligence Analysts Network (RIAN)

We set up the RIAN in April 2017 in collaboration with the Association of Professional Healthcare Analysts (AphA) and the National Institute for Health Research (NIHR) Peninsular Collaboration for Leadership in Applied Health Research and Care (PenCLAHRC). The network welcomes all professional analysts within public sector organisations across the South West and aims to increase their skills and capabilities

by providing networking opportunities and bespoke training and development.

The RIAN also aims to create a responsive workforce with the ability to generate insight for service transformation and improvement. We facilitate a Knowledge Hub, which provides analysts with an online space to share ideas, expertise, techniques and tools.

Case Study

Reducing atrial fibrillation-related strokes

The innovation

AHSNs are working together to prevent atrial fibrillation (AF) related strokes and save lives through the better identification, treatment and ongoing management of people with AF.

AF is a heart condition that causes an irregular and often abnormally fast heart rate.

For patients with AF, the risk of suffering a stroke is increased by nearly 500 per cent. With the right treatment, often using anticoagulation medicines to reduce blood clots, this risk can be significantly reduced.

NHS England has partnered with AHSNs to improve the detection of AF in patients and the care they receive. The identification of AF is key to preventing strokes and opportunistic pulse rhythm checks using mobile technology has been demonstrated to be an effective, low-cost method of achieving this. Devices can be used in many health and care settings by a range of staff, or loaned to or bought by patients for self-testing.



The idea

Across the South West, it is estimated there are 13,600 people with undetected AF. The SW AHSN's AF programme aims to equip health and care professionals with tools designed to help them identify AF more easily.

Justin Smallwood is an AF patient from Lymestone in Devon who now works with East Devon and Exeter Stroke Rehab. Justin declined medication from his GP after being diagnosed with AF. In **this video**, he explains the importance of detecting AF early to avoid having a stroke.

The impact

In November 2017, we issued a call to local GPs and health and care providers in the South West to express their interest to receive one of 250 NHS England-funded mobile AF-detection devices. The devices include a blood pressure machine that also detects AF and other devices that record a lead 1 ECG (electrocardiography) trace, often coupled with a phone and app to show the results.

We received over 100 expressions of interest and they were all were offered devices. So far, more than 35 devices have been distributed to sites across our region and have been used more than 200 times, with at least nine cases of possible AF found.

In March 2018, we partnered with Public Health England to bring together over 60 health and care professionals and patients, keen to learn about improvements in AF detection and management. Throughout the event, delegates looked at national, regional and local data on AF; learnt about a range of interventions and tools to support the prevention, detection and management of AF; and had opportunities to network with colleagues and peers from a range of organisations.

We will continue to roll out the remaining devices to health and care sites across the South West during 2018, supporting them to find people who have undetected AF and are at risk of a stroke.



Case Study

Keeping SCORE on safer culture for better care

The innovation

The South West Patient Safety Collaborative (SW PSC) has introduced a validated assessment tool for safety culture in England, using a survey called SCORE (safety, communication, operational risk, resilience and reliability, and engagement). As part of the 'Safer Culture, Better Care' programme, this anonymous survey gives individuals and teams a fresh perspective on their culture.

Survey results have helped teams to identify and work on improvement projects, such as admission processes and staff briefings. This has included acute and mental health trusts, care homes and GP practices.

The idea

The SW PSC, led by the South West Academic Health Science Network, co-leads a national patient safety culture workstream. It set out to find a different approach to help health and care teams understand their culture to improve safety for patients.

The survey is an internationally recognised way of measuring and understanding the culture that exists within organisations and teams. It provides detailed feedback in specific focus areas such as communication, staff burnout, resilience, leadership and teamwork.

The impact

Many other areas are now using SCORE, including teams in the West of England and Salford. The West Midlands PSC has procured it for their region, while the national Maternal and Neonatal Health Safety Collaborative is using the survey for all maternity teams in England.

- Over 9,200 staff in 97 teams have been invited to take part, leading to improved patient safety and new ways of working
- Over 90 staff from across the South West have been trained in interpreting and debriefing the results of SCORE surveys
- The Emergency Department at Derriford Hospital in Plymouth has used the survey with its 250 staff, across all roles

The 'Safer Culture, Better Care' programme was showcased with a poster at the International Forum on Quality and Safety in Healthcare in Amsterdam in May 2018.

'The influence of the SW AHSN has grown over the last year. This has been both regionally and nationally through the work that has been done and in particular the safety culture work. This has had an influence at every level of the system, with local improvement and a national reputation for the spread and adoption of this intervention, including supporting the National Maternity and Neonatal Health Collaborative.'

Dr Matt Hill – Consultant Anaesthetist at Plymouth Hospitals NHS Trust and Clinical Lead for the National Patient Safety Collaborative Safety Culture Workstream



Case Study

Developing networks in primary care

The innovation

The South West Academic Health Science Network led the establishment of local partnerships of primary care organisations, working together to coordinate education and support workforce planning in the South West.

The idea

In 2015, Health Education England (HEE) issued a call for proposals to develop Community Education Provider Networks (CEPNs). The intention for CEPNs is to deliver HEE's strategic aspiration of improving population health through the development of the current and future primary and community care workforce.

The South West Academic Health and Science Network (SW AHSN) was commissioned to facilitate the set-up of the CEPNs and support them to become established in the region in a programme of work between March 2016 and March 2018.

The impact

We successfully set up three CEPNs in the South West, aligned to Cornwall and the Isles of Scilly, Devon and Somerset Sustainability and Transformation Partnership (STP) footprints.

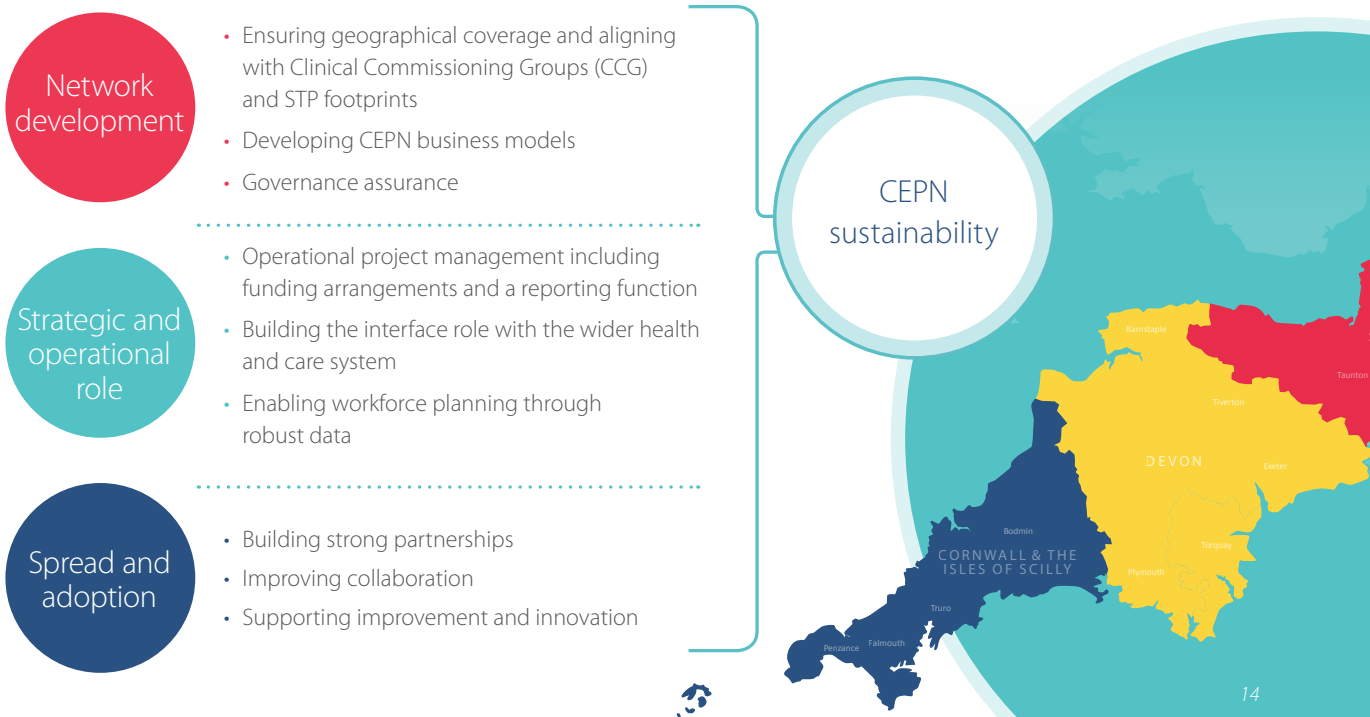
Each CEPN involves a range of primary and community care providers and stakeholders, delivering the following national functions:

1. Supporting workforce planning and development to respond to local needs and to enable the redesign of services within primary care and the community to better support general practice
2. Improving education capability and capacity in primary and community settings, through the development of multi-professional educators and the creation of additional learner placements
3. Improving education quality and governance, acting as a local coordinator of education and training for primary and community care to support general practice

We worked in a partnership with HEE South West and West of England AHSN to support the spread of best practice and to ensure consistency of delivery of the CEPN objectives across the region.

'The SW AHSN is in a unique position to bring organisations together and to spread good practice as an honest broker in managing the six training hub projects in the South West. From the HEE viewpoint, having a consistent approach and identified project leadership via the SW AHSN has been very valuable.'

Paul Thomas – Head of School of Primary Care (Peninsula), Health Education England South West



Case Study

Helping people age well

The innovation

We have been working with people in later life, social entrepreneurs and public sector leaders to examine the challenges our ageing communities in Cornwall, Devon, and Somerset experience, supporting social entrepreneurs to create innovative solutions to meet these challenges.

In 2016, the SW AHSN helped to develop Transform Ageing, an initiative awarded £3.65m from the Big Lottery Fund to improve the experience of people in later life. The programme is delivered by a partnership consisting of the Design Council, UnLtd, SW AHSN and the Centre for Ageing Better. Local support is being provided by Volunteer Cornwall, Devon Communities Together, Community Council for Somerset and Torbay Community Development Trust.

The idea

The UK is undergoing a demographic shift with far-reaching consequences for the economy and public services provision. A vastly improved life expectancy, one of the great triumphs of the last century, looks set to be one of the great challenges of this one. We need innovations that will reduce demand for services, tackling causes rather than symptoms and helping people to prepare for the challenges of later life.

The impact

We supported the launch of the programme in 2017 with a series of regional workshops across Somerset, Devon and Cornwall to explore challenges people in later life in the South West are facing. People in later life and their friends, families and carers; social entrepreneurs; and public sector workers came together and decided on six challenges for social entrepreneurs to solve.

Three types of award were created to support social entrepreneurs in their various stages of development, and applications were planned to run at multiple points in 2017 and 2018:

- **‘Do It’ awards** – offering up to £5,000 for social entrepreneurs in their early stages to help them deliver and develop a tested product or service.
- **‘Grow It’ awards** – offering up to £15,000 for social entrepreneurs of 1-3 years looking for additional funding to further develop their business and enable it to grow to a local, regional and national scale.
- **‘Scale It’ awards** – offering up to £25,000, with additional funding available, to relatively established social entrepreneurs who are ready to scale up and require investment to do so.

Nineteen social entrepreneurs successfully responded to the ‘Scale It’ award call-out and are now receiving funding and support from the programme. Among the successful social entrepreneurs is Virtue, a technology designed for people in later life – especially people with dementia – which uses a virtual reality app to allow them to revisit old memories, as well as creating new ones. [Watch a film describing how Virtue works here.](#)

In total, there are six challenge call-outs, with the last one taking place in October 2018. We will continue to help the programme’s social entrepreneurs evaluate the impact of their innovations on people in later life, and develop the evidence-base needed to support widespread adoption of their innovations.



Case Study

Understanding primary care workforce data

The innovation

The Workforce Analysis Tool (WAT) makes it easy to analyse general practice workforce data – such as the number of GPs or nurses working within a GP practice – and compare it with population data including Indices of Multiple Deprivation and the Quality Outcome Framework.

The SW AHSN developed the WAT in collaboration with Health Education England (HEE) and NHS England (NHSE). It allows comparison of workforce data across Clinical Commissioning Group (CCG) or sustainability and transformation partnership (STP) footprints or by individual practice, organisation and locality level.

The WAT is part of the sustainability toolkit on the Models of Care Portal, and can be downloaded free of charge by all registered users of the portal. It is an invaluable resource to commissioners, providers and practices in presenting comparators, understanding pressure points in the workforce, and how skill mix is changing in the health and care system.

The idea

All organisations that deliver care, funded by the NHS, are required to provide data on their current workforce and share their anticipated future workforce needs, which creates the Workforce Minimum Data Set.

This data set is hard to use in its published form, so the SW AHSN has developed the WAT to turn it into usable and comparable information.

The tool addresses a key objective of the South West Regional Board for Primary Care Workforce Sustainability: to co-ordinate and prioritise access to a comprehensive baseline of workforce information for Primary Care which is understandable and useable. It also responds to NHSE and HEE priorities around primary care workforce.

The impact

Primary care workforce information from the WAT was instrumental in developing a new strategy for Devon STP, aimed at increasing capacity and capability within primary care nursing.

Devon STP and Bristol, North Somerset and South Gloucestershire (BNSSG) STP have used the tool to assist in the compilation of their primary care workforce development plans – a strategy to develop the general practice workforce to meet the needs of the population. This work has led to BNSSG STP using the WAT to baseline data for its General Practice Nursing ten-point action plan.

The SW AHSN, in partnership with HEE, is currently working to spread the WAT across the HEE South area. There is also potential for NHSE to roll-out the WAT nationally.

Improvements to the tool will include the addition of identifying trending patterns across STP level, and developing a CCG-level comparison map.

Access the WAT at modelsofcare.co.uk

**WORKFORCE
ANALYSIS
TOOL**

'The Workforce Analysis Tool is fundamental to our efforts to improve workforce planning at all levels. It gives individual practices and localities an opportunity to reflect on their own workforce data and compare with others to plan for future changes to the skills mix. Improving the quality of primary care workforce information is also essential at a system level, as new models of care cannot be delivered without addressing the shortage of the GP's primary care nurses and others which we already know will challenge us.'

Pam Smith – Project Lead
for NHS England



Case Study

Growing Q

In 2016, the South West was one of the three pilot areas to launch a Q Community – an initiative to connect people with improvement expertise across the UK. Several of our community are founding Q members, and as a region we have rich heritage in quality improvement.

To foster relationships between members across the South West, we ran a series of masterclasses across Cornwall, Devon and Somerset throughout 2017/18. The aim for bringing our 132 Q members together on a regular basis was to:

- Unify and create access to this cohort of like-minded people across a broad geography
- Encourage sharing of knowledge and skills
- Highlight and support the spread and adoption of innovations
- Test out the understanding of current challenges across trusts and regions
- Develop potential solutions for local issues
- Identify change leaders and connectors who could raise the profile of a culture of improvement throughout the South West

Each of the masterclasses showcased national and regional expert speakers, focused around varying themes: coaching and mentoring; networks for collaboration; and hackathons, improvement labs and elevator pitches. Emphasis was placed on 'take homes' for attendees such as skills, techniques, workbooks, or processes which could be shared and utilised within members' own work environments to raise the profile of improvement work and embed it culturally.

A running theme throughout the three masterclasses was a clear focus on members 'being Q'; this stressed the importance of how active participation in the network can bring individual, organisational and system benefits.

To maintain the momentum in our local Q network, the South West community appointed Dr Helen Smith, Medical Director, at Devon Partnership NHS Trust, as our Q Convener. She is joined by five Q members to form the Commons Stewardship Group. The group act as ambassadors for Q, promoting the vision and values of the community which include creativity, co-production, inclusivity and collaboration. The group's aspirations include creating a system to formally free up Q members to work across the community, encouraging mentoring, and supporting people using quality improvement to inspire future Q members.

The SW AHSN is supporting the South West Q Community in refining bids to the Q Exchange, which is awarding funding of up to £30,000 from The Health Foundation to support 15 projects.

A new wave of recruitment will open in June 2018, and the SW AHSN will encourage and support South West colleagues to apply to become new members of the improvement network.

'I have had the pleasure of working with the SW AHSN over the last year. The SW AHSN provides the only multidisciplinary cross-sector capability building programmes in quality improvement in the South West. Not only has this improved individuals' skills in this area, but has allowed professionals to develop relationships they may not have otherwise had the opportunity to make.

'Every member of staff that I meet has a positive and 'can do' attitude, always willing to help and support any of the work that I undertake. The culture the team live and breathe reflects the culture that they teach. It really is a pleasure to walk through the door and work with such a talented, committed and positive group of professionals.'

Helen Smith – Medical Director at Devon Partnership NHS Trust and South West Q Convener



The power of saying thank you

The South West AHSN hosts the Patient Safety Collaborative for the South West (SW PSC), one of fifteen in England. The collaborative is a joint initiative between NHS Improvement and the AHSN Network and aims to support and encourage a culture of safety, continuous learning and improvement across the health and care system, helping to reduce the risk of harm and make care safer for all.

Dr Gemma Crossingham, Consultant Anaesthetist at Plymouth Hospitals NHS Trust, took part in the Patient Safety Launch Pad series of training events last year. She also attended Appreciative Inquiry (AI) training and wrote about her experience implementing AI at Derriford Hospital in this blog.

If you are interested in how you can apply a similar approach, please contact:

patientsafety@swahsn.com.

You can read the full blog from Gemma [here](#).



Dr Gemma Crossingham

When my colleague David Viira and I heard about an Appreciative Inquiry training course offered by the South West PSC and went on it, we managed to use the skills the following week, which was brilliant!

The first thing we wanted to do was establish a system that thanked staff for their input, and learn from where things have gone well. We set about designing paper and electronic forms which could be used by people who wanted to report positive actions.

The system now works really well. When a form has been completed, the person who has nominated will get an email saying that their email has been read and action will be taken. The nominee will also get a copy of this email, which details word for word what they have done to deserve recognition.

If the nomination is particularly interesting, we will sometimes hold an Appreciative Inquiry, to look in depth at what it was that led to the positive outcome and how we can learn from this.

The system has proved to be very popular at Derriford, with quite a few common nomination themes – such

as receiving support from a colleague, which comes up a lot. One really interesting case, was when a child came in for what was thought to be a routine operation.

When the team realised it was a lot more complicated, the situation became intense, with a lot to do that the team weren't prepared for.

The outcome was really good and two nominations came out of this, so we carried out an Appreciative Inquiry. We are now learning and sharing this information so we can spread it across the organisation.

We are really pleased with how this is going and want to spread this across the trust – making sure that we're not just saying thank you, but we're identifying trends as well.

We haven't called our project 'Learning from Excellence', although this was our main motivator, we don't want to just learn from excellence – we also want to say thank you, so this is why we've called the project to 'Say thank you and learn from excellence'.

The future is digital

A growing number of digital solutions to health and care challenges are receiving support from the SW AHSN. We are one of a group of AHSNs delivering the Digital Health Accelerator, a programme for small and medium-sized enterprises (SMEs) which builds on the success of the London-based DigitalHealth.London's initiative.

Here are some of the digital innovations we've been supporting in the region over the last year.

My Diabetes My Way

Following its Small Business Research Initiative (SBRI) Healthcare award, we worked collaboratively with Somerset Clinical Commissioning Group (CCG), and service and management leads in primary care, intermediate care and hospital trusts, in partnership with Dundee University, to demonstrate the capability of My Diabetes My Way for Somerset's diabetes patients.

This is an interactive, online self-management platform for people with diabetes, which has been available across Scotland with around 30,000 registrants (August 2017). We supported the SBRI application, introduced the company to other CCGs in the South West and supported a successful NHS Innovation Accelerator application, which will allow the company to widen its reach to other AHSNs and healthcare systems.

OVER 30,000 people are registered with **MY DIABETES MY WAY**



EMIS viewer

Somerset's work to create a simple solution to share patient information seamlessly has been very successful. This year the roll-out of EMIS Viewer licences was extended to enable read-only access to patient GP records from any Somerset care setting.

18,000 patient records viewed on EMIS



The SW AHSN worked with Somerset CCG and the Somerset Integrated Digital e-Record (SiDeR) Programme to optimise the system, which has been used over 18,000 times since it was launched in October 2016.

Bering AI

Bering's artificial intelligence (AI) algorithm can generate a 'complexity score', which helps predict a person's chance of being admitted to hospital as an emergency in the next year. Led by Dr Ignat Drozdov and founded in 2010, Bering has been working with Somerset CCG, NHS England and the Axbridge and Wedmore Medical Practice in Somerset.

It works by answering just six simple questions about a person's current health and care situation on a digital interface such as a tablet. The complexity scores can be visualised at an individual or whole population level.

Patients tested the questionnaire and it quickly became obvious that those taking part were keen to know their risk score and the lifestyle changes they could make to improve it. Consequently, Bering spent more time developing the design and usability of the app that patients use to enter their information, and worked with the primary care team to learn how it can be used in the practice environment.

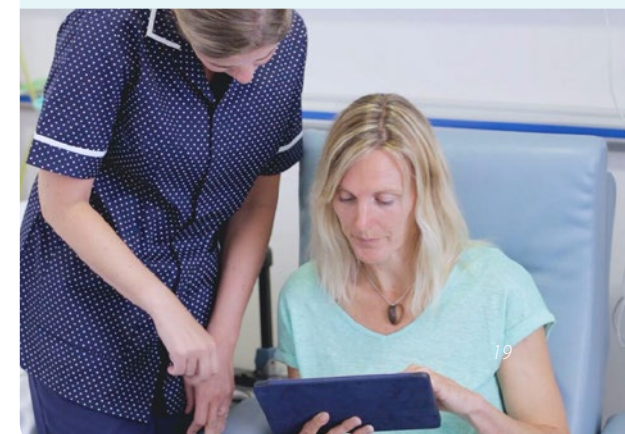
The initial research and development stage at Axbridge Surgery has been awarded a second round of funding to be extended into 2018/19 with pilots in Somerset and Cornwall being planned.

Health and Care Videos

Health and Care Videos has created the largest collection of video interventions in the health and care sector in the UK, supporting patients and carers while reducing demand and increasing capacity of staff.

Their unique library platform, in partnership with Torbay and South Devon NHS Foundation Trust, is used by providers in primary, secondary and social care. All the videos have been written by clinicians, and new content is being constantly created. This accessible and easily understandable advice results in better informed patients and better outcomes.

With support since 2015 from the South West Academic Health Science Network to help develop the offer, Health and Care Videos now covers the UK and is attracting interest internationally. If every hospital in the UK adopted video interventions in just two specialty areas, they could save the NHS over £1.7m a year.



Innovation Exchange

Academic Health Science Networks are building on their unique links between industry and the NHS to help innovators navigate the NHS. To do this, AHSNs have been commissioned by the Office for Life Sciences to deliver 'Innovation Exchanges'.

We are setting up the South West Innovation Exchange, which will bring together patients, innovators, commissioners and providers to create an environment for innovation and improvement to flourish. This will build on our existing support, which we have been delivering in the region for the last five years, and tap into a national network of AHSNs and innovators.

Our Innovation Exchange is made up of four elements and offers the following benefits to its region:

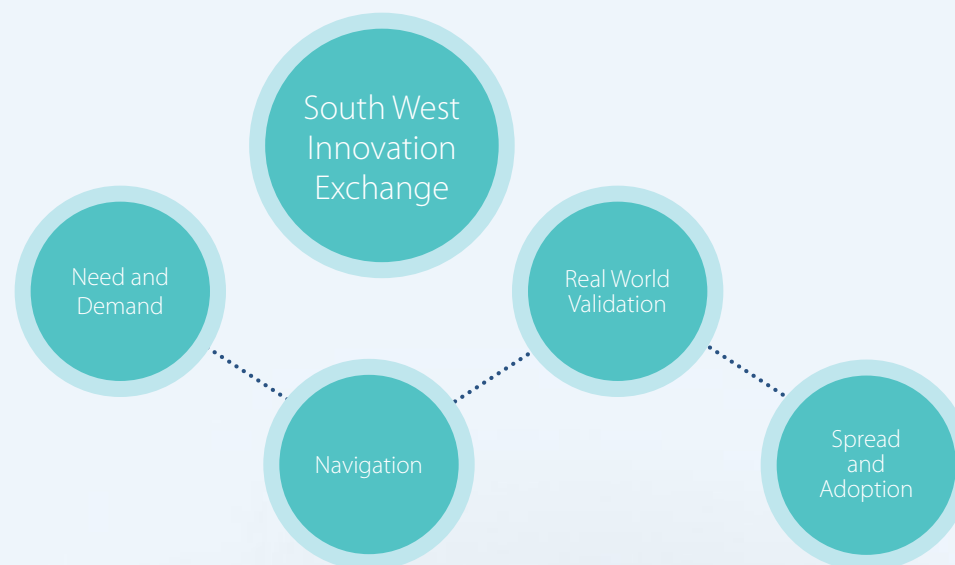
- Identifying and communicating the needs of the South West health and care system to innovators
- Sharing knowledge in the region about products that are promising
- Building partnerships and supporting the validation of products in the NHS
- Working as a network of 15 AHSNs to enable proven innovations to spread more quickly

An example of one of the services offered by the SW AHSN is the Market Insight Surgery programme, which provides valuable advice to businesses about how best to offer their products to NHS organisations in the South West. In 2017/18, the SW AHSN advised more than 25 companies, and expects to reach 40 businesses this year.

www.ahsnnetwork.com/innovation/innovation-exchanges

The South West Digital Health Accelerator has also been launched as part of our Innovation Exchange offer. Working in conjunction with the DigitalHealth.London Accelerator, the programme selects companies with digital innovations that match NHS needs. The accelerator will help thousands of people to benefit from the latest technologies to improve their health, whilst supporting economic growth across the South West.

www.swahsn.com/digitalhealthsw



Spreading proven innovations

AHSNs have been relicensed by NHS England for a further five years and have been set the challenge of spreading best practice programmes across England to make sure everyone has access to innovations already proven through The AHSN Network.

Atrial Fibrillation (AF)

Identifying and managing patients with atrial fibrillation to reduce the number of AF-related strokes.

Faecal Calprotectin

A pathway to help GPs make the difficult distinction between irritable bowel syndrome (IBS) and inflammatory bowel disease (IBD) to reduce unnecessary secondary care referrals.

PreCePT (preventing cerebral palsy in preterm labour)

Administering magnesium sulphate to mothers during preterm labour to reduce the risk of cerebral palsy in new-born babies.

Polypharmacy

Supporting partners in the South West to increase the availability of medication reviews to check that people who are taking multiple medicines have the most appropriate prescription.

Emergency Laparotomy Collaborative (ELC)

A quality improvement approach within NHS trusts to improve the standard of care for patients undergoing emergency laparotomy surgery.

iThrive

A model of care which provides a person-centred approach to delivering mental health services for children, young people and their families to achieve better outcomes.

Serenity Integrated Mentoring (SIM)

Training in behaviour risk-management and basic clinical theory for police officers, to improve the treatment of people with high-intensity mental health needs and better support their families.

WireSafe

An innovation used during central venous catheter insertion procedures to prevent guidewires from being forgotten in patients, which may cause them harm.

ESCAPE-pain

A 12-week exercise-based rehabilitation programme that improves patients' ability to cope with chronic joint pain from osteoarthritis of the knee and/or hip.

PINCER (pharmacist-led information technology intervention for medication errors)

Software solutions to help GP practices highlight patients at risk of medicine prescribing errors.

Transfer of Care Around Medicine (TCAM)

The referral of patients to community pharmacies when they are discharged from hospital to proactively monitor their medication and reduce readmissions.



South West Patient Safety Collaborative

This is our delivery plan for 2018/19:



Launch a South West Deteriorating Patient Improvement Network.



Support 50 teams to improve patient safety through our established Safer Culture, Better Care programme.



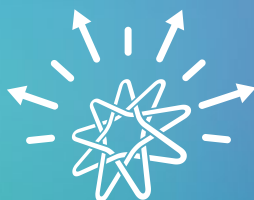
Support our seven local maternity teams to participate in the national maternal and neonatal health safety collaborative.



Support the South of England Mental Health Quality and Patient Safety Improvement Collaborative to increase capability locally.



Increase capability for improvement by providing a further 250 staff with the knowledge, skills and tools to continuously improve care.



Link with national AHSN programmes:

- Supporting the Emergency Laparotomy Collaborative
- Implementing the PRicePT programme
- Spreading the take-up of Episcissors-60 and WireSafe.

So far we have:

700+ active projects using the Life QI quality improvement tool in the South West

500+ staff trained in quality improvement through the Mental Health Collaborative

300+ Patient Safety Officers trained through the Institute of Healthcare Improvement and Patient Safety Launch Pad

100+ teams working to improve their safety culture through the SCORE survey

Life QI

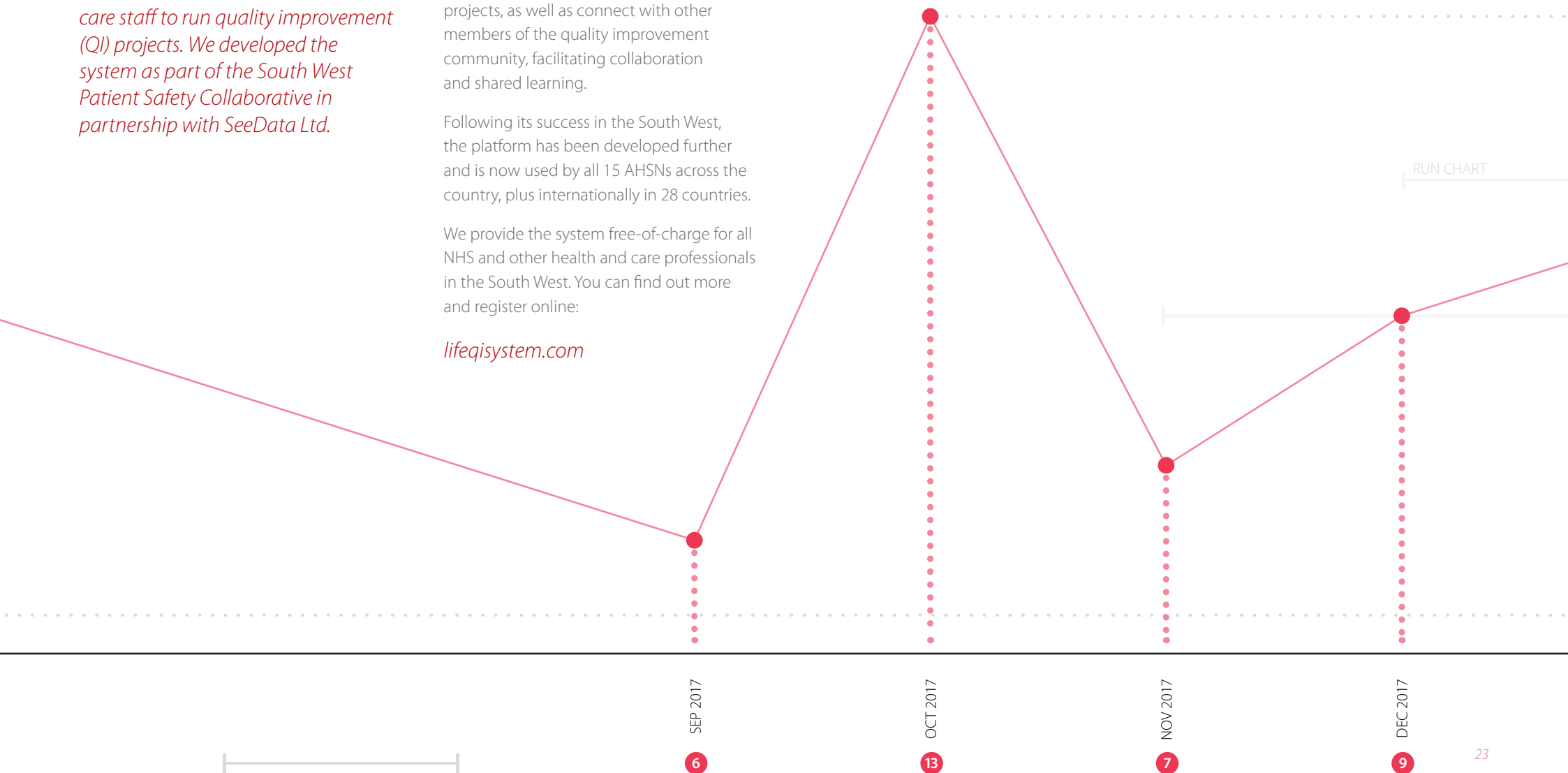
Life QI is an online platform that assists frontline health and social care staff to run quality improvement (QI) projects. We developed the system as part of the South West Patient Safety Collaborative in partnership with SeeData Ltd.

Life QI supports teams to plan, monitor and report the progress of their improvement projects, as well as connect with other members of the quality improvement community, facilitating collaboration and shared learning.

Following its success in the South West, the platform has been developed further and is now used by all 15 AHSNs across the country, plus internationally in 28 countries.

We provide the system free-of-charge for all NHS and other health and care professionals in the South West. You can find out more and register online:

lifeqisystem.com





MODELS OF CARE PORTAL

We developed the Models of Care Portal to provide a simple, easy-to-access tool to view and record examples of innovation and good practice by providers across the whole health and care system. This unique online resource is available across the NHS and wider health and care sectors to aid learning by sharing resources and case studies, showcasing achievements and experiences.

The portal is home to collaboration spaces – secure, safe, online areas for private discussions between users which allow document sharing and editing. It also includes a developing Sustainability Toolkit and easy access to the Workforce Analysis Tool which turns general practice data into usable information.

You can find more information or register online at:

modelsofcare.co.uk

National programmes

The AHSN Network supports national programmes to create and spread great ideas across the country. Here are some of the schemes we supported in 2017/18.

Supporting the development of new technologies

The Small Business Research Initiative (SBRI) Healthcare programme helps innovators develop solutions for people's unmet health needs. This year, we helped lead a competition aimed at finding innovations that will future-proof primary care and GP services.

A total of 22 companies were successful and received up to £100k of phase one

funding. Phase two funding of between £700,000 and £1 million was awarded to each of the 11 successful companies to continue with product development and testing.

www.sbrihealthcare.co.uk

Increasing the uptake of innovations

Procurement and cost can both be barriers to introducing new products in the NHS. In April 2017, NHS England launched the Innovation and Technology Tariff (ITT) in partnership with Academic Health Science Networks so that NHS sites in their regions have access to and can benefit from the latest innovations.

During 2017/18, we worked with our NHS partners to introduce the five innovations into NHS sites across the South West, where suitable.

One of the innovations, UroLift, resulted in the Royal Devon and Exeter NHS Foundation Trust becoming the first trust in the country to offer new day case surgical treatment for an enlarged prostate in its network of community hospitals.

Following on from the ITT, the Innovation and Technology Payment (ITP) was launched in April 2018. Four innovations will be offered to each of the AHSNs' regions at no cost for one year.

Scaling high-impact, evidence-based innovations

Since the launch of the NHS Innovation Accelerator (NIA) in 2015, AHSNs have played an integral role in the success of the programme. They have supported 36 individuals ('Fellows') to spread innovations across 1,242 NHS organisations, five of which are being used in six NHS sites in the South West.

We supported Dr Craig Newman, based at Plymouth University, to become a Fellow in the second cohort. His innovation is the Epilepsy Self Monitor (EpSMon), a free epilepsy risk management tool, developed with Cornwall Partnership NHS Foundation Trust, Royal Cornwall Hospitals NHS Trust and Oxfordshire-based charity SUDEP Action. The EpSMon app allows patients to monitor their wellbeing and know when to seek medical support.

Following a third international call-out to innovators, 11 new Fellows were selected to join the programme in November 2017. Each of the Fellows represent innovations that support challenges in primary care, urgent and emergency care, and mental health.

nhsaccelerator.com



Our Board



Dr Alastair Riddell *Chair*

Dr Alastair Riddell joined the SW AHSN as Chairman in January 2016. Dr Riddell has over 30 years' experience in the pharmaceutical, life science and biotech industries. He began his career as an Army medical doctor with six years' experience in a variety of hospital specialties and general practice.



Clive Ballard *Pro-Vice-Chancellor and Executive Dean, University of Exeter Medical School (joined May 2017)*

Clive Ballard joined the University of Exeter as Executive Dean and Pro-Vice-Chancellor in November 2016. He was previously Professor of Age Related Diseases, King's College London. After undergraduate training at the University of Leicester and psychiatric training at the Walsgrave Hospital in Coventry, he took up a post as Lecturer in Psychiatry at the University of Birmingham in 1992. He moved to the University of Newcastle as Senior Lecturer in Old Age Psychiatry and an Honorary Consultant Old Age Psychiatrist, where he was part of the very successful Dementia with Lewy body research group led by Professor Elaine Perry and Professor Ian McKeith, before moving to London in 2003.



Gavin Brake *Director, Brake Property Limited*

Gavin has a financial background, having previously been Managing Director with the global investment banking firm Goldman Sachs. In his career, he specialised in corporate finance, complex financial transactions and stock market flotations and has experience working across the major economies and financial markets. He now lives full-time in the South West and runs his own businesses in the property and retail sectors. Gavin was an undergraduate at Cambridge University and studied at the Judge Business School.



Phil Confue *Chief Executive, Cornwall Partnership NHS Foundation Trust*

Phil is Chief Executive of the Cornwall Partnership NHS Foundation Trust, which provides a range of mental health and physical health services to children and adults across Cornwall and the Isles of Scilly. As a qualified mental health nurse, he has 30 years' experience working in healthcare within the public, private and academic sectors.



Richard Devereaux-Phillips *Director of External Affairs, Association of British Healthcare Industries Ltd (ABHI)*

Richard joined the ABHI in June 2015 and has over 20 years' experience in the pharmaceutical and medical devices industries – most recently as Director of Public Policy and Advocacy for North West Europe with BD. In November 2013, Richard was appointed as a non-executive director of the SW AHSN and took over as its interim Chair in May 2015. He is also a long-standing member of the Institute of Healthcare Management.



Dr Mark Edwards *Independent pharmaceutical physician*

Mark is a medically qualified (specialist training in anaesthesia and critical care) and GMC-registered drug developer with 24 years' pharmaceutical R&D experience. He provides strategic and applied clinical, scientific and policy advice to mainly small and medium-sized biopharmaceutical companies. He was R&D Director of The Ethical Medicines Industry Group (EMIG) for which he established DeNovo, a strong scientific and medical arm to complement the commercial interests of the association. Now he provides strategic and applied clinical, scientific and policy advice to life sciences organisations throughout the public, private and charitable sectors. He is a founding investor in Wattstor Ltd, a renewable energy storage and management systems company and is its non-executive chairman.



Dr Jonathon Gray *Chief Executive Officer, South West Academic Health Science Network (joined October 2017)*

Jonathon is a passionate leader and brings significant experience as a clinician and an academic, an executive team member, and a director of local, national and international improvement and innovation. Most recently, Jonathon established and led Ko Awatea (Maori for 'First Light'), an institute for health system innovation and improvement in South Auckland, New Zealand. Jonathon trained as a clinical geneticist, as a public health practitioner with a Masters in Public Health from Harvard, and as an improvement leader – through a Health Foundation Quality Improvement fellowship based at Boston with the Institute for Healthcare Improvement.



Professor Elizabeth Kay *Associate Dean for Equality and Inclusion / Foundation Dean, Peninsula Dental School, Plymouth University*

As well as being a full-time academic and Professor of Dental Public Health, Liz is an Honorary Consultant in Public Health, working with Public Health England and the British Dental Association. Her research and public health work focus on inequalities in oral health. She is a highly committed clinician and teacher focusing on the delivery of appropriate care to those who find clinical treatment particularly challenging. As well as teaching BDS students, Liz is also the programme lead for an MBA in Healthcare. In her research career, Liz has attracted approximately £1.5 million of research funding, published 150 peer-reviewed papers and is about to publish her sixth book.



Claire Higdon *Director of Corporate Programmes, South West Academic Health Science Network*

Claire has worked in a variety of health-related roles spanning the development of patient-focused business strategy, business planning, clinical and information system management and organisational development. Claire's Master's Degree in Management (University of Exeter) concentrated on the leadership of change and how differing styles and qualities affect both transactional and transformational leadership. Claire has worked in a variety of settings in the NHS, private sector and overseas. She has led a wide range of service developments, including integration of health and social care.



Professor Stuart Logan *Director, National Institute for Health Research (NIHR) Peninsula Collaboration for Leadership In Applied Health Research & Care (PenCLAHRC)*

Stuart is a practising paediatrician, but his major role is as a researcher and Director of the National Institute for Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care (CLAHRC) South West Peninsula (Pen CLAHRC).



Sonja Manton *Director of Strategy, NEW Devon Clinical Commissioning Group and South Devon and Torbay Clinical Commissioning Group (joined April 2017)*

Sonja has managed and led acute and integrated community health and social care in the NHS in a variety of roles since January 2003, most recently for Torbay and South Devon NHS Foundation Trust as their Associate Director for Community Health and Social Care, and previously as Chief Operating Officer, Deputy Chief Operating Officer, and General Manager for Health and Social Care at Torbay and Southern Devon Health and Care Trust. She has a strong track record of working with clinicians and professionals in acute, primary and community health and social care provider and commissioning organisations, to deliver system-wide sustainable benefits for the population.



Louise Witts *Deputy Chief Executive Officer, South West Academic Health Science Network*

Louise has over 10 years' experience working at a local and national level on NHS improvement programmes, with a focus on primary care development and working across organisational boundaries. With initial commercial sector experience in both pharmaceuticals and medical devices, she has also worked across the health and care system at the Department of Health, CCG, and local authority level.

Dr Sam Barrell CBE *Chief Executive, Taunton and Somerset NHS Foundation Trust (resigned July 2017)*

Dr Sam Barrell has a background as a clinician. She trained at Charing Cross and Westminster Medical School before working as an anaesthetist in large acute trusts in London and the South East, and became a GP in 2001. Sam is a member of The King's Fund General Advisory Council, NHS England's Innovation, Health and Wealth Implementation Board, and the Institute for Public Policy Research's Health Advisory Board. She was awarded a CBE in the Queen's Birthday Honours in 2014 for her services to clinical commissioning and integrated care.

Professor Janice Kay *Provost, University of Exeter (resigned May 2017)*

Janice is the Provost and Senior Deputy Vice-Chancellor at the University of Exeter, and manages the university's Medical School. She is a Professor of Cognitive Neuropsychology, and was first appointed to Exeter through a Wellcome Trust University Lectureship.

Dr Jo Roberts *Clinical Lead for Innovation and Medicines Optimisation, South Devon and Torbay Clinical Commissioning Group (resigned April 2017)*

Jo was a GP for 22 years and is now a clinical lead for South Devon and Torbay Clinical Commissioning Group. He holds the portfolios for innovation and medicines optimisation. He has worked on a host of projects in the region, all aimed at better integration of healthcare services and including the creation of The South Devon Joint Formulary – an early example of integrated working between GPs and hospital trusts – and designing a community-wide patient's prescribing record. Jo continues to sit on local and national committees that evaluate new medicines and technologies, and produce and implement evidence based guidelines.

Our members

The SW AHSN is a membership organisation. We welcome involvement from organisations across the health, care, industry and VCSE (voluntary, community and social enterprise) sectors, who provide health and care services.

For more information about the benefits of becoming a member, contact us at info@swahsn.com

You can join as a full or associate member. You will need to show that your organisation either operates or provides services in the South West.



Cornwall Partnership
NHS Foundation Trust

Devon Partnership NHS Trust

Kernow Clinical Commissioning Group

Northern Eastern and Western
Devon Clinical Commissioning Group

Northern Devon Healthcare NHS Trust

Royal Cornwall Hospitals NHS Trust

Royal Devon and Exeter NHS
Foundation Trust

Somerset Clinical
Commissioning Group

Somerset Partnership NHS
Foundation Trust

South Devon and Torbay Clinical
Commissioning Group

South Western Ambulance NHS
Foundation Trust

Taunton and Somerset NHS
Foundation Trust

Torbay and South Devon NHS
Foundation Trust

University Hospitals Plymouth
NHS Trust

Yeovil District Hospital NHS
Foundation Trust



Associate members

Cornwall & Isles of Scilly Local
Medical Committee (LMC)

Devon Health

Devon Local Medical Committee (LMC)

Devon Local Optical Committee

Exeter Primary Care

Haytor Health

Plymouth Science Park

Port View GP Surgery

Sentinel South West Healthcare CIC

Somerset Local Medical Committee (LMC)

Innovate with us!

Here are some of the ways you can stay in touch and get involved with our work:

Sign up to the SW AHSN newsletter



Keep up to date with the latest news with our monthly e-newsletter, delivered to your inbox. As well as updates from around the region, you can find out about our events, surveys and other ways to get involved.

To sign up, visit: www.swahsn.com/newsletter-signup

Join us on social media



You'll find many SW AHSN staff on Twitter, as well as regular updates on our main [@sw_ahsn](https://twitter.com/sw_ahsn) profile.

We're also on LinkedIn at:

www.linkedin.com/company/south-west-academic-health-science-network

Come to an event



We have a busy programme of events throughout the year aimed at people interested in supporting innovation and improvement in the NHS.

See our latest events at www.swahsn.com/events

Get in touch



If you have any questions or you would like to get involved in any of our projects, please email info@swahsn.com or call **01392 247903** and one of our helpful team members will assist you.

Find out more



There's more on our website, including case studies and further information about the many projects we are involved with.

www.swahsn.com

swahsn.com

South West Academic
Health Science Network
Pynes Hill Court
Pynes Hill, Exeter
EX2 5AZ

01392 247903