

9th November 2021

Re: Partnership with Pioneer

In early 2021 Coventry and Warwickshire Partnership NHS Trust (CWPT) entered into a contractual partnership with Pioneer to support the existing Tissue Viability Service. The service had recently started working to an improvement plan which included safe, effective, efficient, patient and staff experiential elements. The Trust acknowledged that appropriate partnership support would be integral to the timely delivery of quality improvement. The Tissue Viability team provides a wound care service within dedicated community clinics, in domiciliary settings, the social care sector and mental health services.

To date Pioneer partnership has collaborated with our organisation to:-

1. Have a detailed understanding of the quality, clinical and operational elements of the dedicated wound care service
2. Review a specific clinical caseload of circa 140 community-based patients attending dedicated wound clinics. This has been achieved through expert clinical triage, robust patient assessment, good practice care planning, staff development and clinical oversight
3. In doing so provide capacity for the existing wound leadership team to focus on additional areas of clinical risk simultaneously
4. Challenge historical ways of working and support the service vision to become a reality
5. Support the development of an outcome focused service, delivering clinical, operational and financial value
6. Re-energise and enthuse the Tissue Viability team
7. Introduce clinical practices which have positively impacted on patient safety, effectiveness of care delivery and improved patient and staff experience
8. Assist the organisation to learn at a pace, and aligned to good practice, which would not have been possible within the existing funded service,
9. Provide CWPT's Service Manager and Lead Nurse for Wound Care Pathways with additional senior clinical, educational and operational expertise and peer support
10. Contributed to the mitigation and addressing of a Trust Board level quality wound risk,
11. The legacy of our partnership is beginning to be realised

Our partnership has a further five months, the genuine collaboration we have experienced to date allows us to be confident that we shall mutually achieve the objectives we collectively agreed. Pioneer colleagues are professional, understanding, caring and are respected. We have found the whole Pioneer team to be responsive and genuinely engaged with our vision and values.

Helen Shoker, Lead Nurse for wound care pathways. CWPT NHS Trust.

Dated 09.11.2021