



Community Health Partnerships

Working closely together to deliver safe services during the pandemic

Summary

Now more than ever strong communication within healthcare organisations is necessary to achieve positive patient experiences.

HealthHarmonie work on behalf of the NHS to provide integrated healthcare services such as ultrasound and gynaecology and additional capacity to NHS hospitals and Clinical Commissioning Groups (CCGs). They provide a number of clinics across our buildings in the Midlands.

In order for these services to run safely and efficiently we have been working closely together during the pandemic.



Working together during these difficult times has helped to ensure that all consultation rooms are fit for purpose and appropriately set up to see patients, with all staff briefed on the required safety procedures and correct PPE usage and changes made quickly and effectively as the Covid-19 situation developed. Through joint working, we have been able to deliver a safe healthcare experience for patients and clinicians.

Working collaboratively through online meetings and calls HealthHarmonie implemented appropriate safety documentation including risk assessments, Covid-19 guidelines and protocols. The process involved identifying how we could safely deliver patient care, in line with government and NHS England guidance, whilst also protecting our staff and ensuring our services remain efficient. We shared our own documentation with HealthHarmonie to provide insight into how safe working should be conducted within their facilities. This included ensuring their staff understood and followed the correct procedures when working at our sites.



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All feedback we have received in relation to sites was acted upon in a timely and appropriate manner. HealthHarmonie staff also regular attend Builder User Group meetings with CHP staff and tenants to provide user group feedback for safe delivery of services on an ongoing basis.

“We would like to give a big thank you to CHP for their ongoing support and collaboration during these difficult times,” said Jake Hayden-Wright, Integrated Support Manager from HealthHarmonie. “We look forward to continuing our joint working to ensure the delivery of high quality, safe services for our patients.”

CHP’s local Tenant Liaison Managers were also complimentary about working with HealthHarmonie.

“HealthHarmonie operate ultrasound clinics from Oldbury HC, Glebefields HC and soon from Birmingham Road HC. I have forged a great working relationship with the service since they have utilised rooms within Sandwell buildings. We have found that through positive communication, any issues have been promptly highlighted and resolved. We have also worked together through the current Covid situation to ensure that risk assessments have been completed and shared accordingly. The communication channels we have in place have allowed us to readily share information and put plans in motion to ensure that Health Harmonie patients can attend their appointments within an environment that is safe and accommodating.”
Sarah Finnegan, TLM

“Health Harmonie have been running a number of clinics out of our buildings for some time now, which is good for CHP as its regular income from bookable space, they are expanding to use our buildings even more currently and making use of areas such as Minor Ops Suites which are not regularly used at other sites. My contact at HealthHarmonie is Jake Hayden-Wright and we have an excellent working relationship, we are regularly in touch to ensure no issues on site. Any small issues that have been raised on either part have been quickly resolved to everyone’s satisfaction. It’s been nice having this kind of relationship with HH and it has contributed to them using our buildings more and more to run their clinics.”

Tracey Millward, TLM