

5 June 2020

Dear Colleagues

## **Capturing beneficial innovation**

COVID-19 has changed healthcare delivery in England. New and innovative ways of working have been rapidly developed across the NHS. As we move into the next phase of our response to COVID-19, we want to ensure the beneficial changes are captured and, where possible and appropriate, sustained as the NHS continues to evolve in the coming months and years.

In this exercise, we are focusing on general practice, primary care networks and community pharmacy. We would like to learn from you, and the communities you care for, about the innovations that have emerged in response to COVID-19, and understand which of these should be kept and protected in the months and years to come.

Innovations could be clinical, operational or system based, and examples include new ways to deliver childhood immunisations, support for home monitoring and self-care, and ways to proactively care for vulnerable patients and address health inequalities. We are mainly interested in those changes which were not already planned, rather than those which were already in train or nationally mandated.

We hope to be able to take promising examples of innovation and test them further, to fully understand the benefits.

We can only succeed with your help.

The following weblink [ipsos.uk/COVIDinnovation](https://ipsos.uk/COVIDinnovation) contains a short series of questions for your response. We would be grateful if you would tell us:

- the beneficial innovations that you've adopted within practices, community pharmacies and/or the wider system,
- what the impact has been (although realising it may not have been possible to demonstrate impact yet) and
- what is needed to ensure those changes can continue.

We understand that you are very busy but we want to make the most of this opportunity. The weblink will remain open to responses until Thursday 25 June, and please contact [england.capturinginnovation@nhs.net](mailto:england.capturinginnovation@nhs.net) if you have any questions.

Yours sincerely,



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And



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And



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And



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