HUHONOURS Awards 2014
Who is your hospital hero?

The Shortlist

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Celebrating the best of NUH

Our annual staff awards are undoubtedly one of the highlights of the year. They give each of us the rare chance to reflect on how lucky we are to work with such dedicated and talented colleagues, who in so many different ways contribute to delivering exceptional care our patients, their families and carers.

NUHonours is all about recognising and rewarding the very best of NUH. It is a way of saying thank you to our staff for the tremendous work they do throughout the year, very often in pressurising and challenging circumstances.

Very many thanks to the Nottingham Hospitals Charity for their generosity and making the awards possible.

Many congratulations to our winners and nominees. You are all stars.

Have a wonderful night.

Peter Homa
Chief Executive
Sue Saville | Host
*Broadcast and Medical Journalist, Conference Host, Media Consultant*

Sue Saville is a highly-experienced broadcast journalist. She was the Medical Correspondent at ITV News for 12 years, Chief Correspondent for Reuters at GMTV, as well as being a television presenter and news correspondent at ITN and the BBC.

Her extensive pedigree includes award-winning health coverage; scoops like her exclusive live interview with President Nelson Mandela; international events such as the Handover of Hong Kong, the aftermath of civil war in Rwanda and the assassination of Yitzhak Rabin; plus documentaries such as her “Ice Patrol” film from Antarctica.
Amber Bristow  
*Advanced Nurse Practitioner, ED*

Amber’s energy is an inspiration to people who work with her in our Emergency Department. She supports her colleagues to learn and develop in their roles, and consistently provides patient-centred care, even when facing challenges and pressures.

Dr Jane Dewar  
*Consultant, Cystic Fibrosis*

Jane epitomises NUH’s values through her leadership, determination, compassionate and caring qualities. She has transformed the hospital experience of those with Cystic Fibrosis, culminating in the opening of the Wolfson Cystic Fibrosis Centre at City Hospital earlier this year.

Healthcare of Older People Ward Sisters

Our dedicated ward sisters lead by example, providing high quality and safe care to some of our most vulnerable patients. Their success stories include: reducing falls, improving dementia care and inspiring staff to work better together.
Cancer & Associated Specialties

**Directorate Award**

Cardiac Catheter Lab
Multi-Disciplinary Team

Deborah Farndale
*Discharge Co-ordinator*

Carol Parlor
*Deputy Day Care Sister*

This team are leading the way nationally with excellent audit results, outstanding productivity and strong patient experience reports. They have worked tirelessly to support the Trust’s regional heart attack centre and are truly passionate about their work.

Debbie has led a programme of work which has improved the discharge process, and in turn the experience of our patients. Colleagues say she is consistently polite, respectful and goes the extra mile for patients.

Carol goes above and beyond in her role to provide the ‘added extras’ for end of life patients receiving care at Hayward House, often organising boat trips, craft events and ‘1960s’ days for those she cares for. Colleagues say she never gives up wanting to improve services for patients.
Corporate
Directorate Award

Steph Knowles
Health & Wellbeing Co-ordinator

Steph established our highly-successful health and wellbeing programme for staff, which continues to go from strength to strength. Over the last year, Steph and her jog leaders have encouraged many to get more active and in turn healthier.

Main Reception Team
QMC

The first point of contact for many; patients, visitors and carers are all touched by their extraordinary ability to treat people as if they are members of their own family. They are a credit to the Trust.

Theresa Walsh
Assistant Director of Nursing

Theresa has led the implementation of the Healthcare Assistants Skills academy which provides clinical skills training for all new HCAs starting at NUH. The academy is seen as an example of best practice in the East Midlands and nationally with hundreds of staff benefiting to date.
Diabetes, Infectious Diseases, Renal & Cardiovascular

**Directorate Award**

Dr Matthew Hall
*Consultant, Renal*

Julia Ivanova
*Deputy Sister, Cardiology*

Stroke Ward Managers and Teams

Dr Hall is thought of by his patients and colleagues as a wonderful, caring, approachable person. He is known by all for his utmost professionalism.

Julia is recognised for her hard work and single-handedly improving the trans-catheter aortic valve implantation service at NUH. Colleagues describe that her passion for the safety of all patients shows in every single aspect of her clinical practice.

This team have worked tirelessly to improve patient safety by significantly reducing the number of falls across Berman 1, Beeston and Newell Wards. Through better monitoring of high risk patients, working with the falls prevention team, and closer monitoring of patients in toilets and washrooms, they have had great success.

#bestofNUH
Diagnostics & Clinical Support

**Directorate Award**

**Back & Pain Team**

The team’s outstanding rehabilitation programme which offers vital support is praised by patients. One patient described the team as exemplars of the values of the NHS.

**Chronic Fatigue Syndrome/ME Service Team**

The team has been praised for the way in which they approach group therapy. They have helped to provide patients with the support they need to help them lead a structured and planned lifestyle which can include important activities, work and hobbies.

**Medical Photography Team**

This team have demonstrated exemplary resilience and flexibility in supporting staff, patients and parents, sometimes in very delicate situations. They have improved care by diversifying their approach, using video and graphics, telemedicine and thermal imaging.
Susan Asbury  
*Receptionist, Ward C31, QMC*

Susan is known for her loyalty to patients, relatives and staff and upholding the Trust’s values and behaviours. She helps ward staff without hesitation to serve meals to patients and supports the care of dementia patients.

Nursing Team on Ward E15  
*QMC*

This team has worked really hard to improve the care they offer their patients and can now boast a number of achievements. The ward have reduced numbers of pressure ulcers, complaints and falls. Patient satisfaction is much improved thanks to their tenacity and commitment.

Elaine Peck  
*Staff Nurse, Barclay Ward, City Hospital*

Elaine is adored by her patients for being an outstanding nurse. One patient said: “No task was too small to help us receive the best possible treatment. Elaine’s values should be used as a benchmark of care.”
Estates & Facilities

**Directorate Award**

**Boiler House Team**

*City Hospital*

This strong team dedicate their time behind the scenes to keep our coal boilers at City Hospital going. With over 100 years of experience between them, this team are dedicated, professional, ‘problem solvers’ and a real credit to the Trust.

**Cystic Fibrosis Centre chefs**

These chefs received many nominations from patients for their instrumental role in ensuring our Cystic Fibrosis patients are well cared for. They work closely with patients to ensure they receive a high calorie, tasty and nutritious meal to encourage weight gain.

**Duane Vickers**

*Catering Van Driver*

A true professional who has a fantastic attitude, all day, every day. Duane is a pleasure to be around and delivers fantastic customer service as shown by the multiple nominations he received.
Family Health

**Directorate Award**

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**Kate Frost**

*Paediatric Research Assistant*

Kate has worked tirelessly to increase the number of children participating in the Nottingham Transplant Children’s Team from three in 2013 to nine this year. She makes everyone feel like a winner; one child won five medals and will represent the UK in the next World Transplant Games.

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**Julie Golding**

*Gynae-oncology Nurse Specialist*

Colleagues describe Julie as an inspirational individual who adheres in every sense to the Trust’s values and behaviours. She has been at the centre of developing the gynaecology service and the governance and safety agenda within it. Julie never stops striving to be the best, consistent with NUH’s vision and ambition for the future.

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**Caroline Ward & Gill Young**

*Nurse Specialists, Children’s Urology*

Gill and Caroline have helped to develop a new service for children with bladder problems, making NUH only one of four hospitals in the country to do so. Using their own initiative to meet the needs of patients and through developing new ways of working, they have become two of the most knowledgeable nurses in the country to treat young patients with this condition.
Head & Neck

Directorate Award

Iffy Choudhury
Staff Nurse, Ward C25, QMC

Linda Sellors
Skin Cancer Nurse Specialist

Iffy is a well-respected, approachable and friendly staff nurse who is a credit to the Trust. Shortlisted earlier in the year for the people’s nurse of the year awards, his patients and relatives consistently compliment him on his professionalism, knowledge and communication skills.

Mr Phil Hollows & the Maxillofacial Team

This team have been praised by patients and their families for their medical expertise, compassion and friendly manner. One relative said: “If every surgeon and team had the people skills, kindness and concern for their patients, the NHS would be so much better.”

Linda has provided a superb level of care to head and neck cancer patients and is an asset to her directorate. She is caring, compassionate, kind and an absolute credit to her ward and teams.
Musculoskeletal and Neurosciences

Directorate Award

Ward D11 Nursing Team
QMC

This team have been praised for their dedication to delivering individualised and excellent care to patients despite the difficulties and challenges of this neurological and surgical ward. One comment on a nomination form said it all: “We have witnessed the NHS at its best.”

Ward Sisters in Elective Orthopaedics

These teams have worked together to establish the elective orthopaedic unit at City Hospital. Their ‘can do’ and proactive approach has led to improvements in care quality, safety and the experiences of our patients.

Carolynne Woodward
Receptionist, Ward C5, QMC

Carolynne has been described as the face of Ward C5 and takes immense pride in making people feel as welcome as possible. Nothing is too much trouble for her and every task is undertaken with a smile, no matter how big or small.
Specialist Support

**Directorate Award**

Jenny Bakewell & Donnah Morris

*Ward Managers, Critical Care (E12), QMC*

Bruce Beba

*Staff Nurse, Critical Care, City Hospital*

Catherine Woods

*Pain Nurse Specialist*

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Jenny and Donnah have been instrumental in changing the atmosphere and team spirit on the ward for the better. They have been a driving force behind improving standards and increasing capacity and building a real team on the unit.

Bruce is regularly praised by his patients for his compassionate care and unrivalled ability when it comes to making families feel at ease, even during the most difficult times. One relative said: “He was constantly there for my mother, making her feel safe and cared for, which made the world of difference. His attention to detail was second to none.”

Catherine has led work that has contributed to the improvement of care and pain management for dementia patients. Her work is a wonderful example of how leading clinical excellence and innovation can come together to ensure our most vulnerable patients receive vigilant care.

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#bestofNUH
Research Impact of the Year Award

Dr Joanne Cooper
Head of Nursing & Midwifery Research

Kerry Evans
Midwife, City Hospital

Medicines for Children Research Network East Team

Joanne is an inspirational yet understated leader whose nomination was supported by colleagues across NUH. She has an overwhelming commitment to research and its impact on patients.

Kerry leads the way when it comes to developing a research culture in midwifery. She has brought together for the first time clinical and academic staff to provide support to those who wish to improve and develop evidence-based practice.

This team has worked tirelessly with patients and the public to educate and involve them in the development of research. They established a Young Person’s Advisory Group that supported researchers to develop their ideas. It also helps to give student nurses a better understanding of the work research nurses do and how they can get involved.
Partnership Award

Penny Cole & the Anthony Nolan Cord Collection Team

This team has a vital role to play, collecting blood from the afterbirth to enable the extraction of stem cells that can be used to treat many cancers. They are a central part of the labour suite team and support patients and staff with great professionalism. Patient feedback is exemplary and demonstrates just how far this partnership has come.

Penny Storr & East Midlands Radiology Consortium Team

This team engaged with six other organisations across the region to purchase a new x-ray system, saving money for the Trust, whilst providing innovative imaging systems and services in radiology. This will speed up diagnosis for patients by ensuring that their images are seen by the right people in good time.

Penny Tindall

Project Lead, Better for You

Penny has led the implementation of a new district nurse referral system, helping the health community to make the transition from fax to e-referral within six weeks. This has resulted in improved communication between healthcare professionals, better partnership working and most importantly patients at home receiving the right treatments and advice, at the right time.
Fundraiser of the Year Award

Claire Hardy
Play Specialist, Nottingham Children’s Hospital

Claire is a committed and formidable fundraiser and has made a huge contribution to the Nottingham Children’s Charity. She has personally participated in the London to Paris bike ride and has organised many more events. She is inspirational, driven and full of energy that inspires patients, carers and staff to participate.

Suzanne Hawkins
Ward Manager, Stroke

Suzanne, Ward Manager on Berman 1 at City Hospital, has worked closely with her team to organise events like cake sales and a school-themed disco which have raised money to improve the experience of patients on this stroke ward.
Public Member of the Year Award

Richard Pratt
Volunteer & public member

An enthusiastic, highly-active member, Richard has made a broad range of contributions which have directly resulted in improvements to patient care. This includes the ongoing development of the Trust’s values and behaviours and contributions to our improvement work that is underway across NUH. Never afraid to challenge, Richard keeps us firmly focused on what matters most – our patients.

Trish Cargill
Volunteer & public member

Trish has made an exceptional and unrivalled contribution in so many different ways over the last 20 years. With her own demanding carer responsibilities, Trish has for many years selflessly given up her own time to champion patients and carers – always putting their views first. An amazing lady committed to helping NUH in its quest to be the best.

Membership Reference Group

This newly-formed group has had a big impact in a short space of time. By working together with our public foundation trust members, NUH has been able to make some demonstrable improvements to how we communicate with and involve our members, including enhancing the dedicated members’ section on our website in direct response to feedback.
Volunteer Award

Sonia Bhatti

Is truly passionate about helping patients in the Dialysis Unit at City Hospital. She uses her skills in reflexology to create a diversion from their medical treatment, and helps to make patients feel relaxed. She received multiple nominations for her caring, kind and friendly way with patients and contributes to improving their quality of life.

Jan Clifford

A volunteer on our children’s assessment unit at QMC, Jan is respected and loved by all who work with her and makes a difference to patients and parents on the ward. She is always cheerful. One colleague said: “There should be a Jan on every ward, every day of the week.”

Macmillan Cancer Support volunteers

This team provides warmth and comfort to patients, families and staff affected by cancer when they need it most. They share happiness and tears and display never-ending compassion in the work they do – no matter what it is.