



People at our Heart Awards

Quarter 1, 2021/22

Individual Winners

Kirstyn Borrowdale, Technical Instructor

Occupational Therapy

Kirstyn consistently goes above and beyond to deliver creative, innovative interventions to patients in NCCC. This year she has organised a game of adapted bingo to bring haematology inpatients together during the pandemic. Each patient had their own therapeutic goal that the activity would appropriately challenge (e.g. new visual impairment, reduced hand-eye coordination or low mood) and an array of prizes were on offer. The patients had the best afternoon and commented on how useful the task was in terms of challenging their function. She has also created a dressing pillow with buttons, laces, press-studs and zips for patients to maintain or improve their fine motor skills while in hospital for long periods. Quite often these skills can reduce as a result of cancer or its treatments. These skills are also challenged by a hardware board that Kirstyn has constructed made of items a patient would find at home including a tap, plug, light switch, lock and door handle. Kirstyn develops these projects in her own time and at her own expense, putting patients at the heart of everything she does.

Continue onto next page...

She is an asset to the inpatient team and has recently joined the lung cancer occupational therapy outpatient service one day a week, using her vast array of skills in non-pharmacological symptom management to improve quality of life at what is often the end of a person's life. We are in awe of her dedication to patients, our team and the Trust. She is a shining example of excellence.

Kirsty Chandler, Staff Nurse

Ward 31 Renal Dialysis, FH

Kirsty is one of our Haemodialysis Staff Nurses, working closely with the regular dialysis patients who attend three times per week for their life saving treatment. At the beginning of the programme, it was thought these patients would be expected to attend the GP to have their vaccination; this would mean they would have to attend yet another healthcare appointment when they should be shielding but due to their condition they have to attend hospital twice weekly. She recognised that these patients need to be vaccinated against Covid 19 due to their extreme clinical vulnerability and acted as an advocate for this patient group. With the support of Dr Emma Montgomery, Consultant nephrologist, Kirsty was able to organise for the vaccination of the dialysis population, not only those attending ward 31 but also those who attend our Satellite Units, home based therapy, transplant waiting lists and potential donors. She attended meetings with very senior people within the trust to fly the flag for the dialysis patients, ensuring they were not forgotten about. This can be daunting for junior staff but she handled this with professionalism, with the patient at the heart of everything she was doing. During this time she was redeployed into the staff vaccination programme which she fully embraced and was a valued member of their team. She has shown dedication, commitment and compassion during a very difficult time and she would be a worthy winner of people at our heart award.

Team Winners

All Staff / Cluster Co-Ordinator

District Nursing Newcastle Central

This nomination is for Kerry and her team of District nurses. They provide support to my 86 year old stepfather who has Alzheimer's and diabetes. (James Sant 222a Allan House, NE49SDF). From my initial contact asking for help we have been provided with the most amazing caring and compassionate service. I was truly at a loss and so worried about my stepdad but from the first phone call to Rachel they have been a god send. They arrive morning and night and are as bright and chirpy at the end of the day as they are when they first arrive. My stepdad has a lot of anxiety and can be quite difficult but the team are amazing with him and he really appreciates their help (which in itself is praise indeed). They have a calming effect on my stepdad and this in turn impacts on my life. Rachel reassured me from my initial contact to the team, words cannot express how grateful I am and continue to be for the help of this team. It is impossible to single one person out as they all do an amazing job. This nomination of "People at our hearts" could not have a better title for this team. They are passionate, caring and enthusiastic about their role. I know that they must see a lot of people each day, however you would never know this as they make each person feel like an individual with individual needs. I used to be a senior leader in DWP and I would have been so very proud if my team demonstrated the passion that this team have.

Highly Commended Nominations

Florence Pobee, Staff Nurse

District Nursing Newcastle North

District Nurse Florence Pobee helped rebuild my life. After undergoing complicated ovarian surgery earlier this month, my rehabilitation felt slow, was painful and inordinately debilitating. Normally an active person with a busy professional life, the first week was a struggle as I tried to come to terms with not only the fact that I was not able to function independently but was also coping with the emotional enormity of a bilateral salpingo oophorectomy. A procedure countless women have been through. *Continue onto next page...*

Just three days after my operation however, I had a fall which left me badly bruised. Scars can heal in time but feeling acutely vulnerable was a whole new experience. I lied to my friends and family that I was on the mend. I did not disclose the severity of my accident until I was gently prompted by Nurse Pobee who put me at ease with kind 'atonement' towards the stubborn type of patient she was dealing with. Aside from organising physical aids for my bed and bathing from the Community Rehabilitation Response Team, she monitored my progress, restored my dignity, administered hope and encouragement. I am used to looking after people. It is an archetypal role for most women. What Nurse Pobee did for me during the brief time I saw her, defines what it means to be human. 'The kindness of strangers'. Theresa, Angie and Jane who together with Nurse Pobee, embody the standards and values of our wonderful NHS. For them, it is more than a job.

Ward 33 Clinical Haematology Cancer Services/Clinical Haematology

I am the ward manager of ward 33 and would like to nominate the team due to their outstanding support and passionate care they have delivered over the last 12 months of this dreadful pandemic. To pick out one episode that they have achieved would be difficult. We care for patients with immune problems facing life threatening situations and treatments in the face of true isolation. Every shift, the staff have come to work from their own form of isolation away from family members, with a smile on their face and giving 100% love and devotion to their patients. From coming in on days off to paint patients finger nails, bingo afternoons with fun prizes to afternoon tea to celebrate Captain Toms 100th birthday, decorating patients rooms with fairy lights and battery operated candles to create a more homely environment for patients undergoing a bone marrow transplant in a cubicle alone for up to 6 weeks. I have never been so challenged as a Ward Sister as I have over these last 12 months in looking out for and supporting my team and they have made me so proud I want it to be known Trustwide. They are a true definition of the people's hearts and put their patients and their families at the heart of every piece of care delivered every day and push the boundaries of an outstanding service with the most unconditional, sincere passion and thought I have had the privilege to be part and so proud of. Well done to all my team of ward 33, NCCC. You are an amazing bunch of human beings.

Individual Nominations

Julie Anderson, Research and Innovations Manager Paediatric Management – RVI

The past year has been a challenge for us all. Julie did an amazing job of boosting team morale by starting weekly challenges or activities. We started with a socially distanced, covid secure bake off, followed by creating your own avatar, a bumper Christmas quiz and making a hanging Christmas decoration. She provided resources, prizes and trophies for the overall winners. After Christmas Julie continued the activities by starting a monthly book club and approaching staff who were involved in different hobbies to teach us different skills. I cannot express enough how much this boosted the morale of the whole team, it helped us to take time away from our desks which has been harder to do over the past year, connect as a team and learn new skills. The whole team has benefitted from Julie's time and dedication.

David Bell, Directorate Accountant Financial Management

David Bell is the line manager for FM Team B, within Financial Management who always puts everyone first. He is the first to offer with help across the Department and on a personal level is very supportive and caring. I know from speaking to the rest of the team he is with them also and supports us all in a personal and professional matters. The Trust decided to put a new financial ledger in and COVID hit almost at the same time, and he has been at the forefront of helping to implement and teaching the Financial Management system. Also, he was very supportive during the pandemic when personally, I have issues with my partner and has supported me working from home. He does a lot of extra hours that he is unpaid and is the go-to person in the department for many issues within Finance. I think it is about time that his commitment is recognised in some way as I will not be the only person to agree that he's a very special boss and would be great for once for him to get some recognition.

Mark Bell, Ward 5 General Surgery, FH

I spent 2 weeks on Ward 5 after undergoing a completion pancreatectomy and a splenectomy a week later. As a former nurse, I appreciate the HPB unit has a fabulous team but one nurse in particular who excelled beyond measure was S/N Mark Bell. He was always friendly, supportive, and positive, greeting everyone individually on his nightly rounds. He was extremely informative and responsive, if he said he would do something - he did it immediately.

Being opiate sensitive, my pain management was challenging. Feeling acute pain and nausea, Mark quickly recognised my intense distress, signs of paralytic ileus and hyperglycaemia; he informed a doctor and was efficiently supporting him to carefully consider appropriate management in my circumstances, giving me complete confidence and trust in his clinical competence and abilities. As well as timely medication, Mark assisted me with re-positioning, re-heating heat pads, making peppermint teas, mobilising around the ward at 3am, quietly chatting to ease my anxiety, frequently re-evaluating my comfort levels. From taking time to massage my leg when I had cramp and could not reach or offering to provide female colleagues' assistance for catheter care to preserve my dignity; nothing was a bother to him.

He is caring, compassionate and made me feel like I was his only patient; totally empowered and safe. He did not just do this for me but for every patient in the bay, his attention to detail was second to none and they all commented on it. He is extremely professional but caring and conscientious, constantly going the extra mile to ensure patients and medical staff were well supported to improve the delivery of high-quality person-centred care and positive patient outcomes. I will be forever grateful and never forget his invaluable input into my recovery. What an outstanding nurse in an already spectacular team!

Iain Clarke, Assistant Catering Manager, FH

We would like to nominate Iain for his support to the work force within RVI catering. His man management is second to none his presence within catering is well greeted with a smile. Iain has supported me and others in hard times we cannot praise this manager enough for his role here at catering at the RVI words cannot say it but we would like to say thank you to him Iain. Iain has been a life line through the past year (COVID 19) keeping the morale up within the department looking after staff in these hard times went hand in hand with Iain a special man with a heart on his sleeve no matter what he had time for a chat his door was always open.

Bridie Grant, Consultant Clinical Psychologist

Psychology

Bridie provided much needed psychological support to many of us who needed it during the pandemic and continues to support many of us now. Her presence on the critical care unit made such a difference to us and she certainly enabled me to develop coping strategies that kept me on duty. The first wave in particular was hard going as none of us knew what we were dealing with, and we had real fears and concerns every time we were on duty. Bridie made herself available and always provided calm and steady support. I feel very strongly that without her input and guidance I certainly would not cope as well as I did. Just writing this has made me quite tearful, remembering how tough those weeks were.

Paul Hainsworth, Consultant Surgeon

Colorectal Surgery Specialty

Mr Hainsworth and his team have been fantastic during this last year. Especially Alison on the endoscopy reception. They have endured that even during a pandemic they have endured that cancer patients have had their screening and reassured that their cancer was still in remission. My 85-year-old father has been so grateful since his diagnosis in 2018 and has had the best care and after care from this team.

Angela Harbottle, Matron

Peri Operative Admin, RVI

Angela leads our team and is an integral part of our team. She is a consummate professional in all her administrative duties and then goes above and beyond our expectations to support our team, our patients, and our mission. One of Angela's recent key accomplishments has been to support our team during Covid redeployment. This has involved supporting extraordinary people to do extraordinary things, looking after emotional and physical wellbeing, and identifying those requiring extra support. She has maintained a visible presence within all departments despite a huge increase in workload, visiting areas daily, speaking to over four hundred staff members and ensuring directorate and Trust updates are effectively communicated to staff on a

personal level. Her door is always open, and time made to address the individual needs of a large team, staff have made several comments including “Matron will be looking after us”, “I’m not worried she has our back”. She has encouraged us to learn in difficult times and our team has grown as a result. I hope you see fit to give her this award as she exemplifies the term “Above and Beyond”.

Julia Ibbotson, Matron Nephrology Specialty, FH

Prior to, throughout and following on from the global pandemic, Julia has been an absolute pillar of strength for not only me but for the staff within the Department. She has communicated faultlessly, despite the ever-changing updates around PPE and the requirements to keep patients and staff safe. She was visible in the clinical areas, and ensured she was able to meet with staff from all shifts to hear their concerns, ensuring plans were put in place to alleviate anxieties. This is, of course, her job but she did it with such commitment, spending over and above the number of hours she should at work. Julia has been and is always approachable, compassionate and puts people at the heart of everything she does. She is a fantastic manager, and we are very blessed to have her as our Matron.

Matthew Kerr, Staff Nurse Ward 18 ITU, RVI

Matt admitted me onto ward 17 on the morning of my 8th spinal surgery, taking me to theatre, and staying with me until I entered the anaesthetic room. I was beyond terrified, having had a very traumatic experience during and after my previous surgery, sustaining a spinal cord injury and being very ill afterwards. His calmness, compassion, gentle humour, and genuine concern were a great comfort in my distress. Four days after my surgery he came on nightshift on NSSU, and both that night and the next, he helped me so much. I was very upset as I had been quite ill again, but his presence was so warm and reassuring, and he listened so patiently about what had happened last time, understanding, and acknowledging the impact it had, both on my life, and on my coming back into hospital. The day before my discharge, he was on days,

and although it was busy, he made time to come and talk. There had been a mix up with my x-rays, which needed repeating before I could go home. I was upset, as I had voiced my concerns in x-ray about them not being correct, and being in pain, knew I would have to go back down and through the whole process again. He did everything he could to get those x-rays sorted, even going down to the department himself when he could not get through on the phone. It was a very difficult time for me, and I will never forget the impact Matt's exemplary care had; the calm, gentle, encouraging way he got me to theatre, and his great compassion, empathy, and kindness afterwards.

Anne McDonnell, Nurse Specialist Paediatric Allergy & Immunology, RVI

Anne has been the most incredible professional and dedicated nurse I have ever come across and I am so thankful to have had her advice and support. My daughter was diagnosed with several serious food allergies in August 2020 and to be completely honest it was devastating. She was 8 months old at the time and the usual new mum nervousness compounded with all the restrictions due to the pandemic, it felt like the final straw. I can tell she is well used to dealing with nervous parents thrown into this terrifying world of allergies, but what she probably didn't know about me was after my own cancer treatment and a miscarriage, my anxiety around anything related to health was through the roof - I spent some very dark days convinced I would never be able to protect her from everyday items that could be dangerous to her and that something terrible was bound to happen. From our very first interaction Anne made me more at ease, nothing was too much trouble, and every question was answered thoroughly and reassuringly in a way I could understand. She has explained every step of the process to me, made sure I was supported through weaning and in touch with the dieticians, happily answered questions and talked me through difficult milestones like starting nursery and navigating food challenges in hospital. She made me feel confident in using her emergency medication and made sure I had what I needed, when I needed it. She is a superstar!

Amy Milne, Occupational Health Nurse

Occupational Therapy, Regent Point

Continues to help and support colleagues on every shift. Always makes time to explain procedures within the department. Amy has made me feel welcome and has made my transition into new field of nursing less stressful. She has gone above and beyond to help with my training and has even stayed back on numerous occasions after her shift have ended to make sure that I am supported and that I feel confident in completing the task set. She is truly an asset to the team.

Linda Morgan, Matron

Internal Medicine

Throughout the pandemic the medical directorate team have been the silent heroes. ITU's of course looked after the sickest and most extreme cases and have received so much press coverage. Meanwhile it is the medical wards who have been faced with huge numbers being admitted daily. They have had to contend with outbreaks, shutting of wards for deep cleaning, numerous personal COVID 19 tests and constant shuffling of staff to try and facilitate the care of patients, many who are old, frightened, and frail. Matron Morgan has been a constant and visible presence throughout. Supporting her staff both emotionally and not afraid to help with care when it has been required. She is always approachable and consistent, and I truly believe this is what makes her the incredible leader that she is. She always puts the patients at the centre of everything she does because she recognizes that those patients are important, fathers and mothers, brothers, and sisters to other people. She, along with her medical nursing colleagues deserve to be recognized for the silent, but steadfast commitment to so many people who have been admitted. Without their dedication and personal commitment, we may have seen many more patients admitted to our intensive care units. Sometimes we need to reward the 'silent hero' not just the areas which get the greatest publicity, as we will, all one day grow old and may need hospital care. If that happens, I could think of no one better than Linda to be leading.

Stephen Murray, Consultant Cardiologist

Cardiology Specialty, FH

Dr Murray has cared for me for many years. He has always treated me with the utmost respect and understands the impact of my symptoms of heart failure on my life. He always tries to help maximise my quality of life. He is very passionate about his job and is very caring. The best hospital by far and it has kept me alive for over 40 years since my first heart bypass at the age of 37.

Jerome Palmejar, Staff Nurse

Ophthalmology Theatre, RVI

Jerome is a happy bubbly person who put me at ease at my appts, he really cares about the patients who he looks after, very professional, and able to have a laugh with him. It is a pleasure to attend appts, as I said he is always happy and cheery and cheers everybody up, I can't say enough good things about him. I had times in my treatment where I felt like I was overheating and he was very quick to act and kept an eye on me in front of fan. nothing is too much trouble and I think he should be recognised for the good service he does. please, please make him win as he deserves this very much.

Leaoni Skinner, Staff Nurse

Ward 45 General Day Surgery, RVI

She was very friendly and professional throughout the day. She took her time to explain the process and was very knowledgeable. After the op she took time for me to come back around fully before explaining the next steps. She brought me coffee and biscuits, which I had three of. So, thanks for that. I had a very pleasant experience while on the ward and with all the NHS staff there.

Judith Taylor, Nurse Practitioner/Ward Manager

Ward 8 / Paediatric Pre-Assessment, RVI

During 2020 ward 8 staff were redeployed and the ward was temporarily closed due to reduced planned surgery because of Covid. NP Judith Taylor was moved from her role in pre-assessment to managing the merged ward

2B/ward 8 RVI staff and despite difficult times she supported staff ensuring everyone felt informed, included, and motivated within the temporarily formed team. Judith supported staff through multiple practice changes due to Covid, she encouraged staff to develop new skills while updating and demonstrating her own. Judith appeared to adapt easily to anything sent her way and always remained professional, motivated, and encouraging. She continued to manage the ward 8 team on return to the ward 8 environment and took on the role of senior cover (acting) ward manager due to extended absence ward 8's senior sister. So far in 2021, Matron Keri Bland and Judith have listened, discussed, and addressed any staff concerns. The ward staff have felt part of a valued team again, with Keri and Judith leading the way towards allowing the ward 8 paediatric day unit to be the best it can be. With Keri, Judith and current staff having all worked through the pandemic, ward 8 will emerge a far more efficient, effective, safe, inclusive, supportive environment for my colleagues and most importantly the babies, children and adolescents and their family/carers who attend our ward and hospital. Certainly, putting people at the heart of everything we do.

Shajahan Wahed, Consultant Surgeon

Upper Gastrointestinal Surgery Specialty, RVI

Mr Wahed is simply amazing. My husband was diagnosed with an oesophageal cancer in March 2021, and we first met Mr Wahed in April of the same year, he was informed, courteous and pragmatic. Anyone who knew my Tony, Tot to his friends would know he was a man of few words but was practical, down to earth and never wanted to feel he was wasting peoples time, he became Tot very quickly to Mr Wahed forming a really good doctor, patient relationship with a mutual respect. There were multiple scans, investigations, and a hope for cure in our midst everything that was thrown he did, Mr Wahed took time to explain things really carefully and really thoroughly and drew pictures to aid clarity. He performed major surgery in Nov 2019 and took time at 8.30 at night to ring me to say the surgery was complete and that he was recovering well. To me a man who takes time to do this, is very special indeed. For a good year thing went well, regular follow ups despite the pandemic, then a turn for the worse my Toys cancer came back Mr Wahed broke the news he was fabulous and he was upset showing the true meaning of empathy, they tried a stent to keep him going but he sadly died in April this year. Mr Wahed took time to come and see me to express his sadness and pleasure that he had looked after my Tot. He always shook his hand and Tot would say Mr Wahed you are a

gentleman he would say and so are you. Mr Wahed is a skilled brilliant surgeon with the best of communication skills a true asset!

Yvette Walton

Ward 6 Paediatric ED/Assessment Unit, RVI

My 7-year-old son who has never been to hospital before became unwell with severe constipation. From our first consultation taking obs Yvonne made him feel instantly at ease, she is a natural with children knowing exactly what to say to make them feel relaxed. Yvonne had to administer an enema for Jacob, and he was anxious about this but she made him feel calm by comparing the pad he had to lie on with a sarong and couldn't believe that he didn't know who David Beckham was (who was known for his love of sarongs), this made him giggle keeping him relaxed and his mind distracted from what was happening. Jacob had a bit of a bleed and started talking gibberish after the enema and Yvonne stayed with him talking about his iPad, what he enjoyed doing to keep him calm whilst also keeping a close eye on his obs. When our care was transferred to the day unit, she even came back to check on him giving him a thumbs up. Yvonne has a natural rapport with patients that really stands out, she made sure he was happy, that I was fully informed and that his first hospital experience was one which was pleasant (given the circumstances!) He even left saying what a lovely lady the nurse who had looked after him was. She deserves this praise and more for what she does on a daily basis as even though she sees a large number of children in a day she makes sure she makes that the patient feels well looked after and comfortable in their surroundings.

Ellen Wilson, Clerk/Receptionist

Reception/Recovery, FH

When I had 2 major operations within 8 days in Central Theatres, Freeman Hospital I was greeted by theatre receptionist Ellen Wilson. Having recognised me from previous surgeries 4 and 6 years ago, she took a personal interest to spend time chatting with me in the waiting area to put me at my ease on what was essentially a very stressful and emotive time for me. She was so friendly, professional and compassionate and it was lovely to think that of the thousands of patients that had been through the department in those years,

she remembered my face. She recognised my discomfort and offered me a warming blanket as it was quite chilly. It made me feel supported and secure in what can often feel an alien and very clinical environment for patients. She even took time to visit me in recovery the next morning and again wish me well when she had the occasion to visit ward 5. It's those things that one remembers; putting people first, going the extra mile to ensure patients feel well supported and cared for, and thereby improving patient experiences and outcomes.

Team Nominations

Children's Services Directorate

All Staff/Nurse Specialist in Paediatric Urology/Stoma Care, RVI

This team is simply amazing and have made some life changing events for our daughter so much easier. They can be easily contacted whenever I have a problem or concern with our daughters' stomas, even whilst they were redeployed during the pandemic. They are always just a call or email away which is so reassuring. I can send photos through of my daughter's stoma or operation sites so they can see any concerns I may have. This has helped avoid unnecessarily attending hospital. They always remember all about her and how she likes to be treated. Recently we have had recurring problems with 1 of her stomas. I needed a special catheter that I do not have at home. They literally went out of their way to Covid securely deliver a catheter and so avoiding having to attend hospital at the peak of the Covid pandemic. When the problems continued with her stoma, they continually went above and beyond to ensure the necessary procedures were carried out. They have been up to see us whilst on wards, a little thing that made a massive difference to our days. The impact of their continued help and support is enormous. The way they treat our daughter - with honesty and the upmost of care ensures she continues to have confidence in the hospital and with all the procedures she needs. Had they not been as they are, it would have been so much harder for

my daughter to accept her

conditions. It gives us all peace of mind that we know exactly who to contact if there are any concerns. They are just amazing.

Dental Services Directorate

All Staff at the Dental Hospital, RVI

I really wanted to commend the amazing treatment and care my daughter Isabel Gent experienced today at the dental hospital. From the reception team to the dentist and radiologist everyone was amazing! Caring, professional and fabulous.

ENT, Plastics, Ophthalmology & Dermatology

Directorate

All Staff in Dermatology Outpatients, RVI

When I had a bad outbreak on my skin Vicky was so good with me as all staff were.

All Staff in Medical Photography, RVI

They were very caring, helpful and friendly. They made my stay very comfortable, and I felt at ease.

All Staff in Medical Photography, RVI

Very pleasant, very efficient.

All Staff in Medical Photography, RVI

The team have been brilliant for the last 3/4 years, they always do everything possible to make the experience as easy as possible. They are like a little family who make the patients feel part of it and always have a laugh whilst working hard. I can't speak highly enough or thank them more.

Internal Medicine/ED/COE Directorate

All Staff on Ward 41 Acute Stroke Unit, RVI

A very caring and patient group of staff. They cared for all my needs and kept my mother informed of my condition daily. When I couldn't read my book, they found alternative materials to work with.

All Staff in Same Day Emergency Care, RVI

Superb service, super friendly and efficient. Seen within minutes of arrival and totally exceeded my expectations. An asset to the NHS and RVI.

Neurosciences Directorate

All Staff in Ward 16 Neurosurgery, RVI

I was sent to the RVI with a possible bleed in the brain and of course I was worried and nervous. I explained to Karl on several occasions. He took the time to sit and talk to me before and after my treatment and always put me at ease. I also found all staff from doctors, nurses, food assistants, cleaning staff were so professional, helpful and kind. Also, the food was amazing, full marks for catering staff.

Out of Hospital/Community Services Directorate

All Staff at the Evening and Night Nursing Service, Community

This is a nomination for the full team at Evening and Night Nursing Service as part of the out of hours district nurses in Newcastle. One of the main areas

within this area of work is palliative care which has been massively impacted during covid. This team go above and beyond for all patients whether this be patients who are approaching end of life due to a cancer or due to covid 19. During the pandemic we have noticed medics pulling away from the face to face care which patients deserve which has then impacted upon our care and has required the expertise of sound clinical knowledge be challenged each day. Recently there has been more younger patients at end of life who have required that urgent care the team provides due to rapid deterioration and holistic support for the family and young children they have at home. Due to PPE it can be a scary time for young family members however the team have ensured they do the utmost to ensure support of the family and the patient has a settled symptom free death which can be difficult due to symptoms of covid. One patient in particular was very challenging to manage the symptoms of however due to covid the local hospice was closed. Each night the patient required complex care which the staff at ENNS all supported and spent several hours staying with the patient to ensure he was comfortable, and the family felt supported. The nurses at ENNS are so passionate and caring to all their patients yet so little are aware of this service.

Patient Services Directorate

All Staff in Occupational Therapy

I would just like to say that your OT's are the heart of the hospital. I have been seeing Gemma over the last few months, after being so low due to having long term covid which attacked my organs. Without seeing her every week, I do not believe I would be here now, as I would more than likely have taken my own life. She went into the past with me, and we now know that over the years I have had a lot to deal with. I was angry. Anxious. Depressed and life was not worth living. I was a strong person once. Felt weak when I first went to see Gemma at the freeman. But over the weeks and months I have got stronger, calmer and know what I need to do going forward into the future. Without her by my side to talk too I could not have done it, as I do not put these issues onto

my family. She is one amazing person. Explained things in detail. And got me to think of the positives. Work out which are more important to focus on. One amazing lady I can tell you. They need support to keep going and helping people like me have a life. I would even be willing to talk about my experiences with you or anyone that would listen. Please if I can do anything to help the likes of Gemma and other OT's please get in touch. Please thank Gemma for me once again, she is amazing.

Surgical Services Directorate

All Staff on Ward 44 General Surgery Day Ward, RVI

Every member of staff I encountered on 13/5/21 was so professional and went above and beyond what their job roles were to make my stay in hospital a pleasant and calm experience with 1st class care and results. They are all a credit to their profession and the NHS.

Surgical Services Directorate / Hosted Staff

Directorate

All Staff, Breast Care

From the first contact with sue and the whole reconstruction nurse team I have had only the best possible experience. When they say they will be in touch, they do. When they say they will sort out an appointment, they do. When they say they will see you on the ward, they do. When you are on a cancer journey, all you want is this type of assurance and this type of excellent care and attention. The nurses are extremely busy but just to know that someone knows everything that is going on with you as an individual and that they genuinely care is huge! Some of the things I think makes sue and the whole team worthy of an award is that firstly, when the consultant comes in and talks about treatments, plans, drugs etc then has to leave to see the next



patient, they stay behind afterwards to make sure you understood everything that was said and to see if you need extra support or information, secondly, they are on the patients "side". Its like having a friend there with you and it means the world. They remember your kids' names, what you've had done, how you feel. It is just an amazing service and I feel so lucky that during my experience, I have these amazing nurses with me. Massive appreciation and thanks to the breast reconstruction nurse specialists and to the RVI surgery and plastic surgery departments. Newcastle is lucky to have you all.