



People at our Heart Awards

Quarter 2, 2020

Given the exceptional circumstances of the last few months and in recognition of the extraordinary work which has been delivered during the pandemic this quarter, the 'People at our Heart Awards' judging panel agreed to select four Individual Staff Winners, three Team Winners and to highlight seven Highly Commended Nominations, all of which scored high in the shortlisting process.

Individual Winners

Barbara Hall, Sister/ Charge Nurse - Ward 2 Paediatric Medicine - RVI

Barbara works on ward 2a as a Sister. Recently, due to Covid, our respiratory nurses were moved to a newly set up Covid ward along with Barbara. This was a stressful and worrying time for all of the staff, including other nurses from different specialities, who were seconded to our ward to fill the gap. This was a huge organisational task and the whole team worked very well on both wards with all the challenges this entails. Through this whole process, Barbara, as usual, put her patients at the heart of everything with empathy, kindness and professional care, especially supporting patients whose fears she allayed with the prospect of a Covid diagnosis. During all of this frightening time, Barbara has been a life line of support to her staff. Not only professionally dealing with an unprecedented Pandemic and all that entails for the staff involved, but also emotionally. She has guided and helped the staff who were working on the Covid ward through their own personal stress and worries. She is an inspirational nurse; she not only helps staff in a professional way but also supports them personally. Barbara does this with a perfect balance of Line Manager and friend and due to this, she is respected and loved by her staff, who are willing to support her in every way. She truly is what this award is about.

Jenny Hunt, Specialist Occupational Therapist, Occupational Therapy - Corporate

Jenny has been working with a patient with a new diagnosis of a high grade multifocal brain tumour, for several months. The patient was previously independent. This life changing diagnosis has left the patient with very complex physical and cognitive needs. This has been a very challenging situation for all involved. Jenny provided significant support to both the patient's spouse and young child; helping them to adjust and adapt to the patient's personality and cognitive changes, understanding a new baseline (full hoist transfer), as well as carrying out comprehensive OT assessment/intervention and supported some major adaptations, which enabled the patient to return home. Jenny is a credit to our team. I'm very proud of Jenny's involvement with this patient, demonstrating resilience, and going the extra mile to ensure the patient's child could spend quality time with their parent before they die. She consistently provides high quality care for patients with a brain tumour diagnosis. Feedback received from the spouse: 'I have had the opportunity during my life to have visited every country in the world at least twice. During this time I have met many people from all walks of life and have had the opportunity to rub shoulders with some of the rich and famous, however I have never met anyone as beautiful, caring and considerate as yourself, you are an absolute credit to the uniform that you so proudly wear. You were able to make [patient] smile when you entered the room and to see this was an absolute pleasure and a joy to see. Thankyou from the bottom of my heart for all of the work you done with [patient] and I do hope that all your dreams and aspirations are fulfilled as you are truly a very special person whom we will never forget. Thank You.

Tracy Leck, Nurse Specialist - Plastic Surgery, Plastic Surgery General - RVI

Tracy always let us know when she was coming and even fitted in with the Helping Hands care visitors. She was understanding, kind and gentle and knowledgeable. She gave clear and explicit advice in a friendly manner. She took extra care over dressings. When I said I could not get a pineapple, she remembered and brought one on her next visit. She came to be with us for our consultation with Mr Saleh and expanded on his advice. I have the utmost confidence in Tracy, she is now a family friend than just being a nurse. Thank you Tracy for your many kindnesses.

Brian Quinn, Maintenance Craftsperson, Engineering, RVI

Brian has supported the Pharmacy Production Unit for a number of years and has always been seen as the man that can fix anything. No job has been refused by Brian and he will always try his best to accommodate our always urgent requests. Recently, we have had a problem with a major piece of equipment and Brian initially followed out a diagnostic inspection to see what the problem might be. Due to the age of the equipment, parts are now obsolete so if it was anything major, a repair was going to be unlikely. An external company was contacted who are the main contractors for this equipment - they also confirmed that any equipment older than 10 years (which ours is) would not have the parts available. After two visits by the external contractor, they suggested that the fault could be a couple of things and re-iterated that the parts needed would no longer be available. The need for this equipment is vital for our procedures so Brian continued to work on the machine himself trying various fixes until he finally came up with a fix. Brian went way over and above to assist us with getting this machine back up and running and in the process has saved the trust an estimated £60 - £100k in the interim. Brian has shown his dedication to the Pharmacy production unit in many ways over the years and is aware of the impact essential equipment breakdowns can have on our service to our patients. If we don't have essential equipment available for use then we cannot provide the vital services required by our Trust. Brian has a vast knowledge of all of the equipment within the Pharmacy production unit and he always attends to the urgent and sometimes obscure requests like to manufacture something without any question. Brian definitely deserves this award and we as a team appreciate everything he does and has done for us over the years, he is a valuable asset to the Trust team.

Team Winners

All Staff on Ward 23 Paediatric Cardiology – FH

Ward 23 are my hero's they have changed me as a person, they have made me realise what is important in life and changed my way of thinking, inspiration from the team has made me re evaluate my choice of career. The support love care and time they have supported us as a family. Operating on my daughter taking a sick baby into theatre giving me a pink healthy one back. Dedicated team that we where lucky to have. Heart surgery was a great experience due to the time and effort the whole team gave my family. Honesty was the key. They are over worked and under pressure like all services but they are truly the best team who work as a team saving lives helping families. Dr Hasan is my hero he has helped so many families like mine he is without a doubt the most dedicated inspirational person I have met. So thanks to ward 23 every single person has made an impact on my life without even knowing it. 300 words is not enough!

All Staff at North East Children's Transport & Retrieval – CAV

I would like to nominate NECTAR who during the pandemic stepped out of their comfort zones and moved adult critical care patients as well as paediatric patients. As a service we are dedicated children's transport team for the region, during covid we volunteered to help our adult colleagues by relieving hospitals who were at capacity and moving their ITU patients to somewhere where there was space. Our staff quickly stepped up the challenge, undertaking extra training and stepping out of their comfort zones. This allowed flow of patients around the region and no hospitals to get overwhelmed. Our staff found this experience difficult but have dedicated their skills to ensure adult patients were moved with the same care and dignity as our give our paediatric patients.

Dr Hilary Tedd and Team, The North East Assisted Ventilation Service (NEAVS)

I would like to Nominate Dr Hilary Tedd and the North East Assisted Ventilation Team (NEAVS) for the outstanding, holistic healthcare and support that they have provided for my older brother who has incredibly complex needs. Not only have Dr Tedd and the team given outstanding care to my brother over the last couple of years since they have been involved, but it is abundantly clear that they care and have a great deal of compassion for his family too. As a sibling I can genuinely say this is not something I have ever experienced, health professionals being interested in my views and experiences as a family member too. It's been incredibly difficult to see the deterioration in my brother's health in recent years. We had hit many brick walls before NEAVS – we are acutely aware that without their support he probably wouldn't be with us. Dr Tedd and the NEAVs team, including Steph Grant, have helped us enormously as we fight to ensure that my brother receives the best care at home that he can. We genuinely feel that they walk alongside us as we strive to ensure my brother can live at home and enjoy the things that he loves. Even in this challenging time, we feel really looked after and secure in the knowledge that if my brother needs anything, NEAVs will do their utmost to help and care for him. The gladness I felt in knowing that Dr Tedd had phoned and spoken to my mum about my brother's care even when she was working on a Covid ward – there are not words to describe this. This level of genuine care and compassion is not something that we as a family have experienced much at all.

Highly Commended Nominations

Helen Ayott, Clinical Psychologist, Psychology – Health Psychology

I would like to pass along a copy of an email I recently received from one of Helen's patients. I am so very proud of Helen and of her skill and compassion as a therapist

Hello Christine, I am writing to you to pass on a compliment of the highest order regarding Helen Aylott. I have recently completed a course of therapy with Helen. Not only has the process far exceeded any expectations I had regarding outcome or scope, it has been the single most positive experience of my life. I have a reasonable amount of experience with the NHS (as patient and employee) and, quite simply, Helen has shown herself to be one of the most impressive professionals I have ever had the fortune of meeting. There have been challenges. Not least my own set of presenting symptoms - severe, well-embedded and complex - resulting from 30 years of unresolved trauma. My symptoms were such that I firmly believed recovery was impossible. As I told Helen during our first session, I was simply 'too broken to fix'. By our final session, my PHQ-9 and GAD-7 scores were in the non-clinical range and for the first time in my life I could take meaning from the notion that life is a gift. A huge distance has been travelled under complicated conditions. Helen's professionalism, adaptability, problem-solving ability, and commitment did not once waver. Of particular note was Helen's management of the transition to over-the-phone therapy following government restrictions. No doubt this was challenging for therapists as well as patients – a challenge that no therapist could be fully trained or prepared for. However, after just a couple of sessions you would have believed Helen had been doing it for years; with all the characteristics that make her such an effective therapist in face-to-face contexts transcending physical barriers. She really did do you proud there. I have no hesitation in stating - bold as it may be - that I do not believe you could pay to see a better therapist than Helen. To say that Helen is a credit to your service would be a gross understatement: she is a shining light for both the NHS and the psychology profession at large. Sincerely, PB

Allison Sykes, Senior Nurse - Practice Development, IPC, Infection Control - Corporate

A clinical member of staff has been unable to work since the beginning of COVID due to claustrophobia and a panic disorder associated to masks. She has had a number of support measures put in place but remains unable to return to work. I asked Allison for advice to see if there was anything further we could do for the staff member. Allison volunteered to go and visit them at home. The member of staff welcomed the visit. Allison displayed patience and compassion whilst using her expertise, provided feedback and suggestions to the Matron regarding support, agreed a plan and arranged a return visit. I have since become aware that this meeting was conducted during Allison's annual leave, so that she could see the staff member at the earliest possible opportunity. Allison is the Senior Nurse for Practice Development within the IPC team in a Trust-wide position. She is an expert in her field, is a Winston Churchill Memorial Fellow and has undertaken a comprehensive project visiting international facilities and identified best practice around the world. I would like to nominate Allison for a People at Our Heart Award as she is an inspirational nurse. For Allison 'going the extra mile' for patients and staff is what she aspires to each and every day. She is resilient and resourceful as well as modest and compassionate which is why I believe that Allison went to see this nurse during her annual leave. Allison is an outstanding role model, working tirelessly in a complex field to ensure staff safety and high quality care for our patients. She is an expert in her clinical field and has supported and developed our staff to enable us to be recognized as an outstanding Trust and guide us through the challenges of covid-19.

Lisa Brown, Critical Care Assistant, Sarah Daggett, Staff Nurse and Laura Hall, Staff Nurse, Ward 12/ PICU – RVI

Had an infant who required a tracheostomy and Mum, who was present all day, didn't speak any English. She relied on Dad to translate into Turkish although he was often not present on the ward during the day due to working pattern. Prior to the operation the aforementioned staff created bilingual laminated cue-cards for common phrases during the initial care of a tracheostomy so Mum wouldn't feel so excluded in the care of her child. There were also cue cards inviting her to instigate cares for her child in an environment where she could have previously felt less empowered due to the language barrier.

All Staff, Research Nursing team - Sir Bobby Robson Cancer Trials Unit, FH

I would like my amazing nursing team to be recognised for the outstanding and dedicated work that they have continued to do throughout the COVID pandemic. The Sir Bobby Robson Cancer Trials Unit (SBRU) dedicates time to caring for patients who have been referred and participate in an experimental (unlicensed) potential cancer treatment. The patients are referred to our unit when they have exhausted all the usual treatment options and nearly all patients have widespread disease. The patients often have complex physical needs and it can be a highly emotional environment as sadly many of our patients receive 'bad news'. I could not be more proud of my nursing team during the peak of the Covid pandemic. As we were thrown into a world of uncertainty it became even more difficult for our patients. The nurses continued to care for them in the most amazing way by looking at each individual and arranging a plan for that person. The team continued to treat ALL patients that were on a trial (we heard stories of other trial centres stopping treatments and closing their trials). Patient appointments were spaced out where possible to ensure social distancing and the team are, and continue to be, extremely strict with PPE and clinical cleanliness in the unit. In addition many discussions took place with the trial sponsors to ensure the best plan for the patient and they were called many times to discuss their plan and to reassure them. The team also receive several phone calls on a daily basis from worried patients and relatives about the escalating pandemic and the nurses kept calm and reassured them. In addition to this support the nurses has a strict plan for anyone calling or arriving with Covid symptoms. Sadly one of our patients who was receiving treatment called to say her husband had died of Covid so she was advised to get a test an isolate and was called regularly and provided with a huge amount of emotional support. I can honestly say I was proud to watch the team 'in action'. There was never a mention of having to come to work as the pandemic escalated; it's just what nurses do. They sprang into action to make sure every individual patient was provided with the very best amazing care in an environment where patients were very emotional and worried. The team continue to provide cancer care and make a huge difference to patients and relatives alike. We continue to strive towards better and more effective cancer treatments and I would love my team to be recognised for the work their amazing efforts.

All Staff, Assessment Suite, RVI

I would like to take this opportunity to nominate the staff on the Assessment Suite due to their thought and consideration of others during the COVID pandemic. As a ward we were aware that we were receiving donation from companies for NHS front line staff. A lot of this was food. Rachel highlighted that there were many people who had been hit hard financially by Covid and while we were receiving free food others were needing to visit food banks just to survive. Together with Barbara they help to organise food collections from all the AS staff to be delivered to a local food bank. This was done regularly through the peak of the pandemic and is still ongoing now.

Eleanor Forbes & Laura Smith, Midwives, Delivery Suite, Leazes Wing, RVI

We would like to nominate both midwives Eleanor (Ellie) Forbes and Laurie Smith who helped deliver our son on August 23rd 2020. The reason we want to nominate both of them was the way that they handled the transition of shifts not just once but twice as my labour straddled multiple shifts, and the attention to detail and care from both of them was exceptional. As I was induced I was already anxious as not being able to have my partner with me from the start, due to the Covid restrictions, once I was moved to the delivery suite I felt my anxiety was heightened and I started to get very upset about what was to come, once my partner arrived Ellie made sure we went through our plan and what we needed. Unfortunately, the labour was not as we had planned and significantly deviated away from our birth plan, both Ellie and Laurie listened to our concerns talked to us about the options and prioritised both our emotional wellbeing as well as ensuring our son was not distressed. It was amazing how they spent time listening to both of us, and not just the female point of view. To make things even more difficult was the heat that day/night and the PPE needed due to Covid, it was clear they delayed their breaks and worked over their shifts to make sure we were OK and we were comfortable. The way that both midwives made us feel at ease, talked to us both with so much respect and dignity throughout the birth, worked with each other to make sure of consistent outstanding care is something that we believe goes above and beyond their normal day job, and they should be recognised for this care and commitment.

Individual Nominations

Iraje Nadeem Ahmed, Radiographer - Therapeutic Radiotherapy Treatment NCCC - FH

Iraje Ahmed is a very special lady who has the ability to make people feel special, at ease, safe and welcome. Iraje ticks all of the boxes of your values. Due to Covid, you have to ring ahead before entering on the second day Iraje recognised my voice and knew my name. This was very comforting on the hardest journey I've ever had to make. I was unable to take anyone in for support but now I know I didn't need it with Iraje being so great. She is very caring, kind and inclusive with all patients, gives a high standard of care because of her knowledge, Iraje and the team have been innovative in these Covid circumstances. They all must make the patients and department very proud.

Jayne Banks, Research Nurse, CRF 570430

Jayne stepped up in the absence of her research sister whilst dealing with the unsettling and unprecedented circumstances we are currently experiencing. At very short notice she had to move her entire department to a new site (CARU at CAV) whilst continuing to deliver high quality patient care to her study participants. She dealt with couriers, Principle Investigators for studies, support departments, external agencies and staff at Centre for Life. Throughout this time she supported the rest of her team to cope with the stress involved of not knowing exactly what was happening and when. She ensured her paediatric patients and their families were kept informed and safe. She singlehandedly (as her paediatric colleagues were shielding at home) carried out all paediatric organisation and communication for this shielding period. She acted as a manager to facilitate continuous adult care whilst a large proportion of CRF staff were redeployed to help with the Covid-19 pandemic. She still found the time to teach colleagues new techniques and support/supervise them in obtaining competencies. As admin support was mostly working from home Jayne assisted in creating a return to work induction and social distancing measures. She has thought constantly as to how to carry out her role and support her team to continue to function. The level of appreciation that I witness from her colleagues make me proud and so I am nominating Jayne to show our appreciation and regard for her.

Morgan Beenham, Staff Nurse, Reception/Recovery - FH

I was lucky enough to be cared for by Morgan after major abdominal surgery. Initially I made good progress but then my pain became unbearable. Morgan talked me through the plan and then during the process she kept me calm and grounded. I

was given a powerful drug that I have never had before and Morgan's intuitive approach meant that she was able to calm me down and ensure that I was in control. Waking up after surgery in pain is probably the biggest fear, but Morgan's healing hands and intuitive approach made it a far less daunting process.

Louise Bell, Senior Medical Secretary, Cardiothoracic Surgery Specialty – FH

Following my partner Mike's emergency cardiac surgery, April '19, extended stay in ICU and subsequent conditions and symptoms, when first discharged home we felt nervous and anxious about every next occurrence, but didn't know who to ask whether this was 'normal', 'to be expected' etc. or not. I have kept my mobile phone on 'Do not disturb' through nights ever since so that Mike could contact me during the night if necessary as I've had to rest in a different room due to the chest pain from his sternum preventing him from turning over normally, difficulty breathing and restless nights. I originally rang Louise apologetically to explain that we didn't know whether to shout for help for the various symptoms - pain, breathing etc. and to see whether she could direct us to a source of support. She was outstanding in her instant empathy, care and concern and although on her own admission 'not medical' she had sufficient knowledge of typical patient reactions post-surgery that she was able to distinguish between the 'expected' and the 'unusual'. Louise's warmth and intuitive sense of support is excellent: when I was apologising for my anxiety and ringing her quite frequently, she said "Don't worry, if it was my family I would be doing the same!" I'll never forget that; with those few words I immediately felt calmer. Although now much better, Mike has had various new and also continuing sternum problems which after 18 months reached the need for consideration of surgery for wire removal. Clearly the Covid-19 situation impinged upon the availability of appointments, however with Louise's undoubted efficiency she spotted an unexpected slot in July '20, called us, liaised with a registrar and got us in that afternoon to consult with him: stunning initiative! My prompt to make this nomination ultimately resulted from Louise's actions that day 'beyond the call of duty' one might say when she came down to see us in the waiting area, checked that the room had been booked, listened attentively to Mike's concern and gave us welcome reassurance that the registrar would see him shortly. She even returned when the consultation had completed and took note of the follow-up CT scan the registrar had requested. I sincerely hope that I have coherently conveyed the recognition and appreciation we have of Louise's exceptional efficiency and pride in her role, which undoubtedly benefits from her

level of compassion and high degree of sensitivity and empathy towards patients and family members which we have otherwise found relatively rare.

Alison Burns, Clinical Technologist, Bone Densitometry – FH

Our daughter Rebecca has Rett Syndrome which means she has multiple and profound disabilities both physically and intellectually. Her bone health needs to be very carefully managed and as such she has required several DEXA bone mineral density scans. As soon as we entered the room for the latest appointment, we recognised Ali as the same lady who did a brilliant job of looking after us last time. We immediately felt at ease. Rebecca finds it quite distressing to be asked to lie flat on her back so this was especially challenging for her. Ali told us not to hurry or worry and to take our time settling Rebecca down. Ali appreciated that we needed to be hands on whilst Rebecca had her scan so that she remained safe and was reassured and calmed by our physical contact. She also explained that today's scanner would run closer to Rebecca but that it gave much clearer images. During the last scan, Rebecca got very scared and kept trying to sit up and move. Today's scan went very well indeed. Very sensibly, Rebecca was given a double appointment today so that she wasn't rushed and distressed. That worked very well. I remember looking across at Ali and she was smiling throughout and looking very relaxed. She was chatting to us throughout and kept reassuring Rebecca that she was doing great. As a result, today's scan seemed to take a lot less time to complete and Rebecca managed to settle down very quickly and allow the scanner to do its job. Even Rebecca was smiling at the end of the scan. We were so pleased to have Ali again. She remembered us, was very friendly and is a credit to your organisation. A huge thank you for personal care.

Anna Cala, Consultant Orthodontist, DH

Anna has been treating my teenage daughter Emma for over a year now. She goes above and beyond with her approach to treatment, clearly explaining each procedure. She has genuine empathy for Emma's feelings and worries. On one occasion Emma was close to tears about having to have an injection but Anna helped with her calming approach. Quite simply she is professional, friendly and makes me feel totally confident in treating my daughter. Emma thinks she is amazing and would like to nominate her for this award.

Jagoda Campbell-Hewson, Nurse Specialist - CYP

Oncology Outreach, Paediatric Oncology Spec – RVI

Jagoda is an inspiration to your trust. My 6 year old daughter Niamh was diagnosed with acute lymphoblastic leukaemia in March and Jagoda has been fantastic throughout. She supports everyone and is aware of everyone's needs. She truly is a star!!

Robert Chandler, Consultant Clinical Oncologist, NCCC Specialty – FH

Dr Chandler has been overseeing my husband's cancer care for the past two years. When we first met him we were feeling anxious and overwhelmed but I was immediately struck by his calm, approachable and reassuring manner. I knew then that Richard was going to be in good hands. Whether there is good or not so good news to share Dr Chandler always communicates well with us in an appropriate and balanced way. When the scan results have brought positive news he has rung to let us know as soon as he can even if this is at the end of the working day or in between clinic appointments. We regularly receive written summaries of Richard's check-up appointments and plan going forward which helps us reflect on how things are going and put us at ease. I was particularly touched by Dr Chandler's prompt response during the coronavirus pandemic when Richard was feeling really unwell. This was also making him low in mood and I was really concerned about him both physically and mentally particularly as he is always very positive and matter of fact about life even during these challenging times. Dr Chandler very quickly organised for additional treatment for Richard within days as well as seeing him in person to ensure the treatment was targeted effectively. This was a huge success which helped keep Richard comfortable while he waited for his immunotherapy sessions to start. I will always feel very grateful for this particularly as it happened during a global pandemic. I feel very lucky to have my husband being cared for by a very attentive, kind and caring doctor. We can contact him at any time and he will always give us the time we need to talk through our questions and agree the way forward before the call is ended.

Lesley Craft, Sister/ Charge Nurse, Children's Theatres – RVI

I would like to nominate Lesley for her service in children's theatres at NVW RVI also she has worked at the Fleming hospital for 2 years before it closed its doors we a very busy department many times when Lesley has or should have finished her shift on a lot of occasions and covered shifts when we have being short staffed including 12 hour shifts she always the one what stays back till the operation is complete always got a smile the office door is always open for use always got time to help her service here is 36yrs which I thing should stand for something so I feel I should put her forward as a very hard work member of staff

Catherine Elford, Senior Staff Nurse - Macmillan Community Chemotherapy, Ward 36 NCCC – FH

During my 2 years of extensive chemotherapy, Cathy has been incredibly supportive. She has encouraged me to continue with life saving treatment when I've been on the verge of giving up, has rearranged and rescheduled treatments at short notice and has given me tons of dietary and lifestyle advice which has improved my quality of life considerably. She works quickly and efficiently - lengthy treatment sessions are over before you know it. Cathy has a terrific sense of humour but is always professional and knowledgeable. For Cathy, the patient is always at the centre of everything she does.

Vanessa Fada-Race, Assistant Practitioner, Ward 31 Renal Dialysis – FH

Earlier last year I struggled and consequently terminated the treatment of dialysis, however since attending the Freeman I have had support from all disciplines which has enabled me to come to terms with the process a lot easier. Whilst attending the Freeman, one nurse-(Vin Race) has been like a rock, introducing myself to the 'shared care' programme and just listening. The '7 Cs' are demonstrated every day by this nurse and she always goes the 'extra mile' for all of the patients on the unit. She even listens to my really bad jokes!! Please acknowledge her work.

Laura Featherstone, Advanced Physiotherapist, Major Trauma Rehabilitation – RVI

Laura is an exemplary physiotherapist but that is not the sole reason for this nomination. Laura's approach is the very definition of holistic care. I have worked with Laura on and off for a few years and I can't remember a shift going by where I have not witnessed first-hand, her going the 'extra mile' for her patients. This can be anything from popping to the shop for a patient or staying late just to ensure someone has the chance to be discharged that day. This high standard of care has been consistent with Laura in all the time I have worked with her but she has really shone during these difficult recent months. During this pandemic, Laura has taken the time to take patients outside in wheelchairs to meet their family which has greatly improved their experience in hospital. I have witnessed her set up facetime and email for patients who are not computer savvy so they can speak with friends and relatives, lifting their spirits and often leading to them wanting to engage with physio more thoroughly. Laura works closely with the nursing staff to build a full picture of a patient's situation and will always go above and beyond to deliver the best care often approaching the nurses with an idea to make a patients stay more comfortable. Laura is the embodiment of putting the patient at the heart of everything we do and has always been a pleasure to work with and I cannot think of another colleague more deserving of this award.

Jo Glen-Davison, Trainee Clinical Psychologist, OHS Clinical Psychology

I recently undertook some counselling sessions with Jo following a devastating fire in our home and business premises. Jo talked me through some really dark periods in my life following the fire and coached me through this "grieving" process. She was kind, compassionate and very understanding. She gave me strategies with which to cope with the enormous sense of loss. She also helped me learn about self-compassion and allowing yourself time for you and how important this is. Throughout this process Jo was extremely professional and very thorough in her approach to her work. Even though she is a trainee currently I have no doubt whatsoever that she is an absolute asset to the Psychology unit and I truly hope that she will remain with the Trust once qualified so that other staff can experience the same support that I have over the last 5 months.

Jilly Goodfellow, Nurse Practitioner – Colposcopy, Ward 40 Gynaecology – RVI

Jilly Goodfellow , She is not just an amazing sister (Manger) of our unit she is also colposcopist nothing is a bother for her, she's always seeing extra patients and goes over and beyond , she does a lot of charity work for jo,s trust and other organisations.

Ben Griffiths, Consultant Surgeon, Colorectal Surgery Specialty – Corporate

I was diagnosed with advanced rectal cancer, I was given Mr Ben Griffiths as my consultant . I was so afraid of what I was about to go through, however I need never have worried as this man made me feel so special , he said he was going to look after me and do everything in his power to put me right. From start to finish Mr Griffiths along with his brilliant team did go above and beyond to make my operation and after care go so so smoothly. He wasn't on site the day after my operation but he made sure he sent a colleague of his called Dena (another wonderful person) to make sure I was fine . You can just feel it when you're in the best hands possible, I would say he is the best consultant in his field, a health magician that is exactly what he is in my eyes . I've just been told my op went well and everything is clear , this man has gone above and beyond for me and he has given me a new lease of life as I thought I couldn't be cured. The fact he does a lot with training in his field tells you how much he loves and thrives on sharing his knowledge which I believe is the best in the country within his field. It's not just me I've spoken to other patients and they all say the same how much they feel privileged to be under him and his team. He is a massive asset to Newcastle's RVI hospital.

John Hebron, Healthcare Assistant, Diabetes Service – Community

John came to us from a clinic environment. Our ward is an acute care of the elderly ward. This was a very different role for him. John had experience working with patients in the clinic for 13 years. Though he was a little daunted by the change

and overwhelmed at times because of the complexity of some of our patients he never showed this while with a patient. He came to the ward with a positive 'can do' attitude and has been an asset to our team. He was willing to learn about paperlite and happy to show others this skill as he became more familiar with the work. Patients have commented on their friends and family cards about John stating that he was caring and made them feel at ease. A patient being discharged told the ambulance crew that they would need to wait until John had finished with another patient so that they could thank him personally for the care he had given them. During the COVID situation staffing was difficult at times. John was very flexible with his rota and although he usually works early shifts Monday to Friday he was more than happy to help out and work 12.5 hour shifts. This meant that patient care was not compromised and his efforts were greatly appreciated by his colleagues. John's genuine willingness to help patients and staff did not go unnoticed; he was a joy to have on the ward. He will be a great miss when he returns to his role at the clinic.

Jessica Higginson, Community Staff Nurse. District Nursing Newcastle East

My name is Ashley I work in Byker Hall Care Home and would like to nominate Jessica Higginson for an award due to how outstanding she has been every day but more during the pandemic. She is an inspiration and an asset to the district nursing team. I appreciated that Jessica was on board with myself when residents weren't well and Dr's weren't coming out. I had my first death and a lot of residents becoming unwell and requiring EOL pathway, I found it hard but with the help and reassurance from Jessica on a daily basis through the full thing I got through every day, I found that Jessica was also there for me not just our residents. I can't thank Jessica enough and hope she is recognised for her outstanding work on a daily basis plus through this horrible pandemic.

Mustafa Kadhim, Consultant Ophthalmologist, Ophthalmology Specialty – RVI

Had right eye operated on at RVI eye hospital in Newcastle. Surgeon was brilliant (can't remember his name) explained it in a way that was easy to understand and actually listened to the patient too. The operation was a resounding success, fully

restoring sight to right eye after bleed on eye/bad vision for years. I can now see fantastically well out of that eye. Surgeon was also friendly and helpful.

Tracy Keeling, Nursery Nurse, Ward 35 Special Care Baby Unit – RVI

I would like to nominate Tracy for her hard work and dedication in delivering excellent care to the babies and families. Tracy supports and prepares parents for taking their babies home. Often the babies have spent many weeks in hospital and had a very difficult journey. Her experience and guidance helps prepare the parents to care for their babies outside of the hospital setting. She is an expert in information giving and supporting parents on a practical level.

Karen Liddell, Healthcare Assistant, Ward 31 Elderly Care, – RVI

This lady nursed me through Coronavirus in March/April 20 on ward 31. In my opinion, she did over and above. I was told by a Consultant that I would not make it through the night.

Emmie-Jade Lithgow, Healthcare Assistant Bank, Staff Bank

Emmie Jade has supported a patient on GNCH who suffered from anxiety and communication difficulties. Jade demonstrated through play and creative activities her ability to connect with the patient and gain their trust. A Greatix was submitted from the family praising the care that Emmie provided and become a friend to the patient and gave them confidence and trust when they visited the GNCH. As a manager it is humbling to receive such positive feedback from parents who are facing anxious times during their child's illness. Emmie is a credit to the Staff Bank and the organisation.

Brian Lloyd, Domestic Assistant, Domestic Services – FH

1. Brian is the Domestic on the ward and not only does he do the work, he makes all of the patients day, always making them laugh and has no time for his own work but always does his best to make them happy.
2. Brian goes above and beyond his job role. He understands cleanliness is of utmost importance whilst maintaining the dignity and respect of our patients. Patients enjoy a 'bit of banter' with Brian.
3. Goes above and beyond, doesn't just do domestic, he will help with patients for example; filling up patients jugs of water when required. He also makes sure his job is done thoroughly.
4. He is amazing with all staff and all patients, at all times. He always makes the ward positive and puts a smile on everyone's faces.
5. Mr Brian Lloyd has worked at the Freeman for 30 years. He works tirelessly on our ward, making sure the ward is spotless, he interacts so well with patients, making them laugh and relates well with staff. He just brightens up the whole ward, going above and beyond his duties.

Julie Marriott, Staff Nurse, Ward 36 NCCC – FH

Julie deserves this award as she is one of the most; caring, supportive and compassionate nurses I've had the pleasure to work alongside. She takes pride in her work day in and day out, I am truly proud to have her as a colleague and she is a credit to the nursing profession. Julie puts the patients at the heart of everything she does making them a priority, despite the pressure of a busy working environment. She cares for each and every patient with a holistic approach, ensuring their individual needs are met. Julie goes above and beyond her role in order to put patients at ease whilst they experience a difficult time in their life. A cancer journey will never be easy for anybody however; Julie puts the patient at the centre of her attention and provides exceptional care allowing both patients and their families to feel relaxed on the unit, enabling her to build a professional relationship with the patients. Julie is able to use her experience and commitment to the nursing profession to empathise for patients and their families. Julie was allocated as my preceptorship mentor when I joined the unit as a newly qualified nurse back in April 2020. Each day Julie welcomed me, she took time to teach me her amazing range of knowledge and skills relevant for my role on the unit. She has gone above and beyond her role of a staff nurse to ensure that I have settled into my role as a NQN

and I couldn't thank her enough. Julie has been supportive and reassuring; especially on days I thought I could never do the job. I believe I would have struggled with the transition from student nurse to qualified nurse without the guidance and support Julie has provided for me.

Jacqueline Marsh, Nurse Specialist - Acute Oncology, Ward 36 - Oncology and Haematology Day Unit

Jac has worked so hard whilst her team members were both off sick for an extended period. She took on the role as the whole team and never once complained. She is an excellent nurse and is always cheerful and willing to help. An absolute pleasure to work with and ward 36 staff would like to acknowledge her dedication.

Christopher Matthews, Locum Consultant Ophthalmologist, Ophthalmic Theatres, RVI

I worked for many years as a staff nurse in Ophthalmic Theatres and have recently moved to the community. I have had the honour and privilege to have worked with an outstanding, extremely skilled and dedicated Ocular Plastics Team. I would like to nominate Mr. Chris Matthews who is one of the members of the Ocular Plastic Team for a personal touch award. Chris has an excellent bedside manner. He treats each and every one of his patients equally, as if they were his own family. He is always caring and compassionate and puts his patient's needs first. Despite theatre lists with a high volume of patients and a very fast turnover, Chris consistently ensures a happy, well informed, comfortable patient in a professional, relaxed environment. This in turn makes a happy theatre team. It was always a pleasure to work with Chris. He is a credit to the Ophthalmic Department.

Julia McConkey, Clerical Officer, Support Services Molineux

Julia is a fantastic support to all staff who work within Walkergate clinic. She always goes above and beyond her role to ensure the service is delivered effectively. Julia is a friendly face to all patients and staff, she has time for everyone and will always help people. Julia not only carries out her job role to a high standard but also takes on many additional responsibilities to support others. I can speak on everyone's behalf in Walkergate Clinic to say thank you to Julia for the amazing job you do.

**Lorna Meiklem, Staff Nurse - Children's, Ward 1a
Paediatric Medicine – RVI**

Lorna was my daughter's allocated nurse when she arrived on the ward. She was with us for the first two days of our stay. My daughter was on hourly meds and Lorna was incredibly punctual. She was constantly polite, attentive and actively demonstrated a caring attitude. She certainly made the settling in period a lot easier.

**Alistair Murray, Physiotherapy Associate Practitioner,
Physiotherapy – Corporate**

I am nominating Ali for this award because I feel he embodies everything that the caring profession represents. Always happy and energetic, he has a truly wonderful way with patients. He doesn't just care about their physical problems, he engages the patients in meaningful conversation and gets to know them on a personal level. Patients always comment on how lovely he is. He is an outstanding team member, always offering help to everyone and cheering everyone up with his wit and humour. He really is an integral part of the team on Ward 21 and the staff fully appreciate every little thing he does for us to help make our jobs just that little bit easier.

**Brenda Needham, Healthcare Assistant, Ward 1a
Paediatric Medicine – RVI**

Brenda is such a character, she makes people smile. She always had a chat with us and made sure we had everything we needed. She made sure I was eating as well as sorting meals for my daughter when she was admitted. We had an issue with our shower and Brenda had it reported to the maintenance team and sorted ASAP. You know you would smile when Brenda was in.

Gail Nokes, Clerical Officer Team Leader, Clinical Immunology – RVI

Gail has worked outstanding during Covid 19, she has gone beyond her duties to make sure everything has been done to follow NHS guidelines, she also had to cover the department by herself and PIU due to staff sickness so she was doing the job of 3 people, she is an amazing person and hard worker.

Gemma O'Callaghan, Specialist Occupational Therapist in Rheumatology, Occupational Therapy – Corporate

I have been asked to nominate Gemma by a patient who would like to remain anonymous. The patient is a woman with severe disabilities caused by rheumatoid arthritis, who has recently been very grateful for Gemma's help in many ways, in particular for solving some intractable problems with other agencies. Gemma has managed to arrange for the stair-lift to be reviewed for repair, a re-assessment for her wheelchair, approval for a reclining and lifting chair, a suitable walking frame. She did all this with enthusiasm and expertise and provided support and practical advice. The patient is very grateful that she now has a prospect of more independence at home after a very long time trying to get these things sorted out through the usual avenues. Thank you Gemma - it's good to know that our patients get good care right across the multidisciplinary team.

Alexandra Patience, Consultant Obstetrician, Obstetrics Specialty – RVI

I would like to nominate Dr Alex Patience for the incredible care given to my wife during her pregnancy with twins. Throughout the ante natal care period Dr Patience spent considerable time reassuring my wife, always talking her through what to expect and all potential options. This was during a particularly stressful time, especially towards the end when the twins had to be delivered sooner than expected at the beginning of April (during lockdown). Her empathy and knowledge were exemplary and she is an excellent surgeon. We could not fault the overall ante, peri and post natal support we received from the team at RVI and consider ourselves very lucky to have had such fantastic care.

Matt Prior, Consultant Gynaecologist, CFL

I saw Matt for an appointment which I was very nervous and anxious for. I had to attend the appointment alone and he re-assured me and made me feel comfortable from the very beginning. He talked to me the whole time during my procedure and was lovely and friendly and didn't make any of my questions seem silly or inappropriate. He invited me back for a follow up appointment which was not necessarily needed but because he could tell I was very anxious and worried and wanted me to have a re-assurance scan to help me and double check if everything would be ok. He went above and beyond his role in my opinion and when I went back for my follow up appointment the fact he remembered me and my personal situation and story was very comforting and caring and put me at ease. He has made a huge difference in my journey which has been a very anxious and emotional time and I will never forget the experience and care I have received from him as well as the other members of staff at CFL. He answered all questions I had thoroughly and feel that I couldn't have wished for better care. I would like to thank him for everything he has done for me and hope every patient gets the quality of care that I received when attending their appointment. I believe it is the amazing Doctors like him who make the Trust shine and highlight what incredible work they carry out. I feel very lucky that I was under his care and value everything he has done for me and I certainly won't ever forget it.

Eleanor Rayner, Staff Nurse, Ward 40 Gynaecology – RVI

After very difficult surgery and the beginning of restrictions for visitors due to Covid 19, Eleanor R, as my named nurse, had the most empathetic approach to my care. Her gentle and professional manner was greatly appreciated. Her ability to put me at ease during personal care was outstanding. Gynae is always very personal and Eleanor and others on the same team gave me reassurance through some very difficult times during recovery and after discharge via the access to ward telephone conversations.

Nicola Rodgers, Sister/ Charge Nurse - Children's, Ward 2 Paediatric Medicine – RVI

Nicky is an amazing nurse. She goes above and beyond her role caring for Dylan i.e. washing his hair. She came in early to make sure Dylan's hair got washed the way he likes it! Dylan says 'there's no one better than her'.

Phillip Rutherford, Nurse Specialist - Cardiac Arrhythmia, Cardiology Specialty – FH

I attended the outpatient department after a lot of visits to A+E and after being discharged on a number of occasions as having anxiety I was eventually referred by a Dr Nelson to a Phil Rutherford.. (Who works closely alongside Dr Nelson in the cardiology department) . He listened, was very patient with me and out of everybody that I had seen he made me feel like I wasn't going 'mad'. I eventually got diagnosed with having POTS. Although I struggled with the diagnosis at first, he made me feel at ease and referred me to a Dr Baker in the psychology department at the RVI who I still have one to one sessions with now. I am extremely grateful for the care I received and honestly have never felt so reassured before. I suffered for so long before I got the diagnosis and although still suffering with physical symptoms, finally knowing I will be OK has helped me get back to enjoying my life with my son. For that I am forever grateful and wish to nominate Phil Rutherford.

Hannah Stevenson, Clinical Trials Co-ordinator, CRF Team 3 523002

Hannah volunteered to be a trial coordinator for the Covid-19 trials that the trust have been involved in. She worked very long hours, every day, often staying late to make sure that the trials were set up as quickly as possible to allow patients to receive ground breaking treatments. As a result of her efforts, trials went from receiving the required documents to open and recruiting within 2 days, considerably shorter than the trust average of 40 days. During her time with the Covid-19 research team she was often expected to process amendments to trials in a day to allow for patient treatment the next day, a process which would usually take a few weeks. I truly believe that, without Hannah, the research team would not have been able to make these amazing achievements and many patients would not have been able to access these treatments in their time of greatest need.

Adam Thirlwell, Apprentice Staff Nurse, Ward 43 Neurology – RVI

Adam Thirlwell at the beginning of the Covid crisis was able to procure safety

glasses used for PPE for all staff on ward 43, RVI and to the community staff. This made a huge difference to the members of the team, using these glasses aided with their comfort and safety.

Allison Young, Healthcare Assistant, Ward 5

Dermatology – RVI

As well as being exceptional at her job, Alison Young literally got me walking again. I was in agony with sciatic nerve damage and couldn't see myself improving. Alison has also suffered from this. As well as being attentive and caring in her job, she took the time to explain how to recover from the pain I was in. By late afternoon, I was walking again and the pain had eased. Alison is a fantastic person and I won't forget the help she gave to me. She needs to be recognised for this.

Team Nominations

Cancer Services/ Clinical Haematology

Ward 36, NCCC – FH

From receptionist to nursing staff and tea trolley, ward 36 are extremely hard working and have looked after me for 2 years. I cannot fault them. They work so hard and are so cheerful and caring in every way. As soon as a patient leaves, they are out with the red bucket to clean the chair. So safe and caring, even the students are busy keeping us safe.

Radiotherapy Treatment NCCC – FH

From the moment you are greeted by the staff at the red desk, followed by the blue desk, then to treatment I felt safe, welcomed and at ease. I am extremely grateful for all the staff, their support and genuine professionalism.

Ward 35 NCCC – FH

The team on ward 35 NCCC have been extremely supportive throughout my final placement as a 3rd year student/band 4 aspirant nurse. They all have been

approachable and attentive to me, helping me throughout my weeks here and involving me in all aspects. The sisters are extremely friendly and inviting. Every single member of staff has made me feel so welcome and encouraged me. I really felt part of the team. They are all truly amazing. I will be sad to finish.

Andy Hughes and Team, NCCC Specialty – FH

I am nominating Dr A Hughes and his Team at Freeman Road Oncology. When I was diagnosed with a rare cancer, I was devastated. But the care and compassion I have had since has put me at ease and taken away any fear I may have had. Everyone involved has been honest caring and very friendly. A diagnosis of cancer can be life changing if there is no support but I have had all the support and help I could want with Dr Hughes and his team. It's a challenging journey but made manageable and easier with their support. I would like to see them recognised for their caring work.

Non Malignant Haematology Team (Haemophilia, Haemoglobinopathy, Thrombosis and Anti-coagulation), FH

During this time of adversity the non-malignant haematology team have been very flexible due to COVID which has seen them move base on multiple occasions across two different hospitals with further moves planned . During these moves the team have had to provide the same service for their patient groups to the best of their ability working in restricted environments. The team have been absolutely focussed on delivering the highest quality of care expected from all staff working in Newcastle Upon Tyne Hospitals for the last six months going above and beyond normal working practices despite the restrictions of space in the areas they have been located. I feel very proud to work in a team where everyone has knuckled down together to make sure patient care has not been compromised.

Iraje Ahmed, Radiographer - Therapeutic and Susan Thompson, Radiotherapy Assistant, Radiotherapy Treatment NCCC – FH

I visited the Radiotherapy Department with my elderly mother on 6 occasions. From the first to the last appointment, these two ladies showed excellent communication skills, from the telephone and greeting at reception, they both showed empathy, patience and compassion throughout the treatment. They are both very caring to all

patients and I felt very reassured leaving my elderly mum with them. An asset to your organisation and should be commended.

Cardiothoracic

Ward 24/24A Coronary Care – FH

All staff were pleasant, helpful looking after me well. I saw so many nurses and care helpers; sorry I can't remember all of their names.

Play Team, Ward 23 Paediatric Cardiology – FH

Amazing, hardworking girls who always go above and beyond for patients and parents whilst supporting other staff. Produced a great thank you video for CHUF charity that involved Ward 23, PICU and Clinic E. During lockdown have been producing helpful tips for families and co-ordinating donations of Easter eggs, hand creams and snacks for families at mealtimes whilst the canteens have been running reduced service. The best play team I have ever met, always busy playing with patients, chatting to parents and helping with physio sessions etc. A true asset to the ward.

Children's Services

Children's Neurology Epilepsy Nurses, RVI

Excellent support and help with epilepsy medication and care they're always at the other end of the phone or email. They've been helping my family for 12 years.

Dental Services

Kayleigh Costigan, Adele Henderson, Kate Lovstad and Rebecca Philpot, Dental Nurses, Prosthodontics Clinic

During Covid like many teams the Prosthodontic dental nurses were redeployed all over the trust but these nurses remained in the dental hospital and helped look after the staff and patients. Redeployed in-house, adapting to ever changing environments and helping re-set up clinics and keeping in contact with patients.

Making changes to the new "normal" so it was safe to bring people back in, helping with the antibody clinic which was based on their department. Welcoming and making staff from all over the trust feel welcome and safe! They went from a team of 15 to 4! worked throughout Covid and did/ are still doing a fantastic job!

ENT, Plastics, Ophthalmology & Dermatology

Lucy Clark, Consultant Ophthalmologist and Team, Ophthalmology Specialty – RVI

Miss Clarke since the beginning of Covid has supported the whole team, and has had staff safety as well as patient safety as a priority, by putting systems in place to screen patients before they came in and ensuring there is always enough medical staff, she has been outstanding. My nursing team have been exceptional, they changed working practices from working five and a half days a week to 7 full days, and having to change working practices on a daily basis and all of it done without complaint. The medical and consultant staff adapted to the changes without any complaint, which made these huge changes more acceptable. Thanks to all of the teams for making my job a lot easier

Dermatology Outpatients – RVI

1. All staff members are really friendly and put you at ease as it was a bit nerve-racking at first. There is a real nice feel to the ward and all staff are very professional. Thanks.
2. An excellent team who make me feel relaxed on every visit, a cheerful group. A team who should be commended for their service and approach to patients.
3. All staff excellent - it would be unfair to single anybody out

Fiona Pywell, Senior Sister/ Charge Nurse, Julie Stephenson, Healthcare Assistant, Joanne Woodhead, Sister/ Charge Nurse and Sandra Wright – Healthcare Assistant, ENT Outpatients Department- FH

I been struggling lately with my health and I have ADHD, the team has been patient with me and help me though the toughest time in my life and also struggling through Covid, As a team they been there for me like no other would.

Internal Medicine/ED/COE

All Staff, Ward 19 Infectious Diseases – RVI

My husband was admitted to ward 19, Covid ward at RVI on 21/04/20. The care he received there was second to none - every member of staff was amazing. Their kindness, caring attitude, helpfulness when talking to me on the phone while there was no visiting was very much appreciated. Both of us cannot thank the staff enough for everything they did to get my husband back on his feet, even after being transferred to ITU. Thanks just isn't enough!

Annette Lee , Sister/ Charge Nurse and Michelle Lumsden, Senior Sister/ Charge Nurse, Ward 51 Programmed Investigation Unit – RVI

I have nominated Michelle and Annette for this award as they have been the people in my heart when going through a very traumatic time in my life whilst trying to stay at work. I am the clinical educator for PIU therefore I have known both of these people as colleagues for 6 years, I was experiencing extreme stress and upset as my sister was in the process of dying with lung cancer at the age of 47 being next of kin I had to make some extremely difficult decisions regarding her care as well as visiting and supporting her as my sister, during this period my husband had a traumatic experience in his job which led to a breakdown. I was doing an assessment with one of Michelle's members of staff when she noticed I looked upset after asking what was wrong I broke down in tears. Michelle and Annette promptly took me into their office and allowed me to offload my stress listening intently to what was happening in my life, I found them very easy to talk to and I never felt that they weren't interested in what I was telling them, they comforted me in a time that I was ready to break which gave me the support I needed to stay at work. After my sister passed away I had emergency major gynaecological surgery which led to lack of hormones which had an effect on my mental health leading to anxiety and depression, again with Michelle's and Annette's support I was able to stay at work. They kept me supported and grounded when it was not their responsibility to do so; I am not part of their team but due to their kindness and support I now feel I am part of their team.

Clinical Immunology – RVI

I would like to nominate this team as they are very hard working, currently being moved around into different departments where the team are divided into two departments temporarily we have moved twice in the last few months and will need to move again but the staff have coped amazingly and made sure patients came first, their dedication is amazing and the department is run very smoothly.

Musculoskeletal Services

Karen O'Keefe, Senior Medical Secretary and Mr Paul Sanderson, Consultant Orthopaedic Surgeon

As a member of staff within the trust I have been very impressed by the care and dedication of Karen and Mr Sanderson - I am currently awaiting a date for spinal surgery and I have been in immense pain - however Karen has been very caring and understanding and getting me booked into see Mr Sanderson ASAP. Then when I saw Mr Sanderson he was lovely and seemed like he genuinely cared and I am hopefully getting my surgery very soon, knowing I am in safe hands.

Neurosciences

Ward 43 Neurology – RVI

I've been on this ward for 3 times for periods of 6 weeks and 3 days then another 18 day spell and have been here again since 22 June and hope to get home by about 16th July and I can honestly say every one of the staff from the cleaners to the nurses and doctors couldn't have been better. They have run errands to shop for me, even one of the doctors went especially and got me a paper. They are all very friendly and chatty when they have time and I personally think they couldn't have looked after me better. The whole team have been excellent. I've had times when I've been feeling low but they always got me out of it. A thoroughly deserving team.

Out of Hospital/Community Services

Alex Earle, Nurse Practitioner, Amanda Grimes, Nurse Practitioner, Michelle Kelly, Sexual Health Nurse, Rachel Turnbull, Sexual Health Nurse and Jackie Vaughan-Lamb, Specialist Practice Teacher - Staff from the District Nursing team, Specialist Care Home Support Team and Redeployed Staff from other areas

In response to the COVID-19 pandemic, an initiative to provide training, support and guidance to local care homes specifically relating to PPE was developed. This required staff, some from redeployed areas to become part of an active project team looking to support and protect residences caring for many of our most vulnerable patients. With great efficiency, the team provided face to face training across a large number of care homes, training care staff and support workers in best practice guidelines. Staff showed great flexibility, courage and organisational skills to respond quickly to an evolving project, meeting all of our objectives ahead of schedule. Although a small team, through fine organisation, planning and consideration of resources, the feedback received from care homes was unanimously positive and contributed directly to the protection and safety of patients and service users, also to vulnerable populations not directly under our care.

Patient Services

Occupational Health – RP

During the initial COVID lockdown, this team worked all hours, both from home and the office to ensure that they could respond to the queries from staff that had concerns not only for their own safety and wellbeing but that of their families. The team required staff to be redeployed from other areas within the Trust to cope with the influx of work. They worked Weekends and Bank Holidays, late evenings and early mornings to work through the hundreds of emails that were coming in on a daily basis. They then set up and managed a dedicated telephone line for staff

within days of the lockdown being initiated. They also were the 1st port of call for the thousands of requests for swabs and the place that the results were provided from, which in turn led to more emails and calls. They have truly gone above and beyond what the "normal" role of Occupational Health is and I for one could not have been more thankful for them all.

All Staff, Cleft SALT Paediatrics – RVI

I would like to nominate my team of speech and language therapists who have gone above and beyond during the COVID pandemic to keep the service to children and adults with cleft lip and palate going. From day one of lockdown they have all embraced remote working and provided specialist assessment and treatment via video consultations to over 500 patients who otherwise would not have been seen. This has included (but is not exhaustive) giving advice and support to parents of new babies, assessing the speech and language of lively toddlers, providing specialist assessment for new referrals with complex speech disorder and providing intensive therapy to children who were not able to go to school. Parents have commented on how grateful they have been, having felt abandoned by some other services. Our speech and language therapy assistant, Samantha Marshman, deserves special mention for devising the most amazing resources that we were all able to use via video consultations. They were so good it made one of our young patients remark that he thought the speech therapist was a magician! Their enthusiasm has not only been felt by the patients and their families, but by other team members with remote lunches and quizzes keeping morale up during this difficult period. With lockdown easing, the team have continued to work tirelessly ensuring that face-to-face assessments are able to begin safely and contributing to valuable work to transform our service going forward using video consultations. These will provide an invaluable addition to our service enabling us to children for therapy more often, provide equity of service across the large geographical patch that we cover as a regional service and be more cost effective. Well done to all of them. I am very proud of their dedication to their patients, families and team.

Peri-operative & Critical Care – FH

JJ Gacis, Amelia Robinson & Edith Marata, Staff Nurses, Reception & Recovery – FH

These three people timelessly looked after me for 7 hours in recovery. I woke up post surgery in an excruciating amount of pain as my epidural had blocked the wrong area of my body. I was in complete panic and they were amazing. I spent so much time (once I had calmed) in awe of the work and dedication they put into my care. At all time's there was either JJ, Amelia or Edith with me, calming me and seeing to my needs. I think the staff in recovery go unnoticed as everyone is so full of medication, there is more often than not a blurred recollection of being there. Although on a lot of pain killers, it was an amazing experience to view the hard work they do. Patients came and went for the duration of my time in recovery but I was amazed by the way, not just the 3 people I've mentioned, but the whole team worked. I truly believe they made one of the most traumatic experiences I've had a lot better. We chatted about everything in life and it was great to be a part of that. I often think that medical professionals are superhuman and now I know they are. Great work! Thank you.

Peri-operative & Critical Care – RVI

Kimberley Connelly & Sam Hagan, Sisters/ Charge Nurses, Ward 18 ITU – RVI

Before this year, most people never thought about high consequence infectious diseases (HCIDs), most hospitals had no plan, and most wards had never considered how to care for someone with such an illness. We thought we didn't need to. Sam and Kim thought differently. They took on HCID link nurse roles and worked impressively hard over many months. They developed specialised plans and protocols, and promoted and delivered PPE training for their colleagues. They didn't mind that they were preparing for a patient we might never see - that their work might never be recognised. They could see that delivering care at the standard they aspire to, whilst keeping their colleagues safe, would be vital if it ever happened. I

often saw them both in the office, I'm sure for many hours longer than allocated, drawing up floor plans, meticulously tailoring checklists and developing step-by-step guides for every aspect of critical care nursing in HCIDs. They kept at it through times when it was hard to find volunteers with time to train alongside them, and in due course their leadership and positivity drew in people to join them. COVID-19 is an HCID. Between January and May, Kim worked tirelessly – educating peers in intensive care and numerous staff that came to help, offering invaluable knowledge and insight to other departments and fielding countless calls on her time in good cheer and without complaint. She stayed beyond her shift to help safely admit our first COVID patient. Sam was on maternity leave, yet she made herself available to Kim and was “sorry to have missed it”. Both were a source of personal support to me in uncertain times. What Sam and Kim did – willingly and without reward – put us on the front foot to manage our COVID surge. Most responded. They prepared.

Surgical Services

Ward 6 General Surgery – FH

Following my operation I needed urgent 'critical care' as I was totally incoherent for two days that are lost to me. At a time when visiting was banned the liaison with my distraught wife was well beyond the normal and the care that brought me back to life and sanity will always be remembered. The team at ward 6 who cared for me will never be forgotten - it was 17 days and at times, I thought they were my last. Special thanks to Charlotte for the clarity of explanations and her infectious happiness!

Amber Clift, Staff Nurse, Jessica Urwin, Staff Nurse and Anna Ingledew, Senior Charge Nurse, Ward 36, General Surgery – RVI

Both Amber, Jessica & Anna were so naturally professional yet friendly and reassuring. They made my stay a more pleasant experience. Big Thank You!

Urology/ Renal Services

All Staff, Emergency Admissions Suite – FH

The small team of nurses, HCAs and ward clerks on the Freeman Assessment Suite are the most incredible example of how a team should work and it has been a privilege to work there for the last 8 months. With the wonderful Sisters Kath and Lesley at the helm this busy department with a high turnover of patients continues to run smoothly thanks to the whole team's hard work and efficiency. The incredible organisation of the ward clerks - Elaine, June and Lisa ensures that patients transition smoothly between hospitals and departments and their kindness and warmth ensures that morale in the department remains high. The wonderful HCAs Danielle, Laura and Claire have done the patient's bloods before you even get a chance to print the stickers and are always on hand to support with any tasks, regularly keeping patients calm and distracted when procedures are being performed. Every single one of the nursing staff on the assessment suite has so much experience and knowledge they are always on hand to offer advice and share their wisdom. In the assessment suite everyone pulls together to ensure the patients receive the best possible care and are cared for with compassion and patience. This is all done while managing to share a joke and a laugh when appropriate and with the knowledge that no matter how busy your day is you have the support of your colleagues to help you out!