



# People at our Heart Awards

## Quarter 2, 2021/22

### Individual Winners

#### **Lorna Hope, Midwife – Midwifery Led Unit, RVI**

I would like to nominate Lorna for being outstanding in the delivery of our son in January. This was Lorna's first vaginal delivery since graduating as a midwife and she was absolutely amazing. She made sure I was comfortable and settled at all times. She was very chatty which made me feel even more at ease. At some point during labour my sons heart rate dropped and as he was delivered (cord around his neck) she managed to stay calm and keep me calm too. After delivery I lost quite a bit of blood and she again remained completely calm and managed to reassure myself and my partner that I would be ok. She stayed back after her shift had finished to transfer me to the ward. She honestly made my third birthing experience the best yet even with the issues with the heart rate and blood loss. She was outstanding and is a credit to the maternity unit.

## **Christine Spijker, Healthcare Assistant**

### **Ward 6 Paediatric ED/Assessment Unit, RVI**

I came to the RVI with my autistic daughter who was very anxious and can be a bit of a handful and very emotional. Christine was excellent with her, she sat with her and took the time to enable my daughter to have treatment and made it a lot less stressful for both myself and my daughter. She is amazing, one of the best members of staff I have met in my many visits to A&E over the years. Christine was kind, compassionate and a true reflection of what nursing is all about but forgotten at times due to staff shortages, workloads etc. I would just like her to have the recognition she deserves.

## **Team Winners**

### **Ophthalmology Speciality, RVI**

**(including Mags Dayan, Huw Oliphant, Romeela Rahman and Lucy Clarke)**

I was sent to the RVI because my eye suddenly swelled up with double vision and pain. The entire team, from day one, treated me as a human not a diagnosis. They explained what they could do and kept me fully informed of what was happening. The technicians for the CAT and MRI scans were also supportive and helpful. I felt that I was not just 'another patient' but a real person with anxieties and worries which the entire team (consultants, orthoptist, nursing staff, technicians) all took into account. Having worked for the NHS myself for 20 years I know how easy it is to slip into 'another swollen eye' syndrome and forget the person. None of those involved in my care did that... they listened to me, communicated with me (I even got follow up phone calls and copies of GP letters). I have been supported in an entirely professional but empathetic manner throughout what has been a very worrying, bewildering and frustrating time. I cannot thank the people involved enough for their care and attention.

## Highly Commended Nominations

### **Dawn Hall, Healthcare Assistant**

#### **Ward 33 Clinical Haematology, FH**

Being 'trapped' in bed surrounded by tubes and pumps is itself a scary experience. Then I began to suffer from severe bowel problems, needing the toilet a lot but unable to act without assistance. On that first night of this horrible situation each time I pressed my buzzer it was the same welcoming face which appeared. Dawn reassured me, cleaned up any mess without complaining, taught me how to use pads and 'Netty Knickers' and showed me genuine warmth and kindness. It was always her who came to take me back to bed when I was ready. That continuity of care was massively valuable to me. She got me through a very difficult night, and it felt like we walked the road together. Dawn was a compassionate tower of strength in the darkness. I am really grateful.

## Individual Nominations

### **Louise Anderson, Medical Secretary**

#### **Breast Surgery Specialty, RVI**

On 18th June 2021, my wife asked her GP practice to refer her to the RVI Breast Clinic. After a delay and two incorrect referrals we were going around in circles. In view of my wife's previous referral to the Breast Clinic some years back for a problem in the same breast, I rang the Breast Clinic Secretaries on Wednesday 11th August and spoke to Miss Louise Anderson. Louise unhesitatingly offered to find out what was going on and call us back as soon as possible. By resolving the issue within 2 hours Miss Anderson untangled the erroneous and poor communications and put things on the right track with a confirmed appointment for 25th August. In doing so, she relieved any further anxiety. This clearly demonstrated your most important value of 'Patients come first' - not to mention being caring and kind, very professional and taking an obvious pride in her job that made her go the extra mile. Miss Anderson's action was outstanding in our opinion and clearly demonstrated the Trust's values. She is a credit to her line manager and training and deserves this nomination.

## **Nicola Dempsey, Nurse Practitioner**

### **Ward 30 Gastroenterology, RVI**

Nicola was always present answering my calls and going beyond the call of duty of help me with every problem I experienced throughout my 4 years living in Newcastle and battling Crohn's disease. She was always nice, funny and willing to help. She has helped me stay in remission and made me feel safe and secure that I was in the best hands.

## **Natalie Jakubek, Healthcare Assistant**

### **Ward 34 Maternity Assessment Unit, RVI**

I was an inpatient for over two months, and I had two children at home who could not visit me due to the covid restrictions. Natalia's compassion should not go unnoticed, every day she came and spoke with me, listened while I cried, made me laugh, and ensured I had everything to keep me comfortable. She really went above and beyond each time I saw her. On 23rd June 2021 I was having a chat with Natalia when I started bleeding extremely heavily, she helped me remain calm, guided me back to my bed and alerted staff. I was taken to theatre to have an emergency c-section. After the birth she came and visited me and my baby, as always, she was an absolute delight. At no time in her company did I ever feel like a number, in my opinion she is an asset to the Maternity Services and definitely a deserving nominee of this award. Nine weeks have passed, and I think about her kindness often.

## **Michelle Kelly, Sexual Health Nurse**

### **Sexual Health Nursing Staff, Community**

On arrival Michelle informed me that there would be a slight delay. I was very happy that she was polite to inform me of this situation. She was also very professional in the consulting room, well-mannered and very kind and caring. She took the time to explain every time she needed a sample and was very professional, I was very pleased with the service that she gave. Also, the other staff had a friendly bubbly and caring attitude.

## **Rumana Khan, Radiographer**

### **Radiotherapy Treatment, NCCC, FH**

Rumana made me feel at ease from the very first session and continued to be a great support. She was very kind and professional and made the whole 5 weeks of treatment very relaxing.

## **Tracy Leck, Nurse Specialist**

### **Plastic Surgery General, RVI**

I would like to nominate Tracey. I had a bad motorbike accident and Tracey was my nurse. She went above and beyond every time and made me happy in such a bad situation with her love to help and to cheer you up. Nothing was the trouble, even at my home visits at 7 o'clock in the evening. What a special lady she is, such an inspiration to the NHS - thank you Tracey xxx

## **Dr Anne Oliver, Specialty Doctor**

### **Sexual Health Medical Staff, Community**

Outstanding level of care - Dr Oliver reassured me the moment I walked and in explained everything to me - all the procedures, treatment and action plan. She was a fountain of knowledge on STIs which helped me understand better and reduce my anxiety and fear. Friendly and bubbly.

## **Shea Simpson, Senior Radiographer**

### **Radiotherapy Treatment, NCCC, FH**

Shea was very kind and very professional. He made the whole 5 weeks of treatment very relaxing and always had time for me. He always greeted me with a smile and a chat.

## **Kirsty Vout, Ward Housekeeper**

### **Ward 34 Maternity Assessment Unit, RVI**

I was an inpatient in Ward 34 from April until late June 2021. Kirsty Vout was absolutely amazing throughout my stay. I struggle to give an example of just one occasion where my experience was exceptional as each contact, I had was memorable. They went above and beyond to make my stay comfortable,

whether it be sitting with me while I cried, talking to me about my children or making me laugh, I will never forget their kindness.

## **Team Nominations**

### **ENT, Plastics, Ophthalmology & Dermatology Directorate**

#### **All Staff, Phototherapy Clinic, Dermatology, RVI**

We have had an amazing experience over the last 8 weeks. All staff have a wonderful rapport with children and made my daughter feel so welcomed. A big shout out to Vicky and Chris who made the whole experience enjoyable for Jennifer. We can't thank you enough.

### **Musculoskeletal Services Directorate**

#### **All Staff, Ward 22 Orthopaedics, RVI**

I had an accident on 29.08.21, was rushed to A&E, X-rayed etc, then admitted to ward 22. The staff were very accommodating, they gave the best care I could have wanted. Special thanks to Angela who did her job to the highest level, not just with me but other patients. Emma and Amy who were very easy going and spoke to us as friends as well as being very qualified in their job role. Hannah, the student nurse, will be a credit to whomever employs her when she qualifies. Lynne who made the best cuppas, I loved her singing and dancing and upbeat attitude which made me feel very happy considering the situation I was in. Peter and Alice the physios, they helped get me back home to my boys, very professional. Many thanks to you all, who made my stay there from 29.08.21 - 01.09.21 very relaxing and comforting, thank you, keep up the good work, our NHS is a credit with you all in it.

## **Peri-operative & Critical Care - RVI** **Directorate**

### **Alvin Bencito, Michelle Blanden, Anne Bailey and Karen, Lead Nurses for ECP Treatment, Ward 38, FH**

I have been treated by the ECP team since January 2020. The nurses, Alvin, Karen, Michelle and Anne have gone well over and above their roles during this time. As well as providing exemplary care, they have supported me during family difficulties and bereavements. They know how I am feeling on each visit before I tell them as they are so attuned to the needs of their patients. When I was admitted onto the wards on a few occasions they took the time to visit me and during lock down this was really appreciated. The whole team are friends to their patients, really taking the time to know about their lives. During my darkest frightening times I looked forward to my hospital visits.

## **Surgical Services Directorate**

### **All Staff, Ward 46, RVI**

As patients in bay 5, ward 46 we were extremely impressed with the dedication and the fine-tuned and well-balanced combination of efficiency and compassion displayed by all staff. This team showed an extremely high level of excellence which went well above expected standards, going far above and beyond their individual roles and showing close teamwork in efficiency and compassion. It was clear that the ward has a particularly strong ethos and total commitment to the Trust's wording of its Vision and their staff, not only reached the high expectations of the Trust but they exceeded and surpassed them by a long way. As patients, we are all extremely grateful that we had this team caring for us and working with us on our recoveries. They are a real asset to the Trust and a beacon of the Trust's Vision and Values.