



# People at our heart Awards

## Quarter 1, 2020

### Individual winners

#### **Sue Bentley, Senior Sister, Ward 7, Freeman Hospital**

My father spent his last few months at the Freeman hospital. He received amazing care in wards 5, 6 and 7 over the past couple of years however, there is one nurse who truly stood out, both to us and to him. She is Senior Sister Sue Bentley. Sue's level of care, compassion and commitment to each patient, and their loved ones, is a credit to the nursing profession. She truly is the epitome of what it means to describe nursing as a vocation as opposed to simply a job. The one example I think truly shows this is how she helped Dad the day before he died. Having been increasingly weaker in the previous weeks, he rallied that day, managing to get out of bed, shower and change, ready for the arrival of his family. Sue personally helped him to shave and smarten himself up for me, my mum and my brother. He was so very pleased with himself that he'd managed this and insisted on her coming to meet with us later that day. Despite how busy she was, she readily came in and chatted. Small touches like this make a world of difference to all involved. The extra level of care Sue brings to her patients and their families seems to be the very encompassment of 'the personal touch'. Dad didn't feel like 'just another patient' in her care and we felt he was in safe hands knowing how she was looking out for him.



## Catherine Burn, Staff Nurse, Ward 9, Freeman Hospital

I would like to nominate Catherine Burn for a Personal Touch award. My mother in law spent 8 weeks in the Newcastle Hospital Trust as an inpatient before she sadly died. She was moved several times throughout her stay between the RVI and Freeman hospitals as her condition either improved or deteriorated and whether she was suspected of having covid 19 or not. I know for many this was a difficult time but it was for her especially as she was of sound mind just elderly and frail and alone. Due to covid 19 understandably she wasn't allowed any visitors and this was particularly difficult for her husband of 65 years. They struggled with modern technology and they weren't always able to communicate via mobile telephones with my mother in law needing assistance to manage her device which wasn't always given. I pads were purchased for use on wards but this was no use to my father in law as he doesn't even have broadband access. Catherine on ward 17 at the Freeman allowed my mother in law to use her mobile to call my father in law via WhatsApp and they were able to not only see each other but to have a conversation. Little did anyone know that that would be the last time they would speak to each other. My father in law was heartbroken to say the least but Catherine enabled him to have a memory of her last few days which has been a source of peace to him. Her small act of kindness has made an old man happy and for that we, as a family, thank her. The care and compassion she showed is second to none and for that we are grateful. I would also like to point out that my mother in law did not die of covid 19.

## Pauline Morgan - Senior Sister, Marie Kaplanis – Sister, Yasmin Laidler – Sister, Ward 48, RVI

I wish to nominate the ward sisters on Ward 48 who, whilst being very short staffed and supporting a number of overseas/newly qualified nurses have maintained exceptional standards of care. Specifically, this thank you made me feel overwhelmed by what they collectively achieve:

Feedback from patient: *I am contacting you to provide feedback for the excellent standard of care provided by the staff on this ward, which includes the domestic, healthcare, nursing and doctor/ consultants. Each and every individual deserves an acknowledgement of their commitment, care and professionalism as they frequently go above and beyond to ensure the physical and psychological wellbeing of their patients. As a patient with complex physical and psychological needs, I have never before received such an excellent standard of care as I have from the staff on this ward, particularly the ward sisters Marie, Pauline, Nathalie, Yasmin and junior nurse Crystal. Since my arrival, staff have not only endeavoured to familiarise themselves with my specific physical and psychological needs using my hospital passport and dialogue with myself and my family, but made every effort to ensure my wellbeing on every level. While they are not specifically trained in mental health, they have inspired within me feelings of self-efficiency, competency and dignity that are often overlooked within general and mental health nursing and as such, I have made significant progress on the ward on every level. While they cannot address all my needs, in times of anxiety caused by my ASC, they have taken the time to ensure my wellbeing remains uncompromised by the difficulties I face as a patient with a complex psychological condition in a busy and unpredictable environment. Furthermore, they not only go above and beyond their pay grade to ensure patient safety and wellbeing but frequently remain working well after their designated shifts have finished. Each and every individual I have encountered on this ward regardless of age or personal circumstance shows a genuine commitment to their role, their patients and their colleagues which, as a patient, is very reassuring to witness. They are true paragons of the NHS and demonstrate a standard of excellence that deserves recognition not just within this hospital but within the NHS as a whole.*

## Highly Commended Nominations

### **Michael McKean, Consultant Paediatric Respiratory Physician, Paediatric Cystic Fibrosis Specialty - RVI**

Our daughter has complex medical needs and is unable to talk. As a Consultant we would understand if he talked mainly to us as parents and ignored our little girl as that's what some others do. Mr McKean takes time and talks to her and lets her know how well she has done and has such a calming and friendly manner that she immediately warmed to him all those years ago. As parents, he has never failed to try and help us make the best decision for our little girls' quality of life. Examples: 1. Many years ago her previous consultant was adamant she needed a tracheostomy fitted and we disagreed as we had genuine concerns over her safety and quality of life. Mr McKean allowed us time to discuss this with him and express our concerns. He agreed on a plan to monitor her. 8 years later she is breathing fine without a tracheostomy and he recently took the time to tell us that 'we' made the right decision all those years ago. By 'we' he made it clear we are a team looking after our daughter. We cannot emphasise enough how reassuring it is to know that we will be listened to and we can have disagreements but ultimately we are all looking after our little girl. 2. More recently our daughter needed an operation for gingival hypertrophy and this did not come without risks. Mr McKean did not rush us into this operation and over many clinic appointments we finally agreed as a team when the time was right. He ensured all relevant people were in theatre and his general communication with us before; during and after surgery were an absolute credit to him. The operation went successfully meaning her airway was much improved ready for her scoliosis operation. 3. On the morning of the scoliosis operation Mr McKean took the time to come and see us, even though we were not on his ward, and he said he was available to talk at any point. He took the time to come and see us on Intensive Care later that evening and give us the thumbs up that she was out of theatre and the operation had gone well. He then took the time to visit her on the ward and kept in touch with us throughout our stay. Mr McKean will always call back when we have concerns, even at night from home if needed. We feel that without his input over the last 10 years our daughter would maybe not be with us anymore. We know Mr McKean is very busy, despite this he always has a cheerful demeanour and great sense of humour. He is always in the clinic to see our daughter. We receive many appointments with various Consultants and usually the Consultant is not in clinic as they have sent someone junior. This is so frustrating when we have travelled over 100 miles and a 5 hour round trip. Mr McKean again is superb with us as if we have any concerns in between clinic appointments. This flexibility and willingness to listen to our concerns saved her life recently. We



had concerns at home over her breathing; we called Mr McKean and he fit her into a clinic that day and it was found she had a partially collapsed lung. Mr McKean is one of a kind and he has continually supported us over the years and is always willing to listen. He goes above and beyond and genuinely cares.

## Individual Nominations

### **Michael Bainbridge, Diet Cook, Catering, Freeman Hospital**

Michael went out of his way to assist me with my heavy boxes of Christmas lunches. In addition, the food was delicious as always.

### **Laura Barclay, Nurse Specialist-Children's Community Nurse, Community Paediatrics Child/Complex Needs,**

Laura became my daughter's community nurse in September last year. She has been a massive support to my daughter Emilie and our family. She is a main point of contact for us when other health professionals don't get back to us and goes way out of her way to help us every time, whether that be by finding out information we need or getting in contact with them herself. I don't know how we would have coped without her. She has helped Emilie so much with her diagnosis and additional needs. She also attends hospital consultant appointments with us along with other professionals who come to visit us at home to introduce them to Emilie and help them to understand her needs. When Emilie has been admitted to hospital, she has even come to visit her on the ward whenever she's been on shift even if it's on a weekend. Laura really deserves to be recognised for everything she does I could never thank her enough.

### **Alice Barton, Staff Nurse, Ward 1a Paediatric Medicine - RVI**

Alice is one of the best nurses I've ever met. I stayed in hospital for 3 weeks because of my CF. I was having a hard time because the medication was making me feel sick. Alice always made me smile- she asked me about which food I liked and told me what she likes. My mum said she encouraged me to get out and start eating again.

### **Mark Bell, Staff Nurse, Ward 5 General Surgery - FH**

Mark spent his 4 day night shift looking after our mum. I slept in the room with her on 13th. Both mum and I were treated with the utmost respect, with

amazing care, consideration and with the attentiveness that was exceeded only by his professional, urgent and intensive care that she had received and needed every night. When she has been alone during the night, he was as, if not more attentive, reassuring and caring towards mum then when I was there. He was fabulous (smelt good too!). Please seriously consider this man. Our saviour- a real Florence nightingale. x

### **Danielle Bilclough, Staff Nurse, Ward 34 NCCC - FH**

While on ward 34, Danielle demonstrated excellence in her nursing skills. She was kind, caring and would take the time to sit and talk with my mam. During my mams final hours, Danielle showed such compassion and kindness, not only to my mam but to my whole family, recognising our needs at a very difficult time. Words can't express how grateful we are that Danielle was there that night. As a senior nurse within the trust, it makes me proud that we are producing such amazing nurses; I wish her every success in the nursing career.

### **Hayley Blades, Staff Nurse, Ward 1a Paediatric Medicine - RVI**

Hayley is a really good nurse. I was in ward 1a for 3 weeks cause of my CF. Hayley always made me smile and laugh. She told me jokes and said 'boo' whilst I was watching a scary movie. Hayley brought me some DVD's from home because she thought I would like them. I watched them with my dad and friend and they cheered me up.

### **Helen Boak, LCRN Administrator, LCRN Admin 570008**

Helen was one of the early volunteers for the role of Fire Warden at Regent Point. She has been very proactive in this role – checking if there has been any changes to occupants of the building (there are over 600 staff there) introducing herself to new teams and going through evacuation and fire procedures with them. I am very impressed with the enthusiasm and diligence that she brings to a volunteer role. I have raised this with the Trust Fire Team before and they agree she is great support in her role

### **Suzanne Brand, Sister/ Charge Nurse, Ward 1b Paediatric Medicine - RVI**

When my son with a complex condition was on this ward, I could not have been more thankful for Suzanne as she was really great with my son. They built rapport with each other quickly and she would keep him amused with his level of humour in my absence. My son would always be smiling when Suzanne was around and, at the same time, Suzanne really helped me to stay

in high spirits, even when I hit the point of 'I've had enough'. She'd find a way to have me continue and smile again. Eventually, my son moved from RVI to Freeman at my request although it didn't stop there. When Suzanne had the chance, she would ring the ward to see how he was doing as well as come to visit him on her day off. I believe Suzanne deserves the award for being a caring, supportive nurse who will help with anything she can and I honestly can't say thank you enough.

### **Katie Calvert, Staff Nurse, Ward 52 Respiratory Medicine - RVI**

My Grandmother Evelyn McAndrew sadly passed away after a week's stay in the RVI ending on ward 52 for the final 5 days! Being a nurse myself and, with a lot of medical professionals in the family, I feel sometimes we can be extra easy at picking fault. I can honestly say that the care Katie provided to my nana in the final 48 hours of her life was outstanding and completely inspirational! Katie has an extremely professional and caring manner and demonstrates a depth of knowledge and passion when caring for dying patients. We have a very large family and Katie ensured that each and every one of us felt comfortable and cared for, not only my grandmother, but for us as relatives. All of my family feels that Katie deserves special thanks and recognition for her outstanding care and as a family; we will be forever in her debt for ensuring my nana had a peaceful and comfortable death. I would be very grateful if Katie could be considered for a personal touch award.

### **Lauren Cawton, Community Staff Nurse, District Nursing, Newcastle East**

I would like to nominate District Nurse Lauren Cawton for a Personal Touch Award. Since I have been out of hospital, she has been my main nurse who not only attends to my dressings and washing my feet, putting cream on etc., but also has a very caring, kind, friendly, helpful nature. She doesn't just attend to my medical needs but attend to my needs as a person. She explains what's she's doing step by step and takes her time as I am blind (my niece has written this on my behalf). She also tells me exactly what will happen going forward and if I have any concerns or worries, she will listen and explain anything, even repeat anything I don't understand and will reassure me. Out of all my nurses that attend to my health needs (and there are a few as I have many health issues) she is the very best out of all and I feel she deserves this award. Please consider her for this well-deserved award.

### **Lauren Cawton, Community Staff Nurse, District Nursing, Newcastle East**

Lauren has been absolutely amazing in the last week post me having emergency surgery for a large perianal abscess. She really has portrayed a person centred approach in her treatment, she has talked me through at length the process of what she is doing whilst treating me and answered my millions of questions about healing and timescales. She has comforted and calmed me whilst I have been in some of the worst pain of my life and generally made an uncomfortable and embarrassing situation easy and calm whilst being personable and reducing my anxiety.

### **Duncan Clark, Optometrist, Opticians (Optometrists) - RVI**

Duncan, who was busy, had such a great style with my mother. He was kind, empathetic and patient with her. He answered my questions and expanded on them.

### **Gemma Clasper, Staff Nurse, Ward 5 General Surgery - FH**

Wow, how amazing is Gemma. She is such a lovely person and a great asset to the nursing team, during the couple of days we found her to be very approachable to all of us. She listened and cared for us all, being proactive and making time for us. She valued us as co-partners in caring for our relative and showed real care and compassion in what she said and did. Her communication was excellent and her commitment to support was amazing. She showed kindness and empathy that we have not often seen. You are amazing Gemma. Thank you.

### **Sophie Coxon, Staff Nurse, Emergency Department, RVI**

My husband attended the RVI Accident and Emergency department at 23:30 on 16 January 2020. He was suffering from acute urinary retention and in significant pain. He was seen quickly by Staff Nurse Sophie Coxon and treated. She was very pleasant and calm and explained the treatment procedure. It was nice to be on the receiving end of such caring attention. I would like to pass on our thanks to her personally via her manager. The service was excellent and we are grateful for that- our great and valued NHS

### **David Crawford, Consultant Anaesthetist, Anaesthetics Specialty - RVI**

This employee looked after my daughter throughout her surgery to which I am exceptionally thankful for; however, it was his friendly, calming, confident and professional manner that I would like to acknowledge. After taking my



daughter down, I walked away from the theatre feeling completely at ease, I knew that this Doctor was going to look after her well. He engaged well with my daughter and myself prior to surgery and also returned to check her wellbeing. I also witnessed him giving the same level of compassion and care to other patients on the ward. Although his planned procedure was a very worrying and daunting experience, it was made into a positive encounter due to this member of staff and I would not hesitate to recommend your service to friends and family.

### **Fiona Crossman, Staff Nurse- Bank, Staff Bank**

The eye department is an extremely busy place but today was even worse as the new computer systems were in which meant no more paper notes. This has caused havoc on the department. It's absolutely wonderful to have such an experienced lovely nurse looking after me today. Fiona was lovely, caring and just made to be a nurse. I am a regular visitor with the eye department, going back 10 years to the rest of my life. It's absolutely lovely to see such a caring nurse. She did her job and had a conversation with me. The computers were an absolute nightmare but Fiona was calm and just got on with it. I really hope to get her on my next appointment. All the staff are good but Fiona goes that extra bit further with patient care.

### **Arthur Dodds, Healthcare Assistant, Ward 15 Elderly Care - FH**

My husband Billy Hope has been on ward 15 for over 2 weeks and all staff have been so kind and caring to him, me and our family. We met Arthur on our second week as he talked to Billy and gave him a shave and clean up. Billy was so upset as he couldn't do it himself as he has Parkinson's and cuts himself. I think Arthur should receive the personal touch awards.

### **Caoimhe Doherty, Clinical Educator, Peri-operative Admin - RVI**

These are very unusual and scary times. As a cleft surgeon, operating in the mouth for hours at a time, there has been a lot of personal anxiety. Caoimhe has taken on board my and the cleft team's concerns. We have met many times. She has gone many extra miles in identifying appropriate PPE and safe working practices for me and my team. She has a friendly, approachable and reassuring style. She never seems too busy to listen and give time, although clearly is very busy and much needed. She is happy to listen to suggestions and comments and then propose solutions based on her significant experience. She is an excellent teacher and communicator. Our needs have probably been small compared to others and many have excelled in the last few months. Caoimhe in teaching and supporting safe practices has almost

certainly contributed to lots of peoples' excellent efforts and kept us and our patients safe. I certainly feel safer thanks to her and her team. She is a massive asset to this organisation and I believe this should be formally recognised.

### **Annette Driver, Technical Instructor, Physiotherapy - Corporate**

They are such an amazing asset to their team but most of all, they are always so caring and compassionate- not just to the person they are supporting but also to us as a family. They really care about you as a person. It was hard to be back in the hospital again but so heart-warming to see them and know that they would be there on the journey with us. They were not just there to support physical health but also emotional and individual needs. What an awesome, professional person. Thank you.

### **Jonathan Duckmanton, Physiotherapist, Freeman Hospital**

Jonny joined the cardiothoracic physiotherapy team as part of his junior rotations. He began his rotation by working on ward 21 ITU and instantly became a valuable member of the team. His knowledge, skills and rapport with the patients and team were exceptional. Jonny took the lead with one of the complex, long term transplant patients, and immediately began to shine. The patient was challenging in terms of compliance and engagement, but Jonny pushed through this. He worked exceptionally hard to gain trust with the patient, enabling him to gain more out of his treatment. Initially, the outcome for the patient was looking poor, however Jonny has worked hard to achieve a very good outcome for the patient, who has since left ITU. The patient is now mobilising and weaned from his day time ventilation. Jonny went above and beyond by contacting the relevant MDT to ensure all measures were in place to facilitate the patient's discharge from ITU. Managing long term patients in ITU can be challenging and often we need to change team members, however Jonny never gave up. Even following a rotation out of ITU and covering the wards, he kept his patient and continued his ongoing care whilst in ITU. This takes a lot of commitment and determination. We as a team feel Jonny deserves to be recognised for this.

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

I've struggled with the whole dialysis malarkey and since attending the Freeman, Vin introduced me to the shared care programme. This has given me confidence in managing my care and treatment. I know Vin always goes the 'extra mile' for all of her patients, whether it is dialysis related or just

listening to someone. Trust Values and the 6cs are continuously demonstrated by Vin. I am hoping to go home soon. This is due to the ongoing care and support from Vin. I don't feel like Vin receives enough recognition for the role they carry out. Their knowledge, experience and insight is invaluable to all.

### **Michelle Gartlan, Staff Nurse, Ward 36 General Surgery - RVI**

I would like to nominate Michelle Gartlan, Registered Nurse from Ward 36 (Northern Oesophago–Gastric Unit) at the RVI. I have been here for 3 weeks after a failed operation elsewhere and for the first week I was not only in great physical pain but my mental health was at an all-time low. I was constantly thinking of death as a preferred option and was fixated on drowning myself in the bathroom sink. I felt like I was a burden to everyone. While all the staff here were great, it was Michelle who made the greatest effort to help. She noticed I was very vulnerable and, rather than responding with pity or condemnation, she engaged with me personally and made me feel like her friend. She would happily take time out of her day to make sure I was alright or talk to me about herself or her day. She would invite me for walks with her she had to make around the hospital. She knew keeping me mentally stimulated and feeling worthwhile and as if I was liked by someone was what I needed and realistically, without her, I reckon I'd be in a sink or sent off to serious psychiatric care. I am genuinely going to miss her when I leave, she alone has made the stay here a thousand times better. Having also gotten to on-and-off watch her at work around the Ward for two weeks, it's not just me, she's like this for everyone and she's so busy and professional but stays on top of everything. She is considerate and brings so much life and friendliness to Ward 36. She is possibly one of the most selfless brilliant people I've ever met.

### **Milan Gopal, Consultant Paediatric Surgeon, Paediatric Surgery Specialty - RVI**

Mr Gopal always goes the extra mile to deliver great service to his patients. He has been my child's consultant for a few years and every time we have an appointment with him or surgery, the service we have received has been exceptional. If I have any queries or concerns, no matter how trivial they might actually be, Mr Gopal ensures they are fully answered and if there is something he is unable to answer, he finds the information for us or someone who can answer it. He is amazing with my child, putting him at ease, as well as us as parents, which makes any surgery appointment less stressful. I cannot recommend him highly enough and feel very lucky to have him as the lead consultant for my child.

### **Jacqueline Gunn, Nurse Specialist - CYP Complex Airways, Paediatric Surgery Specialty - RVI**

1. Jackie always goes the extra mile. She supported us as a family when Dylan got his trachi. With her support and training programme, we are able to go home as a family. Anything you ask for she is always there to help and get supplies when needed.
2. Jacqui was lovely to Sam, kept him calm waiting for surgery and afterwards. Thanks for making a nervous day a bit easier.

### **Deborah Hawthorne, Staff Nurse, Ward 45 General Surgery Day Ward - RVI**

Deborah checked Bob Black, my husband in to remove his stomach. She immediately showed great patience and empathy for our position, she smiled throughout and reassured us that Bob was in the best possible hands and the surgeon was the very best at what he did. She gave us both hugs and was immensely positive and caring. We bumped into her in the corridor several days later. She remembered us and congratulated Bob on how well he was doing.

### **Martin Jones, Consultant Anaesthesiologist, General Anaesthesia Specialty - FH**

Dr Jones was the only anaesthetic doctor that would give me an epidural which has lead me to come off a lot of painkillers that I was on, and because of Dr Jones I am now in minimal pain.

### **Abigail Keall, Aspirant Nurse, Ward 2 Paediatric Medicine - RVI**

Abigail is the nicest nurse I have ever come across. She doesn't just care about getting a patient better, but takes the time to talk to you and get to know you. Nothing is ever too much to ask and she was brilliant with me and my daughter! If anyone deserves an award, it's Abigail

### **Filipe Landeiro Sardinha, Sister/Charge Nurse, Ward 36 General Surgery - RVI**

Filipe provided outstanding treatment and care during my visit and stay at RVI

### **Ruth Levey, Specialist Respiratory Physiologist, Lung Function - FH**

I recently brought my grandchild into Dr Moss's respiratory clinic. He is 6 years old was called in for his lung function tests. He was seen by Ruth Levey who performed the tests. I was particularly impressed by Ruth's calm nature

and how professional and caring she was. She certainly has a knack for getting the best results out of the children and engages with them in such a way that they are not scared or nervous at all. My grandson was very disappointed at his last appointment that he didn't get to see her!

**Abby McDonald, Staff Nurse, Ward 11 Paediatric Burns/Plastics - RVI**

My son was recently on ward 11 following an operation for a ruptured appendix. For 2 days whilst he was at his worst, Abby was his named nurse and had to cope with a miserable and often surly teenager. Despite this she went out of her way to make him feel more comfortable and was always cheerful when she came to him. This may not have had a noticeable effect on him but it definitely made me feel better.

**Tina McNally, Ward Housekeeper, Ward 52 Respiratory Medicine - RVI**

Tina always does her best to make the patients feel at ease and looked after but on this occasion, she went above her usual role. On this day, whilst giving out the lunches on the ward, Tina noticed that one of the patients in the bay was distressed. This lady was nil by mouth so Tina wasn't involved directly in her care, however as she finished giving out the meals, she returned to the lady to identify what the problem was as there were no other members of staff available at that time. The lady was confused and distressed. Tina took the time to sit with her, hold her hand, talked to her reassuringly and helped her to calm down. She demonstrated a kind, caring manner using excellent verbal and non-verbal communication to help settle the lady's anxiety.

**Donna Moffatt, Nurse Practitioner, Emergency Department - RVI**

I was a patient and Donna looked after me well. A very caring, professional and kind nurse. She's a good asset in the Emergency Department as you feel better when treat with a smile and very friendly attitude. Thank you so much!

**Alison Mooney, Clerk/ Receptionist, Endoscopy Admin - FH**

I did not catch this lady's name but have been attended to by her on the last few visits when I have accompanied my dad (Allen Howes) for his cancer screening reviews following surgery last year. She is friendly, professional and helps put my dad at ease when he is obviously anxious. She appears to really care for the people attending the department and is a credit to the

department. She was the only receptionist on the desk this morning so should be easily identified

### **Louise Mosettig, Senior Sister/ Charge Nurse, Ward 45 General Surgery Day Ward - RVI**

Louise listens to all of us. My mother has been ill and is in and out of hospital regularly. Louise makes sure I am able to either see my mother or, contact the ward where she is. When unable to get an appointment at the Queen Elizabeth, Gateshead, she helped me get an appointment at the RVI. My husband works abroad and she makes sure my shifts enable me to visit him. If any member of staff is off sick or has regular hospital/gap appointments, she makes sure we are able to make them. She has an open door policy. Without her being so understanding, I probably would have left as I would have been in no fit state to work

### **Jill Noble, Staff Nurse, Ward 9 Paediatric Surgery - RVI**

I always find Jill happy, smiling and positive every time I see her on shift no matter what type of day the ward is having – this makes such a difference to a team especially on those days when perhaps the shift is tough. Jill contributes a great deal to the team's ability to cope under difficult circumstances and helps keep the wider team motivated

### **Maristyl Joyce Portugal, Staff Nurse, Ward 37 ICCU - FH**

It is difficult to identify a specific incident when every aspect of my care from Maristyl was done in a kind, caring and professional way. Maristyl made my stay so memorable by doing things right that my request was answered when she looked after me the next day. Everything she did was explained and carried out in a faultless manner, nothing was a trouble to her and her smile is infectious (sorry for the pun). Maristyl is a credit to the Freeman Hospital, the NHS but most importantly to herself. She made me feel cared for and as a patient, important. I cannot thank her enough.

### **Shannon Riley, Staff Nurse, Ward 33 Clinical Haematology - FH**

Shannon went out of her way to take the time to explain my illness to me. She remained calm and caring even when I became frustrated. She frequently asked how I was feeling, it really showed she cared.

## **Marie Samuels, Health Play Specialist, Ward 2 Paediatric Medicine - RVI**

Marie is a Hospital Play Specialist on a busy Children's Ward (Ward 2a), she attended our monthly meeting for all Hospital Play Specialists in February 2019 and came up with an 'idea'. Her idea was to create a GNCH Christmas Winter Wonderland for all our patients/visitors to enjoy. She built on her thoughts and ambition over 2019 and met/mailed multiple staff within both our trust and external companies. She worked with Estates to see what could be achieved within our Trust Guidelines and with our GNCH charity with funds that could be used. She has done this single handed all while keeping up with her own work on Ward 2a. Once she had arranged everything she also added a launch day and had Father Christmas/Elves and choirs coming. Her drive and tenacity to see this project through has been outstanding. Marie is very focused on the benefit for our patients and is very humble on what she has achieved – if successful this year, she is aiming to look at more areas that could be used.

## **Charlotte Shiels, Staff Nurse, Ward 6 General Surgery - FH**

When I was transferred to the ward, Charlotte immediately introduced herself and welcomed me. She patiently and attentively listened to me and made sure staff were aware of my health conditions and safeguarding needs. She changed a dressing for me just to reassure me that it all looked okay and to make it feel more comfortable. Charlotte would say hello/goodbye each shift and was so kind, caring and attentive. When she was ill herself with a raging headache and only came in until cover was found, she put my needs first and helped me back to bed after a little walk. She got me medication the minute I asked for it. I could not have asked for a better nurse or nursing team.

## **Ellie Smith, Staff Nurse, Ward 22 Orthopaedics - RVI**

Ellie has been my sign off mentor whilst on my management placement on ward 22. From day one, Ellie made me feel extremely welcome and part of the team. It is obvious that she enjoys having students to mentor and nothing is ever a problem. This past year she has gone above and beyond to not only help me prepare for becoming a newly qualified nurse, she has also helped me through difficult times in my personal life. She has been extremely supportive, non-judgemental and understanding. Without her help, I don't think I would have made it to the end of my course this year.

### **Gavin Stockman-Brown, Administrator, Community Paediatrics Speech Therapy**

Gavin is such a supportive colleague he has over this year helped and supported the entire team and me hugely. There has been a lot of obstacles for me since moving dept and now with covid 19.. Gavin has gone above and beyond trying to sort adjustments to the work place out to make work life easier for me as a disabled person. This week he has gone out of his way to keep me safe and able to work at home because of coronavirus. As well as running the dept and doing his own job. He is very understanding, sympathetic and patient.

### **Helen Sutton, Outpatient Clerk, Outpatients Admin - Corporate**

I have on several occasions been booked in by Helen. She took care of our parking queries and is a credit to the hospital. Very pleasant, courteous and understanding of individual's needs. Definitely worthy of an award.

### **Deborah Wright, Sister/Charge Nurse, Ward 50 Coronary Care Unit - RVI**

I attended ED at the RVI with palpitations which I had been experiencing for some time, I was diagnosed as being in Fast Atrial Fibrillation and I was advised that I would be reviewed by different professionals and a plan would be formulated for my care. During this experience I was extremely frightened as I was lying in a bed in resus hooked up to a defib and I was unsure what was going on as my Heart Rate was up to 280bpm at times. I was told by several members of staff that all my questions would be answered by Cardiology, which at the time did nothing for my anxiety. This was soon settled when I was introduced to Debbie! Debbie could clearly see I was terrified and the first thing she said to me was "Do you know what is going on?", to which I got visibly upset and replied with a no. Debbie then proceeded to explain every single element of what was happening to me, what the likely cause was and how it would be sorted. Debbie proceeded to reassure me at every single step by telling me that "nothing bad was going to happen to me, I was in a safe place, and I wasn't going to die" which believe me at that point that was exactly what I wanted to hear. Debbie then came to visit me on the ward through the night and in the morning to check how I was doing, to which point my AF had self-reverted, meaning I was no longer required to go to theatre, therefore no longer needed to be NBM. She told me this with a big caring smile and handed me some water (which was a sweet nectar when you're extremely thirsty). Debbie is clearly an extremely knowledgeable member of staff who has showed a great deal of care and



compassion and her soft and gentle presence was perfect in my extremely frightening situation. Although I am a Nurse Specialist myself, she never just assumed I knew what she was talking about. A real credit to the department and to the Newcastle upon Tyne Hospitals NHS Foundation Trust. Please pass on my sincere thanks to Debbie

### **Anna Yearham, Senior Sister/ Charge Nurse, Children's Ward 12/ PICU - RVI**

My daughter fell poorly on Christmas Eve. It was such a scary time- Phoebe had to be moved from Durham to the Freeman and we were told she might not make it. As soon as we got to the Freeman, Anna supported myself and, my partner whilst they worked on Phoebe. She was absolutely amazing. She was with us when we spoke to the surgeon, kept us updated during surgery and cared for my daughter post-surgery. She is an amazing person- we can't thank her enough.

## Team nominations

### Cardiothoracic Services

#### **Lisa Osborne & Megan Williams, Staff Nurses on Ward 21, Cardiothoracic ITU - FH**

My dad got brought into the ICU/Ward 21 on Sunday night. During the 5/6 days, all of the nurses, especially Megan and Lisa were amazing and went above and beyond to make sure my dad was comfortable and made sure we, as a family, were alright. They tried their best to cheer us up. We can't thank the ward staff enough for everything they have done for me and the rest of my family. A massive thank you to Lizzie the specialist transport nurse also.

### Children's Services

#### **All Staff on Ward 6 Paediatric ED/ Assessment Unit - RVI**

Wonderful staff and doctors. Ward 6 have done everything to accommodate my daughters complex needs. They provided a quiet side room for her as she cannot tolerate noise; this makes her very distressed and upset and she was

already poorly. The ward was extremely busy but they met both her needs and, my needs (due to my health condition). This made our stay completely comfortable even though they were very, very busy. They provided a tumble form chair for my daughter to sit in and feed in as she cannot go in a normal bouncer. They provided excellent and outstanding care. Consultants Jason Gane and Mark Anderson arranged tests that my daughter needed and arranged outpatient's appointments. Dr Gane made sure he caught up with me on a daily basis and had excellent communication skills. This ward are lucky to have two outstanding consultants. Nurses were exceptional, caring, accommodating and passionate. Even though they are very busy they are absolutely amazing. Catherine and Jessica were excellent as they woke me up to make sure they were following my daughter's routine. The housekeeper worked so hard to keep the ward stocked, they made an amazing cup of tea such which was such a lovely touch to the ward.

### **Dr Moss, Consultant Paediatric Respiratory Physician and team**

My 6 year old grandson has severe asthma, allergies and eczema which cause him a good deal of problems. Dr Moss and her team of nurses and lung function technician have looked after him for the past 3 years. Dr Moss is a very caring and attentive physician who explains things clearly to Carwyn's mum and always listens. During the most recent admission, Carwyn was blue lighted into the RVI in the early hours of the morning and had some very scary moments in resus. Dr Moss was always at the end of the phone to help the resus doctors and because of the serious nature of this attack, the quick thinking of all the team saved Carwyn's life in my opinion. I am extremely grateful to Dr Moss and her team, I know that Carwyn is going to need their continuing care for a long time to come and I feel that he couldn't get better care anywhere else.

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

### **All Staff on Dermatology Outpatients - RVI**

1. I've been attending Phototherapy 3 times a week and all of the staff are so friendly and professional. They make you feel so relaxed and you are greeted with a smile and warm welcome.

2. I have been attending phototherapy 3 times a week for 8 weeks and every morning, all of the staff have been happy and helpful which has made my visits a lot more pleasant.
3. Wonderful welcome- always smiling, nothing too much bother.

## Internal Medicine/ED/COE

### Emergency Department – RVI

#### 1. All Staff

My grandson was recently blue lighted in from home with a severe asthma attack and croup. The paramedics had done a wonderful job in getting him safely into A&E in the early hours of the morning and handing him over to the paediatric team who were waiting for him to arrive in resus. From the moment Carwyn and his mum (my daughter) arrived the speed and professionalism in which they treated him undoubtedly, in my opinion, saved his life. I have always been immensely proud in working for the Trust but these guys truly deserve the highest recognition. When a consultant tells you that it was a very scary moment, you realise how serious the whole episode was. I cannot thank you enough for what you have all done.

#### 2. Hannah Callcott, Sister/Charge Nurse, Julia Horton, Ward Housekeeper Deborah MacDonald Nurse Practitioner

Hannah, Deborah and Julia have coordinated the collection of an enormous amount of warm clothing for adults brought to the Emergency Department who may need replacement items after their injury or illness. Clothing may be soiled or cut off in an emergency situation and not everyone has someone to bring them replacement clothes. This allows people to be discharged from the ED with dignity and comfort.

### All Staff on Ward 19 Infectious Diseases - RVI

My Husband Chris Lowery was admitted to ward 19 RVI with Covid and Pneumonia. He was transferred to ICU for 24 hours then back to ward 19 where the staff caring for him were amazing. He was given the best of care

and if ever I rang the ward, there was always someone available to update me on Chris's condition and they were never too busy to speak to me. Thank you! You are amazing!

### **All Staff, Ward 52 Respiratory Medicine - RVI**

I am nominating the Adult CF Team and Ward 52 for the outstanding care I have witnessed them deliver over the last few months. A young man was admitted to the ward at a period which could easily have been his last few days. The CF team and the ward nursing staff have worked tirelessly to ensure that not only has his condition improved, but that his prolonged hospital admission has not been something for him to fear. Exceptional moments that stick with me include a member of medical staff offering to hold his hand on admission as he was frightened, the physiotherapy team pursuing and providing all avenues of specialist chest and respiratory management, to the ward nurses who have supported him in his treatment choices, provided compassion and support and really made his stay a positive experiences. The actions of the team have ensure this patient felt safe and supported during one of the most vulnerable moments of his life. The entire team really have gone the extra mile to ensure this patients wellbeing, physically and emotionally. They have offered expertise, compassion and friendship. Whilst the interventions and time taken to support this patient has been considerable, the impact on him reaching milestone goals, really has been immeasurable. I genuinely feel that the reason this patient remains with us today is because of this team and their willingness to fight for the patient. The adult CF team and staff of ward 52, really do embody the spirit of the NHS and are a huge credit to the organisation. I am proud to call myself a colleague. They hugely deserve this accolade as this is simply one example of what they do on a regular basis.

### **Rachel Carr, Senior Sister and Team Assessment Suite - RVI**

I would like to nominate Rachel as despite the ward being busy with covid patients, Rachel took the time to organise weekly food bank collections (west end). All of the staff on the ward have been collecting and donating food. I was just so impressed that all the staff have been so generous with time and money to those in need during this difficult time.

## Musculoskeletal Services

### **All Staff on the Fracture Clinic - RVI**

I have been on and off visiting the fracture clinic since 21/01/2020 for an infected knee - prior to this in 2018, I came as a relative with my son for a fractured leg then my husband for a torn quadriceps tendon. The whole department works as a team to care for one another and their patients, despite being very busy, they are always cheerful and efficient.

## Neurosciences

### **All Staff on Ward 15, Neurosurgery - RVI**

My mother, Pauline was admitted to Ward 15 on the 6th December last year. Upon entering the Ward, we were treated with utmost of care. We were allowed to stay with my mother all day until Mr Cowie came out of surgery. He carefully explained the devastating diagnosis to my father, sister, myself and my partner, but also included my mother, whereby he talked to her not over her. As you can imagine, we all went into shock but the staff were brilliant. Throughout her stay on the ward over the Christmas and New Year period, we were allowed to come and go when we wanted to and the staff let us bring a very special little visitor to see her on occasions. From the members of the domestic team, to the housekeeper, HCAs, staff nurses, Sisters and doctors the whole team were excellent. Sister Thirwell and Sister McNab were both a great help to my father in his time of need and explained everything to him and what he needed to do for her future care planning which he has found very distressing. Nothing was too much trouble and I would like to mention everyone's names, but there were too many to remember. What stood out for me and my family was the personal care she received from Alison Potts and Lyn Smith where they went above and beyond our expectations, and we would like to send our greatest thanks and appreciation to them and everyone involved in her care. I have worked in this Trust for a long time and have just received my 25 yearlong service award and feel very proud to work in such an establishment which in my heart of hearts is one of the best Trusts in the country. On Ward 15 at the RVI, I have witnessed excellence above and beyond their duty and this exceptional Ward is a credit to the Trust and deserves the recognition of this award. Having to deal patients who have significant brain injuries takes real dedication and makes such a difference to a lot of patients, families and friends.

## Out of Hospital/Community Services

### **District Nursing Team - Newcastle East**

- **Sarah Bannister, District Nursing Sister/Charge Nurse**
- **Lauren Cawton, Community Staff Nurse**
- **Rachel Coulthard, Staff Nurse**
- **Charlotte Ketley, Staff Nurse**
- **Kathleen Maughan, Staff Nurse**
- **Julie McPhee, District Nursing Sister**
- **Rowan Nevins, Community Staff Nurse**
- **Catherine Rafferty, Community Staff Nurse**
- **Catherine Thompson, Community Staff Nurse**
- **Emma Watson, Community Staff Nurse**

A young member of the public unexpectedly presented in distress and in need of immediate support after presenting to District Nurses at their weekend work-base. The person had self-harmed and was possibly experiencing a psychosis, due to their irrational behaviour and comments. The nursing team showed outstanding interpersonal skills to keep the patient calm and provide first-line nursing care. After reassuring the patient and keeping them safe and comfortable, they stayed with the patient and liaised with appropriate services. Despite this being a very busy weekend service, the team organised very quickly to ensure there was no delays or impact on their outstanding nursing visits. The nurses showed great care and compassion, as well as fine leadership skills to ensure the patient received high quality and appropriate care in a very challenging and unexpected situation. The nurses acted in a highly professional manner, providing great care to a patient who required immediate support in their time of need. This was without doubt an outstanding example of compassionate care and working together as a team in the best interest of patients.

## Patient Services

### **Susanne Harkness, Senior Physiotherapist Respiratory & Emma Hope, Senior Physiotherapist**

These two members of the CF physio team have gone above and beyond their roles, engaging with a palliative young man who has been an inpatient for 7

weeks multiple times a day, getting to know him, supporting his daily medical needs as well as his emotional and social needs. They decided to try to lift his spirits by inviting a therapy pet in to visit him. The patient was so happy he was grinning from ear to ear. This is one example but I feel these physios show the same interest and compassion to all our CF patients and deserve recognition for their consistent excellence.

## Peri-operative & Critical Care - FH

### Ward 37 ICCU – FH

#### **1.All Staff**

Having undergone major surgery that afternoon, I arrived at the CCU in the evening. I was welcomed by Lee who introduced himself and the other team members. It is difficult to identify a specific incident, suffice it to say the whole team were friendly, caring and professional in every aspect of my care. I slept little that night and all members of staff stopped to talk and reassure me when their work allowed and, always with a smile. As I had not eaten that day I was supplied with an abundance of toast and tea. This is only a small thing but little things do make a difference. Well done to the team, they are a credit to themselves, the hospital and the NHS.

#### **2.John Bowers-Lewis - Staff Nurse**

**Catherine Donnison - Senior Physiotherapist**

**Lee Kirkbride - Staff Nurse**

**Caroline Larkman - Advanced Physiotherapist**

**Iain McCullagh - Consultant Anaesthetist**

**Helen Metcalfe - Staff Nurse**

I am part of the Physiotherapy Surgery team (Physiotherapy Associate Practitioner) based on ITU Ward 37 at the Freeman Hospital. Just before Christmas, I was unfortunate to have a fall which resulted in a fractured wrist. I have a rare genetic bone condition (Osteogenesis Imperfecta Type 1) also known as Brittle Bone disease which my Colleagues are well aware of and completely understand. Despite it being very busy on that Saturday before Christmas (as it regularly is, with lots of critically unwell Patients) the care and attention that I received on that Saturday morning was absolutely outstanding. I received help and support immediately as I was assisted from the floor to a chair and very quickly provided with water,

pain relief and an ice pack. I was provided with great support and reassurance from John Bowers, Helen Metcalfe, Lee Kirkbride and Dr Iain McCullagh as well as other Colleagues on Ward 37. John Bowers contacted switchboard so I could get in touch with my Family, Catherine Donnison quickly ensured that my belongings were collected downstairs from the Physiotherapy Department whilst Caroline Larkman ensured that a taxi was arranged and travelled with myself across to the RVI. I can't thank everyone enough on Ward 37 for the kindness and compassion that I have received including messages of support since my accident. This completely reflects the personal touch that all members of the MDT on Ward 37 provide to patients on a daily basis, particularly putting patients at the heart of everything that they do.

### **Reception/Recovery - FH**

- **James Jeremiah Gacis, Staff Nurse,**
- **Editha Marata, Staff Nurse,**
- **Amelia Robinson, Student Adult Nurse,**

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 times 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.

## **Radiology**

### **Evonne Kennedy, Sonographer & Donna Morgan, Senior Radiographic Assistant, Radiology Ultrasound - RVI**

I was booked in for a ultrasound at 12 today at the RVI X-ray department. Last year, I had a very difficult experience in my pregnancy and then lost my baby. Today I went along to the RVI thinking I would be OK and I really wasn't. I didn't realise how triggered and distressed I could be until I got into



the room. Because I thought I would be ok, I came alone. I just really want to pass on my thanks to the two staff members who showed me so much kindness and compassion. I am touched by how much empathy they showed me and they were very patient and understanding. It is your staff that make the difference every day and I want to say thanks from the bottom of my heart. Please can you find a way of pass this on to their manager?

## Surgical Services

### **Ward 8, Vascular Surgery - FH**

#### **1. All Staff**

My nomination is for the staff of Ward 8, they have been very good to me. Excellent, first class, I am very sad to be leaving and I am going to miss them all.

#### **2. Angela Adams - Senior Sister**

**Danielle Carr - Staff Nurse**

**Robyn Davis - Sister**

**Amy Horton - Staff Nurse**

Amazing experience, I have been attended to by the best staff and people I have ever met. Never have I come across so many dedicated and kind people. The staff had absolutely brilliant personalities; every one of them. They made me and my family feel welcome anytime. Nothing is simple but these people made my stay so easy, more than can be expected.

### **Ward 45 General Surgery Day Ward - RVI**

#### **Louise Mosettig - Senior Sister & Angela Smith - Sister/ Charge Nurse**

The Breast Reconstruction Nurse Specialist team attend ward 45 daily to see pre-op and occasionally post op patients and there is always a very helpful "can do" attitude from all staff which is very obviously due to senior leadership. Louise Mosettig and Angela Smith have been extremely helpful to our team on many occasions but particularly in the last 12 months. We run a monthly evening Breast Reconstruction Support Group in the Education Centre at the RVI and when there was an accidental double booking of our usual room for 4 months, they allowed us to use a bay on the ward as the venue, which involved a considerable amount of juggling patients and equipment around. Similarly, when we needed a venue at short notice for a teaching session for surgeons learning to mark up for surgery, they made a bay

available even though this involved a lot of re-organisation for them. On every occasion, the nursing staff have been flexible over and above our expectations and made us very welcome even though we were putting them to a lot of inconvenience! I really feel they should be recognised for their helpful and professional approach (even when very busy) which makes every visit to Ward 45 a positive one.

### **All Staff, Ward 36 General Surgery - RVI**

1. All of the staff on ward 36 treated me with exceptional care, kindness and warmth. Felipe, Amy, Crystal, Julie, Nessa, Lorna, Laura, Chris, Jen, Carol, Katie, I could go on forever. This team built me back up from the depths of despair; I can never thank them enough and will remember their kindness forever.
2. I had a night stay in ward 36. I was warmly welcomed by Nurse Ronessa- I appreciate all of the team. Special thanks to Charge Nurse Filipe, who was kind, compassionate and very professional. When I asked for paracetamol, Filipe explained how it would affect my liver if taken early. All of my needs were cleverly managed and organised by Filipe. Filipe will be an asset to any organisation. Thank you all.

### **Ward 6 General Surgery - FH**

#### **1. Ella Griffin, Staff Nurses & Audrey Rose Tapang, Staff Nurses,**

The lovely nurses mentioned have provided excellent care for my young, terminally ill husband Richard. They have always helped in any way that they could, made me feel at ease and cared for Richard to an amazing standard. They have made me feel very welcome and always have a smile on their faces. Audrey, Ella, Katryn, Emma, Carol, Connie, Hayley, Christine, everyone has been fab xx

#### **2. Karrolle Bencito - Staff Nurse**

**Lydia Harris - Sister/Charge Nurse**

**Hayley Nevin - Staff Nurse**

**Consolacion Rosa - Assistant Practitioner**

**Charlotte Shiels - Staff Nurse**

**Chloe Smith - Staff Nurse**

**Delanie Smith-Wood - Healthcare Assistant**

**Audrey Rose Tapang Staff Nurse**

## **Lorna Willis - Healthcare Assistant**

Every member of staff has been exceptionally kind and caring. They have gone above and beyond to keep me safe, putting extra safeguarding measures in place until they knew exactly what was necessary. Staff got me pain relief as soon as they could and were very attentive to my needs. Everyone who dealt with me was wonderful, so kind, caring and attentive. They reassured me and made me feel safe and calm. On 18/01/2020 I had a night terror and staff immediately rushed through to reassure me. Someone stayed with me for a while, even though I went back to sleep immediately. The next morning when I found out, staff reassured me that I didn't need to feel bad about what had happened. During my stay, Charlotte, Katryn, Cristina, Anya, Audrey, Hayley, Delanie, Connie, Emma, Lorna, Karrolle, Chloe and Lydia were particularly kind, caring and attentive. They made my stay much better, I couldn't have asked for a better nursing team.

## **Urology/ Renal Services**

### **All Staff on Ward 32 Nephrology - FH**

A patient was transferred back to ward 32 from the RVI after having a stroke. The patient also had a fractured neck of femur, which was being managed conservatively. The RVI anaesthetic team had sited a fascia iliaca catheter to provide pain relief and allow the patient to be cared for safely. These devices are high risk (due to risk of local anaesthetic side effects) and can only be cared for in specialist areas. Ward 32 would not normally nurse a patient with this device, however they managed to take it in their stride, ensuring that the patient was nursed safely and expertly on the ward. The nursing staff, led by Sister Marietta ensured the patient was monitored closely and kept safe throughout their stay. The patient's condition had deteriorated rapidly and she died peacefully on the ward, supported and cared for by the nursing staff. The staff ensured her death was dignified and pain free.

### **Professor David Kavanagh , Honorary Consultant Nephrologist and all staff on Nephrology Specialty - FH**

I lost my kidneys in November 2012. E-coli triggered aHUS - I did not know that I had the condition. I spoke to Professor Kavanagh's predecessor about the condition and its implications (he had been consulted when I was first ill for help in ascertaining the cause of the kidney failure). A scheduled transplant was cancelled when I was refused eculizumab by the States of

Guernsey and gradually gave up hope of a transplant. In July 2018 I contacted the National aHUS Service because I was concerned about what the future might hold for my son and 2 granddaughters, and whether I might have passed the aHUS on to them. I spoke to someone (whose name I cannot find) who said that he would pass my enquiry on to Professor Kavanagh. When I spoke to Professor Kavanagh, he informed me that my approach to the Service had been discussed at a very recent meeting. I was impressed at such joined-up working and that the staff do what they say they will do. I am also grateful to Helen Nicholl, Senior Medical Secretary, who facilitated correspondence and conversations with Professor Kavanagh and was always welcoming, as was the person I first spoke to. Professor Kavanagh spoke to me about the possibility that my son and granddaughters had inherited the condition. He did this clearly and in a way that reassured me that worrying about it will not help the condition. Much to my surprise, he also told me that recent research suggested that the need for eculizumab might be less necessary than previously thought, he was painstaking in answering my questions. I asked whether Professor Kavanagh would contact the Transplant Team at Guy's about my case and the new research findings). He did this - and the outcome of a long story was that I was successfully transplanted in October 2019 (we were in a pool of 6; my husband donated to someone else in the pool and I received a kidney from another person). I am delighted by the outcome and thank Professor Kavanagh and his team for the excellence of their communications and for their focus on the patient. From the contact I have had, I have no doubt that the team performs in an exemplary way and do not make patients and callers feel that their enquiries are a waste of time.