



People at our Heart Awards

Quarter 3, 2020/21

**Individual & Team
Winners**



All Nominations

Individual Winners

Laura Telford, Play Specialist, Ward 3, GNCH

My daughter came to Newcastle in 2019 for a bone marrow transplant. My son also came for a bone marrow transplant in August 2020. The staff on ward3 were amazing! I can't thank them all enough for all the hard work they put into taking care of my children on the ward. Laura Telford in particular really made my daughter's time on the ward more bearable. Laura brought fun, magic and imaginations at a time where it was most needed. Her bubbly, infectious personality brought so much smiles, laughter and so many smiles to my daughter's face, even on the worst days. My daughter left Newcastle saying she had a new best friend (Laura). She still stores of how they used to make all the doctors and nurses do the join in and do the Macarena around the cubicle. Every memory my daughter has from going through chemo and a BMT is a good one thanks to Laura. My son came up for his transplant in August 2020. He has additional needs and doesn't really enjoy the company of others. Again Laura managed to bring smiles and laughter to his face (which is a challenge for anyone he doesn't know). Laura recognised instantly what made my son stressed. She helped put things in place to help him feel safe, secure and happy. She made all staff aware that he struggles when there are too many people, and made sure staff didn't overcrowd him. Laura also made him care plans so he continued to be treated in a way that he felt safe throughout his time in Newcastle. Every parent that I have met in my too long stays on ward3 all rave about what an amazing person Laura is. Laura is a hero to all of the children on ward3. She makes them laugh when they are sad. She makes them feel safe when they are scared. Laura brought so much happiness, laughter and fun to both of my children. She went above and beyond to keep them both smiling throughout a time when there wasn't much to smile about. So on behalf of my two amazingly brave children, I would like to nominate Laura Telford to be recognised for all of her hard work and for being a super hero to all the amazingly brave children on ward3. Me and my children are forever grateful to her for making such a hard time fun.

Bobby Love, Clerical Officer Team Leader, Diabetes Service - Community

I have frequented the diabetes centre for many years. Things were often slow and communication was poor . Bobby love has made my experience so much easier and an absolute pleasure . Bobby has exceptional interpersonal skills in person and through email. His communication skills have installed trust and confidence in my health care that I never really had . I identify as non binary and cannot change my name legally . Bobby was absolutely brilliant and had knowledge and understanding of how I would like to be treated as a non binary patient . Nothing is ever a chore to Bobby and he ensures the best course of communication to the patient is adhered to . He has sorted numerous issues caused by others for me and they have been dealt with swiftly and apologetically . He has a warmth that comes through in all forms of communication and empathy that radiates through even through email. Having this staff member is truly a blessing for the diabetes centre . He provides an all round role model to the centre and is the back bone to the service and it's communication with patients . What an absolute breathe of fresh air this person is and must be truly recognised and commended . Thank you for respecting my identify and providing first class care !!! Well done

Team Winner

All staff - Corporate Laboratory - Blood Sciences

All the staff at Blood Sciences Laboratory across Biochemistry, Haematology, Transfusion and Immunology disciplines have worked really hard to continue provision of excellent service in the time of great turmoil brought on by the pandemic. While we are so proud to read of all the great achievements of our Trust's front line staff who are in the public eye by the virtue of their duties, not much is known about the work we do. Well, we process and produce great deal of test results, quite often urgent one's while working extended shift patterns, dealing with various challenges at work and at home, from child care issues to being carers for family members and many others. The work flow was adjusted as the pandemic progressed, private lives altered to fit demands of the new work patterns. While a great number of the Trust employees got to work from home during the worst of the pandemic, we couldn't for the obvious reasons. So, if you appreciate humour along the lines of ; "What have the labs ever done for us..." the answer lies in the Lord Carter's 2016 Review Report. It stated that 70%-80% of all healthcare decisions affecting diagnosis or treatment are influenced by Laboratory Medicine results. I know this is not a heart tugging little story, as most of these things are, but we by and large have no direct contact with a patient as an individual. We actually work for the benefit of them all, every single one. So, please take a moment to think, pause and appreciate the hard work, dedication and upbeat attitude of my colleagues from Blood Sciences, they certainly deserve it.

Individual Nominations

Vicky Armstrong, Sister/ Charge Nurse, Dermatology Outpatients - RVI

Very helpful throughout my treatment, making me feel welcome and less embarrassed about my skin. I looked forward to seeing the team as they always put a smile on my face.

Helen Aylott, Clinical psychologist, Psychology - Health Psychology

This has been an extremely difficult year for myself health wise. Helen has written to pain management fully explaining my circumstances which saved a rather long complicated conversation with myself. I have been able to continue my treatments with Helen by phone and attend anywhere. I have given up on myself and have had Helen's 110% support with me always. Without her help I wouldn't be as strong as I am and have the ability to try and overcome every health aspect that has come my way this year.

Sarah Battle, Paediatric orthopaedic specialist nurse, Paediatric Surgery Specialty - RVI

Sarah was there from the very 1st appointment we had with our 1 year old baby with the orthopaedic surgeon. The diagnosis we got was such a shock and Sarah could tell this. She immediately gave us her phone number to keep in contact which was invaluable as we live 60 miles away from the hospital. On admission for surgery Sarah was waiting on the ward to greet us knowing that a friendly familiar face was what we needed. She put the time and effort into getting to know about our son and ourselves so that this medical journey wasn't as scary as it could of been. The love, patience (which believe me she needed as I was always on the phone with questions) & dedication from this amazing nurse has made the world of difference to us as a family. She could of chosen any profession but I am so unbelievably honoured that she was my sons specialist nurse. She truly is an amazing person. My sons journey isn't over just yet but I know we will get through it with a wonderful nurse right beside us every step of the way, the work she does is invaluable.

Aylish Elliott-Horn, Paediatric Dietician, Ward 2a

"He just needs to grow to get stronger" words we have heard from many doctors on our journey. We met Aylish in July after Tate had been transferred from UHND to GNCH. He vomited every single feed. He was labelled "failure to thrive" which makes you feel like you have failed as a parent, he was well below the 0.4th percentile. In July, Tate had an emergency tracheostomy but this didn't stop his vomiting. Even on a continuous feed he vomited and was losing weight. Due to PRS he is fully NG fed. NJ feeding was considered which was overwhelming for us. After explaining to Aylish that Tate did not vomit until we moved from EBM to formula. She came up with a plan to try a new formula. From the first fed Tate's projectile vomiting stopped, we were able to move from continuous to bolus feeds with the guidance from Aylish and Tate started gaining weight. Aylish explained how to "chase" Tate's weight and gave us the important information to do this. Tate is now on the 70th centile, and is now big enough for a jaw distraction, the only real chance he has to have his tracheostomy removed. This would not have been possible for a long time if it wasn't for Aylish. Aylish is amazing! She has listened to us and recognised that we are Tate's parents. She has made us feel empowered and worked with us to create a feeding schedule which fits in with family life and meets Tate's needs. She is always happy to answer all of my questions, and I ask a lot. She takes the time to explain things thoroughly so we understand. Most importantly she has helped Tate grow, and we will be forever grateful for her support.

Michelle Glenwright, Staff Nurse, Ward 45 General Surgery Day Ward - RVI

I would like to nominate Michelle Glenwright as she was very caring and extremely efficient. She listened well and was also friendly and reassuring. I was only a day patient but felt very reassured in her presence, with her caring and extremely professional attitude. I am not sure of her exact title. She may have been the sister on the ward.

Amanda Gough, Staff Nurse, Ward 31 Renal Dialysis - FH

I nominate Amanda because she recognised that I was not myself and at rock bottom. Amanda took it upon herself to find out how she could assist me in getting help and even put me forward for a holiday grant. She always asks how I am and has time for patients. She has a heart of gold and she is the reason that I am pursuing a career in nursing.

Joanne Gregor, Specialist urology nurse, Urology

I have struggles with recurrent urinary infections for a number of years. With Joanne help, patience, persistence, and never give in attitude I can see progress. This year has been difficult for everyone. However Joanne always has time for my questions and acts as the go between to my consultant. Urology infections are horrendously painful and destroy quality of life. I was very cynical at the start of my new treatment whereas Joanne was really positive and encouraging. Thank you Joanne you have made a big difference.

Jacqueline Gunn, Specialist Airway Nurse, Paediatric Cystic Fibrosis Specialty

1. In July of this year my son had an emergency tracheostomy at Great North Children's Hospital. Jackie came with the surgeon who performed the tracheostomy to deliver the news which was extremely difficult to take in, I was completely alone due to Covid restrictions preventing my partner being at the hospital. She was kind, caring and compassionate and answered my millions of questions. From that very day, Jackie has been our rock. We've had an extremely rough road and have only managed 3 weeks at home since July. During my son's latest admission where he spent time on PICU, consultants discovered my son was aspirating his secretions and this was causing damage to his lungs, if this continued we could lose him. Jackie has made it her mission to do everything she can for Tate. She spent hours researching alternative tracheostomy's, contacted manufacturers in the UK and America and has been able to order a custom made tracheostomy from America. She has contacted hospitals all over the country and set up a zoom meeting with GOSH which provided very valuable advice to help us move forward and get in plan together to get us home together as a family but keep Tate safe. She has delivered training to our community nurse and carers so that we have support when we go home. As a parent I feel so valued and respected by Jackie, she has amazing knowledge which she can share in a parent friendly way, her training is excellent, she is very approachable and I feel I can talk to her openly about my worries. I feel my son is completely safe in her hands. She has pulled everything together and worked with us to make a plan for moving forward. She makes you feel at ease and gives you faith that you can do this even when you feel like you can't. Jackie hasn't worked with a child as complex

as my son before, and neither have the consultants but she hasn't gave up on him. She is an absolute credit to the hospital, I don't think I would of got through this without her!

2. Jackie goes above and beyond to support my family whilst my son has had a trachy nothing is too much trouble for her. An amazing support during a hard time.

Laura Ivers, Staff Nurse Ward 1B, GNCH

We had a 4 year old girl pass away on the ward, which was a very hard shift for us all involved. Staff Nurse Laura Ivers went above and beyond to make sure the family had everything they needed. The family wanted to take their little girl home and Laura made sure this was possible for the family. Laura is a fantastic nurse and an asset to ward 1B

Kamaal Khan, Consultant Otolaryngologist, ENT Specialty - FH

I have suffered with recurrent ear infections and issues since I was a child. I eventually just got used to them and never expected to "grow out of it" as I so often was told. About 7 years ago I started to suffer with extremely painful ear infections more often and I was back and forward to ENT for investigations. In August 2018 I was heavily pregnant and suffering with a particularly painful ear infection that didn't seem to go with any ear drops I was given. Being pregnant I couldn't take barely any pain relief and I was miserable. Then I met Mr Khan he seemed take control instantly and diagnosed me with a Cholesteatoma and informed me I would need a CT scan and surgery once I had given birth. I was terrified as I had never had any surgery before but I instantly had such confidence in Mr Khan he was so confident and seemed very knowledgeable. My surgery was a complete success and although Mr Khan keeps a regular eye on me, I have not had 1 ear infection since. I have some mild hearing loss but it's completely worth it to be pain free. At my appointments he ensures I understand all the information and makes me feel like I am in the best hands. I can't thank him enough.

Claire Miller-Grossett, Specialty Training Doctor, Emergency Medicine

I had the misfortune to need a visit to A&E recently for an eye condition, at my GP's advice. I felt apprehensive about my eye and was anxious to get it sorted out as I am a physio and had a full caseload of patients the following day. I was lucky enough to be seen by Dr Miller-Grossett who made the whole experience as easy as it could have been. She had a wonderful manner throughout, making me feel at ease, listened to and giving me confidence in her. She explained things so clearly and thoroughly. She did her best for me to be seen by Ophthalmology as she understood my dilemma with my patients. When this was not possible I had not really taken it as seriously as I should and I wouldn't have come back to eye casualty the next day but Claire really kindly and gently communicated the importance to me and I found myself deciding I would have to postpone some of my patients and return. I am so glad I did. I had an aggressive case of uveitis apparently and only narrowly avoided injections; who knows how I would be now if not for Claire's wonderful care. I am much more grateful than I can communicate.

Lorna Ramsey, Research Nurse, Clinical ageing research unit

Lorna is a peer vaccinator for the trust. She had so many setbacks when trying to complete training and be signed off (I think sometimes we are forgotten about as we are not at the main hospital buildings). Despite this, she persevered where most people would have given up but she continued because she wanted to help others. She was completely selfless - even having to pay for her own vaccine. She was so gentle and kind when giving the vaccine, really taking the time with each of her colleagues. It has made it so much easier and quicker for us to receive the vaccine here so we are all thankful for her taking the time to do this. In addition, Lorna is relatively new to the trust but she always pushes herself and puts herself forward for things. She is so kind hearted, would do anything for others, brings up morale which is particularly important at this time and is an asset to the trust. This is just one example of how great she is. As I have seen other peer vaccinators being personally thanked for their help, I think it is extremely important to thank her and show our appreciation.

Sachin Rastogi, Consultant in Anaesthesia and Pain Management, Anaesthetics, RVI

I would like to nominate Dr Sachin Rastogi – consultant in anaesthesia and chronic pain. He provided personal care to a young person dying of cancer with intractable pain. I have copied and pasted the Greatix submitted highlighting his care. Dr Rastogi has ensured a palliative teenager gets to live and enjoy her remaining life through working tirelessly and providing an intervention beyond his usual day-to-day work. He has rescued what appeared to be a hopeless situation for the teenager who was existing in constant unbearable pain at a point where she was heavily sedated as all other pain and therapeutic interventions had failed. Dr Rastogi has organised insertion of a spinal catheter and been available 24/7 (even when on holiday) to troubleshoot any problems. Unfortunately, the spinal line became dislodged this past week and we lost control of the pain again. Thankfully Dr Rastogi was available to organise a new spinal line within 24 hours to ensure this patient did not have prolonged suffering. The patient and her family are thankful beyond thankful!

Geoff Shenton, Consultant Paediatric Oncologist, Paediatric Oncology Spec - RVI

Geoff Shenton was my consultant throughout my treatment. The whole way through, he was supportive, caring and kind but most of all professional. He cured me and gave me a second chance at life. Now in remission, he is just as supportive through any issue I bring him. Overall a brilliant individual who deserves to be recognised. He goes beyond on a daily basis.

Patricia Smith, Nurse Specialist – Abdominal Transplant Co-ordinator, IOT Transplant Co-ordinators - FH

Trish as she is known as to all she has been my coordinator for about 4 years and has helped me so much when I've been down since my transplant in June 2020 she has stood by never let me quit help ease my mind and is always there to talk through issues if not for Trish I may not of been here today myself and other patients are very lucky to have her.

Helena Sordy, Specialist Occupational Therapist, Occupational Therapy

Helena is a member of staff who truly shines because of her ability to communicate and work exceptionally hard to ensure that patient's wishes are met safely and quickly. The first time I met Helena over a year ago, we jointly worked towards supporting a mutual patient to get home to her preferred place of death. Helena struck me then as an incredibly compassionate professional, as well as hardworking, and generally a lovely person to be around. Since then we have worked alongside each other frequently and recently in a very challenging situation. Each time, Helena has been equally as supportive and compassionate. Nothing seems too much work for her, and where I have seen obstacles, she has seen solutions. Her openness and ability to communicate very sensitive topics with patients is admirable. Ensuring patients get their wishes with regards to going home for their end of life is clearly the priority for Helena, and this, along with the above reasons are what I believe she needs recognition for. I am proud to work alongside Helena, as she truly has People at her Heart.

Samantha Thirlwell, healthcare assistant, ward 40

Samantha was so caring towards my needs when I was at a very vulnerable state after my miscarriage. She went above and beyond to look for spare food each time for my sister who was my birthing partner. Whenever she would come in she spoke kind words showed an interest in my culture and lifestyle, which made me feel like she was more of a friend than a healthcare assistant. She was very humble and caring.

Angie Williamson, Nurse Specialist - Neuro Endocrine Tumour, Endocrinology Specialty - RVI

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Teams

Cancer Services/ Clinical Haematology

Anne Bailey, Karen Hamlen, Michelle, Dom Noble Blanden and Alvin Bencito, Bay 4, Ward 36 BMT team

I would like to nominate the team on Bay 4 in Ward 36 within the institute of transplantation at the Freeman Hospital. I recently donated stem cells for my Father who is undergoing treatment for Acute Myeloid Leukaemia on ward 33. I was treated by the amazing team in the bone marrow transplant bay 4 including Anne, Karen, Michelle, Dom and Alvin. Everyone who helped me go through the process was so kind, thoughtful and obviously very talented at what they do. They made sure I was kept informed and supported throughout the entire process at what is an emotional and difficult time for me and my family. I can't express how much their kindness, laughs and skill at their jobs meant to me, and their obvious team work and respect for one another as well as all of their patients. Whilst it was an exhausting experience, they made it feel so much easier and we all appreciated it so much. Thank you again to the team!

Cardiothoracic

All staff, Cardio. ECG

I attended the heart failure clinic on the 15th Oct. Alison carried out an echocardiogram and she was lovely, as well as the gentleman who did my ECG. I then went to the outpatients department, clinic A and Claire helped me in my wheelchair for weight and BP checks. I met with Consultant Dr Alykhan Bandali who was thorough, concise, friendly and kind throughout the consultation. He spend time explaining everything to myself and daughter and genuinely showed empathy and patience. We cannot thank all the staff enough for their professionalism and kindness; they must be recognised for this. We travelled from Carlisle, as the Cumberland Infirmary does not provide such wonderful service. I am 86 years old and all the staff were just wonderful. Thank you.

ENT, Plastics, Ophthalmology & Dermatology

All staff, Dermatology Outpatients - RVI

I have been coming for a few weeks and the staff are extremely friendly. They always have a smile for you. If you have any questions, they are always on hand to answer. I have finished my treatment and feel disappointed that I won't be seeing them again.

Linda Amann Staff Nurse, Vicky Armstrong, Sister/Charge and Christine Morris, Nurse and Staff Nurse Dermatology Outpatients - RVI

I've been receiving light treatment for the past 8 weeks and the staff I've mentioned have been fab! So supportive, friendly and caring. Nothing was ever too much for them. I've been attending hospitals from a young age and this has to be the best experience I've received in terms of hospital staff. I'm actually sad for my treatment to have ended.

Out of Hospital/Community

Sharon Elliot & Lisa Chalmers, District Nurses, Evening & Night Nursing Service

Both of these ladies attended to my father in what they realised was his end of life care. They showed him immense kindness, compassion and dignity and afforded my mum the reassurance she needed and answered my difficult questions honestly and directly. They made a heart-breaking event as calm as we could have hoped for. I cannot stress enough the professionalism, care, support and dignity they showed my towards my father.

Surgical Services

Ward 6 General Surgery - FH

There is no specific incident or event. I would just like to say that the care I have had from, the Consultants, Doctors, Nurses and everyone involved in my care has been excellent and I am truly grateful to all of them.

Ward 8 Vascular Surgery - FH

The whole team and all of the doctors on Ward 8, especially Dr Craig Nesbitt, need to be nominated and thanked for how lovely they have been to me and the one thing they have done is not given up on me or fail me. They have also explained everything properly to me and my mam when I haven't fully understood. Their attitudes have been brilliant - they were always polite. When I was first admitted, I was very nervous because of other hospital experiences, but I didn't need to be because they are the best ward I've ever been on. Thank you to the whole of Ward 8.

Ward 45 General Surgery Day Ward - RVI

A group of nervous women gathered outside the door at ward 45 before 7:30am on Monday 21st September. We didn't all talk to each other, as dealing with breast surgery is a very individual experience. From the time the door opened and we were greeted by a friendly face and shown to our place, through the experience of having our pre-op tests, being conducted to surgery and given the tea and toast afterwards, I felt incredibly cared for and valued as an individual.