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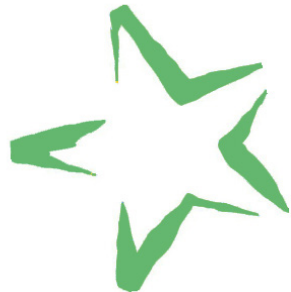
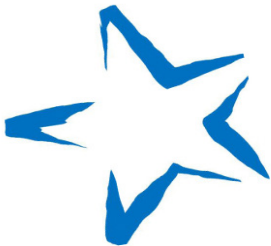
United Lincolnshire Hospitals **NHS**  
NHS Trust



*Staff Awards*



*2016*



Thursday 14 April 2016

Princess Royal Sports Arena, Boston

# Welcome to the Staff Awards 2016



It is brilliant for us to see so many of our staff and teams being recognised for their hard work, commitment and dedication to providing high quality patient care. Our Staff Awards are just one way in which those who really go above and beyond in their role can be recognised and thanked for everything they do.

Every single person mentioned in this Staff Awards brochure has done something so special that someone has taken the time and effort to nominate them for an award - and that is impressive in itself.

It's really important for outstanding work to be properly recognised, and we are particularly pleased that the number of nominations for our staff awards has quadrupled this year, which demonstrates to us that we have a lot to be proud of.

Congratulations to everyone who has received a nomination, as well as those shortlisted, from the whole of our Trust Board.

Jan Sobieraj  
Chief Executive

Dean Fathers  
Chair

**Sponsored by:**



# Programme of events

**7pm** Arrival drinks

**7.30pm** Dinner

**9pm** Awards ceremony, hosted by BBC Radio Lincolnshire's Melvyn Prior

**Great patient experience award**

**Extra mile award**

**Innovation award**

**Working together award**

**Improvement award**

**Unsung hero award**

**Volunteer of the year**

**Great leadership award**

**Quality and safety award**

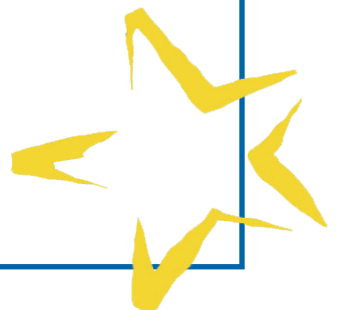
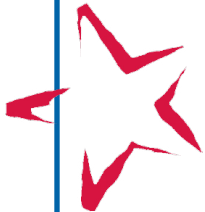
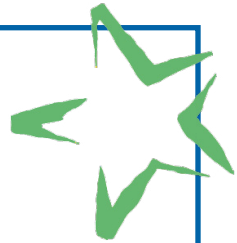
**Compassion and respect towards others award**

**Chairman's fantastic customer service award**

**Team of the year award**

**Chief executive's award**

**10.30pm** Drawing of the raffle and disco til late.



# Have you bought your raffle tickets?

For this year's Staff Awards, we have a range of prizes on offer to raise money to make next years' awards even bigger and better.

Prizes on offer include:

iPod nanos

Signed Red Arrows print

Signed Hull City football

Giant cupcake

Body Shop gift

Indian head massage

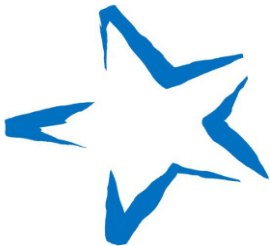
Day voucher for Ragdale Hall

Afternoon tea hamper

...and many more...

Tickets are £1 per strip and will be available throughout the evening.

Buy yours now!



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# Great patient experience award

*(Nominated by patients)*



The team was nominated by a patient for the way in which they communicated and cooperated seamlessly to provide “unsurpassable” levels of care. The patient said that every member of the team provided excellent care, and that they were all individually excellent at their jobs.

Mr McKinlay was nominated by a patient for providing tailored, caring treatment to two children with special needs. He has been thanked for the way he communicated with his patients, remembered details of what they were doing to make them feel special and helped to make them feel confident in difficult situations.



**DR FOSTER**  
CONGRATULATES EACH AND  
EVERY MEMBER OF THE TEAM  
AT UNITED LINCOLNSHIRE  
HOSPITALS NHS TRUST



## Extra mile award



Helen Walker,  
Colorectal Nurse Specialist, Lincoln

Helen was nominated for being a dedicated, passionate and hardworking nurse who has additionally made time for research and supporting clinical trials for the benefit of the organisation. The nomination mentioned how Helen has now been made the chief investigator of a multi-centre clinical trial - a huge achievement.



Ellen Smith,  
Senior Occupational Therapy  
Assistant, Pilgrim

Ellen has been nominated for being a willing and cheerful person who never thinks twice about going the extra mile to ensure her patients meet their personal goals. The nomination also mentioned her work towards revamping the Trust customer care training in induction, and introducing the 'circle of responsibility' to encourage staff to lead by example in supporting others and maintaining the upkeep of the hospital site.

Jennifer Creasey,  
Site Duty Manager, Pilgrim



Jenny was nominated for her unrelenting dedication to ULHT and its staff, as well as her contagious enthusiasm that inspires her colleagues to want to do better for themselves, others, patients and the Trust. The nomination recognised how Jenny drives the importance of staff well-being, is a motivating influence and also acts as confidante and support to many staff.



Hazel Smith, Ward Clerk,  
Ward 7B, Pilgrim

Hazel was nominated for being hard-working, caring and supportive, especially towards the more junior doctors and nurses, and being the glue that holds the ward together. The nomination said that Hazel does so much for other people, far beyond the role of a ward clerk.

## Innovation award

Helen Fieldson, Macmillan  
Occupational Therapist, Lincoln

Helen was nominated for the outpatient occupational therapy service she developed for people having radiotherapy, which has helped to empower these patients and bring benefits in terms of patient experience and quality of care. She has been recognised for taking the service from an idea to a reality, and using a unique way to help support and educate patients and carers.



Tom Ridgeway, Business  
Manager, Lincoln

Tom and his team were nominated for a piece of work analysing the flow of medical patients into the hospital's admissions unit, and redesigning the junior doctors' rota to it to reduce workload for on-call teams. This innovation has reduced incidents and agency costs and improved patient satisfaction.

Samantha McCarthy-Phull,  
Clinical Education Nurse, Lincoln



Sam was nominated for the creation of the ULHT Nurses Together closed Facebook page. She has been recognised for tirelessly engaging with staff and using social media to bring staff together in a new way and boost morale.



Rebecca Burley,  
Clinical Educator, Grantham


Rebecca was nominated for developing an easy to understand and user-friendly evidence document for nursing staff to use to help with Nursing and Midwifery Council (NMC) revalidation. The nomination recognises that revalidation causes anxiety to many registered nurses, and Rebecca's innovation helps them with the process.



## Working together award




Andrew Hind,  
Clerk of Works, Pilgrim



Andrew was nominated for his cooperative working and engagement in his role facilitating the progression of major building works at the hospital. The nomination recognises how well he has liaised with external contractors, the Trust health and safety teams and staff to ensure the project is a success.

The Beat It team, made up of Consultant Cardiologist Dr Andrew Houghton, Cardiac Physiologist Cara Mercer and patient lead Gini Dellow, was nominated for creating a forum for mutual support and information for arrhythmia and syncope patients. Together, they have established a support network for patients and have carried out extensive work to educate the general public in raising awareness around atrial fibrillation.



Beat It team, Grantham



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## Improvement award



Ward 3B, Pilgrim

This team has been nominated twice for developing their skills, knowledge and compassion towards improving the care of dementia patients. The nominations recognise the work they have done to develop an activity trolley for patients, taking Dementia Friend training and creating memory boxes, all to ensure they can provide reassurance and compassion in care.



Deborah Birch,  
Consultant Nurse for Frailty,  
Lincoln

Deborah has been nominated for the improvements she has made in caring for older people over the past 15 years. The nomination recognises achievements including the setting up of a front door frailty service and a care home liaison service, enabling the Trust to give better care to patients.

Integrated Medicine team,  
Lincoln



The team was nominated for their work to help the Trust meet the cancer two week wait standard by introducing a seven day target for first appointment booking. This has improved patient experience and reduced delays, and has enabled the Lincoln lung team to provide a gold standard service and meet the target.



Laura Fowler, Katie Sleight, Kathryn  
Cope and Dr Zara Pogson, Respiratory  
Nurse Specialists and Respiratory  
Consultant, Lincoln

This team has been nominated for work they have done to implement a specialist nurse-led COPD in-reach service for emergency admissions at Lincoln hospital. This has reduced patient length of stay and re-admission rates and their work has helped patients to feel more prepared and ready for discharge from hospital.

## Unsung hero award

Anne Cooper, Staff Nurse,  
Safari Ward, Lincoln



Anne was nominated by a patient who she has provided support to patients for over 15 years, who wanted her to know how grateful she is for everything she does. The nomination said Anne always makes time for her patients even when busy, she is helpful and stands by the side of her patients to support and advise them.



Carol Resner, Ward Clerk,  
Digby Ward, Lincoln

Carol was nominated for how well she united the team, ensures patients' relatives are communicated with and supported all staff during busy periods, in whatever way she can. The nomination said "every ward should have a Carol" because she is a superstar who is always happy to help.

Ken Hodder, Joiner,  
Lincoln



Ken was nominated for being hard working, cheerful and hugely helpful. The nomination mentioned his amazing DIY skills and how he will always go out of his way to be helpful and friendly, in particular helping with the design and testing of the mobile Plan for Every Patient.



Sonya Sargent, Porter,  
Grantham

Sonya was nominated for the way that she goes above and beyond to ensure patients at Grantham hospital are provided with reassurance and compassion in their hour of need. The nomination recognises occasions when Sonya has used her contact with patients to advise and support them, helping to brighten up their day.

## Volunteer of the year



Patricia Hiley,  
Chemotherapy Volunteer, Pilgrim



Patricia, known as Pat, was nominated for being a calm, friendly, polite and supportive person who quietly goes about her business of making life easier for patients and staff. Pat volunteers two days per week on the chemotherapy suite, as well as at patient support group meetings, ensuring patients have a constant supply of drinks and snacks to make them more comfortable.




Winifred James, Volunteer  
Dining Companion, Ward 3B,  
Pilgrim

Winifred, known as Wyn, was nominated for being an amazing woman who gives her time to assist patients who need help with feeding. The nomination recognises how Wyn not only helps at mealtimes, but also befriends patients, meaning that ward staff and patients alike look forward to seeing her.

Terry Wiseman,  
Trust member and former  
Chairman of the Research Patient  
Forum



Terry was nominated for an award posthumously, in recognition of the valuable role he has played as a patient representative and volunteer on many Trust committees, particularly in research. The nomination notes that due to Terry's contribution, using his own professional skills in the area of research ethics, ULHT staff have benefitted greatly in running their own research.



## Great leadership award

Jennie Negus, Deputy Chief  
Nurse, Pilgrim



Jennie has been nominated for developing the 'making a difference in dementia care' training, which has empowered staff from a wide range of areas to improve patient care. The nomination describes Jennie as an inspiring leader who has a passion for improving patient experience.



Teresa Hurdley, Junior  
Sister, Ashby Ward,  
Lincoln

Teresa has been nominated for being a fantastic and inspirational leader, who makes a genuine difference to patients, staff and families. The nomination mentions numerous examples where Teresa has demonstrated excellent teaching, learning and mentoring skills, as well as providing individualised care to her patients.

Andy McDowall,  
Portering Section Leader, Grantham



Andy has been nominated for driving, mentoring and supporting his team to ensure that they support the Trust's objectives. The nomination recognises how he led a successful 'LiA local' scheme in his area to use portering time more effectively and improve communication with wards and departments.



Bernadine Gallen, Quality  
and Safety Manager,  
Trustwide

Bernie has been nominated for the work she has done to revitalise the Trust quality and safety team, providing inspirational leadership using a rare and unique management style. The nomination recognises how she has helped the Trust to achieve goals in the quality strategy, whilst maintaining a happy and balanced team.

## Quality and safety award



The EPIFFany team was nominated for implementing a transformational quality improvement programme, which resulted in a 60% reduction in junior doctor prescribing errors in the surgery department at Pilgrim hospital. The nomination recognises the team's skills in facilitating clinical simulations and face-to-face teaching to bring about change.

Karen and Diane were nominated for working together to develop an e-audit system. This new system, an excellent example of staff innovation in quality and safety, reduces paper use, improves quality of form completion, reduces duplication and improves Trustwide sharing of lessons.

Karen Moon, Quality Governance Facilitator  
and Diane Whittle, Systems Accountant,  
Lincoln



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## Compassion and respect towards others award

Medical Emergency Admissions Unit, Lincoln



The MEAU Team has been nominated for how committed they are to providing the best care to patients, with a 'can do' attitude even in challenging times. The nomination particularly mentions an occasion when the team arranged a wedding ceremony on the ward for a terminally ill patient, going the extra mile to meet their patient's wishes.



Kevin Young,  
Chargehand Porter,  
Grantham

Kevin has been nominated for the way in which he brings happiness to everyone that he meets, doing what he can to cheer people up when they are in pain or need medical attention. The nomination said that Kevin is proud of his role in the portering team, and does everything possible to help patients and colleagues to make their day better.

Joanne Priestley,  
Midwife, M1, Pilgrim



Joanne was nominated by a patient for going the extra mile to ensure their hospital stay was relaxing and comfortable and for taking the time to support and listen to them when they were upset. The nomination says Joanne is one of the best professional midwives they have ever met, showing great compassion and respect during a difficult time.



Sharon Booth, Clerical  
Officer, Lincoln Breast  
Unit

Sharon has been nominated for being kind and compassionate, yet hardworking and focussed. The nomination recognises how fantastic Sharon is with patients, as well as how she upholds the standards of the breast unit and shows skills in training other staff to ensure they are able to meet the same standards.

## Chairman's fantastic customer service award

(shortlisted by former Trust Chairman Ron Buchanan)



Helen Metson,  
PALS Officer, Lincoln

Helen was nominated for her exceptional sensitivity to people's problems, and her compassion, understanding and competence. Helen is described as a devoted and kind person, whose patient and warm approach is often recognised and reflected in grateful acknowledgements from patients.



Tom Carson,  
Healthcare Support  
Worker, Clayton Ward  
Lincoln

Tom was nominated by a patient for the care he showed to her relative who was taken unwell in a hospital corridor. The nomination details how Tom readily helped the patient, escorting them with a calm and caring manner while also interacting positively with the whole family.

Pantry staff, Pilgrim



The Pilgrim Pantry team has been nominated for their hard work and dedication to making sure that all customers are served and all their needs met. The nomination says that the team offers fantastic customer service and are friendly and approachable, resulting in higher takings and an excellent reputation.



Muscoskeletal (MSK)  
Outpatient Physiotherapy  
teams, Trustwide

The MSK Outpatient Physiotherapy teams were nominated for being friendly, professional, caring and helpful. The nomination quotes a recent patient experience survey, which showed that 99% of patients felt face-to-face clinical encounters with the teams were either good or very good.



## Team of the year award



### Ward 1, Grantham

Ward 1 was nominated for the huge improvements they made to the care they provide, as a result of previous CQC and PLACE assessments. The nomination recognises that the team worked together to resolve issues and make improvements, resulting in much better follow-up inspections and a 100% Friends and Family Test score.



### Nuclear Medicine department, Lincoln

The Nuclear Medicine department was nominated for the way in which they bring a multi-disciplinary team together to improve communication, improve team dynamics and learn from each other. The nomination mentions a piece of work they have done together to bring in recycling in clinic areas, as well as their participation in the Trustwide pedometer challenge.

### Hospice in a Hospital team, Grantham

The Hospice in a Hospital team was nominated for the extensive work they did to set up the innovative new service at Grantham hospital, delivering professional, friendly and supportive care. The nomination recognises that the team are highly supportive of each other and have united to care for over 200 palliative and end of life care patients since starting in 2014.



### Portering team, Grantham

The Portering team at Grantham hospital has been nominated for providing a first class service to the hospital, always with a professional and caring manner. The team support other departments, are proactive with their own development and are always prepared to go the extra mile for patients.



## Chief Executive's award

(nominated and chosen by  
Chief Executive Jan Sobieraj)

Housekeeping team,  
Lincoln



The Chief Executive has nominated the Housekeeping team at Lincoln to recognise their contribution during the norovirus outbreak at the hospital in December 2015. The team pulled together to ensure that ward areas were kept clean, deep cleaned and re-opened as quickly and thoroughly as possible to ensure minimal impact on patients.



Pharmacy teams,  
Trustwide

The Chief Executive has nominated the Pharmacy teams recognition of the progress they have made in the last couple of years, in particular delivering quality improvements. There is special mention of the work they have done in negotiating big savings in prescribing and improved use of medicines.

Ward 1, Grantham



The Chief Executive has nominated Ward 1 at Grantham for the work they have done to help patients socialise at mealtimes by introducing a social lunch, supporting patients with eating and drinking giving relatives more quality time with them. This helps in patient recovery and experience.





Congratulations!  
We hope you enjoy your night



Look out for the  
2017 ULHT Staff Awards



Nominations open  
June