



United Lincolnshire  
Hospitals  
NHS Trust



ULHT Staff Awards 2021

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## Welcome

Welcome to the ULHT Staff Awards 2021, and congratulations to everyone who has been shortlisted for an award this evening.

After the year we have all had, it is even more important that we do whatever we can to acknowledge and celebrate everyone's achievements.

Every year the competition is really tough as we receive hundreds of nominations from patients, staff and visitors. This year is no exception as we saw over 700 nominations, which is a real demonstration of the quality of care being provided across a wide range of services.

The high quality of nominations we received reflects some truly excellent care and support being delivered by a very broad group of staff including those directly providing care and those supporting.

Those of you here tonight have made it through the demanding judging process because your nomination really stood out to our judging panel as a great example of where you have demonstrated our Trust values and provided the best care and support for our patients.

Whilst every member of our staff deserves to be thanked, you're here at this very special occasion as you have gone that extra mile and we want to show you our gratitude for everything you do and to make sure your contribution is rightly recognised.

We hope that you enjoy this evening. This is a night to be proud and to celebrate the depth and breadth of yours and your colleagues' excellent work.

**Andrew Morgan** (Chief Executive)

**Elaine Baylis** (Chair)



**Andrew Morgan**  
(Chief Executive)



**Elaine Baylis**  
(Chair)

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## Unsung Hero Non-clinical Award

This award recognises an individual working in a clinical role who has made an exceptional contribution to the Trust and its services, but whose contribution and role often goes unrecognised. They show dedication and commitment to their role and make a genuine difference to others.

*Eileen Wood and  
Eithne McVittie* ☆  
**Housekeepers, Grantham**

Eileen and Eithne were nominated for their dedication shown during their redeployment during the COVID-19 pandemic. They are described as being meticulous and taking such pride in their work. They treat the chemotherapy suite at Grantham like it is their home and they are expecting a royal visit. The staff and the patients on the unit love them and everyone is always made to feel so welcome when they arrive.

*Amy Parkin* ☆  
**Children's Community Team Admin  
Support, Grantham**

Amy's busy workload involves processing orders, and arranging the delivery of consumables for at least 350 service users. During the past 12 months Amy has dealt with illness, an office move, being separated from her team, and home schooling. Amy's biggest challenge to date has been dealing with delays in supplies, the shipment of or the discontinuation of supplies. Amy will trawl through the internet and ring all over to source an alternative without hesitation.

Amy is described as always showing compassion towards families, always having a smile on her face and is accepting of a challenge.

*Debbie Natrass* ☆  
**Medical Secretary in Haematology,  
Lincoln**

Debbie was described in her nomination as hard-working and patient-focused where nothing is ever too much trouble. She works so hard to make the patient experience the best it can be, chasing and co-ordinating appointments, keeping everyone informed, chasing samples and results so they are ready in time for appointments, and always without a word of complaint. Patients regularly say how helpful she is and what a difference it makes that they speak to her. In exceptional circumstances, she even hand-delivers blood forms and appointment letters, and spends endless evenings and weekends prepping everything to make the team's lives easier, and improve the experience of patients.

*Fidelma Kenyon* ☆  
**Head of Planning, Capital and Costing,  
Lincoln**

Fidelma is recognised by her colleagues and peers as somebody who is always willing to support them, even when under extreme pressure to deliver against her own priorities, both inside and outside of the department and organisation. Fidelma is described as the first person to offer help and put herself out, even if that means driving equipment around to people's houses (miles out of the way) to make sure they are set up and sorted. She has worked tirelessly to raise the profile of the finance team and also volunteered to help in a number of areas during the pandemic.

## Unsung Hero Clinical Award

This award recognises an individual working in a clinical role who has made an exceptional contribution to the Trust and its services, but whose contribution and role often goes unrecognised. They show dedication and commitment to their role and make a genuine difference to others.

**Nicola Wakefield** ☆  
**Senior Occupational Therapy Assistant,  
Lincoln**

Nicola was described in her nomination as the most conscientious, hard-working and caring person. She always does her absolute best for every patient and takes time to make sure that every action is completed. She is described as a friend to everyone who contributes daily to the wellbeing of the team. She makes everyone feel welcome and part of the team. She is the one who knows when everyone's birthdays are, she takes the time to talk to everyone and notices if someone is having a difficult day. She is an extremely special person and has made such huge difference to so many staff and patients in her 40 years of NHS service.

**Abigail Coates** ☆  
**Operating Department Practitioner,  
Lincoln**

Abigail was nominated by a patient after they came into hospital to have their baby boy. The patient describes coming into hospital and being greeted by Abi and instantly feeling calmed. She took the most amazing photos which will be cherished for life, held the lady's hand throughout it all and supported her and her partner.

She was also nominated by a colleague who described her as having fought many personal battles throughout COVID. Her compassion towards her colleagues is commendable; she created positivity boards to help instil some brightness on the dark shifts, to help remind the team to smile and find the positives. Abi also created self-care hampers for her colleagues to help provide them with some relaxation time when they could find a few minutes break from work, or wind down at home after a shift, as well as many other things to help her colleagues out. She picked up extra shifts to support not only her own team, but also within ITU, working within the COVID vaccine hub and also going on to work within the new intensive care transport team that was set up for COVID patients.

**Yvonne McGrath** ☆  
**Consultant Midwife, Lincoln**

Yvonne started with ULHT as our first Consultant Midwife around three years ago, and since this time has developed so many incredible new ways of working. One of the things that Yvonne does is support women if they wish to receive care that is outside the guidelines that we recommend. This is a huge task, and involves counselling women about the current evidence and recommendations, and developing a care plan with women who often have strong views on how they wish for their care to be provided. Often, the women who access the service with Yvonne have had previous traumatic experiences, and Yvonne is there to support them to understand their previous experiences and have some closure on traumatic events. Yvonne has also been the lead in facilitating changes to care, including clinics to support women who have a fear of childbirth, developing new guidelines and tools.

**Barbara Bambro** ☆  
**Lung Cancer Care Coordinator, Lincoln**

During the COVID pandemic, there was a large amount of absence in the lung cancer service, and Barbara was nominated for an award for covering the whole service alone. She tried so hard to do everything she could for her potential/confirmed lung cancer patients and was there to provide care, compassion and support throughout. The nomination describes Barbara as being a lifeline for a lot of patients accessing the lung cancer service.

## Extra Mile Non-clinical Award

This award will celebrate an individual or team working in a non-clinical area that goes above and beyond to help the Trust deliver its objectives and values. Bringing about change and clear benefits for the Trust as a whole.

### *Beckie Robinson* ☆ Security Training Administrator, Trustwide

Beckie was particularly nominated for stepping up to cover switchboard at Pilgrim one evening. She was contacted at 7pm after having worked her full day, and with no hesitation Beckie agreed to support even though she had not worked the Pilgrim system before, let alone working on switchboard on her own. She is described as having really gone the extra mile to significantly reduce risk on the site that night.

### *Catering teams, Trustwide* ☆

The catering teams across the Trust were nominated for the extra miles they go for our patients and staff. During the COVID pandemic, their hard work serving more than 200,000 free meals to staff boosted the morale of so many colleagues and took away one of the extra burdens so that everyone could focus solely on patients. None of this would have been possible without the extra effort, support and dedication of this amazing team. They have come in and worked earlier, later, at weekends and delivered whatever has been asked of them to look after everyone else. All of this is in addition to providing meals for all of our patients staying on our wards. They even left handwritten notes in lunches for staff.

They have embodied and demonstrated the Trust's values every single day, while at the same time maintaining the highest standards of service.

### *Wayne McIntosh,* ☆ Facilities Manager, Trustwide

Wayne's nomination talks about how he has consistently gone above and beyond throughout his many years in the Trust, and especially during the COVID-19 pandemic. He ensures his teams are happy and safe and anything that is asked of him is never too much, no matter the time of day. Wayne has managed to remain on top of all potential problems and changes that have been made throughout the pandemic, such as; parking, ward closures, free staff meals, deep clean requirements, staff sickness, all issues arising over Christmas and many more.

Staff have commented that they feel confident and safe having Wayne as a manager and feel they are able to go to him to discuss both positive and negative aspects of their jobs and/or home lives, which Wayne then always handles with care.

### *Catherine Cox* ☆ Administration Assistant, Postgraduate Medical Education Centre, Lincoln

COVID made delivering teaching extremely difficult over the last year, with all face to face teaching cancelled. Catherine's nomination talks about how she designed and developed a website so foundation trainees were still able to access high quality teaching. This has also enabled trainees to never miss out on any teaching sessions as all are uploaded and available to be watched at a time to suit the individual trainee.

Consultants and departments were contacted and helped to produce video presentations with audio which Catherine uploaded each week onto the website.

Catherine has also included a feedback form with each session which she monitors and ensures the information is fed back to presenters.

## Extra Mile Clinical Award

This award will celebrate an individual or team in working in a clinical area, that goes above and beyond to help the Trust deliver its objectives and values. Bringing about change and clear benefits for patients, their colleagues and the Trust as a whole.

### Pharmacy, Pilgrim and Lincoln



The pharmacy teams at Pilgrim and Lincoln were nominated for how they managed the rollout of the COVID-19 vaccine, including having to write procedures, purchase extra freezers and supervising the vaccine hubs. They have worked non-stop on top of an already very busy workload to help make the vaccination programme a success. They have always maintained safety and ensured that vaccine supplies were available at all times.

### Tracy Whitworth Sister, Lincoln



Tracy was nominated for her work to develop and provide local dialysis in Lincolnshire. She joined the Trust during the COVID pandemic and started this project whilst the second and third waves hit. She continued to overcome lots of staff sickness and sacrifice her work/life balance to ensure that patients were still able to receive the treatment they needed, all whilst displaying a good sense of humour.

### Lauren Olver Staff Nurse, Lincoln



Lauren was nominated for her amazing support of a student colleague who was staying in a hotel for the last part of her placement, had limited kitchen facilities and was living off of cold meals. Lauren made hot meals for her every evening and even offered to do her washing. On the first evening, she brought fresh fruit, breakfast bars and drinks to help her.

This selfless act really touched her colleague, and her family back home who were shielding, and meant that she was able to concentrate on her placement during an already terrifying time.

### Abigail Elkington Deputy Sister, Lincoln



Abigail's approach to end of life care is what prompted her nomination. She has been known on several occasions to go to Tesco after work to pick up her patients' favourite ice lollies, drinks or face creams because they have said that's all they want at the end of their life.

Abi fights to give her patients the best care, even if she comes against difficulties. She always does her best to ensure her patients wishes are met and goes above and beyond to do so.

## Team of the Year Non-clinical Award

This award recognises a non-clinical team who consistently demonstrate good team working, to deliver an efficient and high performing service.

### Ruth Birkenshaw and Bereavement Team ☆

The Bereavement Team were nominated for the work they did to ensure that families were able to receive death certificates when they were unable to come onto a hospital site during the COVID pandemic. A team of retired doctors were brought in to help with the process. They also brought on a team of volunteers to ensure that any property was taken to patients' homes to save relatives coming into hospital.

Despite the pressures, the team had more time to chat to bereaved families and respond directly to their needs and wants at a very difficult time.

### COVID Wellbeing Team ☆

During the pandemic there was, understandably, a lot of concern for the wellbeing of the Trust's workforce. This resulted in the creation of the COVID Wellbeing Team, consisting of a broad range of colleagues who, at the first ask, offered support without hesitation.

Since March 2020, the team have seen a huge array of wellbeing support imagined, tailored to meet the new restrictions and relaunched. They have supported hundreds of colleagues and created and piloted projects like the virtual spaces, sourced new information and shared it in accessible ways, promoted and shared kind donations from members of the public and colleagues, and set up physical wellbeing hubs and a Whatsapp messaging service. They continue to support the organisation and hope to do so well into the future.

### Emergency Planning Team ☆

The Emergency Planning Team were nominated for making sure that we have the necessary plans in place should the worst ever happen.

Without their planning and guidance, the Trust's response to the COVID-19 pandemic may have been much slower and less efficient. Within hours they created a physical Gold command and pulled everyone together to make sure we were able to respond as quickly as possible to the pandemic, while at the same time enabling our doctors, nurses, allied health professionals and other teams to continue caring for our patients. They work tirelessly behind the scenes, making sure all colleagues, patients and visitors are safe when they come to our hospitals.

### Stores teams, Trustwide ☆

The stores teams across ULHT were nominated for the way they have handled their normal workload on top of the added pressures brought on by the COVID-19 pandemic. There were numerous stories of how they went above and beyond to support individuals, their wards and departments to ensure that they had everything they needed. They have been there to support with everything and dealt with any issues very calmly and professionally, and been contactable throughout.

Over the last year, they have had to deal with millions of pieces of PPE as well as taking deliveries of extra cleaning products, COVID screens, treats for staff and so much more, but nothing has been too much trouble.

## Team of the Year Clinical Award

This award recognises a clinical team who consistently demonstrate good team working, to deliver an efficient and high performing service.

### MEAU, Lincoln

MEAU were nominated for their outstanding work ethic and undeniable strength working in such difficult conditions. MEAU is always busy, they are constantly admitting and discharging patients on a normal day. During COVID they went from a general admittance ward to a COVID positive ward and back again, yet the staff have all taken it in their stride. They have shown exceptional support to not only the patients, who sometimes have been extremely poorly, but their family and friends who are frustrated and frightened on the end of a telephone.

The team continually help and support each other, even in the most difficult times.

### Waddington Ward, Lincoln

Waddington Ward was nominated for lots of work undertaken to ensure they deliver a gold standard of care to patients. Despite the pressures of the last year, they have managed to deliver staff development and training which has helped to strengthen the team. They have implemented improvement projects to reduce time spent on paperwork, and reduce the number of patients attending A&E. They have developed and improved the patient experience through creating information packs, having craft sessions and much more.

The team work collaboratively and overall have significantly improved clinical audits, recruitment and retention.

### Intensive Care Unit, Lincoln

The ICU team at Lincoln were nominated for how they have coped with everything they have had thrown at them by the COVID-19 pandemic. They have provided a high-standard of patient care to COVID positive patients while at the same time continued to care for non-COVID critically ill patients. This team have dealt with the sickest patients while comprehending continually-evolving treatments, managing changes in location and equipment and dealing with staffing challenges on an unprecedented scale.

They have provided training to staff coming in to help from completely unrelated areas, while still caring and providing complex treatment plans to their patients. They have also supported pre-registration students throughout this time, ensuring that the students meet their learning outcomes in order to meet their programme requirements.

### Ward 7B, Pilgrim

Ward 7B were described in their nomination as having strength, resilience, compassion and dedication to improving patient care and experience. Team 7B struggled to recruit staff and had several line management changes over a short period of time meaning quality of care was impacted. So the team came together to create an improvement plan to reduce incidents, increase staff knowledge and improve performance, in turn improving patient experience and timely treatment. With the support of a newly-appointed ward sister, an education programme and safety huddles were started. A year on and the ward is described as feeling very different and even achieving 100% in sepsis screening.

The improvements continue, but throughout COVID the team managed to pull two weddings together for palliative patients for which the families will be forever grateful.



## Outstanding Leader Award

This award recognises someone with outstanding leadership skills who inspires people to go the extra mile. Good leaders are not necessarily managers - they are innovative and value their peers while actively mentoring and encouraging people they work with.

**Jason Green** ☆  
**Theatre Service Manager, Pilgrim**

Jason has lead his team through a difficult year, making himself available on his day off and always there for anyone needing support. His nomination describes him as compassionate, calm and thoughtful. He has ensured all staff have access to wellbeing advice, time away from clinical duties and still has managed to offer professional development during a national crisis.

His team have described him as always having the door open for a chat if you need him and being hard working and dedicated.

**Polly Johnson** ☆  
**Ward Manager, Lincoln**

Polly was nominated a few times and all of her nominations describe her fantastic approach to leading her team. She is described as being really supportive of staff and an excellent advocate for patients and her service. She has been instrumental in turning her ward around, and delivering training and organising support for staff during the last difficult year.

She has remained positive, organised and compassionate throughout the ward being COVID positive and moving around, at one point managing two wards. She strives for the very best for her ward and team.

**Adele Bogg** ☆  
**Ward Sister, Lincoln**

Adele was nominated several times. She is described as being an approachable and enthusiastic leader. She has been there throughout the pandemic to support her staff when they were experiencing difficult personal and professional circumstances. She has taken on clinical shifts when there was immense pressure on the ward and made a lot of time to welcome new staff members onto the ward.

She has made many improvements to the ward and listens to feedback from staff members and patients, which is reflected in improved audits. She has assisted her team in creating grab packs for people with nutritional care needs and liaised with our HCSWs in developing their care handover sheets.

**Angus Maitland** ☆  
**Deputy Chief Operating Officer, Trustwide**

Angus' nomination talks about how he has been instrumental in setting up hospital vaccination hubs at Lincoln, Pilgrim and Grantham hospitals for NHS, healthcare and care home staff. This is in addition to a patient clinic for those aged over 80. Thanks to his expertise and leadership, thousands of patients and colleagues were able to receive their COVID vaccine. As well as leading the project group, Angus was the catalyst that pulled three NHS Trusts, CCG staff, the local ambulance service, the local authorities, care home colleagues, charities, and so many other organisations together, resulting in the successful rollout of the vaccination programme.

He is described as the lynchpin that held everything together, leading from the front and inspiring everyone along the way to deliver a first class service.

## Volunteer of the Year Award

This award recognises a volunteer or voluntary team who work tirelessly and generously give their free time, enthusiasm and energy to help improve NHS services, facilities and support for patients, visitors and their families.

### Will Ballard A&E Volunteer, Lincoln

Will was described in his nomination as one of the friendliest, helpful people ever encountered. He started volunteering during the start of the COVID period and was a real asset to the A&E Department at Lincoln. He was also described as an absolute star and a pleasure to work with.

### Alexander Allbones Volunteer Porter, Pilgrim

Alex began volunteering at the beginning of the first wave of COVID. He worked many hours for several months as a volunteer before joining the bank. Alex is described a role model for the younger generation. He was so kind and brave to volunteer at such a frightening and dangerous time. Alex is a student and could have got a paid job, but wanted to help others and do his bit for the community and support the NHS.

Alex went above and beyond what was expected of him as a volunteer back in June, when he escorted a relative to have a procedure and made them feel at ease at a scary time.

### Family Liaison Team

The Family Liaison Team were set up in late March 2020, in the early stages of the initial response to the first wave of COVID. There was a clear need established to both keep our isolated patients in contact with their nearest and dearest on the 'outside' while visiting was restricted, but also to help facilitate the enforcement and smooth operation of the new patient property restrictions that were brought in.

This need was quickly filled by a small army of volunteers. The team operated Trust-wide and were a blend of pre-existing volunteers, recruits via the GoodSAM scheme and other people who simply wanted to help out while furloughed from work or wanting to make more of their spare time. The team received some phenomenal feedback from staff as well as patients and their loved ones.

# Service Improvement, Education and Research Award

This award will go to the team/individual who have implemented an idea or innovative approach or made more efficient and effective using an innovative approach (maybe through a the Quality Improvement Programme), which has resulted in a saving of time or money, improved practice or a new way of working. They may have carried out or published innovative research papers, taken on a service/quality improvement programme, been involved with clinical trials or taken part in training or education with the end result of benefitting patients.

## Dr Russell Barber ITU Clinical Lead, Lincoln

Dr Barber was nominated for his outstanding contribution in implementing and leading the RECOVERY and REMAP-Cap clinical trials at Lincoln County Hospital. These national trials presented an opportunity for symptomatic COVID-19 patients to access treatments that would not ordinarily be given.

Dr Barber is described as being hugely passionate about, and totally committed to, this research and has worked extremely hard in optimising the number of patients that were enrolled. Dr Barber has proactively displayed superb clinical leadership in the CAP studies, which has led to many patients accessing treatments that would have been otherwise unavailable.

## Chris Webb Advanced Clinical Engineering Technician, Lincoln

Chris was nominated for always going the extra mile to support the clinical engineering teams. He mechanically modified all anaesthetic machines in the Trust to become ICU ventilators in case the Trust did not have enough, achieving assurance that we could ventilate COVID patients - we were the first Trust in England to do so. Within the uncertain COVID circumstances, Chris and the team have been going the extra mile to ensure clinical colleagues are supported appropriately during these challenging times with massive workload and pressures.

## Alun Roebuck Consultant Nurse, Cardiology, Lincoln

Alun was nominated for the work he does to deliver high quality care to his patients. He has jointly led the development of the Lincolnshire Heart Centre, the redesign of the Acute Coronary Syndrome (ACS) pathway in Lincolnshire resulting in 30-day mortality reduction from 13.8% to 3.5%, personally mentoring/coaching 20 staff through their masters degrees and being the only nurse advisor to the National Institute of Health and Clinical Excellence (NICE) on the Clinical Guideline Development Group for the NICE Guideline on the Management of Acute Coronary Syndromes.

He has published 30 peer reviewed guidelines, books and technology appraisals, been awarded a Visiting Fellow in Healthcare at the University of Lincoln, a full Fellowship of the European Society of Cardiology and generated £900,000 of external income to support masters education for ACPs, plus much more. Alun gives on a daily basis: he goes above and beyond in every aspect of his role, but especially noted is his total enthusiasm and passion for patients.

## Carlene Veasey and Gemma Webb Advanced Practitioners in Ultrasound, Lincoln

Carlene and Gemma identified an emerging risk to the tubal patency investigations (HSG) service for ladies undergoing fertility investigation in Lincolnshire, and swung into action to solve it by setting up a sonographer-led service at Lincoln. They saw a gap in a patient pathway and, working together, used their initiative to set up this service. To achieve this they had to travel to Hull over the course of a year to undergo specific training in this area. Combining this training with their expert knowledge in gynaecological ultrasound they provided a new diagnostic service.

Carlene and Gemma are extremely passionate about providing a high quality service to women who are going through a difficult and uncertain time in their lives. They go above and beyond to accommodate all appointments.

## Roger Thorley Great Patient Experience Award

Named after a valued late ULHT patient representative, this award is open for public nominations only, and will be awarded to a team or individual that has made a significant impact upon improving the patient experience either for an individual patient, in their work area or for the Trust as a whole.

### Tina Kovacs Housekeeper, Lincoln



Tina was nominated by a patient after her baby was born unexpectedly and was brought to the neonatal unit. Tina kindly showed the family around the facilities the unit has to offer for parents, taking plenty of time to explain clearly what and where things were. Over the weeks that the family were on the unit, Tina ensured that they were always fed and watered, even bringing food to the parent's room – always ensuring that the focus was on the wellbeing of mother and baby.

Tina was always a friendly face each day and was a constant. She was described as incredibly empathetic, friendly and a welcome distraction with her conversations - a credit to the neonatal unit and the Trust.

### Clare Green and Hannah Proctor Midwives, Gainsborough



Clare and Hannah were nominated by a patient who they helped during the delivery of their son, who sadly died at nearly 31 weeks. Clare and Hannah made sure the focus was on mum and getting her through the delivery. They both showed huge amounts of compassion and love to the patient and her partner – even staying after night shifts were over to make sure things were as well as they could be.

They were willing to move appointments around to be able to go to the chapel of rest and through such a difficult time for the family they gave great strength and support.

### Patient Experience Team



The Patient Experience Team were nominated for their tremendous efforts to keep families connected with loved ones who were in hospital during the COVID-19 pandemic. A family member nominated them when their grandmother was in hospital for over 10 days. She was not very tech savvy and the team's 'Letters to Loved Ones' became a vital lifeline between her and her family.

The team printed the letter in large font and laid it down on her bed with such care as if presented to her as a precious item. They also charged up her mobile phone so that the family were able to make phone calls and kept in touch with the family at all times, even bringing about tears of joy via their emails.

### Dr Sunil Panjwani Consultant, Pilgrim



Dr Panjwani was nominated by a patient after they were on the intensive care unit for 80 days. He is described as always being positive, finding ways to lift their mood when they were feeling low, including playing their favourite music. There were moments where they felt like they weren't going to make it, but Dr Panjwani made them feel strong and keep fighting – they believe that it is only because of him that they were still here to write their nomination.

## COVID Hero Award

This is a one-off category recognising those who have gone above and beyond to care for patients and colleagues during the COVID-19 pandemic. This award will recognise an individual or team who has been a true COVID hero across our hospitals.

*Gemma Smith* ☆

**ICU Physiotherapist, Lincoln**

Gemma's nomination described her as being pivotal in the Physiotherapy Department and in ICU at Lincoln over the last few years, and especially during the COVID-19 pandemic. She headed up PPE fit testing therapies staff, and developed an ICU follow up exercise class for patients who had been on ICU at Lincoln and had ongoing strength and exercise tolerance deficit after their critical illness.

At the start of the pandemic, all outpatient activity was stopped, however Gemma was keen not to let the pandemic affect patient care. She adapted and developed the physiotherapy offer, whereby patients were assessed over the phone and provided with all the necessary literature, leaflets and advice to start exercise to improve their condition. Gemma has also been spending time outside of work clearing a garden space for patients next to ICU.

*Leanne Belton* ☆

**Lead Health and Wellbeing Nurse, Pilgrim**

Leanne was nominated for all her efforts during the COVID-19 pandemic- she set up and managed the swabbing of staff, then antibody testing and finally the vaccine programme. She worked very long hours to ensure the safety and good management of her team. She was extremely welcoming to anyone who was redeployed to help. Her compassion, professionalism, talent and energy was described as second to none. She was defined as, 'one lady who should be cloned!'

*Sam Daniels*

**Project Manager, Trustwide**

Sam has been instrumental in the coordination and planning of the COVID vaccination programme. She worked tirelessly, often seven days a week, to maintain contact and to drive engagement with clinical and non-clinical teams. Through Sam's engaging leadership style she has created an environment of positive well-being and whole system collaboration. Our hubs were supported by LCHS, LPFT, and ULHT colleagues and received such great feedback, which was testament to the smooth and efficient operations within the Lincoln hub, all led and delivered through Sam's expert guidance.

*Nick Leeming* ☆

**Head of Emergency Planning, Trustwide**

Nick is described in his nomination as having an 'unwavering ability to get the job done and sort things out'. During COVID Nick has worked tirelessly, supporting what seems like everything and everyone to ensure our hospitals survive and cope with the pressures of the pandemic.

From being a strong presence in Gold command, to ensuring the safety of staff and patients, to working with procurement and local businesses to organise and distribute donations of PPE, food, care packages and well wishes across the Trust. Nick did it all! His nomination says that he has been an absolutely vital part of our COVID response.

## Chair's Compassion and Respect Award

This award will go to an individual or team that shows a genuine concern and compassion for others, is interested in others and in helping to meet their needs and providing the best possible quality of care.

**Natalie Greening**  
Staff Nurse, Lincoln



Natalie was nominated by someone who sadly lost their grandad who they were very close to. They describe the care he received from Natalie as 'second to none'. She made a number of phone calls to keep the family updated on his condition throughout his last day. Natalie found out that the family member was a member of staff, so she arranged for them to be fit tested so she could visit her Grandad to say goodbye.

After they left, Natalie did a video call with other members of the family to say their goodbyes, which was massively appreciated. The nominator said the hardest thing she has ever done is walking away knowing they would never see him again, but knowing Natalie was with him and she was going to stay with him gave them comfort.

**Dr Jayanth Sampath**  
Anaesthetist, Pilgrim



Dr Sampath was nominated after supporting two patients through a court application process because of issues which meant they could not access care and treatment in the same way others do. In both cases he showed compassion to them as people and recognised their rights to equal access for care. He understood the impact of their illness on behaviours and effects on quality of life and was able to see the wider picture.

Dr Sampath was described as making a real difference through his care and compassion, his flexibility and willingness to think outside the box and find solutions keeping the patient at the centre, ultimately leading to a positive outcome.

**Lorna Revell**  
Deputy Sister, Pilgrim



Lorna was nominated after being moved to work on a different ward during the COVID-19 pandemic. During her time there, she cared for a number of end of life patients and despite how busy she was, she made time to make sure she spoke to the patients' families to keep them updated as they could not visit.

She often missed breaks to make sure that families could see their loved ones via video, often resulting in Lorna becoming upset herself, but she would carry on. She ensured that all patients received everything they needed and wanted and would always make sure that they were treated with dignity and respect.

**Emma Thompson**  
Ward Sister, Pilgrim

Emma's ward was split up into different wards during the COVID-19 pandemic and at the same time the team lost a well-loved colleague, Kumar. Emma's nomination describes her as always being there for all her staff and keeping strong when they needed a chat. Emma has gone the extra mile. The team had a canvas drawn of Kumar and Emma has sorted a plaque to go alongside it as a mark of love and respect. Emma is described as being very much loved and respected by her team.



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## Xerox IT Services



- Helpdesk Services
- Flexible IT Resources
- Strategic IT Consultancy
- IT Training
- Cloud Services
- Enterprise WI-FI
- Managed Connectivity
- Data Centre Services
- Infrastructure Design & Build
- Computers, Tablets & more
- Infrastructure Management & Monitoring

## Communication Solutions



- Telecoms
- Visual Display
- VoIP Solutions
- Digital Sign In Systems
- Mailadoc Hybrid Mail
- Visual Display Solutions

## Document Management



- Scanning and Digitisation
- Storing & Archiving
- Document Workflows
- Scanning Solutions
- Document Centric Solutions
- Quality Management Systems

## Office Supplies



- Stationery
- Consumables
- Paper Supplies
- Office Furniture
- PLUS MUCH MORE!

**For more information contact us**

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