

# Staff Awards 2017 proposal

## 1. Review of Staff Awards 2016

### Overview of the process

The ULHT Staff Awards 2016 were launched in June 2015 and nominations were open until Friday 15 January 2016. In that time, there were 434 nominations, of which almost 100 came from patients. This is an increase from 150 nominations overall for the 2015 awards.

Nominations were made in 12 categories, with varying degrees of interest. Nominations numbers by category are shown in descending order below:

Category	Nominations
<b>Extra mile</b>	93
<b>Team of the Year</b>	79
<b>Unsung heroes</b>	61
<b>Great patient experience</b>	50
<b>Great leadership</b>	41
<b>Compassion and respect</b>	38
<b>Improvement</b>	20
<b>Working together</b>	19
<b>Innovation</b>	12
<b>Volunteer of the Year</b>	10
<b>Quality and safety</b>	6
<b>Fantastic customer service</b>	5

The communications and engagement team, supported by the staff awards project group, carried out the planning, promotion and facilitation of the awards nominations and ceremony. The project group involves staff from across our hospitals, teams and professional groups, including staff side.

Sponsorship to fund the event was secured by the comms team and the project group. This amounted to £10,332 from nine separate companies. This covered the full cost of the awards ceremony with circa 200 attending.

For the first time this year, every nominee received a letter from the Trust chair, letting him or her know that they had been nominated. Anecdotally, response to this was very positive. A number of nominees took the time to reply to the letter saying it had made their day, others framed their letters and displayed in their departments.

Longlisting of the awards was done in three sessions, held throughout the year, by members of the staff awards project group. A panel of patient reps did the longlisting of the great patient experience award.

Shortlisting was done by a panel of people from across the Trust, including the Trust chairman, a clinical director, an executive director or representative, a non-executive director, a ward manager, a member of staff from each site, a patient representative, and a member of staff side.

## **Feedback**

The Staff Awards 2016 ceremony was held on Thursday 14 April at the Princess Royal Sports Arena in Boston. This venue was chosen as the awards are currently being rotated around our hospital towns: the first year they were in a hotel in Grantham and the second year near at the Epic Showground near Lincoln, and the Princess Royal is the only venue big enough in Boston to hold the event. Almost 200 members of staff attended.

Feedback on the event was very positive. A survey was carried out following the awards and 89 responses (a response rate of 45%). were received from attendees at the event.

The results were:

- When asked how much they enjoyed the awards on a scale of 1-10, with 1 not at all and 10 being very much, the average response was 8.6.
- The majority (73%) said the length of the evening was just right, although 22.5% said it was too long.
- When asked to score individual aspects of the night from 1-10 (with 1 not at all and 10 being very much) the five areas that scored highest were:
  - 1) The trophies (9.09)
  - 2) The awards brochure (8.92)
  - 3) Compere Melvyn prior (8.74)
  - 4) Certificates (8.69)
  - 5) Opening speech by Jan Sobieraj (8.61).
- The 5 areas that scored lowest were:
  - 1) Disco (6.96)
  - 2) Meal (7.06)
  - 3) Venue (7.13)
  - 4) Decorations (7.62)
  - 5) Welcome drinks (8.03)
- 82% of respondents felt it was right that the awards were handed out by members of the Board (although some comments said they would like to have seen the nominators or patient reps hand them out).
- 97% said that the number of awards handed out was about right.
- Individual comments were mostly very positive and complimentary.

Those comments which suggested areas to improve included: evening felt too long, venue was too far away for some staff, some wanted to take partners rather than fellow staff as guests, feedback that nominees didn't know who nominated them, suggestion that we don't have a disco, could the ceremony include long service awards, and criticism that in some categories there were people who were neither winners nor highly commended.

Results of the survey have been considered in full by the Staff Awards Project Group, who have agreed some possible changes to the event for 2017.

## **2. Planning for Staff Awards 2017**

The group agreed to tweak the categories for the 2017 awards, to ensure better levels of nominations to each, providing plenty of opportunity to recognise all levels and grades of staff and more closely reflecting national awards categories. Discussions have been held with Dean Fathers and Jan Sobieraj and the Staff Awards Project Group to decide on the new categories, and the below has been agreed upon:

Award	Difference
<b>Great patient experience award (patient nominations only)</b>	Existing
<b>Care, compassion and respect award</b>	Existing but new title
<b>Team of year- clinical award</b>	Existing but two versions – clinical and non clinical
<b>Team of the year- non-clinical award</b>	Existing but two versions – clinical and non clinical
<b>Research and innovation award</b>	Added research to innovation
<b>Unsung heroes- Clinical award</b>	Existing but two versions – clinical and non clinical
<b>Unsung heroes- non-clinical award</b>	Existing but two versions – clinical and non clinical
<b>Extra mile award</b>	Existing
<b>Outstanding leader award</b>	Existing but new title (match CQC language)
<b>Partners in Care Award</b>	Existing but new name and criteria will be revised.
<b>Chair's award</b>	Replace Chairman's customer service award. Dean would pick an outstanding nomination as his winner at the shortlisting stage. For example, Dean picks the winner of the extra mile award as chosen by the shortlisting panel but they'd win the Chair's award and the runner up is promoted to the winner in extra mile.
<b>Chief Executive's award</b>	Existing. CEO can pick any individual or team who's impressed him. This isn't confined to people nominated.

The quality and safety award has been absorbed into the other categories. This is for two reasons. The first is due to the low number of nominations received. The second is that the project group felt it favoured members of staff who worked in the corporate team rather than people from across the Trust.

Criteria has been drawn up for judging each category, incorporating suggestions for some areas which should be recognised. See appendix 1.

Other proposed developments and improvements for 2017 include:

- Continue to send out letters to every nominee, signed by Chair Dean Fathers.
- Continue to hold longlisting sessions throughout the year to manage the large number of nominations.
- Arrange awards ceremony for March/ April 2017 and arrange venue.
- Propose that we invite stakeholders to the event to involve them in a key event for the Trust and help boost our reputation with key opinion formers.
- Ask previous year's winners to hand out awards.
- Recognise winners later in the year, at the AGM and perhaps with a lunch for winners.

- Sponsorship gathered with support of Chair Dean Fathers. Aim for a target to cover cost of inviting 250 people to the night - £12,500.
- Discussion of tying staff awards in with the Employee of the Month awards being rolled out in certain wards and departments by the staff engagement team.
- Suggest all shortlisted nominees are told who nominated them (as nominators are also invited to the event).

**Size of the event**

If the scale of the staff awards ceremony is increased to 250 people - to accommodate stakeholders and previous winners - then this would reduce the number of venues available to hire, as few venues in the county can accommodate over 200 people. The only venues big enough are: Epic Showground, Showroom and The Auditorium all of which are in Lincoln. Typically, venues suitable for weddings and big events can accommodate around 150 people.

Below are two options on the size of staff awards ceremony in 2017.

**Option 1**

Plan the event to accommodate up to 200 people like the previous 3 awards ceremonies.

Pros	Cons
Rotate around the hospital towns which is fairer on staff.	Subject to working with different venues and suppliers each year.
More realistic to get sponsorship for 200 people.	Only one suitable venue in Boston – Princess Royal, which didn't have the wow factor.

**Option 2**

Plan the event to accommodate up to 250 people. This includes 10 to 20 stakeholders and up to 25 winners from 2016.

Pros	Cons
Using the same venue and suppliers helps with event planning and building relationships. May offer discount if we commit to block booking.	Perception that stakeholders are invited instead of other staff, and take up space which could be offered to other staff such as shortlisted teams (currently limit the number invited to team per 4).
Invite stakeholders and involve them in our celebrations and raise awareness of our successes.	Only venues big enough are in Lincoln, so this changes the principle of rotating around the 3 towns.
Opportunity for staff to network with stakeholders.	May not be able to raise the extra sponsorship.
Invite previous winners so recognise their achievements again.	
If use a bigger venue, and we raise above the target sponsorship, we could invite more staff as the big venues in Lincoln hold up to 200-500 people.	

### **Launch and promotion**

Once approved by Board, we will launch 2017 awards the week commencing 13 June.

A promotion plan is in place to ensure nominations numbers are kept up, including roadshows, a monthly leader board of sites and departments, media and social media promotion, and nomination boxes in public areas across sites.

We will also feature the 2016 winners in the promotion of 2017 awards.

### **3. Board are asked to:**

- Approve the 2017 categories.
- Agree to the previous winners handing out the awards rather than board members, but for board members/ sponsors to introduce the nominees and the previous winner to then hand out the award.
- Agree either option 1 or 2 on the size of the 2017 event.

Lucy Ettridge,  
AD Communications and Engagement, June 2016

## Appendix one – Draft judging criteria

Award Category	Details	Criteria
<b>Great Patient Experience Award</b>	<p>We only receive patient and public nominations for this award.</p> <p>Patient representatives carry out the longlisting for this award, and a patient rep is on the shortlisting panel.</p>	<p>The 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. This can be judged by feedback or complaints from patients and data.</p> <p>The judges will be looking for evidence of:</p> <ul style="list-style-type: none"> <li>• A positive impact on patient experience.</li> <li>• How teams or individuals used information or feedback to improve the patient experience.</li> <li>• Teams or individuals who have demonstrated ways in which they have championed and improved the quality and safety of patient care.</li> </ul>
<b>Care, Compassion and Respect Award</b>		<p>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. They treat people as valued individuals and strive to put the needs of others before their own, taking into account principles of equality and inclusion.</p> <p>The judges will be looking for evidence of:</p> <ul style="list-style-type: none"> <li>• How, or why, this person or team has special qualities, cares about others and understands what each individual needs.</li> <li>• How they champion dignity and respect, treating others how they wish to be treated and promoting equality and inclusion for service outcomes.</li> <li>• A positive impact on patients, carers or staff.</li> </ul>
<b>Team of the Year- Clinical</b>		<p>A clinical team who consistently demonstrate good team working, to deliver an efficient and high performing service. They have successfully implemented change and/or improved services for the benefit of their patients, taking into account the quality and safety of the care they provide.</p> <p>The judges will be looking for evidence of:</p> <ul style="list-style-type: none"> <li>• Effective teamwork and collaboration.</li> <li>• Teams working together to support personal and professional development of members.</li> <li>• Improvement work that has taken place on behalf of patients.</li> <li>• Evidence of high quality services.</li> </ul>
<b>Team of the Year- Non Clinical</b>		<p>A non-clinical team who consistently demonstrate good team working, to deliver an efficient and high performing service. They have successfully implemented change and/or improved services. This could include developing new ways of working and shared learning.</p>

Award Category	Details	Criteria
		<p>The judges will be looking for evidence of:</p> <ul style="list-style-type: none"> <li>• Effective teamwork and collaboration.</li> <li>• Teams working together to support personal and professional development of members.</li> <li>• A flexible approach by team members.</li> <li>• Evidence of high quality support services.</li> </ul>
<p><b>Research and Innovation Award</b></p>		<p>The team/individual who have developed or undertaken research for the benefit of patients, the department and the Trust as a whole. This may include implementing an idea or innovative approach 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 or been involved with clinical trials.</p> <p>The judges will be looking for evidence of:</p> <ul style="list-style-type: none"> <li>• Details of research or academic success.</li> <li>• The team or individual identifying areas which could be improved and an innovative approach being taken.</li> <li>• Improved services, for example through monitoring of outcomes for staff or patients.</li> </ul>
<p><b>Unsung Heroes-Clinical</b></p>		<p>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.</p> <p>The judges will be looking for evidence of:</p> <ul style="list-style-type: none"> <li>• Compassion and concern being shown for the wellbeing of patients, carers or colleagues.</li> <li>• The individual being a valued member of their team. Listening and involving patients, carers or colleagues, helping them make choices and contribute.</li> <li>• The individual's special qualities and contribution not being recognised as much as they should.</li> </ul>
<p><b>Unsung Heroes-Non Clinical</b></p>		<p>An individual working in a non-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 supporting clinical services, and make a genuine difference to others.</p> <p>The judges will be looking for evidence of:</p> <ul style="list-style-type: none"> <li>• The individual doing their bit to support the care of patients and the work of the Trust as a whole.</li> <li>• Compassion and concern being shown for the wellbeing of patients, carers or colleagues.</li> <li>• The individual being a valued member of their team. Listening and involving patients, carers or colleagues.</li> </ul>

Award Category	Details	Criteria
		<ul style="list-style-type: none"> <li>The individual's special qualities and contribution not being recognised as much as they should.</li> </ul>
<b>Extra mile award</b>		<p>An individual or team that goes beyond their job description 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. They epitomise creative thinking, commitment, determination and drive.</p> <p>The judges will be looking for evidence of:</p> <ul style="list-style-type: none"> <li>Excellence in customer service.</li> <li>A standard of service that consistently exceeds expectations.</li> <li>Demonstrable and sustainable improvements in patient care.</li> <li>Dedication to quality improvements and efficiency in their service.</li> </ul>
<b>Outstanding Leader Award</b>		<p>An individual 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. Tireless in their efforts to change the system for the benefit of all.</p> <p>The judges will be looking for evidence of:</p> <ul style="list-style-type: none"> <li>Excellent communication skills.</li> <li>An individual's ability to inspire and motivate others to achieve objectives.</li> <li>How barriers to change have been overcome.</li> <li>How the individual has promoted equality and inclusion and promoted personal and professional development as part of support to their colleagues.</li> </ul>
<b>Volunteer of the Year award</b>		<p>An individual 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.</p> <p>The judges will be looking for evidence of:</p> <ul style="list-style-type: none"> <li>Significant impact of what they do on the people and service they support.</li> <li>How they have demonstrated a positive attitude, regularly contributing to the wider team.</li> <li>The individual being an exemplary role model for volunteering.</li> </ul>
<b>Partners in Care Award</b>		<p>A team or individual that has worked in partnership with staff from other departments within the Trust, or with other organisations, to help the Trust deliver its objectives and values and bring about clear benefits for patients.</p> <p>The judges will be looking for evidence of:</p>

Award Category	Details	Criteria
		<ul style="list-style-type: none"> <li>• Collaborative working between teams or across organisations.</li> <li>• Involvement of partner agencies such as commissioners or charitable groups and the positive impact of that partnership working</li> <li>• Demonstrable and sustainable improvements in patient care, services, education or training.</li> </ul>
<b>Chair's Award</b>	<p>Nominations will not be taken for this award.</p> <p>The winner will be chosen by the Trust Chair from the winners of each of the other categories.</p>	
<b>Chief Executive's Award</b>	<p>Nominations will not be taken for this award.</p> <p>The winner will be chosen by the Trust Chief Executive to recognize a member of staff or team that deserves public recognition of their achievements over the last year.</p>	