



CARING FOR YOU






United Lincolnshire
Hospitals
NHS Trust



Staff Awards 2017


Thursday 4 May 2017
EPIC Centre, Lincolnshire Showground

Welcome to the Staff Awards 2017



Welcome to the ULHT Staff Awards 2017. These awards are a wonderful way for us to celebrate and recognise the excellence of our staff.

The individuals and teams being recognised at this year's awards span a wide range of jobs and all of our hospitals, but they all have one thing in common - going above and beyond to provide the best care they can for the patients of Lincolnshire.




We are incredibly proud of the staff working within the Trust, and would like to thank you for what you do.

The stories in this brochure represent just a handful of the 690 nominations which we received this year. They demonstrate just how amazing our staff are and how grateful their colleagues and patients are.

We hope you have a fantastic night.

Jan Sobieraj (Chief Executive)
Dean Fathers (Chair)



Programme of events

7pm Arrival drinks

7.30pm Dinner

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

Care, Compassion and Respect Award

Research and Innovation Award

Outstanding Leader Award

Caring Together Award

Unsung Hero - Clinical

Unsung Hero - Support Services

Extra Mile Award

Volunteer of the Year Award

Team of the Year - Clinical

Team of the Year - Support Services

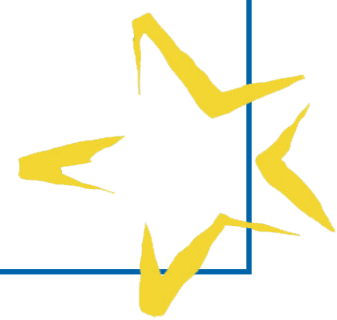
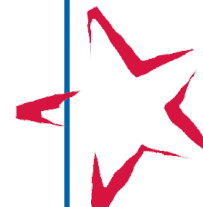
Great Patient Experience Award

Chief Executive's Award

Chair's Award

Special Bravery Award

10.30pm Drawing of the raffle and disco until late



Sponsored by:



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 year's awards even bigger and better.

Prizes on offer include:

Vouchers for Ragdale Hall spa

Wine, prosecco, champagne

Signed Vulcan photo

Meal vouchers

Tom Tom satnav

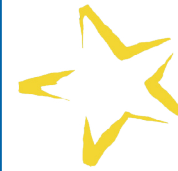
Tennis racket and balls

...and many more...

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

Buy yours now

Kindly sponsored by...



Care, Compassion and Respect Award

Debbie Tilbury, Healthcare Support Worker in A&E at Grantham hospital

Debbie has been recognised because she is approachable, a good listener and has an ability to put people at ease, which has been reflected in a number of compliments made about her by patients. She is described as a credit to Grantham hospital - showing a high level of professionalism and caring even during the busiest times, and always being ready with a smile for patients and staff.

The nomination for Sonya recognises how she shows care and compassion and clearly lives the Trust value of being patient-centered. The nomination mentions a number of incidents where Sonya has gone above and beyond to respond to individual patient needs, including providing comfort and a listening ear when needed. She is described as a ray of sunshine.

Sonya Sargent, Porter at Grantham hospital

Tracey Fisher, Registered Nurse in outpatients department, Grantham hospital

Tracey has been recognised for being an outstanding, caring nurse. She provides incredible support to patients with long term skin conditions, helping them to understand their fears and worries and supporting them along the way. She is also recognised for her work in training and supporting assistant practitioners to develop their skills.

Leanne was nominated by a patient, who said that she stood out as a caring, professional young woman who is kind, cheerful and supportive of other staff and boosts morale in the team. The nomination describes Leanne as a gem, who has a wonderful caring attitude towards all of her patients and also an exceptional attitude towards her work and colleagues.

Leanne Belton, Staff Nurse on ward M2 at Pilgrim hospital

Research and Innovation Award

Helene Jones, Research Support Officer at Lincoln hospital

Helene was nominated twice for her work project managing the implementation of EDGE- a new integrated IT system to bring together clinical research activity across the Trust. Helene is described as a dedicated, passionate and hardworking member of the team, who has a great passion and energy to deliver support to clinical research in Lincolnshire's hospitals.

These teams have been recognised for work they have done to improve timeliness of cancer diagnosis for patients with lower gastrointestinal problems. Working together and with Lincolnshire West CCG, the teams have piloted a new referral system to speed up diagnosis and treatment for the benefit of patients. This pilot has seen some patients diagnosed with cancer within 10 days of their initial appointment - compared to a usual wait of 28 days.

Clinical teams in endoscopy and general surgery at Lincoln hospital

Zoe Ashton-Worsnop, Midwife at Lincoln hospital

Zoe has been nominated for an innovative piece of work she has done to assist in training midwives in perineal suturing techniques. In her own time, Zoe has created 'Woolvas'- crocheted teaching aid models of vaginas to be used for midwives to practice suturing techniques. These are benefitting midwives, and in turn the women they care for.

Dr Thiagarajan Sreenivasan, Consultant Oncologist at Lincoln hospital

Dr Sreenivasan was nominated for the extra time and effort he has put in to supporting his patients to take part in clinical trials. He provides expertise and support to research and development, working on clinical trials into breast, lung and prostate cancer.

Outstanding Leader Award

Mohit Gupta, Clinical Director for Head and Neck in the Royle Eye Department at Pilgrim hospital

Mr Gupta was nominated twice for the way he strives to get the best of everything for his department, helping them to deliver a high standard of treatment and care for their patients. This includes fundraising, work for the Royal College of Ophthalmologists, working to improve the ophthalmology service and supporting staff.

Angela Storr, Specialty Coordinator for stroke medicine and elderly care at Pilgrim hospital

Angela was nominated for the way she never tells her team what to do, just shows them how it's done. She makes her whole team feel valued, she is approachable and encourages her staff to learn, train and move up. The nomination describes her as a considerate, compassionate and generous manager who helps her team to be happy and effective.

Jocelyn Fitzgerald, Senior Colorectal Nurse Specialist at Lincoln hospital

Jocelyn has been nominated twice for being a fantastic manager who is professional, compassionate and goes the extra mile. Jocelyn is constantly improving her service whilst supporting her staff personally and professionally and providing inspiration. She continuously supports the right thing for patients, and has a clear, constant vision and commitment to excellence.

Sandra Hayes, Ward Manager on the surgical admissions lounge at Lincoln hospital

Sandra was nominated for providing consistent, strong leadership to her team resulting in patients being treated with dignity, respect and compassion. The nomination says she is a visible part of the team, she always ensures that staff know their role and what is expected of them and she never leaves at the end of the day without speaking and thanking each individual member of the team.

Caring Together Award

Portering team, Grantham hospital

This team has been nominated in recognition of the work it has done alongside other departments on individual projects to improve patient experience. Particular mention goes to a piece of work to improve the efficiency of the x-ray porter working with ward 2, which managed to reduce patient waiting times from 50 minutes to 25 minutes.

The ward teams were nominated in recognition of the work they do in partnership with many other services to facilitate the best quality care to patients. This includes working with the safeguarding team, children's community nursing team, emergency departments and other specialties. The nomination especially mentions the teams' outstanding commitment to getting it right for the children they care for.

Rainforest and Safari wards, Lincoln hospital

A&E team, Grantham hospital

This team was nominated because of how well everyone has worked to support the A&E department at Lincoln following the temporary overnight closure of their own department. Despite it being a difficult time, the team has worked with the Lincoln A&E staff to support rotas and ensure safe, quality care across both Grantham and Lincoln A&E departments.

ERIC data review team, Trustwide

This team is made up of representatives from a range of departments, including finance, business support, facilities and information systems. It has been nominated in recognition of how everyone has worked together to review how the Trust completes the annual Estates Return and Information Collection (ERIC). This included reviewing and validating data to create a baseline for the future, and getting the submission in on time for the first time ever.

Unsung Hero - Clinical

Kirstie Thomas, Junior Sister on the Bostonian at Pilgrim hospital

Kirstie has been recognised for the work she has done in both setting up and managing the fertility service at the hospital. The nomination mentions that she is highly respected by colleagues and that she has a real skill for taking patients through the complex emotional journey of IVF with zeal, care and compassion.

Susan Simpson, Healthcare Support Worker in the Royle Eye Department, Pilgrim hospital

Susan was nominated because of her commitment and dedication to the hospital's age-related macular degeneration service. She goes above and beyond to make sure all slots are filled for intravitreal injections, she telephones and speaks to each patient individually to support them in their care and also works hard to maintain a safe working environment in the department at all times.

Samantha McCarthy-Phull, Clinical Education Nurse at Lincoln hospital

Sam has been nominated for a range of work she has done to support staff. This includes supporting newly qualified nurses and helping them to settle in at ULHT, and setting up and managing the ULHT Together Facebook page. The nomination mentions that she is a ULHT gem, a resource we simply couldn't be without.

Dr Dayangku Juanda, Foundation Year 1 Doctor in General Surgery at Pilgrim hospital

Dayangku (known as Intan) was nominated for being an incredibly diligent, kind and hard working member of the junior doctor team. The nomination particularly mentioned how she thinks ahead, how she has quickly developed the ability to work independently, uses her initiative and considerable medical knowledge for the benefit of her patients.

Unsung Hero - Support Services

Dave Pavier, Security Officer at Lincoln hospital

Dave has been nominated by two different people in recognition of how he goes above and beyond to support patients and staff across the hospital. Described as a remarkable man, Dave has a special manner in positively dealing with distressed patients, has excellent communication skills and makes the staff working at the hospital at night feel safe.

Anne Fabian, Hepatitis C Treatment Secretary at Lincoln hospital

Anne was nominated for the extensive work she has done to improve clinic attendance, developing great working relationships, supporting a national Department of Health study around hepatitis and overhauling response and waiting times for clinic appointments. Anne is described as genuine and warm, a valued team member with a willingness to learn and adapt.

Jacqueline Padgett, Switchboard Operator at Grantham hospital

Jacqueline has been nominated for her calm and professional manner in dealing with major incidents, particularly during two major fires where the hospital's main communication systems were down. The nomination explains that although switchboard staff are often shut away in an office, they are a vital part of the hospital.

Wayne Cross, Postgraduate Medical Education Coordinator at Grantham hospital

Wayne was nominated in recognition of how his friendliness, knowledge and attention to detail supports all new junior doctors moving to Grantham hospital. Wayne makes sure that doctors are looked after, that issues are resolved and is always prompt in responding to questions to support junior doctors, making their life in Grantham more enjoyable.

Extra Mile Award

Gemma Hemsall, Midwife on the labour ward at Pilgrim hospital

Gemma was nominated by a patient, who felt that she went the extra mile to provide exceptional care for her and her baby. The nomination says Gemma is an amazing midwife, and describes how she took extra time and effort to reassure the woman and her partner and provides outstanding care, compassion and respect at all times.

Camilla Eyley, Staff Nurse on ICU at Lincoln hospital

Camilla has been nominated in recognition of the work she has done to welcome and support the international nurses and newly qualified nurses who have joined the Trust. She has given up her own time to show international nurses around the city and supported them to find accommodation, and has provided a resource for newly qualified nurses who have any questions.

Larry Garcia, Theatre Nurse at Lincoln hospital.

Larry has been recognised for his work in welcoming our new Filipino international nurses, including helping them with the practicalities of moving to a new country such as shopping and getting a mobile phone. In his own time he has helped them to connect with other members of the Philippine community in Lincolnshire, helping to make their move smooth and welcoming.

Rebecca has been nominated by two members of the public for going above and beyond in helping people outside of work, including coming to the aid of a man who had been involved in a car accident near to her home and leading defibrillator training in her local community. She is described as a caring, respectful person who is an asset to the community and the NHS.

Rebecca Edwardes, Critical Care Outreach Team Lead at Lincoln hospital

Volunteer of the Year Award

Paul Cartwright, Voluntary Chaplain at Lincoln hospital

Paul has been nominated three times for going above and beyond, putting patients at ease, showing compassion, understanding, care and respect. Patients have given great feedback about his kindness, politeness and his gentle manner. He is always willing to help out with special events such as Christmas lights and baby memorial service.

George Pace, Volunteer on Waddington ward at Lincoln hospital

George was nominated for the way he brightens up the ward as soon as he comes in, bringing happiness and smiles to staff and patients. The nomination describes how nothing is too much bother for him, and how he builds up a rapport with patients and staff. He always takes special time to be with patients who have no visitors, speaking to them about what interests them.

Eileen Daubney, Volunteer on the chemotherapy suite at Pilgrim hospital

Eileen has been nominated after spending two days per week volunteering on the chemotherapy suite for more than 10 years. Eileen shows warmth and is caring, and the nomination describes her as a national treasure. She also helps out at an oesophageal support group in addition to her other volunteering work.

Beryl Pestell, Volunteer on the Woldside unit at Louth hospital

Beryl was nominated twice for the work she does meeting and greeting, guiding and chaperoning patients visiting the Woldside unit. Beryl works four or five days a week, and even sometimes at weekends, showing incredible energy, loyalty and devotion to the hospital, patients and staff.

Team of the Year - Clinical

Stroke unit at Pilgrim hospital

This team received two nominations which speak of how the department was recently awarded an A rating in the national SNNAP stroke audit. This demonstrated how the team provides high standards of care and gives patients the best chance of recovery. This was achieved through excellent teamwork and dedication.



Ward 6 at Grantham hospital



The ward 6 team has been nominated because of how well the members have worked together to develop a team charter, to get involved in fundraising events and ensure they are providing safe, quality care. The nomination particularly mentions that patient feedback about the ward is very positive, with no complaints recorded in the last year.

Critical care outreach team at Lincoln Hospital



This team has been nominated for the effective and high quality service that it provides to support acutely ill and deteriorating patients across the hospital. Members provide direct patient care as well as supporting ward medical and nursing staff practically and with education, and are indispensable to the site, staff and patients.



Fotherby ward at Louth hospital

The multi-disciplinary team working on Fotherby ward has been recognised for the outstanding work done to reduce the length of stay for hip and knee replacement patients to as little as 30 hours from admission to discharge. The team has worked well across a range of disciplines to achieve their goals and provide quality patient care, whilst getting them home as quickly as they can.

Team of the Year - Support Services

A&E reception team at Lincoln County Hospital

This team was nominated by a colleague from outside of the Trust, who said that he is astounded on a regular basis by their teamwork, courtesy and smiles. The team often has to deal with disgruntled or concerned patients and relatives, but always manages to deal with any difficulties in the best interests of the patient and the A&E department. Team members are described as the unsung heroes of A&E.



Lincoln surgery, theatres and critical care business unit team

This team received two nominations mentioning how members have transformed the way they work so that they provide the best possible quality of care, timeliness of care and patient experience. The nominations talked about the work the team has done to achieve the 18 week referral to treatment target and to improve theatre utilisation and meet surgical needs.

Complaints team Trustwide



This team was nominated twice for how it has worked hard to embed a new complaints procedure and clear a backlog of overdue complaints. The nominations recognise that the team members all have incredible skills in calming people, making them feel genuinely listened to and ensuring that any questions people ask are fully answered. Mention is also made of their ability to work alongside clinicians to provide them with support and encourage timely responses to complaints.



Radiopharmacy team at Lincoln hospital

The radiopharmacy team has been recognised for the work it has done to bring in service improvements and innovate to improve the efficiency and quality of the service. The nomination mentions that exceptional teamwork has been demonstrated in ensuring that all patient preparations are produced on time so that patient appointments are not delayed.

Great Patient Experience Award (all nominated by patients)

Julie Golec, Healthcare Support
Worker on ward M1 at Pilgrim
hospital

Julie was nominated by a patient because of the huge difference she made to their experience after having a baby. In the nomination, the patient talks about the extra effort Julie put in to ensure she could breastfeed her baby in spite of issues with blood sugar that could have meant formula feeding. She says that Julie's knowledge, friendly attitude and perception meant she they had the best possible care and their baby had the very best start in life.



Liam has been nominated by a patient who was impressed with how he went above and beyond his role to ensure she was comfortable and relaxed whilst being cared for at Lincoln hospital. Whilst carrying out his normal duties, he also brought the patient a pillow and made her a cup of tea, going beyond his duties to show respect and care for patients.

Neonatal team at Pilgrim
hospital

This team was nominated by a patient who was extremely grateful for the way in which they cared for her and her little boy. She describes the nurses and nursery nurses as the most amazing, calm, sensitive professionals she has ever met. The team were supportive, caring and compassionate, helping to make a traumatic experience the best it could possibly be.

Nicola Steel, Community
Children's Nurse at Lincoln
hospital

Nicola was nominated by the mother of a little girl with cystic fibrosis, with the nomination saying she goes the extra mile to ensure the little girl has as normal a life as possible. Nicola attends all school meetings and clinic appointments with the family, going above and beyond to support them both physically and emotionally and helping them to provide some self-care to reduce hospital visits.

Chief Executive's Award



For his award, Chief Executive Jan Sobieraj has chosen a team that he thinks deserves special recognition for going above and beyond over the course of the last year. The winner will be announced at the awards celebration event.

Chair's Award



Chair Dean Fathers has chosen the winner of this award from among the shortlisted entries for all awards categories this year. The winner will be announced at the awards celebration event.



Special Bravery Award



This award has been introduced this year to recognise staff and teams who have gone above and beyond to display exceptional bravery, for the benefit of staff and patients. The winner will be announced at the awards celebration event.



Congratulations
We hope you enjoy your night



Look out for the 2018
ULHT Staff Awards



Nominations
open soon