

Excellence in rural healthcare



United Lincolnshire  
Hospitals  
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The background of the central text area is decorated with several stylized, hand-drawn stars in blue, orange, and green. The stars are of varying sizes and are scattered around the central text.

# Staff Awards

## 2019

Thursday 2 May 2019  
EPIC Centre, Lincolnshire Showground

# Staff Awards 2019

Welcome to the ULHT Staff Awards 2019, and congratulations to everyone who has been shortlisted for an award this evening.

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 more than 600 nominations, which really demonstrates the quality of care being provided across a wide range of our 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 care delivery.

Those of you shortlisted tonight have made it through the demanding 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 ceremony 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 tonight. This is a night to be proud and to celebrate the depth and breadth of your excellent work and that of your colleagues.

#ULHTStaffAwards

**Jan Sobieraj (Chief Executive)**  
**Elaine Baylis (Chair)**

**Sponsored by:**



# Programme of events

**7pm** Arrival drinks

**7.30pm** Dinner

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

## **Categories**

Service improvement, education  
and research award

Outstanding leader award

Unsung hero - clinical award

Unsung hero - non-clinical award

Extra mile - clinical award

Extra mile - non-clinical award

Volunteer of the year award

Team of the year - clinical award

Team of the year - non-clinical award

Great patient experience award

Chair's compassion and respect award

Chief Executive's award

**10.20pm** Raffle and disco

**Midnight** Finish



# Have you bought your raffle tickets?

For this year's Staff Awards, we have a range of raffle prizes up for grabs. All proceeds go towards making next year's awards even bigger and better.

Prizes on offer include:

£500 (£250 cash prize and £250 for your department)



Bottles of wine  
Marks and Spencer hamper  
Baylis and Harding gift set  
Odeon tickets  
Alton Towers tickets  
and much more...



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

**Buy yours now!**



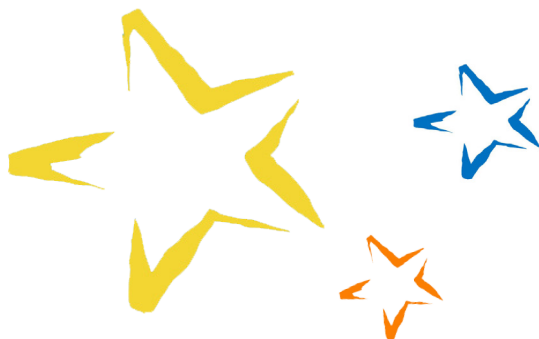
# Judging panel

The entries for the ULHT Staff Awards are judged following a rigorous process. This year, the shortlist and winners were whittled down from 603 nominations.

All nominations are judged against the published criteria for the category they have been submitted into. Judging involves four longlisting panels held throughout the year, made up of members of our staff awards project group.

Shortlisting is then done by a panel. The panel this year comprised of:

Elaine Baylis, Trust Chair  
Carol Wilkinson, Patient Representative  
Ernie Wilkinson, Patient Representative  
Marie Newmarch, Patient Representative  
Ellie Siggee, Ward Clerk  
Jenny Devlin, Organisational Development Practitioner  
Karen Hitchman, Health Care Support Worker  
Kat Mayer, Ward Sister  
Zoe Leahy, Communications Officer  
Jennie Negus, Deputy Chief Nurse



# Menu



## Main

Sage roasted chicken breast, colcannon potato, heritage glazed carrot, buttered greens and pan roasted jus

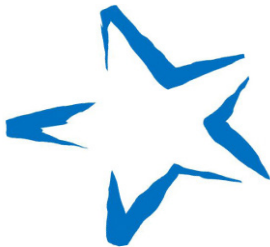
## Vegetarian main

Camembert, roast fig and red onion tart with tomato pesto

## Dessert

Baked white chocolate and raspberry cheesecake

Tea and coffee



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## Service improvement, education and research award

Dr Gurdip Samra, Associate  
Medical Director, Pilgrim Hospital,  
Boston

Dr Samra was nominated for his hard work, dedication and innovative approach to helping prospective students prepare for interviews. He set up sessions covering information on medical entrance tests, writing personal statements, interview skills, knowledge of the profession as whole and making links with current medical students. This has resulted in around 30 students reaching medical and dental schools. This will hopefully strengthen the workforce of the Trust in the future.

The Birth Choice Clinic (BCC) at Pilgrim was developed by staff to standardise information and care given to women and their families. The clinic has enabled more women to make better informed decisions regarding their birth plans and choices. It has also proven to be an efficient and cost-effective model. The team have presented their findings to a number of external bodies and are now hoping to roll out a Trustwide service.

Dr Julie Clarke, Consultant  
Community Paediatrician,  
Grantham and District  
Hospital

Dr Clarke was nominated after redesigning the ULHT ADHD assessment pathway. Since the implementation of the new pathway for six to 16 year olds in the county, patients are now being diagnosed sooner than they would have been with traditional testing and the time to diagnosis across Lincolnshire has reduced by an average of 117 days. The new pathway is now being rolled out to other NHS Trusts across the country, which will in time save the NHS millions of pounds.

Through hard work and dedication, Sharon has helped to improve patient care delivery and the way in which they can provide feedback about the Trust. She recognises that we might not always get it right, but she isn't afraid to apologise and openly discuss things that have gone wrong with families. She is held in high regard across the Trust and has also been instrumental in setting up the Swan bag scheme.

Sharon Kidd, Patient  
Experience Manager,  
Grantham and District  
Hospital



## Outstanding leader award

Terri Reeve, Sister, A&E,  
Lincoln County Hospital



Having only been in post for a few months, Terri has lifted the team morale. She is described as innovative, dynamic, organised, and approachable with nothing being too much trouble. Her team feel supported and well-led as Terri still works clinical shifts on the shop floor, as well as her managerial duties of running the department.

Karen Sleigh, Head of 2021  
Change Programme, Trustwide

Karen is dedicated to improving quality in the Trust. She seized the offer from NHS Improvement to pilot a quality improvement programme within the Trust, which was an enormous success and prompted Karen to suggest rolling out an in-house programme. The nomination talks about how Karen creates a positive working environment and how she demonstrates positive leadership traits over and over again in supporting ideas, addressing concerns, and encouraging her team to fly.

Cindy Devlin, Sister, Day Case/  
Pre-assessment Department, Pilgrim  
Hospital, Boston



Cindy has recently taken over the leadership of pre-assessment as well as her original day case ward. Not only has she embraced this challenge (which has saved around £50,000 each year) but she has strived to make the two areas into one linked unit. This has resulted in an upskilled workforce capable of working in either department, resulting in greater flexibility and efficiency. She has gained staff confidence along the way and supported them when they have been required to work outside of their comfort zone.



Catherine Havard, Hospital at Night Site  
Lead, Grantham and District Hospital

Catherine does everything in her power to make things right. She finds solutions wherever possible, continues to monitor for changes and is completely in control. She inspires people and brings out the best in people. She is described as “the voice in the middle of the night”, when staff find themselves unsure of the best course of action. Her nomination talks about no one ever having a bad word to say about her.

## Unsung hero - clinical award

Dr Aurora SanzTorres, Consultant  
Oncologist, Lincoln County Hospital



Having experienced unprecedented pressure in the oncology service, Dr SanzTorres has worked tirelessly to review every patient to ensure they have been seen in a timely manner. She has gone above and beyond to support her colleagues and maintain a service in support of patients at critical points in their cancer treatment journey, demonstrating excellent leadership and compassion.



Chris Williams, Housekeeper,  
Ingham Suite, Lincoln County  
Hospital

Chris kicked off the garden and open space improvement project to improve the garden near her ward. She kept this quiet, and on weekends off she came in and started the Hope Garden for oncology patients. She cleared the garden space and started planting flowers and assembling furniture that she had funded herself through car boot sales. The nomination states that she doesn't realise the real impact she has had on patients and what a difference she has made.

Linda Brackenbury, Healthcare Support  
Worker, Chemotherapy Suite, Pilgrim  
Hospital, Boston



Linda was nominated for going out of her way to organise a wedding for an end of life patient. She helped organise everything from the wedding licence and all the necessary documentation, decorating the department, within 48 hours. The nomination says that the wedding would not have happened without Linda going out of her way to sort everything out. The patient sadly died the day after the wedding but her nominator describes how much pride they feel to be her colleague and how much they respect her.



Marguerite Close,  
Physiotherapist, Grantham and  
District Hospital

'Maggie' was nominated for being key in introducing new services to patients in Grantham over her 39 years in the NHS. She has been instrumental in setting up a number of services for stroke and cardiac rehabilitation, elderly care and patients with mobility problems. She has always had a strong patient focus and provides individualised care. She has also spent a lot of time mentoring over 100 physiotherapy students, helping to provide the best learning opportunities for future physiotherapists. Her nominator describes her as "a true, shining gem of the health service."

## Unsung hero - non-clinical award

Natasha Holman, Secretary, Stroke Unit, Lincoln County Hospital

Natasha is described as the backbone of the stroke service. For some time the stroke secretarial team consisted only of Natasha who continued to provide a professional and personal service to all patients, carers and colleagues. Natasha ensures that she communicates with family members, medical staff and GPs to provide a continuity of care. She has provided training for new members of staff on how the department runs, equipping them with the knowledge and skills required to fulfil their new role whilst maintaining an efficient and effective service.

Michael is described as being instrumental in ensuring that the clinical governance work within the renal service and medicine as a wider business unit is appropriate, structured and focussed. He ensures that the clinical leaders have the information available to ensure appropriate focus and learning. He is said to go above and beyond to ensure that changes improve patient safety.

Michael Foreman, Quality and Safety Officer, Lincoln County Hospital

Natasha Gross, Practice Learning Admin Officer, Lincoln County Hospital

Despite an already busy workload, Natasha took on the challenge of supporting the newly qualified nurses preceptorship - a programme she knew nothing about but knew needed admin support. Natasha used her own initiative to repeatedly chase speakers to ensure all the sessions were covered. She set up a database to make it much easier for the clinical education nurses to make contact and to identify preceptees' personal needs. She took a huge amount of pressure off the education nurses and approached it with a "we can do this" attitude, despite it not being her role.

Reverend Pamela Beattie, Chaplain, Lincoln County Hospital

Pamela was nominated for her work creating and promoting the use of comfort bags for bereaved children across our hospitals. She does this by attending various churches and giving talks about why they are so important. She was also nominated for her support of staff. Her nominator was a patient who describes a time when Pamela sat and talked to them, making them realise how important their health is, giving them the confidence to talk to doctors, resulting in having an operation booked. She is described as "truly one in a million, without her help my children would not have a happy mum and my husband would not have his fun-loving wife back."

## Extra mile - clinical award

Kat Mayer, Sister, Navenby Ward,  
Lincoln County Hospital



Kat was nominated for setting up George's Garden – using an underutilised space to create an outdoor haven for patients, families and visitors to use. Kat fundraised, sourced many of the plants, baked cakes and arranged artwork for the walls. She would spend extra time to help landscape, paint, plant, make cups of tea and go the extra mile to make sure the garden bloomed. Without her dedication and sheer determination there is no way we would all be able to enjoy the garden today.



Angie Ellis, Haradikar Varadaraj and  
specialist urology nurses, Urology  
Department, Lincoln County Hospital

The team was nominated by a patient for always being exceptionally professional, approachable and compassionate in the care of him and his wife. They explained treatments in layman's terms to ensure total understanding. The care and attention provided has been fundamental in the patient being able to cope with his condition. Angie is described as always going out of her way to ensure appointments are timed to accommodate special needs. Angie and Haradikar have also been praised for running an exceptionally valued and effective bladder cancer support group.

Judy Bogg, Housekeeper, Lancaster  
Ward, Lincoln County Hospital



Judy realised it was a patient's birthday on Lancaster Ward and immediately went to the hospital shops to buy a box of chocolates, birthday card and cupcake. On her return Judy set up a tray of the gifts and went along with other staff members to sing happy birthday to the patient at her bedside. She went above and beyond in what was already an immensely busy day to make a patient feel special.



Beverley Gambles, Macmillan Cancer  
Information Facilitator, Lincoln County Hospital

Beverley was nominated for being a huge support to a family during a cancer diagnosis over the past nine years. She is currently helping support the family through end of life care and has made their lives so much easier. As a medic at Lincoln City Football Club, she has also been able to help the family attend games as normal. The family feel she should be recognised for going above and beyond even outside of her working week.

## Extra mile - non-clinical award

Lance Kirk, Chargehand Porter,  
Grantham and District Hospital

Back when the Beast from the East hit, Lance took it upon himself to offer a lift to any staff who were struggling to get to work, even giving up his free time to ensure staff made it to work safely. Not only was he making sure staff were safe, he ensured that staff were there to care for their patients. He also ensured staff coming off duty made it home safely. Over three days and nights, Lance repeated this and supported his team. He is described as a "credit to Grantham and District Hospital."

Jason Lindsay, Data  
Coordinator, Lincoln County  
Hospital

Jason was nominated for continually being there for a newly-appointed ward sister. He is described as always going the extra mile, spending time explaining as well as listening. He is really engaged with patient care and safety, and demonstrates a real passion for improvement, including delivering training sessions to team members to help them understand his role. He continues to support the team, going above and beyond.

Jan Joyce, Clerical  
Administrator, Outpatients  
Department, Pilgrim Hospital,  
Boston

Jan was nominated for a number of reasons, particularly how she goes above and beyond in helping the Trust achieve its objectives. A number of projects were highlighted in her nomination, including her complete makeover of the outpatients quiet room which is now a bright, inviting space for patients and families. She also organised the now Trustwide blessing bags project for patients undergoing chemotherapy in the lead up to Christmas.

Wayne McIntosh, Hotel Services  
and Catering Manager, Lincoln  
County Hospital

Wayne was nominated for the way he managed two particular issues at ULHT, the movement of housekeeping back to a corporate service and the implementation of changes to car parking. He did this with true professionalism, often spending many hours at home answering queries, dealing with negativity and hostility. He consistently strives to promote the good reputation of the Trust and always remains positive and supportive.

# Volunteer of the year award

Charlotte Pankhurst, Bereavement  
Centre, Lincoln County Hospital

Charlotte started working on the main reception volunteering three days a week. She then decided that she wanted to do something a little different and joined the bereavement department. Charlotte is described as caring about others and leaving an impact on people, making the saddest moments that little bit easier. She shows kindness in all aspects of her work and always thinks of others before herself. Charlotte has four children, two of whom have disabilities, and she manages to balance family life and volunteering with the Trust on a regular basis.

Ruth Stephenson, Carlton Coleby  
Ward, Lincoln County Hospital

After retiring from many years of nursing, Ruth now volunteers at the Trust - making beds, making breakfasts, filing notes and running errands. Most recently she became aware of an end of life patient who had no family, friends or relatives. She spent a lot of time with the patient, holding his hand, softly speaking to him, giving him extra blankets and gentle mouth care. She ensured he was not alone and upheld the Trust values throughout.

Pat Hiley, Chemotherapy Suite, Pilgrim  
Hospital, Boston

Pat was nominated by a patient for always being cheerful, helpful and brightening what can be an otherwise desperate situation. She is often the liaison between the patients and the chemotherapy suite and is always there to provide a boost to those in the department. She is very reassuring to patients and makes a very anxious time that little bit easier.

Paul Cartwright, Rose Doughty,  
Simon Clayton, Liz Peachman and  
Anne Hunter, Chaplaincy

The chaplaincy volunteers were nominated for the whole range of projects they have been working on. This includes making Moses baskets and gowns for babies born sleeping, taking part in the quality improvement programme to make improvements for end of life patients, donating items for the newly-developed Snowdrop Room, supporting baby loss awareness week and supporting patients, staff and families, often at very difficult times.

## Team of the year - clinical award

Greetwell Ward,  
Lincoln County Hospital



In just six months, the team on Greetwell Ward managed to go from a 50% vacancy rate to 100% staffing, with a safety score of 95%, appraisal rate of 100% and green in ward accreditation amongst other things. The team organised a wedding in 24 hours for a palliative care patient, which was extremely hard work but showed true compassion and teamwork. Despite staff being moved on a daily basis to support other areas, the staff on Greetwell are positive, motivated and a credit to the Trust.

Dixon Ward, Lincoln County  
Hospital

In Dixon Ward's nomination, they are described as being a family rather than a team. The nature of the patients seen on the ward often means that aggression and violence from patients can be high, and bank workers are often scared to work on the ward. The team care for very sick patients at a very vulnerable time in their lives and despite this they are strong, support each other and offer help. By working together closely and providing that support, their vacancy rate is at an all-time low and they are keeping the patient at the heart of everything they do.

Theatre team, Pilgrim Hospital, Boston



The theatre team at Pilgrim are described as constantly going "above and beyond". When the hospital was experiencing extremely high demand, their recovery unit was often utilised as a ward, meaning that services had to be reconfigured. This was done quickly and with the highest regard for patient safety at all times. Their fractured neck of femur results are consistently very high and they were the first team to utilise the new nursing associate role within recovery. The team have fully embraced a whole host of changes to systems and processes with enthusiasm and active involvement.



Peer-to-peer flu vaccinators, Trustwide

The peer-to-peer flu vaccinators for the 2018/19 flu campaign have all worked providing vaccinations across their own areas as well as across the Trust, to ensure easy access for all staff. Together with the occupational health team they achieved the Trust's highest ever flu vaccination uptake of 88%, ensuring we are keeping ourselves, our families and our patients protected against flu.

## Team of the year - non-clinical award

Helen Woods and Philippa Womble, PALS team,  
Pilgrim Hospital, Boston



Helen and Philippa are a small team who have a huge impact. Being front of house at Pilgrim, they are the first contact for many patients and public who come to the hospital. They receive hundreds of enquiries, calls and emails every month, are proactive in sorting out any issues and helping to support both Lincoln and Grantham too. They have also worked extremely hard in helping upper GI patients gain access to clinic appointments, improving the patient experience and often restoring patient faith in the service.



Communications and engagement team,  
Trustwide

The communications and engagement team were nominated for supporting projects across the Trust, most notably their work helping to reduce stillbirths, as well as improving the environment for bereaved families. The team has faced a lot of uncertainty recently, but continue to work above and beyond, often prioritising the needs of other staff, stakeholders and patients over their own, juggling a number of tasks at the same time and dealing with issues that attracted a lot of high profile media attention.

Facilities admin team, Lincoln County  
Hospital



The facilities admin team at Lincoln were nominated for their hard work and exemplary behaviour during the difficult implementation of the new Trust parking system. They have all had involvement with staff and patients on this subject and have quite often experienced abusive behaviour. Despite this, the team has remained calm and dealt with each situation in a professional and sympathetic manner. They often stay later to get day-to-day tasks completed so the estates and facilities service is not negatively impacted.



Finance, procurement and  
contracting team, Trustwide

The finance directorate has been through immense change in the last year, at the same time as supporting a financial special measures regime. Even with these pressures and constraints, the team wanted to raise awareness and knowledge of finance in ULHT, so they came together to develop a 'speed training' package. Feedback has been fantastic and knowledge of what the finance team do and how it impacts the Trust has increased significantly.



## Great patient experience award (all nominated by patients)

Hugh Greenaway, Staff Nurse, Ward  
7A, Pilgrim Hospital, Boston



Hugh was nominated for his care of an elderly gentleman on the last two nights of his life. During an extremely distressing time for the family, Hugh showed outstanding care and compassion to both the patient and his family. This included making arrangements for a member of the family to stay with their dad, helping with special equipment and comforting everyone involved, providing cups of tea when needed and showing genuine empathy throughout.

Nikki Hakes, Nursery Nurse, Rainforest  
Ward, Lincoln County Hospital

Nikki was nominated for helping to get Lincoln City Football Club memorabilia signed and given to a little boy who missed a trip to Wembley to see them play because of being admitted to Rainforest Ward. The nomination said, "We honestly couldn't get over her kindness. It was way beyond anything we would expect from anyone."

Angie Ellis and team,  
Urology Department, County Hospital,  
Louth



Angie and the team at Louth were nominated by a patient for the time and effort put into arranging the local bladder support group meetings held on Saturday mornings. The team have all gone the extra mile and made a particular difference to their nominator's life. The nomination also highlighted the amount of other activities the team provide for patients. The nomination said, "They just simply make having cancer easier to bear."



Reverend Pamela Beattie, Chaplain  
at Lincoln County Hospital

Pamela was nominated for really going the extra mile whilst helping to provide a blessing ceremony for a family whose dad was in hospital. In his final days, the patient really wanted to be able to take his daughter down the aisle. This wasn't possible but Pamela arranged to have a special blessing in the hospital chapel. Sadly, the gentleman passed away 24 hours after the ceremony, but Pamela was able to provide comfort and special memories for the family to treasure forever.

## Chair's compassion and respect award

Susan Price, Senior Physiotherapy Assistant, Pilgrim Hospital, Boston

Susan was nominated for being compassionate to every member of staff and patient she comes across. She is described as always being there to make sure patients have refreshments and extra blankets and as having a kind heart. She never likes to see anyone left out or lonely and even bought a little present for anyone that was working on Christmas Day.



Intensive Care Unit, Pilgrim Hospital, Boston

The unit was nominated after a patient was admitted following a cardiac arrest and severe sepsis. Throughout the family's experience, the care delivered by the team showed great compassion. They were always really positive and respected the patient's wishes. The family said, "When the time came that we needed to let him go, the respect and dignity that was shown was second to none. The nurse ensured that we were at the bedside before the oxygen was reduced and he fell asleep forever. The whole experience that we had with Pilgrim ICU was positive."

Hanna Tidder, Team Lead Occupational Therapist, Pilgrim Hospital, Boston



Hanna was nominated for the amount of work and dedication she put in to helping a gentleman following a suicide attempt. She took her time to understand his situation and assess him to see if he could go home. By giving him the space to talk and explain how he was feeling, she helped him to begin to have some self-confidence. She developed a deep understanding and helped the family come together to discuss fears and concerns about the future. The outcome was that this gentleman returned home with community support, respecting his right to live his days in his own home.



## 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.



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**Staff Awards**

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