

## Categories and criteria

Award Category	Details	Criteria
<b>Great Patient Experience and Involvement Award - acute</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 in the acute setting or for the Group 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 or patient safety.</li> <li>• How teams or individuals used information or feedback to improve the patient experience or patient safety.</li> <li>• Teams or individuals who have demonstrated ways in which they have championed and improved the quality and safety of patient care.</li> <li>• Teams or individuals who uphold the Group values.</li> </ul>
<b>Great Patient Experience and Involvement Award - community</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 in the community setting or for the Group 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 or patient safety.</li> <li>• How teams or individuals used information or feedback to improve the patient experience or patient safety.</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> <p>Teams or individuals who uphold the Group values.</p>
<b>Chair's Award</b>	<p>This award is nominated by staff and patients and longlisted along with the others.</p> <p>The final winners and highly commended entries are chosen from the shortlist by the Group Chair, against the following criteria.</p>	<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> </ul>

		<ul style="list-style-type: none"> <li>• A positive impact on patients, carers or staff.</li> <li>• Teams or individuals who uphold the Group values.</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 and upholding the Group values.</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> <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 and upholding the Group values.</li> </ul>
<b>Innovation, Education and Research Award</b>		<p>A team or individual who has developed or undertaken service or quality improvements, introduced innovative ways of working, or implemented changes that deliver measurable benefits. This may include making efficiency or sustainability improvements, conducting research, leading education or training initiatives, or developing new approaches that enhance patient care, support departmental goals, or contribute to the wider Group.</p> <p>This may also include individuals who have advanced their own development through education or training for the direct benefit of patients.</p> <p>The judges will be looking for evidence of:</p>

		<ul style="list-style-type: none"> <li>• Details of research, academic, personal development or innovative practice, including how new ideas, methods, or technologies were introduced and the impact they achieved.</li> <li>• Examples of where charitable funds have been used innovatively to improve staff or patient experience.</li> <li>• Evidence of identifying areas for improvement and addressing them through creative or innovative approaches, resulting in greater efficiency, effectiveness, sustainability, or quality.</li> <li>• Improved services, for example, through quality improvement or monitoring of outcomes for staff or patients.</li> </ul>
<p><b>Rising Star Award</b></p>		<p>This award will go to someone who is a student or cadet, or someone who has been within the Group, their team or in their current role for less than a year, but in that time has really made an impact. This might be through supporting colleagues, displaying excellent patient care, developing a service or innovating for the benefit of staff and patients.</p> <p>The judges will be looking for evidence of:</p> <ul style="list-style-type: none"> <li>• An individual bringing enthusiasm to their new role or training post</li> <li>• Someone making a big impact in a short space of time- either in terms of improving staff morale, implementing a new project or improving patient care</li> <li>• Evidence of positive action to uphold the Group values.</li> </ul>
<p><b>Equality, Diversity and Inclusion Champion Award</b></p>		<p>This award recognises an individual or team that has been a champion of diversity and inclusion for the Group, with actions that have positively impacted upon colleagues and the organisation as a whole. This could include a broad range of actions to promote, further and develop awareness and understanding of EDI issues, and tackling discrimination in any form.</p> <p>The judges will be looking for evidence of:</p> <ul style="list-style-type: none"> <li>• The nominee having been a champion of diversity and inclusion that new and existing staff understand.</li> <li>• How they used their inclusive leadership skills to lead on EDI projects that have made a difference to our diverse communities in the workplace.</li> <li>• Showing new ideas for co-working with people with a lived experience.</li> <li>• Showing how they have supported the health and wellbeing of vulnerable co-workers.</li> </ul>

<b>Unsung Hero - Clinical</b>		<p>An individual or team working in clinical services that goes beyond their job description to help the Group deliver its objectives and values. Bringing about change and clear benefits for patients, their colleagues and the Group 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>• The individual being a valued member of their team. Listening and involving patients, carers or colleagues, helping them make choices and contribute.</li> <li>• Teams or individuals who uphold the Group values.</li> </ul>
<b>Unsung Hero – Non-Clinical</b>		<p>An individual or team working in a non-clinical setting that goes beyond their job description to help the Group deliver its objectives and values. Bringing about change and clear benefits for the Group 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>• The individual being a valued member of their team. Listening and involving patients, carers or colleagues, helping them make choices and contribute.</li> <li>• Teams or individuals who uphold the Group values.</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 health and wellbeing and personal and professional development as part of support to their colleagues.</li> <li>• Demonstrated how they uphold the Group values.</li> </ul>
<b>Collaboration Award</b>		<p>Individuals, teams or pieces of work that demonstrate genuine collaboration and partnership working for the benefit of patients. This could be in working across teams or organisations to deliver greater efficiency and developing patient-centred services.</p>

		<p>The judges will be looking for evidence of:</p> <ul style="list-style-type: none"> <li>• Genuine collaboration across teams or organisations</li> <li>• Joint working with a focus on improvements to patient care</li> <li>• Examples of where working together has streamlined processes, reduced waste and made use of expertise across teams or organisations</li> </ul>
<b>Volunteer of the Year Award</b>		<p>An individual or team of volunteers 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 or team being an exemplary role model for volunteering and upholding the Group values.</li> </ul>
<b>Chief Executive's Award</b>	<p>Nominations will not be taken for this award.</p> <p>The winner will be chosen by the Group Chief Executive to recognise a member of staff or team that deserves public recognition of their achievements over the last year.</p>	
<b>Values in Action Award</b>	<p>This new award shines a spotlight on colleagues who truly bring our values to life in their everyday work.</p> <p>From <b>1 October 2025</b>, every Values in Action certificate submitted will automatically be considered for long-listing.</p>	<p>An individual who clearly demonstrates how the nominee lives the organisation's values through specific, meaningful examples.</p> <p>It should show the impact of their actions on patients, service users, or the wider community—whether by improving experience, safety, wellbeing, or outcomes. The nomination should also highlight how the nominee has supported colleagues, strengthened team culture, or acted as a positive role model.</p> <p>Evidence of initiative, innovation, or proactive problem-solving is important, as it shows how the nominee has gone above and beyond normal expectations.</p>