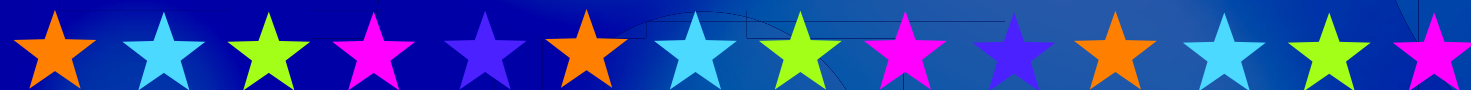




**Souvenir  
Programme**



Friday October 18th 2013,  
Aston Villa Football Club.



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# Welcome

Welcome to the Staff Awards 2013 and an exciting evening of celebration to recognise and reward the outstanding achievements of our staff.

Many congratulations both to those nominated and, especially, to those shortlisted. You are all exceptional performers, living out the promises and values of the organisation and delivering real results.

Celebrating success is very important to our future and the shortlisted services and individuals exemplify the excellence from which we can learn Trust-wide. This is why we have also opened our awards ceremony out for the first time this year to those outstanding departments who have achieved Beacon Status, have attained Nursing with Pride and Long Service badges and those who have been recognised for gaining nationally recognised qualifications and external awards. Representatives from all these groups join us here tonight and your contribution to the success of our organisation, loyalty, innovation and dedication is acknowledged.


The winners in 13 award categories will be announced tonight. These are the individuals and teams who stood out from what was an outstanding list of shortlisted nominees in the eyes of our judges and in the case of three categories our staff, who, for the first time this year, were given the opportunity to vote for who their winner should be.

To all our winners and highly commended individuals and teams - this is your night to shine and we hope you enjoy your evening and your success.



  
Toby Lewis  
Chief Executive



  
Richard Samuda  
Chairman





# Evening Programme

## Roll Of Honour

- 7.00pm** Guests arrive and drinks reception
- 7.25pm** Guests called through for dinner
- 7.35pm** Welcome from SWBH Chairman Richard Samuda. Dinner is served.
- 9pm** Ceremony begins. Special guest Barbara Nice, local comedienne, hosts the awards. Beacon Services presentation and acknowledgment of other award winning guests (Nursing with Pride, Long Service, national recognised qualifications and external award winners.) 🍷

**Patient Safety Award**  
**Clinical Effectiveness Award**  
**Patient Experience Award**  
**Staff and Patient Engagement Award**  
**Innovation Award**  
**Transformation Award**  
**New Leader Award**  
**Outstanding Leadership Award**  
**Lifetime Achievement Award**  
**Excellence in Customer Care Award**  
**Employee of the Year, sponsored by Carillion**  
**Non Clinical Team of the Year**  
**Clinical Team of the Year, sponsored by Wing Yip**

- 10.30pm** Ceremony ends. Disco
- Midnight** Bar closes
- 12.30** Event ends

NHS Long Service Awards  
30 years (Continued)  
Thurairatnam Kathirgamakarthisgeyan  
Elizabeth Kellie  
Sudha Khandelwal  
Catherine King  
Eamonn Lambert  
Karelyn Langford  
Sandra Lawley  
Christina Lewis  
Frances Lloyd  
David Low  
David Luesley  
Angus MacKenzie  
Gillian Mahandru  
Josephine Martin  
Jacqueline McCartan  
Mary McCarthy  
Helen McGowan  
Margaret Mills  
Diane Mitchell  
Rosey Monaghan  
Judith Morgan  
Karen Morsley  
Jacqueline Morton  
Ruth Naylor  
Elaine Newell  
Rosemary Nicholas  
Denise Paddock  
Sharon Palmer-Johnson  
Shobna Patel  
Marylyn Patrice  
Bridget Pestridge  
Tracey Poole  
Ann Price  
David Purvis  
Peter Reilly  
Sharon Reynolds  
Michael Richards  
Pauline Richards  
Esther Romaine  
Josephine Rudge

Graham Seager  
Gurkamal Sihre  
Lesley Skinner  
Susan Slater  
Janet Smith  
Jayne Spicer-Adams  
Carl Steventon  
David Stretton  
Shirley Stuart  
Jane Stubley  
Jane Styles  
Jacqueline Thacker  
Agnes Thompson  
Mayasandra Vishwanath  
Jennifer Waldron  
Lyn Walton  
Minerva Wan Min Kee  
Cynthia White  
Susan Whitmarsh  
Carol Williams  
Divna Young



# Roll Of Honour

## NHS Long Service Awards

40 years

Sek Boey  
Anne Burge  
Patrick Cadigan  
Jennifer Coley  
Susan Corless  
David Dixon  
Belva Haywood  
Gail Jevons  
Kung Lau  
Beverly Lester  
Jacqueline Martin  
Mary McCarthy  
Jennifer Porter  
Jacqueline Price  
Esther Rackley  
Linda Randall  
Saroj Sharma  
Shelagh Taplin  
John Taylor  
Hyacinth Vassell  
Marjorie Wright

30 years

Pauline Adams  
Teresa Aston  
Nicholas Baker  
Diane Bate  
David Beale  
Diane Beaman  
Jacqueline Beardsmore  
Rosemarie Bedward-Nicely  
Jana Bellin  
Heather Bennett  
Lynette Bicknell  
Geraldine Blakeman  
Vanetta Brandrick  
Susan Butler  
Olive Campbell

Thesline Campbell  
Jean Carroll  
Susan Carter  
Kay Cartwright  
Deep Chand  
Doreen Clarke  
Gillian Clews  
Patricia Connolly  
Jane Cook  
Theresa Crawford  
Alan Deakin  
Lisa Dell  
Jennifer Donovan  
Rosamund Donovan  
Leela Dookhy  
Diane Edwards  
Melanie Edwards  
Linda Evans  
Elizabeth Fanthom  
Michael Fenton  
Angela Ferguson  
Robin Ferner  
Elaine Floyd  
Caroline Foudy  
Gillian Gadd  
Amanda Geary  
Jagwinder Gill  
Kim Gordon  
Tracy Grattage  
Julie Guy  
Susan Hammond  
Teresa Harris  
Harriet Haye  
Elizabeth Hesk  
Paul Higgins  
Maria Highfield  
Colin Holburn  
Cyril Holford  
Elizabeth Homer  
Elizabeth Hughes  
Alison Hughes  
Carolyn Ingram  
Gwendoline Jackson  
Laurice Jackson  
Lynda Jones  
Brenda Jumi

# Our Host



Mrs Barbara Nice is the comedy creation of Janice Connolly who has worked in the region for over 35 years. She has recently been seen all over Birmingham on buses trams and billboards encouraging everybody to do their council business on line. She is the artistic director of Women and Theatre, based in Kings Heath, specialising in using theatre and drama with communities and researching, writing, directing and producing new theatre work. Janice has also worked as an actress at Soho Theatre London, Pentapops, The New Vic Stoke on Trent and The Lowry.

She has starred in pantomime with Lily Savage in Bristol and Manchester and her TV work includes playing "Holy Mary" in Peter Kay's Phoenix Nights and two guest appearances in Coronation Street. Mrs Barbara Nice is a comedy circuit headliner, her Edinburgh Festival shows have garnered five star reviews and she has performed her solo shows in arts centres and theatres throughout Britain.

# Photos & Social Media

Shortlisted nominees will be given a free disc of photographs from tonight's event. You can also please visit our photographer to have your photos taken. View the photos on [www.photorest.com/SWBHnhs](http://www.photorest.com/SWBHnhs)

Join in online now...Search SWBHnhs on [Facebook](#), [Twitter](#) and [Instagram](#), to like, tweet and post us your photos from the event using #SWBHawards13.

# We hope you enjoy your evening.

This event has been organised by the Communications Department. If you have any queries or feedback about tonight's award ceremony please contact the Communications Department on [0121 507 5303](tel:01215075303) or email [Jo.Messinger@nhs.net](mailto:Jo.Messinger@nhs.net)



# Menu

Fan of galia melon with a duo of fruit sauces (v)

\* \* \*

Breast of chicken forestiere served in a tomato and tarragon sauce

Provincál vegetable Wellington with watercress sauce

\* \* \*

All mains are served with a selection of fresh vegetables and roast potatoes

\* \* \*

Glazed lemon cheesecake with raspberry coulis and sweetened cream

\* \* \*

Coffee and after dinner chocolates

# Roll Of Honour

Nursing with Pride Awards

Gold

Sharon Reynolds

Julie Romano

Silver

Clare Garbett

Learning and Development Achievements

Team Leading Award Level 2

Jennah Akbar

Claire Cartwright

Dave Collins

Tracy Garvey

Sarah Haywood

Marilyn Loveridge

NVQ Business and Administration

level 2 apprenticeship award

Louise Bates

Shannon Butler

Chloe Davidson

Dawn Ebanks

Janet Faulkner

Verma Ginni

Lianne Hunt

Kiran Jameel

Harjeet Kaur

Michelle Lay

Fatima Mahamed

Terri Payton

Christopher Plant

Sarah Pritchard

Kirstie Simpson

Joanne Werhun

Helen Wharton

Kamil Widlas

Anthony Williams

NVQ Business and Administration level 3 Award

Lisa Briscoe

Andrew Cooley

Andrea Higgs

Lauren Weigh

NVQ Customer Service level 2 Apprenticeship Award

Stephanie Craig

Robert Dolan

Jade Harris

Michael Hayes

Donna Hylton

Stephanie McHugh

Laura Roberts

Helen Thompson

Management level 3 Apprenticeship Award

Paul Rogers

Management level 3 Technical Certificate

Rubina Masih

Karen Morsley

Balbiro Timana

Karen Whitehouse

Certificate in Team Leading level 2 Technical Certificate

Lucy Day

Bajit Dehl

Victoria Green

Nicky Jones

Karen Langley

Shila Patel

Georgina Paul

Sophie Turner

Management level 3 Technical Certificate

Betty Ebanks

Joseph Robinson

Jayne Timmins

Certificate in Team Leading level 2 Award

Andrea Ayres

Inderjit Gaddu

David Golding

Palwinder Grewal

Anser Khan

Jennifer Richards

Samantha Rushton

Helen Saunders

Matthew Trotter

# Roll Of Honour

## External achievements and awards

**Olwen Dutton**, Partner of the Year at Bevan Brittan solicitors  
**Peter Finch**, Number 36 in IFSEC global top 40 most influential people in the fire and security industries and Finalist in the 'Security Manager of the Year' category at the Security Excellence Awards 2013  
**Jonathan Hulme**, Diamond jubilee medal for services to pre-hospital emergency care  
**Pav Jheeta**, The first in the country to be awarded the Institute of Biomedical Science certificate of achievement part one for laboratory support workers  
**Heidi Johnson-Gazzard**, Nominated for Crohns and Colitis UK Nursing Awards and won 2nd prize in Anne Barson Award  
**Professor Gregory Lip**, Honorary doctorate from Aalborg University in Denmark. Selected to the Thomson Reuters Science Watch list of "Who and What was hot in Scientific Research in 2012"  
**Hollie Morris**, Portfolio award by the Association of Neurophysiological Scientists  
**Alex Neale**, First prize and president's cup for best paper at conference  
**Dr David Nicholl**, Position on the council of the royal college of physicians  
**Joseph O'Brien**, Third poster prize presented at the annual British Nuclear Medicine Society meeting  
**Abigail Parkin**, Association of Healthcare Communications and Marketing, Communicator of the Future  
**Dr Jonathan Sherlock**, Young Investigator Award, Academy of Medical Sciences (Lancet Prize)  
**Jenny Simpson**, Honoured as a local hero and presented with The Nanny of Maroons award by The Association of Jamaican Nationals  
**Dr Muralidhar Sivaram**, HIV research highlighted at a national conference  
**Sheila Thomas**, Queen's Nurse  
**Dr Bill Thomson**, First poster prize at the British Nuclear Medicine Society Annual Conference  
**Anne Burge** and **Evadne Cookman**, Awarded chartered scientist status by the science council  
**Professor Robin Ferner**, **Emma Graham-Clarke** and **Professor Elizabeth Hughes**, SCRIPT project won the improving safety in medicines management category in the national patient safety awards. Also shortlisted in the improving patient safety through education category  
**Helen Giles** and **Kathryn Gutteridge**, RCM and Vitabiotics award for promoting normal birth  
**Professor Gregory Lip** and **Dr Deirdre Lane**, Arrhythmia Alliance Team of the Year award. BMJ Cardiovascular Team of the Year award  
**Breast Unit (City Hospital)**, HSJ Workforce Efficiency Award  
**Cancer Services**, Highly commended in the Patient Safety category of the Quality in Care (QIC) Programme's Excellence in Oncology Awards  
**Communications**, Association of Healthcare Communications and Marketing, highly commended in the Media Handling category  
**The Learning Works**, Shortlisted for a HSJ award in the Workforce category  
**Pan Birmingham Cancer Network**, Quality in Care (QIC) Cancer Commissioning Award winner  
**RAID**, Accredited with excellence on the Royal College of Psychiatrists' Psychiatric Liaison Accreditation  
**EPR**, Best use of IT to support healthcare business efficiency, EHI awards finalists  
**Service Redesign, Stroke and Maternity teams**, Secondary care service redesign shortlisted HSJ

# Patient Safety Award

This award is presented to an individual or team exhibiting best practice in providing safe care, raised awareness of safety issues or introduced innovations, to a service or treatment that has improved patient safety.

## Name: School Health Support Workers

Nominated by: Sheila Thomas, Immunisation Team Leader

Appropriately trained and endlessly enthusiastic, the school nurse support staff are showing young children how to wash their hands effectively, hopefully stopping another year of norovirus outbreaks. Using props such as glitter and puppets, and after training from Theatre in Education and Speak Easy, the team deliver age-appropriate classes to help children stay clean and avoid infection, securing both health and education.



## Name: Matron Sharon Reynolds and the D21/D25 Inpatient Team

Nominated by: Jo Wakeman, Assistant Head of Nursing Surgery

Matron Sharon Reynolds and her teams have embraced the national strategy to drive innovation and have demonstrated how this can significantly add to quality patient care and safety. The changes have occurred through strong leadership, motivation and commitment to improve medicine safety.



## Name: Tissue Viability Team

Nominated by: Estelle Greenwood, Project Facilitator

The Tissue Viability Team have led on the ground-breaking "Eradicate" campaign, to rid the wards of the suffering caused by pressure ulcers by raising awareness of how and why ulcers develop. The tissue viability nurses have worked closely with colleagues to implement a number of successful changes on seven pilot wards, all of which are showing great results.





# Clinical Effectiveness

An individual or team exhibiting best practice in providing high quality care with effective patient outcomes, that has raised awareness of quality issues or introduced changes to a service or treatment that has improved the effectiveness of care.

**Name: Haematology Research Team**  
**Nominated by:** Jackie Martin, Haematology Manager

The haematology research team provide leukaemia and lymphoma patients the opportunity to access novel and experimental treatments via entry into a complex specialist trial. The core team, in post for just over two years, have developed strong research objectives and widened the portfolio of trials, making a valuable contribution to best practice by providing the highest quality of care and access to treatment for patients.



**Name: Occupational Health and Wellbeing Service**  
**Nominated by:** Tracy Lees, Nurse Manager

This service sets standards at a national level and is regarded as an example of 'gold standard practice' by NHS Employers. Offering a diverse range of services to staff at SWBH, from flu jabs to physiotherapy, the team have increased their awareness amongst staff from 20 percent to 70 percent in the last year. Always aiming to do something better, they are also now working through a paper-free project and have introduced a new self-care course.



**Name: Trauma and Orthopaedic**  
**Nominated by:** Alison Hughes, Matron

The multi-disciplinary team in Trauma and Orthopaedics have taken up and run with the regional 'Stop the Pressure' Campaign to make pressure ulcers an unacceptable consequence of admission, taking part as a pilot site and producing a DVD to show the progress made. As a result, staff continue to use the 'see, swarm and solve approach' when problems are anticipated and are building on and sharing the knowledge and tools they have developed.



## Beacon Service Winner: Breast Unit

The new and more efficient ways of working introduced by the Breast Unit at City Hospital have achieved national recognition by the Department of Health, inspiring other NHS Trusts to change the way they care for breast cancer patients.

Over the last few years clinicians, surgeons, nurses, imaging and administrative staff have worked together to restructure and streamline pathways for patients undergoing mastectomies and reconstructive procedures. As a result, the Breast Unit has been the first in the country to reduce the time patients having mastectomy surgery spend in hospital from 4-7 days to 23 hours. A new work plan ensures that clinics and theatre lists are covered 95 per cent of the time, with minimal cancellations as a result of annual leave and on call rotas.

Clinical and administrative staff have also worked together to improve communication between the hospital, GPs and patients. The department now ensures clinics are coordinated in real time and GP letters are sent within 48, if not 24 hours, of a patient's appointment.



## Beacon Service Winner: Gynae-oncology

Since its beginnings in 2005 the Pan-Birmingham Gynaecology Centre has established a national and international reputation for providing excellent oncology services and is now widely acknowledged as one of the top three centres in the UK.

The Gynaecology service is now delivered from a bespoke ward at City Hospital, staffed by specialist nurses and seven gynaecological oncologists. In its first year the Pan-Birmingham Gynaecology Centre performed 240 planned operations. Now, the centre provides over 700 surgical interventions each year and has a catchment area of over 2 million residents. The centre's one-year survival rates for ovarian cancer are currently the highest in the UK, and the CNS team, supported by Macmillan, have developed a successful survivorship programme to offer further support to patients.





## Beacon Services

The Trust has awarded three services Beacon Status as an acknowledgement of their excellence, vision, innovation, research and patient satisfaction. The winners Gastroenterology, the Breast Unit and Gynae-oncology ticked all the right boxes and were in competition with eighteen other services from across the Trust to achieve their new status.

### Beacon Service Winner: Gastroenterology

The scope of the Trust's Gastroenterology service extends beyond the boundaries of Sandwell and western Birmingham to provide services for the whole of the West Midlands. For three years, the department has recruited more patients into the upper gastrointestinal cancer portfolio studies than both UHB and HEFT, and is currently participating in seven major clinical trials which are supported by the departments.

With a strong focus on patient engagement and satisfaction, the Gastroenterology department has worked towards helping patients manage their conditions at home, whilst also providing easy access to clinical nurse specialists via dedicated phone lines and nurse-led clinics. In doing so, the department has increased efficiency by reducing weekly outpatient clinics by 25 per cent.

The department's vision for the future is to continually improve and streamline services by investing in more research and innovative technologies.



## Innovation

This award is presented to an individual or team that has helped push the boundaries of research, technology or clinical practice, has made substantial improvements to sustainability or has developed a new approach to improving processes or systems.

### Name: The Antenatal Project Team

Nominated by: Susan Hall-Wallace, Team Leader, Health Visiting

This is a project which aims to address the needs of families dealing with domestic abuse and mental health concerns. The team works closely with colleagues from the Trust, community and other agencies to protect and represent and care for these families in the best way possible. The work is already being recognised at a national level for the impact it is having.



### Name: Mortality Review Team

Nominated by: Dr Deva Situnayake, Deputy Medical Director

The Mortality Review Team have taken the Trust to a higher level of assurance that we are reviewing deaths systematically, identifying those which are preventable and learning from the lesson. The work done with mortality review supports the Trust in its crusade for the highest level of patient safety.



### Name: Nuclear Medicine Team

Nominated by: Dr Bill Thomson, Nuclear Physicist

The Nuclear Medicine team were nominated for their ground-breaking work with radioactive Krypton gas. The innovation in 3D lung scanning has benefited patients enormously by improving the diagnosis of pulmonary embolism with a single, more efficient test. The imaging technique and the reporting process is being taken up by other Trusts through training days provided at our Trust.



## Patient Experience

An individual or team that has provided an excellent experience to patients and can demonstrate high levels of patient satisfaction, has introduced improvements to the patient experience or innovative ways of involving patients and relatives in their care.

**Name: James Gillen, Medical Secretary**

**Nominated by:** Dr Shivan Pancham, Consultant, Haematology

James is described as having “superb” interaction with patients, being exceptionally caring about individuals and going out of his way to get things sorted – whether that’s an appointment or a prescription. He is calming, reassuring and helpful and has an awareness and understanding that the people he is dealing with are going through a very tough time and he does all he can to alleviate that.



**Name: Fiona Green, Matron, Medicine and Emergency Care**

**Nominated by:** Emma Ferguson, Matron

Fiona, a Matron for the past six years, is known for her compassionate and well communicated care, which she strives to deliver in a safe environment, leading her staff to be equally competent and committed. In fact, she is the embodiment of all a good nurse should be and is always positive and enthusiastic with it. Fiona provides an inspirational role model and is fully dedicated to exceptional patient care.



**Name: Kathryn Gutteridge, Consultant Midwife**

**Nominated by:** Elaine Newell, Head of Midwifery

Kathryn believes that all women and families should have the same opportunity for the best possible birth experience. To that end, she has worked tirelessly to lead on the planning and creation of the Trust’s two exemplary Midwife-Led Birth Centres - Serenity and Halcyon. She fought against traditional NHS furnishing to create two nationally recognised centres which place the care of families at the heart of all they do.



## Clinical Team of the Year Sponsored by Wing Yip

A team that has provided consistent, high quality care whilst meeting financial and operational targets, demonstrating best practice or driving forward improvements in patient care or has pulled together through particularly difficult circumstances to achieve exceptionally challenging goals.

**Name: Breast Care Nursing Team**

**Nominated by:** Sharon Reynolds, Matron, Surgery A

The Breast Care Nursing (BCN) Team, comprised of five nurses and one admin assistant, provide advice, education and support for patients with breast cancer. Following a reconfiguration of the service the team took the opportunity to enhance and develop their services further and also recently took charge of the ‘family history clinic.’ Praised by patients and clinicians alike, the team have also developed the popular ‘moving forward programme’, demand for which comes from Trusts and patients far and wide. The BCN team is committed to further developing their skills personally and the service as a whole.



**Name: Newton1 – Acute Medicine/Short Stay**

**Nominated by:** Sabina Price, Sister Newton 1

Despite potentially disruptive and demoralising ward and job changes, staff on Lyndon 4 / Newton 1 pulled together to overcome the difficulties with style. Not only were services maintained, with patient care at the centre, but targets were not just met, but exceeded. Amongst these is the fact that the ward has recently achieved 100 days without pressure ulcers, despite working with 50 per cent agency/bank staff. The best possible care for patients and a willing smile in the face of adversity have strengthened a dedicated team



**Name: Health Visiting Team**

**Nominated by:** Mandy Sagoo, Professional Lead, Health Visiting

The Health Visiting Service cares for over 21,000 children across the borough. The service has 11 skill-mixed teams who work closely with GPs, Children’s Centre staff, Social Services and many others for the protection of children and promotion of good health and immunisation. Sandwell boasts specialist HVs who work with the most vulnerable families and those in need of special care and attention. The team has set a national standard as far as recruitment, retention and innovation is concerned and is rightly recognised by the Department of Health. The team has risen to the challenge of training and now supports 21 HV students each year.





## Non Clinical Team of the Year

A team with consistently excellent performance whilst meeting financial and operational targets, demonstrating best practice or has introduced a change in approach that has resulted in improvements to financial or operational performance or has pulled together through particularly difficult circumstances to achieve exceptionally challenging goals.

**Name: Ward Service Officers**

**Nominated by:** Angela Shemar, EPR System Trainer

Ward Services are the largest non-clinical department in the Trust, yet their work is often taken for granted. The team strives to provide the highest level of service possible with regards to both cleanliness and the food service. Staff are courteous, pleasant and polite, dealing with what are often less than pleasant situations, at any hour of the day or night. The officers ensure that patients get the correct diet and go the extra mile to make sure they are happy as well as well-fed. Their assistance during times of high pressure has meant that patient care and services continue with as little disruption as possible.



**Name: Facilities Admin Team**

**Nominated by:** Steve Clarke, Deputy Director, Facilities

Every organisation needs a 'back office function' to make it work and without the Facilities Admin Team's dedication, commitment, effort and loyalty, Facilities would not be able to support the Trust and provide a quality service. This is a strong and hard-working team who co-ordinate and action the vast amount of varied requests which come into the offices every day, each with one common denominator, they are all about people. The team are professional and courteous and go out of their way to address and resolve any problems and concerns.



**Name: Obstetrics and Gynaecology Admin Team**

**Nominated by:** Nicola Butts, Team Leader, Gynaecology.

Despite a challenging year involving many changes in both ways of working and new service initiatives, the Obstetrics and Gynaecology Admin Team are described as being a flexible team, always willing to go the extra mile. The team played a crucial part in the reconfiguration of the Emergency Gynaecology Service and were key for a successful change to surgery on one site. Their dedication and hard work resulted in minimal disruption for both patients and staff. The team have a forward thinking attitude, keeping outstanding patient care and good communication with colleagues at the heart of all they do.



## Staff and Patient Engagement

An individual or team that has engaged with staff or patients in making improvements to the care of patients, the working life of staff, or changed the way things are done for the better. This could, but does not have to involve the Listening into Action approach.

**Name: School Health Support Workers**

**Nominated by:** Elizabeth Evans, School Nurse Team Leader

The School Nursing Service's Support Workers are regarded as the "foundation to a successful service" and their dedication, enthusiasm and innovation have helped bring the service successfully through a number of challenges and changes. Several members of the team have been inspired to undertake nurse training as a result of their experience in the team, who are proud of their reputation of being both communicative and confidential at the same time.



**Name: Heidi Pouney, Lead Nurse for Vulnerable Children and Young People in School Nursing**

**Nominated by:** Sheila Thomas, Immunisation Team Leader

Heidi's nomination comes on the back of her establishing the highly successful School Health Nurse Ambassador Programme, which ensures that the young people who use the service know as much about what is available to them as they can and act as peer mentors to their school mates. Heidi's ground-breaking work has been noted at the highest level and she recently led a delegation from Sandwell to the Department of Health and a Public Health Conference.



**Name: Priory 2**

**Nominated by:** Robert Toovey, Snr Charge Nurse

A number of initiatives on Priory 2 have helped the forward thinking staff engage successfully with both patients and colleagues. These include staff taking part in fundraising to equip and furnish a dining area and a planned lounge area on the ward, which helps patients relax and eat in a less clinical environment. 'Quiet time' is also planned and a ward co-ordinator conducts a patient 'walkabout' each day to speak to patients, joined by Matron on a weekly basis.





# Transformation

This award is about doing things differently. It is presented to an individual or team that has successfully implemented transformational change, Right Care Right Here models of care or other service or pathway redesign or has contributed to service or organisational improvements.

**Name: Electronic Patient Record (EPR) Team**

**Nominated by:** Sue Wilson, Head of Health Systems

The EPR team have gone above and beyond to support transformational change through a number of initiatives that are both efficient and ensure quality standards and safety requirements are met. They have worked successfully alongside the TSO and many staff helping to enable change to clinical processes through IT.



**Name: The Learning Works**

**Nominated by:** James Pollitt, Head of Learning and Development

Utilising the expertise of the Learning Works, the Trust has transformed the way we provide training, development and potential employment opportunities. Local people of all ages are helped to achieve their career ambitions, benefiting individuals, the local community and ultimately the Trust and its patients.



**Name: Smethwick Pathfinder Specialist Diabetes Team**

**Nominated by:** Dr Parijat De, Consultant Endocrinology

This community diabetes innovation fits precisely into the Right Care Right Here model of care, which devolves care into the community where it is needed, increasing hospital capacity and as well as saving costs, improving patient care and satisfaction. Community based staff and GPs have also significantly improved their diabetes knowledge and skills.



# Employee of the Year Award Sponsored by Carillion

A member of staff who has an excellent attitude to work, colleagues and patients, who has repeatedly gone beyond the call of duty, made improvements to the delivery of services or the patient experience, or who consistently provides excellent customer care.

**Name: Remigio Delacruz, HCA Stroke Services**

**Nominated by:** April Hawkins, Matron.

Remigio (Jun) is described as being consistently hard working, polite and courteous to patients and staff, a positive role model, a team player and someone who is an all-round pleasure to work with. Having worked in stroke for the last 10 years, Remigio, a Band 3 HCA, consistently goes beyond the many demands of his job. He has established and run a stroke club at City, and is now doing the same at Sandwell. He runs exercise and stimulation classes and is also devoted to helping patients in a non-clinical way to enhance and speed their recovery. Patients ask for Remigio regularly and staff love to work alongside him and benefit from the knowledge and skill which he shares in a straightforward and positive way.



**Name: Angela Hook, Ward Clerk, D25**

**Nominated by:** Pauline Mohan, Snr Sister D25, Kim Kaur, Sister D25 and Sharon Reynolds, Matron, Surgery A

Angela is described as always striving to do her very best for her ward team, patients and beyond, giving 110 per cent every day she is at work. Angela's organisational skills are second to none and amongst other things she meticulously manages the ward's internal measure board, making sure it is up to date and alongside informative messages. As well as being helpful and courteous, a shoulder to cry on and constantly attentive to the needs of patients, staff and visitors alike, Angela is described as having a calm and quiet nature. She assists in protecting patients and work on the ward with her "guardianship" of protected mealtimes. She never passes by a patient in need and is on hand with a welcome cuppa for staff too.



**Name: Neil Smith, Chief Technologist, Physics and Nuclear Medicine.**

**Nominated by:** Dr Bill Thomson, Consultant, Nuclear Medicine.

Despite a five month period of building work and disruption in his department, Neil's leadership and understanding meant that both patients and staff were kept fully informed and care remained the focus of the work. Neil always has the patient at heart and makes sure they get as much of his attention and support as they need. Neil definitely leads by example and has a team which was top in the Trust for staff morale, in the 2012 Staff Survey. His attitude to work, patients and his staff is exemplary. He has a "can do" attitude in which the patient comes first and he is able to instil this attitude in his staff too.





## Excellence in Customer Care

An individual or team who provides excellent customer care or who consistently uphold and demonstrate the nine Customer Care Promises:

- I/we... will make you feel welcome
- I/we... will make time to listen to you
- I/we... will be polite, courteous and respectful
- I/we... will keep you informed and explain what is happening
- I/we... will admit to mistakes and do all I/we can to put them right
- I/we... value your point of view
- I/we... will be caring and kind
- I/we... will keep you involved
- I/we... will go the extra mile

**Name: Oncology Unit Team**

**Nominated by:** Patient, Mary Hardwick

Mary said: "This team are so devoted and obviously care for every individual they deal with. They are headed by fantastic consultants who are always willing to put themselves out for the patient's benefit, which makes such a difference."



**Name: Nayna Patel, Patient Support Centre Manager**

**Nominated by:** Patient, Vivian Jean Skidmore

Vivian said: "Following my transfer to City Hospital from the Queen Elizabeth Hospital, I had several issues that distressed and concerned me. I didn't want to make a complaint so Nayna followed up my concerns and kept me informed throughout."



**Name: Lisa South, Rehabilitation Support Worker**

**Nominated by:** Patient, Janet McKnight

Janet said: "Lisa is an outstanding member of staff. She has the incredible ability to lift your spirits, even on the darkest days, with her smile and sensitivity. She listens and understands that some days you struggle, so modifies her treatment to get the best out of you. She is such a special person. Always punctual, always caring, always conscientious, she is a credit to your organisation."



## New Leader

A rising star who has held some leadership or management responsibility for at least a year and who has demonstrated outstanding ability, talent and leadership beyond expectation, showing great promise for the future.

**Name: Jas Chahal, Alcohol Specialist Nurse**

**Nominated by:** Julie Webber, Clinical Team Leader, Icares

Jas makes her post work because she is passionate about her job. She is known to be professional, approachable and organised. She is a role model to others and shows professionalism at all times, but above all else she has the patient at the heart of her intervention, she wants to make a difference and this is evident to all who work with her.



**Name: Dr Doreen Cox, Director of Breast Screening / Consultant Radiologist**

**Nominated by:** Joyce Yates, Consultant Radiographer

Despite being with the Breast Unit for a relatively short time, Dr Cox has achieved much, helping her team to become one of the best in the country. Her cohesive, pro-active and forward thinking approach has resulted in a more efficient, and ultimately less invasive and traumatic, biopsy experience for women. Dr Cox leads by example and has embraced a skill mix to encourage enthusiasm in all of those who work with her.



**Name: Rasekhuta Lephalala, Acting Matron Acute Paediatrics**

**Nominated by:** Heather Bennett, Acting HOS Paeds and Gynae

Rasekhuta leads her team with enthusiasm, drive and commitment and is not afraid of a full and frank discussion or two. Despite taking on her post during a particularly difficult time for the paediatric unit, she took the stresses in her stride and embraced her role with vigour. She has led on a number of improvements and changes in the unit, including a monthly drop-in session for parents and developing personal action plans for patients.



## Outstanding Leadership

A leader or manager who has inspired or brought about clear and demonstrative outcomes in terms of ways of working, improvements in service or care, or financial savings, and who productively engages with and includes their staff, providing effective direction and motivation.

**Name: Dr Sarbjit Clare, Consultant in Acute Medicine, MAU**  
**Nominated by:** Sarah Peyton (and others), Nurse Practitioner

Dr Sarbjit Clare is described by colleagues as an "outstanding leader of the MAU team at City." She is known universally to be approachable, organised, supportive and caring to both patients and staff alike. Her inspirational example makes her a favourite with junior doctors, one of whom said watching her work "is like observing art in motion and she makes me understand why I love medicine." Her calm and measured approach to the range of problems faced each day mean that Dr Clare is able to command respect, whilst at the same time being a friend.



**Name: Emma Ferguson, Matron, MAU**  
**Nominated by:** Carmel Madden, Acting Matron

Since taking over the MAU a year ago Emma has inspired colleagues to work together and produce outstanding results and significant improvements. Her attitude to patient care is outstanding and she leads by example putting in long hours but always with humour and compassion. Her relationship with colleagues is described as based on trust and confidence and Emma is known to treat everyone equally, with fairness and experience. She is known to end even the most difficult of conversations with a good humoured nature.



**Name: Ruth Williams, ICares Manager**  
**Nominated by:** Sandra Kennelly, Clinical Team Leader

Ruth is an inspiring and motivational leader whose focus is the improvement of patient care for all residents in Sandwell. Her dedication to improvement is always in evidence and she supports staff to achieve the best in all they do. Staff and patients alike respect and cherish her years of experience and value her flexibility, skill, organised and calm approach to all she does. Ruth's colleagues say they are "proud" to work with this unflinching professional.



## Lifetime Achievement

An individual who has worked at the Trust for a substantial number of years and has maintained a positive attitude throughout their career, frequently going above and beyond the call of duty. This could be a current member of staff or someone who has left during the previous year.

**Name: Mr Kiong Chan, Consultant Gynae Oncology**  
**Nominated by:** Julie Winning, Macmillan CNS Gynae

Mr Kiong Chan is regarded as being instrumental in making Birmingham the city with the highest survival rate for ovarian cancer in the UK. A skilled specialist surgeon, he promotes the professional growth of colleagues and many have benefitted from his patience, guidance and knowledge over the past 30 years. He lives by example and is known as "a big bundle of energy." He works tirelessly to make sure his patients receive the best possible care, including ward rounds seven days a week. Modest and approachable, Mr Chan is loved by patients and staff alike.



**Name: Joan Samuels, Paediatric Palliative Care Team Leader**  
**Nominated by:** Cynthia Dixon, Matron, Paediatric Community Team.

Joan, who has 35 years of nursing experience, does one of the most challenging jobs in the world, working as a paediatric palliative care nurse. Joan is described as someone who knows how to care for and support children and their families when they are at their lowest ebb. Joan is known for her sense of humour, sense of humanity and the ability to be open minded and non-judgemental. On a wider scale Joan also actively strives for the development of improvements to her area of work and organisations that support children and young people at the end of their life.



**Name: Mr Kevin Wheatley, Consultant in General Surgery**  
**Nominated by:** Elzbieta Zulueta, Surgical Care Practitioner

Mr Kevin Wheatley started his career at SWBH as a registrar then returned 18 years ago as a Consultant in General Surgery. Since then he has involved himself with teaching medical and non-medical students, with responsibility for all the medical students' tutoring and exams. He is known to have an exceptional relationship with his patients, for whom he gives a lot of time and understanding not only to them, but to their relatives too. This caring attitude also extends to everyone who works with him, colleagues say he "always has the time to listen and help."

