



# Best in Care Awards

## Full list of nominations, Best in Care Awards 2010

### Care Quality Award

**Nominee:** All the team on Ward 410 (trauma)

**Nominator:** Bonnie Donegan

**Comments:** My son received the best care possible from an outstanding team of professionals who demonstrated committed teamwork throughout. Although this has been a traumatic and difficult time for Matthew and his family, we have crossed paths with some wonderful and unique carers who we will remember for a long time for the excellent care they have given.

**Nominee:** Paulette William Jones

**Nominator:** Shabbir Hussain

**Comments:** As a carer for a long-term renal patient I have considerable first-hand experience of various clinics and wards, and staff that run them. Of all of these, Sister William- Jones' devotion to duty and friendly manner has impressed me the most. She is polite and helpful, exuding calm under extraordinary pressure. She has in abundance those rare personal qualities of natural leadership, genuine unaffected compassion and empathy.

**Nominee:** Clinical Educators Preceptorship Team Michelle McMahon, Dan Banton and Eve Murphy  
**Nominator:** Donna Nijjar  
**Comments:** The Clinical Educator Preceptorship Team deserves recognition for commitment to ensuring patients receive the highest quality of care from their preceptors. They work alongside the junior nursing staff to ensure the fundamentals of daily living are achieved. These involve nutrition, privacy and dignity, communication, tissue viability, and patient safety.

**Nominee:** E2B (Enhanced Recovery Unit)  
**Nominator:** Elizabeth Miller  
**Comments:** The unit was initially set up to assist capacity issues but has rapidly become a success story. The nursing team is demonstrating how the fundamentals of care underpinned by intensive orientation activities can have positive outcomes for patients. Dr Zoe Wyrko is a constant support for the team and is passionate about the unit and the work that goes on there.

**Nominee:** Rosie Bazire  
**Nominator:** Sally Harnett  
**Comments:** For always providing the best possible care that she can for the patients. For being an active member of the ward.

**Nominee:** Betty Reeson  
**Nominator:** Sally Weston  
**Comments:** Betty Reeson is an absolute treasure! She comes every Wednesday morning with a huge smile for staff and visitors alike. She chats with and listens to patients, makes them cups of tea and helps the nursing staff in the recovery area. She makes sure all the staff, get a drink during the time she is here and (this is the best bit) bakes us a cake every week!!! She is affectionately known as "Betty Bake" to us and we all appreciate the work that she does in the department.

**Nominee:** Denise Westwood  
**Nominator:** Jane Bridley and Dr Steeds  
**Comments:** Denise is extremely competent, thorough and works hard. She is approachable and goes the extra mile. Denise is resolutely cheerful, positive and gets things done. If there is a lot to do, she stays behind and sorts it out. Despite being nervous about being able to do the job, she stepped into the breach and coped admirably not only with the new work but also her own job.

**Nominee:** Registered Dental Nursing Team  
**Nominator:** Debbie Maughan  
**Comments:** The Registered Dental Nursing Team provides excellent patient-centred care in the Maxillofacial Outpatient Department. The team supports patients undergoing minor and major oral surgery procedures. The team is much focused and is always striving to improve their care and learn new skills.

**Nominee:** Ward ELB  
**Nominator:** Jordan Caughey  
**Comments:** Working as a student and healthcare assistant on ELB, I was taught a lot about providing high-quality care for patients. Patients, relatives and visitors have all praised the quality of care received on the ward. Staff go the extra mile on a regular basis to ensure patients are happy, comfortable and reassured at all times.

**Nominee:** Catherine Morris  
**Nominator:** Kimberly-Ann Hawkesford  
**Comments:** Cate is a very hardworking and well respected member of our nursing team; she is diligent and considerate when it comes to patient care. Cate always finds time to help her colleagues, and is fantastic when mentoring students. She's always pushing herself when it comes to the specialist knowledge required to work on EGA.

**Nominee:** Debby Edwards  
**Nominator:** Dr Bill Tunnicliffe  
**Comments:** Debby works tirelessly to improve the care of the acutely ill at UHB, and has taken a special interest in the care of injured servicemen and women. Her dedication and skill has transformed the management of pain in this group with a combination of innovative practice, focussed education, compassion and advocacy.

**Nominee:** Sister Elizabeth Ryan  
**Nominator:** Dr Davinia Bennett  
**Comments:** Liz (Band 6) took over the running of the Th3/4 theatres a year ago. Since then she has worked tirelessly, providing cover for all liver theatre services. She has brought in and trained new staff, and has impeccable standards, always ensuring outstanding patient care. Liz inspires professionalism in everyone.

**Nominee:** Ms Margaret Gately  
**Nominator:** Stewart Messer  
**Comments:** Margaret is an exemplary modern matron and a role model for others. She is efficient, practical and achieves results. She is a standard bearer of the Trust vision to deliver the very best care. She ensures good communication and maintains the highest professional standards. She works in partnership with the RCDM and clinicians and is highly respected.

**Nominee:** Bone Marrow Transplant Team  
**Nominator:** Chris Bowen  
**Comments:** I had chronic myeloid leukaemia 5 years ago and the care I received at the time of being diagnosed, through the transplant process, and up to the present day from Prem Mahendra and the transplant team has been absolutely fantastic. And no time did I feel I was anywhere but in the best of hands. Their professional and caring approach was unbelievable.

**Nominee:** Dr Sagar Doshi  
**Nominator:** Dominic McGuinness

**Comments:** I would like to recommend Dr Doshi for his work in trans-atrial valve implantation (TAVI). He has worked extremely hard to commence and maintain the service for patients who would otherwise be unsuitable for surgical intervention.

**Nominee:** Lieutenant Colonel Andrew Jacks

**Nominator:** Margaret Brown

**Comments:** Colonel Jacks treated my 85 year old Mother, who has macular degeneration, with the utmost respect and consideration. He focused on her and listened as she told him her story. He realistically and sensitively told her about her eye condition and the treatment options available. He did this in a way that made her feel special and cared for. She came away feeling that not only was she in the care of a brilliant doctor but also a real gentleman.

**Nominee:** Ward East 2B staff

**Nominator:** Sue Atkins

**Comments:** The ward environment has been adapted so that patients are able to eat together at the dining tables and gather in the day room to enjoy activities. The staff, led by the ward manager and consultant geriatrician are dedicated and committed to ensuring that their unique care setting aids the patients to maintain as much independence as possible in order to help them return to a normal day-to-day living environment.

**Nominee:** QEHB Front of House Team

**Nominator:** Jack Adlam

**Comments:** The Front of House Team is usually the first contact for patients and visitors at the hospital and they can have a huge impact on both parties. The knowledge and help they provide are fantastic and really make a difference. Whether it is showing a patient where to go or checking on the condition of a relative, the Front of House Team is always helpful and pleasant, often going above and beyond the call of duty.

**Nominee:** Simon Bach and team

**Nominator:** Trevor Stokes

**Comments:** Sheer excellence. I had bowel cancer and the care has been great, including the outpatient after-care. The whole team, it was just wonderful, wonderful care throughout. I can't express how excellent they were.

**Nominee:** Mary McMaster

**Nominator:** Nicola Cullen

**Comments:** Mary McMaster has been working within the trust for many years and comes to work every day giving 100% of her care and energy to make a difference to the patients. She always goes the extra mile to help, she has a fantastic rapport with patients and relatives, and she is also a fantastic support to students, giving them the benefit of her experience. She is always patient, always busy doing something and always singing a tune to cheer people up.

**Nominee:** Mary McMaster

**Nominator:** Nicola Cullen

**Comments:** Mary McMaster has been working within the trust for many years and comes to work every day giving 100% of her care and energy to make a difference to the patients. She always goes the extra mile to help, she has a fantastic rapport with patients and relatives, and she is also a fantastic support to students, giving them the benefit of her experience. She is always patient, always busy doing something and always singing a tune to cheer people up.

**Nominee:** Karen Cheshire

**Nominator:** Natalie Wood

**Comments:** Karen has worked within the Vascular Team as an auxiliary nurse for a number of years and is an outstanding member of staff, as well as a supportive and approachable colleague. All of our patients talk highly of Karen, and she goes out of her way to put a smile on their faces, even after major surgery. She is an excellent role model of a "caring" person, as she really does care. She is an inspiration!!

**Nominee:** Mary McMaster

**Nominator:** Cathy Martin

**Comments:** Mary gives her all to her patients at all times. It does not matter what is happening in her own life; her patients receive the very best of care. Mary is a very kind, patient, caring nurse, in what could only be described as a very busy ward.

**Nominee:** West 5 Nursing Team

**Nominator:** Matt Fowler

**Comments:** The nursing team on West 5 Haematology is truly one of the most amazing team of nurses to work alongside. As a manager they make coming to work a pleasure. The team works really well together to ensure that patients receive the best levels of care possible.

**Nominee:** Keith Porter

**Nominator:** Jayne Page

**Comments:** A wonderful person, and not recognised for the work he does. Should have been given an OBE.

**Nominee:** Michelle Duggins

**Nominator:** Toni Jenkins

**Comments:** She is an invaluable asset to ambulatory care. Michelle is always really cheerful and helpful and goes way beyond her role to help patients receive care of the highest quality. Her knowledge of the hospital is astonishing – she literally knows everything! She is always busy helping staff and patients, and nothing is too much trouble if it will improve patient care and an enjoyable working environment.

**Nominee:** Karen Cheshire

**Nominator:** Matthew Parker

**Comments:** Karen has worked at SOH and the QE for ten years now, formerly as a domestic, now a healthcare assistant. Having worked with her for seven of these years, I can't say that I am more honoured to work with

somebody as much as her. Karen is a much loved member of the team and very popular with patients. The facts are there to prove themselves as staff and patients would be happy for her to receive such a reward.

**Nominee:** Claire Knowles and Tracey Smith  
**Nominator:** Pissanou Theodora  
**Comments:** Both are dedicated and very hard working, and because of them such a busy and demanding unit as the HPB/transplant ward at W3, is able to deliver high-quality care to the patients. I don't know if I have told them many times but I think they are irreplaceable and it is also because of them that we are able to be proud today for the care we provide to the liver patients. Many thanks ladies.

**Nominee:** Lynne Jones  
**Nominator:** Sarah Broadfield  
**Comments:** Her department is run with compassion and care. Sister Jones is a true professional and welcomes you with a warm smile – nothing is too much trouble for her. My family, like many who attend the Cardiology Department, owe much to Sister Jones as her staff are an extension of her and all work well together. I do hope she wins this award as she so deserves it.

**Nominee:** Becky Skelding  
**Nominator:** Sarah Broadfield  
**Comments:** For her constant care of my elderly mum. Becky treated my mum with the utmost respect and dignity, and has continued this fab care after my mums return home, and monitors her on a regular basis. We feel as a family Becky goes the extra mile. She also is a people person, with a ready smile and assuring nature which does help when patients have a lot of complex care.

**Nominee:** Mr K Baloch  
**Nominator:** Anon

## Chief Executive's Innovation in Practice Award

**Nominee:** Heather Bowen  
**Nominator:** Sutej S Sivia  
**Comments:** Being involved in the running of the HIV clinics, Heather has been instrumental in developing and running a new clinic. Heather has been trained to cater for the needs of the patients with specialist training from doctors and pharmacists and utilises resources such as PICS, Lorenzo, HMD and Clinical Portal. Once patients are seen by Heather, their medication is delivered using Healthcare at Home.

**Nominee:** Mr Tom Johnson  
**Nominator:** Dr Miruna David and Mrs Paula Hytch  
**Comments:** Tom has been working for the Trust as the Microbiology Laboratory Manager for over 25 years. With his dynamism and creativity, he has

always sought ways to do things better and to implement the latest technologic advances in the microbiology field, ultimately reflecting the Trust's values and the vision to deliver the best in care.

**Nominee:** Hospital Transfusion Team  
**Nominator:** John Isaac  
**Comments:** The Hospital Transfusion Team has recently introduced a new protocol for management of life-threatening haemorrhage in trauma. This protocol was designed on the back of recent advances in the evidence base on how to resuscitate major trauma, both military and civilian.

**Nominee:** Steve Ryan/Graham Flint  
**Nominator:** Mark Garrick  
**Comments:** Steve Ryan and his ICT team have been providing the ICT support and development to Graham Flint and his colleagues in neurosurgery in developing the NORSE system. The NORSE system is an innovative system that incorporates the recording of neurosurgical referrals (internal and external) to the Neurosurgery Team via a web page.

**Nominee:** Neurophysiology Team  
**Nominator:** Lin Clarke  
**Comments:** I am proud to manage a department that welcomes advances in technology and new working practices, and which works constantly to improve by innovation. The whole team, which consists of doctors, physiologists, and admin staff works together to provide a service second to none.

## Volunteer of the Year Award

**Nominee:** Betty Allcock  
**Nominator:** Carol Rawlings and Voluntary Services Team  
**Comments:** Betty has been a volunteer at the QE Hospital for many years, as one of the very first welcomers and then in the Bereavement Care office. She is a lovely lady who is always willing to help and has a lovely approach in the support she gives to bereaved families.

**Nominee:** Joan Bates  
**Nominator:** Susan Sandford  
**Comments:** Nothing is too much for Joan: caring for patient and staff needs; getting things fixed in haematology and keeping everything clean. She never gives up on things when most of us would have fallen by the wayside. She is also a very kind and thoughtful lady.

**Nominee:** Rosanna Penn  
**Nominator:** Carol Rawlings  
**Comments:** Rosanna has been a volunteer with the Trust for many years and has shown an enormous amount of commitment and dedication in a variety of roles. As Chair of the Patient and Carer Council (P&CC) she worked tirelessly with staff to enhance and improve the experience of patients

and visitors. Rosanna instigated the first P&CC Clean Your Hands Campaign at the Trust to raise the awareness of hand hygiene among patients and visitors, and this has now become an annual event.

**Nominee:** Joan Bates  
**Nominator:** Tina McSkeane, Sandeep Nagra and Usha Kiran  
**Comments:** Joan has worked tirelessly in the department for many years. She attends at the very least two mornings a week and is considered a valuable part of our team. The help and support she gives staff and patients are invaluable. Unpacking supplies, taking prescriptions to pharmacy etc free up valuable staff time.

**Nominee:** Joan Bates  
**Nominator:** Bhuvan Kishore  
**Comments:** She knows the patients; they and we the clinicians depend on her. She never seems to work for a thank you. She is the best I have ever worked with

**Nominee:** Joan Bates  
**Nominator:** Janice Payne  
**Comments:** Joan works tirelessly in the Haematology Clinic and backstage in the offices. She often does raffles to raise money. She assists in many ways to help with the smooth running of the clinic and is great with the patients. Joan does not need to be told where to help out; it is an instinct instilled in her and she does her volunteer work effortlessly and without the need for direction.

**Nominee:** Joan Bates  
**Nominator:** Daljinder Gill  
**Comments:** Joan is a valued member of the Haematology Team and is very helpful to staff as well as patients. The department would not run the same without Joan and she is a real star!!

**Nominee:** Joan Bates  
**Nominator:** Elaine Nicholls  
**Comments:** Joan is fantastic. As well as helping out around the clinic, she organises raffles with the patients and organises for prizes etc. Joan always manages to get here, even last year in the bad weather – she will not let anyone down. Joan is a diamond.

**Nominee:** Joan Bates  
**Nominator:** Janice Ward  
**Comments:** Joan has worked tirelessly for the Trust, both as a nurse and now, in her retirement, as a volunteer. If you want a job doing, and doing well, you give it to Joan in the knowledge that she always finishes what she starts. In addition to the more mundane tasks such as checking what needs to be ordered, tracking down missing wheelchairs, and generally keeping the place running smoothly, she also raises money for Cure Leukaemia, and helps organise the Patient Support Group.

**Nominee:** Rabia Khanum



**Nominator:** Fiona Denning

**Comments:** Rabia is the epitome of customer service – she welcomes all the patients and visitors that come through the doors, she helps them to their appointments and sorts out their issues promptly and in a courteous and professional manner. I don't know where she finds the time!

**Nominee:** Beryl Warner

**Nominator:** Debbie Faulkner

**Comments:** Beryl works on ITU giving her free time to help staff and visitors alike. She also visits the patients when they transfer on to W412 from ITU keeping close contact with patient's particularly military patients and their families. Beryl is kind and caring and, despite having had traumas of her own to cope with, she always has a smile and nothing is too much trouble for her.

**Nominee:** Fran Bowen

**Nominator:** Louise Hulse

**Comments:** Fran's attitude to volunteering is that nothing is too much trouble. Working as a welcomer at the new QEHB, she's always that friendly face which our patients and visitors appreciate in an unfamiliar environment. Fran goes that extra mile and is happy to put in the hours over the weekend to help at UHB, at the same time as working full-time.

## Governors' Award for the Best in Care

**Nominee:** Michala Holmes

**Nominator:** Carolyn Russell

**Comments:** Michala makes new and known patients alike feel welcome and safe in the environment. She is patient and polite and everything is done with a smile. Nothing is too much trouble for Michala, whether it is part of her job or not. The other day I found her mopping up a patient's spilt drink whilst reassuring them and organising another drink – just one example of how she conducts herself every day. Many of my patients comment on how friendly and helpful she is. As the frontline face of the Cancer Centre, she is a credit to the department.

**Nominee:** Terry Rea

**Nominator:** Mary Day

**Comments:** Terry is an outstanding individual that puts the patient at the centre of his service. He always gives his best, and is cheerful, polite and a pleasure to work with. He is a very modest man and doesn't consider himself as extraordinary but wherever I go everyone has nothing but praise for Terry.

**Nominee:** Mr David W Proops

**Nominator:** Edna Monk

**Comments:** Mr Proops gives me the best in treatment, which always works, resulting in me being able to speak. He is kind, caring and the nicest man in all the many medical treatments I have had in all my nearly 83 years. And I

am more than sorry that he is retiring – I wish he could go on forever.

## Member of the Year Award

**Nominee:** Aprella Fitch

**Nominator:** Sarah Snowden

**Comments:** For showing great interest in the hospital and offering to join the Membership Ambassadors Team. This group was created to raise awareness of membership of the Foundation Trust and hence help with the recruitment of new members. For suggesting the Ambassadors Scheme – where "super members" come together to raise awareness of membership and help in the recruitment of new members.

**Nominee:** Mrs Paramjeet Kaur

**Nominator:** Sarah Snowden

**Comments:** For showing great interest in the hospital and offering to join the Membership Ambassadors Team. This group was created to raise awareness of membership of the Foundation Trust and hence help with the recruitment of new members. For suggesting the Ambassadors Scheme – where "super members" come together to raise awareness of membership and help in the recruitment of new members.

**Nominee:** John Jones

**Nominator:** Sarah Snowden

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**Nominee:** Graham Bunch

**Nominator:** Sarah Snowden

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**Nominee:** Alan Herbert

**Nominator:** Sarah Snowden

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**Nominee:** Suzanne Burnell  
**Nominator:** Sarah Snowden  
**Comments:** For showing great interest in the hospital and offering to join the Membership Ambassadors Team. This group was created to raise awareness of membership of the Foundation Trust and hence help with the recruitment of new members. For suggesting the Ambassadors Scheme – where "super members" come together to raise awareness of membership and help in the recruitment of new members.

**Nominee:** Mujeeb Ashraf  
**Nominator:** Rosie Kaur  
**Comments:** Mujeeb Ashraf is a remarkable doctor who ensures the patient's needs are fully understood and that quality care is provided to the NHS's high standards. On many occasions there have been situations where patients have been quite distressed but Mujeeb has assisted patients and left them feeling reassured and clear about their treatment of care.

**Nominee:** Alison Moore  
**Nominator:** Karen Wetherall  
**Comments:** Alison is a dedicated professional development nurse and is always cheerful. She is reliable at work and gives excellent care.

## Patient Carer of the Year Award

**Nominee:** All the team on Ward 410 (trauma)  
**Nominator:** Bonnie Donegan  
**Comments:** My son received the best care possible from an outstanding team of professionals who demonstrated committed teamwork throughout. Although this has been a traumatic and difficult time for Matthew and his family, we have crossed paths with some wonderful and unique carers who we will remember for a long time for the excellent care they have given.

**Nominee:** Michael Clayton  
**Nominator:** Khukhu Mnisi  
**Comments:** Michael has been with the Trust just under a year as an A grade, but he is remarkably doing well with patients and members of staff. He's accurate in all that he does, and cares for the patients with love. Michael is very tidy indeed, brisk, punctual, shows good initiative, and is loved by all patients. He's professional, and is a pleasure to work with.

**Nominee:** Caroline Downing  
**Nominator:** George Goodwin  
**Comments:** She puts us so at ease and explains everything. When we are able to go away for a few days she helps us out so much with the oxygen so we can enjoy our holiday.

**Nominee:** Gina Sowsbury  
**Nominator:** Anne Vile

**Comments:** I cannot put into words Gina's kindness and professionalism. She gave the impression I was her only client and she had all the time in the world to answer our questions. Never once did I feel rushed or feel she had somewhere else to go, someone else to see.

**Nominee:** Roberta Bachelor

**Nominator:** Alan Duxbury

**Comments:** Roberta made sure my wife was able to see me in recovery following a long operation.

**Nominee:** Vivienne Griffiths

**Nominator:** Lisa Williams

**Comments:** Viv is the best role model I have ever come across in the Trust. Her dedication and patient care is outstanding. It does not matter what time of day it is, how busy the ward is or how little time she has, Viv always puts her patients and their families first. She loves her work and it shines through her commitment of care.

**Nominee:** Rajbinder Kaur

**Nominator:** Mujeeb Ashraf

**Comments:** She goes an extra mile to help, comfort, explain and make the patient experience a pleasure visiting the department.

## The Queen Elizabeth Hospital Birmingham (QEHB) Charity's Charity Supporter of the Year Award

**Nominee:** Royal Centre for Defence Medicine

**Nominator:** Mike Hammond

**Comments:** RSM Charlesworth and her team have been outstanding in supporting the charity through being present at cheque presentations, doing tours of the hospital and going to events. More than 140 of the RCDM were present all day at the Bournville Village Festival. We couldn't do everything we do without their support – thank you very much.

**Nominee:** Selly Oak Critical Care

**Nominator:** Mike Hammond

**Comments:** More than 8,000 people took part in this year's BRMB Walkathon, raising funds for the military patients at the hospital. Many hundreds of UHB staff took part and we thank them all, but special mention goes to the Selly Oak Critical Care Team who walked as a group and raised thousands of pounds for the charity. Not only do they do a massively important and stressful job, they took time out of their own weekends to take part in the Walkathon. Thank you very much!

**Nominee:** Upper GI Surgery

**Nominator:** Mike Hammond

**Comments:** The Upper GI Surgery Team has entered 21 people from their department in the Birmingham Half Marathon this year to raise funds for the department's QEHB Charity fund. They are being supported by

everyone else in their department who are getting sponsors and will be cheering on the runners at the charity's cheering station in Bournville. They are hoping to raise thousands of pounds for the charity.

**Nominee:** Kathleen Ryan  
**Nominator:** Mike Hammond  
**Comments:** Kathleen is known on ward 518 (military ward) as "Kath the Cake Lady". When her sister was in Selly Oak she brought a homemade cake in for her. Her sister shared it with some of the military patients on the ward who then asked Kath to make some cakes for them. Ever since, she has been coming in every Wednesday evening with homemade cakes for the military patients.

**Nominee:** Adam Johnson and staff at The Plough, Harborne  
**Nominator:** Anne Waller

**Nominee:** Yvonne Brown  
**Nominator:** Cynthia Barnes  
**Comments:** Since her recovery from illness, Yvonne has worked tirelessly to raise money and awareness for cancer patients: she has leapt off buildings, run several marathons and waxed several of our surgeons, among many other things. Yvonne is an inspiration to us all and has been seen by millions on TV and in the papers and OK magazine. Yvonne is a brilliant member of our trauma theatre team and is loved by all.

## Patricia Taylor Award for Excellence in Service

**Nominee:** Karen Cheshire  
**Nominator:** Catherine Clements  
**Comments:** Nothing is too much for her, and her motivation and sense of humour drives the team. She has a great bedside manner with her patients and an excellent rapport with relatives. She is definitely a team player and well respected by her peers. Will go above and beyond the call of her duty without question.

**Nominee:** Agnes Hemmings  
**Nominator:** Helen Foot  
**Comments:** Agnes is held in extremely high esteem by all levels of nursing, multi-disciplinary teams and, most importantly, by patients. She is extremely hard working, reliable, knowledgeable and calm under pressure in what is often a stressful environment. Aggie always finds the time to sit with a distressed or scared patient, she always knows how to position a patient for maximum comfort, and is certainly the most skilled at hoisting a patient out of bed.

**Nominee:** Anthony Glennon  
**Nominator:** Dr Davinia Bennett  
**Comments:** Tony is the epitome of a first-class team member, and deserves recognition because of the vital role he plays within the Liver Unit

theatres. He has outstanding knowledge of the procedures, equipment and needs of the theatre, staff and patients above and beyond that one sees in other often higher banded individuals generally in the theatre environment.

**Nominee:** Anthony Glennon

**Nominator:** Simon Bramhall

**Comments:** Tony is the A grade in Theatre 3 (liver transplant and HPB), only he does not work at the level of an A grade. There is nobody who knows the complex equipment that we use in liver theatres better than Tony Glennon. In addition to his knowledge he is committed, flexible and hard working. He is always available, and regularly comes in on his days off if an extra hand is needed or new staff need advice on equipment.

**Nominee:** Karen Cheshire

**Nominator:** Matthew Parker

**Comments:** Karen is not only a work mate to most people in work but also a friend outside. Everybody loves her and looks up to her as a senior healthcare assistant. Karen has all the time in the world for her patients and makes sure on a daily basis that patients are happy and showered/bathed. I feel she really deserves this so that the Trust can recognise how outstanding she is. If Karen is not with a patient then she is stocking up or cleaning.

**Nominee:** WO2 Julia Baldwin

**Nominator:** Cpl Dawn Paddock

**Comments:** An outstanding person in every area of both her military and nursing roles. She embodies holistic nursing care. Is very influential in her work, not only as a fantastic teacher but also as an inspirational character. She displays a positive attitude towards everything. Many of the nurses she has worked with now try to emulate her. She has a positive and enthusiastic approach no matter how busy or difficult the shift is.

**Nominee:** Anthony Glennon

**Nominator:** Elizabeth Ryan

**Comments:** Anthony has worked as part of the Theatre 3 Team for many years now. He is a tireless worker, often working with little notice when theatre lists overrun, emergency operations are performed and when staff shortages prevail. He commits selflessly to his work, contributing greatly to the on-call rota. He educates staff from consultant surgeons to operating department orderlies, and is always consummately professional.

**Nominee:** Rosalie Demetrius

**Nominator:** Don Sims

**Comments:** Rosalie works tirelessly to support the stroke patients on Ward 411 who have had a devastating life-changing event. After she has finished her normal duties she is often found sitting with our patients, sharing a story with them or helping them manage an extra cup of tea. She is prepared to go that additional mile to restore dignity and brighten up the life of someone who may be struggling to come to terms with their illness.

**Nominee:** Anthony Glennon  
**Nominator:** John Buckels  
**Comments:** Tony has given outstanding service to Theatre 3 and the Liver Transplant Programme for many years. He also personally chases up equipment from the sterilising services and makes sure we never are short, despite a varying and unpredictable workload, particularly with transplants. Nothing is ever too much trouble for him and he has provided dedicated professional support throughout his time with us.

**Nominee:** Ilva Jones  
**Nominator:** Lynne Colagiovanni and Jane Fletcher  
**Comments:** Ilva joined the Nutrition Nursing Team two years ago and one of her main aims was to provide this service. She provides excellent care supporting and working with the trained nurse in the team and on the ward freeing up their time for those aspects of care which require trained nurse input. This is a unique role for a healthcare assistant and Ilva has travelled the steep learning curve with enthusiasm and commitment. We would not want to be without her!

## Contribution to Infection Prevention and Control Award

**Nominee:** IV Team  
**Nominator:** Clair Phillips  
**Comments:** For their ongoing drive and enthusiasm in increasing patient safety around IV therapy and devices. Forward thinking in innovations for providing safe best practice and decreasing the risk of infection associated with IV devices and therapy.

**Nominee:** Christine Hartshorne  
**Nominator:** Sue Priest  
**Comments:** Chris has been the lead for infection control within critical care for several years now. She is great at challenging poor practice across all disciplines. Chris, with her team of nurses, has introduced and managed the data collection for "Matching Michigan". Chris is always at hand to advise staff on the correct procedure.

**Nominee:** Christine Hartshorne  
**Nominator:** Professor Julian Bion  
**Comments:** Sister Chris Hartshorne has over many years led the infection control group for Critical Care at UHB. Our critically ill patients are particularly at risk from hospital-acquired infection (HAI). As a direct result of Sister Hartshorne's tireless and consistent efforts, her personal example, and her willingness to confront suboptimal behaviour among all grades of staff, our HAI rates (MRSA, clostridium difficile) have fallen to zero.

**Nominee:** The Decontamination Unit Team  
**Nominator:** Michele Morris  
**Comments:** This team has worked tirelessly since its inception to reduce infection

and react to the increased demand during the hospital move. The team is always happy to please and has taken on more and more work to meet the demand that has grown enormously since the service began. They are a great asset to the Trust.

**Nominee:** IV Team  
**Nominator:** Craig Bradley  
**Comments:** The IV Team has made a significant contribution to infection prevention at UHB. The team is innovative and forward thinking but above all passionate about the work they do in improving intravenous therapy for patients. Their efforts in educating staff about best practice has, without question, contributed to a reduction in MRSA bacteraemia.

**Nominee:** Christine Hartshorne  
**Nominator:** Brian Pouchet  
**Comments:** Sister Hartshorne has maintained and promoted uncompromising standards of hygiene and infection control in N3 Critical Care Unit. She has led on infection control issues and the international "Matching Michigan" project of the NPSA for curbing line-related infections in ITUs.

## Dignity in Care Award

**Nominee:** Sue Atkins and Juliet Miller, dignity clinical educators  
**Nominator:** Margaret Harries  
**Comments:** Both tirelessly promoted dignity in care for patients, becoming familiar figures on every ward and department.

**Nominee:** Laura Chambers  
**Nominator:** Sue Atkins  
**Comments:** Since becoming a dignity in care champion, Laura has displayed excellent commitment to the campaign. She is committed to the quality of care which our patients at UHB receive. She promotes the Dignity in Care Campaign and has signed up 20+ of her departmental colleagues to support the campaign.

**Nominee:** Margaret Harries  
**Nominator:** Kelly Gorman  
**Comments:** Margaret is a kind, warm and caring individual. If she treats me with such warmth and kindness, I know how Margaret treats patients with the utmost respect and dignity – no matter about age, race, disability or gender.

## Chairman's Award for Employee of the Year

**Nominee:** Carol Rawlings  
**Nominator:** Nicky Westwood  
**Comments:** Carol is a great inspiration to others. She truly reflects the Trust values and empowers those around her to achieve more. As the driving force



behind a number of initiatives she has played a significant role in improving patient experience at UHB.

**Nominee:** Nigel Shakespeare

**Nominator:** Ray Shillam

**Comments:** Nigel has dedicated decades to the National Health Service and has always shown commitment and professionalism throughout his career. He is well respected for the role he has played in the New Hospital Project Team and is well known for his meticulous planning and detail. To top it all off, he is also a thoroughly nice bloke!

**Nominee:** Paulette William-Jones

**Nominator:** Zahida Shah

**Comments:** I have been a renal patient for close to nine years. I have been to this ward so many times for procedures and complications, both routine and frighteningly painful. And then begins a new shift and Paulette takes command. The transformation that takes place in the ward has to be seen to be believed. Is it her clinical skill, humour in the face of hardship or her endless energy or her empathy with the patients? Perhaps it is all of these that carry the day.

**Nominee:** Dawn Todd

**Nominator:** Emma Billingham and Lyn Newton

**Comments:** I wish to nominate Dawn Todd for the Chairman's Award for her invaluable contribution to the cardiology community clinics. Dawn has made these clinics a huge success and I believe that further expansion into the community has been made possible as a result of her hard work and commitment. I believe that Dawn is an exceptional individual who should be considered for this award.

**Nominee:** Denise Westwood

**Nominator:** Emma Billingham

**Comments:** Dawn has developed excellent relationships with the GP practices, which reflects on the department and the Trust. Dawn has made the clinics a success, suggesting ideas and addressing issues using her own initiative, involving all staff at all times.

**Nominee:** Karen Butcher

**Nominator:** Rhodora Guerrero

**Comments:** Karen is a highly motivated and enthusiastic individual, forward thinking and well organised with a positive attitude towards providing first-class patient care.

**Nominee:** Rebecca Fletcher

**Nominator:** Stephen Pemberton

**Comments:** She is cheerful, punctual and efficient.

## Best in Care Non-Clinical Award

**Nominee:** Interpreting Service Team

**Nominator:** Nicky Westwood

**Comments:** The Interpreting Service Team is a very small team which makes a big difference to the quality of patient care. They deal with a busy, unpredictable workload and demonstrate the Trust values daily. They always, without fail, do their best to play their part in delivering the "best in care".

**Nominee:** Patient Advice and Liaison Service (PALS) Team

**Nominator:** Nicky Westwood

**Comments:** The PALS Team works tirelessly to support patients, carers and the public who need advice and support. The team work very well together with the patient at the heart of everything they do. Their input is valued greatly by the people they support and contributes enormously to the overall experience of being cared for at UHB.

**Nominee:** Karen Jameson

**Nominator:** Mike Jones

**Comments:** Karen has led the successful introduction of more than 40 apprentices in the Trust. These are working in a range of clinical and non-clinical areas. The trust has gained a significant contribution from the apprentices in support of our commitment to patients.

**Nominee:** Deborah Heard

**Nominator:** Simon Bramhall

**Comments:** Deborah has been my secretary for many years. She is dedicated and extremely hard working. I have no doubt that her ability, organisation and hard work increase my productivity by at least 30%. I have a stream of comments from patient all expressing their gratitude to her and her skills in co-ordination, and her inter-personal skills.

**Nominee:** Barbara Waterhouse

**Nominator:** Rachel Clarke

**Comments:** Barbara is the domestic assistant/housekeeper in our area. She keeps us extremely clean and tidy while being very conscientious about infection control at all times. She is very dedicated to her job and works hard to maintain her high standards.

**Nominee:** Barbara Waterhouse

**Nominator:** Martin Elcock

**Comments:** Barbara is always so cheerful in her work, and if asked for any advice or help will always aim to provide the answer or refer you to the right person. She is an excellent ambassador for promotion of all of the Trust's values. I have personally observed the way she applies respect and responsibility when helping patients and visitors by giving directions to help them.

**Nominee:** Margaret Collymore

**Nominator:** Kate Gee

**Comments:** Margaret is a contentious, caring clinic co-ordinator who works well with patients, carers, and all disciplines. Over the years Margaret has built up a unique relationship with GP practices to ensure that appointments for patients for chest pain assessment are seen promptly.

**Nominee:** Patient Services Team

**Nominator:** Derek Ball

**Comments:** Despite covering different areas, members of the team cover for colleagues without complaint. They offer a friendly ear and practical help for colleagues under extreme pressure.

**Nominee:** Contracts Team

**Nominator:** Khurram Yaqoob

**Comments:** The team is at the forefront of innovation as it needs to be in order to ensure activities and clinicians are supported financially, providing them with the ease of mind to carry out their duties to their best.

**Nominee:** Derek Ball

**Nominator:** Miss Charlotte Cooper

**Comments:** Derek has held a position of responsibility through challenging periods, and acts with integrity, honesty and openness. He ensures the high standard of responses and response rates, leading by his own high standards and hard work.

**Nominee:** Francis Finn and Linda Scott (Domestic Team)

**Nominator:** Sue Atkins

**Comments:** Both Fran and Linda were among our first non-clinical champions and contribute to the excellent running of the ward on which they work. They are both compassionate about the service they provide to patients at UHB and they always project a warm and cheerful attitude to the patients.

**Nominee:** Sue Paris

**Nominator:** Bridget Gunson

**Comments:** You could not wish for a more excellent colleague or Trust employee. She works responsibly and is dedicated to her role, despite episodes of ill health, and is highly respected by other Liver Unit staff at all levels.

**Nominee:** Judy Job and CT Bookings Team

**Nominator:** Helen Williams

**Comments:** Judy and her team arrange the urgent CT scans for our skin oncology patients. They always try their hardest to ensure these are in a timely fashion and fit in with our many demands for getting scans before surgery or appointments.

**Nominee:** Military Liaison Officer (MLO) Team

**Nominator:** Elaine Bell

**Comments:** The MLOs without fail put the Trust and its patients and families before their personal needs, 24 hours a day, 7 days a week. Often working more than 14 hours a day individually to ensure the patients and

families receive the very best support.

**Nominee:** Helipad fire marshalls  
**Nominator:** Carl Jukes  
**Comments:** These people respond to all air ambulance calls to provide fire cover for the air ambulance which could not land without them. They cover shifts in the summer from 08:00 until 21:00, 7 days a week, including bank holidays. They are volunteers and carry out their normal day job while being on call.

**Nominee:** Sue Smith, Medical Secretary for Rheumatology  
**Nominator:** Kim Jago

## Best in Clinical Care Award

**Nominee:** Kimberly Thomas and staff  
**Nominator:** Matthew Donegan  
**Comments:** At the age of 18 my eyes were opened to just how hard nursing is. Kimberly was the rock that got me through this past summer. It is from watching her deliver excellent and sincere personal care which has turned my own life around.

**Nominee:** Joan Bates  
**Nominator:** Marcia Gardener  
**Comments:** She is a very lovely person – there is nothing that you ask her to do that she would say no to.

**Nominee:** Inherited Metabolic Disorders Team  
**Nominator:** Susan Price  
**Comments:** Looking after adult patients from the West Midlands and beyond with complex inherited metabolic disorders, they have put guidelines and protocols together for specialist patient care. They organise regular patient events for education and set up joint transition clinics with their colleagues at Birmingham Children's Hospital to ensure a smooth patient journey.

**Nominee:** Physicians' assistants (anaesthesia) Toni Wallace, Mark Leonard and Sarah Massey  
**Nominator:** Mav Manji  
**Comments:** This is a brand new role that these individuals have embraced with commitment and enthusiasm. They have worked hard to improve and expand patient services, especially the hand service. They are not only now recognised as being part of the team within anaesthetics, but have also received high praise from senior surgeons who appreciate how they've improved services.

**Nominee:** Sutej Sivia  
**Nominator:** Asta Kazlauskaitė  
**Comments:** I nominate Sutej Sivia, because he is very kind and nice towards all patients and staff members.

**Nominee:** Sutej Sivia  
**Nominator:** Louise Young  
**Comments:** I've nominated Sutej because he is always helpful and happy to help. He bends over backwards for both patients and staff, especially when patients are distressed about their medication. He is a delight to work with and extremely approachable.

**Nominee:** Staff on ward 515  
**Nominator:** Samantha Singh  
**Comments:** The staff on Ward 515 have triumphed in achieving all objectives set for them. From moving over from Selly Oak seamlessly and giving their dedication, hard work and motivation effortlessly, they helped our patients settle into the ward comfortably and safely. They provided their time and energy in ensuring patients, relatives and other members of the teams were orientated to the new hospital and the ward.

**Nominee:** Theatre 3 Team  
**Nominator:** Simon Bramhall  
**Comments:** The Theatre 3 Team is the most flexible, hard working and dedicated group of people that I have ever had the good fortune to work with. They are the unseen heroes of the largest liver transplant programme in Europe.

**Nominee:** CDU staff  
**Nominator:** Cathy Martin  
**Comments:** I feel that the staff on CDU are a fantastic team who all work very hard in very difficult situations. They keep their sense of humour, which in turn helps the patients. They work at a very fast pace, with a very high turnover of patients.

**Nominee:** Inherited Metabolic Disorders Team  
**Nominator:** Debbie Maughan  
**Comments:** The IMD Team has made astounding progress since starting the service two and a half years ago. They have grown into a cohesive and effective multi-professional team. Previously there was no adult IMD service in the West Midlands. We now provide a comprehensive and specialist service for patients suffering from rare inherited metabolic disorders.

**Nominee:** Dr Helen Routledge  
**Nominator:** Dominic McGuinness  
**Comments:** I am recommending Dr Helen Routledge for her work on-call on the night of 27/28 September 2010 when she, along with the team, treated no less than four primary percutaneous interventions (PPCIs).

**Nominee:** Respiratory Support Team  
**Nominator:** Duncan Wilson  
**Comments:** The Respiratory Support Team launched an innovative Respiratory Discharge Service for acute exacerbations of COPD (AECOPD) in October 2009. As a result, median length of stay for AECOPD has fallen from five to three days (one day for enrolled patients) and inpatient mortality has

fallen to 4% - reflecting additional proactive management of all AECOPD patients.

**Nominee:** Mohsen Shahmanesh

**Nominator:** Heather Bowen

**Comments:** Dr Shahmanesh has worked in this Trust as a consultant for many years until his retirement a few months ago. He is knowledgeable and full of energy. At our meetings, when he gives an opinion about patient care and follow up, everyone takes note and respects his opinion.

**Nominee:** Lorraine Cadd

**Nominator:** Leanne Jackson

**Comments:** Lorraine is just wonderful. She doesn't treat you like a patient, she treats you like a friend and she is always there for you 24 hours a day if you need to contact her by telephone. She is so helpful and she is wonderful in clinic – one of the best organised nurses I have ever seen. I have been to a lot of hospitals and seen a lot of specialists and nurses, but she is the best by far. She always remembers to contact you when she says she is going to.

**Nominee:** Paul Hutton

**Nominator:** Yuk Ting Ma

**Comments:** He is extremely dedicated and exceptionally good at his job. He has built up superb working relationships with all the different associated specialties, which in turn provides an extremely efficient service for the patient. He is a crucial member of the team and I believe he is the most outstanding clinical nurse specialist I have ever come across.

**Nominee:** Physicians' assistants (anaesthesia) Toni Wallace, Mark Leonard and Sarah Massey

**Nominator:** Michael Bowden

**Comments:** This is a new role in the Trust. Thus far their contribution to the Anaesthetic Department has been huge. The sensitive way they communicate with patients (and other staff) has coaxed many an anxious patient through very difficult situations!

**Nominee:** Dr Sagar Doshi

**Nominator:** Mrs Deanne Hastilow

**Comments:** Dr Doshi has set up a pathway that includes initial inpatient assessment. The patient is then discussed at a TAVI MDT meeting where a final decision with relevant colleagues is made about their suitability for TAVI.

**Nominee:** Dr Prem Mahendra

**Nominator:** Khalid Hussain

**Comments:** Dr Prem Mahendra helped me to come to terms with my condition and her clinical level of treatment and aftercare helped save my life. She is worthy of so many awards and I hope this helps towards her been given the Best in Clinical Care Award.

**Nominee:** Mrs Webb's Team

**Nominator:** Paul Mosedale

**Comments:** They always go the extra mile, they have given me the best chance to get my hand working again following a serious work accident. They have time, patience and provide genuine, honest treatment. Mrs Webb and Claire Scott deserve this award for their clinical care.

**Nominee:** Heather Bowen

**Nominator:** Denise Lynch

**Comments:** Heather is a kind, considerate and caring nurse who always has time for the patients and is very caring and re-assuring towards them. She does a lot of work in her own time to ensure that our patients have anything they need.

**Nominee:** Dr Kieran Fernando

**Nominator:** Denise Lynch

**Comments:** Dr Fernando is extremely knowledgeable in his field and always has the time to explain and assist with any queries. He will always go the extra mile to ensure everything is attended to in a professional and caring manner.

**Nominee:** Heather Bowen

**Nominator:** Karen Holloway

**Comments:** Heather is considerate, kind, informative, sensitive and extremely patient and empathetic. No matter how busy she always, without fail, puts herself out to help patients whether in clinic or on the telephone back in the office.

**Nominee:** Dr Kieran Fernando

**Nominator:** Karen Holloway

**Comments:** He is extremely knowledgeable in his subject but is equally approachable and friendly towards both patients and colleagues. He has a very calming approach with anxious patients and is understanding, dependable and reliable.

**Nominee:** Dr Kieran Fernando

**Nominator:** Karen Roberts

**Comments:** Kieran is a popular member of the team. He has time for both patients and colleagues, always willing to go that extra mile when it is needed. While in clinic Kieran's patient care excels – he is always smiling and spending time with patients. He is very reliable.

**Nominee:** Therapy Services Team for military patients

**Nominator:** Major Sue Fowler

**Comments:** The team of physiotherapists, occupational therapists and the exercise rehabilitation instructor have delivered rehabilitation of the highest standard requiring innovation, dedication and teamwork in order to meet the needs of severely injured soldiers.

**Nominee:** Rheumatology Department

**Nominator:** Anon