



NHS

West Suffolk
NHS Foundation Trust

Shining Lights

A celebration of achievement

May 2017



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Chairman's message



Welcome to Shining Lights 2017, our annual celebration of the staff whose dedication, compassion and commitment has made a huge difference to the lives of colleagues, patients and visitors over the past 12 months.

We were delighted to receive over 220 entries this year, more than ever before, which reflects the high quality of work taking place at the Trust every single day and the esteem in which you hold your colleagues.

This year, the awards have taken on a brand new look. We've introduced 17 new categories which celebrate innovation, teamwork, leadership and outstanding contribution and cover all areas of the Trust, including our volunteers, clinical and non-clinical areas and community services.

We've also recognised the charity stars who have gone above and beyond to support My WiSH during the past 12 months, as well as crowning the Michael Williams' porter of the year. This special award acknowledges the enormous contribution our porters make to helping the hospital run smoothly, and is presented annually in memory of Mr Williams, who was a porter at West Suffolk for ten years.

Finally, our thanks to go to the Bury Free Press and its readers for supporting our new patient choice award and sending in nominations, as well as to Unison who, alongside My WiSH, have generously supported Shining Lights.

The high standard of entries this year meant that our judging panel found it difficult picking just three finalists for each category, while I faced an even harder task to choose the winners of my chairman's awards of excellence. However, I think I speak for us all when I say that reading through the nominations has been a real privilege and a fantastic reminder of all we have to celebrate at West Suffolk Hospital.

My congratulations and thanks go to everyone who was nominated this year, who set a great example to which we can all aspire.

A handwritten signature in black ink that reads "Roger Quince". The signature is written in a cursive style.

Roger Quince
Chairman

Employee of the year



Award of excellence

“Fantastic” **Will Ferreira** is a truly inspirational charge nurse who colleagues respect and admire.

He has driven an innovative project to raise awareness of pressure ulcers, improving knowledge among staff as well as care for patients, and is always willing to support others to develop their skills while sharing his own extensive expertise.

Will is compassionate and understanding, and delivers outstanding care to his patients. He is competent and confident in managing everything from basic wounds to the most complex cases, and is always professional and informative, putting both patients and his colleagues first.

Colleagues say: “Will has shown great enthusiasm when educating the ward staff to recognise and care for patients with pressure ulcers. He really is someone to aspire to.”



Described by colleagues as “a pleasure to work with”, senior staff nurse **Mary Jump** makes everyone on ward F3 smile with her positive attitude and sense of humour. Knowledgeable and supportive, her clinical skills are second to none and

she will often stay until long past the end of her shift to help care for patients and ensure their safety.

Mary works permanent night shifts and offers fantastic support to the team, especially when the ward is short-staffed or the acuity of patients is very high. Colleagues say the ward would not be the same without her.

Ambulatory care lead sister **Christine George** always puts her patients first, making them feel at ease, explaining everything to them and answering any questions they may have. Very hard working and considerate to her colleagues, she is happy to help out on F8 when things get busy while also ensuring her own patients are safe and well looked-after.



Christine is rarely seen sitting down, but never complains and is liked and respected by everyone she works with. Colleagues say she is very approachable and really supportive.

Clinical team of the year

Award of excellence

Diabetes patients are now receiving much improved care thanks to an initiative from the **community diabetes nurse team** support practice nurses in GP surgeries.

The team have mentored and upskilled primary care colleagues so that they can provide the most up-to-date advice and treatment choices for people with diabetes, as well as arranging regular education sessions with specialist speakers.



By working more closely with GP practices, they are helping people with diabetes to access the best possible care, regardless of where they live. Patient feedback has been really positive, with many appreciating the fact they can now

receive expert care closer to home. As a result of the team's hard work and dedication, West Suffolk Clinical Commissioning Group has risen from 209th to 81st in the country for the support provided to people with diabetes within just two years.



The **paediatric ED nursing team 9** (above) have completely transformed the service young people receive in ED while driving through a range of initiatives to improve education, equipment and the environment.

The team, made up of Nita Fordham, Marie Honeyfield, Julia Day, Sandra Mortimer, Alison Green, Gabrielle Thornton, Lux Vallipurathan and Rachel Pym, have also developed information to keep patients and their parents or carers informed.

Hugely dedicated to providing the highest quality and safest care, they have attracted positive feedback from families who value their friendly, calm and reassuring attitude.

Staff on **ward G9** went above and beyond to help staff and patients from St Nicholas Hospice feel welcome and supported when they were evacuated to the ward during a recent storm.

Accommodating and helpful, the team embodied the Trust's values by putting the patients first, being respectful and courteous to people's needs, and working well in partnership with hospice colleagues so that everyone was cared for safely and effectively.



Community team of the year

Award of excellence

The community paediatric speech and language therapy service (SALT) has driven through a raft of innovations to improve care, including drop-in assessment clinics, parent workshops, training for school staff and groups for children with a wide range of therapy needs.

The highly resilient team is happy to share their specialist skills and expertise with colleagues so that families receive the best possible service.



Everyone plays an equal role in the team's success, from its skilled therapy assistants who effectively manage children with complex needs to the admin team who are described as the "backbone of the service". The SALT team has also received a raft of positive feedback

from grateful parents, who say: "This is the best service with a warm welcome. I've found all of the staff very helpful, friendly and approachable.

"I couldn't have asked for better people to help my daughter."



The **child and family psychology service** works immensely hard to make sure children with complex neurodevelopmental conditions receive a consistent, innovative and high quality service. Despite facing a year of constant change, they have continued to achieve waiting list targets while striving to find new and creative ways to work collaboratively with the wider NHS, education and social care for the benefit of their patients.

The team constantly looks for ways to improve further, with individuals continually appraising the way they work to make sure the service is responsive to the needs of the families in their care. They have made huge strides forward in collecting good quality feedback, contacting every family after discharge to interview them about their experiences so that appropriate changes can be made.

Compassionate and caring, the team regularly receives compliments for the care it provides, with families saying everyone made them feel welcomed and valued.

The **community admission prevention nurses** are described as the "unsung heroes" of the early intervention team, who work hard

to prevent unnecessary admissions around the clock.

Adaptable and professional, the team always puts the needs of patients first and will tackle everything from deep snow to Storm Doris to reach some of the community's most vulnerable patients.

Highly respected by colleagues for their ability to manage clinically and emotionally challenging situations, they also juggle high demand for the service.



Non-clinical team of the year

Award of excellence

Enthusiastic and professional, the **emergency department reception team** remains calm under pressure and delivers the highest quality patient care, regardless of how busy the department becomes.

Kind, attentive and caring, reception team members are often the first people patients arriving at ED meet, and always reflect the Trust's values while making an excellent initial impression.

The close-knit team is pivotal to the success of the wider ED, always going the extra mile for both patients and their colleagues. Their expert knowledge of the hospital means they are always able to direct patients to the right place, while their sympathetic and understanding manner often attracts positive feedback from visitors.



The "cracking" **IT helpdesk team** cheerfully resolve any problems which staff are facing, and receive each enquiry with professionalism and a pleasant disposition. They have played an integral part in making the recent electronic developments across the Trust a success, happily responding to any issues in person or providing help over the phone. Colleagues say they can't speak highly enough of the team.

The **medical staffing team** showed amazing attention to detail during the introduction of the new junior doctor contract last year, working hard to implement new terms and conditions and complete a full review of all rotas. They provided fantastic support to managers, clinical supervisors and the junior doctors themselves, helping them to navigate the new world of exception reporting and work schedules to

ensure they can get the best out of the new contract.

Thanks to their hard work and commitment, the new systems have been introduced smoothly and constructively. They have gone above and beyond to ensure the new contracts work for everyone and their efforts are truly appreciated by all who have benefited from their support.

Excellent contribution in a non-clinical area



Systems administrator **Gill Bloomfield** manages her “formidable” workload with admirable professionalism, focus and good humour. Responsible for the administration of Powergate, the Trust’s purchase order system,

she plays a key role in making sure goods and services are delivered on time so that the hospital runs smoothly and operations are carried out as scheduled.

Always available to help and advise colleagues, Gill regularly carries out training on how to use the system and is described as an asset to the purchasing department.

Alastair Smith, specialist implementation manager in IT, has been a tower of strength and knowledge to all the PAs across the hospital during the introduction of e-Care.

He listened to their concerns before resolving them with his usual good humour and pleasant manner, always taking the time to answer questions, no matter how minor.

Knowledgeable and understanding, Alastair has provided excellent help and support throughout the process, making the introduction of the new system much easier.



Award of excellence

The **telephone appointments centre team** are described as the “unsung heroes” of West Suffolk Hospital. They remain calm and courteous in sometimes difficult situations, and work relentlessly in a busy and stressful environment to provide the best possible service for patients.

As well as making and receiving numerous phone calls every day, the team show great dedication and commitment to look after their own designated specialties, and pulled together to meet the challenges posed by the launch of e-Care while juggling their existing work.

They are described as “a wonderful team who give their all” and do not always receive the thanks they deserve.



Living our values

Award of excellence

The “awesome” **Castle Hill Team** of midwives are passionate about providing the best possible care to women and their families.



Compassionate and dedicated, they have volunteered to run hypnobirthing classes across west Suffolk, while delivering high quality antenatal education, breastfeeding support and active birth classes at the same time.

Always willing to help where they can, Castle Hill will step in when neighbouring teams are facing staffing issues and provide a consistently good service to mums-to-be and women who have recently given birth.

The midwives are praised for the excellent care they give.



Lisa is always willing to support new initiatives to improve care and has played a crucial role in developing a paediatric bay in the recovery area. She is also happy to go the extra mile, voluntarily staying late to look after critical patients waiting for a transfer into the main hospital.

Colleagues say her smile offers comfort not only to patients, but to staff as well.

Recovery nurse **Lisa Forsyth** (above) is a perfect example of our values in action. She manages patients in the day surgery unit with empathy and understanding, helping them to relax and recover following their anaesthetic. Well-liked and cheerful, she helps both patients and staff to feel comfortable and adopts a holistic and rational approach to the care she delivers.



Paediatric consultant **Katherine Piccinelli** shows extreme compassion and sensitivity to children who have cancer or are on a palliative care pathway, as well as giving their families vital support through an incredibly difficult time. She develops a close rapport and connects with them in an “amazing” way, and celebrates milestones, such as the end of chemotherapy, by baking cakes for the family.

Katherine also supports and comforts families when a child passes away, embracing their sadness and grieving with them while helping them to cope with their loss.

Colleagues described Katherine as “calm, confident, caring and compassionate”, and say she is a great example of our values who always puts patients first.

Inspirational leadership

Neonatal unit manager **Karen Ranson** is an outstanding leader who motivates and inspires her team to extend themselves and take on new skills.

A can-do person who leads from the front, Karen has encouraged neonatal nurses and junior doctors

to take part in deliveries in theatre and the central delivery suite, in turn improving safety and care for newborns and their mums while also supporting the paediatric team.

Dr Louise Adams leads in every sense of the word, both managing and directing the child and family

psychology service while also rolling her sleeves up to work alongside her psychology team. Passionate and committed, she keeps the child and family at the centre of everything she does while driving colleagues to raise their standards and reflect on their own practice to find ways to further improve the care they provide.

Louise's leadership is inspirational because it centres around getting on and doing the job, often with little acknowledgement. She goes the furthest, works the hardest and invests the most of herself.

Despite grappling relentless challenges and obstacles, Louise never gives up. She has shaped the child and family psychology service into something her team feel proud to belong to and that other people want to be part of too.



Award of excellence

Maternity risk manager **Lynne Saunders** exudes professionalism and authority, and has played a key role in improving morale and staff satisfaction during challenging times.

A calm and strong leader, she makes sure every member of her team feels listened to, supported and cared for, and has helped colleagues gain confidence with her quiet and unassuming manner.

Lynne stepped up to head her department in the run up to the Care Quality Commission visit, providing all of the paperwork and evidence required by the inspectors and successfully leading the team through the inspection.

Lynne is approachable, both professionally and personally, shows empathy and compassion and is very fair to staff at all levels. She willingly gives colleagues her time and sets a great example to others by inspiring them to pursue opportunities to develop their careers further.



Outstanding contribution to education

Consultant neurologist **Francesca Crawley** consistently goes the extra



mile to make sure junior doctors on the foundation programme have the best training experience possible.

She has introduced and led a variety of educational initiatives for trainees, including help with career planning and a 'lessons learnt' programme to support patient safety and enable junior doctors to take positive learning from incidents.

Francesca has also made a very significant contribution to the Trust's provision of accredited in-house training for educational and clinical

supervisors, in turn supporting the development of the wider medical education faculty.

Francesca is tireless in her efforts for trainees and willingly invests her own time supporting those facing difficulties, some of whom may otherwise have fallen by the wayside without her input.



Liz Bright has a huge passion for education which is helping the next generation of doctors to pass their exams

at the first attempt. A dedicated mentor, she often works after hours to help trainees prepare for examinations, while also using her

role as a college examiner to gather additional expertise and knowledge to share with colleagues within the anaesthetic department.

Liz has played a key role in setting up the physician's assistants in anaesthesia (PAA) programme, mentoring the Trust's first PAA through her exams to become a strong addition to the department.

Liz's efforts have been rightly recognised within the wider profession, with trainees voting for her to become one of just three consultants in the region to receive a well-deserved Royal College of Anaesthetists trainer award this year. Staff in her department feel she has gone "out of her way" to be the best teacher she can.



Award of excellence

Consultant **Abigail Hallett** goes above and beyond to facilitate excellence in education within the anaesthetic department.

She has organised formal teaching for the anaesthetic novices to make sure they are fully prepared for their role, and also helps juniors to pass their primary exams.

Abigail takes the time to read up on the areas being taught while preparing excellent, interactive slides which inspire discussion and cover all of the material in-depth. As well as teaching with enthusiasm and good knowledge, Abigail has also introduced a monthly trainee forum to discuss issues and explore ways to further improve training or the clinical environment.

Abigail does her utmost to make sure trainees can attend teaching and courses with study leave while ensuring the service is appropriately staffed, and has successfully applied for additional funding so that colleagues can attend trauma courses.

Staff say that her supportiveness encourages them not only to learn better, but also to work more enthusiastically and with greater enjoyment

Rising star



Award of excellence

“Excellent” **Sheryl Pidgeon** has shown great dedication over the years and has worked her way up the ranks on ward F3 to achieve her goal of becoming ward sister.

Loyal and resilient, she creates a positive, happy atmosphere on the ward which colleagues say is remarkable for such a young leader.

Sheryl promotes a “can do” attitude among her team and is held in very high esteem by everyone who works on F3 who truly appreciate her approach to her work.

Darren Stobart is described as a “great role model” who has risen through the ranks from estates craftsman to team leader over the



past 12 months. Easily approachable and keen to help where he can, he always finds time to help others while also completing his own day-to-day work.

Darren has earned the respect of his team and is never afraid to get his hands dirty to get the job done!

Kind and considerate **Tom Osborne** is a fantastic member of the transformation team who reflects the Trust’s values in everything he does.

Always professional, he is able to turn his hand to anything while also supporting other members of the team.



Project manager Tom has a great sense of humour and is always willing to help others and go above and beyond his role.

Service improvement award

The service the hospital provides to patients with Crohn's disease has significantly improved thanks to **Dr David Bowden and the radiology team in the MRI department.**

The new small bowel scanning and reporting service has made a particular difference to people

with complex diseases by making it easier to recommend the right treatment, in turn saving money on unnecessary therapies while improving patient experience.

The service has also helped staff to develop their own knowledge and skills, further improving the care they are able to deliver.



Award of excellence

Consultant intensivist **Aditi Modi** continually works to improve the obstetric anaesthetic department by introducing new initiatives to benefit patients and ensure their safety.

Thanks to her leadership, the department now has new epidural pumps and theatre tables which can support heavier weights. She is also developing systems to further reduce medication errors and improve safety for mums-to-be who need pain relief during labour. Aditi is driving a project to introduce an emergency blood refrigerator in the maternity unit so that women who bleed during childbirth can receive potentially life-saving treatment.

Aditi is also the educational and clinical supervisor for anaesthetic trainees, and takes an active supportive interest in their wellbeing while always looking for opportunities to maximise their development. Encouraging and positive, she works well in a team and gives clear feedback to colleagues, helping them to improve their own skills.



A multidisciplinary team led by **James Rook** played a key role in the introduction of a weekly trauma list in the day surgery unit, which gives emergency patients a definite time and date for their unplanned procedure. As well as improving their experience, the initiative has also reducing pressure on inpatient beds.

The project saw James bring together a multi-disciplinary team made up of theatre and ward staff,

anaesthetists and a consultant orthopaedic surgeon, who worked together to identify appropriate patients who could benefit.

The team's work has also been recognised nationally, with a poster explaining the initiative awarded first prize at the British Association of Day Surgery conference last June.

Outstanding contribution to quality of care



Award of excellence

Dr Malcolm Macfarlane has made an outstanding contribution to quality of care during his years as a consultant radiologist.

A highly-respected member of staff, he has been instrumental in introducing new techniques such as CT colonoscopy to the Trust, and personally supports the training and development of others so that they can deliver the service to a very high standard.

Malcolm works tirelessly on behalf of his patients and goes above and beyond to meet turnaround times for imaging reports whilst maintaining outstanding quality.



Emily Baker has made a huge difference to the quality of care children and young people receive since her appointment as a consultant paediatric psychologist three years ago. She has revolutionised care for those with chronic conditions such as diabetes, providing a soothing presence following diagnosis and helping manage the psychological distress it can cause to children and their families. As a result of her input, clinical outcomes have improved and the diabetes team was rated among the region's best in a 2015/16 audit.

Through her calming nature and sound leadership, Emily has improved working relationships between Trust staff and mental health colleagues working in the community, and constantly looks for opportunities to work together to further improve care.

An excellent colleague and teacher, Emily is an asset to the team and is always willing to help. She has made an enormous contribution to improving children's services at West Suffolk Hospital.

Midwife **Michala Dawbarn-Payne** went the extra mile to care for a colleague whose son was unwell following his birth, listening to her concerns and taking time to explain exactly what was happening. She made sure the baby received prompt treatment for sepsis when he was just a day old and arranged for the team which was looking after him to discuss his treatment plan with the family so they understood the care he would receive.

"As new parents with a poorly new-born baby, we were naturally finding it upsetting," said the parents. "Michala took her time to listen and help us to feel confident, especially when we were able to finally take our son home a week later.

"19 months on our son is a happy healthy boy, which we feel could have been different had Michala not acted as quickly as she did. Nothing was ever too much trouble and she never made us feel that we were taking up too much of her time.

"We will not forget how well we were cared for and are so grateful to her."

Michala is described as an asset to the profession who treats everyone with kindness, respect and dignity.

Innovation award



The **paediatric physiotherapy service** is making a big difference to the lives of children and young people with disabilities after introducing innovative new gym groups in partnership with local leisure centres.

As well as helping participants to feel part of their local community, the sessions have also opened up

opportunities for the children to participate in more mainstream activities while upskilling leisure centre staff and increasing their confidence.

The team has shown creativity and dedication to develop this innovative service which is having a positive impact on everyone who takes part.



The **bleep volunteers** remain cheerful and helpful, despite ever increasing demand for the invaluable service they provide. They play a key role in the smooth running of the hospital, delivering special menus to patients with swallowing difficulties and collecting items from the pharmacy.

By running errands across the hospital, they free up paid staff to spend more time with patients.

Award of excellence

IT helpdesk coordinator **Kelvin Southgate** played a key role in introducing an innovative helpdesk system to record and manage calls so that any issues are resolved as efficiently as possible.

Slicker and easier to use, the new system was brought in seamlessly thanks to Kelvin's dedication. He has quickly become an expert in the software, allowing him to work closely with the supplier on enhancements and fixes.



Lifetime achievement



Award of excellence

An efficient clinician and excellent teacher, **Dr Paul Siklos** will be missed by colleagues across the hospital when he retires later this year.

Always willing to help patients and staff, he has made a difference to scores of people during his time at the Trust. Colleagues say they can't speak highly enough about him.



Thoughtful and caring **Peggy Brame** dedicated years of her life to keeping the hospital spic and span as a housekeeper while also supporting colleagues as a Unison representative. Since retiring, she has returned to the Trust as a volunteer, working in the

Unison office to answer questions from staff and offer advice, often in emotionally challenging circumstances.

Loyal and supportive, Peggy goes above and beyond and is always willing to fight for fairness in the workplace.



Senior operating department practitioner (ODP) **Stewart Shaw** has dedicated 45 years of his life to working in the NHS, 37 of which have been at West Suffolk. During this time, he has made a major contribution to educating colleagues through his role as clinical supervisor for ODP training.

Colleagues say Stewart is an integral part of the team who has promoted his profession to the highest standards and contributed extensively to the quality of care delivered within our operating theatres.

Volunteer of the year



Award of excellence

Former stroke patient **Anthony Locke** now regularly visits ward G8 to speak to others in a similar situation and give them hope for the future.

Tony is an inspirational survivor who has sought out an opportunity to provide support and encouragement to others.

By using his first-hand experience to motivate and reassure others, he helps them to overcome the challenges that stroke creates.



Keen volunteer **Barry Gatley** has gradually taken on more responsibilities over the past three years, giving up two days each week to help the voluntary service and My WiSH teams, assist at fundraising events and deliver books and magazines to patients. Barry has also been a stalwart in establishing the bleep volunteer role and takes part in the annual PLACE inspections,

where he gives independent feedback on the environment in which patients receive care.

Barry is dependable, reliable, cheerful and helpful in every way, and has been described by colleagues as "a gentleman with the true spirit of giving, a dedicated volunteer and excellent ambassador for our hospital".

Energetic and enthusiastic **Kate Plume** started volunteering with the hospital two years ago. She began by working with the Macmillan information team to signpost and support cancer patients and their families at Haverhill Health Centre, while also covering relief sessions at the Macmillan Unit in the main hospital.

Kate signed up as a bleep volunteer after hearing about the role, and now covers one morning and



evening each week as well as training every new bleep volunteer.

A former staff member, Kate is now the epitome of a volunteer who makes the most of her knowledge of the hospital, is extremely loyal and shows enormous energy and dedication to everything she does.

Bury Free Press Patient choice award



Inflammatory bowel disease nurse **Tracey Bailey** made a real difference to the life of a 17-year-old patient referred for treatment for Crohn's disease. An excellent educator and listener, she helped the patient deal with the psychological side of her diagnosis.

"I'm extremely glad mine and Tracey's paths crossed at that time in our lives," said the patient. "Nobody put in more effort to look after me at any point, both as an inpatient and outpatient. Without Tracey, things could have been very different for me."

"Wonderful" senior neurological physiotherapist **Louise Boardman** (above centre) explained what was happening in detail to a patient who was referred after contacting swine flu in Barbados, going the extra mile to make sure they understood what to expect. She even went to visit

the same patient when they were admitted to intensive care following a separate incident, cheering them up by providing a friendly face in a scary situation. "Louise and her team were wonderful during my recovery with their kind words and happy faces," added the patient.

Award of excellence

The **ward F5 team** works closely together under sometimes difficult conditions to provide high quality and considerate care to their patients.

The staff use their good sense of humour to create a positive atmosphere and make patients feel at home and cared for at a difficult time.

The patient who nominated them said: "When my discharge was being discussed, I wasn't concerned whether I stayed a day or two longer in the ward or went home, which for me says it all!"



The Michael Williams Porter of the year award



Award of excellence

Dedicated and flexible, **Stephen Plume** is described as a “very proud and professional man”, who is well respected by his peers and has a ‘can do’ attitude which gets the job done.

An excellent team player throughout his career in the NHS, Stephen’s colleagues say they were very happy to see him return to the department just two days after his retirement earlier this year.



Jorge da Costa has made a huge impression since joining the portering team last year. Dedicated, helpful and keen to learn, he has embraced opportunities for personal development and is

currently completing an NVQ2 in team leading. Jorge gained an insight into helping people when his software job in Portugal took him into nursing homes. He was then inspired to become a porter after moving to England.

A great team player, Jorge always goes the extra mile to help, especially when the department is short staffed.

Paul Howlett joined the Trust initially as a bank porter, and was rewarded for his hard work with a full-time position in 2015.

He relishes the opportunity to cover the role of acting portering supervisor whenever he is asked, and strives to provide the best possible service to patients and staff.



Colleagues say: “Paul is very professional in his work ethic and is a team player who carries out all of his duties as a porter to a very high standard.”

My WiSH Charity star



Tonie Armstrong is an “amazing ambassador” for My WiSH who is always thinking of new ways to help the orthopaedic fund. She used her

own initiative to start the popular Bury Dog Show, which is now in its third year, and always rallies the troops to get teams together for It’s a Bury Knockout.

Nothing is ever too much trouble for Tonie, who liaises closely with patients to make sure the all of the money raised will make a difference to their care.

In addition to partnering sister Sian in skydiving and cycling challenges, occupational therapist **Jess Davies** is a determined and stalwart fundraiser who has laid down the gauntlet to colleagues to take part in the My WiSH It’s a Bury Knockout competition. Jess is a fantastic



advocate for the charity and is always first to help in times of need.



Award of excellence

Fearless Rainbow Ward sister **Sian Ramsay** has jumped from a plane, taken part in It’s a Bury Knockout and completed a bike ride in memory of her grandmother, all to raise money for charity.

Generous Sian has also helped promote the work of the charity, and allowed the My WiSH team to film her daughter Olivia in a plaster cast to show fundraisers who had purchased specialist equipment the benefits it was bringing and how it was being used.

Putting you first

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