



Shining Lights

Staff and volunteer awards

A celebration of achievement

May 2018



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Chairman's message



It's with great pleasure that I welcome you to **Shining Lights 2018**, our staff awards that celebrate the fantastic work of staff and volunteers across the West Suffolk NHS Foundation Trust (WSFT).

I have been with the Trust for a relatively short period of time, having only joined you in January this year, but I've already witnessed countless occasions where colleagues have gone above and beyond in their line of work.

The compassion, the care and the commitment shown, some of which you can read about in these pages, has made a true difference to the lives of patients, colleagues and visitors over the last year.

We received more than 250 nominations this year, which is just incredible and reinforces the good work that we know happens in our Trust day in and day out, whether at West Suffolk Hospital or in the community. Having been on the judging panel I can say it was an incredibly difficult job to shortlist just three winners for each category, let alone choose my 'chairman's award of excellence', and I hope everyone that was nominated will take some well-deserved

pride in their success.

I hope, from reading the next few pages, you will agree that our winners have made some wonderful contributions to the Trust. These colleagues not only embody the Trust and NHS values, but demonstrably live them every day. It was a privilege, and rather humbling, to read about their achievements.

My thanks to the *Bury Free Press* for their kind support and promotion of our patient choice award, nominated by members of the public and patients, and to My WiSH Charity for their generous help once again in allowing us to run this lovely celebration.

My congratulations to all our nominated, shortlisted, and winning colleagues – you do us proud every day.

A handwritten signature in dark ink, appearing to read 'Sheila'.

Sheila Childerhouse
Trust chair

Employee of the year

Award of excellence

“Unique and skilled” **Tracey Green** works in mortuary services – an environment that would be a challenge for most people.

However, Tracey rises to that challenge, running her department with care and leading by example. Over the Christmas period her area was short staffed, and Tracey herself covered shifts to ensure work was completed.

Her care towards the deceased person and their family is “next to none”, and she demonstrates completely how we should care for people from the beginning of life right through to the very end.



“Exceptional” **Karen Seeley** is a care coordinator on ward F7, who works professionally to assist staff in every way she can.

As well as being proactive in helping colleagues, she has a “wonderful manner” with patients and is considered a role model to all who work with her.



Ward manager **Lisa Rushworth** is organised, supportive and a great advocate for her staff and patients; her leadership has helped her F5 team to maintain harm-free care – achieving an incredible 500 days without a hospital acquired pressure ulcer on their ward.

Lifetime achievement



Award of excellence

Kind, humble and always willing to help, consultant obstetrician and gynaecologist **Sarah Gull** is a “true inspiration.”

Having spent 24 years at the Trust, she has had a profound impact on the delivery of women’s health services, and supported countless women through their pregnancies.

As a dedicated and talented medical educator, she has supported and mentored many doctors, midwives and nurses over the years, and has helped shape and develop cancer services and specialist clinics.

Passionate about delivering the best possible service for patients, imaging service manager **Nigel Beeton** is a respected leader across the Trust.

Helping to steer his team through major projects like new MRI scanners and digital X-rays, they say his “dedication and commitment is admirable”, and has helped make him part of the fabric of the organisation.



Midwife **Theresa Gilbey** is a core member of the midwifery-led birthing unit.

Considered a “joy to work with”, she is hardworking, knowledgeable, and always

happy to teach and help others no matter how small the task.

Dedicated and committed, her team say it’s “an honour” to work with her.

Inspirational leadership

Award of excellence

Managing seven different teams and professions, integrated therapy services manager **Gylda Nunn** is “tirelessly supportive” of her people.

Gylda is passionate about the integration of community and the hospital, and her foresight into overcoming any challenge is, in her team’s words, “inspirational.”

Within her role, Gylda continuously strives for improvement, not just within her own services, but for the wider Trust, patients and staff.

With her ‘can-do’ attitude Gylda is a pivotal leader and role model, and is an advocate for others to embrace change and challenge.



Dr Ali Sibair’s calm leadership in supporting a traffic collision outside the hospital’s emergency department was “outstanding.”

In addition to his disciplined management of this event, he is a consistently good leader, working hard and providing invaluable support to junior doctors.

F12 ward manager and mentor **Kelly Bugg** (pictured below right) goes the extra mile, giving “total care and support” to her patients and staff.

Encouraging her team and leading by example, Kelly is hands-on with patients and the first to complete any task required.



Non-clinical team of the year



Award of excellence

Each one of the 130 colleagues in the **housekeeping team** plays a significant role in ensuring that the Trust is cleaned to national standards.

Dedicated, meticulous and hardworking, teamwork is considered "second nature to all" and the team consistently achieves excellent audit results; one patient-led assessment scored the Trust an incredible 99.7% for cleanliness in 2017.

Many of the team also assist with translation services for patients in the emergency department, often at short notice. Through volunteering their time in this way, the Trust is able to better support patients in its care.



The **waiting list office and telephone appointment centre teams** (pictured above and above right) have gone above and beyond to support the Trust during the winter pressures, working tirelessly but quietly in the background to achieve the very best for patients.



Only ever a phone call away, the **switchboard team** (pictured below left) is the first contact for staff, patients and the public alike when they need information about the Trust.



Described as "always cheerful", nothing is too much trouble for this team which seems to have a knack for understanding what people need when they call, whatever the problem.

Clinical team of the year

Award of excellence

The multi-disciplinary **hip fracture team** has continued to improve the quality of care provided to hip fracture patients.

In March this year, the National Hip Fracture Database (NHFD) rated the Trust as the top hospital in England, Wales and Northern Ireland for meeting best practice criteria for patients treated for a hip fracture; achieving 94.3% against the criteria in 2017 against a national average of 57.1%.



The **early intervention team** is essential to the smooth running of the hospital.

Working tirelessly to help send patients home as soon as possible, they are fundamental in arranging respites, care packages, and home improvements for those in their care.

Without them, many patients would face a longer stay in the emergency department.



The "motivated, caring and compassionate" **neonatal nursing team** strives to deliver the highest standard of care at all times, even under sometimes difficult and

emotional circumstances.

A close-working team, they support one another to create a "well-oiled machine" that results in consistently excellent parent feedback.

Community team of the year

Award of excellence

Working “incessantly hard every day of the year”, the **Sudbury community team** is tasked with looking after a large population that has increasing expectations and demands for services.

With a fantastic mix of skills, experience and knowledge, the team plays to its strengths as individuals and as a unit.

Always helping new learners and respecting those wanting to progress, the team has supported development posts to encourage others and help them gain valuable experience in the field.

Despite the emotional and challenging pressures they



face, they have an unerring dedication to patient care – overcoming all challenges (including snow!) to ensure patients always get the treatment they need.



The **community cardiac rehab team** offers a supportive programme of health education and exercise that empowers people to take some control over their heart disease and to live healthy lives.

Innovative and forward thinking, the team has also worked to promote staff cardiac health in the workplace.

With complete determination and dedication, the **support to go home service team** is seeing patients get home more quickly and helping to save bed days in the hospital.

The team aims to make sure patients can still be discharged home if there’s a delayed start date for their out-of-hospital package of care, and has saved hundreds of hospital bed days since starting last September.



The David Dumbleton porter of the year

Awarded in memory of bank porter David Dumbleton



Mark Bayliss works with the Trust as an emergency department porter.

Hard working, reliable, calm and professional, Mark's empathy means he naturally gets on well with patients and puts them at ease.

Well-liked by his emergency department team and beyond, his professionalism always shines through.



Marco Ferreira joined portering from housekeeping in 2015, and now works on the Trust's acute medical unit.

A can-do person who is appreciated by colleagues, he is a true asset to the portering team and interacts positively with patients.



Award of excellence

Team-player **Jorge Costa** always wants to go the extra mile.

After originally starting with the Trust as a bank porter, Jorge became full-time in October and has gone from strength to strength ever since.

Dedicated, helpful and keen to learn, Jorge has made a big impression and has already completed an NVQ 2 in team-leading.

Outstanding contribution to education



Award of excellence

“Inspirational” **Helen Ballam**, a sister at Newmarket Community Hospital, has worked tirelessly on the Rosemary ward to create an excellent practice learning environment.

Always recognising that every student has individual needs, Helen works collaboratively with the education team and is proactive in getting people the support they need. Her efforts set admirable standards in safeguarding the professionalism of nursing.

With her warm, welcoming and kind demeanour, Helen truly puts patients first. In the words of her colleagues: “The patients love her, and the staff love her. Her passion for nursing and educating the next generation of nurses shows through on a daily basis.”

With his knowledge, patience, and keenness to teach, consultant urological surgeon **Stephen Keoghane** is helping to shape the future generation of doctors.

Stephen takes a true interest in ensuring his trainees are well supported and educated in all aspects of care, and seeks to involve and guide them at every opportunity. His approach makes him an “outstanding educator.”



Luxi Sun and Jonathan Ong, from general medicine, have developed an excellent peer mentoring scheme that matches FY2 and new FY1 doctors based on their interests and career ambitions.

An “extremely valuable system of pastoral and professional support”, the scheme has turned the heads of neighbouring trusts, who are hoping to implement a similar set-up in their own hospitals.

Living our values

Award of excellence

Moving and handling advisor **Dale Boustead** was the driving force behind the introduction of staff water bottles to help them stay better hydrated whilst at work.

Supporting staff to live well, Dale worked with our charity, My WiSH, to purchase water bottles for all staff at the Trust in both acute and community care. Dale also introduced 'hydration stations' on wards so the bottles could be used to full effect during shifts.

Despite facing many challenges along the way, Dale's perseverance ensured this fantastic scheme came to fruition.



Sister **Bridget Glynn** worked tirelessly over the winter season to ensure everyone working in critical care got the opportunity to have a free flu jab.

Her efforts saw a predicted 90% of critical care nurses vaccinated – helping to protect themselves, their colleagues, and patients.

Named nurse for safeguarding children, **Lisa Sarson**, uses her expertise and experience to obtain the best outcomes for children under the Trust's care.

Whilst the child is always

at the heart of her work, she is kind and supportive of colleagues too, working across many different departments to ensure the best education and service for young people.



Service improvement

Award of excellence

The **radiology room one team** has developed a system that removes the need to X-ray vital lines after insertion.

The system means that the PICC line (catheter) can be tracked and signed off in real-time, as opposed to being X-rayed later to check for correct positioning

before being signed off. This speeds up insertion to usage times, reduces the radiation doses to patients, and frees up staff time.



Derinda Nitsche from maternity services has updated the health visitor notification form so it can be sent electronically, saving midwives and health visitors' time, and introduced a new clinic booking and visit system.



Working in anaesthetics and the intensive therapy unit (ITU), **Ayush Sinha** has formulated new guidelines that have helped reduce the incidence of life-threatening hypoglycaemia for patients being treated for diabetic keto acidosis (DKA), which has also supported earlier discharges from ITU.

In addition, four years ago he developed the well-attended emergency paediatric simulation course, to help staff practice in managing paediatric emergencies in the operating theatre and recovery wards.

Innovation award



Award of excellence

Dr Alex Brown introduced and led a project to embed a 'junior doctors' toolbox' at the Trust.

As a foundation year one training doctor, Alex's "sensitive and pragmatic approach" has made him a go-to colleague in clinical and non-clinical services.

Alex's focus on involving people from departments across the Trust in the toolbox, which provides easy digital access to processes and policies, has ensured that material is up-to-

date and well-governed. He has arranged teaching sessions with foundation trainees to engage and involve them in the process, much of which has been within his own time.

Colleagues say that Alex's hard work and commitment in developing the toolbox will "benefit future generations of doctors."



Proactive, professional and knowledgeable **Laura Wilkes** has been a wonderful advocate for the multifaceted role of health librarian.

Laura has utilised social media, hosted knowledge-sharing events like a recent allied health professional showcase, and introduced an embedded librarian service, where the library team visit other departments to support them with evidence searches and research.

The **child and family psychology team** has devised and delivered a six-week group intervention programme to support parents and carers of children with complex neurodevelopmental difficulties.

Centered on 'parent experience', the team has created innovative course materials, including a parent workbook, to supplement the

therapy group sessions. The team has facilitated four groups to date, with future groups already planned.

Feedback from parents has been tremendously supportive, with one saying: "This experience has totally transformed how I view my child. I came wanting my child's behaviour to change and I now realise that it was me who had to change first."



Excellent contribution in a non-clinical area

Award of excellence

Leading from the front with careful foresight and planning, service manager **Angela Price** ensured that patients were able to have surgery they needed throughout a difficult winter.

Angela has shown outstanding and inspirational leadership in the way she has led and supported her team in maintaining elective surgical activity.

Innovative and determined, Angela leads her team with positivity and a smile, and is considered “a credit to the surgical and anaesthetic division, and the organisation.”



IT network specialist **Simon Gilbrook** is considered an “all-round star” by his colleagues.

Quick to help others, his work underpins the entire IT network and his foresight means he is often found singlehandedly fixing issues before they become problems.

Helen Else, from library and knowledge services, has provided invaluable support to allied health professionals by helping them to design and create conference posters that have been used in and outside the Trust.

Patient and calm under pressure, Helen is always encouraging and happy to share her skills and knowledge, and her work is helping to build acute and community networks.



Outstanding contribution to quality of care



Trauma and orthopaedics consultant **Sue Deakin** has worked tirelessly to embed human factors and situational awareness into the Trust's culture.

As a true advocate for patient safety, Sue leads the way in supporting, challenging, and learning from incidents, not just in surgery but across the organisation.

The **end-of-life care team** has delivered significant training, education and support across the Trust to improve the care given to patients at the end of their lives.

With the introduction of care companions, who volunteer to sit with end-of-life patients and their families, the Trust's care is now considered 'best practice' – recently evidenced by the service's highest possible rating, 'outstanding', from the Care Quality Commission.



Award of excellence

The "wonderfully kind and hardworking" **Dr Andy McBride** goes the extra mile for patients and colleagues alike.

Working as a speciality doctor for the emergency stroke outreach team, Dr McBride is often found working late so he can speak face-to-face with patients and their relatives, or ensure that a patient is followed up properly – even when they don't have a stroke-related condition.

Kind and thoughtful with a down-to-earth approach, Dr McBride sets the example of what outstanding care really looks like.



Rising star



Award of excellence

Working in discharge planning, **Liz Patrick** has improved relationships between the Trust, transport providers, care homes and the wider care network to support joint-working.

Through Liz facilitating positive discussions, care home staff have said they feel any concerns are being acknowledged and queries answered, and are more confident and reassured in the Trust's approach and assessments.

Clinical practice facilitator **Alexandra Braga** makes it her priority to ensure all patients' needs are met.

Truly embracing the Trust's values, her colleagues feel her contribution over the last few years has been "amazing."



Since joining the Trust last year, assistant psychologist **Harriet Wickson** has demonstrated "exceptional levels of dedication and commitment."

Feedback from children and their families is universally positive, with people particularly commenting on her calm, unflustered, positive and supportive 'can-do' attitude.

Always working with humour and compassion, Harriet will go beyond what is expected without hesitation to create a positive experience for the young people she works with.

Volunteer of the year

Award of excellence

Mick Mellon volunteers on ward G8, our stroke ward, making an “invaluable contribution” and becoming a valued member of the team.

Always polite and cheerful, Mick completes tasks like bed making, tidying, restocking, giving out meals, and chatting to patients with a smile on his face; even coming in on Christmas Day dressed up as Father Christmas to hand out presents and cards to patients on the ward.

A pleasure to have around, staff say Mick's positivity is “a great tonic for patients and staff” and they wouldn't want to be without him.



Kate Plume is a volunteer with a “heart of gold.”

A bleep volunteer and end-of-life care ward companion, Kate recently arranged for a knitted bear to be given to a dementia patient who simply needed a soft toy to hold for comfort.

This is just one example of the small acts of kindness Kate takes every day to help others.



Jennie Gatley is a “true star” who volunteers on ward G4.

Taking time to sit with patients week-in-week-out, Jennie provides a great deal of understanding and support, listening and speaking to people with total acceptance.

Jennie is particularly valuable to our patients with dementia and confusion; she makes knitted items for them to help enrich their care, and helps the patients themselves partake in activities like crochet.

Bury Free Press patient choice

As nominated by members of the public



Award of excellence

Voluntary services administrator **Ros Burrows** makes a recognisable difference to patients.

Ros helps to support the Trust's card delivery service, where loved ones can send a patient a message via email or our website, and Ros's team then writes or prints it onto a card (with a choice of pictures, chosen by the family). They then hand deliver the card to the patient.

Patients have repeatedly expressed their warm thanks for the service, which is just one of many that Ros supports in her role.

Members of the community, who have witnessed the invaluable support Ros provides, say they are "truly grateful" for what she does.

Respiratory consultant **Dr Phillipa Lawson** is a "joy to have around."

Caring and cheerful, Dr Lawson gave incredible support to the family of one patient who was undergoing life-saving treatment after lung damage. They say that "nothing is too much trouble" for her in supporting patients.



The **King Suite team** in Glastonbury Court conduct their work with great humour and a smile.

Led by sister Charlotte King, the team copes with whatever is thrown at them and works

"at a ferocious pace" to ensure patients get the care they need.

Nominated by a patient who was under their care last year, they say they "cannot praise the team highly enough."

My WiSH Charity champion

Ward sister **Armandina 'Dina' Manso** worked incredibly hard to gather support for the My WiSH Charity London Orbital abseil event.

Encouraging people to sign up and donate, and advertising the donation webpage at every opportunity, her efforts went towards raising money to buy a new electrocardiogram machine for her ward.



Dale Boustead, moving and handling advisor, has become known as 'Charity Dale' in the My WiSH office.

As well as driving a new staff water bottle initiative with the charity team, Dale has been fundamental in new equipment initiatives like introducing new lifting chairs and paediatric beds. He bears the charity in mind in every aspect of his role, and seizes all opportunities to improve patient care.



Award of excellence

Always willing to volunteer, nursing assistant **Tonie Armstrong** is a brilliant charity supporter who has worked tirelessly on the Bury Dog Show for the past three years.

Her efforts have also helped to purchase items for the paediatric Rainbow ward and fracture clinic, and even extended to being the charity's Easter Bunny this year!



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My WISH Charity:

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