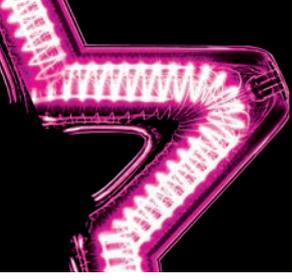


THE PATIENT FIRST

Star Awards

2018





THE PATIENT FIRST

Star Awards
2018

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All categories are open to individuals or teams, clinical and non-clinical, unless indicated.

Welcome

Patient First STAR Awards 2018

Welcome to the first Brighton and Sussex University Hospitals' Patient First Staff Achievement and Recognition Awards (STARS).

It is with great pride and pleasure that I share the nominations for the staff and volunteers shortlisted for our inaugural event.

The nominations capture the commitment and dedication our teams show when caring for our patients and their relatives as well as the support shown between colleagues across the organisation.

All 374 nominations were heart-warming and humbling to read and I warmly congratulate all our staff and volunteers who have been nominated, shortlisted or won, for all going the extra mile for our patients and each other.

We are very fortunate that Brighton Hospitals' Charity is funding this special event with funds donated from grateful patients and relatives wishing to thank staff for the care they have received.

Marianne Griffiths
Chief Executive



“Congratulations to all our staff and volunteers who have been nominated. I am so proud of the organisation and the commitment, compassion and care our teams provide and show day in day out – on behalf of our patients and the Trust Board I thank you very much”



Patient's Champion

For staff who embody and exceed the Patient First values of kindness and understanding, fairness and transparency, working together and excellence.



Winner

Matthew Jackson - Senior Theatre Nurse, Royal Sussex County Hospital
Nominated by Joanna Holland, Perioperative Lead Educator

Joanna said: "Matt gives exceptional care to patients as the Emergency Surgery Coordinator (CEPOD coordinator). Recently, we have had many delays to the emergency surgery service due to lack of surgeons, but Matt has gone above and beyond his normal role to ensure that patients are kept informed about their wait for surgery, and tried his absolute best to reduce fasting times for patients. Matt often visits patients in person to explain delays to them, and to offer them water while they wait. Much of this could be done over the phone to ward nurses, but Matt will often try to speak to patients himself if they have been postponed a second time. This is above and beyond the minimum expected of him. Matt feels very personally responsible for the timely treatment of emergency patients, and will even find assistants for surgeons when there are not enough junior doctors (even though this is not his responsibility). He has been in this post for a short period of time, but is excelling in it".



Runner up

Niki Rayner - Epilepsy Nurse Specialist, Neurology, Princess Royal Hospital
Nominated by Dr. Julia Aram, Consultant Neurology

Julia said: "Niki has worked tirelessly over eight years to develop her skills and the Epilepsy Nursing Service. She works well over her allocated hours to advance the epilepsy service and her clinical database is as meticulous as her attention to detail in her work. I have nominated Niki because specialist nurses like her dedicate years of their career without much in the way of recognition or career progression but the patients recognise her contribution, as do the whole Neurology team. I believe she has kept many, many patients safe and out of hospital and she will work like a terrier to solve problems when patients are vulnerable and need an advocate".



Runner up

Johanna Kelly - Sepsis Clinical Nurse Specialist, Royal Sussex County Hospital
Nominated by Dr Mark Paul, Consultant Anaesthetist

Mark said: "As the Specialist Sepsis Nurse for BSUH, Jo has been an outstanding champion for patients in the Trust. Jo's extremely hard work and insight has resulted in significant increases in the number of patients receiving antibiotics within one hour in A&E. We have emerging evidence that patients developing sepsis are being recognised earlier thanks in no small part to Jo's relentless Trust-wide education programme about sepsis screening tools. Jo has driven the adoption and use of Sepsis trolleys and Sepsis 'grab bags' at strategic locations around the Trust in order to make the early treatment of Sepsis easier for staff. In addition to all of this Jo organized an amazing Sepsis education day last September that received fantastic feedback from all attendees".



Runner up

Pedro Ribeiro da Silva and Lysamma Danieal - Staff Nurses, Vallance Ward, Royal Sussex County Hospital
Nominated by a member of the public

The heartfelt nomination read: "Pedro and Lyssy demonstrated true Patient Champion behaviour in support of my father's care recently. He was discharged from Vallance Ward to the community teams in March 2018. Unfortunately my family and I had tremendous difficulty in trying to arrange the correct treatment plans and coordinate care in the community post discharge. Amidst all of this I decided to contact the discharging ward to see if they could help and I was lucky enough to come across Lyssy and her colleague Pedro. They contacted community services and obtained a resolution through their tenacity and dedication to being 'Patient Champions' and demonstrating patient centred behaviour. Thank you Lyssy and Pedro!"

Leader of the Year

For team leaders and managers committed to the professional development of their colleagues or who regularly use coaching techniques to develop and empower others.



Winner

Kim Vallier - Manager, A&E, Royal Sussex County Hospital
Nominated by Melanie Roberts and Sean Hayter, Receptionists, A&E

Melanie said: "Since starting work in the A&E department, Kim has shown encouragement, support and a sense of humour to all staff. She motivates you and goes through procedures in a lovely way that you understand and she encourages you with in-house training. She is passionate about her team and you feel you can go to her with any issues you might have". In his nomination, Sean said: "Kim deserves consideration for this award for her passion and drive in supporting her A&E Reception staff at the Royal Sussex County and Princess Royal. Kim is everything a manager should be and is an absolute pleasure to work for. She is a real asset to our Trust." Endorsing the nominations Alex Shaw, Clinical Directorate Manager, Acute Floor added: "I thoroughly support Kim's nomination. It is really encouraging to see the support she is giving to the staff she manages and to receive the positive feedback about how she is managing the team. That two of her staff have come forward to nominate her is extremely impressive."



Runner up

Marlize Phillips - Team Leader, Hospital Rapid Discharge Team/Occupational Therapy
Nominated by Oliver Reeve, Physiotherapist and Catherine Broomfield, Technical Instructor Occupational Therapist

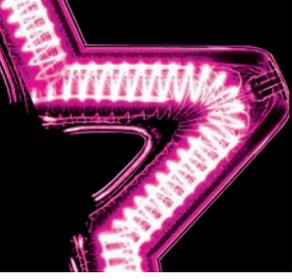
In his nomination Oliver said: "Marlize is an amazing team lead, despite the pressures placed on her for her various roles and the pressures placed on the Hospital Rapid Discharge Team (HRDT) she is always contactable, and makes you feel comfortable and confident in asking for her help. She also remains clinical as much as possible and really helps 'glue' the team together both professionally and socially. She is also very supportive of her staff members. I have rotated among many teams in my time at the Trust, and HRDT (thanks to Marlize) is the team I have felt most comfortable, respected and valued in - and other rotational staff have said the same and how they will miss working with HRDT."



Runner up

Ann Gibbins - Head of Nursing, Medicine Division, Royal Sussex County Hospital
Nominated by Caroline Davies, Director of Nursing

Caroline said: "Ann has taken on the challenge of Head of Nursing for Medicine with calm professionalism. She genuinely cares for the staff and patients who she is responsible for, often going the extra mile to ensure that patients are receiving the best care. On an individual level, she gives all her staff time and guidance to perform their jobs to the best of their abilities. She is clear and fair about addressing performance issues. She has engaged and actively encouraged others to engage with the quality improvement programmes through Patient First and led a number of her wards to undertake Patient First Improvement System. As a member of the senior nursing team of the Trust she inspires confidence, trust and supports her colleagues."



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Care for the Future

For staff helping to ensure the sustainability of the Trust's quality of care, services, finances, staff wellbeing, achievements or reputation and assisting it to adapt to future challenges.



Winner

Catherine Medlow - Lifelong Learning Lead, Practice Development,
Royal Sussex County Hospital

Nominated by Elizabeth Harris and Charlotte Fowler, Apprentice Facilitators

In her nomination Elizabeth said: "Cathy is revolutionising the way in which the Trust runs its apprenticeship programme. She goes above and beyond to ensure the wellbeing of her apprentices. She brings with her a wealth of knowledge and prior experience which she is using to create a truly sustainable programme that is mindful of the financial limitations of the Trust. Cathy is an inspiring leader who is deserving of recognition." Charlotte said: "I have the absolute privilege of working with Cathy. What Cathy doesn't know about apprenticeships and education in healthcare isn't worth knowing! Recently we met an applicant who had failed his Literacy initial assessment, and Cathy was able to identify dyslexic characteristics in his answers. Cathy suggested that he might like to try again, but this time put support in place for his dyslexia that he'd not previously disclosed. The second time, he passed, and you could see the enormous confidence boost that this gave

him. Thank you so much Cathy, for the support you give, and the endless knowledge and wisdom that you impart. The apprenticeship programme wouldn't have been turned around so successfully had it not been for your commitment and determination.



Runner up

Jowers Ward - Royal Sussex County Hospital
Nominated by Karen Lee, Sister, Jowers Ward

In her nomination Karen said: "For nearly four years we have been trialling a blanket scheme on the ward. We bought some fleece blankets for end of life patients who couldn't go home, to make them look more comfortable and less hospitalised. I then read an article about patients with a dementia and patients with delirium who get more disorientated and can't find their bed space so we put a different blanket on each bed. It made the ward look homely. The blankets have been a success on the ward and the patients, staff and families love them. In four years it has helped bring falls down by 65.2% which is amazing and we are very proud about the work we have done."



Runner up

Kelly Owens - Paediatric Advanced Nurse Practitioner, Royal Alexandra Children's Hospital (RACH)
Nominated by Lorraine Tinker, Head of Nursing, Royal Alexandra Children's Hospital

Lorraine said: "Kelly is a Paediatric Advanced Nurse Practitioner (PANP) in the Children's Emergency Department (ED). She has been working for two years in an advanced care role, as a senior nurse on the Tier 2 medical rota. With a decreasing medical workforce, roles such as this are the future of nursing. Kelly is the most senior clinician running the children's ED when the consultant has left the department at 10pm. She is responsible for the junior medical team, and ensuring that the patients have safe, high quality clinical care within the 4 hours the child is in ED. Kelly is very diligent and patient focused. She is the first PANP in the RACH and has been a fantastic role model and inspiration for nurses."

Innovator of the Year

This award is for staff initiating or leading positive change and/or research, including new techniques, systems and partnerships, in line with the ethos of Patient First.



Winner

Mr Shafique Sajid - Consultant GI Surgeon

Nominated by seven separate nominations Dr Huai Hao Khor, Harold Chodeva, Dr Waleed Riaz, Mr Umesh Parampalli, Mohamed Qassem, Mr Saad Rehman and Mr Krzysztof Galanek.

Shafique was described as “an amazing clinician and researcher”. Nominators talked about his patience when teaching or explaining a procedure and the quality of his research. They highlighted the fact that by including junior doctors and surgical trainees in his research, he helps improve their CVs and progress their careers. There were further comments relating to the empathetic nature shown to patients, and his work to improve patient care.



Runner up

Lucy Pitt and Samantha York - Critical Care Patient Diary Team, Royal Sussex County Hospital

Nominated by Dr. Kate Regan, Consultant ICU

Kate said: “Critical Care staff nurses Lucy and Sam have developed a fantastic innovation to benefit critically ill patients. Together they have developed the Brighton and Sussex University Hospitals Patient Diary, which documents the journey of patients while they are critically ill. It is well known that such patients are at risk of developing psychological problems following their illness, and this can impact on their, and their family’s lives, even after recovery. Patient diaries have been demonstrated to reduce the incidence of psychological problems including post-traumatic stress disorder. The diary template that Sam and Lucy have developed is a significant improvement on the basic diary format, and allows the inclusion of guidance on the use of the diary, a space for photographs, and “This is me” section in which families can describe their loved one for the benefit of the staff looking after them.



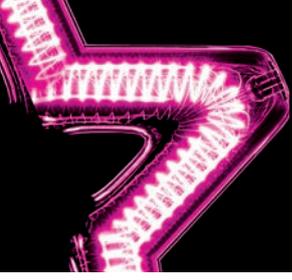
Runner up

Outpatient Physiotherapy Team

Nominated by Joanne Hall, Physiotherapist Superintendent

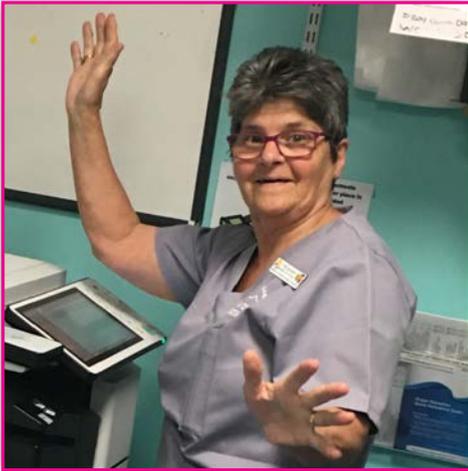
In her nomination Joanne said: “ This year the Outpatient Physiotherapy Team have launched ‘Self-Referral to Physiotherapy’ this is going live across Mid Sussex on 3rd April and across Brighton and Hove over the next few months. The service will allow patients to access physiotherapy directly via a paper or online referral form. The benefits include quicker access to physiotherapy and reduced GP workload. National research suggests patients who self-referral are more motivated and complete their rehab across a shorter number of appointments. Alongside the self-referral we are also launching a ‘Virtual Clinic’ service to provide telephone consultations to appropriate patients. This is provided by our senior physiotherapy team who can provide all the appropriate clinical governance to ensure patient safety. The service as a whole is an exciting project offering patients and clinicians new and hopefully easy access to the extensive rehabilitation services we offer throughout musculoskeletal physiotherapy.”

Left to right - Brighton General Hospital OPD Physio, Princess Royal OPD Physio, Hove Poly Clinic OPD Physio and Royal Sussex County OPD Physio



Extra Mile

For staff exhibiting an exemplary attitude to patient care, service delivery or improvement, who go above and beyond and respect the diverse cultures of our patients and/or colleagues.



Winner

Pat Leonard - Healthcare Assistant, Critical Care, Royal Sussex County Hospital
Nominated by three separate nominators

Lisa Jackman said: "Pat works extremely hard to meet the needs of her colleagues, patients and relatives. When nurses are busy with a sick patient, Pat is there for the relatives to offer an amazing source of comfort that only someone with her experience can offer. She finds time to support everyone on shift." Francis Gonsalves said: "Pat is a hard worker and a great team player. She makes time to know the patients and their relatives and support them with a little chat, a cup of tea, big hugs or her own brand of witty humour." Lucy Pitt said: "Pat goes above and beyond her duty to care for patients and importantly their relatives while they are on ICU. She always treats families like her own. Pat is retiring this year after 25 years and during this time she has supported hundreds of families and patients. She will be missed by us and the families on ICU".



Runner up

Karen Wootton - Team Leader, Site Management, Royal Sussex County Hospital
Nominated by Adam Calverley, Staff Nurse, Howard 2

In his nomination Adam said: "Karen is always cheerful, polite, calm and professional and I don't know how she does it. She respects and supports those of us she comes into contact with, both staff and patients, and I feel she is an example to many. I have seen her deal with major incidents with one breath and a relative who is trying to find the right way out of an outpatients department the next. She performs her job to the highest standard but it is the way she listens and empathises while under enormous pressure that is such an example and why I believe she deserves to be recognised."



Runner up

Nick Groves - Associate Director (3Ts) & LGBTQ + Network Convenor, Royal Sussex County Hospital
Nominated by Nicola Carey, Clerical Assistant, Safety & Quality Service

In her nomination Nicola said: "Over the past year Nick has worked tirelessly to help re-launch the Trust's LGBTQ+ Network. Juggling it with his job, he volunteers his time to promote the network that supports LGBTQ+ staff and volunteers. Nick is focussed on helping the Trust become an organisation which is diverse, inclusive, fair and free from harassment and discrimination. Ultimately his work, and the work of the forum is about best patient care." In his endorsement Duane Passman, Director, 3Ts said: "The LGBTQ+ Network has withered on the vine a bit over the last few years as has the Trust's commitment to feature in the Stonewall 100 Top Employers. Nick has rebuilt and revitalised the Network and is also moving to develop our capability for the Stonewall scheme."



Runner up

Janet Philcox - Housekeeper, Sussex Cancer Centre, Royal Sussex County Hospital
Nominated by eleven people: Juliette Cottle, Lea Morley, Jean Wooding, Jacqueline Rose, Carole Saunders, Kathryn Beer, Jo Chamberlain, Sue Lyall, Michele Baker, Lucy Watson and Laura Klus.

Everyone who nominated Janet for an award told of her dedication and hard work and said how she always had a smile and a kind word for everyone. They said that nothing was ever too much trouble for Janet and that she set herself the highest standards. Janet is very clearly a really valued member of the team at the Cancer Centre.

Team of the Year

For a team that has triumphed in the face of adversity, or pulled together to maintain care, quality or performance in defiance of extraordinary pressures.



Winner

Haematology Unit - Royal Sussex County Hospital
Nominated by 12 separate nominators

Dianne Fitzgerald said: "The Haematology Day Unit have managed to make the best of overcrowded and under resourced situations and given every patient the best possible care. The camaraderie which is always present is still obvious and the thanks and praises from patients still keeps coming. I feel the staff's hard work and how they pull together in times of adversity should be recognised." Timothy Corbett specifically highlighted the nursing team as being "extremely dedicated and a caring group of nurses who go above and beyond

what is required to provide an outstanding level of care". Paula Madhlope-Phillips spoke of the Patient Access Team who "every day go above and beyond what is expected of them when dealing with Oncology/Haematology patients, often in difficult circumstances".



Runner up

Anaesthetic Admin team - Princess Royal Hospital and Royal Sussex County Hospital
Nominated by 26 separate nominators

One nominator summed up by saying "The Anaesthetic Admin Team have kept us going through some very challenging times for the department. They have worked tirelessly to ensure that services can function in numerous clinical areas on both sites of the Trust. They have done this with good grace and humour at all times. They are a huge credit to the Trust". David Owers, Clinical Directorate Manager, Perioperative added "The team is very small but manages to schedule over a hundred doctors with good humour day in, day out. I am certain they help prevent dozens of cancellations every month by their responsive service".



Runner up

Bristol Ward - Royal Sussex County Hospital
Nominated by five separate nominators

In her nomination Ana Angel, Staff Nurse said: "Bristol Ward is an amazing team and I want to thank each of them for their amazing performance and their capacity for not losing their smiles even in the darkest moments". Maya Bowles, Staff Nurse, said: "I came back as a newly qualified nurse to this ward because of this great team who keep on plodding on and providing excellent patient care despite everything". Louise Karapetian, Staff Nurse, said: "They are so great and friendly and I am happy to be part of the team". Chris O'Malley, Nursing Auxillary, said: "There is a great team spirit and togetherness with each member of staff working hard on every shift".



Runner up

Cardiac Theatre Team - Royal Sussex County Hospital
Nominated by Mr Ishtiaq Ahmed, Consultant, Cardiac Surgery

In his nomination Mr Ahmed said: "I am nominating the Cardiac Theatre Team - this includes the perfusionists, theatre nurses and ODPs. They all work in a very high pressure environment and consistently do their very best to provide a first class service. An example of the compassion they show was when one of my 70 year old patients had a complex sternal wound which required a number of extra visits to theatre just before Christmas. Although the patient was quite resilient, it was clear to staff the whole process was wearing him down. After finding out that the patient loved to sing, they planned a 'serenade' of his favourite song, 'Last Christmas by Wham' when he came into theatre just before Christmas day. They sang and with a ukulele, strummed the song to the delight of the patient who joined in!"



Compassionate Care

For staff who go beyond normal expectations to care for patients with exceptional kindness, dignity and respect, showing the Trust's commitment to make care our number one priority.



Winner

Dr David Tayler - Consultant Anaesthetist, Princess Royal Hospital and Sussex Orthopaedic Trauma Centre (SOTC),
Nominated by Li Shen, Senior Staff Nurse, SOTC Theatres

In the nomination Li said: "Dr Tayler shows compassion and professionalism for his patients and his colleagues. What makes him outstanding is that his professional attitude of putting 'patient first' is consistent in many practical ways. We feel that Dr Tayler is our role model for being exceptional with compassion and kindness, not only for junior doctors or the nursing team but also for members of the senior management team and consultant level. How Dr Tayler has committed himself in going above and beyond in caring for his patients and ensuring they have the best experience possible in an acute, busy environment, should be recognised and promoted in the Trust."



Runner up

Gavin Atherton - Directorate Manager, Critical Care, Royal Sussex County Hospital
Nominated by Naomi Eglinton, Clinical Director of Operations, Specialist Division

In her nomination Naomi said "I would like to nominate Gavin for showing absolute compassion in caring for a patient within his directorate. The patient had lost their false teeth when in transition from the Critical Care department to the wards. When the teeth couldn't be found, Gavin took the initiative to contact the patient's family and then his dentist to arrange for a new set to be made. Gavin worked through the whole situation and went above and beyond his role to make our patient happy."



Runner up

Laura Mack - Sister, 6A Cardiac, Royal Sussex County Hospital
Nominated by Hilary O'Donnell Cam, Nurse

Hilary said: "Sister Laura Mack always shows such kindness to patients and staff on the ward. She is professional and always goes that extra mile in supporting new and established staff as well as bank staff like me. I have watched her being there for patients and families when they really need support; offering them advice; listening and being a hand to hold in the stressful situations which often happen in cardiac medicine. She is such a joy to work with on 6A Cardiac as she is always smiling and caring and I don't want her consistent kindness to go unrecognised". In his endorsement Gordon Pretsell, Ward Manager, Level 6A Cardiac added: "Laura is one of the kindest and most empathetic people I have ever met. The care she gives to patients is excellent and it is the little personal touches that she does that make her special. Her patients feel blessed when she has looked after them."

Volunteer of the Year

For volunteers who have made a major difference to a patient, relative, colleague or team through their community spirited commitment to serving their local hospital.



Winner

Peter Hay (1932 - 2018) - Volunteer, Sussex Cancer Centre, Royal Sussex County Hospital
Sadly Peter passed away shortly before the STARS event, but he was proudly represented on the evening by two of his four children. We were honoured that they attended to receive the award on his behalf.

Nominated by Julie Wiseman, Voluntary Services Manager

In her nomination Julie explained that Peter joined the Brighton and Sussex University Hospitals as a volunteer on 1st July 1968, initially helping patients by going to the shops for them before onsite shops were introduced, and then transferring to helping in offices using his admin skills. "Peter has been helping in the Sussex Cancer Centre First Contact office since 2008 and goes in every Thursday without fail to support the staff. I would like Peter to be honoured for his unwavering support to the Trust over the 50 years that he has been a volunteer with us. He is without question a dedicated ambassador to lifelong volunteering." Endorsing the nomination, Paula Madhlope-Phillips added: "I manage the Patient Access team at the Sussex Cancer Centre and Peter is very much a part of the team. He makes a real difference. If anyone deserves an award it is Peter and I know all of the admin team here support this nomination."



Runner up

Patricia Forsythe - Volunteer, Nuclear Medicine, Royal Sussex County Hospital
Nominated by Karen Barron, Medical Secretary, Nuclear Medicine

In her nomination, Karen said: "Pat makes such a supreme difference to our team. She has been assisting Nuclear Medicine in the mornings, twice a week for over eight years. All our volunteers work incredibly hard and are all extremely valued by the team, many of them greeting the patients and calming their concerns, but Pat is the Nuclear Medicine "figure head". Her attention to detail is astounding. She deals with tasks that we would never find time to do. She raises our spirits with her good humour and funny tales. She looks after us like a "team mother". She is kind, calm, compassionate and inspirational". In his endorsement, Guy Cooper, Lead Superintendent Radiographer added "Pat is a superb, lovely member of the volunteer team. She is always willing to go the extra mile or indeed several miles to help patients and staff. She is always on the case first thing and knows the service backwards and forwards. We rely on her to keep our systems running smoothly and we all appreciate her good nature and that super 'can do' attitude. Good work Pat!"



Runner up

Phillip Chipman - Volunteer, Twineham Ward, Princess Royal Hospital
Nominated by Sharon Bradford, Junior Sister, Twineham Ward

Sharon said: "Phil worked on our ward as an HCA for quite a few years and has since retired but he has kept contact with us by taking on the role of a volunteer. He gives his time to ensure our ward is tidy, well stocked and will even lend his hand to some minor DIY jobs. He has also taken on other departments where he carries out the same tasks. He is a great asset to the network of volunteers and our ward. We can rely on him to turn up on a regular basis to sort us out."



THE PATIENT FIRST

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Hospital Hero

Staff who are the jewel in their team, whose drive, enthusiasm or good sense of humour inspires those around them, especially at times of difficulty or stress.



Winner

Joanne Simpson - Ward Manager 8A West, Royal Sussex County Hospital
Nominated by two separate nominators

Holly Carroll, Senior Staff Nurse, Level 8A West, said: "I would like to nominate Joanne for always going that extra mile for all our staff and patients. She is a super star!" Bethany Smith, Assistant HR Advisor said: "Since being appointed L8A West Ward Manager at the end of summer 2017, Jo has shown enthusiasm and commitment regarding her role and her valued team. Having worked closely with Jo as her HR support, she demonstrated to me how she values each member of her staff and her focus is to deliver the best possible service to patients. Her infectious enthusiasm continues to inspire me to this day." Endorsing the nominations Nathalie Pearson, Matron, Stroke Services added: "Staff feel inspired by her and she is an amazing motivator of others. Jo always puts patient care first, developing new strategies focusing on improving standards and care. Jo is doing a fabulous job."



Runner up

Mr Christi Swaminathan - Associate Specialist in General Surgery, Main Theatres, L7, Royal Sussex County Hospital
Nominated by six nominators

Justin Codd, Team Leader ODP, said: "He has worked tirelessly in Emergency Surgery for over fifteen years and meets each day with the same enthusiasm despite the pressures from within the system". Matthew Jackson, Senior Theatre Practitioner Nurse, said; "His main focus is patient care and the way he interacts with patients is something staff should look up to". Tracey Dyson, Senior Theatre Practitioner Nurse, said: "He is hard-working and dedicated to the Emergency Team". Sarah Kelly Griffiths, Senior Theatre Practitioner ODP, said: "He shows true dedication to surgery treating patients with amazing skill and care." Magdeline Custodio, Theatre Practitioner Nurse, said: "He is always patient focused and strives to provide the best possible care for patients." Evan Eway, Senior Theatre Practitioner Nurse, said: "He is always improving techniques to offer the best to the patients and often stays longer to make sure they get the best care".



Runner up

Angie Mitchell - Sister, Critical Care, Royal Sussex County Hospital
Nominated by Matthew Holmes, Charge Nurse, Critical Care Nursing

In his nomination Matthew said: "As a sister in ICU, Angie has an incredibly stressful job but no matter what is going on and how stressful it may be, Angie will have a smile on her face and works her hardest to keep the team motivated. Angie has taken the responsibility of making sure all the staff come together, including setting up a Critical Care Facebook page with 250 Theatre Practitioner Nurse members. Angie is a wonderful nurse, the type to aspire to be - kind, caring, knowledgeable and hard-working and always putting the patient's needs first. Angie is a wonderful role model." In her endorsement Clare McGregor, Matron, Critical Care added: "I totally endorse this nomination. Angie is an exceptional Team Leader who always remains calm and compassionate with patients and staff alike. She is very focused on staff wellbeing and support."

Award for Education

For someone who has seized opportunities to develop their own knowledge, skills or understanding by seeking coaching, mentoring or training, taking on extra responsibility or otherwise stretched themselves to help improve the experience of our patients.



Winner

Sonia Blundell - Practice Development Sister, Royal Sussex County Hospital
Nominated by Rebecca Craig, Practice Educator, Practice Educator Support

In her nomination, Rebecca said: "Whilst undertaking the Beacon Project, Sonia realised that both Nurses and HCAs at the Trust lacked confidence in performing care of patients after death. When Sonia investigated this she found that there was a lack of understanding across the organisation regarding patient care after death. Sonia used the Beacon Project as an opportunity to explore this area and research it further. She went over and above by reaching out to many teams in the Trust to define best practice, and undertook her own research of current documentation. We are very fortunate to have such a passionate and caring Practice Development Sister who took this upon herself. The Practice Development Team, 3 T's team and Beacon wards are exceptionally proud of her."



Runner up

Joanna Holland and Shailen Soobhug - Perioperative Lead Educators
Joint nomination made by Margaret Flynn, Directorate Lead Nurse, Perioperative Management

Margaret said: "Both Joey and Shailen are fantastic members of the Perioperative team. Their work as educators has always been well admired, valued and respected by their colleagues. I feel this year however they particularly deserve recognition for their work in developing a fully comprehensive in-house anaesthetic assistant course. They have achieved accreditation from Brighton University, who rightly recognise the quality and integrity of their work. This was a mammoth task which will put the Trust on the map as a centre for this course and ensure we will continue to develop highly competent anaesthetic assistants. They developed the course in response to reduced funding for University delivered courses and approached this challenge with the same way they approach all their work, i.e. with good humour, dedication and skill. They have delivered the course on schedule and the first cohort of students are very positive in their feedback".



Runner up

Sophie Biss - Practice Educator, Sussex Rehab Centre, Princess Royal Hospital
Nominated by - Nadine Richards, Ward Manager, Sussex Rehabilitation Centre, Princess Royal Hospital

In her nomination Nadine said: "Sophie is our Practice Educator here at Sussex Rehab Centre. She only joined us around a year ago and has helped us to achieve so much already. She has organised and facilitated teaching sessions relevant to our patient group and has been pivotal in co-ordinating our goal setting training. Sophie has had to teach herself and learn about goal setting in order to help deliver the sessions. As a result the unit is well on its way to improving the rehab experience for our patients. Thanks Soph!!" Endorsing the nomination Emily Spence, Practice Development Nurse added: "In Sophie's short time as the Practice Educator she has had a major impact on the service and as her manager I am constantly excited by the next project aimed to improve services that Sophie will oversee. Sophie is very deserving of this nomination and I feel proud to work alongside such a shining star. This Trust is certainly very lucky to have her within its team."



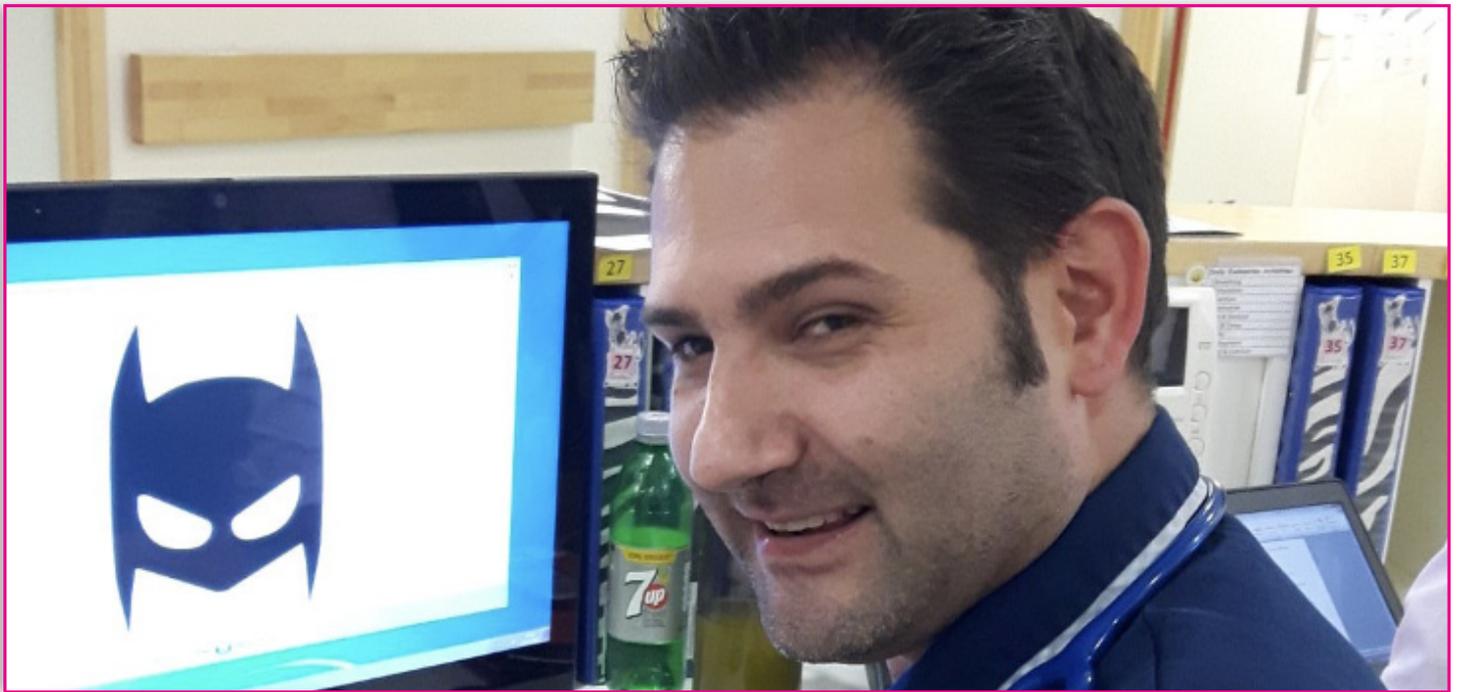
THE PATIENT FIRST

Star Awards 2018

Employee of the Year

The Employee of the Year is selected from staff awarded Star of the Month. Additional nominees cannot be accepted for this category. Star of the Month provides an opportunity for any member of staff, bank worker or volunteer across the organisation, in all areas and at all grades, to be recognised for their efforts.

Winner



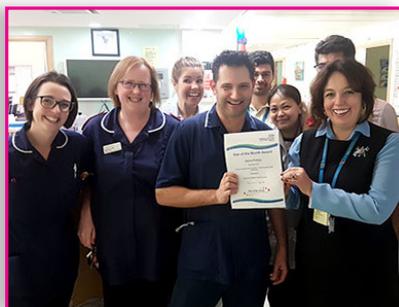
November 2017

David Phillips - Senior Staff Nurse, CCU, Royal Alexandra Children's Hospital,

Nominated by Janet Lee, Children's Critical Care Practitioner, HDU, Royal Alexandra Children's Hospital

"A small, sick, frightened little boy needed respiratory support through a tightly fitting mask that covered the whole of his face. David had established a rapport with the little boy and knew that he liked super heroes. David spent time adapting a mask to make it look like a Batman mask. He then spent time gently introducing the little boy to his new 'Batman' mask and the child was able to wear it without distress." As Janet concluded in her nomination: "David looked at the critical care experience through the eyes of a small, frightened child. He considered this child as an individual and he valued the things that were important to him. David showed kindness and communicated skilfully with his patient."

The STARS panel wholeheartedly agreed and were delighted to select David as the winner of the Employee of the Year category.



Employee of the Year

Runners up

May 2017

Simon Lewis

Biomedical Scientist, Royal Sussex County Hospital
Nominated by Jackie Longbone, Deputy Head Biomedical Scientist



"His attention to Health & Safety in the department and across Frontier pathology, much of which he takes on above his role, has just seen a visit by the Health & Safety Executive and a visit by the counter-terrorism police pass by with ease. We are extremely grateful for his tireless efforts."

June 2017

Tomotherapy Team

Radiotherapy, Preston Park
Nominated by Gill Walsh, Specialist Nurse, Macmillan Nurses



"We have recently been able to open a new Tomotherapy treatment machine at Preston Park. This has been a huge undertaking. The patients cannot praise the team highly enough. They are friendly, welcoming, understanding, treatments are quick and their hard work should be recognised."

July 2017

A&E,

Princess Royal Hospital
Nominated by Staff Nurse Karen Attrell



"For being a very supportive department. They have been my first job as a newly qualified nurse (Six months) and they have all been amazing from the Cleaning Staff, Receptionists to the Healthcare Assistants, Nurses and Doctors. It is a busy department that still has time to explain and show new skills, whilst working against the clock. They are all amazing and deserve a big thank you for starting my nursing career on the right track."

August 2017

Tracey Lawrence,

Patient Access, Cancer Services
Nominated by Sophie O'Brien, Cancer Matron



"Tracey is the transport whizz! In the Cancer Centre we have always had problems with transport and struggle to get our patients home before the centre closes often leaving very poorly patients in a shut unit! Tracey has the important view that every patient is someone's mother, daughter, husband and deserves to get home as quickly as possible. Tracey is a very special member of staff who loves being at work, takes the time to learn something about all the patients and always has a smile!"



THE PATIENT FIRST

Star Awards 2018

Employee of the Year

Runners up

September 2017

Andrew Abbs

Healthcare Assistant, Clinical Infection Service, Courtyard 6 & 7, Royal Sussex County Hospital
Nominated by Adam Calverley, Staff Nurse, Howard 2



“He works tirelessly, all shift, even cleaning between toes and washing hair. Even if it is quiet he will sit and talk to the patients. He comes in on his day off to shave patients or cut their hair and pamper them. He does this completely under the radar of management and I think he deserves some recognition as without people like him this service would grind to a halt. He has been doing this for years and never once does his enthusiasm dim. He always goes above what is expected of a Healthcare Assistant.”

October 2017

Claire Frampton

Nurse, L8 Courtyard, Royal Sussex County Hospital
Nominated by Polly Mitchell, Staff Nurse



“Claire has really stood out as an incredibly kind, compassionate and skilled nurse. Whilst caring for a patient I support with severe learning disabilities she has been wonderful. When he had extremely challenging behaviour she dealt with it by reading to him, walking him round the ward always being kind even when he was aggressive, and there were times when he was very aggressive. Claire used every tool she had and was very creative in managing his behaviour. They are now very close.”

November 2017 - Winner

David Phillips

Senior Staff Nurse, CCU, Royal Alexandra Children's Hospital,
Nominated by Janet Lee, Children's Critical Care Practitioner, HDU, Royal Alexandra Children's Hospital

December 2017

Sarah Champ

Senior Staff Nurse, Sussex Orthopaedic Treatment Centre (SOTC), Princess Royal Hospital
Nominated by Nicci Miles
Junior Sister, Newick Ward, Sussex Orthopaedic Treatment Centre, Princess Royal Hospital



I believe Sarah deserves special recognition for her creative thinking and organisation, enabling four of our patients to have Sunday lunch together at the same table on the ward; a first for this ward as our side room patients would normally eat lunch at their individual bedsides alone in their rooms. It was an absolute joy for me to see the smiles on their faces and to hear their laughter! Through this thoughtful act, Sarah raised awareness of not only kindness and understanding of our patients needs, but also dignity. Her top priority is clearly patient care and comfort and this is also cascaded down to staff nurses when she is in charge by her selfless personality to continuously support and offer help to other staff.

Chairman's Award

This award seeks to reward an exceptional member of staff or a team who has made an exemplary contribution to the Patient First programme and helped develop genuine cultural change across the Trust. It may be an individual or a group which the Chairman has met, or has been mentioned to him by colleagues during a visit or highlighted in one of our many complimentary letters from grateful patients and relatives.

Winner



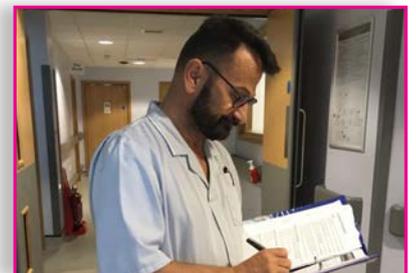
Andrew Abbs - Healthcare Assistant, Clinical Infection Service, Courtyard 6 & 7, Royal Sussex County Hospital

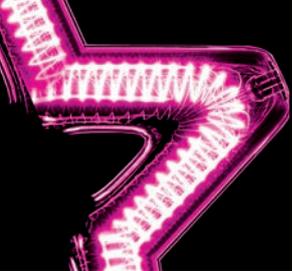
Andrew has been a Healthcare Assistant for many years. He's worked on Courtyard 6 & 7 for the past 2 years and before that worked on Chichester Ward.

The Chairman felt that the detail in Adam Calverley's Star of the Month nomination for Andrew captured the very essence of our Patient First STAR awards and 'going above and beyond' for our patients (see page 16 for more details).

Adam described Andrew as a "stand out Healthcare Assistant". He added that in his twenty years of nursing he had never known a Healthcare Assistant like Andrew. "Instead of saying 'can you do something on the ward, I find myself saying 'oh you've done it already!'

"Even on his day off he will be found on the ward, voluntarily, cutting a patient's hair or offering to shave a patient. He even brings in his own supply of shampoo and toiletries to use."





THE PATIENT FIRST

Star Awards
2018

BSUH Charity is proud to sponsor this inaugural Stars Award event in celebrating exceptional performance across this incredible organisation we all know and love – Brighton and Sussex University Hospitals NHS Trust.

As the Trust's own charity, the BSUH Charity is dedicated to raising money for all wards and departments across our hospitals and exists to enhance the Trust's care and services, helping us to go above and beyond what we can do with core government funding.

The Charity provides a vehicle for grateful patients, visitors and the community that we serve, to recognise the outstanding care provided by our amazing staff.

In respecting those wishes, the BSUH Charity is partnering with the Trust to thank staff and volunteers who have selflessly gone above and beyond in caring for our patients.

www.bsuh.nhs.uk/charity



THE PATIENT FIRST

Star Awards

2018





Brighton and Sussex
University Hospitals
Charity

NHS
Brighton and Sussex
University Hospitals
NHS Trust

70
YEARS
OF THE NHS
1948 - 2018