



The Patient First

Star Awards 2019





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



Welcome Patient First STAR Awards 2019

Welcome to the annual 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 this year.

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 throughout the organisation.

In a record-breaking year, we received 750 nominations. Reading them was a deeply heart-warming and humbling experience. I am extremely proud to be a part of BSUH and of every member of staff and volunteer who has been nominated, shortlisted or won. Every nomination we received demonstrated a real commitment to going the extra mile for our patients and each other.

We are very fortunate that BSUH Charity is funding this special event thanks to donations from grateful patients and relatives wishing to thank staff for the care they have received.

Dame 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 Champion

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



Winner

Shirley Williams

Neuro Rehab Dietician, Princess Royal Hospital

Nominated by Michelle Long and Wendy Freire, members of BSUH staff.

Michelle said: "Shirley is the dietician at Sussex Rehabilitation Centre. She has provided excellence for over 20 years.

"This year she has been a strong advocate for a patient who cannot speak for himself. He has expressed a strong desire to not go to a nursing home and Shirley has enabled his opinion to be heard. The easy option would have been for Shirley to remain quiet and let a discharge against a patient's will happen, but she spoke up. She advocated for her patient and made everybody consider the ethics of discharge to a nursing home against a patient's choice.

Wendy added: "Shirley is a fantastic patient champion as she always takes a holistic approach to patient care, not just focusing on the dietetic aspect. She has often

been a voice for patients when she has felt it necessary. "She consistently puts the patients' needs at the top of her agenda as standard and is willing to help out any other members of the MDT at any time for the benefit of the patients."

Endorsing the nominations Jane Gordon, Head of Dietetics, added: "I am thrilled that Shirley has been nominated. She has provided expert dietary care to patients with acute brain injury for BSUH for over 20 years now. Her dedication and passion is fantastic. She always goes the extra mile to support patients, their families and her colleagues – both within the SRC and the dietetic department. Shirley retires in May after 20 years of fantastic service with us and we will really miss her."



Runner up

Chavasse Clinic

Musculoskeletal Clinic, Royal Sussex County Hospital

Nominated by three members of the public.

Eric praised the "caring attitude of staff", while Alex was "made to feel as though I was the only patient in the system and was given excellent personal care."

Kevin said: "From the moment I was referred to the clinic they have been excellent, a word not used

lightly when talking about the NHS. From the first contact to my operation and recovery I have at no time been left hanging about, worried, stressed. Every step of the way from first contact to my last I have been looked after, I have nothing but praise for the guys, brilliant!!"



Runner up

Georgina Bailey

Nurse A&E, Princess Royal Hospital

Nominated by a member of the public.

Ruby said: "I am nominating this nurse as she showed outstanding levels of respect and compassion towards me over the numerous times I have visited the PRH. I am from Chalkhill adolescent ward. Some nurses have difficulty understanding self-harm and mental illness and just think it doesn't

matter as we cause it ourselves. But Georgina managed to make me feel comfortable enough to talk to her and open up to her as well as always providing excellent care and treatment. I really believe she should win."



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

Lynne Poynter

Junior Sister, Hyper Acute Stroke Unit, Royal Sussex County Hospital

Nominated by Hannah Bolton, Nicola Gainsborough, Isobel Barrett, members of BSUH staff.

Hannah said: "Lynne stands out because she really cares about and relates to her patients as people. She goes the extra mile in making sure they look presentable and feel cared for (eg. putting ladies' hair in rollers or trimming nails). I was particularly touched by observing Lynne taking a patient to the bathroom and hearing them spontaneously singing together. Moments like this make Lynne a pleasure to work with!"

Nicola said: "Lynne is an exceptional nurse who shows outstanding kindness, thoughtfulness, compassion and holistic care to her patients and their families on the Hyper Acute Stroke Unit. She asks about what really matters to the patients when they are admitted, encourages families to bring in personal items so patients feel more comfortable and at ease.

"She is incredibly thoughtful and tender in her care of those patients who are dying and must be a huge comfort to both them and their families at some of the hardest times."

Isobel said: "Lynne without fail will come to the AHPs and give further information on how patients are getting in to ensure that we make the most appropriate discharge plans. She is not afraid to speak up for patients' best interests/needs. Lynne also always has a positive outlook even on a tough day."

"Lynne is not only an amazing nurse, she is also incredibly hard working and does not stop from the minute she starts her shift until she finishes. She has a great relationship with patients and their relatives. Lynne is a wonderful example to other nurses of how patients should be cared for."



Runner up

Martina Dubeau

Senior Healthcare Assistant, Haematology/Oncology Day Unit, Princess Royal Hospital

Tom Kingsley, Anna Joseph, Fiona McLachlan, Anna Taylor, members of BSUH staff.

Anna said: "Martina joined our team at PRH haematology/oncology day unit in September 2018. She was new to the specialty and had a thirst for knowledge and commitment to learn new skills. She approaches her colleagues and patients with such kindness, consideration and a calm approach it has made such a difference to the unit. She takes time to go the extra mile for patients, and is always willing to help her colleagues. She is a STAR!"

Tom Kingsley said: 'Since joining the Haematology/Oncology team, Martina has shown great compassion

towards our patients. Every day she goes out of her way to make patients feel welcome, and to meet their needs. We have a regular patient who relies on hospital transport, and when it runs late, she will always keep the patient informed, and call his wife at home so that she is not worried. In addition, she will arrange him a hot meal if he's missed this at home.

She takes her time to listen to patients when they are upset or distressed, and always tries to help make their experience at the unit as easy and comfortable as possible."



Runner up

Dr Catherine Wynne

Consultant Paediatrician and Clinical Director, Royal Alexandra Children's Hospital

Nominated by a member of the public.

As a consultant and supervisor, she shows immense care for her colleagues and is in no way hesitant to get her hands dirty with the various jobs that emerge through the day, she is patient and always willing to offer advice and help with any query that a patient, parent or colleague may have. She is wholly unflappable and brings an aura of calm wherever she goes - whilst remaining sharp minded and good humoured.

"Dr Wynne immediately struck me as one of the most pleasant and professional consultants I have had the pleasure to work with. As a training programme director

she cares immensely for bettering the experience for paediatricians in training and ensuring their experience is as trouble free as possible. She is engaging and approachable and offers sage advice where she can, while showing a very human and jovial side that junior colleagues immediately warm to.

"I have never known a consultant be so intimately engaged and willing to put herself out for the holistic benefit of her patients and it would be wonderful to see her properly recognised for the amazing work she always does."



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

Bidge Garton

A&E, Royal Sussex County Hospital

Nominated by a member of the public.

Pam said: "We met Bidge in the A&E department of RSCH last week when our 94 year old aunt was waiting to be seen by a very busy doctor. Bidge was a very kind neighbour to our Mum who died in 2003, so we hadn't seen her for a while. We got chatting and discovered that Bidge has cut down her volunteering to 2 x 7 hour shifts! She has been volunteering for 36 years! We watched her quietly talking to patients and their families, making sure they had a drink or simply hadn't been forgotten. I would like to nominate her on behalf of all the patients who have benefited from her kindness and compassion over so many years. A true local hero."

Endorsing the nomination Julie Wiseman, Trust Voluntary Services Manager, added: "Bidge joined the

Trust as a volunteer in April 1983 helping in the A&E department, and has been there ever since. She has helped with various roles in the department and has undertaken training in order to expand the help she is able to give, and is now able to help bereaved families. In the 35 years that Bidge has been a volunteer there, she has fund raised extensively for the department, and has developed relative quiet rooms for bereaved families as a result of her fund raising.

"Bidge gets involved in every and anyway that she can to ensure the patients' journey through A&E is a good experience. I whole heartedly endorse this nomination and cannot imagine it going to a more worthy volunteer!"



Runner up

Cardiac Volunteer Team

Cardiac Rehabilitation, Princess Royal Hospital

Nominated by Katherine Moore and Lynne Simmons, members of BSUH staff.

Katherine said: "This team of 11 volunteers is inspirational. We run a six week course of exercise and health education for cardiac patients. Our volunteers help to set up our education room, meet and greet the patients and support our team in so many ways. They have enabled us to include patients with multiple comorbidities, anxiety issues and disabilities by providing one to one support under our supervision.

"Members of the cardiac volunteer team are

conscientious in providing cover for each other if someone is away. Thanks to our volunteers' support, we are now able to reassess patients at the end of the course, fulfilling one of the national standards for Cardiac Rehab. They are always cheerful and an inspiration to our patients and a great support to our team. What is even more remarkable is that the majority of these volunteers are ex cardiac patients themselves, giving them great empathy with those coming through the programme."



Runner up

Paul Officer

Outpatients Department Coffee Shop, Royal Sussex County Hospital

Nominated by four separate members of BSUH staff.

Vanessa Pruce said: "Paul is always smiling, welcoming and friendly to staff and patients. Even though he has health issues himself, he always comes in, full of cheer and humour. He will cover at short notice for other volunteers. He also supports a

couple of ex-volunteers who can no longer volunteer themselves, doing their shopping and providing them with companionship. He is a joy to work with and we all feel really lucky to have him."



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

Dr Rob Galloway

Consultant in Emergency Medicine

Nominated by Philip Rankin, member of BSUH staff.

Philip said: "Rob has transformed and improved BSUH's emergency care probably more than any other person over the last few years. His relentless passion and ability to continually improve things for patient and staff and the vast impact of his work makes him a true hospital hero.

"Ask pretty much anyone if they know Rob Galloway, and not only will they tell you what a great guy he is - but will be among the 1,000 staff who have attended one of his Human Factors courses, will have been helped or supported by him to advance one of their own, or will have participated under his leadership as Medical Director of the Brighton Marathon.

"His award winning work on rota design, staff recruitment, integration between emergency and specialty teams and admission clerking processes

are nationally recognised, and he has put BSUH on the map as a place of innovation and excellence. He is just as involved in the smaller changes as the bigger ones. It was his thoughtful idea to purchase the yellow and black (most dyslexia and vision impaired friendly) name badges for all ED staff so patients can be as comfortable as possible easily reading and remembering our names.

"Everything he does is patient and staff centred, rooted in serious thought and commitment and the product of many hours of his own extra time and effort."

Endorsing the nomination, Martin Duff, Acute Floor Clinical Director, added: "I second everything said in the nomination. Rob is truly a Hospital Hero I cannot think of a more deserving recipient, the time he invests in improving patient care is staggering."



Runner up

Linda Woods

Maternity Administrator, Maternity, Royal Alexandra Children's Hospital

Nominated by seven separate members of BSUH staff.

John Bell said: "Linda has been the administrator for both the maternity and neonatal services for 28 years. She always goes above and beyond, makes a point of knowing everyone in the 300-person department. She greets everyone with a smile, always finds time to listen, providing sweets and lollies on her desk to 'keep everyone's energy up', and gives big bear hugs

when needed. No job is ever an issue to Linda, she always goes the extra mile, shows a genuine interest in the staff, their families. She remembers birthdays and organises cards and cakes. The maternity and neonatal services would struggle to run without her, she is a credit to both our service and BSUH."



Runner up

Clare Morfoot

Neonatal Practice Educator, Trevor Mann Baby Unit, Royal Sussex County Hospital

Nominated by two separate members of BSUH staff.

Claire Hunt said: "Clare is an outstanding member of the neonatal team. Throughout that time Clare has supported me in my career from band 5 staff nurse to where I am now as neonatal matron. Clare is a constant source of support and advice to all members of the team across the multidisciplinary work force. As matron I constantly hear from my team how Clare has listened to them when they have needed it most and that she actively seeks to provide reassurance and advice to them offering a level of kindness and compassion that is second to none.

"In equal measure to this Clare consistently provides an outstanding standard of compassionate care to the families and babies being cared for on the neonatal unit. Clare puts staff and parents at ease on the unit making them feel safe, cared for and listened to at all times. Clare is without a doubt the jewel in the crown of the neonatal service, she embodies the Patient First values and inspires those around her with her knowledge, her kindness, her compassion, her enthusiasm and her relentless dedication to our team. Clare is our hospital hero."



Outstanding Leader

A leader may not necessarily be a manager, but someone who displays behaviours that inspire others to achieve, demonstrates vision and educates, mentors or supports others to help them develop new skills.



Winner

Lisa Holford

Ward Manager, Plumpton Ward, Princess Royal Hospital

Nominated by 14 separate members of BSUH staff.

Caroline Davies said: "Lisa is the ward manager of Plumpton ward at PRH. She has established a caring ward for patients who are awaiting discharge, the patient feedback is second to none with over 98% of the patients recommending the ward.

"Lisa has an authoritative and inclusive management style. She has embraced PFIS and enthused her staff, leading to multiple patient and staff centred improvements, including improving discharge processes and documentation so that patients and their families are truly involved, close monitoring of the number of discharges a day and always meeting or exceeding their daily target, with approximately 80% of patients leaving before midday.

"She is an amazing role model to her staff who she treats with the same compassion and kindness as her patients. As one of their PFIS improvements, the staff all now have welly boots, so that they are not walking around in wet shoes after showering patients! And all her work continues when she is not there, with band 5s running Improvement huddles at the weekend - Lisa is an inspirational leader."

Endorsing the nomination Ann Gibbins, Head of Nursing, Medicine, added: "I completely agree with the nomination comments below. Lisa is one of the most dedicated nurses I work with and consistently goes above and beyond for patients and staff."



Runner up

Jane Cleary

Practice Development Midwife,

Nominated by Louise Jennett and Amanda Clifton, members of BSUH staff.

In her nomination Amanda said: 'Jane has displayed vigorous tenacity in ensuring all staff are supported and educated to provide the best possible care to the women and families in the maternity service. Her innovative approaches are often seen on social media. She goes the extra mile to support her colleagues and is always looking for opportunities to enhance clinicians' skills. When asked Jane will always cite hearing womens' stories as the driver behind her passion to relentlessly improve our service. I am blown away by how much of herself she invests in doing just that.'



Runner up

Revd Canon Peter Wells

Lead Chaplain

Nominated by 16 separate members of BSUH staff, volunteers and members of the public.

Endorsing the nomination Nicola Ranger, Chief Nurse, added: "I cannot endorse this nomination enough. Peter is a truly exceptional person who leads the Chaplain service with such integrity and respect for all. He is so well loved by staff, volunteers and patients at BSUH. Peter is an exceptional person who truly deserves this award."



Runner up

Amy Farmer

Senior Play Specialist Team Manager, Royal Alexandra Children's Hospital

Nominated by Chloe Coward, member of BSUH staff.

In her nomination Chloe said: "Amy is incredible. I joined the Play team last year. Amy was just a team member at the time and she made me feel so welcome and was so kind from day one. Since then she continues to inspire me to follow my heart and is encouraging me to go further in my career. She has recently been made manager of the play team! It's a new role that didn't exist before and she well and truly deserves it. She goes above and beyond her duties as manager and completes tasks with her heart as well as all her professional skills. She is always thinking of new ideas, planning events for the children, taking time out of her personal life to make her ideas become reality, she works all over the children's hospital as well as helping children in the families in Adults ITU."



Extra Mile

For staff exhibiting an exemplary attitude to patient care, service delivery or improvement, including championing equality, diversity and inclusion.



Winner

BSUH Ambassadors

Nominated by David Clayton-Evans, member of BSUH staff.

The Ambassadors are an amazing group of people who come from all over our Trust and work at every level and in a wide range of roles.

“Ambassadors are colleagues who are passionate and proud of BSUH and the outstanding care we give. They act as role models with everyone they meet championing our values and behaviours.

“Ambassadors get involved to help make a difference

to the experience of patients, visitors and colleagues. They have offered their support to be part of both the Trust’s Workforce Race Equality Standard conference and helped at the LGBTQ+ conference. They helped to organise, pack, hand out and distribute NHS 70 hampers, hand delivered STARS nominations and helped the Trust prepare for the CQC inspection.

“The Ambassadors support communication across their teams, sharing good news stories,

innovation and information and promoting recognition and pride. And Ambassadors do all this above and beyond their normal roles and responsibilities all with the purpose of creating a positive culture in the Trust. I have the privilege of supporting the Ambassadors and I am in awe of their enthusiasm, passion and commitment to the organisation, they are amazing people who truly go the extra mile.”



Runner up

Clare Morfoot

Neonatal Practice Educator, Trevor Mann Baby Unit, Royal Sussex County Hospital

Nominated by Simone van Eijck, member of BSUH staff.

Simone said: “Clare goes above and beyond expectations. Her focus is always on supporting staff to be the best they can be. She has a kind, calm, encouraging demeanour that fosters team members’ optimal performance. She’s like the ‘Mum’ in our unit. Her natural people-person manner is so charming

that she can lead a team without needing more than a smile. She is frequently at work long after she needs to be — wanting to arrange advancement for others. She’s totally selfless. I’ve worked for the trust for over 10 years, and there isn’t a person I have met who comes close to this lady’s aptitude for an extra mile.’



Runner up

Gary Segger

Portering Assistant, Duty Manager, Princess Royal Hospital

Nominated by 12 separate members of BSUH staff.

Mitchell Newton said: “Gary always seems to be doing more than just his normal job. He always goes above and beyond. He is always at work and stays on at a drop of a hat. He puts his team first in everything and sets a good example to others.”

Louisa Tillman said: “Gary is always so helpful and will do anything for anyone, be it staff, patient or

member of the public. He has so much compassion and eagerness. It is lovely to see. He is always smiling, very polite and will always say hello and ask how your day is going. I’ve seen on so many occasions that Gary is willing to help those who are lost or need directions to the clinic they need to go to, giving helpful information. There is no other like Gary, he goes that extra mile 100% of the time.”

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Technology and Innovation

The award for staff initiating or leading change and/or research through the use of new technologies, techniques or systems.



Winner

IT Development Team (Panda)

IT, Royal Sussex County Hospital

Nominated by Daniel Morgan, Wilson Sharpe and Fiona Baldwin, members of BSUH staff.

In his nomination Wilson said: "In July 2016 the IT development team created the Panda Clinical Portal in collaboration with Renal, Urology and the Acute floor. Initially it contained Patient demographics, blood results and the ability to view some documents.

"Clinicians soon got excited about the potential of the Portal and its ability to draw information from multiple sources and present them in a patient context. Since those early days PACS, A&E attendances, Summary Care Record, Micro Guide, Horizon and numerous Clinical letters have been

added to the Portal. In 2017 a major step forward was taken with the addition of a forms function. This is now widely used in the Trust as it provides workflow and has replaced some 58 paper forms and supported electronic work flow of 15 processes.

"Panda continues to develop very fast and will tightly integrate with the Electronic Prescribing ability coming later this year. Panda is fast becoming a key tool used by Clinicians to source Patient data and save time in their busy environment."

Endorsing the nomination Mark Kirkland, Head of Development, added: "The team has worked tirelessly to develop and move Panda forward. They have worked incredibly hard to increase its value to clinicians and it is this continued effort and their ingenuity which have brought it to where it is now. I believe they often don't receive enough recognition for all the hard work they put in behind the scenes but they are dedicated to helping improve the lives of clinicians and the patients they treat. I think Panda shows that they are succeeding in this aim."



Runner up

Structural Heart Team (TAVI)

Cardiac Department, Royal Sussex County Hospital

Nominated by Jessica Parker and James Cockburn, members of BSUH staff.

In his nomination James said: "Trans catheter heart valve treatment has revolutionised the treatment of severe aortic stenosis. This common and increasing problem is linked to longevity. Patients develop degenerative aortic valve disease leading to shortness of breath and reduced life expectancy. The

team has now done over 1,000 procedures (third largest volume in the UK) with the lowest morbidity in the whole of the UK! We also now offer this under local anesthetic which has revolutionised post-operative care and reduced LOS to less than a 72hrs in most cases."



Runner up

Dr Philip Rankin

Clinical Fellow in Emergency Medicine

Nominated by Janet Thompson, member of BSUH staff.

In her nomination Janet said: 'Phil has worked at BSUH for a number of years, mainly based in Emergency Medicine at RSCH. Phil has worked tirelessly to implement various IT systems such as Microguide and Panda, He has been instrumental in delivering Single Clerking to all trainee doctors who rotate through EM.

"Alongside Dr. Rob Galloway, Phil has also promoted the Self Rostering system which has substantially increased the recruitment and retention of doctors working in A&E. Despite his massive workload, alongside being an excellent doctor, Phil is a kind, pleasant, quietly spoken man."



Employee of the Year

The Employee of the Year is selected from staff awarded Star of the Month between April 2018 and March 2019 (this award is not open for nominations).



Winner

February 2019

Iwona Galanek

Health Care Assistant, Theatre Admissions Unit, Royal Sussex County Hospital

Nominated by Nikki Hawkins and Lorraine Oliver

Her nomination said: "Iwona has worked relentlessly, she never ever complains and is always quietly in the background carrying out tasks above and beyond our expectations. She always has a smile, and is an absolute pleasure to work with. Iwona we don't always get a chance to say how much easier you make our job. We all want you to know how much we appreciate what you do.

"Iwona is the kindest, most patient, gentle lovely lady. Patients, relatives and other staff often compliment her but she doesn't always get to hear as she is always busy in the background. Iwona is often found making tea for stressed relatives, and goes the extra mile often taking

lost family members to various parts of the hospital or reuniting patients with their luggage even if it is late in the day. She is a very valued member of the team and we couldn't manage without her. Iwona's care is exemplary both for her fellow staff members, patients and relatives."





Employee of the Year Runners up



April 2018

Dr Marius Poitelea and Dr Panos Koumellis

Neuro Consultant Radiologists, Royal Sussex County Hospital

Nominated by Ryan, Alastair and the rest of the Angio team

"Marius and Panos provide an emergency service for life saving thrombectomy and coiling procedures. In particular they are helping to pioneer the thrombectomy service, with the aim of providing a 24/7 service in the future. This has already drastically improved the outcome for many patients suffering from stroke.

"Always calm, they instill confidence in both their

patients and colleagues in the most stressful situations and go the extra mile for their patients and team. Once patients are discharged from their care, they will still go and see them on the wards to see how they're doing and are genuinely invested in ensuring the people they help do well in the long term. They also go out of their way to teach the neuro angio team about a variety of subjects, helping our professional development."



May 2018

Sadie Berry-Robinson

Junior Sister, A&E, Princess Royal Hospital

Nominated by Rob Herriott - Charge Nurse, Critical Care Outreach Team

"Sadie is a truly exceptional person and a wonderful nurse. Her work within PRH A&E with specific regards to paediatrics has been amazing to see. Following several difficult cases involving paediatrics, Sadie has taken it upon herself to lead the way to reshape the way we treat children at Princess Royal. Under her supervision, we now have a dedicated, fully resourced and stocked area for children. She has organised paediatric study

days for all staff - from doctors to HCA-specific courses, making sure that everyone feels like they have a role to play when a sick child comes into the department. If it wasn't for Sadie's dedication and professionalism, the care we would be able to give children within the A&E department would be significantly different and for that alone, she deserves recognition."



June 2018

Anne Sawier

Sister, Dementia Lead, Twineham Ward, Princess Royal Hospital

Nominated by Patricia Titherly - Orthopaedic Matron

"For outstanding work with our dementia patients. Anne puts so much time and energy into her work. Always trying to improve the environment and the patients' experience on the ward. She is constantly raising awareness of Dementia, organising afternoon teas, manicures and music from the past. Anne arranged a cake sale for the Alzheimer's Society and

raised £217.96 in two hours. She is a credit to our patients, staff and the whole Trust. Anne always has time for everyone, she listens and always acts in the patients' best interests. Anne involves the MDT, families and carers, so no one is left out. She is a model in communication and kindness."



June 2018

Hayley Stevenson & The Pregnancy Loss Team

Royal Sussex County Hospital

Nominated by Jenny Dunphy

"Hayley tirelessly works for families who have to experience child loss before and in labour. She is the driving force behind the recently created Bereavement Suite, enabling mothers to deliver in the privacy of a separate suite, which also provides family space for time with the baby away from the labour ward. Hayley and her team are great examples of the trust values.

Kindness and understanding are part of their day to day job and the recent works to their ward highlighted how well they can work together, for example working with the contractor to finish and furnish the new suite within a short timeframe. They are a dedicated team who stop at nothing to do their best for patient care."



Employee of the Year Runners up



July 2018

Christine Crawford

Clinical Site Manager, Site Management Team, Royal Sussex County Hospital

Nominated by Janet Hall and Lorraine Tinker

“Christine went about and beyond to help a recently bereaved family when the Trust taxi failed to turn up. The family came in by ambulance with their five year old daughter, who had sadly died. The CED staff rang the Trust transport to arrange a taxi to take

the bereaved family home on account. When the taxi didn't turn up, Christine took the grieving family home personally, to provide compassionate care for the family.”



August 2018

Pyecombe Ward Team, Princess Royal Hospital

Nominated by Nelson Pires Sousa

“Pyecombe Ward Nurses and HCAs deserve this recognition for all the hard work and resilience they have put into ensuring the ward has been safely staffed during the difficult summer months. Also for the proactive attitude ensuring discharges happen effectively and patient flow is supported. And last but not least for all team work put into introducing PFIS on the ward and into all the improvement

projects already in place. Pyecombe Nurses and HCAs have shown kindness and caring attitude towards patients ensuring they were informed of all steps during their admission and their discharge planning. Everyone put effort into introducing and developing PFIS on the ward and several improvements have already benefited patients and their care plans.”



September 2018

Julie Cole

Clinical & Laboratory Lead, Blood Transfusion, Royal Sussex County Hospital

Nominated by Emily Gaskell

“Julie has gone above and beyond to support both her transfusion team and the wider blood sciences team. Julie constantly reviews the service, identifies areas that could be improved and acts to make sure that improvement is implemented and sustained. Julie steps up to provide management support and cover for more senior members of the team and will often go the extra mile to maintain a high-quality service.

“Julie has been involved in devising, participating in and implementing several transformational projects to improve the way in which the blood transfusion service is delivered. These projects have been successfully implemented so continued and improved excellent care is provided to our patients.”



October 2018

Sophie Wyndham-Lewis

Diabetic Eye Screening Administrator, Diabetic Eye Screening Team, Royal Sussex County Hospital

Nominated by Nick White

“Sophie took a call from a GP about a patient with diabetes who was frightened of attending for eye screening. He had always either cancelled or DNAd in the past. Sophie called the gentleman, talked through the process explaining that it was not a frightening experience and stressed how important it was. He agreed, was screened and found to have no sight in one eye and sight-threatening retinopathy in the

other. He was referred urgently to the eye hospital for treatment to save his sight. Sophie demonstrated compassion and patience, understanding and kindness through good, careful communication and going the extra mile to put the patient's mind at ease about the appointment. As a result she has probably helped save this man's sight.”



Employee of the Year Runners up



November 2018

Level 8A West

Head & Neck, Royal Sussex County Hospital
Nominated by Gemma Jordan

"This team has tirelessly worked with a particular patient who initially came in post tracheostomy insertion after a near respiratory arrest at home. For the last four months this patient has been in and out of our ward due to chest infections and being diagnosed with a brain lesion. In the last week this patient found out that his tumour was in fact very aggressive and he unfortunately had a respiratory arrest yesterday and died.

"Each time this man came in he was greeted with the utmost kindness and understanding. This patient had no family and friends nearby and took great comfort in the company of his two dogs. The staff on the wards assisted him in finding placements for his dogs each time he was in hospital. This patient touched the hearts of many on the ward and I am nominating this team as a reward for the amazingly compassionate and hard work that they do each day."



December 2018

Katy Mundy

Dementia Specialist Nurse, Royal Sussex County Hospital
Nominated by Penny Drew

"Katy has been keeping the dementia department afloat when there has been lots of sickness. Katy has been covering RSCH and the PRH and supporting me on my three days working trying to juggle both sites and supporting me in my new job role. Katy is a real inspiration to me as nothing is too much for her to do. The patient might not remember her name

but they remember her lipstick and smile. Katy likes to have long conversations with the patients and their families to reassure them if they have worries. Katy has conducted endless training with staff so everyone knows how to help a distressed patient. Katy treats all her dementia patients as individual people and makes them feel valued."



January 2019

Emma Gratwicke

Health Care assistant, Albion and Lewes Ward, Royal Sussex County Hospital
Nominated by Emma Sparace

"Incredibly helpful and thoughtful individual, spends a lot of time making sure patients are being thoroughly looked after - including bringing in moisturisers and shower gels from home. Emma can often be found at the patient bedside comforting them or giving foot massages. Probably the most

reliable person I work with on a busy shift and could do with some recognition for all her hard work. Demonstrates kindness and compassion non-stop even on the busiest shifts. Often trains the new HCA's to an excellent standard."



March 2019

Margarida Rodrigues-Martins

Nurse, Chemotherapy Suite, Royal Sussex County Hospital
Nominated by patient's daughter

"Margarida was the nurse looking after my mum during one of her gruelling chemotherapy sessions earlier this year. My mum has not had an easy time and had got herself into a very low period after receiving news delivered to her in a poor way. Within five minutes, Margarida had managed to sit, listen and hold my mum's hand and change her mindset. It was evident to everyone who met her that week that she had a bit more of a bounce to her step and seemed to have a

more positive outlook on how her treatment was going. I will forever be thankful for that few minutes (and the remaining hours) of care that my mum was given. Nothing else was more important than sitting, listening and CARING! Her communication was excellent and her kindness was outstanding. On that day, despite having other people to look after-Margarida showed real empathy for my mum who was clearly scared about what she was going through. Thank you."



Team (Contribution to Outstanding Care)

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

Critical Care

Royal Sussex County Hospital and Princess Royal Hospital
Nominated by five separate members of BSUH staff.

In her nomination Angela Burgess said: "I joined the team in June 2018, from the moment I entered the unit they have made me feel like one of the family and everyone is so willing to pass on information so we can all learn from each other. I just want to say a massive thankyou to everyone who works in the department."

Endorsing the nomination, Clare McGregor, RSCH Critical Care Matron, added: "Critical Care has come out the other side of a number of challenging years to triumph with excellent feedback from the CQC. We have embraced the PFIS training and use all the processes in our day to day work."

Jim Valentine, Head of Nursing Specialist Division, added "I fully support this nomination. Critical care has taken on board and run with the Patient First implementation. There is real multidisciplinary engagement on the units and they are seen as an exemplar in the Trust for the huddle board meetings. They have had many external visitors such as senior CQC members taken to critical care by the executive team to see their huddle board as an excellent example. Many other departments have also attended their huddles to see how it is performed."



Runner up

Endoscopy Nursing Team

Royal Sussex County Hospital and Princess Royal Hospital

Nominated by Julie Hutchinson, member of BSUH staff.

Julie said: "The Endoscopy Nursing Team have been very challenged with a reduced team through 2018, however they have remained very positive and determined to always deliver a high standard of nursing care to their patient group, whilst at the same time also looking at ways of improving the patient experience. I have been very impressed with how well the team support one another and, as our nursing team numbers grow, how friendly and welcoming they are to new starters regardless of how busy the service is. They are a true credit to the BSUH!"

Runner up

Sussex Rehabilitation Centre

Princess Royal Hospital

Nominated by four separate members of BSUH staff.

In his nomination Jamie Cochrane said: "Sussex Rehab Centre attended Wave Four of our Patient First Improvement System (PFIS) training. Each week they turned up in significant numbers with representation from all disciplines and a wide range of grades. I was particularly impressed by the sensitivity and professionalism they demonstrated in team days. I saw a number of times a junior member of the team being encouraged to take a lead role.

"Their huddle is well attended, multi-disciplinary and needs particular commendation for implementing a schedule in which nursing, therapy and consultants are required to lead the huddle. Tremendous credit needs to go to both ward managers (Caroline and Nadine) for getting their teams to work in such a positive way, and Jennifer and Michelle from the therapy side, however every member of the team has worked hard to foster positive relations and deliver improvements for our patients.

Runner up

A&E

Royal Sussex County Hospital and Princess Royal Hospital

Nominated by 22 separate members of BSUH staff and members of the public.

Louise Peters said: "The staff will constantly pull together under extreme pressures and keep smiling. From the cleaners through to the consultants they will always work together to get through the day and provide quality of care, manage the patients' needs and implement their care plans. Also in times of need collections will be made for other staff members that may be having a difficult time to help and support them."



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.

Winners



Revd Canon Peter Wells
BSUH Chaplain

Peter was nominated by 16 separate members of staff in the Outstanding Leadership category. He is retiring this year after heading the chaplaincy service at BSUH for many years. As a result of his leadership the service has developed and broadened into other areas of patient and staff support.

Peter has been responsible for the bereavement office as well as chaplaincy, developing structured reflective practice sessions for BSUH, chaplaincy involvement at BSMS and the BSUH choir. As a trained psychotherapist and clinical supervisor he has provided supervision for a number of staff across the Trust.

Colleagues across the Trust praise Peter's understanding, patience, compassion and dedication "mixed with pragmatic common sense that gets people through the darkest times."

Peter has also been praised for encouraging Muslim women to join our volunteer teams when he asked for volunteer visitors for Muslim patients. This group of women felt respected, and treated as was appropriate for us as Muslim women.

Multiple nominations described Peter as an outstanding leader, offering guidance, encouragement insight and wisdom as well as a sense of humour. Universally, those who nominated Peter said he will be missed when he retires. A sentiment we're sure is shared throughout the Trust.



Dr Philip Rankin
Clinical Fellow in Emergency Medicine,
Royal Sussex County Hospital

Philip has worked at BSUH for a number of years, mainly based in Emergency Medicine at RSCH. He has worked tirelessly to implement IT systems, including Microguide and Panda and has been instrumental in delivering Single Clerking to all trainee doctors who rotate through EM.

Alongside Dr Rob Galloway, Phil has also promoted the Self Rostering system, substantially increasing the recruitment and retention of doctors working in A&E. Philip is an excellent doctor and a kind, peasant, quietly spoken man.

People often say 'The man never sleeps', such is his dedication to everything he does. Philip has worked alongside the Kaizen teams on many Quality Improvement Projects for BSUH, striving to improve the way we do things for the benefit of colleagues and patients. He is the very embodiment of someone who believes care is our top priority.

Philip is moving on at the end of the year to take up a post with Brighton CCG to develop and improve the Primary Care/ Acute Trust information pathway. Phil will step up to this challenge in his normal quiet and tenacious way which will result in a huge improvement in this area for both sectors. We wish him all the very best in his new role and would like to take this opportunity to thank him for all he has done at BSUH.



BSUH Charity

BSUH Charity is proud to sponsor this 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 Judging Panel

Many thanks to the ten judges who made up the Star Awards 2019 judging panel:

- Dame Marianne Griffiths, Chief Executive
- Alan McCarthy, Chairman
- Dr George Findlay, Chief Medical Officer, Deputy Chief Executive
- Nicola Ranger, Chief Nurse
- Pete Landstrom, Chief Delivery and Strategy Officer
- Karen Geoghegan, Chief Financial Officer
- Denise Farmer, Chief Workforce and Organisational Development Officer
- Patrick Boyle, Non-Executive Director
- Barbara Harris, Head of Equality, Diversion and Inclusion
- Mark Sargent, Staffside

The panel thoroughly enjoyed reading the hundreds of nominations sent in this year and all agreed – choosing the 2019 shortlist and winners was an incredibly tough task.

Star of the Month Nominations

The Employee of the Year is selected from staff and teams awarded Star of the Month. Has someone you work with gone above and beyond their day job and what is expected of them? Please think about nominating them for a Star of the Month award. The winner is

chosen by a judging panel and their story is featured across the Trust and in the weekly Buzz staff newsletter. Nominations forms are on the Infonet – please think about nominating – for a star award and let us know who you think is amazing.

