STAFF AWARDS
2016

Hatherley Manor
16 JUNE 2016
These awards are a celebration of the **hard work, loyalty** and **dedication** of staff across our Trust.

**Programme of events**

5:45  Arrival, registration and drinks

6:15  Introduction, welcome and housekeeping  
      Dave Smith and Prof Clair Chilvers

6:20  The Excellence and Long Service Awards

7:05  Leadership & Development Awards

7:35  The Great Awards Quiz

7:55  The final awards

8:30  Congratulations, quiz results and closing remarks

8:40  Refreshments, photographs, entertainment
Our annual Staff Awards offers us all a great opportunity to celebrate our staff and to be part of what is always a hugely enjoyable evening.

Tonight we will highlight some truly inspirational individual stories but we know they are by no means the only ones that have made a difference to our patients this year. Throughout this year, along with NHS organisations up and down the country, we have faced challenging times. I am proud to say that our staff have answered these challenges with an unfaltering focus on quality of care.

The continuing success of our Trust relies on the outstanding work of our staff who have this year been especially focused on improvement and on the delivery of our new vision: Best care for everyone. This vision was developed with staff following one of the most successful engagement programmes we have undertaken.

Our many frontline staff here tonight make that quality of care, the best care, a reality for our patients. Each patient’s experience at our hospitals involves countless people, many who never have direct contact with the patient. So whatever your job may be, it is an important part of the care we provide to the population we serve.

Over the course of a year, so many other staff win awards in their fields, present their work at prestigious events, pass their knowledge on to others and use their skills when volunteering for organisations both in this country and across the world. There are too many to mention here but their contributions and sheer hard work are very much appreciated.

I’d like to offer my congratulations not only to the winners, but to every individual and team here this evening.

Dave Smith,  
Director of Human Resources & Organisational Development

We are continually striving to be an even better Trust and in doing so we look to provide the kind of services and care that we would want for our own families.

Our new vision is about being the best that we can be as individuals, as teams and as part of our Trust. We should also remember that being part of the wider NHS is a huge privilege; there are very few walks of life where it is possible to make such a positive impact on people’s lives.

When we are focused on broader considerations as we look towards our future, it’s also important to focus on the thing that really matters to the inpatients on our wards - the quality of care they are receiving in the here and now. These individual interactions are pieces of a complex jigsaw that forms a bigger picture of who we are as an organisation.

As I talk to people around the hospitals I am always struck by the deeply held belief and commitment to patient care and safety and I am very proud of how we are looking to continually improve our standards.

Our shortlisted candidates and winners this evening have all demonstrated the qualities we cherish - from care and compassion through to excellence and innovation. I take great pride in being a part of this celebration and of working alongside the colleagues you will hear about tonight who have showed us all what the very best of the NHS can be.

Although it has been a busy and challenging year for everyone, the determination and commitment of our staff has shone through. Everyone here this evening has excelled in their fields and we are delighted to join them in celebrating their success. Congratulations to everyone.

Professor Clair Chilvers  
Chair
Healthcare professional of the year

THE SHORTLIST

This category was designed to recognise an outstanding individual who has demonstrated consistently high quality clinical care. They will have achieved the highest standards of patient safety, experience and outcomes. Nominated by colleagues, the shortlisted candidates come from a variety of roles across our Trust.
Emma Mitchell

Hard working, dedicated and loyal, colorectal clinical nurse specialist Emma was nominated by colleagues for doing an outstanding job. She was also recognised for the significant amount of time and energy she has devoted to the Living With and Beyond Cancer Programme within the Trust. Emma has regularly attended meetings on her day off to ensure she contributes to the project.

"Her dedication and care is outstanding"

Nikki Dobson

Nikki was lauded as an outstanding midwife; already recognised as Mentor of the Year by Worcester Students. She was also described as kind, caring, knowledgeable and respectful - fantastic attributes needed to look after women in childbirth.

"She is the midwife you would want to be looking after you"
Gail Cole

Gail has led a major change in the renal unit, with development of a new peritoneal dialysis service which is now up and running. Her capability and confidence in managing this new aspect has led to her being asked to share her experience and expertise at a regional level. “She never fails to support patients and colleagues.”
Healthcare team of the year

THE SHORTLIST

This category recognises outstanding teams who have demonstrated consistently high quality clinical care. Nominated by colleagues, the shortlisted teams have consistently proved that they are determined to deliver excellent care and the best experience for patients.
Emergency Department Consultants

This team of consultants were described as giving excellent care to all our patients under extreme pressures. Always ready to listen to opinions of staff from all levels, they notice who is working hard and doing a good job. One colleague said: “They defend and support us all on every level and are fantastic to work with.”

“They are motivated, engaged and passionate”

Ward 7b

The multidisciplinary renal team on this ward is led by Sister Di Moore and Dr Preetham Boddana. Integration and valuing the contribution of every team member is fundamental to the renal service and this is demonstrated not only in the way they work and look after the patients entrusted to their care, but also the way they look after each other as colleagues.

“This is an amazing team, doing great things every day”
Home enteral feeding team

The HEFT were highlighted as being a wonderful and approachable team within nutrition and dietetics. Currently providing dietetic and nursing support to over 400 enterally tube fed patients within the county, they strive for excellence and consistent high quality care. “Their expert advice and support is invaluable”
This very popular category was introduced three years ago to reward a team or individual working within a non-clinical support service, such as a porter, administrator, domestic or lab technician. Whatever they do, they will have delivered work that is consistently above the expectations of patients or colleagues.
Duane Brundrett

Always happy to help, Duane is quick thinking, helpful and truly goes above and beyond in his daily work. A fantastic team player, he is always more than happy to help patients and staff. One colleague said: "Duane is a dream to work with; he's always cheerful and happy at work and is part of our ED family."

"Does every job with a smile, please and thank you"

Debbie Harris

Debbie joined the Paediatric Diabetes Team and made an immediate and positive impact. A colleague recognised her for being "the glue that holds the multidisciplinary team together and more importantly, a super chirpy and positive member of the team."

"Debbie is foundation of the diabetes team"
Karley Brady

Hard working and enthusiastic, Karley is self-motivated and is always keen to support other members of the team, helping and guiding them to complete tasks or providing assistance or training. She works hard to develop better processes to meet the needs of customers and to support the department in making continuous service improvements.

“She is a good communicator, diplomatic and knowledgeable"
Exceptional contribution to safety and quality

THE SHORTLIST

Patient safety is a key priority for the NHS as a whole. Staff nominated colleagues at our Trust who had demonstrated inspired or original thinking that has led to improvements in the safety or quality of services for our patients.

This was given an added focus this year by the launch of the Gloucestershire Safety & Quality Improvement Academy.
Jon developed a new charting system for a drug commonly used in recovery. This chart allows staff to see clearly the doses of the drug they are using and how often the dose is altered. This has reduced the potential for errors and introduced a safer way of working.

"This is a much safer way of recording"

Early treatment and effective risk assessment are important in managing patients with Acute Kidney Injury (AKI) in our hospitals. As part of their Safety and Improvement Academy work, a team of junior doctors introduced ‘Ned the Nephron’ as a reminder to medical staff.

"They aim to prevent complications as a result of an AKI"
Michelle is totally committed to maternal and infants’ safety. She supports her team whilst ensuring best practice is followed and change implemented where needed. Her ability to challenge practice in a really positive way motivates her staff; she is a credit to the midwifery and nursing profession.

"Michelle’s dedication is second to none."
Health ambassador of the year

THE SHORTLIST

This award aims to recognise the many teams within our organisation who are dedicated to improving the health of patients, staff or both. Aligned clearly with our Trust’s wider focus on Health and Wellbeing, these candidates have gone above and beyond the focus of their everyday roles.
Leslie Morrison & Staff Support Team

Leslie and her team provide invaluable support to members of staff. Although very stretched, they are constantly thinking of innovative ways in which they can reduce waiting times for support and provide much-needed advice. One of these has been through the introduction of resilience training which many members of staff have benefitted from this year.

"They provide much needed support and advice"  

Debbie Dean

Paediatric Epilepsy Nurse Debbie supports children and their families through often difficult and complex diagnostic processes. Transition is the term used to describe the process of preparing, planning and moving from children’s to adult services. Debbie has been vital in the implementation of the transition programme within our Trust.

"She offers so much help and support to families"
Kate Mennie
Kate was nominated for her continued support of young people. She is always keen to develop her staff and has particularly engaged with the supervision of apprentices on Chedworth, many of whom have gone on to complete their apprenticeship and to work for us in substantive posts. Kate is thorough yet approachable and explains her expectations of the apprentices and the kind of work they need to do in order to meet our Trust’s values.

“She really engages with young people”
THE SHORTLIST

Sustainability ambassador of the year

New this year, this is awarded to a team or individual who has worked to create a more sustainable working environment, helping to reduce our environmental and social impact. Our commitment to sustainability has been reinforced this year by the creation of our Sustainability Team who work across our hospital sites.
Catering Team, GRH

This team have hugely increased the amount of waste they send for recycling, ensuring plastics, tetra-pak and tins all get recycled. In 2013/14 they filled an average of 12.5 recycling bins per month but in 2015 this went up to 41 recycling bins per month, a really significant rise.

"They have all shown a real commitment to recycling"

Duncan Stevenson

A committed member of the sustainability team, Duncan has worked hard to make everyone more aware of environmental concerns. For some years he has been focused on educating and encouraging colleagues to make small changes that contribute to a big difference. Graphic designer Duncan has also redesigned our sustainability materials to help give sustainability matters a clear identity.

"He is also a keen champion of recycling"
Jacqui Beach

As waste coordinator for her department, Jacqui has encouraged the whole team to recycle wherever possible, promoting not only the environmental aspects but also the financial ones for the Trust. She has also been doing a pilot scheme, recycling tea bags in the department which she has been taking home to compost.

“She has made a big difference in our area”
The Katherine Felix award for development in nursing

THE SHORTLIST

Named in the memory of a senior nurse in our Trust who was dedicated to improving patient care, this award recognises innovation and excellence in nursing and healthcare practice. The winner receives £500 to develop their initiative further.
Jeanette Welsh and Graham Rowe

Jeanette and Graham were praised for their contribution to the safety and wellbeing of patients who are experiencing Domestic Abuse. Both Jeanette and Graham have led on actions to enhance policy and response process across our whole Trust. They have developed best practice tools to enable staff to support those at risk in a timely and safe manner.

“They provide real time advice and guidance”

Kate Hurley and Leanne Fare

Both Kate and Leanne are exceptional examples of how to communicate with relatives and staff in very difficult and challenging situations. Importantly, they have helped increase the number of donors in Gloucestershire, touching patients’ lives in a very positive way and supporting relatives in what can only be described as the hardest decision they will ever make, in very difficult circumstances.

“Their dedication should be acknowledged”
Deborah Elliot

Debbie and her team have undertaken reviews and process mapping to change practice around pressure ulcer prevention within the Department of Critical Care. Not only have they looked for different products to reduce unusual pressure ulcer formation, but also developed a set of standards to raise awareness, benefitting patients. “She is dedicated to helping patients.”
Outstanding clinical leader of the year

THE SHORTLIST

As part of our Trust’s commitment to developing inspirational leaders, we recognise clinical leaders who create a positive environment for their teams. Each of our shortlisted candidates recognise talent, share their skills and put patient care at the heart of their role, while inspiring and motivating others.
Helen Brooke

Helen leads her ward team by example and is an excellent role model to new staff and student nurses allocated to ward 6b. Helen is hard working and supportive both to those she works with and those she cares for. The staff on the ward enjoy working with her and she demonstrates a can-do attitude to the problems she encounters every day in running a busy acute stroke ward.

“Her gives so much of herself to her work”

Gill Donovan

When the decision was made to integrate Physiotherapy and Occupational Therapy into one Therapy service, Gill had the vision to embrace this as a positive move that would benefit both staff and patients and our Trust. She has worked hard to bring the two professions together under the new service mission statement ‘enabling people to maximise their potential to live well’.

“She continues to be a positive role model”
Hazel Williams

Hazel is a truly inspiring midwife who provides excellent patient care. She leads and supports the team at Cheltenham Aveta Birth Centre, ensuring there’s always a positive working environment. One colleague commented: “The calming atmosphere on the birth centre is picked up on by all our patients and visitors thanks to Hazel’s commitment a positive, nurturing birthing environment.”

“She’s an inspiration to her team”
Outstanding non-clinical leader of the year

THE SHORTLIST

The contribution of our non-clinical leaders is also invaluable to our Trust. These leaders also nurture talent, create a positive and inspiring environment and put patient care at the heart of their role.
Mandy Newbould

Mandy has managed a small team which has grown in the last year due to the issuing of approximately 7000 smartcards to staff in readiness for SmartCare, our electronic patient record. Mandy has always had a positive attitude and is described very motivational and enthusiastic manager who supports her staff wholeheartedly on every level.

“She believes passionately in her staff and the NHS”

Jane Evans

Jane has led the support service teams, (including domestics, porters and catering teams) over the past twelve months in very challenging and changing times. Always good humoured, she has a very positive attitude to succeeding, no matter what is thrown at her.

“She can always be counted to deliver”
Allison Newport

Allison is a highly committed individual and is passionate about both her work and her team. A determined manager, she supports the work of her staff, making people feel included and enabling her team to do their very best.

“She looks for new ways to support her staff”
The learning and development award

THE SHORTLIST

This award seeks to highlight a member of staff or team who, through learning and development, have directly or indirectly improved patient experience. This could be through coaching, educating or training, transferring their own learning to the workplace or simply supporting a learning and development environment.
The resuscitation team cross boundaries from the classroom to the clinical area. They provide support and tuition on a one to one basis as well as coordinating classroom and ward based courses. Their varying clinical backgrounds provide the Trust with the resources required to deliver an extraordinary service, every day.

“They provide feedback and real time learning”

Farouk Mehta

Training Team member Farouk’s knowledge and skills have made him popular throughout the Education & Development service. He is always called upon for assistance with anything technical, excellent at training other staff and always happy to help. Farouk is a positive person and his outstanding knowledge is shared to develop colleagues’ skills.

“He’s an asset and a pleasure to work with”
Rose supports and guides clinical apprentices and loves to help them reach their potential. Her enthusiasm is contagious and candidates feed back how well they can relate to Rose and how easy she is to talk to. Rose also offers to take candidates on a one to one basis to accompany her on a shift to ensure Theatres is the right placement for them.

"She’s kind, approachable and inspiring"
This new category is designed to reward learners at any level who have demonstrated outstanding achievements through undertaking a programme of learning. The candidates will also have used their learning to great success, whether to the benefit of other colleagues or patients.
Megan Midwinter

Megan first approached the Lifelong Learning Department when she was working as a domestic, asking if she could have support to improve her knowledge and skills. Someone who is very determined to better herself, Megan has taken many opportunities for self-development, broadening her skills and knowledge which has allowed her to progress from domestic to a band 3 position within our Trust.

“Megan is an inspiration to all”

Janelle Reyes-Goddard

After a lot of hard work and a significant amount of study in her own time, in October 2015 Janelle was awarded the Radiation Protection Advisor Certificate of Core Competence by the Society of Radiation Protection. As well as being a Radiation Protection Advisor, Janelle has other roles in our Trust, but despite all these work pressures she always demonstrates true determination and focus.

“Her hard work and tenacity have paid off”
Anthony Wager

Tony started in the Trust as a porter and then moved to Radiology where he trained to be an Imaging Care Assistant. He then took on in house training to be an Assistant Practitioner where he proved to be an excellent employee and role model. Last year he transferred into Year 2 of the Radiography degree and qualified as Diagnostic Radiographer in June 2016.

“He had excellent feedback throughout his course”
Apprentices have become a key role in many areas across our Trust, contributing in a wide variety of roles. They can make a real difference by going beyond expectations and delivering ideas that can have a positive impact on our services.
Sam Brown

Colleagues have commented on Sam’s excellence in dealing with people at all levels, and how his easy manner and confidence have shown maturity beyond his years. Sam has approached his apprenticeship and all the work he undertakes with enthusiasm, commitment, intelligence and always with a smile. He was described as an absolute pleasure to work with.

“Sam deserves recognition for all he has done”

Jordan Nugent

Jordan started his employment at our Trust when he was just 16, the very first day he was legally allowed to be employed following his GCSE exams. Jordan deserves to be recognised for his continuous positive, can-do attitude which always stands out. Working with great professionalism, Jordan always has a smile on his face and works extremely hard every day seeing through any task he is given.

“Jordan is a great representative of our Trust”
Gemma Hibberd

Apprentice HCA Gemma was described by many colleagues as a friendly, kind and caring person. She really connects with patients, caring for them with a lovely manner which has resulted in many compliments. Her commitment, compassion and sheer hard work have been noticed throughout her apprenticeship.

“She's a great and valued member of the team”
The innovation award

We place real value on good ideas and encourage a culture where innovation is celebrated. To reinforce this, for the third time this year we are delighted that the West of England Academic Health Science Network have sponsored our Innovation Award.
Cheryl Haswell and the Catheter Passport team

The winners of this year’s innovation award created a simple solution for a very significant problem.

The idea had been successfully used in other Trusts and was adapted and improved by the countywide urinary tract infection group. The group developed a urinary Catheter Passport for adults with long-term urinary catheters in Gloucestershire.

The group was attended by individuals from organisations across the county, demonstrating a true collaborative approach and a commitment to using simple innovation to make life better for patients.

The Catheter Passport was designed to aid, monitor and improve catheter care for patients and healthcare professionals.

It was also intended to reduce unnecessary urinary catheters in the county and reduce the number of calls to the out of hours service due to problems with catheters.

Figures from the Health Protection Agency show that 17.2% of all healthcare associated infections are caused by catheters and nationally there is a drive to reduce this figure.

Launched in October 2015, the passport is now carried by all patients with catheters to ensure that healthcare professionals have access to relevant information about their condition, regardless of where they are seen in the county or beyond.

The passport also provides some troubleshooting advice and help for common issues that stop the catheter working properly as well as a urine colour chart to aid with the assessment of dehydration. It also includes information such as how to care for the catheter, and provides a record of insertion that includes the date.

Cheryl Haswell, Matron for Infection Control, said: “This new passport is now given to every patient who leaves hospital with a catheter. It details why the patient required it and when it is due for review.

“The passport travels with the patient, so healthcare professionals – both in the hospital and community – can see when the catheter is due to be changed and if the patient’s condition has improved, meaning that they no longer require one,” she said.

This collaborative approach across both our hospital and community services has enabled staff to work together and provide all health workers with a complete view of a patient’s catheter care, both at home and in hospital.

The aim of the project? “Together we can reduce the rate of catheter associated urinary tract infection.”

A catheter is a hollow, flexible tube that drains urine from the bladder. There are many reasons why people need a catheter: the bladder may not be able to contract on its own to empty itself or patients may have other health-related problems which prevent them from urinating.
Volunteer of the year

THE SHORTLIST

This award is given to an individual or team of either hospital volunteers or members of the spiritual hospital chaplaincy volunteers. We are very lucky to have an extraordinary body of volunteers at our Trust.
Richard Baggs

Richard was acknowledged as an exceptional member of our volunteer team. Working in the assessment and rehabilitation unit, he spends a lot of time escorting patients to different departments but never tires, remaining cheerful, positive and friendly throughout.

“He is kind, caring and understanding”

Jane Williams

Jane sits very patiently on her own at the College Road volunteers’ desk. Although working alone, she has such a welcoming and warm presence, greeting every passer-by. Over the years she has dedicated such loyalty to the Trust. Jane is always seen with a smile on her face and a kind word for everyone she greets.

“Jane’s kindness and concern shine through”
Roger Glassonbury

Working in Beacon House, Roger always presents himself with a cheery smile and a good joke to tell. He puts everyone at ease within the pain management department and points all sorts of visitors in the right direction. No matter what the task, Roger helps out with a positive and cheerful attitude.

“He helps all kinds of visitors”
The listening & learning award

THE SHORTLIST

This award was open only to those volunteers who have been participating in the current Listening and Learning Project (funded by Burdett Trust and Age UK). This project was aimed at supporting frail elderly patients through communication and identification of needs - social, emotional and spiritual - and was open to staff from participating wards 4a, Ryeworth and 6a.
Heather Wagstaff
As the only volunteer working on this project in Cheltenham, Heather has demonstrated true commitment. Calm, kind and caring, she has used kindly reflection and scenarios to raise awareness of how to communicate with the elderly in acute hospital settings. She has been able to give insight into how listening to the older person makes a real difference to their care and emotional wellbeing.

"Heather is articulate and kind"

Jan Wood
Jan has approached this project with great enthusiasm and energy. Her professional attitude and passionate desire to improve patient experience on Ward 4a is actively shown during the weekly activities. In particular her involvement in the ‘time for tea’ activity has positively engaged patients within the ward.

"She is enthusiastic willing to try new things"
Graham Ledger

Graham has shown commitment and enthusiasm to this project. His approach has enabled him to better understand the patients and so help the clinical staff to provide a more personal, holistic care package. Each week he has arrived at the ward with a smile on his face just to spend some time listening to what matters to the patients.

"His dedication and skills shone through"
A hero is someone who does something over and above what they’re expected or trained to do. Once again this year, the panel wanted to highlight those people who have brought something special to patients, colleagues or the community at large. They are truly inspirational.
Helen Cole

When Helen was on duty over a weekend, she was called to see a dying patient on the ward whose son was unable to accept her condition and had been angry and accusatory to staff. Helen went out of her way to smooth relations with the patient’s son, ensuring he was clear and happy with the care his mother was receiving. Despite a long weekend shift, Dr Cole stayed for three hours after her shift ended and demonstrated impeccable compassion and dedication.

“She would not leave the ward until he was 100% happy”

Dee Hargreaves

Dee was highlighted by the family of a patient who had been admitted to the cardiac ward over Christmas. During a stressful time for the whole family, they advised that Dee’s warmth and understanding made a huge difference to them as a family. She went out of her way to reassure a very shocked and stressed family, and was described by them as ‘exceptional in her helpful and kind manner, whilst clearly juggling the demands of a very busy department’.

“Dee was so kind and reassuring”
Ann Holliday

Nurse Ann celebrated her 80th birthday this April, and only finished working as part of the nursing bank the same month despite officially retiring in 2001. She started at GRH south in 1966 and despite one or two short breaks from nursing to raise a family, she worked until her official retirement. Since 2001, she has worked on the bank on both the 5th floor and day surgery. She is recognised for her long service and for inspiring two further generations of her own family to join the profession.

“Amazing - more than 50 years in nursing”
Once again this year, the Board of Directors wanted to acknowledge an individual who has made a significant contribution to our Trust, our patients and the wider community. We are delighted that this special award has been sponsored this year by Colour Connection.
Caroline Pennels

This year’s Lifetime Achievement Award is given to Head of Legal Services at our Trust, Caroline Pennels. Not only a barrister but also a qualified nurse, Caroline is in a unique position to give both clinical staff and our patients the benefit of her insight and advice.

The chances of medical staff being involved in a legal case are higher now than at any other time in history. Led by Caroline, our legal services team are able to guide clinical staff through the minefield of the law, providing help and support at every turn.

Caroline has had a fascinatingly diverse career, beginning her working life in oil exploration research before training as a nurse in the late 1980’s. This second career continued the success she’d found in her first; with roles in vascular surgery followed by cardiac and general intensive care (ITU). Caroline’s interest in law was sparked by a very personal experience of being traumatised by the events surrounding a particularly difficult work. She is highly appreciated by all who know and work with her.

Of all the successes in her varied career, Caroline identifies her proudest achievements as having kept her nursing registration through the years and having established a legal services department that offers reliable and practical service to clinicians at our Trust.

She outlined just some of the best parts about her job, “The opportunity to help everyone with a problem, whether they are colleagues, patients or members of the public; the privilege of being alongside colleagues in difficult situations, whatever they are; and the opportunity to help ‘make it better’ whatever it is, and whatever the situation.”

Caroline returns to legal work in the NHS, culminating with her joining our Trust (then East Glos NHS Trust) in 2000 and setting up our legal services department.

Team member Anna Pryce Jones commented: “As the Trust’s Head of Legal services, Caroline is dedicated to providing advice and support to clinicians 24/7, both in and out of court. She is always willing to help, day or night. She is highly appreciated by all who know and work with her.”

Of all the successes in her varied career, Caroline identifies her proudest achievements as having kept her nursing registration through the years and having established a legal services department that offers reliable and practical service to clinicians at our Trust.

Caroline Pennels performs her job to the highest possible standard against a backdrop of ever increasing demand. In a world of increasing litigation, scrutiny and criticism our Trust is much stronger by virtue of her professionalism and skill.

However it is not this that sets her apart for the Lifetime achievement award. It is because she represents an increasingly rare creature in the NHS. Whenever you go to Caroline with a problem she always considers the human being behind the issue. She sees the distress that hides behind the enquiries that come to her. In her tireless support for those who have to attend inquests and court, she exemplifies the professional who is not just interested in solving the problem but dealing with the damage left behind. This might be in the form of hours of one to one conversation or a few words at the bottom of an email.

In all her contributions to safeguarding she recognises the devastating effect these investigations can have and never shies the need to support staff who undertake this critical work. She is often the only one to spot a staff member who is traumatised by the events surrounding a particularly difficult case and will ensure that individual is probably supported. Her approach is particularly summed up by observing that whenever Caroline says ‘can I help’ she really means it and always delivers on her offer.

Caroline Pennels performed her job to the highest possible standard against a backdrop of ever increasing demand. In a world of increasing litigation, scrutiny and criticism, our Trust is much stronger by virtue of her professionalism and skill. However, it is not this that sets her apart for the Lifetime achievement award. It is because she represents an increasingly rare creature in the NHS.
The Patient’s Choice award

THE SHORTLIST

This award is more popular with patients every year and is now established as a firm favourite for those wishing to give a vote of thanks to our staff. Very much valued by the nominees, this is supported once again by Alpha Colour Printers. We are very lucky to have so many members of staff who go out of their way to deliver exceptional care.
Philip Rolland

The nomination said: “When I was diagnosed with cervical cancer at the age of 24, I was referred to Mr Rolland for treatment. From day one, he has kept me informed throughout my treatment and made sure that I understand what has been happening, every step of the way. He has been open and receptive to my questions and has always made time for me. I can honestly say that I wouldn’t have coped as well if my consultant hadn’t been as amazing as he was.”

“He has a great bedside manner. I can’t thank him enough”

Critical Care, GRH

The nomination said: “My partner was admitted to critical care November 2014 with pneumonia and was placed on life support. The care & support from all the staff was amazing. From the receptionist Helen who I became friends with, to all the nurses, health care assistants, doctors, physiotherapists & cleaners. Everyone worked tirelessly to save him. The care they show is amazing - and not just medically - he was shaved, moisturised & even had his hair cut.”

“Every person on the unit deserves praise”
Steve Twigg

The nomination said: “Our nine year old son became very poorly at the end of December and was admitted to adult critical care. This was an extremely scary, stressful and worrying time for us. Steve took control of our son’s situation and medical requirements, listening to us and making us feel involved in the decision making. Without Steve we don’t know how we would have made it through to the other end.”

“We trusted Steve 100% with our son’s care”

Jane Soule

The nomination said: “Jane was our midwife though good and bad times. In 2014, we had to say goodbye to our baby daughter at 34 weeks due to a severe brain anomaly. Jane helped me deliver Caitlyn and was so kind, competent and sensitive. In 2016, Jane was my midwife again, helping me to safely deliver my healthy baby girl. She made both my birth experiences the best they could possibly be and that is worth such a lot on one of the biggest days of your life, delivering your babies.”

“Jane was so kind and very reassuring”
Lisa Daniels
The nomination said: “When my husband was diagnosed with Lymphoma, Lisa did everything she possibly could to ease our fears and pain. His treatment has been a roller coaster ride with several lows that we would have struggled to get through without her care, support and love. I can honestly say that she is not only an amazing nurse but an incredible lady and both my husband and I count her as a true friend.”

"Lisa goes above and beyond expectations"

Carolyn Cummings
The nomination said: “At the age of 35, I was diagnosed with bowel cancer and my world started to unravel. Carolyn was to be my point of contact and was there to help me through this journey but little did I know how valuable her help would be, and how lucky I was to have such a supportive nurse specialist. The most recognisable and obvious element of Carolyn’s support is that she genuinely cares. Nothing is ever too much trouble and Carolyn would frequently go beyond what was normally expected in her role.”

“She has made an awful journey bearable"
Palliative Care team

The nomination said: “When I found myself in the position of a carer for my terminally ill partner, I completely fell apart and was lost, despite all my years of caring for others in this position. Cath and Emma went above and beyond their duties to help and support me through this awful time, helping to keep my partner at home with me until the last week of his life. I could not have got through the last year without them.”

“I couldn’t have returned to the job I love without them.”
Long service awards

Our Trust greatly values the contribution of its staff and believes it is important to formally recognise their achievements and commitment to the NHS.

Any member of staff who has worked for the NHS for 25 years or more receives a certificate together with a gift voucher.

The recipients come from departments across the Trust and encompass a wide range of professions. Their names will also be published online following the presentation this evening.

Contact: awards@glos.nhs.uk

Thank you to our sponsors

It’s wonderful to be part of an evening that is all about celebrating the very best of the NHS.

I’d like to thank all our valued sponsors for their support this year and hope they have enjoyed being part of such a positive evening of celebration.

We’re delighted that local organisations and companies consistently show their support for our hospitals in so many different ways throughout the year.

Alpha Colour Printers

Over 30 years Alpha Colour Printers has grown into an innovative company offering high-quality service to local authorities, businesses and corporate internationals. They are extremely proud to own the first Carbon Neutral press in the UK. Alpha services range from creative design to digital and lithographic printing, large format printing and signage to vinyls and vehicle graphics.

West of England Academic Health Science Network

WEAHSN is a vibrant and diverse network of partners working to put innovation at the heart of healthcare, to improve patient outcomes and contribute to wealth creation.

Colour Connection

Colour Connection deliver top-quality creative solutions to businesses throughout Gloucestershire. They provide graphic design and print for a diverse range of businesses from individual entrepreneurs to large international companies.

Age UK

Age UK is the country’s largest charity dedicated to helping everyone make the most of later life. They believe in a world where everyone can love later life and work every day to achieve this.

Burdett Trust for Nursing

The Burdett Trust for Nurses makes grants to support the nursing contribution to health care. It is an independent charitable trust named after Sir Henry Burdett KCB, the founder of the Royal National Pension Fund for Nurses (RNPFN).