



Gloucestershire Hospitals  
NHS Foundation Trust

# STAFF AWARDS 2023

Hatherley Manor  
November 2023

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the Best Care  
for Everyone  
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# Foreword

**As Chair of Gloucestershire Hospitals, this is the second year that I have been involved with our Staff Awards and what a privilege it is.**

This has been a particularly significant year as we marked 75 years of the NHS in July.

When I walk around our hospitals and speak to you, this brings me great confidence that our patients and the NHS more broadly will be in safe hands for the years to come.

Regardless of the changing external environment, it is the people, our people, who retain that vital connection to doing the very best for our patients and our communities.

The winners and shortlisted candidates who are celebrated here are by no means the only ones who have made a difference to our patients. Over the course of each

“Regardless of the changing external environment, it is the people, our people, who retain that vital connection to doing the very best for our patients and our communities”

year, so many other colleagues 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.

These awards allow us to take a moment to celebrate the enormous amount of outstanding work that goes on at all levels, so congratulations to every shortlisted team and individual, as well as this year's winning candidates.



**Deborah Evans,**  
Chair

# Introduction

As I come towards the end of my time as Chief Executive of Gloucestershire Hospitals, I have enjoyed being involved in the preparations for this year's Staff Awards more than any other.

I attended my first ever Staff Awards in my first week in the Trust back in 2016; it was such a great introduction to the amazing people here that I have invited the incoming Chief Executive, Kevin McNamara to join us this year.

I have said on many occasions that serving in the NHS is a huge privilege, not least because it offers us the opportunity to make a positive impact on so many people's lives. However, over the past year, this has perhaps been more challenging than ever as we have experienced unrelenting operational pressures across all of our services. I remain in awe of the way that all of you

"You are the very best of the NHS and I am proud to celebrate with you"

have risen to that challenge in your determination to deliver the very best quality of care.

This year has also been characterised by industrial action across the NHS, which has come at a huge emotional and psychological cost to so many individuals. Throughout this, your resolve to continue providing exceptional care to our patients, whilst supporting each other, has been inspiring.

Few problems are solved by one person alone and challenges that at first seem insurmountable can often be solved by working

together. Whether you are recognised here as a team or an individual, all of you are part of a wider work family that holds compassion and excellent patient care at its heart.

Our Staff Awards allow us to celebrate your extraordinary compassion and commitment, which I know is often given at the cost of time spent with your friends and families. I want every one of you to know how much we value your dedication.

All of our shortlisted candidates and winners have demonstrated outstanding qualities and exemplified our core values of caring, listening and excelling to bring our vision of Best Care for Everyone to life.

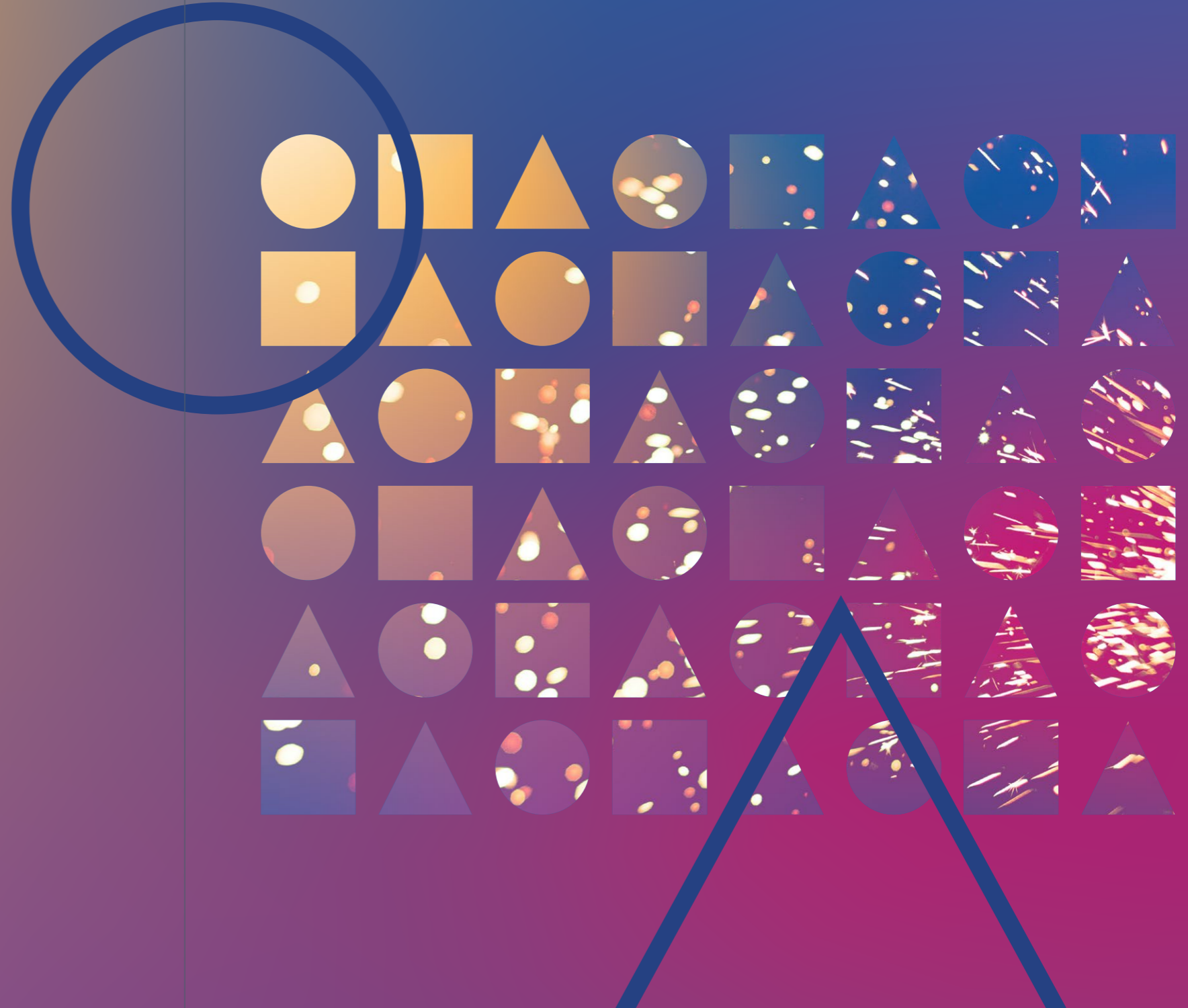
As I prepare to leave the organisation early in 2024, I would like to say that it has been a privilege to serve alongside you all and the memories I have will remain with me forever.

You are the very best of the NHS and I am proud to celebrate with you.



**Deborah Lee,**  
Chief Executive

these awards are a celebration of the hard work, loyalty and dedication of staff across our Trust.



# Programme of events



**6:45**      **Arrival, and Fizz Bar**

**7:20**      **Welcome**

**7:30**      **Dinner served**

**9:00**      **Housekeeping and  
introduction**

**9:05**      **Excellence awards**

**9:55**      **Closing remarks**

**10:00**      **Music, photographs, dancing**

**10:30**      **Close**

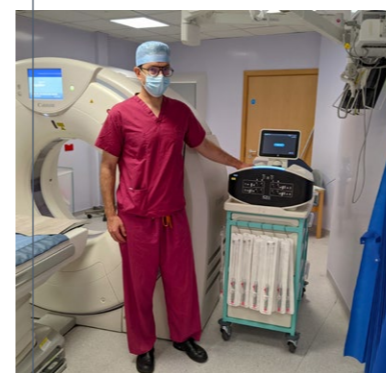
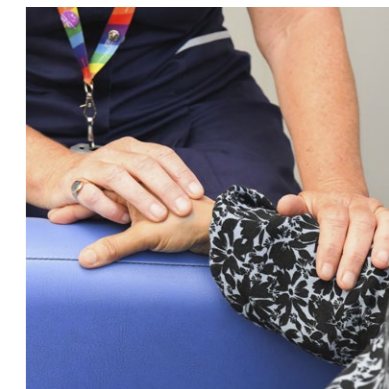
# Making Hospital Life Better

Cheltenham and Gloucester Hospitals Charity are very proud to support the annual Staff Awards ceremony and we'd like to thank all of our sponsors for making this possible.

The Charity funds projects that help your local hospitals do even more; from state-of-the-art equipment, transforming the environment, specialist care and supporting our incredible staff.

If you would like to find out more about the work we do, please visit: [gloshospitals.nhs.uk/charity](https://gloshospitals.nhs.uk/charity)

Cheltenham and Gloucester Hospitals Charity is a registered charity in England and Wales (1051606)



# Thank you to our generous sponsors, partners and supporters

## Headline sponsors



## Barry Preece

I am proud to be one of the sponsors of this year's Staff Awards. I am so appreciative of the care, expertise and dedication that all the staff showed to me when I had a cardiac arrest. Thank you so much.

## Colour Connection

Colour Connection delivers 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.



## Gloucestershire Managed Services

Gloucestershire Managed Services provides essential facilities management services to NHS service providers, ensuring a high-quality environment for the benefit of staff, visitors and patients. Offering 17 specialist services, GMS is a one-stop-shop for all your facility's needs, including domestic services, catering, medical engineering, estates management, sterile services, clinical supplies and portering. Established in 2018, it is a wholly owned subsidiary company of Gloucestershire Hospitals NHS Foundation Trust.



## Health Innovation West of England

Health Innovation West of England 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.

## ID Medical

ID Medical is dedicated to connecting and supporting the Healthcare Professionals and Organisations who take care of our health every day.

Getting the right people in the right place at the right time is what we do best. Our teams have specialist knowledge in all healthcare settings, specialties and professions and we work hand-in-hand with Trusts nationwide to build workforce solutions that make a real difference.

## Kier Construction

Kier is a leading provider of infrastructure services, construction and property developments. Its purpose is to sustainably deliver infrastructure that is vital to the UK. Kier continues to work on some of the largest infrastructure projects in the UK, as well as maintaining road and water networks and installing full fibre broadband to properties.



## One Gloucestershire

The One Gloucestershire Integrated Care System brings together NHS, social care, public health and other public, voluntary and community sector organisations.

We know that by working together we can build a healthier Gloucestershire; supporting people to live well and providing high-quality joined-up care when needed.

## The Richards Family Bursary

This award, kindly established by the Richards Family in memory of Mr Harry Richards and Mrs Diane Richards, supports nursing training and assists staff with their nursing studies, particularly where they otherwise would not have the opportunity.

## Robert Hall

Robert Hall Business Equipment Ltd is an award-winning independent provider of complete office solutions and proud to supply Gloucestershire Hospitals NHS Foundation Trust. We are delighted to be supporting this years Staff Awards!





# Apprentice of the Year

## The shortlist

Apprentices play a key role in many areas across the Trust. They can make a real difference by going beyond expectations and delivering ideas that have a positive impact on our services.

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## Hayley Gorrett

Audiology Degree Apprentice Hayley was described as a pleasure to work with.

Nominations highlighted her commitment towards the apprenticeship programme and said that she always works hard in everything she does, taking every challenge in her stride. Hayley was described as an outstanding role model to junior apprentices as she plays a key role in their development by providing training and mentorship support.



## Violet Williams

In Violet's first job out of school in the Oral and Maxillofacial department, she was described as hitting the ground running.

She's not only willing to help anyone at any time but is also described as 'a bundle of joy' whose incredible work ethic will make her a force to be reckoned with in the NHS of the future.



## Oliver Pennels

As a crucial part of the lung function team, Oliver not only excels in his academic study but has also shown huge commitment to colleagues and patients alike. One nomination described him as a great person with a good heart who wants the best for every patient, adding that this makes him a colleague who we are lucky to have for the foreseeable future.

# Outstanding Non-Clinical leader

## The shortlist

The contribution of our non-clinical leaders is invaluable to our Trust. These leaders nurture talent, create a positive and inspiring environment and put delivering excellent service at the heart of their role.

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## Beverley Jones

Beverley was highlighted for her incredible ability to create a positive environment, which translates into increased productivity, higher morale, and a strong sense of camaraderie among team members.

She uplifts and empowers those around her and possesses a unique ability to foster a sense of belonging while generously sharing her skills and knowledge.



## Stephanie Rowe

Stephanie is a kind and compassionate team leader who always has time for her team, both personally and professionally.

No matter how busy she is, she always prioritises others and does her best to support all her team members to reach their best potential. Stephanie has transformed the Medical Photography department into a flourishing team that is winning national awards and recognition.



## Dickie Head

Dickie has led the Trust through several rounds of Industrial Action, where his clear expectations and no-nonsense approach have achieved the respect of everyone involved.

One nomination highlighted his engaging style and the emphasis on clarity and structure, which have lent a drumbeat of order to every aspect of operational delivery during these incredibly challenging times.



## Karen Wheeldon

Karen was described as an excellent and patient listener whose genuine empathy sets her apart and inspires loyalty among her team.

One of her many nominations stressed how Karen always encourages the people she works with to commit to personal development and growth, with many others attributing their future career ambitions to her ongoing support and motivation.

# Volunteer of the year

## The shortlist

We are very lucky to have an extraordinary body of volunteers at our Trust.

This award is given to an individual or team who has made an outstanding contribution to our services.

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## Ros Smith

Ros has been a volunteer on Lilleybrook Ward for many years now.

She is a calming presence in times of stress, quietly spoken and composed. Her nominations said that Ros pays great attention to detail in every task she undertakes, with ward staff expressing that they really value her time, empathy and compassion. They said: "This is why we are nominating Ros for this award, so she can be recognised and thanked for all her time, effort and great attitude."



## Ian and Chris Vout

Husband and wife duo Ian and Chris come in most weeks to help keep on top of the Orchard Centre garden at GRH.

Chris used to work at GRH and wanted to give something back after retirement. Without their efforts, the garden would be an absolute jungle! They are always warm, happy and welcoming and have great ideas on how to improve the spaces for staff and patients alike.



## Welcome Desk Volunteers

These volunteers are the backbone of the voluntary service. Every day, they are the primary face of our hospitals; often the first point of contact for patients and visitors, with a welcoming smile, reassuring words and helpful actions.

The difference these experienced volunteers make at our four main welcome desks across both sites is truly immeasurable as they go about their daily duties professionally and politely, with empathy and compassion.



## Trevor Guthrie

Trevor has been volunteering within Legal Services and Medical Photography for some time, also sending out letters for the Gastro team each Monday.

Although he has his own health concerns, Trevor still makes an effort to come in almost every day and works tirelessly scanning medical records, old medical photography documentation and folding letters.

# Support Services Ambassador

## The shortlist

This very popular category was introduced nine years ago to recognise a team or individual working within a non-clinical support service, such as a porter, administrator, domestic or lab technician.

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## Emma Price

The awards team was inundated with votes from volunteers for Voluntary Services Officer Emma.

One commented: "Emma knows each and every one of us volunteers and makes a point of communicating with us all as often as possible, ensuring that we all feel valued and appreciated." Another said: "Emma is just brilliant, a real people person whose knowledge of the hospital is amazing. If we need anything we just need to ask and Emma will get it sorted."



## Jessica Jones

Jess has worked as a secretary and now Secretarial Supervisor in Gastroenterology since 2003. Her nominations advised that she's regarded as the lynchpin of the service and the go-to for all members of the team. Extremely popular with patients who appreciate the lengths that she goes to resolve their problems and queries, Jess was described as always smiling and positive and someone who deserves recognition for all that she does and has done over many years. One nomination commented: "Our rotating junior doctors rapidly learn that the answer to most questions starts with 'asking Jess'."



## Jenny Jones

Previously a pharmacy team administrator at GRH for 20 years, Jenny has recently moved to the EPR team.

Former colleagues highlighted her for her positive presence, with nominations describing her impact outside her job role as a counsellor to many, Health Roster oracle, shoulder to cry on, font of all knowledge, social secretary and cake sale organiser.



## GMS Catering team

From the managers to the kitchen staff and those on the floor serving customers, the GMS catering team are diverse, inclusive, always helpful and responsive.

Besides providing the patients with nutritious meals 365 days a year, this team have worked relentlessly over the last couple of years in enabling the half-price food and free hot drinks offer for staff. Their interactions with patients and colleagues seem effortless, patient and very human and they have several times helped people who could not afford to pay for a meal by buying it out of their own pockets to ensure that every staff member can eat a nutritious meal to help them through their shift.



# Gloucestershire Safety, Quality and Improvement Academy (GSQIA)



# Quality Improvement

**Quality Improvement (QI) is about making a real difference, directly or indirectly, to patient care. It is about improving our own systems and processes to make them safer, more patient-focused, efficient, timely or relevant to the latest clinical guidelines.**

The Gold-level Quality Improvement Coach programme is designed to develop a network of staff across the Trust with Quality Improvement skills and experience and the ability to support and coach others undertaking QI projects.

QI Coaches work at a local level to help enable the success of improvement work and through the identification and coordination of the department or specialty improvement needs, ensuring that improvement efforts are focused where most needed.

The following individuals have completed a series of modules to enable them to build and apply the QI, coaching and leadership skills necessary to become a Gold QI Coach:

Catrin Davies

Rebecca Mustow

Zara Strinati

Natasha Davy

Congratulations!

# Human Factors

**Human Factors (HF) focuses on the principles and practices of optimising human performance and patient safety through better understanding of the systems they work in and the behaviour of individuals, their interactions with each other and with their environment.**

The GSQIA Human Factors Faculty delivers a selection of workshops designed to incorporate HF thinking and approaches into aspects of patient safety management, facilitate faculty review of patient safety investigations and contribute to patient safety improvements within the Trust.

The Patient Safety Associate (PSA) programme is a 6-month bespoke course which enables staff to develop practical skills, knowledge and experience,

across the spectrum of patient safety and human factors. During and at the completion of the programme, PSA's can influence patient safety approaches and improvement in their local areas and contribute to the delivery of the Trust's Patient Safety Plan.

Our sixth cohort of Patient Safety Associates to complete the programme are:

Matt Nelmes

Margaret Collins

Helena-Rose Fletcher

Anna Bond

Congratulations!

# 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 have achieved the highest standards of patient safety, experience and outcomes.

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## Graham Rowe

Graham has championed care for victims of domestic abuse and their children since 2009, challenging us all to address, at times, some very uncomfortable and upsetting issues.

His expertise is as invaluable to colleagues as it is to patients as he offers compassionate and gentle support to staff who are themselves experiencing domestic abuse and to line managers who are supporting a member of staff through this experience.



## Helen Alexander

One of her nominations described Helen as 'the most compassionate, caring and professional person I've ever met'. Her deep compassion and care for her patients was highlighted by several colleagues, who also recognised her as an exceptional leader and colleague whose calm, fair and nurturing approach is universally appreciated by colleagues of all levels.



## Anna Umali

Hard-working and extremely committed to the Urogynaecology service and its patients, Anna is always available with advice and help for colleagues and patients alike. Described as gracious and unassuming but devoted to improving women's lives, she is a font of knowledge and wisdom. Her colleagues said that she was patient, passionate, caring and simply a lovely person to work with.

# The Richards Family Bursary

## The shortlist

This award, kindly established by the Richards Family in memory of Mr Harry Richards and Mrs Diane Richards, supports nursing training and assists staff with their nursing studies, particularly where they otherwise would not have the opportunity.

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Family**



# Cultural Icon

## The shortlist

This award recognises someone who has influenced our culture and made the Trust a better place.

This could be through work promoting cultural diversity and inclusion, encouraging us to become more sustainable or simply providing a fantastic example for others in their team or the wider Trust.

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## Paul Clark

Described as an icon, Paul is a well-known figure around the Trust whose friendly and outgoing nature have made him a firm favourite of colleagues from all areas.

His thoughtfulness towards everyone he meets is legendary and he routinely remembers people's birthdays, taking the time to buy them cards and making them feel appreciated as he goes about his day-to-day work.



## Amanda Selassie

Amanda plays a pivotal role in educating and promoting cultural diversity within the cancer clinical trials team, the Trust and her local community.

Her bubbly personality and ability to speak so well means that everyone she comes into contact with learns a great deal from her. Amanda also has great relationships with her patients, enabling them to lean on her for support throughout their cancer journey.



## AMU (Sophie Brown, Jessica Confaloni and team)

Echoing the well-known quote, "Tell me what you eat, and I'll tell you who you are"; Sophie, Jess, Evelina and the AMU team started AMU celebration weeks, which celebrate the diversity of their workforce in a novel way. They aim to cover all the international nurses and nationalities working on AMU, including learning about their culture and, most importantly, their delicious food. Starting with India, they asked colleagues to bring in some of the food that matters to them and sampled it together as a team at handovers and break times where recipes were swapped and cooking ideas shared.



## Juwairiyia Motala

Juwairiyia's nominations said that she truly goes over and above, attending events at evenings and weekends and representing the Trust at countless community events.

Described as a breath of fresh air for the way that she offers advice and support around a wide range of cultural considerations, she has quickly become the go-to person to provide insight and support in reaching out to our diverse communities.

# 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.

We are very lucky to have so many members of staff who go out of their way to deliver exceptional care.

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## The Maternity Team

With 77 nominations from grateful families that spanned the entire range of maternity services, the awards panel took the unusual decision to shortlist them as a team.

As well as individual midwives and teams across every community midwifery and hospital location, the nominations also spanned maternity care assistants, doctors, consultants and anaesthetists.

Caring, empowering, kind, supportive, compassionate and reassuring were just some of the words used to describe the members of the maternity team, with one person summing up the sentiments of many when they said: "The whole team were so supportive, from the first appointment to my ultrasound scans, to the day unit, triage, delivery suite and the maternity ward. Everyone we met was amazing. I couldn't fault them."

"Nothing was too much to ask. She made my experience in hospital with my newborn absolutely magical and I will never forget her"



**Asma Pandor**

Admiral Nurses are dementia care specialists and in this role, Asma has certainly made a lasting impact on the lives of patients with dementia and their families. One nomination summed up the sentiments of many that she received: "Each time I contact Asma, she instantly manages everything so efficiently. If I cannot visit, she will spend time with my husband, supporting him with meals and personal care, she even offers up time at the weekend for me. She is available to talk through any concerns, whether that be evenings or weekends, and is always smiling. Dementia is the worst disease, and I simply do not know how I would have managed every admission without Asma by my side.

"I have spoken to so many other people and we all agree that Asma is our lifeline. She works so hard and all the staff on the wards have so much respect for her too. My husband also loves Asma's visits because they sing and dance together. She was the first person to encourage other staff to treat him as a person and see past the dementia."

"She is and will always be our angel. I can't think of anyone who deserves an award more than her."



## Frailty Ward

In medical terms, frailty describes older and more vulnerable patients who have complex conditions that limit their ability to recover after an illness.

The Frailty Unit at Gloucestershire Royal Hospital received several nominations from patients and their families for its personalised care. One nomination said: "After my mum was admitted following a fall, she took the decision to withdraw all treatment. The whole team were amazing, with a special mention for Staff Nurse Elizabeth and HCA Sue. Nothing was too much trouble, they took the time to keep Mum comfortable, including regular turning, oral hygiene, brushing her hair and even putting cream on her hands and feet, which Mum really appreciated.

"As a retired Nurse and Midwife, it was wonderful to see basic nursing care provided in such an impeccable manner. A room was made available for my very large family and nearer the end, she was moved into a side ward to allow all of us to be with her for her final hours... Mum was allowed to die in comfort and most of all, dignity."

"It was wonderful to see basic nursing care provided in such an impeccable manner"

# The Rising Star Award

## The shortlist

This award recognises early career health professionals from both clinical and non-clinical fields who have already made a significant difference to our services and the lives of the people we serve.

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## Aishah Lulat

Aishah has been involved with the Strategic Site Development Programme at GRH, where she has managed often challenging projects and timescales with efficiency, humour and a can-do attitude.

She is incredibly committed and always ensures that the work gets done, putting herself out to help and support clinical colleagues and ensure that their views are heard.



## Chinenye Eze

In her role as Clinical Nurse Educator in Care of the Elderly, Chi is a natural leader who inspires and motivates others through her actions and words. Colleagues described Chi as a remarkable individual who has already made a significant difference to our Care of the Elderly services and the lives of the people we serve.

Her dedication, passion and unwavering commitment have set her apart as an exceptional contributor in both clinical and non-clinical fields.



## Sydney Walsh

Since joining Gloucestershire Hospitals in November 2022, Sydney has embraced her first senior leadership role within a large service line, working long hours to improve patient care within Trauma and Orthopaedics.

Syd was described as optimistic, kind and a problem-solver who has significant respect from within her clinical team; her nominations highlighted that she's a great asset to her service, the surgical division and the Trust.



## Tom McGuinness

Hardworking and keen to learn, IT Service Desk Team member Tom always has a positive attitude at work.

Helpful, thorough and dedicated to his role, the huge efforts Tom puts in are reflected in the quality of his work, which benefits both his team and the wider organisation.

# The Research, Teaching and Innovation Award

## The shortlist

As a research-active Trust, we acknowledge the commitment and achievement of those who have shown success in research, teaching and innovation.

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## Hannah Chant

Undergraduate medical education lead Hannah consistently provides exceptional educational opportunities for medical students on placement in the Trust.

Hannah always goes above and beyond for her students, which is reflected in the love that she receives from each cohort; she is an 'academy mum' to students and staff alike. Alongside this, she is on top of every guideline and equipment change and puts on many additional sessions for our medical students, teaching them in new and innovative ways to help them develop into safe and competent practitioners.



## Asha Dhany

As one of the lead midwives for our maternity practice development team, Asha makes huge efforts to enhance the teaching tools and study days that are delivered to our maternity team.

Always striving to think of innovative ideas to develop services and training for midwives and other staff, Asha previously developed a postnatal animation video tool that maternity staff use to support the safe discharge of women and their families. This vital postnatal tool attracts almost 9000 viewers each year and has been licensed for use by many other NHS trusts across the country.



## The Cancer Prehabilitation team

The Cancer Prehabilitation programme encourages patients with cancer to take an active role in their cancer care by helping them get into their best shape. This multidisciplinary team provide a combination of physical, psychological and nutritional interventions via group talks, exercise classes, relaxation classes and psychological support workshops. They support patients to take control of elements of their health at a time when other health decisions are out of their control.



## Fleur Gani, Sam Waterman and the Chemical Pathology Trials Team

The clinical trials labs team were described as 'truly the unsung heroes of research'. Tucked away at the top of the labs, every great contribution to research at our hospitals has been underpinned by their exceptional work. Despite short notice and the complexity of processing trial samples, the lab team always steps up to the challenge, with a positive, can-do attitude. The many colleagues who nominated them reflected that they felt lucky to work with such an inspiring and motivating team.

# Outstanding Clinical Leader

## The shortlist

As part of our commitment to developing inspirational leaders, we recognise clinical leaders who create a positive environment for their teams.

Each of our shortlisted candidates recognises talent, shares their skills and puts patient care at the heart of their role while inspiring and motivating others.

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## Joanne Crisp

Her nominations described Jo as 'a force to be reckoned with' and 'not your average clinical lead'.

She has championed and led on the delivery of BadgerNet Maternity EPR for the past two years and is the glue that has held the project together. By sharing her passion and vision for digital maternity, Jo has influenced and supported all of her clinical colleagues, doing whatever is necessary, whenever it is needed.



## Jerome Ibarra

As the matron for the Care of the Elderly department, Jerome's nominators said that he's an outstanding leader who is very visible, always available and goes above and beyond to look after his team.

The department is flourishing under his leadership where his belief and confidence in his team has translated into improved outcomes for elderly patients.



## Helen Mansfield

Caring and committed, Helen was described as 'a brilliant communicator' by her team who appreciate her calmness under pressure.

Helen's honesty, poise and dedication to her patients and her team were universally acknowledged in her nominations, with colleagues describing her as incredibly kind, supportive and an exceptional leader through the most challenging of times for the emergency department.



## Jeremy Nettleton

As the Urology Clinical Lead, Jeremy is a true team player who leads his team to consistently strive to do better and achieve better things, whether this involves using innovative techniques or simple changes that improve the patient experience.

Described as an inspirational leader, his nominations said that he is visible, approachable and always positive even in the face of adversity and his drive to see the service develop has seen it become recognised as a centre of excellence for urology nationally.

# Unsung Heroes

## The shortlist

Many people make a huge contribution to the Trust but may have a lower profile than colleagues in other departments.

This award aims to recognise these everyday heroes who are truly inspirational.

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## Andiran Anduvan

Andy not only puts in an extraordinary amount of time and effort into keeping an extremely stretched Acute Medicine department afloat but also contributes a significant amount of additional time to support junior doctors on the rotation.

Colleagues advised that without his efforts, both the quality of care and the learning experience across medicine cross-site would be drastically affected.



## Alaa Mahmoud

Nominated by many colleagues from Obs and Gynae, Alaa's tireless work ethic and grace under pressure were highlighted along with his boundless energy.

His commitment to the service, its patients and his colleagues is exemplary, with one colleague saying: "There are not enough words to express our gratitude and appreciation for him." Another nomination said: "He is an absolute joy and our department simply wouldn't be the same without him!"



## Marta Pieciak

As a Ward Sister on Care of the Elderly Ward 6B, Marta provides such thoughtful and compassionate care for our older patients. In addition to ensuring that every patient at the end of their life can have a dignified and comfortable death, as several Patient' Choice nominations this year testify; Marta's kindness towards her team is also highly appreciated.

One nomination said: "She always has a smile on her face, and she is always looking out for staff members 24/7. She really is a team player who prioritises colleagues' needs above anything else."



## Mandy Finnigan

As rota coordinator for the Obs and Gynae doctors, several nominations described Mandy as simply phenomenal at her job, as well as patient, gracious and a joy to interact with.

Colleagues advised that what makes Mandy truly unique is her approachability and kindness; she is a brilliant, non-judgemental, inclusive person and truly cares for the doctors' well-being. One doctor advised that having worked at hospitals throughout the Severn region, Mandy stands out as a shining beacon of excellence.

# The Integrated Care Award

## The shortlist

This award recognises someone who works for our Trust but has made an outstanding contribution to the One Gloucestershire priorities and partnership working.

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## Faye Noble

Faye is an exceptional system colleague who provides a wealth of experience and expertise across all the roles she holds.

Faye consistently demonstrates system-wide working to benefit the whole population of Gloucestershire, advocating for patients, families and communities in our urgent and emergency care work to improve outcomes, reduce variation and address health inequalities. As we embark on a large-scale transformation programme, Faye's clinical leadership across the system will continue to be a huge asset.



## Dave Taylor

Dave has consistently demonstrated his contribution to both patient flow within Gloucestershire Hospitals and the wider ICS; as Director of Operations for System Flow, he has continued to build on work achieved in previous roles.

Despite the challenges associated with his role, Dave consistently demonstrates a calm, solution-based approach to continually improving flow, providing a source of extensive expertise as well as leading and mentoring the wider MDT across the ICS.



## Kerry Holden

Kerry is an expert infection control nurse who works across the system to prevent and control infections.

She sees no boundaries to her work and while her focus is preventing the spread of infection in the acute services, she is always available to share her expert knowledge with others in the system, providing advice and practical help. Kerry demonstrates a real example of system-wide working that benefits the whole population of Gloucestershire.

# Living our Values

## The shortlist

Awarded to someone who exemplifies our compassionate culture and lives our values every day when they interact with patients and colleagues.

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## Rachel Currie

Breast care nurse Rachel truly goes the extra mile for patients every day. Exceptional with particularly vulnerable or very young cancer patients who may require extra support, Rachel's kindness naturally extends to all those around her.

Her positive connections with colleagues across the Trust mean that Rachel is someone who colleagues turn to when a patient has a need for urgent help. Described as dynamic and proactive, Rachel's many nominations also highlighted her deep empathy for her patients, with one saying: "She really is an inspiration."



## Mary Thompson

As a colleague and health professional working in the Department of Critical Care, Mary exemplifies all the values of the Trust in her day-to-day role as a Band 6 Sister, whether leading a shift, caring for patients and their families or supporting the wider MDT teams.

She has a wonderful rapport with patients and calmly sets about her tasks on every shift, respecting everyone's thoughts and views. Her approachable manner ensures staff feel safe and supported when on duty and she enables others to thrive by supporting them in a nurturing way.



## Lauren Whitham

Lauren is someone whose wisdom and guidance are appreciated both by her colleagues and those in her care.

One colleague described how Lauren's support was fundamental to allowing her to continue as a fellow midwife, also advising that the women she cares for feel similarly supported and heard. Lauren keeps all the plates spinning while maintaining a calm and genuinely kind approach that makes her popular with all who come into contact with her.

# Healthcare Team of the Year

## The shortlist

This category recognises outstanding teams who have demonstrated consistently high-quality clinical care.

Nominated by colleagues, these shortlisted teams have proved that they are determined to deliver excellent care and the best experience for patients.

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## Children's Ward team and Violence and Aggression Response Porters

This year, the team on the children's ward at GRH have had increasing numbers of young people admitted with mental health needs, which has been challenging and distressing for the staff on the unit.

The team have risen to this challenge together to provide the best possible care for these vulnerable patients. Alongside them, the specialist team of response porters have been pivotal in attending some complicated, stressful and challenging situations on the ward.



## Gallery Ward 1 MDT team

The old Gallery Ward closed in June 2023 as a result of the cross-site changes linked to the Fit for the Future programme. Although disbanding this close and highly effective multidisciplinary team was distressing and anxiety-provoking for all those involved, they continued to behave professionally at all times, working together to continue to provide the best and most compassionate care possible for patients. Among several nominations, one colleague said: "The team are inspirational, they have remained positive, engaging, compassionate and caring towards their patients and each other."



## Trauma Coordinators

The trauma co-ordinators have a very busy and challenging role at GRH that requires them to draw on their wealth of knowledge and experience. Their expertise comes into play when dealing with patients who may be frustrated at times and the team were described as the glue that binds the shift pattern for T&O on-call and ensures that no one gets missed. Among many nominations for this team, one said: "They work seamlessly between the hospital management, clinicians, nursing and support staff and admin staff to ensure our patients are kept in the loop and benefit from good outcomes."



## Maternity Triage

This small but close-knit team work under immense pressure in a very busy area of our maternity unit.

The triage team never know what might come flying through the doors at any moment, sometimes very severe and requiring immediate attention. They are strong, professional and unflappable whilst always having a smile on their faces. This year, they have worked exceptionally hard to implement a new safety system for triage, prioritising the safety of the mothers and babies we care for.

# The Lifetime Achievement Award

At each staff awards, the Trust Leadership Team look to acknowledge someone who has made a significant contribution to the Trust, our patients and the wider community.

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Deborah Lee

As Chief Executive, Deborah is ultimately responsible for the day-to-day leadership of the organisation through her executive team and for ensuring the implementation of the Board's strategic objectives.

Deborah joined the Trust as Chief Executive Officer (CEO) in June 2016 from the University Hospitals Bristol NHS Foundation Trust where she was the Chief Operating Officer and Deputy CEO. Deborah started her NHS management career in 1990 and worked in acute, primary and community sectors, holding board appointments in five different organisations.

Deb took over the organisation at a difficult time when a huge financial deficit was uncovered, improving this position rapidly over the following two years.

She has been instrumental in driving through the Fit for the Future programme characterised by two thriving hospitals with separate centres of excellence,



supporting colleagues in their aim to deliver these programmes and securing almost £100m+ of investment to provide new facilities across both main hospital sites. Deb described this and other significant development programmes as important steps on our journey to deliver better care for the Gloucestershire community in the years to come, often navigating a highly challenging external environment. She also led the organisation through the pandemic, taking the unusual step of maintaining urgent cancer surgery even in the early days of the pandemic to ensure that patients' continuing needs were being met and taking maximum advantage of the separate centres of excellence model.

Deb qualified originally as a registered nurse before returning to university to read economics and subsequently gained an MBA from Bristol Business School. She has been nationally recognised by the Health Service Journal as one of the Top 50 Inspirational

“Deborah has been an inspiring figure for colleagues and aspiring leaders alike”

Women in Healthcare and made the Top 50 NHS Chief Executives list for three years consecutively.

As a working mother with a full life outside work, Deborah has been an inspiring figure for many colleagues and aspiring leaders alike. Always approachable and visible, she has championed a healthy work-life balance, supporting flexible and part-time working for all and spearheading an open approach to mental health and the challenges this can present within the pressured healthcare environment.

