



# ★ Meet the finalists ★

Outstanding staff were honoured for their contributions, achievements and innovation in health and patient care at the Trust's annual Celebration of Achievement ceremony this month.



*“ Every day in the NHS, dedicated teams and individuals go to extraordinary lengths to provide exceptional care and fantastic services ”*  
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**Living our values**  
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**Intensive Care Unit teams**  
The ICU team at Scarborough Hospital suffered a devastating blow when team member Sister Tracey Hyem, died suddenly earlier this year. The team were recognised for the dignity and commitment they showed in maintaining a safe and effective care for patients and

relatives during this sad time. The York ICU team also supported by providing cover on the day of Tracey's funeral.  
**Runners up:** Carole Draper, AMU, Scarborough Hospital; Oracle Cloud Implementation team; Tom Wyles, Healthcare Assistant, Theatres, York Hospital



**Innovation**  
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**York Rheumatology Specialist Nurses**  
The rheumatology nursing team were disappointed to discover that there was a significant delay in responding to advice line queries, with some taking up to two weeks. This was affecting the care of patients and patient satisfaction, and made more work for the consultant's secretaries. The team's innovative ideas have



created a better service which means callers can speak to a specialist nurse within one day.  
**Runners up:** Laboratory Medicine; Scarborough Midwife Sonographers.



**Excellence in partnership**  
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**LIVEX18**  
The UK continues to face a "severe" threat of experiencing another terrorist attack. It is vital that the NHS is ready for this and for the first time in the Trust over 200 frontline NHS staff, from consultants and nurses to security



guards and porters, all took part in a live casualty scenario. LIVEX18 was a year-long collaboration between the Army and the NHS.  
**Runners up:** York Head and Neck Clinical Nurse Specialist team; York Integrated Discharge Hub.



**Efficiency and productivity**

**SafeCare team**  
Keeley Chapman and Darren Foston are credited with implementing new patient acuity software 'SafeCare' across all inpatient sites in just six months. SafeCare shows real time visibility of staffing

and puts it back in the hands of nursing and midwifery teams. Wards are reaping the benefits of being able to use the staffing element of the module, reducing the need for agency staffing.  
**Runners up:** General Surgery and Urology procurement user group; Mandatory Training and Learning Technologies teams.



**Patient experience**

**Judith Hills, Nursery Nurse, SCBU, York Hospital**  
Judith has worked on SCBU for 23 years and is dedicated to the high standards of care given on the unit. During this time Judith's contribution to the unit has been exceptional. An

active member of the Special Care Support Group charity and the 'face' behind the Facebook group and website, Judith often secures funding from the group to provide extra patient and family experiences.  
**Runners up:** 'The Scarborough Wedding Planners'; Claire Hopkins, Domestic, Maple Ward, Scarborough Hospital.



**Patients' choice**

**Simon Harrison, Staff Nurse, Ward 24, York Hospital**  
When 22 year old Annabelle contracted cellulitis in July she ended up in A&E. Annabelle was born with Down Syndrome and was terrified of having her blood taken. Thanks to 'a wonderful

nurse Simon' who took his time and talked her through it, the vital blood test went ahead. Five days later Simon came in on his day off to carry out a repeat test.  
**Runners up:** York Adult Cystic Fibrosis team; Nova Watkinson, Midwife, Labour Ward, York Hospital.





# Meet the finalists



**Charity supporter of the year**  
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**York Orthopaedic Support group**  
The York Orthopaedic Support Group led by Pauline Palmer has donated a staggering £27,500 since 2011. This year alone over £12,000 has been donated to the Orthopaedic unit. Pauline is a



shining example of loyalty to the NHS starting her career in 1968 as a student nurse and after her retirement in 2004 has continued to work tirelessly in support of the Orthopaedic Unit at York Hospital.  
**Runners up:** Ward 23, York Hospital; York Test Laboratories.



**Chief Executive's 'Unsung hero'**

**Switchboard teams**  
Every day in every way the switchboard team act as ambassadors for the Trust, often the first point of contact for worried, frustrated, anxious and distressed callers. Based in York and Scarborough hospitals, they work

24 hours a day, seven days a week. They are dedicated, professional and happy in their work and play a key role in keeping the varied hospital services running.  
**Runners up:** Julie Colquhoun, Corporate Learning and Development Learning Co-ordinator; Dave Reeves, Domestic, York Hospital.



**Volunteer of the year**  
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**Keelie Mollan**  
Keelie is described as a genuine pioneer having become the Trust's first volunteer wheelchair user helping out on the wards. Born with cerebral palsy, 21 year old Keelie has mobility issues and goes everywhere by electric wheelchair. Having had to deal with a number

of health conditions herself, Keelie is keen to give something back.



**Runners up:** Agnes Dyrade, Oak Ward Evening Volunteer, Scarborough Hospital; Stephen Rix, Amputee Volunteer, Vascular Surgery, York Hospital.



**Chair's 'Star of stars'**  
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**Ward 17, York Hospital**  
The whole team from Ward 17 was nominated by a patient's mum for the love, care and compassion they showed to her son, Harrison, following his 15 month stay on the ward. Harrison's long term complex illnesses require round the clock care and the team are credited

with saving Harrison's life on several occasions.



Mum describes how the team cared for Harrison as if he was their own child.  
**Runners up:** Switchboard teams; Mark Howson, Estates Maintenance Assistant, Scarborough Hospital.



**Chief Nurse Commendation**

**Influenza Planning Team**  
This team are praised for their outstanding contribution during winter's flu epidemic, working together seamlessly to open a flu ward to relieve pressure on hospital services.



**Chief Executive's Outstanding Contribution**

**The Mobile Chemotherapy Unit**  
This remarkable achievement, a first for the region, has created a service which helps patients with cancer to receive treatment nearer their homes thanks to a £750,000 investment from local charity York Against Cancer. Over 1,000 patients have visited the unit in the first year, saving 30,000 miles of travel for treatment.

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