



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Celebration of Achievement **2024**



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achievements of individuals and
teams working for the Trust

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Welcome to our Celebration of Achievement Awards 2024

This event, which rewards the efforts of individuals and teams, is a true celebration of the work we do, individually and collectively, each day as part of the NHS.

For every individual in this room who has been nominated, there are a far greater number of people in the organisation who are right now working hard to put patients and colleagues at the centre of everything we do. Our celebration tonight provides a small insight into the diversity of skills, expertise, and contributions that our staff provide each day for the benefit of others.

Every year we face increasing challenges and, while we hold ourselves to a very high standard, the pressures we face have never been greater. With that in mind, it is even more important to recognise the contributions we all make, every day, in our own part of the service.

I am extremely proud to host these awards, to be part of this organisation, and more importantly, to work with you in seeking to provide at all times, the very best healthcare we can.

Thank you to the staff, patients, and volunteers who have taken the time to nominate a colleague or team. I hope you have a wonderful evening.

A handwritten signature in black ink that reads 'SIMON'.

Simon Morritt

Chief Executive

York and Scarborough Teaching Hospitals NHS Foundation Trust



Excellence in Diversity and Inclusion

Sponsored by Restart

Presented by Polly McMeekin, Director of Workforce and Organisational Development

Embracing and understanding our differences is central to making the Trust an inclusive place to work and to receive care. This award is presented to an individual or team who has demonstrated an outstanding commitment to valuing and promoting equality, diversity and inclusion for patients and/or staff in order to create a safe and inclusive culture that helps foster a positive experience for all.

Amanda Horrocks, Professional Nurse Advocate Lead and Retention Sister

Over the past year, Amanda has worked diligently to expand development opportunities for international nurses. "She responded to feedback, including a recent Staff Survey indicating that staff from BAME backgrounds felt they had fewer opportunities for career progression, and built on her previous efforts in nurse retention and development. Amanda independently developed a career clinic for international nurses, offering individual career support, service improvement ideas, and guidance on career steps. Additionally, she established a process to help international nurses access an externally funded, RCN-accredited programme to enhance their career prospects. Though these initiatives are in their early stages, they have been well-received. Amanda's hard work and initiative have been recognised, and teams are grateful she has guided and improved development opportunities for colleagues who have traditionally faced more challenges in advancing their careers.

Rachel Marson, Health and Wellbeing Lead

Rachel has been nominated as she is an exceptional member of the Women's Network. She initiated and executed a period dignity project, ensuring staff access to essential period products across all hospital sites. Collaborating with external stakeholders, she secured these products at no cost and arranged their distribution in various departments. Through the Women's Network, Rachel identified local champions to support and promote the initiative. She was also instrumental in securing internal funding to sustain the project beyond its initial phase. Rachel's dedication to the women's health agenda exemplifies the Trust's values, addressing a critical need with a well-planned solution. Her inspiring efforts have greatly benefited the network.

Amanda Vipond, Consultant

As the equality, diversity and inclusion (EDI) workstream lead for the Surgery Care Group, Amanda has made significant progress in improving EDI inclusion within the group. She is passionate about this work and, even though it's early days, her efforts will benefit all staff. Amanda created an EDI action plan based on staff survey feedback and other inputs, focusing on scenario-based training and proper language use. She understands the importance of workforce race equality and workforce disability equality data for benchmarking improvements. Amanda also reviews who has attended Trust EDI training sessions and finds ways to share this knowledge, knowing how hard it is for clinical staff to take time for training. She promotes EDI work through discussions at Care Group Board and Surgery Staff Council meetings, ensuring it remains a regular and routine topic.



Quality Improvement (patient care)

Sponsored by Vital Energi

Presented by Claire Hansen, Chief Operating Officer

Continuously improving the services we provide to deliver safe, high-quality healthcare for patients is central to everything we do. This award is presented to an individual or team that has embraced our value of excellence to improve outcomes for patients by working closely with others to improve quality and safety, access to services, personalised care or treatment.

Beverley Shelley, Midwife

During her career, Bev has tirelessly dedicated herself to building and enhancing bereavement services for local women and families. Identifying a gap in our service, Bev initiated changes by negotiating a few hours for her crucial role alongside her midwifery duties. Her unwavering focus and expertise have continuously driven the development of our bereavement services. Understanding the needs of our women and families, Bev built a supportive team and improved their care experience. She recognised the necessity for staff support and education, actively teaching across departments and universities. Bev collaborated with the Sands charity to fundraise for the Butterfly Suite for bereaved parents, and she's currently developing a bereavement garden. Bev pioneered the Rainbow Clinic at York for parents facing new pregnancies after loss and is working to open another in Scarborough. Bev's determination secured a team of three bereavement midwives, aiming for equitable care and seven-day coverage. Her impact on the service is profound, continually improving care for bereaved families.

Paediatric Speech and Language Therapy Team

The Paediatric Speech and Language Therapy Team has faced significant pressures, especially since COVID-19, with growing waiting lists impacting service delivery. Despite these challenges, the team has implemented innovative solutions to improve access and service quality for their patients. Recognising the urgency, the team initiated several key projects, including a 'waiting list opt-in', contacting 1,437 families, resulting in a 36% reduction in the waiting list. They also launched the 'request for helpline' system, providing a clearer understanding of patient needs and reducing accepted referrals from 98% to 73%. Additionally, the team adopted an 'episode of care' model, promoting timely access and effective goal-setting. Further initiatives include universal and targeted training workshops on priority topics, attended by 313 participants over four months. These efforts have reduced waiting times, improved patient and staff satisfaction, and ensured higher quality care, earning commendation during the recent SEND inspection. The team's resilience and dedication are exemplary.

Specialist Palliative Care Team

Palliative care enhances the quality of life for patients with life-limiting illnesses. Recognising the importance of early palliative care access, our hospital's specialist palliative care team initiated a project involving daily in-reach into the Emergency Department (ED) five days a week. From January to September 2022, before the ED in-reach, there were 780 referrals to the Palliative Care Team, with only 27 from the ED. In the same period in 2023, with the ED in-reach, total referrals increased to 817, with 109 from the ED. This integration has resulted in a fourfold increase in the identification of ED patients with palliative care needs. It also led to shorter hospital stays and an increase in patients dying in their preferred place. About 81% of cancer patients visit the ED in their last six months of life, with 70% resulting in hospitalisation. The average hospital stay is 19.5 days, with only 4% dying in a hospice. Integrating specialist palliative care into the ED triggers earlier referrals, especially for non-cancer diagnoses, resulting in shorter stays and improved end-of-life experiences.



Excellence in Collaboration

Sponsored by Austco Healthcare

Presented by James Hawkins, Chief Digital and Information Officer

The Trust cannot deliver services in isolation and is committed to working in partnership to improve the care and services we provide. This award is presented to an individual or team who has improved outcomes for patients by working in partnership to improve the services and the care we provide.

eTAF Multiagency Transformation Team

Following reviews of the Trust's discharge processes, key issues were identified with the Trusted Assessor Form (TAF): it was time-consuming, lacked information, and caused refusals from local authorities and providers. To address these, Vicky Mulvana-Tuohy (Deputy Chief AHP) and Gillian Younger (General Manager, Community Services) led workshops with various stakeholders, including Trust Leads and representatives from local councils and private care homes. They reviewed the existing template, identified its strengths and weaknesses, and drafted a new version to improve communication and efficiency. The goal was to meet the increasing demands on acute hospitals with a person-centred approach. Vicky collaborated with external partners and the in-house Nucleus digital team to create and implement a new digitised TAF. This transformation was possible thanks to the Digital and Information Services team, reducing paperwork, duplication, and completion time from 45 minutes to just a click. By digitising documentation, communication between nursing and AHP staff improved, saving time and reducing the Trust's environmental impact. Vicky and the team provided extensive training and continue to gather feedback for ongoing improvements.

This initiative has significantly enhanced patient care and collaboration, showcasing innovative thinking and dedication.

Colm Gough, Macmillan Personalised Cancer Care Lead

Colm has significantly advanced the cancer personalised care agenda since joining in August 2022. Amidst COVID-19 related service closures, he innovatively ensured safe service delivery, doubling monthly interactions from 145 in 2021-22 to 314 in 2023-24. Colm has fostered collaboration within operational and clinical teams and forged strategic external partnerships to enhance patient care. He implemented new referral criteria for clinical nurse specialists, using a health inequalities approach to create an opt-out model, targeting marginalised groups. Colm also introduced an onsite benefit support service with Citizens Advice for financially impacted patients. He has been instrumental in designing the new cancer care centre in York, engaging patients and stakeholders to make the space both practical and welcoming. Despite the complexities of the building process, Colm ensures continued excellent service delivery.

A true embodiment of Trust values, he places patients at the core of decision-making, leading with kindness and enthusiasm. As a Macmillan 'HOPE' facilitator, he supports colleagues in providing accredited training for patients managing cancer's impact. Colm is widely recognised as the 'face of personalised cancer care' and an outstanding ambassador for high-quality cancer support.

DIS Training Team

This team was nominated for their outstanding collaboration, resilience, and commitment to providing excellent experiences for all Trust staff. Despite the challenges of working across different sites, they have successfully built strong partnerships and promoted teamwork.

The DIS Training Team has worked closely with clinicians, project teams, support staff, and end users to create training programs that meet diverse needs and goals. They have also partnered with academic institutions, professional associations, and industry experts to enhance our training with the latest practices and technologies.

This includes:

- Doctor inductions: created flexible training packages for various specialisms, using interactive exercises and simulators. These resources are available online for ongoing access and feedback.
- HCSW Academy: developed a customised training program with input from users, incorporating different learning styles and making resources accessible at various sites.
- International nurses: designed a two-day training programme to support international nurses, addressing their unique challenges with bite-size training, knowledge reviews, and clinical support.

The team's collaborative efforts have greatly improved patient care by promoting teamwork, communication, and patient-focused approaches.





Volunteer of the Year

Sponsored by Schneider Electric

Presented by Rukmal Abeysekera, Lead Governor

Volunteers are a valuable and dedicated part of our team, who freely give their time. Working throughout all our hospitals, in the community, and supporting our charity, they make a huge contribution in helping the Trust provide great care and services. This award is presented to an individual who has made a difference by offering compassion, care, kindness and friendship to a patient, carer or family by creating a positive and lasting memory.

Donna Wallis and Matthew Bailey

Donna and Matthew organised Olivia's Dream Charity Ball, a remarkable event that raised over £30,000 for York & Scarborough Hospitals Charity. In gratitude for the support they received from York Hospital, they aimed to assist other families in similar situations by supporting the Butterfly Appeal, which funded a new maternity bereavement suite at York Hospital.

Their fundraising efforts significantly contributed to the creation of the Butterfly Garden, a private outdoor space adjacent to the suite, offering families a serene area to spend time together. The previous bereavement room, which Donna and Matthew used, was small; the new suite and garden provide much-needed space and privacy. Through relentless dedication and with support from friends and family, Donna and Matthew sold 470 tickets and secured more than 100 prize donations from local businesses for auctions and raffles. Despite challenges, they remained focused and positive. Their efforts resulted in the highest amount ever raised by a single event for the charity, making a profound impact for bereaved parents.

Ben Chandler, Consultant Anaesthetist

Ben, a Consultant Anaesthetist in ICU at Scarborough, undertook an ultra-marathon to raise funds for York & Scarborough Hospitals Charity's Urgent and Emergency Care Appeal, amassing over £5,500.

Understanding the challenges families face when a loved one is critically ill, Ben wanted to help enhance the relatives' rooms in the new UECC. He organised a remarkable 78km run from York Hospital's ICU to Scarborough Hospital's ICU, enlisting other clinicians to join various sections, boosting the fundraising effort. In preparation, Ben trained rigorously, covering over 440 miles in four months. On the day of the run, he completed the challenge in just under nine hours, showcasing immense determination. Beyond running, Ben actively promoted the event, participating in interviews and press releases to raise community awareness about the charity.

Ben's dedication, compassion, and tireless efforts have significantly contributed to improving the facilities for patients and their families in critical care. His incredible achievement will have a lasting impact on the community for years to come.

Sarah Dargue

Despite battling stage three cancer in 2020, Sarah freely gives her time to help others. Since 2021, she has knitted and sold hundreds of hats, raising more than £10,000 for York & Scarborough Hospitals Charity and the integrated breast unit at York Hospital. Beyond knitting, Sarah also rallied friends and family to join her in the York 10k and Yorkshire Coast 10k, boosting her fundraising.

In 2024, Sarah aims to double her fundraising target by knitting and running even more! Sarah's dedication to spreading awareness about regular exercise in cancer prevention is inspirational, as is her passion for supporting breast cancer services at York Hospital. The funds she has raised will benefit patients and their families for years. She has shown remarkable determination, resilience, and generosity, offering hope and inspiration to those affected by cancer.

Sarah says: "I want to let other patients know they are not alone, and we can all do our part to fight this together."



Quality Improvement (staff)

Sponsored by Vital Energi

Presented by Lucy Brown, Director of Communications

Our staff are our priority and making the Trust an exceptional place to work is essential if we are to attract and retain staff and be recognised as an employer of choice. This award is presented to an individual or team that has truly embraced our value of excellence to improve the working life of other staff. There are no qualifiers of how ground-breaking or world-shattering that improvement needs to be - only that it needs to be measurably better than what was there before.

Gill Locking, Matron

The maternity antenatal clinic had operated unchanged for over a decade, resulting in long waits, poor feedback, and staff dissatisfaction. Gill recognised a need for change, understanding that both patient and staff experiences needed improvement to restore trust in the service. In April 2023, Gill launched a survey to gather targeted feedback and used hot topic sessions to engage staff and service users. She led focus groups and applied quality improvement (QI) methodologies to develop new strategies. Gill also facilitated staff visits to other maternity units to inspire change. Her leadership led to several key improvements: a new clinic template increased efficiency, reducing clinic overruns; office adjustments and new clinic rooms optimised space; refreshed waiting areas and staff rest rooms improved comfort; and virtual clinics offered more flexibility. Additionally, the initial consultation was moved to 12 weeks to maximise early consultant input, and updated referral criteria and guidelines were implemented with accessible QR codes. Gill's commitment to change, engagement, and QI methodology has transformed the clinic, fostering a proactive culture and significantly enhancing both patient and staff experiences.

Change Makers

The Trust re-launched the Our Voice Our Future Programme to create a compassionate and inclusive culture, following the NHSE Culture and Leadership Programme. We sought 25 Change Makers who exemplified Trust values but received 50 strong applications, all of whom were appointed. These Change Makers have dedicated their time to advancing our goals. They created feedback forms, and engaged with staff and patients across wards and departments. They interviewed board members, analysed staff survey comments, held focus groups, and reviewed cultural data. They also collected almost 800 responses to their feedback questionnaire. They also gathered comments from patients and carers. Staff have praised the Change Makers for their genuine listening and responsiveness. In addition to planning long-term changes, the Change Makers have implemented 'quick wins', such as improving Scarborough car park safety, ensuring staff discounts in Bridlington canteens, and providing drawing equipment for EAU patients. Their enthusiasm and dedication have been key to the programme's success, fostering a positive and engaged workplace culture.

Bridlington Catering Team

Over the past year, Bridlington Catering Team members have transformed the dining room into a vibrant space, enhancing the experience for staff, visitors, and patients. Once underutilised, the canteen now offers a diverse array of freshly prepared meals, as well as a new servery hatch, a modern salad bar, and a hotplate. This transformation has turned the dining room into a social hub, attracting local elderly residents who enjoy nutritious meals at affordable prices, fostering connections and combating loneliness. The team's dedication is evident in their personalised service, knowing each patron by name and catering to their preferences. Special events, such as the Bridlington Carvery days and D-Day menu, have become popular, with staff even bringing meals home to share with loved ones. The team is continuously striving for improvement, exploring ways to expand the dining room's hours and offerings. Their commitment to quality and warm hospitality truly sets them apart.



Patient Choice

Sponsored by Twenty Five (York) Ltd

Presented by Dawn Parkes, Chief Nurse

Every year the Trust asks patients and their families to tell us about their local hero - the individual or team who has made a real difference to their experience and created a positive, enduring impression. This award gives the public the opportunity to tell us their stories and say 'thank you' by recognising the outstanding care, treatment, and kindness freely given, when they needed it the most.

Robin Hughes, Consultant in Obstetrics and Gynaecology

Nominated by Donna Wallis and Matthew Bailey

Donna and Matthew founded Olivia's Dream Charity Ball and raised over £30k for the York Hospital Butterfly Suite in memory of their daughter Olivia, who sadly died just before birth in June 2022. The couple safely delivered their 'rainbow daughter' Gracie Robin in January 2024. In their words: "We owe our happiness to Robin Hughes, the most kind, patient, and informed obstetrician, who has supported us every step of the way. Robin runs a rainbow clinic specifically for parents who have lost babies. We met him during Olivia's pregnancy and remembered him fondly. After a miscarriage in February 2022, Robin re-entered our lives, offering compassion and care. He guided us through a delicate pregnancy filled with fear and apprehension. Robin's continuous support, regular scans, and personal care helped us through the toughest times. Finally, Robin safely delivered Gracie, turning our lives back to colour. We are eternally grateful for Robin's impact on our lives."

Richard Atkinson, Porter

Nominated by Harriet Fawley

Rich, a dedicated porter at Scarborough Hospital, consistently exceeds expectations in his care for patients and support for colleagues. His extensive knowledge and unwavering support are invaluable to the team. Recently, Rich demonstrated exceptional compassion when, on his way to work, he encountered a distressed member of the public in a post-seizure state. He assisted the paramedics, ensuring the patient safely reached the ambulance despite their combative state. Throughout his shift, Rich continued to check on the patient in the Emergency Department and on the ward, providing comfort and reassurance. His kindness and empathy were evident as he explained the situation to the patient, who had no recollection of the incident. Rich exemplifies the values of the Trust through his compassionate actions, making a significant difference in both patient care and team support. In the words of his nominator: "after years of dedicated service, Rich deserves recognition for his outstanding contributions to the hospital community."

Johanna Johnson, Consultant in Obstetrics and Gynaecology, and Lorraine Dodd, Midwife

Nominated by Ruth Feeney

"During my challenging pregnancies, Johanna and Lorraine provided extraordinary support. Despite my anxiety over a new pregnancy so soon after a difficult one, they listened attentively and ensured I felt understood. As my health declined before my due date, Johanna performed my C-section with reassuring calmness and care. Lorraine, my perinatal midwife, went above and beyond, coordinating with departments to support my mental health. When my newborn needed urgent care, Lorraine's helped me through a terrifying hospital ordeal, explaining procedures until my partner arrived. Throughout my son's critical care, they both checked in, showing unwavering kindness and dedication. During a severe mental health crisis, they ensured my safety while letting me stay close to my son, even securing a restful space for me on the ward. They continued to support me in subsequent appointments, advocating for my concerns with mental health professionals. Their empathy and dedication exemplify the values of kindness and excellence. I'm deeply grateful for their exceptional care and hope this nomination highlights their contributions, fostering more open conversations about mental health."

Living Our Values

Sponsored by Hempsons

Presented by Martin Barkley, Chair

We hear great stories every day about how staff across the Trust are making a positive impact on the lives of others. It's not just what they do, but the way in which they do it - by living and breathing the Trust values of kindness, openness, and excellence. This award is presented to an individual or team who makes a difference day-in, day-out, often behind the scenes, by putting their heart and soul into their work to make a valuable contribution. Their actions speak louder than words while making a real and tangible difference for others.

Kath Sartain, Head of Nursing - Acute and General Medicine

Kath is a driving force behind high-quality, compassionate care. Her dedication, strategic thinking, and advocacy contribute to the success of nurses and patient wellbeing. Kath is known for her kindness, inclusiveness, and trustworthiness. She handles sensitive situations with confidentiality and solves problems with ease. Every staff member knows that when you speak to Kath, a solution will be found. She fosters team spirit and understands that a thank you or shared laugh can make someone's day.

A colleague said: "Kath's leadership and communication have profoundly impacted me. When I made a mistake, Kath approached me with a smile and spoke compassionately, like a friend. This experience made me a better leader, and many staff say I have improved because of her." Kath spearheaded a cultural cookbook project to celebrate diversity. More than 100 copies were sold to help fund future international nurse events and projects, highlighting our Trust's inclusiveness. Kath has nurtured many junior nurses, helping them become better leaders. Her compassionate leadership, positive attitude, and effective communication make her a role model for all.

Andrew Manson, HR Support Team Manager

According to colleagues, Andy is a remarkable individual who embodies the core values of the Trust. His 'can-do' attitude and unwavering dedication make him a breath of fresh air to work with. He goes above and beyond to assist anyone in need and his knowledge and efficiency are matched by his friendly demeanour and infectious positivity.

Andy is not just a role model but a driving force for excellence and support. He leads by example, sharing his expertise generously and ensuring everyone works to the highest standards. He also actively contributes to staff induction and facilitates crucial meetings with precision and timeliness. Beyond his professional accomplishments, Andy's kindness and compassion shine through. He creates a supportive environment where colleagues feel valued and heard, contributing significantly to our organisational culture. Andy is truly a beacon of positivity and competence, embodying the values of trust, support, and dedication that define our organisation's ethos. Every team would benefit from having an 'Andy' making our workplace a happier and more effective environment for all.

Anne Penny, Project Area Manager

Since 2004, alongside her roles as a nurse and bed manager, Anne has served as an RCN representative, advocating tirelessly for her colleagues. During the RCN industrial action, Anne worked closely with HR and managers to mitigate disruptions, supporting those affected and ensuring patient safety remained paramount.

Throughout her 20 years as a representative, Anne has dedicated countless personal hours to supporting colleagues through challenges, whether health-related, personal, or work-related. Her role as Union Representatives Group Secretary further underscores her commitment to supporting union colleagues collectively and individually.

Anne's involvement in both health and wellbeing and policy development reflects her proactive approach to enhancing workplace conditions. Remarkably, she is also a Fairness Champion and Change Maker, extending her support beyond nursing to all staff. Her recent initiatives under the Our Voice Our Future Programme have already yielded tangible improvements. Anne's retirement will undoubtedly leave a void. Her kindness, collaborative spirit, and commitment to excellence have made her a valued ambassador for our Trust.

Taylor Green, Sister

Taylor is a new ward sister and has been outstanding in her role since day one. She is incredibly kind, always supporting her staff and helping them with personal or departmental issues. She shows the same kindness to patients, ensuring they receive the care they need despite her busy schedule. She is open and approachable, always listening to her staff and valuing their input in departmental decisions.

She creates an inclusive environment where everyone feels heard and respected. She strives for excellence, identifying areas for improvement and organising training to enhance care. Taylor supports international nurses in understanding the UK system and shows them they're valued. She also supports other departments, ensuring fair and equal staff movement. She communicates with the staff and ensures their consent before any changes.

She exemplifies kindness, openness, and excellence every day, making her an exceptional manager, colleague, and nurse.



York & Scarborough Hospitals Charity



York & Scarborough Hospitals Charity is the official charity of the Trust. From the everyday to the transformational, we fund improvements to the hospital environments and services which are above and beyond NHS funding.

With your support, we can:

- ✿ Purchase new equipment
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Show your support tonight by entering our lucky key raffle to win a pair of Bella Diamond Cluster earrings donated by Bradley's Jewellers. Speak to a charity representative to buy your key for £5.

WIN a pair of diamond cluster earrings courtesy of Bradley's Jewellers York

Award-winning independent jewellery business Bradley's Jewellers York is once again showing its support to York & Scarborough Hospitals Charity and the York and Scarborough Teaching Hospitals NHS Foundation Trust by donating a sparkling raffle prize.

Ahead of the Trust's Annual Celebration of Achievement Awards, which will take place at York Racecourse on Thursday, September 19, Bradley's Jewellers York owner, Kay Bradley, has pledged a pair of Bella Diamond Cluster earrings worth £1,000 for one lucky raffle winner. More than 325 guests will be encouraged to enter for a £5 donation, which will support the York & Scarborough Hospitals Charity. The cluster-style earrings, handmade by British jewellery manufacturer Brown & Newirth, are crafted in platinum with a total of 0.30 carats of natural diamonds. Kay Bradley of Bradley's Jewellers York comments: "I am so proud of our great



region and all the medical professionals who contribute so much. It has been my pleasure to provide raffle prizes in recent years, and I am thrilled to continue this great tradition in 2024."

In 2023, Kay donated a Bella Diamond Cluster pendant, and in 2022, she offered pieces from her popular Rainbow Collection, which was developed during the national lockdown in March 2020.

The Celebration of Achievement Awards, hosted by the York and Scarborough Teaching Hospitals NHS Foundation Trust, recognises the achievements of individuals and teams working for the Trust. As a result of the donation by Bradley's Jewellers York in 2023, York & Scarborough Hospitals Charity raised £1,300 in the raffle, which

was directed towards the Urgent and Emergency Care Appeal for Scarborough Hospital.

Emma Sargent, Community Fundraiser at York & Scarborough Hospitals Charity, said: "All of the money raised from the raffle this year will go towards improving patient care and experience and supporting staff wellbeing at York Hospital."

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Team of the Year (non-clinical)

Sponsored by John Wright Electrical

Presented by Andrew Bertram, Finance Director and Deputy Chief Executive

Our support teams are key to the smooth running of our services. This award is for the non-clinical project team, corporate team, or support services team that has made the most outstanding contribution in the past year and enhanced the reputation of the Trust through outstanding teamwork to support clinical teams to deliver services. They will communicate and engage well with their colleagues and other parts of the Trust and will have excelled themselves through inspirational effort, truly reflecting our values and behaviours.

Business Intelligence and Insights Team

Over the past year, the Business Intelligence and Insights Team's exceptional performance has significantly enhanced our Trust's reputation through exemplary teamwork and support to clinical and operational teams. Their innovative approach to data management, including the overhaul of the Signal platform and the development of the Operational Dashboard, has provided real-time, actionable insights, directly improving patient care and operational efficiency.

The team's resilience and adaptability, especially post-COVID-19, ensured continuous support for elective recovery efforts, earning them exemplary status from NHS England's Making Data Count team. By harnessing individual strengths and fostering a culture of kindness, openness, and excellence, they have transformed data into a strategic asset.

Their collaborative goal-setting and continuous feedback loops have aligned outputs with the Trust's strategic objectives, leading to better resource allocation and proactive issue identification. Their commitment to excellence and innovative data-driven solutions have set a new benchmark in healthcare management.

Scarborough UECC Project Team

The team behind this £47m project, the largest capital scheme ever undertaken by the Trust, has created a state-of-the-art two-storey facility that replaces the existing urgent care services. The UECC project exemplifies outstanding teamwork and collaboration. Representatives from the Trust and YTHFM, including executives, clinicians, nursing staff, project managers, and construction professionals from Integrated Health Projects (IHP), worked together to overcome challenges such as COVID-19, rapid inflation, and a key subcontractor going into administration. Throughout the project, the team demonstrated resilience and innovative thinking, optimising the budget and maintaining the project's timeline.

Notably, the project has also delivered significant community benefits, including jobs for 48 previously unemployed local people, work experience for 54 apprentices, and various educational initiatives. The thoughtfully designed facility incorporates calming art and wayfinding strategies, enhancing both patient care and staff wellbeing. This incredible achievement, which has been described as 'an honour to be part of', has undoubtedly improved outcomes for patients and services at Scarborough Hospital.

York and Scarborough Catering Departments

During an unprecedented increase in emergency department attendances at York and Scarborough hospitals, the catering teams stepped up to provide crucial meals and snacks for patients waiting in the overflowing departments. Each day, the York catering team delivered 50-75 hot meals, chilled products, and snacks, while Scarborough's team provided 25-50.

Despite the lack of dedicated servery areas and often operating on short notice, the catering teams rose to the challenge, exceeding expectations. Their support and collaboration with facilities management and clinical leads ensured that the daily nutritional needs of patients were met. With the restructuring of Opel levels and increased patient numbers across wards, the catering teams adapted, increasing meal production across the Trust estate.

The catering departments also provided emergency department staff with meals during critical periods, showcasing their adaptability and dedication. By working with volunteers, they ensured 24/7 availability of food and hydration, crucial for patient health and recovery. This collaboration between clinical and facilities management colleagues, operational leads, and dedicated catering staff has been instrumental in delivering additional nutrition and hydration to patients in challenging circumstances.





Team of the Year (clinical)

Sponsored by SmartCo health

Presented by Dr Karen Stone, Medical Director

This is a clinical team which consistently demonstrates exceptional team working to deliver patient care. This award is for the team that has made the most outstanding contribution in the past year and enhanced the reputation of the Trust by demonstrating outstanding teamwork for the benefit of their patients through inspirational effort, truly reflecting our values and behaviours.

Outpatient Parental Antibiotic Team (OPAT)

OPAT cares for patients with endocarditis at home, reducing typical six-week hospital stays to an average of just 10 days. For over three years, they have ensured patients receive necessary care and monitoring in the comfort of their homes, including follow-up tests.

Recently, the team managed a complex cardiac device infection for over a year with the Harefield transplant team, allowing the patient to live and work at home until they received a transplant. Another example is a 17-year-old who received antibiotics at home with their family, thanks to collaboration with the Leeds congenital cardiac team. These cases highlight the OPAT's seamless cooperation with other organisations and the respect they command.

Beyond endocarditis, the team provides ongoing antibiotic therapy for any patient well enough to stay at home. The virtual ward list currently includes 22 patients with lengths of stay from seven to 49 days, all of whom would otherwise be in the hospital. The OPAT's dedication to relieving pressure on the acute site and their ambition to expand and serve more patients exemplify their commitment to exceptional care.

Work Based Learning Team

This team's remarkable success with the Healthcare Support Worker (HCSW) Academy programme, established in October 2023, has transformed new HCSW training. This innovative four-week programme, replacing the weekly induction, ensures all HCSWs are thoroughly prepared for clinical environments, achieving full Care Certificate compliance, and covering essential skills like IT, manual handling, and basic life support through a series of lectures and hands-on scenario training sessions.

The team converted an empty ward at Bridlington Hospital into a realistic training environment, putting in countless hours beyond their contracts to ensure the best results. They have trained over 190 staff, reduced HCSW turnover from 15% to 10%, and ensured a 100% completion rate for the Care Certificate.

The team's flexibility and responsiveness to feedback have been crucial, earning high satisfaction ratings from trainees and successfully adapting to increased demand and new locations. They have even collaborated with teams across the Trust to provide helpful, current, safety-promoting training to other members of staff, further enhancing patient care.

MSK Service

The MSK Service has led three successful Community Appointment Days (CAD) in York and Selby, partnering with Sussex MSK Partnership to pioneer this community-based approach. Recognised by the Shadow Health Secretary and the Chartered Society of Physiotherapy Chief Executive, CAD focuses on high-quality, person-centred musculoskeletal care.

At these events, 546 patients received personalised care through health coaching, physiotherapy assessments, and rehabilitation sessions, alongside guidance from community health partners. Each patient received a "passport" to track their care and future plans. The absence of time constraints allowed staff to provide comprehensive care, reducing the need for follow-up appointments and improving waiting lists. Only 10% of CAD patients have needed further contact, highlighting the event's effectiveness. The MSK team's collaborative spirit extends to eight NHS organisations, sharing best practices and mentorship. They are also working with the Research and Development Team and York St John University on research grants and publications.

CAD exemplifies innovative practice, enhancing patient care, community integration, and staff morale, while driving faster access to services and embodying the Trust's value of excellence.



Our staff networks

To help reduce inequalities and support our staff, we are proud to have a number of staff networks which represent and offer support to members of staff from a wide variety of backgrounds.

We recognise staff networks as vital: driving meaningful change and creating organisational cultures where everyone feels they belong. Here's a glance of their work over the last year.





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NET ZERO BY 2040

The York and Scarborough Teaching Hospitals NHS Foundation Trust, in collaboration with Vital Energi, has made significant strides towards its goal of achieving net zero carbon emissions by 2040. Over the past decade, this partnership's decarbonisation initiatives at York and Bridlington Hospitals have resulted in a **combined annual carbon reduction of 1,255 tonnes**, enhancing patient and staff experiences and setting a new sustainability standard in the healthcare sector.

BRIDLINGTON HOSPITAL:

- > 600kW air source heat pump system is capable of meeting 100% of the hospital's heating and hot water needs
- > Consisting of over 1,600 panels, the solar PV system supplies all the electricity required by the heat pumps, meaning at times, all of the hospital's heating needs can be met entirely through renewable energy
- > The project has cut the hospital's energy-related carbon emissions by over 50%, with future savings expected as the national grid becomes greener

YORK TEACHING HOSPITAL:

- > Two 200kW air source heat pumps provide low carbon heating and hot water to hospital buildings
- > Enhancements to the building fabric of the Ward Block, which includes insulation and glazing upgrades, improve energy efficiency, reduce heat loss and carbon emissions. Patients and staff now enjoy more natural light, better ventilation and a more visually appealing building



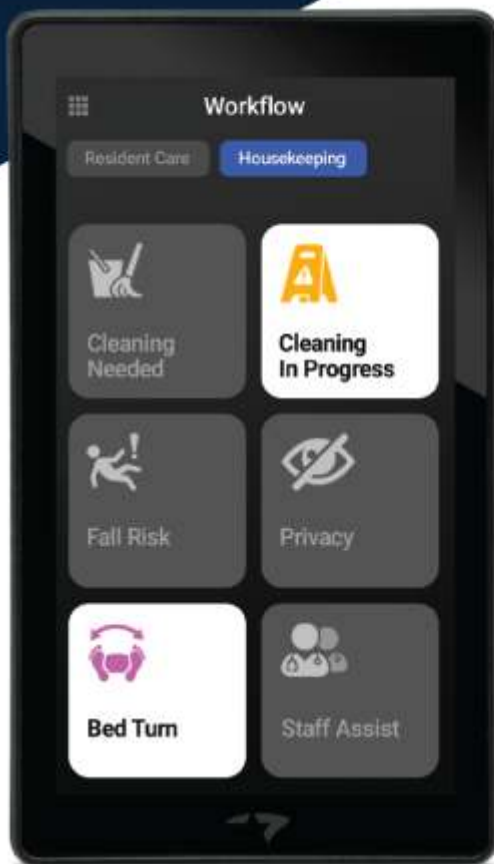
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Paul Savage, Project Manager, Digital Programmes, North Tees & Hartlepool NHS Foundation Trust

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About ReStart

ReStart supports over 80 NHS Trusts with their data integration and interoperability challenges. Our solutions have been designed in collaboration with health and care organisations to ensure data can be accessed, viewed and shared across a range of systems. ReStart has a loyal and experienced team of UK based data specialists who have expertise with all major digital systems – clinical and administrative.

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