South Tees Hospitals
NHS Foundation Trust

STAR AWARD WINNERS
2013
CELEBRATING EXCELLENT CARE FROM AMAZING PEOPLE
Each day our 9,000 staff – whether working in our hospitals or local communities, clinical or support services – do amazing things to support our patients and services. So it’s only fitting we recognise, reward and celebrate the people who have really demonstrated excellence in what they do through the trust’s Star Awards.

This year we’ve also introduced two new awards in recognition of the huge impact our volunteers and fundraisers have on the quality of care we provide and we’re proud to present all our winners and shortlisted nominees from the nine categories below …

We’d also like to thank our generous sponsors for supporting this gala evening at Gisborough Hall whose hosts were trust chairman Deborah Jenkins and chief executive Professor Tricia Hart.

Clinical Team of the Year

For a team committed to harm free care that demonstrates excellence in improving a service, managing a difficult issue, or implementing a service change that benefits patients.

Winner

Friarage nurse practitioners team

This dedicated team has proved time and again to be a lynchpin of the hospital, providing weekend and overnight cover, an ambulatory care service and an outpatient and home parenteral antibiotic service, with excellent patient outcomes and feedback - despite serving one of the country’s most isolated rural populations. In one patient’s words “An example of the NHS at its best!”

Runner-up

Accident and emergency therapy team

Set up in response to growing pressure on emergency services, this team has embraced new ways of working and made a significant impact on accident and emergency by reducing inappropriate hospital admissions, increasing numbers of patients being discharged with extra support or services in place and identifying and assessing more patients who were at falls risk. A success story for multi-agency working!

Other nominees:

• Inpatient pain service – for continuing to push traditional boundaries to drive excellence and provide a cutting-edge service for patients.

• Paediatric diabetes team – for delivering high quality patient centred care despite many recent challenges including meeting the best practice tariff and a gruelling peer review process.

Behind the Scenes

For a support (non-clinical) service that demonstrates excellence in improving a service, managing a difficult issue, implementing a service change that benefits its ‘customers’ or supporting a clinical team to implement a service change that benefits patients.

Winner

Information governance team

Working quietly and consistently, this team has developed innovative ways of working with staff to increase their understanding of information governance which, in turn, has resulted in a reduction of serious untoward incidents, a significant increase in staff completing their annual training (from 28% to 91% over two years), full assurance on audit requirements for the first time and compliance with all the information governance toolkit standards.

Winner

Nicola Wilson

A secretary with the speech and language therapy team, Nicola’s open-minded approach and ‘can do’ attitude towards helping improve the community dysphagia service by developing a new appointment booking system and reviewing the reporting process (despite her own increasing workload) really impressed the judges. A true team player and patient champion!

Other nominees:

• Improving patients’ pathway team – for its work on improving discharge processes, including holding 43 workshops which have helped with patient flow and reduced waiting times and transfer delays, saving bed days.

• Information services team – for developing and implementing the trust’s information strategy and a programme of service improvement with key results.
Innovation
For excellence in creating or implementing an innovation that has had a significant impact on the clinical – or non-clinical – services they provide.

Winner
Louise Arkwright
From an initial remit to update the community physiotherapy section of the trust’s website, Louise has developed and taken ideas far beyond her original brief with exceptional results, producing a professional, easily accessed online resource which not only includes patient information leaflets but a library of exercise videos, that clinicians can direct their patients to as part of their treatment and on-going management.

Runner-up
Debi McKeown
Described as a ‘true champion for volunteers’, Debi has tirelessly promoted the therapeutic care volunteer programme, engaging clinical staff about the importance and benefits of this role, so much the programme is now used as the training model for all patient-centred volunteer roles.

Other nominees:
• Home oximetry service – for continually adapting and making improvements to the service including developing an electronic database, so clinicians can access sleep studies at the ‘touch of a button’ rather than sifting through lots of patients’ notes.
• Katie Rhoades – for creating a simple personalised staff booklet for statutory and mandatory training and a palliative care patient information passport (based on the same design in her own time).

Margaret Toase Unsung Hero Award
Given in memory of Margaret Toase - long-standing chair of the trust’s staffside committee – to an individual who goes that extra mile, demonstrating excellence in providing clinical or non-clinical services, and who puts patients at the heart of everything they do.

Winner
Lisa Goodchild
A healthcare assistant on ward 3 at The James Cook University Hospital, Lisa was nominated by two people for her commitment to patients and colleagues. Always going that extra mile – whether it’s chasing up medication which hasn’t arrived for a patient or helping nursing staff initiate discharges in a safe and prompt manner by working closely with other agencies – she’s described as a safe, caring pair of hands and a privilege to have on the team.

Runner-up
Elsie Marron
A domestic on the neonatal intensive care unit, Elsie takes real pride in the unit and its cleanliness. In the team’s words ‘making change happen is possible.’

Other nominees:
• Jaime Taylor and Craig Sandwith – for the single point of referral scheme (SPR) which has reduced the average waiting time to transfer by two and a half days per patient, compared with waiting times in April 2013.
• Sexual assault referral centre (SARC) team – for its exemplary partnership working with a number of agencies to provide crisis support and interventions for victims of rape and sexual assault.

Partner working
For a team that demonstrates excellence in working in partnership to improve – or change – a service to benefit patients. The partnership working could be between teams in the trust, or with other organisations.

Winner
The flu team
A true example of how working together can improve outcomes, the flu team achieved unprecedented uptake rates for the trust this year, with 74.5% of healthcare workers vaccinated – that’s 5,837 vaccinations given to staff working to support patients and families in our care. A fantastic public health achievement and a testament to the hard work of occupational health, our 111 flu champions, pharmacy team, the flu steering group and everyone else involved in this campaign.

Runner-up
Postural care forum
Launched in June 2013 to raise the understanding of postural care in the trust and improve the patient journey for those with complex physical disabilities and complex care needs, forum members have achieved a lot in a short time. Through a strong working relationship with Tees, Esk and Wear Valley NHS Foundation Trust, jointly facilitated workshops and master classes have been developed, awareness training carried out on wards (following an audit) and work has now started on a screening tool to help ward staff identify people with postural care needs. In the team’s words ‘making change happen is possible.’

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Other nominees:
• Jamie Goldswain (healthcare assistant) – for the special way he cares for patients with dementia and their families – seeing that everyone’s dementia journey is very individual and personal to them – and for being an excellent role model to others.
• Susan Seaman – for her dedication and commitment to pathology – making sure the patient is at the centre of all her work - particularly in her recent role as the manager of central sort and working through the changes in the way services are now being delivered.
Respectful, committed, caring, compassionate, inspirational – just some of the words used to describe this team of volunteers who put the patient at the centre of everything they do.

Since the programme started in June 2013, our volunteers - ranging from psychology students to people who just want to give something back after their own experiences - have made a massive difference to patients on the wards just by spending time with them – whether that's playing games, doing arts and crafts, listening to music or simply having a chat.

Their reward - just the satisfaction of seeing a smile on someone's face – the reason why they thoroughly deserve this recognition. True ambassadors for the trust and volunteering!

Driving out Waste

For a team or individual who has initiated an anti-waste idea that has generated either financial or time savings for their service and which has the potential to be implemented by other teams.

Winner
Val Kaczkowski

A valued member of the acute assessment unit, Val, a healthcare assistant, worked with the stores team to pilot a ward-based electronic top-up ordering system and review existing medical and surgical equipment - to such an extent the ward reduced its costs by 28.94% in 2013 - a massive saving of £22,320.

Staff satisfaction rates have also improved through better storage and layout, as they are no longer experiencing delays finding necessary kit – an outstanding contribution to productivity and efficiency savings, particularly in times of financial challenge.

Volunteer of the Year

For an individual or team who, through their volunteering efforts, have made a positive difference to a trust service or to the lives of patients.

Winner
Therapeutic care volunteer programme

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Runner-up
Pauline Allinson

After discovering it cost £2,000 every year for the postman to pick up franked mail from Langbaurgh House, Pauline volunteered to take the post every day to the post office to avoid this expense – a personal commitment which illustrates how everyone can make a difference to making savings in their team.

Other nominees:
- Annette Johnson – for integrating acute and community heart failure specialist nurse services, increasing patient access to these services.
- Julie Poultney – for her work around facilitating discharge improvement workshops which have helped with patient flow and reducing waiting times and transfer delays.

Fundraiser of the Year

Awarded by South Tees Hospitals Charity to an individual or team that have made a major difference to the trust through their fundraising activities.

Joint winners
Graham and Leanne Nellig - Maisies Hope

Leanne and Graham Nellig are a truly inspirational couple who turned their own personal and tragic circumstances – the death of their four-day-old baby daughter Maisie – into pure goodness to help other babies today and in the future.

Since 2012 they have raised over £30,000 for the neonatal unit at The James Cook University Hospital and, with friends and family, have organised every fundraising event you can think of, inspiring their community and even people they’ve never met to support them.

What this pair has achieved is incredible but given Mark is still receiving treatment, supporting a young family with his wife and continuing his role as a senior partner at a global company, it makes them and their achievements all the more remarkable.

Mark Stewart and Brian Jones - Purple Walk

After being diagnosed with cancer, Mark set a target of raising £40,000 towards redeveloping the haematology day unit at The James Cook University and along with his best friend, Brian, set about organising two ‘purple walks’ attracting more than 400 people and raising £18,000.

Since then the pair have inspired many more people to support their cause, including the Jack Brunton Charitable Trust which has kindly added another £10,000 to their project, taking the total raised to-date to almost £30,000.

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Chairman’s Award

Each year Deborah Jenkins gives a special award to an individual or service, who she believes has excelled and best demonstrates the values of the trust.

Women and children - CNST team

This year she presents the chairman’s award to the organisation’s maternity services which worked tirelessly to achieve the Clinical Negligence Scheme for Trusts (CNST) maximum level 3 status. The organisation is one of very few in the country to achieve this goal, passing 48 out of 50 criteria – one of the highest scores attained – a very clear indicator of the safety and quality of care for our mothers-to-be and their babies.

It has been a real team effort and meant an enormous amount of work for everyone - from those responsible for gathering all the evidence together to the staff working on the maternity and neonatal units - and has led to significant improvements in the way the service is monitored and evaluated.

All standards of maternity care - organisation, clinical care, high risk care, communication, postnatal and new born care – were rigorously assessed to show the trust promotes and uses effective risk management to minimise the risk of harm to our patients.

Not only is this fantastic from a patient safety perspective, the trust now gains a significant discount for the maternity element of CNST payments, which because of the nature of claims are high. The commitment and dedication of this team, which put in a significant contribution of their own time to make this happen, deserve to be recognised.

For more information about the Star Awards visit the trust’s website at www.southtees.nhs.uk or contact Caroline Parnell on 01642 835592 or by email caroline.parnell@stees.nhs.uk for sponsorship opportunities.