

Board of Directors (Public) – Blue Box

26 April 2023



Main Agenda Item	ITEM	PAGE
19.	Items for Information	
19.1	• Executive Committee Minutes (Blue Box)	03
19.2	• Star Award nominations (Blue Box)	09
19.3	• TPR Mandatory Reporting	



Action Notes
Executive Committee
01 March 2023

Members in attendance: Simon Morritt (SM), (Chair), Karen Stone (KS), Melanie Liley (ML), Polly McMeekin (PM), Lucy Brown (LB), Heather McNair (HM), James Hawkins (JH), Gary Kitching (GK), Gerry Robins (GR), Amanda Vipond (AV), Srinivas Chintapatla (SC), Jo Mannion (JM), Mark Quinn (MQ), Stuart Parkes (SP), Mike Taylor (MT)

Attendees: Lisa Gray (LG) (minute taker), Nik Coventry (NC), Vicky Mulvana-Tuohy (VMT) (item 199-22/23 only), Damian Mawer (DM) (item 201-22/23 only), Astrida Ndhlovu (AN) (item 201-22/23 only), Sue Peckitt (SP) (item 201-22/23 only), Jonathan Hodgson (JH) (item 206-22/23 only)

193-22/23 / Apologies for Absence and Quorum	
Summary	Apologies received from: Andrew Bertram (AB), Donald Richardson (DR), Ed Smith (ES)
Decision/s	<ul style="list-style-type: none"> The meeting was declared quorate.
Action/s	<ul style="list-style-type: none"> Nil.
194-22/23 / Declaration of Interest	
Summary	No declarations of interest were declared.
Decision/s	<ul style="list-style-type: none"> Nil.
Action/s	<ul style="list-style-type: none"> Nil.
195-22/23 / Minutes of the meeting held on 01 & 15 February 2023	
Summary	15 February's meeting needs to read 2023 not 2022.
Decision/s	<ul style="list-style-type: none"> Approved as an accurate record subject to the above amendment.
Action/s	<ul style="list-style-type: none"> LG to update 15 February's minutes to read 2023 not 2022.
196-22/23 / Matters arising from the minutes and any outstanding actions	
Summary	<p>Action 36 – MT noted this was being discussed at the Risk Committee later today.</p> <p>Action 40 – PM highlighted AB has confirmed there is no money available</p>

	<p>for the project manager post for the NHSE Culture & Leadership programme. PM looking to identify which current project manager can reprioritise their work to undertake this.</p> <p>Action 41 – KS confirmed she had written a letter however the new policy had not yet been issued on the intranet as it had not been fed back to the policy owner that it had been approved. HM to pick this up. Once it is uploaded KS will send the letter.</p>
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • LG to update the action log.
197-22/23 / Items and escalations from Board and other committees	
Summary	No matters of escalation received.
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
198-22/23 / Chief Executives Update	
Summary	<p>SM updated the committee on the first draft financial plan for 2023/24 which has now been submitted and, feedback from the NHSE Board to Board meeting which took place the week before.</p> <p>SM highlighted the Care Group Structure meeting is being rearranged as the original date did not work for KS and he felt it was important KS was in attendance. A new date will be circulated shortly.</p>
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • LG to book in a new date for the Care Group Structure meeting.
199-22/23 / AHP workforce update	
Summary	<p>VM-T provided an overview of AHP staffing in relation to the constraints and actions currently being undertaken to support safe and effective staffing levels.</p> <p>The committee discussed the report and were assured by the continued work to map and identify required AHP workforce establishments to sustain safe staffing levels as part of the wider MDT workforce model. Acknowledging the ongoing work regarding retention, and workforce pipeline development including growing our own.</p> <p>The committee agreed VM-T would present a further update to the committee in June.</p>

	PM highlighted Will Thornton was additionally working on a single workforce plan and this would be presented to the committee in May.
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • AHP update report to be submitted in June by VM-T • Single workforce plan to be submitted in May by Will Thornton/PM.
200-22/23 / Care Group Escalation Reports	
Summary	The Care Group Directors highlighted the escalations from their combined and individual reports. The committee noted that there was a conflict of interest for those who are consultants in relation to the conversation on medical and dental local pay.
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Medical and Dental Local Pay update including a timeline to be submitted in April by KS/PM. • Care Group Directors to link in with AB and Mark Steed outside of the committee to support YTHFM in agreeing timescales and progressing works for the Care Groups.
201-22/23 / Infection Prevention & Control Update	
Summary	DM, SPe and AN provided the committee with an update on the Trust's current position in relation to IPC and the ongoing improvement efforts.
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
202-22/23 / CQC Update	
Summary	HM provided an updated position in relation to the action being taken to address the CQC regulatory conditions.
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
203-22/23 / Trust Priorities Report	
Summary	ML provided an update on progress for 62-day Cancer and 78 week waits and noted the impact the industrial action will have on planned progress.
Decision/s	<ul style="list-style-type: none"> • Nil.

Action/s	<ul style="list-style-type: none"> • Nil.
204-22/23 / Industrial Action	
Summary	PM provided an update on industrial action.
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
205-22/23 / LIMS Project Update	
Summary	This item was deferred to the next meeting due to the lead not being able to attend the meeting.
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • LG to add to next meeting agenda.
206-22/23 / Draft Internal Audit Plan	
Summary	<p>JH presented the draft internal audit plan 2023/24 to the committee and asked for it to review and confirm that the audits are relevant and identify any issues associated with the proposed timings.</p> <p>PM flagged that KS should also be the lead for consultant job planning and management of the medical workforce now that KS is in post. JH confirmed he would update this on the plan.</p> <p>The audit committee will sign off the final plan next week.</p>
Decision/s	<ul style="list-style-type: none"> • The committee approved the draft internal audit plan 2023/24 subject to the amendment noted above.
Action/s	<ul style="list-style-type: none"> • Nil.
207-22/23 / Pharmacy Staffing	
Summary	<p>SP provided an update on the current challenges facing the clinical pharmacy service and provided assurance of the measures in place to prioritise pharmacy services, asking for support from Care Groups to consider clinical pharmacists/technicians as part of their workforce plans.</p> <p>SP noted a Pharmacy Strategy will be submitted to the committee in the next few months.</p>
Decision/s	<ul style="list-style-type: none"> • The committee approved the recommendations within the report.

Action/s	<ul style="list-style-type: none"> Pharmacy strategy to be submitted to the committee in the next few months.
208-22/23 / Items to note	
Summary	<p>NHSEI Agency Report The committee had a lengthy discussion and agreed there was work to be completed outside of the meeting to look at how the Trust can reduce spend on agency/temporary staffing. A report will return to the committee in the next few months.</p> <p>Board Assurance Framework The committee noted the report.</p> <p>Corporate Risk Committee The committee noted the report.</p> <p>Business cases approved outside the meeting: The committee noted the below business cases were approved outside of the meeting:</p> <ul style="list-style-type: none"> 2022/23-101 Portable Community Fibroscan 2022/23-110 Replacement Renal HD Machines
Decision/s	<ul style="list-style-type: none"> Nil.
Action/s	<ul style="list-style-type: none"> A report on reducing agency/temporary staffing to be submitted to a meeting in the next few months.
209-22/23 / Items to escalate to Board and other committees	
Summary	No items to escalate, as the LLP concerns are already being discussed.
Decision/s	<ul style="list-style-type: none"> Nil.
Action/s	<ul style="list-style-type: none"> Nil.
210-22/23 / Items to escalate for BAF & CRR consideration	
Summary	No items to escalate.
Decision/s	<ul style="list-style-type: none"> Nil.
Action/s	<ul style="list-style-type: none"> Nil.
211-22/23 / Any other business	
Summary	Mask wearing guidance is being updated and communications will be shared later this week.

Decision/s	<ul style="list-style-type: none">• Nil.
Action/s	<ul style="list-style-type: none">• Nil.
212-22/23 / Time and date of the next meeting	
The next meeting will be held on 15 March 2023 in the Trust Headquarters Boardroom.	



STAR
AWARD

The logo features the word "STAR" in a large, bold, dark blue font. A light blue star is positioned behind the letter "A", with its points extending through the letters "S" and "R". Below "STAR" is a thin horizontal light blue line. Underneath the line, the word "AWARD" is written in a smaller, dark blue, spaced-out font.

May 2023



**Amy Provins,
Deputy Manager of
Phlebotomy
Services**

Scarborough

**Nominated by
Scarborough
Research
Department,
colleagues**

I would like to nominate Amy Provins for going above and beyond her role and seeking innovative ideas for her patients. Amy identified a need for alternatives in pain relief for her patients coming into clinic, this includes, but is not limited to, paediatrics, patients with learning difficulties and those with trypanophobia. Amy researched many medical devices and found one that would be suitable and appropriate for Scarborough hospital patients. She sought approvals, costings and researched into the conforming of UK regulations. This was no small task and took her a year to achieve but she never gave up.

Buzzy has now been implemented at Scarborough hospital. Buzzy is a child-friendly device in the shape of a bee which uses a natural form of pain relief. Using intense vibration, Buzzy confuses the communications between the body's nerves and the brain, the device also has attachable wings that can be frozen; this can reduce pain in the affected area further through numbing by ice.

Amy is also very accommodating in training staff; nothing is too much trouble and always done with a smile on her face which epitomizes the Trusts values and practices.



**Jessica Hebron,
Doctor**

York

**Nominated by
Catherine Barrett,
colleague**

I was asked to chaperone whilst Jessica examined a patient in the emergency department. She fully explained the procedure, answered questions, and undertook the examination with the upmost of care. Prior, whilst and after the examination Jessica was brilliant in every way.

A real credit to the Trust.

York Stores team

York

**Nominated by
Adrian
Chesterton,
colleague**

I was recently told that the personal protection equipment (PPE) would have to relocate to a new location within the hospital, which would be the main stores department as the PPE area was to become the new vascular imaging unit (VIU).

The idea was PPE would come into stores and all the surplus stock sent to Scarborough hospital, and the stock is then sent from Scarborough to York daily. I asked my directorate manager if we could have the racking out of PPE to increase the capacity to store extra at York. This was granted and we had a time scale of two months to remove all the stock and the racking.

Two members of my staff Steve Rice and Steven Shaun Rice took it upon themselves to dismantle all the racking in PPE and then reassemble it in stores as well as all the stock. They came in early every morning for three weeks in their own time to complete this task and by doing so saved on transport having to pick up stock daily and increased our capacity by over 50% giving us capacity to stock urgent patient items which previously we could not.



**Critical Care
Outreach Team**

York

**Nominated by
Thalia Wareing,
colleague**

The critical care outreach team (CCOT) are intelligent and compassionate individuals and are a vital asset to York hospital, especially Ward 16. It doesn't matter if it is an active medical emergency, a concern on observations, a gut feeling, or a question when we feel out of our depths, CCOT are understanding, patient and knowledgeable and always there to listen and help wherever possible.

They are key patient advocates and use their platform among senior staff to ensure a patient's best interests and their beliefs are heard and acted upon. They are reliable 24/7 and don't only look out for patients but also for us as staff, always checking in and being the stable factor in the chaos of healthcare. We cannot thank them enough for their support and hope they recognise how valuable they are.

**Tara Dixon,
Facilities
Supervisor**

Malton

**Nominated by a
colleague**

I would like to nominate Tara as she is so very kind to everyone she comes across.

**Kelvin Onwuka,
Staff Nurse**

York

**Nominated by
Ward 11 team,
colleagues**

A huge shout out and thank you to Kelvin. Our amazing international nurse who has worked with us now on Ward 11 for 18 months - one year as a registered nursing and midwifery council (NMC) nurse here in the UK. We are incredibly proud of your progress and your chilled, humble, and thorough working attitudes. Our patients and staff think extremely highly of your work and we wanted to say well done and thank you.



**Richard Lillie,
Materials
Management
Officer**

York

**Nominated by
Ward 11 team,
colleagues**

A massive thank you for Richie Lillie who works above and beyond the call of duty to ensure Ward 11 has all the needed equipment, stores and orders for patients and staff. Without his thorough working attitude, we wouldn't be able to deliver the care we need to for our patients. If we need it, Richie finds it! He is an asset to our team and we wanted to say a huge thank you to him ...and not forgetting our amazing stores unpackers!

**Sam Giwa, Staff
Nurse**

Scarborough

**Nominated by
Kasia, colleague**

Sam is very good nurse and person, caring for both staff and patients. She is a good worker and supportive person. Sam always has time to talk and support. She is also very hard worker.

**Lesley Johnson,
Ward Clerk**

York

**Nominated by
Charlotte Brown,
colleague**

Since our ward clerk Mary retired in October 2022 our lovely and amazing ward clerks across surgery have been helping to cover the shortfall until her replacement was found.

Bev, Clare, Lorraine, and Lesley have all helped making sure we have everything needed and the important job Mary did hasn't fallen short. Lesley has been a true stand out support, she has been able to help me as a manager first hand to ensure the swift running and response to ward issues and admin. Ordering notes galore, sending many an email and never not smiling as she does it. She has been a wonderful support over the last five months, alongside her colleagues, and I wanted to say a huge thank you for everything you've done. Your hard work really hasn't been unnoticed and when our new ward clerk Caroline starts, please keep nipping round and making me giggle!



**Max Cameron,
Cardiology
Registrar**

Scarborough

**Nominated by
Sarah Moss,
colleague**

There was a patient on the respiratory ward who needed an emergency chest drain out of hours. Max went completely out of his way, despite not being on call himself, to stay and help organise this. Max offering to stay behind to help meant the patient received their treatment in a timely fashion and ensured he was safe overnight.

Max showed a great dedication towards patient care and is a fantastic example of our Trust values put into practice.

On behalf of the patient and the respiratory team thank you very much Max, your help was very much appreciated.

**Charlotte Bentham, York
Clinical
Psychologist**

**Nominated by
Amy Shepherd,
patient**

In October 2022 I had sessions with Charlotte and she really helped me when things were so confusing for me. She listened to me and helped me through, she is amazing and a credit to York hospital.

I cannot thank her enough for all she has done for me.



**Mary Ward, Staff
Nurse**

York

**Nominated by
Sally Loftus,
colleague**

Since joining the department last year, Mary has implemented key changes in the department.

She has liaised with consultants and doctors from all specialties to find out the key items of equipment needed for each consulting room, she has then made a list for each specialty and attached the list to the craven trolleys. This has made it so much easier for all staff, including myself as a healthcare assistant, especially those that are not as familiar with medical equipment. It is so much easier to top the trolleys up for the clinics using the lists, saves lots of time and I have learnt so much from her in the short time she has been here.

She is so enthusiastic and motivated, it's hard not to get swept along with her ideas and positivity. She will always try and find a solution for things and is never ever negative about anything. She has also helped to turn the two previously used injections rooms into retinal consulting rooms which I know the consultants really appreciate.

**Nigel Scott, Staff
Nurse**

Scarborough

**Nominated by
Heide Tagalog,
colleague**

Nigel is very helpful. He was supposed to work 8am to 9pm but stayed until 2am and still offered to be called back if there was any problem because of staff shortage. He went beyond his working hours to support new staff. He is very kind and organised when it comes to work.

He is so dedicated to his work that I think he deserves an award. He is such a lovely person.



**Wendy Thickett,
Learning
Technologies
Advisor and Allison
Henderson,
Mandatory Training
Lead**

**Scarborough and
York**

**Nominated by Will
Thornton,
colleague**

Wendy and Allison have led the huge piece of work to rebuild learning hub and reconfigure mandatory training after the problems that resulted in the loss of data from the system in February and March. The system has had to be rebuilt from scratch using data from multiple different sources.

It has taken exceptional patience, attention to detail and liaison with the system provider to get to the point where the system was re-launched within five weeks of going offline - the system provider advises that a launch normally takes 12 weeks.

This is largely a result of both Wendy and Allison's skill and dedication, and we are very appreciative of the fact that they have attended work on their days off to make this happen quickly in what has been a very stressful period for the team.

**Ward 28 Therapy
team**

York

**Nominated by
Kirstie Elliot,
colleague**

Jonny, Rachel, Miriam, Dan, and Sian are the therapists, assistants, and equipment coordinator for ward 28. Recently there has been an issue with equipment provision to facilitate a couple of discharges.

The team have worked hard to find a solution to the issues raised and managed to reduce the lengths of stay for these patients, this is an indication of the dedication, professionalism and positive attitude of the team which deserves to be recognised.



**Beth Hewson,
Trainee Assistant
Practitioner**

York

**Nominated by a
colleague**

Beth is new to the team but has fitted in brilliantly. She has taken on the role of assisting in the balance clinic alongside our audiologists. Beth always goes the extra mile. She gets the room all set up for the audiologists in the morning so they are ready to see patients on time. She's warm and friendly towards every patient she sees, but also makes sure that along with the patient being comfortable, that the relative is informed of what is going on and checking if the relative would like anything to drink while they wait as the appointments can be several hours long. Beth goes above and beyond making sure both patients and relatives are as comfortable as possible throughout their visit.

**Leeanne Gowlett,
Healthcare
Assistant**

York

**Nominated by
Janice Thompson,
patient**

Leeanne first met me in the orthopaedic clinic where it became apparent that she knew my son and late husband. When in December I was admitted to hospital Leeanne came to the ward to see me and fetched me items I required as my son works long hours and was unable to come all the time. Leeanne has visited me daily since getting my terminal cancer diagnosis in January. Leeanne constantly goes above and beyond to help me, from a shoulder to off load on, to holding my hand for comfort and when I was unwell a few weeks ago she ensured I got the care I needed.

My family and I feel Leeanne deserves recognition for her compassion and the dedicated manner she conducts herself in. She is a remarkable woman that has made a huge impact on me, coming into my life when I had just lost my husband and whilst I was in surgery for a broken foot. She has given me such comfort and enabled me to look forward to each day.

She says she does it because it's important to care for those who need a friend. This to show her how much I appreciate her.



**Oreal Cummins,
Midwife**

York

**Nominated by
Andy Longstaff,
colleague**

Oreal has been booking in new pregnancies over the phone with new mums. Her calls were enthusiastic, upbeat, positive, and happy and gave the mum the impression Oreal had only her and her baby's care as central to her work.

She has absolutely lived the Trust values to an exemplary level being very kind and open and offering an excellent and reassuring service to her mums.

Oreal must be extremely busy, not only as a midwife, but especially during Badgernet go-live, so to be able to detach from her own distractions and leave mums feeling they are the only mum in the world receiving Oreal's care, simply brings a smile to your face and is so very worthy of a star.

Tonisha Drew, Staff Nurse

York

**Nominated by
Nina Blake-James,
colleague**

Tonisha demonstrated a very caring attitude when I visited the emergency department (ED) last week to assess a dying patient. She had supported that patient and family closely during the early shift despite the department being very busy with some challenging patients. She had closely managed his symptoms to keep him comfortable. Setting up a syringe driver wasn't easy as the equipment and medications we needed weren't easy to locate, but she persisted and prioritised getting the pump set up whilst juggling other patients.

She recognised when the patient entered the dying phase and alerted me so that we could support the family together. After the patient had died, she kindly arranged with the bereavement team for the family to spend time together in their quiet room, there were a lot of family and nowhere really in the ED where they could gather. Tonisha worked hard to make sure this patient and family were well cared for even though she was feeling unwell herself.

As a newly qualified nurse she should be proud of how well she coped with this challenging shift in such a caring and calm manner.



**Ceri Kilgallon,
Community
Midwife**

York

**Nominated by
Sophie Truby,
patient**

Ceri was my community midwife for some of my second pregnancy and all my antenatal and postnatal care with my recent third pregnancy. Ceri was amazing throughout all my care. She listened to any concerns and offered reassurance or action as required and I was always able to contact Ceri between appointments. Ceri is so committed to her job and the people she cares for and her passion for midwifery shines through.

**Donna Walker,
International
Recruitment Team
Leader**

York

**Nominated by
Bethany Greaves,
colleague**

Donna is always able to make you laugh when having a bad day. I want to say a massive thank you to Donna who not only makes time for her staff but also makes time for our international recruits. No matter the time or day Donna is always at the end of the phone making the international recruits feel safe and happy. Donna goes above and beyond often taking on extra work. She does an amazing job and this doesn't go unrecognised. I'm sure my colleagues and international recruits would join me in saying that we would be truly lost without her. Even when times have been hard Donna still manages to make me laugh and to me that is what makes an amazing manager.

**Adam Williams,
Ward Support
Volunteer**

York

**Nominated by
Stewart
Cambridge,
colleague**

Adam is a fantastic embodiment of both the Trust values and specifically the values of a perfect volunteer. Kind and caring, he shows all patients the respect and care they deserve, improving their experience on the ward. Adam has also gone above and beyond with supporting his fellow volunteers and the team. He helps with many inductions and is a friendly and calming face to ease new volunteers through their inductions. He has also helped draft procedures to keep the induction process as smooth as possible.



**Carly Creasy,
Midwife**

York

**Nominated by
Amy Kerr,
colleague**

Carly went above and beyond, supporting members of the G2 team through a very difficult period of many changes. Stepping into the breach when other managers were off, taking on the work and changes brought on by CQC. She is greatly appreciated by the team.

**Elaine Vinter,
Media, and
Communications
Officer**

York

**Nominated by Gill
Ratcliffe,
colleague**

One in a million, brilliant and thank you for all your support over the past few months.

**Breast Data and
Information
Coordinators**

York

**Nominated by a
colleague**

The data and information coordinators are truly unsung heroes who deserve recognition for what they do. They work so hard behind the scenes and they really are invaluable to the service. We have had some staffing issues over recent months but the team always manage to pull together and get everything done despite being short staffed. I recently covered their role for a brief period, and it's made me appreciate them even more!

**Chloe Cook,
Healthcare
Assistant**

Scarborough

**Nominated by a
colleague**

Chloe is an amazing healthcare assistant who always goes above and beyond. She is always happy to help and no job is too big for her. She is so kind and caring towards the patients and always brings a smile to everyone's face.



**Caitlin Wingfield,
Healthcare
Assistant**

Scarborough

**Nominated by a
colleague**

Caitlin is so kind and caring to everyone, she is a breath of fresh air on a busy and stressful shift. She is always the first to ask if anyone needs any help. She treats the patients with such care and compassion.

**Angela Keenan and York
Robyn Sotheran,
Graphic Designers**

**Nominated by Bev
Waterhouse,
colleague**

I contacted the team to request some support with a guideline I was working on. Within hours they had contacted me and worked with me over numerous iterations to get the image right.

I would never have been able to achieve the work they have completed to such high standard, and I am so grateful for their help meeting my deadline.

**Julie Rice,
Healthcare
Assistant**

York

**Nominated by Ann
Susan Peck,
patient**

Julie was the main person that helped me in the dialysis self-care unit at renal. She was always so caring, professional, and understanding.

I do not know how I would have got through the four years before my transplant without her care. Many a morning I arrived in floods of tears not wanting to go on the machine. She showed interest in our lives and really got to know us. With her help, Greg my husband helped me get on the machine, along with a laugh and a smile when we did things wrong.

She deserves medal but a star would be nice.



**Rachel Graham,
Ward Clerk**

York

**Nominated by
Rose Eyes,
colleague**

Rachel spotted a patient's covid status, alerted the nurses and ensured that the patient was safely isolated. She's a star.

**Purchasing
Department team**

York

**Nominated by a
colleague**

The purchasing department deserve a star award for their exceptional service and support during a recent urgent request.

Before Christmas, we had a critical need for a bariatric bed for one of our patients. Despite contacting the purchasing department quite late in the day, they were more than willing to assist us and promptly helped us to order the necessary bed. Their responsiveness and eagerness to help truly made a difference, not only for our patient but for the entire ward.

Their commitment to providing excellent service, even during the busy holiday season, was greatly appreciated and did not go unnoticed.

**Craig Self,
Maintenance
Assistant**

Scarborough

**Nominated by
Harriet Rossol,
colleague**

Craig attended to fit a whiteboard at Springhill house, however an incorrect board had been sent. After I had explained to Craig that I had raised another request for some broken furniture to be removed and disposed of and to move some large furniture to other rooms he went back to the hospital and within an hour he returned to complete the moving.

He was so helpful, friendly, polite, and it seemed like nothing was a problem or too much.



**Jo Radley,
Healthcare
Assistant**

Scarborough

**Nominated by
Janette Tully,
patient**

Jo Radley really touched my heart when I was recently in the emergency department (ED). Like so many when I was told I was being moved from a cubicle in the ED to the corridor I felt somewhat apprehensive, but there was a fabulous team of people looking after us, keeping us all under their quiet but constant supervision and even providing care and support for my husband who was sat with me.

At one point I was laid on my bed resting and could hear a nurse speaking with the husband of a lady who was situated further down the corridor. The nurse was chatting with him and providing him with the reassurance he needed. Whilst I couldn't see them, I could hear the conversation and Jo Radley, was coaxing from him the events of the morning, making sure he was ok and ensuring he had a cup of tea/piece of toast if needed before he returned home. By spending time with him Jo was able to find out that when trying to move his wife downstairs that morning for the ambulance's arrival she had fallen and landed on him, causing him to fall down the stairs himself. He was obviously shaken and Jo took the time to settle him down, encourage him to rest for a while and ensure he hadn't sustained any injuries in the fall. Only then did Jo feel he could leave safely. All this happened amidst the mayhem of ED and throughout the morning we saw Jo working her magic with different patients and those with them, ensuring they had the support they needed without feeling overwhelmed by it all. Jo used her judgement to see who needed those extra words of encouragement, who was open to and in need of a chat and those who were simply in need. I would add that the team of nurses assigned to the corridor bays that morning were also brilliant offering excellent support and I can honestly say my experience was so different to what you read in the papers. At no time did I feel I wasn't being cared for or that someone wasn't watching out for me. I'm not sure how they do it juggling so many different people with so many different needs but they did. If I ever have to repeat the experience again, I feel confident I will be in safe hands and that the team there will have things covered.

Jo Radley really did go that extra mile and reflect the core values of the Trust treating everyone with courtesy, honesty, respect, and dignity.



**North Ryedale
Community
Nursing team**

Community

**Nominated by
Nicola Parker and
Samantha Raw,
colleagues**

I started with the South Hambleton and Ryedale (SHaR) team in January as a senior healthcare assistant and although I was really looking forward to starting, I was also very nervous.

The team instantly made me feel welcome and from the very start I felt like part of the team. Despite difficulties with learning hub courses the team kept me busy giving me time to answer questions and reassuring me that I was on the right track. They have all taken me out, showed me the ropes and been patient and polite.

I have learnt more since starting this role than ever before and I believe it is due to the professionalism and standards of the whole team. Each one of them show great passion in their work ensuring that patients get the best possible care and working tirelessly to find a solution to suit the patient. I feel like I have worked with these girls for years, they are more than colleagues they are true friends. I couldn't ask for anymore and I really want them to know how appreciated they all are.

It's not just a job for these girls, it's their lives, they go above and beyond. I am so proud to be a part of this successful hardworking team.

Samantha Raw agrees with me having recently started with SHaR as a senior healthcare assistant. All the staff have been truly amazing with both of us. We both would really like to give something back to the girls at SHaR by nominating them all for a star award. They really deserve this.



**Becky Stephenson, Scarborough
Operational
Support Manager**

**Nominated by
Ruth Hunter,
colleague**

Becky is excellent at her job. She is quick to respond to queries, visible in the emergency department (ED) and acute areas and very approachable. She was a reliable point of contact for me throughout my ED rotation. She made what could have been an overwhelming rotation during pregnancy manageable by making appropriate adjustments to my rota, liaising with the foundation school and occupational health team. I appreciate everything she has done for me and I am impressed at how efficiently she works.

I know from discussions with fellow junior doctors rotating through care group two (CG2) areas that they all feel the same way about Becky and that she has been equally attentive to their needs in the workplace.

**Josh Lythgoe, York
Staff Nurse**

**Nominated by
Daisy Lamb,
colleague**

Since the day I started on the acute medical unit (AMU) as a volunteer in 2021 Josh has done everything he could to make me feel welcome. He introduced me to everyone and allowed me to create bonds and long-lasting friendships all over the hospital.

Since then, I have been able to become a healthcare assistant on the same ward and now aspire to follow in Josh's footsteps in my studies as a student nurse. He always has a smile and is so compassionate with all his patients and always makes his colleagues laugh even on the worst days, he makes us all feel like one big family.

He has allowed me to grow as a nurse and work to achieve my lifelong goal. I hope one day to be working alongside him. Thank you, Josh, it means the world!



Amy Astin, District Nurse Selby

Nominated by Samantha Martin, colleague

Amy is always there to help anyone in need. Despite been so busy herself in her new developing role as a district nurse she takes the time to help others and does this in such a professional manner. I feel she should be recognised for this. I have felt very supported by Amy since she started in 2021.

Anaesthetics team York

Nominated by Katie Bowman, patient

I had emergency surgery to remove my left fallopian tube following a ruptured ectopic pregnancy. This was my first ever surgery and I was so scared. The team who looked after me could not have been kinder and I cannot thank them enough for the care they gave me. From being there for me whilst being put to sleep to cheering me up when coming round. They were all amazing and I am so glad we have such clever caring people who are there for us when needed.

Janna Dodds, Revalidation Officer Scarborough

Nominated by Gail Tanner, colleague

Janna plays a pivotal role in supporting doctors with any health and wellbeing needs.

The way Janna has dealt with a recent call from an educational supervisor with concerns for a doctor in training with wellbeing and personal safety was truly aspirational. She quickly arranged for her and the security team to carry out a wellbeing check to ensure there were no immediate concerns. She then spoke with the doctor to determine the best way to help them and arranged to transport the doctor back to home for further support.

These swift actions will mean a great deal to the doctor in training but also give us and the doctors wider team reassurance that the right support will be there for the doctor.



Elizabeth Baker, **York**
Consultant
Paediatrician

Nominated by
Rebecca
Proudfoot,
colleague

During the junior doctors' strike Liz worked tirelessly on the 'shop floor' including on her birthday. She went above and beyond to help in all the acute paediatric areas: admissions, the ward, and the special care baby unit and remained cheerful throughout. Thank you so much.

Head and Neck **York**
Clinical and Admin
team

Nominated by
Michelle Adeniji,
colleague

The head and neck team have worked well to significantly reduce the number of patients waiting over 78 weeks for treatment which has made a difference to patient experience. The team have worked hard running additional clinics, theatre lists and working overtime, evenings, bank holidays and weekends to ensure that patients are reviewed during a very challenging time. I am impressed with how the team has pulled together and supported each other and are willing to go the extra mile for our patients.

Stephen Palmer, **York**
Lead Renal
Technician

Nominated by
Rhiannon
Winfield, Eleanor
King and Jamie
Todd, colleagues

Our haemodialysis service supports around 220 patients to receive vital treatment. Our technician team lead by Stephen is completely integral and essential to this work. Stephen utilises all his skill and knowledge to maintain our infrastructure whilst also guiding us as to the next steps.

Stephen and his team are always ready to respond to emergencies, work out of hours and do more than we could ever expect of them to keep our patients safe.



**Anita Best, Staff
Nurse**

Scarborough

**Nominated by
Caroline Jones,
relative**

Although this event was outside of work, I feel Anita deserves recognition for doing something that she has not been called on to do for such a long time, demonstrating experience, skills, and instinct. Whilst at my house last week a gentleman collapsed at the front of my drive. Anita went outside to check he was ok and if there was anything she could do for him. Initially comforting him, providing blankets to keep him warm and tending to a face wound he also complained of chest pain and it was not long before he went into cardiac arrest.

Along with a volunteer first responder Anita successfully performed cardiopulmonary resuscitation (CPR) until a paramedic crew arrived with a defib and following two shocks brought him back. I believe the crew congratulated them in successfully keeping the gentleman's circulation going whilst waiting for assistance. Anita works on a health care of the elderly ward and is rarely involved in resuscitation. Sadly, we do not know the outcome, but Anita's efforts gave him the best possible chance of recovery. Whilst caring for the gentleman she also made sure that a neighbour of his was provided with a chair and blankets to keep warm.

We hope he did get well and got home. I believe Anita demonstrated all the Trust values of kindness, openness, and excellence. A great example for the public to see the Trust values out on the street and a credit to the Trust.



**Michaela Edens,
Generic Therapy
Assistant**

York

**Nominated by
Elizabeth
Feetenby,
colleague**

Michaela has really shone for us in community therapy (CTT) over the last few months; she currently works with us as a therapy assistant within our York South team. However, during a combination of staffing changes, absence, and winter pressures, she has truly stepped up. She initially began providing support to our palliative therapy team, meaning a rapid uptake of new skills, and working with patients going through a difficult and sensitive time, which has been hugely appreciated by staff and patients alike. Through winter she has continued with both her usual role, her palliative therapy support and worked flexibly to support the community response team (CRT) as they have faced immense demand. This again is a change in skillset for Michaela and has meant working outside of her comfort zone.

In addition, CTT in South Hambleton and Ryedale have faced periods of long staff absence in 2023, and despite her plate being already extremely full, she was very quick to offer and provide support to ensure that our vulnerable patients in this vast rural area received quality and timely interventions.

Michaela has therefore worked across the full length and breadth of our services, both geographically and in terms of her skillset. Her willingness to help, to be flexible, to adapt and challenge herself is a fantastic example of Trust values, and her efforts are so greatly appreciated by our multiple community services. I am therefore nominating her on behalf of myself, and her own team manager.



Graham Ward team Scarborough

**Nominated by
Christine Warkup,
patient**

I cannot thank the team on this ward enough. The doctors and nurses were all lovely and kind when I was brought in by my daughter on 22 March. Food and drink was always offered to me and everyone was caring. These people are not appreciated enough!

**Sumeetha
Sundaram, Stoma
Care Coordinator**

Scarborough

**Nominated by Sue
McNeill, colleague**

Recent weeks have been incredibly busy for the stoma team at Scarborough hospital. The team has been depleted due to staff sickness. Sumeetha has continued to go over and above, to bolster, support and keep the remaining staff sane, as well as ensuring the service continues to function as smoothly as possible, both within the hospital setting and community.

Her dedication and hugely supportive nature have been a godsend to both staff and patients alike. Ensuring patients are listened to and directing their care with due diligence to ensure their safety and care continues to be at a high standard.

**Nic Maycock,
Nuclear Specialist**

York

**Nominated by Jo
Hopkins,
colleague**

Nic has been so passionate about mentoring and educating radiographers who are starting out in nuclear medicine. She is happy to help with ideas for interesting case studies for staff undertaking university assignments, takes time to explain the reason we do specific scans and is generally enthusiastic about knowledge and training.

She has just put together an interesting case file which is useful not only for trainees, but invaluable for the whole team who continue to learn and grow as allied health professionals. She is an asset to the team.



**Deborah Goaten, Hull
Biomedical
Scientist**

**Nominated by a
colleague**

Debbie has demonstrated outstanding dedication to maintaining, running, and training on the serology section. Their contributions have been critical in supporting virology's diagnostic capabilities, particularly during the training of new starters. Their exceptional work has ensured that the serology section runs smoothly and efficiently, with accurate and timely results being delivered to patients and colleagues. In addition to their technical skills, this scientist has also demonstrated exceptional mentoring skills. They have played a pivotal role in training new staff members on the serology section and have been instrumental in building a culture of excellence and professionalism within the team. Overall, Debbie's contributions to the serology section at virology have been invaluable. They have demonstrated exceptional technical skills, leadership, and mentoring, and have been critical in maintaining virology's diagnostic capabilities.

**Francesca Young, York
Receptionist**

**Nominated by
Chris Sheppard,
visitor**

My three-year-old Oliver Sheppard had an appointment for a routine ultrasound on his kidneys. When we arrived at the hospital, he was very unsettled and upset however arriving at the X-ray department reception both receptionists both took time to speak to my son and try settle him down. We were directed to the correct waiting room to wait for our appointment. The receptionists then waved from the reception desk to my son and he waved back being a lot more settled. Once called to have the scan, one of the receptionists came down to the room with a bottle of bubbles to keep my son distracted whilst the scan was carried out. Then stayed for the whole scan blowing bubbles and talking to my son which was a truly amazing thing to do as it helped so much to keep my son as settled and distracted as possible! Once the scan was finished, we were then directed which way to go back to the exit with my son giving the receptionist a high five on the way out. This made the whole trip to the hospital a much more pleasant and enjoyable one.



**Rich Atkinson,
Porter**

Scarborough

**Nominated by
Ashley Webster
and Harriet
Fawley,
colleagues**

Nomination 1:

Rich has done 22 years' service at Scarborough. Everyone knows him around the hospital and all would say how much he brightens their day; my favourite one liner of his is "tub time tonight" always makes me laugh. He brings a smile and laugh to what can be a difficult job at times and is always happy to help with whatever needs doing. He never complains even when the day-to-day struggles kick in, no task is too big and no task is too small, Rich will always be there. He is a hero without a cape. When Rich is with patients, he treats them as if they are his close family. He will always go above and beyond to make sure the patients get VIP treatment while in his care. He brings a smile to every patient's face and is a real credit to our department. When I am having a hard day Rich will always make me smile. I believe and I think a lot of other staff would agree that Rich deserves a star award.

Nomination 2:

On walking to his shift at Scarborough Hospital, Rich assisted a fast response ambulance driver with caring for a young post seizure patient who was confused, aggressive and agitated. Rich went above and beyond before his shift had even begun to assist the ambulance crew with making sure the patient was safe and got to hospital to receive the treatment he needed. After the patient had been admitted Rich went to the emergency department to check in on his progress and to talk him through what had happened. This nomination means a lot to myself as this patient was my brother.

Rich exemplifies the Trust values both in and out of work and deserves to be recognised for going above and beyond. I would like to thank Rich for the compassion and care he showed at a time when my brother was very vulnerable.



**Acute Theatre
team, Anaesthetic
staff, and
Muhammad Hasan**

York

**Nominated by
Stephen
Cavanagh,
colleague**

In the early hours of 14/02/23 the on-call theatre team, Dr Walsh and his anaesthetic colleagues and Muhammad Hasan provided support to a lady bleeding post childbirth and supported the obstetric team. In a really difficult situation, the bleeding was stopped and the lady survived and was discharged home safely.

The teamwork was superb, and Muhammad Hasan's experience and leadership was instrumental to this successful outcome.

**Oluwanifemi
Omoya, Staff Nurse**

Scarborough

**Nominated by
Nerys Pickup,
colleague**

She has been amazing when working a night shift. She listened to my concerns and helped me in every way possible. Even made me a cup of tea when I couldn't go for a break. I felt like she went out of her way being on a busy shift to also look after me, a healthcare assistant. She listened and is always there to help. It made the shift a lot easier and calmer.

**George Milner,
Doctor**

Scarborough

**Nominated by
Terri Rodgers,
relative**

My son got burnt and we were taken to the emergency department where George was there to help us through this tough stage. He guided us through everything and was so quick with getting us to where we needed to be. He reassured us and kept us calm.

Thanks to him and his quick response my son is healing amazingly well.



**Gemma Granger, York
Ward Sister**

**Nominated by
Nicola Lockwood,
colleague**

Gemma deserves recognition for always trying her best to support our paediatric areas. Gemma is the ward sister for Ward 18 and the children's development centre (CDC). However, on three occasions over the last few years, Gemma has stepped up to lead and manage all four areas, instead of her existing role over two areas, within paediatrics whilst her colleagues have been on leave. She has also supported a Band 6 on secondment to the Band 7 role explaining and guiding her through every aspect of the ward sister role. This member of staff fed back her gratitude for being taken under her wing and supported above and beyond, making the secondment a huge success for the individual.

Gemma's team are unanimous in their opinion. She is very likeable, kind, caring, supportive and a huge advocate for the service. The team all feel they can trust her, she gives her time and listens to them and as a Matron, I feel she supports upwards, being respectful and thoughtful. I believe Gemma's personality has a wider impact making staff feel happier at work as they believe in her as their leader. I feel strongly that we should be acknowledging good leaders as this inspires future generations of nursing.

**Emma Brough, York
Senior
Physiotherapist
and Sheena Cole,
Occupational
Therapist**

**Nominated by
Beth Eastwood,
colleague**

I work at the Trust however attended the emergency department as a patient. It was clearly a very challenging day and environment for all staff. Emma and Sheena showed a level of patience, care, humanity, and kindness that went above and beyond their day-to-day roles. Without their intervention and advocacy on my behalf, I wouldn't have had the outcome and discharge plan I needed to go home safely. I am incredibly grateful for their time and care on a busy and pressured day, it made a positive difference to a difficult situation.



**Noura Ewis,
Receptionist**

York

**Nominated by
Georgia Potter,
colleague**

Noura went above and beyond for a patient who spoke Arabic and did not have an interpreter present. Just a couple of minutes before the end of Noura's shift a member of the breast screening team approached her to ask if she could help interpret for a patient who needed further investigation procedures. Noura very kindly agreed to stay and help the patient by explaining the procedures to her, comforting her and being an overall support at a difficult and worrying time for the patient.

This lovely act of kindness from Noura pushed her out of her comfort zone and made a long-lasting impression on the patient and her overall experience at the challenging time. Without Noura's selfless act the patient may not have been able to have further investigations and would instead be delayed to a further appointment booked when an interpreter could be present. Noura's prompt response and help has allowed the patient to have investigations promptly whilst been supported by a friendly and empathetic face.

As an operational team we are very grateful to have such a wonderful team member who puts others needs ahead of their own.

Haldane Ward team Scarborough

**Nominated by Jo
Blades, colleague**

Thank you to all the staff on Haldane for the wonderful support they provide for those patients that have a learning disability admitted to their ward.

It does not matter how complex or what reasonable adjustments I ask of them they are always happy to help and support and to provide a smooth and positive experience for the patients going to theatre.

Thank you for the way you managed a very difficult circumstance recently when a patient did not want to return home. I really appreciate your support.



**Becky Aitken, York
Vicky McGrath and
Sharon Pratt,
Midwives**

**Nominated by
Tiffany Smith,
patient**

From entering triage in the early hours on 24 March due to some bleeding I cannot thank the team of midwives I had enough with my very quick and rather traumatic birth that was to follow. Vicky McGrath was so lovely on the phone, very friendly and made sure I was seen to straight away and made me feel at ease. Becky then took over and things progressed very quickly. My birth ended in shoulder dystocia which at the time I didn't realise how much of an emergency this type of birth was. They calmly explained to me what was happening and when they hit the emergency button a team came straight away and between them, they managed to get baby out. I believe it was Sharon who helped manoeuvre his shoulder. Baby was born not breathing, but the team managed to save his life and for that I will be forever grateful.

I wouldn't have known at the time how much of a touch and go situation it could have been because of the calmness and professionalism demonstrated. Thinking back now I know it could have been a very different outcome so I cannot thank them enough.

**Emilie Meynell, York
AHP Paediatric
Team Manager**

**Nominated by
Jemma Tucker,
colleague**

Emilie is in a seconded role as team manager for the paediatric allied health professions (AHP) team at York hospital. The role that she works is a job share. Over the last six months we have faced significant operational staffing gaps across site and Emilie has stepped in to support at every level. She has demonstrated a high level of honesty, integrity, and humility at all points throughout this journey. Even though many of her days and weeks in work have been challenging she still always demonstrates a high level of enthusiasm. She shows the team empathy and always makes time to listen.

This is a personal thankyou from me as her direct line manager and from those she supports as I know that her ability to be a compassionate leader is very much appreciated.



**Jay Varner, EUC
Engineer**

York

**Nominated by
Catherine
Leatherbarrow,
colleague**

Jay is awesome, he's always ready and willing to support any problems myself and the team have. He is knowledgeable about everything and he's super quick to respond too. If it's not something he can help with he always knows the person or team who can. He pops into the office, whenever he can, to make sure things are ok and check if there is anything we need support with. Would probably recommend him for three-star awards and a pay rise if I could.

**Dawn Lowe, Patient
Admin Officer**

York

**Nominated by Zoe
Dunning,
colleague**

We have been extremely short staffed in the department and several times this week Dawn has agreed on the day to do overtime to ease the pressure on the admin team. This is very much appreciated Dawn.

**Greg Heath,
Consultant**

York

**Nominated by
Dawn Lowe,
colleague**

Greg was amazing with a patient who he saw in clinic. The patient had an upsetting diagnosis and Greg took the time to go see the patient and family on the ward in his own time.

**Sarah Katsarelis,
Medical Secretary**

York

**Nominated by
Dawn Lowe,
colleague**

Sarah is so lovely and helpful and she was incredible when we had a patient with an upsetting diagnosis ensuring their letters were typed as a priority.



**Hannah Lunt,
Junior Doctor**

Scarborough

**Nominated by a
colleague**

When I first met Hannah, she was nervous to be starting on Beech ward. However, she didn't let it show and got stuck right in. Hannah has been amazing while on her rotation on Beech. She is friendly, easy to approach and makes the patient's feel at ease. Hannah is always willing to help any of the other doctors if they need it, especially if they have an arterial blood gas (ABG) check to do!

I will really miss Hannah on Beech ward, but wherever she goes next will be very lucky to have her.

**Amy Bell,
Healthcare
Assistant**

Scarborough

**Nominated by
Robert Reynolds,
colleague**

Amy was asked to supervise and care for a patient with very complex and challenging needs and did so in a consistent, professional manner for seven hours. In doing this she also enabled the department to continue to function in a smooth and effective way.

As a new member of staff, the Trust should commend these actions and her ongoing excellent quality of care and teamwork.

**Eduarda Figura,
Staff Nurse**

York

**Nominated by
Lucida Lofthouse,
patient**

I have had exceptional care and help from Eduarda since being on ward 22. She has a real vocation in care and a great understanding of how one is feeling and is very reassuring. She treated me with respect and dignity, she is a credit to nurses and the NHS.



**Muhammad
Effendi, Speciality
Registrar**

Scarborough

**Nominated by a
colleague**

I have worked with Mr. Effendi for a while now and one can easily conclude that he is much loved and respected by all his colleagues and his patients.

When new colleagues join the general surgery team in Scarborough, they are always advised by other team members to speak with Mr. Effendi for guidance for a smooth start. One could easily sense the comfort patients feel when they are under his care. I have witnessed his interaction with patients many times.

His calm personality, organised way of explaining his plan to the patient, confident tone and obvious sympathy are few of the many traits that make him excel as an outstanding surgeon. The reassurance nurses feel when he is present is also noticeable. Whether I am in outpatient clinics, in Maple ward or in theatres, nursing staff always speak about his professionalism and considerate character. One can also easily notice that consultant surgeons depend on him from the quality of the tasks they allocate to him.

Yesterday was an impressive example of the excellent work ethics of Mr. Effendi and it is the reason I decided to finally nominate him for the star award. He started his on-call at 8:00am and by mid-night, 16 hours later, he was still proactively on top of his duties everywhere in the hospital; reviewing his patients in the emergency department and Maple ward, operating in theatres, asking junior doctors regularly if they need help, and finally spending a good amount of time reviewing an elderly patient who was already reviewed by another team member, just to ensure that her questions are all addressed and her care plan is complete.

This is the quality of surgeons we all wish to work with. Mr Effendi is a great asset to our Trust.



Georgia Bowlby, **York**
Staff Nurse

Nominated by
Lucia Lofthouse
and Frances
Caple, patients

Nomination 1:

It was a pleasure to be looked after by Georgia while I was on ward 22, she has a real vocation for nursing. She was so very kind to me particularly on my first night. I was in a lot of pain but nothing was too much trouble for her to try make me comfortable. She is a real credit to the NHS.

Nomination 2:

Georgia was so lovely and provided everything a patient needs to help me recover more quickly and happily. She always had time to listen and went above and beyond to check several times a day if you needed anything. Any queries were quickly chased up by her.

Donna Coop, **York**
Healthcare
Assistant

Nominated by
Frances Caple and
Lucia Lofthouse,
patients

Nomination 1:

Well Donna you are a little trooper you work so hard and you deserve a star as nothing was ever too much to ask.

Nomination 2:

Donna is an outstanding carer and while I was on ward 22 nothing was too much trouble for her. Donna has patience, is very reassuring and willing to help you in any way she can. Donna is a credit to the NHS.



**Mia Bower,
Healthcare
Assistant**

York

**Nominated by
Kirsty Bower,
colleague**

Mia was approached in the corridor by a visitor to the department to say that a lady in the waiting room was not looking too well and the man they were with did not appear concerned. When she walked into the waiting room Mia immediately identified that the lady was unresponsive and unconscious, clearly not asleep. As the lady was in a wheelchair, she quickly took them into a treatment room whilst shouting for help and asking someone to look after the man escorting the lady in the wheelchair.

Mia started basic life support (BLS) and cardiopulmonary resuscitation (CPR). It was soon established that the lady was from a care home and had been brought to clinic on the bus by her husband; they were both elderly and frail and no carers had come with them. The lady was due to be seen in audiology. Mia instructed another healthcare assistant (HCA) to contact the care home. The care home informed the HCA that she had a do not resuscitate (DNR) in place, but this was not brought with her. Mia and the other staff who came to assist her agreed to continue with BLS/CPR. The crash team arrived and took over from Mia and reassured her that she had done the right thing. The lady was stabilised and escorted to the emergency department (ED) and admitted to a ward. It was established that the DNR was not valid. The family were extremely grateful for the quick response given to the lady who has since recovered and gone home.

As an HCA in a busy head and neck outpatient department Mia acted quickly and professionally and was not scared to take charge of the situation, instructing senior colleagues and doctors what to do. Her ward experience proved extremely valuable. The department was short staffed that day with only two RGNs and another HCA on duty. The doctors, RGNs and the other HCA were extremely complimentary towards Mia and how she managed the situation. After the lady had left the department Mia followed up with ED to see how she was doing. Mia also spent time to support the other HCA reflecting on the situation and how they could both learn from the experience. Mia also shared learning with the rest of the team and the whole team will be attending some extended BLS training.



**Peta Green,
Assistant Medical
Secretary**

York

**Nominated by Sue
Hepworth,
colleague**

Peta is the only assistant secretary in the head and neck department where I work and is constantly under pressure working for everyone.

When I started in February as a temping secretary, I was asked to cover orthodontics and restorative as this secretary was due to be off for more than two weeks. Although I have worked at York Hospital before, it was ten years ago and Peta was there, no matter how busy she was, if I had a question, she put down whatever she was doing, whether that be uploading documents to the customer patient database (CPD), transcribing dictation, or one of the many other tasks she does and made herself available to me. She never once looked annoyed or exasperated and has the patience of a saint enabling her to explain things at my level. She has also been quite ill but that didn't stop her coming into work or putting up with my constant badgering. Even when working from home she was checking up on me and made herself available if I needed her.

She is an outstanding individual, whether working, supporting or being a human being and I thank my lucky stars I came to this department to work.

The whole department is amazing, they help each other and have positive, can-do attitudes and a wonderful camaraderie between them despite the pressure they are all under. They make coming to work an absolute pleasure and welcomed me with open arms.



**Yasmin Waseem, York
F1 Doctor**

**Nominated by
Alexandra
Damazer,
colleague**

Yasmin demonstrated a commitment and dedication to patient welfare, safety, and experience far above the level I would expect for a doctor of her grade. Despite several significant obstacles, she ensured that a patient was able to have a magnetic resonance imaging (MRI) scan under anaesthetic in a timely manner. This involves liaison with multiple teams, individuals and the patient and their family. Arranging this will ensure the patient's safety and wellbeing, and that they have the minimum possible disruption in a distressing situation. Yasmin went about this task with a smile throughout, and without complaining, and achieved a fantastic outcome.

She deserves to be commended, not just for the task but for her attitude and dedication. She is a huge asset to the team.

**Robert Crook, York
Consultant
Cardiologist**

**Nominated by Dr
Stephen Lord,
colleague**

We had a patient who was of no fixed abode and had no mobile to contact him. He was to be discharged with outpatient follow up but due to the no fixed address (NFA) and no phone this was not a feasible option. The nurse on duty asked what to do and suggested calling Dr Crook who attended the emergency department (ED) and saw the patient before transferring to same day emergency care (SDEC) to complete the management plan and so ensuring an outpatient appointment was no longer required to complete treatment. Dr Crook did this all in positive proactive and friendly manner, accepting the nurse referral.

He has always had this proactive in-reach approach to ED, he will be sad loss on retirement as I know of no other physician who would provide such a service.



**Jason Angus,
Healthcare
Assistant**

York

**Nominated by
Natasha Brown
and Jess
Fitzgerald,
relatives**

Nomination 1:

This guy is awesome. He was great with both my kids on a recent visit, he did magic for them, made them feel comfortable, blew bubbles while travelling through the hospital. He cheered them up and made my very anxious child with autism feel better about being in hospital, which is a really hard thing to do. I honestly cannot thank this guy enough! He went above and beyond his duties as a caregiver. Not only did he come back with sensory toys and colouring for my children, but he also made me feel at ease. The way he interacted with both my kids was incredible - my children are very shy and they loved him.

Nomination 2:

This man is worth his weight in gold! My little girl was very nervous and shy but he went above and beyond to make her smile and feel more relaxed, he might not realise he made a difference as she did her best trying not to crack a smile but honestly, he really did, to her and both parents and baby brother. He showed all patients and families the same care, consideration and fun and is an absolute gem!

Nomination 3:

I brought my son to the emergency department and was met by Jason who asked us to take a seat. Whilst we were waiting not only did Jason do his job quickly and efficiently, but he also found the time to help keep the little children entertained by finding toys they could play with or doing magic tricks. I cannot remember the last time I saw the wonder in a child's eyes when a chocolate coin appeared out of their ear. Jason is a credit to the area he works in and stayed ever helpful throughout our time there explaining what would happen and how, despite it being busy at the time.



**Janine Vermeulen, York
Consultant**

**Nominated by
Jason Angus,
colleague**

We had a young child with an eye injury in the paediatric emergency department, and he suddenly became very anxious about having eye drops to help the doctor see any damage. I had tried to calm him for some time, when he suddenly decided that we were ok to do it. Our doctor was unavailable, so I asked Janine, if another doctor was available to assist as I didn't want to miss the opportunity! Janine quickly dealt with the things she was working on and came round to help. She helped put the child at ease and made it fun by letting mum take a photo of his eye and eye drops under blacklight which makes it look illuminous. Thank you, Janine, your help was very much appreciated.

**Lucy Booth, York
Healthcare
Assistant**

**Nominated by
Lucia Lofthouse,
patient**

Lucy has a very caring attitude; she does her job with a lovely happy attitude. Nothing was too much trouble for her whilst I was on ward 22. Lucy is a credit to the ward and the NHS. Many thanks for all the care.

**Amanda Mullin, York
Operational
Manager**

**Nominated by
Pouya Alaghband,
colleague**

Mandy has been instrumental in improving the quality of care within ophthalmology. She is very approachable and she is always willing to go the extra mile to help people to ensure they can perform their role better. She has the skills and the know-how to tackle challenging issues. She puts her smile on even if she is exhausted. She deserves recognition and a shout out as without her we could not have kept the eye department to the delivery of high quality of care. Her initiatives and support have improved the waiting times in our outpatient service drastically.



**Megan Simpson,
Quality and
Governance
Midwife**

Scarborough

**Nominated by
Justine
Greenwood and
Hannah Prince,
colleagues**

We really feel that Megan deserves a star award due to the unwavering support that she gives to her colleagues.

She goes above and beyond her role by organising debriefs and checking in on staff emotional wellbeing particularly following emotional and stressful cases.

**Nathan Rodger,
Patient Flow Officer**

York

**Nominated by a
colleague**

Nathan is our line manager.

He has had to take a lot more on in his current role, and through this he has continued to be supportive of every member within the team and has been fantastic at listening to new ideas understanding any problems we may have and coming up with solutions to fix them.

We want him to see how much he is truly valued within our team and how grateful we are for the support and help that he provides to make sure that everything runs smoothly within the team. He goes above and beyond to make sure the team are happy and supported in the workplace and is open to listen to any queries we may have. He is always helpful whenever we need a hand and is always happy to help when we are busy, even when he is busy himself. He is always there to teach new things and show us how to do things when we get stuck. He always comes and checks to see if we are ok in person as well which makes a massive difference and makes the staff members in the team feel valued and supported.



**Marc Buchanan,
Patient Services
Operative**

York

**Nominated by
Lucia Lofthouse,
relative**

My stay on ward 22 has been made more comfortable by Marc, he has looked after me with a smile, nothing is too much trouble for him, he's cheered me up every day, he has a caring attitude and is a credit to the ward and the NHS.