

Board of Directors (Public) – Blue Box

24 May 2023



Main Agenda Item	ITEM	PAGE
21.	Items for Information	
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21.3	• TPR Mandatory Reporting	



Action Notes

Executive Committee

05 April 2023

Members in attendance: Andrew Bertram (AB) (Chair), Karen Stone (KS), Melanie Liley (ML), Polly McMeekin (PM), Heather McNair (HM), James Hawkins (JH), Gary Kitching (GK), Gerry Robins (GR), Amanda Vipond (AV), Srinivas Chintapatla (SC), Mark Quinn (MQ), Donald Richardson (DR)

Attendees: Lisa Gray (LG) (minute taker), Sue Glendenning (SG), Mark Steed (MS) (item 06-23/24 only), Liz Hill (LH) (item 07-23/24 only), Astrida Ndhlovu (AN) (item 13-23/24 only), Lydia Harris (item 19-23/24 only), James Turvill (JT) (item 19-23/24 only), Emily Parkinson (item 20-23/24 only)

01-23/24 / Apologies for Absence and Quorum	
Summary	Apologies received from: Simon Morrith (SM), Lucy Brown (LB), Jo Mannion (JM), Stuart Parkes (SP), Ed Smith (ES), Mike Taylor (MT)
Decision/s	<ul style="list-style-type: none">The meeting was declared quorate.
Action/s	<ul style="list-style-type: none">Nil.
02-23/24 / Declaration of Interest	
Summary	KS flagged members of the committee that have a medical contract have a declared interest in items 21-23/24 and 22-23/24 given they relate to medical pay.
Decision/s	<ul style="list-style-type: none">The committee noted the declaration.
Action/s	<ul style="list-style-type: none">Nil.
03-23/24 / Minutes of the meeting held on 01 March 2023	
Summary	The minutes were approved as an accurate record.
Decision/s	<ul style="list-style-type: none">The minute were approved as an accurate record.
Action/s	<ul style="list-style-type: none">Nil.

04-23/24 / Matters arising from the minutes and any outstanding actions

<p>Summary</p>	<p>Action 24 – AB confirmed this can be closed as it is included in the detailed planning paper for 2023/24.</p> <p>Action 27 – AB confirmed this can be closed as the portacabins are now on the York and Scarborough sites so staff will be moved into these within the next month, allowing for the roof to be reviewed and a business case pulled together to deal with the wider issue.</p> <p>Action 32 – AB noted Jamie Todd and GK have been to discuss this at Corporate Directors and a paper is being prepared to bring back to the committee for approval. The first, third and sixth bullet points can be closed as these conversations have taken place.</p> <p>Action 33 – SC confirmed this would be presented to the committee at a later date.</p> <p>Action 35 – AB noted this item is ongoing and will be discussed today.</p> <p>Action 36 – AB confirmed this can be closed as it has been discussed at the Risk Committee and an updated Board Assurance Framework and Corporate Risk Register are included in today’s meeting pack for information.</p> <p>Action 37 – AB confirmed this can be closed as discussions have taken place.</p> <p>Action 38 – AB and KS confirmed this can be closed as medical and dental local pay is being discussed today, and the Care Group Structure discussion is scheduled to take place on 19 April 2023.</p> <p>Action 40 – PM and ML confirmed this can be closed as it has been agreed Gemma Ellison will manage it.</p> <p>Action 41 – KS noted she would resend the letter as she was unsure whether it was sent following the link not being available on the intranet to the updated policy.</p> <p>Action 43 – PM confirmed this would be submitted to the meeting on 17 May 2023.</p> <p>Action 44 – PM and KS confirmed this can be closed as it is on today’s agenda.</p> <p>Action 45 – AB confirmed this can be closed as MS will pick up in relation to minor works in the YTHFM LLP update today.</p>
<p>Decision/s</p>	<ul style="list-style-type: none"> • Nil.
<p>Action/s</p>	<ul style="list-style-type: none"> • LG to update the action log.

05-23/24 / 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.
06-23/24 / YTHFM LLP Report	
Summary	<p>MS provided an update on the capital programme and progress being made on minor works, noting all minor works will be managed by capital planning to ensure they are commissioned correctly. 70% of the outstanding minor works have now been undertaken.</p> <p>MS agreed to pick up with Freya Oliver outside of the meeting in relation to the delays being experienced for swipe access in Scarborough.</p>
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
07-23/24 / 3-month Post Implementation Review – 2021/22-99 Ramsay Surgical Hub	
Summary	<p>LH presented the 3-month Post Implementation Review (PIR).</p> <p>The committee agreed there was a need for a 12-month PIR whilst looking to accelerate the work through the elective recovery programme.</p>
Decision/s	<ul style="list-style-type: none"> • Continue discussions with Ramsay with executive support and look to accelerate the work through the elective recovery programme.
Action/s	<ul style="list-style-type: none"> • 12-month PIR to be submitted to the committee in December 2023.
08-23/24 / Elective Recovery Programme Board Update	
Summary	<p>ML provided an update on the current elective recovery position, noting the final validation of year end position will be submitted tomorrow. Adding it has been recognised nationally the amount of progress the Trust has made.</p> <p>The Trust will hear from the national team after the Easter break as to whether it remains in Tier One or drop down into Tier Two.</p>
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.

09-23/24 / UEC Programme Update	
Summary	<p>ML provided an updated on the UEC programme, adding the only thing that was not articulated in the report at the time of writing was the support around the NHSE Culture & Leadership Programme.</p> <p>It was noted the metrics will presented differently in future to make them clearer.</p>
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
10-23/24 / Workforce Induction Options	
Summary	<p>PM highlighted the decision to go with Option A has already been decided, and PM is currently trying to close the £22k gap. If there are challenges with doing this, PM will bring the paper back for discussion.</p> <p>It was noted there is a bespoke induction programme for international recruits.</p>
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
11-23/24 / Chief Executives Update	
Summary	<p>AB provided an update on the latest position in relation to the Trust's financial plan for 2023/24, noting a paper was shared outside of the meeting pack describing this in detail. Adding the Deputy Director of Finance for the NHS is coming to the Trust tomorrow to scrutinise the Trust's financial plan given the Trust is an outlier, and to understand what the Trust is going to do to close the gap as there is no extra funding.</p>
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
12-23/24 / Care Group Escalation Reports	
Summary	<p>The Care Group Directors highlighted the escalations from their individual escalation reports.</p>
Decision/s	<ul style="list-style-type: none"> • It was agreed that if the UEC cannot be stood up in Scarborough and must be closed due to Vocare, then the communications around this must come from the ICB and not the Trust. ML is picking this up with the national and ICB teams.

	<ul style="list-style-type: none"> • Silver command to ensure the documentation is in the right place if a bereavement comes in over the weekend. • PM & SC to check to see if there is a spare mortuary fridge being stored at Scarborough vaccination hub from the Nightingale hospital which can be used following one of the Trust's fridges becoming defunct.
Action/s	<ul style="list-style-type: none"> • Care Group Directors to forward on to their teams KS' email in relation to death certificates with some context as to what the driver behind this is.
13-23/24 / Infection Prevention & Control Update	
Summary	<p>AN presented an update on the Trust's current position in relation to IPC.</p> <p>The committee were asked to approve utilising ward 25 as a long-term plan for decant and HPV programme in York.</p> <p>AB confirmed Scarborough will have decant space in twelve months' time.</p>
Decision/s	<ul style="list-style-type: none"> • The committee approved to ward 25 being utilised as the decant space in York. Highlighting the ward used as decant space may change following the completion of the bed modelling work but one will be provided.
Action/s	<ul style="list-style-type: none"> • Nil.
14-23/24 / CQC update	
Summary	HM provided an updated position, noting there is a need to be seen to be delivering improvements.
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
15-23/24 / Trust Priorities Report	
Summary	<p>AB presented an update on the last three month's financial position, noting March's position will be received in the next week.</p> <p>It was highlighted improvement work was ongoing with the Trust Priorities report as it was not yet fit for purpose as it does not give all the information required. MT is working on this alongside JH's information team.</p>
Decision/s	<ul style="list-style-type: none"> • Nil.

Action/s	<ul style="list-style-type: none"> • Nil.
16-23/24 / Board Assurance Framework and Corporate Risk Register	
Summary	The committee noted the work undertaken on the Board Assurance Framework and Corporate Risk Register.
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
17-23/24 / Industrial Action	
Summary	PM presented an update on the industrial action, with the committee having a discussion around rates being offered.
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
18-23/24 / Annual Planning 2023/24 – Prospective Revenue Investments	
Summary	<p>AB presented the Annual Planning 2023/24 – Prospective Revenue Investments report and highlighted the committee is being asked to:</p> <p>(a) Note the £21.3m schemes that have been included in the 2023/24 financial plan and relevant sources of funding / planning route.</p> <p>(b) Consider if there is any alternative source of funding for the £30m residual new investments not included in the financial plan 2023/24, but if there is currently no viable source, to confirm the schemes are not to proceed until a viable funding source can be identified at a later date and agreed through the Group’s normal approval.</p> <p>(c) Consider if there is any viable alternative source of funding for the residual £1.8m investments at risk; but if there is no viable source, to consider and confirm how these schemes will be ended.</p> <p>(d) To note the remaining high priority schemes that are not included in the 2023/24 plan and consider whether funds can be recycled from existing services should these schemes remain a high priority for the Trust.</p> <p>The committee noted the above and agreed to work with their care group and corporate areas alongside finance colleagues on the points to action over the next week.</p>
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Care Group and Corporate areas to work with finance colleagues on the actions outlined in the Annual Planning 2023/24 – Prospective Revenue Investments report.

19-23/24 / Multi Morbidity Research Hub at Scarborough	
Summary	<p>LH and JT delivered a presentation to the committee updating them on the work that has been undertaken through the multi morbidity research hub at Scarborough and what the next steps are.</p> <p>The committee discussed, noted the update, and provided feedback to LH & JT to support next steps.</p>
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
20-23/24 / Occupational Health Contracts and Resourcing	
Summary	<p>AB flagged this report is looking to gain approval to reduce external contract activity within the Occupational Health and Wellbeing service. This is with the aim of freeing up resource to deliver crucial Occupational Health services to the Trust and York Teaching Hospitals Facilities Management, however PM and AB have agreed in advance of the meeting to do some further work to look to see how resource can be freed up without causing an income issue for the Trust.</p> <p>PM added NHS England are expecting Trusts to consolidate their services to focus on the Trust and the wider ICS'.</p>
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • PM and AB to do some further work to look to see how the resource can be freed up without causing an income issue for the Trust.
21-23/24 / Medical Bank Rates	
Summary	<p>PM described the benefits and risks of adopting the new ICS bank rate card for medical bank work. The ICB has asked that the Trust adopt the new rate card. The paper highlights where these rates are different to the current Trust rate card and also the volume of bank shifts currently being worked at an escalated rate.</p> <p>The committee are asked to introduce the ICS rate card from August 2023 in line with Junior Doctors changeover.</p>
Decision/s	<ul style="list-style-type: none"> • The committee agreed the principle is sound however a local interpretation has to be included and be flexible to recognise the issues flagged, with a supporting paper accompanying it before introducing this in a structured way.
Action/s	<ul style="list-style-type: none"> • PM, KS, and AB to develop supporting paper.

22-23/24 / Medical & Dental Local Pay Harmonisation	
Summary	<p>PM noted Medical & Dental local pay arrangements have been discussed for several years. With the commencement of the new Medical Director this work has now recommenced. A phased roll out of a local medical and dental pay framework will be developed for senior Medical and Dental staff (SAS and Consultant doctors).</p> <p>The phasing of the approach will be:</p> <ul style="list-style-type: none"> • Stage 1 – address variation in ECP/ WLI rates • Stage 2 – address inconsistency in ‘Acting Down’ arrangements • Stage 3 – address disparity in cross site working remuneration & inconsistent use of job planning principles. <p>The committee is asked to agree the Stage 1 recommendations of reinforcing the WLI rate for consultants and the proposed rates for SAS.</p>
Decision/s	<ul style="list-style-type: none"> • The committee agreed the Stage 1 recommendations of reinforcing the WLI rate for consultants and the proposed rates for SAS.
Action/s	<ul style="list-style-type: none"> • Nil.
23-23/24 / Maternity Workforce Paper	
Summary	<p>The committee supported the further development of the maternity workforce, noting it is a key priority which requires investment in 2023-24 and, supported the proposed plan to be submitted to Board in May to support delivery.</p>
Decision/s	<ul style="list-style-type: none"> • Supported the further development of the maternity workforce. • Supported the proposed plan to be submitted to Board in May 2023.
Action/s	<ul style="list-style-type: none"> • Nil.
24-23/24 / Items to note	
Summary	<p>NHSEI Agency Report 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"> • 2022/23-123 EBUS Scopes • 2022/23-116 XTag baby tagging Alarm System – Maternity Scarborough • 2022/23-109 Replacement Fibroscan Machine • 2022/23-121 Orthopaedics Mini C Arm • 2022/23-63 Replacement PASCAL Laser, York Hospital

	<ul style="list-style-type: none"> • 2022/23-128 Mattress Replacement • 2022/23-129 CYC Funded Alcohol Care Team Posts
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
25-22/23 / Items to escalate to Board and other committees	
Summary	No items to escalate.
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
26-23/24 / 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.
27-23/24 / Any other business	
Summary	MQ highlighted there was a real need to manage communications going out to the workforce given morale is low throughout the Trust. AB noted there was a need for the committee to be realistic, acknowledging the issues but equally highlight the positives there are happening throughout the organisation.
Decision/s	<ul style="list-style-type: none"> • Nil.
Action/s	<ul style="list-style-type: none"> • Nil.
212-23/24 / Time and date of the next meeting	
The next meeting will be held on 19 April 2023 in the Jorvik Lounge, York Community Stadium. Please note this meeting will solely focus on the Care Group Structure Development discussion.	



STAR
AWARD

The logo features the word "STAR" in a large, bold, dark blue font. A light blue five-pointed star is positioned behind the letters "T" and "A", with its center overlapping the letter "A". Below "STAR" is a thin horizontal light blue line. Underneath the line, the word "AWARD" is written in a smaller, dark blue, all-caps font with wide letter spacing.

June 2023



**Tina Hodgson,
Sister**

York

**Nominated by
Ward 27
colleagues**

Tina goes above and beyond for her patients and work colleagues. She is very approachable, understanding, and supportive. She is a remarkable leader with a positive work ethic.

**Tracy Murray,
Clerical
Administration
Officer**

York

**Nominated by
Sarah Foster,
colleague**

I feel that Tracy has gone above and beyond her duties by helping a lady whose son is coming for a procedure. The lady has been a little confused about what she needs to do to prepare her son for the procedure, so Tracy has been calling the lady every few days to remind her and put her mind at ease. Tracy is also planning to come in on her day off to see the procedure go ahead.

Ward 36 Team

York

**Nominated by
Frances Caple,
patient**

This ward is amazing. Claire Walker - what a beautiful lady - and she has an outstanding team of staff. My only wish was that I was up here for more than four out of my ten days stay. Nothing is too much to ask for on the ward, staff are amazing. Thank you so much for looking after me.



**Aleksandra Parol, York
Healthcare
Assistant**

**Nominated by
Frances Caple,
patient**

What can I say - a lovely Polish beautiful lady, every day she was so bright and jolly, and nothing was too much to ask her, even blow drying your hair.

**Debbie Bargewell, York
Staff Nurse**

**Nominated by
Lambert Weiss
Coverdale,
patient**

I wish to compliment Debbie whose skills as a caring and compassionate nurse found a solution upon realising my distress during my pre op assessment. Debbie offered to speak to Mr Fearnley who rang me the following day in an equally compassionate manner.

The outcome of this is that I now have the confidence to have both procedures for the removal of a basal cell carcinoma from below my right eye and the following reconstruction carried out by Mr Fearnley. It is apparent that Debbie fully embraces the Trust's commitment of caring with pride and its values of kindness, openness, and excellence.

**Lynn Boyes, York
Ultrasound
Principal**

**Nominated by Dr
Cait'lin
Passmore,
colleague**

The emergency department (ED) and especially ED consultant Dr Cait'Lin Passmore has nominated Lynn from ultrasound who worked above and beyond to provide assessments for multiple unwell patients from the ED over a very busy bank holiday weekend. The work provided helped ensure patients received ultrasound scans that would ultimately assist in the acute management of patients who would otherwise have had to wait until the bank holiday weekend ended.



Marc Buchanan, **York**
Patient Service
Operative

Nominated by
Lucia Lofthouse,
patient

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.

Hannah Fretwell- **Selby**
Bates, Community
Midwife

Nominated by
Jade Askew
Smith, patient

Hannah is one of the most bubbly, compassionate, and skilled professionals I have met, and she made the pregnancy process an informed and calm journey as well as taking amazing care of me and baby postnatally. She gave evidenced based advice, was caring and empowering with information and shared decision making and transparency. Amazing!

Anthony Taylor, **Scarborough**
Clerical Officer

Nominated by
Graham
Baverstock,
patient

I spoke to Anthony in radiology regarding my magnetic resonance imaging (MRI) scan which my GP ordered in January 2023. I was told there is a backlog of MRI scans going back to November 2022 and I do understand how the NHS is struggling. However, Anthony was extremely polite, and I thank him for his kindness and help.

Thank you also to the Trust as my advance directive and my care plan are now together as Anthony has sorted them himself.



**Jason Angus,
Healthcare
Assistant**

York

**Nominated by
Emma Elsworth,
relative**

Jason was working in the paediatric emergency department when my eldest daughter was brought into hospital via ambulance. Jason was on hand to make sure everything was ok and looked after us all well. I had my younger two daughters with me at the time and he went above and beyond his job role to ensure they were both ok as it was a worrying time for us all. He engaged the girls in magic tricks and gave them a fidget toy each. He made a worrying time a lot easier, and I cannot thank him enough.

Endoscopy Team

Scarborough

**Nominated by a
patient**

This nomination is being submitted on behalf of a patient and their carers who recently attended an appointment in endoscopy.

The patient has a learning disability and complex needs. He required the endoscopy department to make several reasonable adjustments to accommodate his appointment enabling it to go very successfully. The patient's comments afterwards about the endoscopy department were 'Thank you for taking good care of me and letting my carers come with me to the hospital. I really appreciated Marie finding me a hot chocolate during my recovery.'

The carers also wanted to add their thanks and said the following. 'We were initially concerned about the potential for complications during the procedure for the person we support, but we were impressed by the team's attention to detail in making reasonable adjustments to meet their needs.'

Our individual requires intensive interaction, and the entire endoscopy team, from reception to recovery, demonstrated a truly person-centred approach. We commend them for their outstanding work'.



**Ashley Hamill,
Learning Disability
Liaison Team
Assistant**

Scarborough

**Nominated by Jo
Blades, colleague**

Ashley has been in post for approx. 18 months. Since joining the team, he has grown in confidence and in his ability to visit and support those with a learning disability admitted in hospital.

Ashley is always happy to provide whatever support is required and is flexible in his approach. It does not matter what is asked of him - he is always keen and adaptable including swapping his days off to provide support which has made a huge difference to the people he is supporting.

Examples of this are covering for me while I had Covid by attending an audiology appointment with a gentleman who did not have the confidence to attend on their own. Supporting a gentleman with his admission for dental treatment. On both occasions Ashley swapped the day he was working to accommodate.

I am grateful to Ashley for all the support he provides me.



Labour Ward Team York

**Nominated by
Jade Askew-
Smith and Jade
Brookshaw,
patients**

Nomination 1:

The labour ward midwives and medics were brilliant in a recent delivery. Informative, calm shared decision making. Efficient safe compassionate caring professional and skilled. This included the midwives, the consultants, the anaesthetist, and the students, all coordinated by the lead midwife.

Their care made what could have been a traumatic birth, not traumatic and they displayed every value you'd want in care professionals as well as all the practices that are evidenced based for safety and evidenced based for having a positive birth experience.

Nomination2:

I arrived in York Hospital triage on 26 March with rising blood pressure and headaches so it was decided that I would be induced to start my labour. I arrived onto the labour ward the following day once things got going. My midwife Hayley Robson-James and student midwife Abbie Hurst came onto the night shift were fantastic. From the moment my partner Arran and I met them to us leaving the ward they listened to our needs, provided excellent care, and showed understanding to us. The birth wasn't easy and something I'm still getting over, having complications during the induction process I opted for a caesarean, which didn't go smoothly. Harry came out purple and not breathing. Whilst I lost a lot of blood and had to have a c-section as baby Harry wasn't wanting to come out easily. It was a very hard and scary process and something I'm still dealing with, but I remember Hayley doing the upmost to reassure us and then helping Harry to take his first breaths when he did eventually come out. All whilst student midwife Abbie, stayed next to me the whole time, talking to me, stroking my head and being there for me when I really needed someone. I will forever be grateful for your care, for bringing Harry into the world safely and getting me through it all - a huge thank you to all the staff there that day and also on G2 for the after care.



**Muhammad Awan, Scarborough
Doctor**

**Nominated by
Linda Hopkins,
relative**

On 6 April we arrived at the emergency department having called 111. When we saw Dr Awan, he took immediate action to get my daughter Caitlin Hopkins onto the papilledema pathway ensuring she was seen by Mr Van Der Hoek and had all the necessary tests. She returned the next morning for a lumbar puncture. She now has a diagnosis and the necessary medication.

All the staff involved in her care were very friendly, professional and caring - a credit to the NHS. However, I felt Dr Awan coordinated her care so well we just wanted to say, 'thank you'.

**Darius Amos, Scarborough
Porter**

**Nominated by a
colleague**

Darius is always happy to help, he will go above and beyond for patients', he is always polite and kind to patients and staff and nothing is too much trouble for him.

Iain Luke, Porter Scarborough

**Nominated by a
colleague**

Ian is always happy to help. He will go above and beyond for patient's; he is always polite and kind to patients and staff and nothing is too much trouble for him.



**Alison Meek,
Associate
Audiologist**

Scarborough

**Nominated by
Kate Iley,
colleague**

Alison recently went out of her way to assist a pregnant member of staff travel to work during on a snowy day. Her work colleague normally travels to Bridlington hospital from Scarborough by train and on this day it was very snowy and there was travel disruption. Alison messaged her colleague and offered to drive her there.

Alison deserves a nomination as she is always kind and strives to help all her patients she sees in audiology. She is an asset to the audiology department.

**Amanda Morton,
Clerical Officer/
Receptionist**

Scarborough

**Nominated by
Kate Iley,
colleague**

Amanda was quick to act when a member of the team needed to go home urgently as they were unwell. Clinics were cancelled and patients reappointed. Amanda always demonstrates this quick-thinking action and is an asset to the audiology administration team.

**Keith Joslin,
Porter**

York

**Nominated by
Donna Exton,
colleague**

Keith is so hardworking and helpful. He is proactive and goes above and beyond helping with the equipment and the organising of resources required for the emergency department (ED).

A thank you from all the ED nursing team, as it really does make a difference to us.



**Adam Brook,
Consultant
Obstetrician**

Scarborough

**Nominated by
Josie Mewburn,
colleague**

Mr Brook is a relatively new consultant at the Trust. He is very approachable, always friendly and is always willing to help. It can be difficult at times to approach senior members of staff, but Mr Brook makes a daunting task feel much easier, and he is keen to teach when asked a question. He will undertake tasks way below his scope of practice to help members of the team and goes the extra mile for both staff and patients. An example of this was during an elective c-section when the midwife was busy at that time yet needed to complete the WHO checklist, so Mr Brook just took it upon himself to complete the paperwork.

Patients and staff cannot speak highly enough of him, his bedside manner is exemplary and both staff and patients continuously compliment his practice. Mr Brook is a breath of fresh air and I think it is important he receives the recognition for this and knows how valued he is by maternity staff.

**Dr S Waring, Dr T
Berriman, Dr C
Millson and Lucy
Doughty, Staff
Nurse**

York

**Nominated by
Michelle Wilson,
patient**

I would like to express my gratitude for the excellent care I have had in the emergency department, SDEC and with the UGI/hepatology team with the doctors and nurse specialist following my recent cancer diagnosis and treatment.

I would like to nominate the following for a star award please: Dr Waring for his help and information, Dr Berriman for finding the cancer, Dr Millson for fitting my stent and for his compassion and Lucy Doughty, nurse specialist, for her compassion, explanations, and for getting things organised so quickly.



**Stoma Care Nurse Scarborough
team**

**Nominated by
Joy Orrah,
patient**

These ladies are amazing, they go above and beyond to support patients and so does the secretary in the team. I was in hospital under this team, and they checked on me every day although I have been under them for years, they are full of knowledge and experience and will go out of their way to help you. The secretary is one of the kindest ladies too and she will always ring you back no matter what time.

They deserve this award so much. I cannot thank them enough for all the help and support over the years.

**Ward 27 and Pre- York
Assessment team**

**Nominated by
Tina Hodgson,
colleague**

I am nominating my team on Ward 27 and the pre-assessment team. Ward 27 admits patients prior to surgery. This is a very busy ward where it is time critical to admit the patients and prepare them for surgery, the staff work tirelessly to get this done.

I also have the pre-assessment staff who prior to Covid were seeing patients face to face, now they do the pre-assessment over the phone and ensure that this service is the best that it can be, they often have many more patients to pre-assess than they did pre-covid but manage to do this under extreme pressure and continue to remain cheerful.

During Covid we set up a covid testing clinic which we have continued, but now use this to ensure that all pre-op blood tests, electrocardiograms (ECGs), swabs are completed prior to admission preventing cancellations on the day of surgery.

I am very proud of my team, their dedication, and the work that they do.



**Maya Liversidge,
Community
Fundraiser**

Scarborough

**Nominated by a
colleague**

I would like to nominate Maya for a Star Award for her boundless energy and enthusiasm in all that she does. She is wholeheartedly committed to the Trust and to her role and gives up a lot of her spare time to support the charity by being present at the events, and even gets her children involved at every opportunity, which they do with as much enthusiasm as their mum.

At charity events she is there to give people constant reassurance and encouragement when they are about to undertake something which invariably pushes them out of their comfort zone. She is always smiling and isn't afraid to take on a challenge. I think Maya is an absolute credit to the Trust, we are very lucky to have her. I think if we didn't have someone like Maya fronting up the events not many people would participate so thank you Maya, thank you for being the cheerleader we and the Trust needs, you are a star!

**Julie Lee,
Associate
Practitioner**

York

**Nominated by
Anne Eddery,
colleague**

Julie Lee has been outstanding recently, assessing ambulance patients in a timely fashion, utilising her clinical skills and knowledge to optimise patient outcomes and reduce their length of stay in the emergency department.

Her caring approach puts patients at ease around her and she is a true team player. She is hard working and always has a smile on her face no matter how busy the department is. Working in PIT she has been educating newly qualified nurses on how to use the Manchester triage tool and they have found working with Julie a delight as she is approachable and willing to answer any of their questions.



**Jo Radley,
Healthcare
Assistant**

Scarborough

**Nominated by
Taiwo Olasoji and
Alayna Gipson,
colleagues**

Nomination 1:

Jo showed good intuition and initiative when she noticed a patient had an initially high trop while in the waiting room with a wait time of seven hours. She decided to repeat the blood test again as per hospital protocol and informed one of the doctors that she was concerned about the first result which in turn was able to streamline a patient to the doctor in charge when her second result suggested a heart attack. Her experience and initiative is invaluable to the department and is very commendable. We appreciate your efforts.

Nomination 2:

Jo supported me on a very difficult shift. She always remained calm and provided me with the support and reassurance needed. Jo is knowledgeable, kind, caring and extremely helpful. I am extremely grateful for her help and support.

**Arran Carney,
Emergency Nurse
Practitioner**

York

**Nominated by
Michael Wignall,
a patient**

I had to call in at the York hospital emergency department to get a shoulder injury checked out. I'd like to leave feedback regards how pleasant and professional all the staff have been at the hospital. The chap who assessed me in the urgent care department however went above and beyond to ensure all my questions were answered.

I'd like to also pass my thanks on to everyone who has dealt with me while at the hospital. You are all doing a fabulous job.



**Nicola Moore,
Midwife**

York

**Nominated by
Gillian Locking,
colleague**

Nicola has shown fantastic support for women, midwives and maternity services when implementing outpatient inductions of labour. Nicola put herself on extra shifts to ensure each day was covered and was instrumental in cascading the training to the midwives on shift. Thank you, Nicola! You are a star!



Special Care Baby Unit team Site

Nominated by Rachel Hick, patient

My daughter was born at 31 weeks by emergency c section late December and had to be transferred to another hospital for the first week of her life which was incredibly traumatic.

Once my baby girl came back to York seven days later the care she received from every single member of the team went above and beyond what is expected, no matter how busy the unit was.

The whole team deserves so much acknowledgement and recognition for the hard work they continue to put in every day despite the challenges they come up against. The staff deal with the hospitals newest, and most vulnerable patients who can be incredibly poorly and tiny, whilst also providing support to worried parents as they navigate their SCBU journey, however long that may be. The staff made me feel incredibly involved in every aspect my daughter's care and nothing was ever too much trouble. I sadly had a neonatal death in 2011 at York and being back in SCBU brought a lot of emotions and fears up, but again everyone was so supportive and comforting. The staff make you feel reassured at a time when you are at your most vulnerable and you become part of the SCBU family.

The post SCBU care from Kirsty in the neonatal outreach team has also been phenomenal. York SCBU is an outstanding team who truly care about their patients and are passionate about what they do.

I will forever be grateful to every one of you. Thank you.



**Patrick Afriyie,
Nurse**

Scarborough

**Nominated by
Lyn Low, visitor**

I attended the emergency department (ED) with my autistic grandson. Due to where Jared hurt and unable to say directly what type of pain, we were passed from minors to ED.

Patrick was very calm, patient and understanding and did the best he could while trying to not make Jared's experience scary. He was sent for an x-ray which caused Jared to have a huge meltdown. I explained to Patrick it was too much for Jared and so Patrick consulted a doctor who gave Jared some morphine. Patrick kept popping out to see how Jared was doing. On the second attempt, Patrick came into the x-ray room, asked Jared's uncle to pop vest on and have a walk round to try neutralizing Jared. Patrick remained with us and the x-ray girls until they were happy they had got what they needed.

He spoke to Jared with uppermost respect and kindness. He even had a few high fives and couple of fist bumps. Patrick deserves a star award as in my opinion he went above and beyond putting Jared first and being so amazing with him. We were there five hours which can't be helped but Patrick was awesome.

Thank you does not seem enough, and I'd like him to remember my grandson with a star award. He needs to be recognised, he's exceptional and has sound work ethics.



**Natasha Bradley,
Matron**

Community

**Nominated by
Tracy Means,
colleague**

Natasha was a new matron into the organisation for community nursing teams last year. However, due to a secondment of the substantive matron for the inpatient units (IPU), Natasha was actively encouraged to take over the matron role in the IPUs.

Currently, we were already undertaking two commissioning for quality and innovations (CQUIN) (CCG13 and CCG15). The first quarter had not seen a positive result, and only some improvement had taken place in Q2. However, following Natasha's commencement in post and the roll out of Nucleus the data for Q3 went to 95% and then to 100% for Q4 for both CQUINS. We are very pleased to be able to have far exceeded the target for the full year for the two CQUINS with CCG13 achieving 94%, 24% above the maximum target. CCG15 achieved 89%, 29% above the maximum target which was great news as this CQUIN was included in the contract. It is felt none of this would have been achieved without Natasha's tenacity in supporting the roll out of nucleus and completing the monthly data collection for the CQUINS, therefore we are hoping for recognition of this can take place.

**Sherrie France,
Healthcare
Assistant**

Scarborough

**Nominated by a
colleague**

Sherrie is an outstanding health care assistant; she goes above and beyond for the patients and the team. She always greets everyone with a smile and treats the patients like her relatives. A time that really stood out to me was when a patient was on their last days of life, and she ensured she stayed with this patient to keep them comfortable and settled leading up to the moments of them passing. I have witnessed Sherrie do this on multiple occasions. She steps into the role of being the family member. An absolute credit to the chestnut ward team. Well done Sherrie.



**Carol Jewison,
Jessica Imeson,
Beth Linton,
Natalie Mills, ward
clerks**

Scarborough

**Nominated by
Lucy McPartlan,
colleague**

We have a new team, and they have all worked hard to maintain standards and have shown exceptional teamwork.

**Kirsteen Hunter,
Sister**

York

**Nominated by
Jay Neilson,
colleague**

I was a staff member within the emergency department (ED) and at the time a student training to become a nursing associate. I worked with Kirsteen many times within ED and wanted her to become my mentor when I was training.

There are so many occasions when she helped me but the one I really want to focus on is when a patient came in with a life threatening condition and she was able to take control of the situation, alerting specialist team to attend and lead a team, all the while making sure that she looked after my well fair while on shift. Once the patient was in a more stable condition, she then wanted to make sure that I was okay. Plus, the following night went out of her way to make sure that my well fair was okay and that I slept during the day.

She is a nurse that has stayed in my thoughts during my training and now I am in practice I think of her and still look up to her. She is an inspirational nurse and a great asset to the Trust; she knew what to say to put me at ease while being in a stressful situation and not putting the patient at risk. Kirsteen is a very skilled nurse. I would like Kirsteen to have a star award to say thank you for not just that night, but the whole time I was working alongside her, plus the lasting positive impact she has left on me.



**Sharon Bogg,
Patient Services
Operative**

York

**Nominated by
Jamie Bickerdike,
a relative**

Going above and beyond for my mum who has unfortunately had to stay in hospital. Sharon has made her stay comfortable and easier for her despite her dislike for hospitals.

**Gemma Flood, HR
Business Partner**

Scarborough

**Nominated by
Maya Liversidge,
colleague**

Work is demanding and when a member of staff gives up their own time on a weekend to help York & Scarborough Hospitals Charity it's much appreciated and beyond words how much it means.

The York & Scarborough Hospitals Charity requires volunteers to make events happen. Gemma gave up her entire Sunday to help marshal 'Get Caked'. She was in a field all day cheering on participants, whether for our charity or another. As part of the agreement to take part in this event, the charity had to provide four volunteers. Upon hearing the struggles to get volunteers, Gemma without any hesitation offered and it made all the difference to not only to the event and the organisers, but to myself in the role that I do.

Support like this makes my job less stressful and it's truly appreciated. Gemma met the Trust values going above and beyond, providing support with kindness and being helpful beyond words.



**Dr Singh,
Registrar**

York

**Nominated by
Lucy Hart, a
patient**

I had my six-monthly review with the hepatology department on Monday. This time my appointment was with Dr Singh, I was so impressed with him, his knowledge of my condition was very good, and he asked pertinent questions about my condition-fatigue, itch and noticed my bruises. Dr Singh came up with a plan which I was happy about and checked I had the phone number for the department if I needed any more support. I felt I was listened too and that I was important to him and not just another patient.

**York Elderly
Medicine
Secretaries**

York

**Nominated by
Mike Lee,
colleague**

The secretarial team comprising Karen Wiley, Chris Sharp, Rachel Grace, Vicky Gossip, Beckie Pollock, and Carol Stone, have contributed to the elderly medicine directorate in York achieving 100% in Referral to Treatment (RTT) pathway. This means that currently no patients within elderly medicine are waiting longer than 18 weeks. This is due to the diligence and focus provided by the individuals above daily.

Every day is precious, and this becomes more profound as people enter their twilight years, so to minimise waits to this extent is of real benefit to the patient's wellbeing and experience.



**Bridlington
Catering team**

Bridlington

**Nominated by a
colleague**

I would like to nominate the catering team within Bridlington Hospital for a star award. During a time of need Julia Waters stepped up to fill the shoes of the lead chef, this included all the duties that included, food safety paperwork, ordering of rations from multiple agencies and ensuring the logistics of the delivery of the service was continued to a very high standard.

This would not have been possible without the support of the team and their unwavering loyalty to support, work extra and deliver a first-class service. It is a testament to the value that this team has in respecting and supporting each other and showing that they care about what they do. A very big thank you is deserved.

**Shona Thompson, York
Senior
Occupational
Therapist**

**Nominated by
Sam Rankin,
colleague**

Shona consistently goes the extra mile for patients - this week that included spending more than two hours on the phone to a variety of safeguarding teams across the region to ensure that the appropriate team knew about a significant change for a patient and their child.

Shona held the patient's care and level of consent at the forefront of her discussions. This also included discussion with our administration team around how we support a newly homeless individual and getting the appropriate changes on CPD made.



**Hannah Lunt,
Junior Doctor**

Scarborough

**Nominated by
Sarah Moss, a
patient**

Hannah has recently completed a rotation on Beech Ward as one of our junior doctors. During this time, she demonstrated an outstanding attitude towards patient care. She regularly came in early to get a head start on any potential discharges or complicated patients and was never seen without a smile and a positive outlook which brightened the whole ward however busy it was. She is keen to learn and always looks to get involved in situations that will improve her professional development. She was always one step ahead, anticipating the next task before it was required. Her communication skills with both staff and patients are excellent and she always goes the extra mile in any way she can to enhance the patient experience.

Hannah is a perfect example of our Trust values put into practice. She will be greatly missed on the ward, and we wish her all the best for the future.

**Paige Glenwright, York
Healthcare
Assistant**

**Nominated by a
colleague**

On ward 14 an elderly lady had passed away in a side room, Paige was so compassionate towards the patient. She continued to talk to the patient telling her everything she was doing while she was in the room with her, laying her bed flat and putting her arms by her side. I thought this was an extremely touching and kind act to do.

I think this is amazing and how you want somebody to treat your loved ones.



**Teresa Bradshaw, Scarborough
Discharge Liaison
Officer**

**Nominated by
Toni Moore,
colleague**

Teresa is a very hard-working administrator within the discharge command centre at Scarborough hospital.

I came across a patient on Aspen ward who had been admitted with back pain and later found out he had lung cancer with metastasis. On top of this, he had been made homeless on the day of admission. He was only 45 years of age. Teresa is an expert on the vulnerable and homeless, so I obviously turned to her for advice. She used her contacts and managed to sort out emergency accommodation for him and then offered help and advice to apply for permanent re-homing. And just to add to the difficulties, this patient did not speak English.

Teresa showed care and compassion in this situation and went above and beyond to help this very vulnerable man.

Outpatients team Bridlington

**Nominated by
Abbi Wadsworth,
colleague**

As I leave the Trust to embark on a career change, I would like to nominate the outpatient's department where I have work for six years for their continued support, help and guidance within my role and my personal struggles. I have always felt I have someone to turn to when struggling with my mental health. I feel the team really have a good understanding of mental health and how it affects people day in day out and they have supported me to continue working wherever possible.

I will miss them all!



**Gail Tindall,
Healthcare
Assistant**

Scarborough

**Nominated by
Sharon Miles,
colleague**

When Gail's colleague had to take sudden emergency leave, Gail stepped in and covered the whole week in children's clinic, it was a busy week and whilst support was given from the ward, the staff were not experienced in clinic. Gail kept the service running smoothly whilst giving her colleagues direction and support on how things run day to day. Gail also planned for the following week to ensure there was a staffing plan in place. Gail showed all the core values of the Trust, along with flexibility to step in and cover for her colleague, which shows great kindness.



**Kathryn Standing, York
Paediatric
Healthcare
Assistant**

**Nominated by
Alexandra
Damazer, and
Beccy Wilson,
colleagues**

Nomination 1:

Kat is an exceptional member of the paediatric team. She consistently goes above and beyond for the benefit of the patients and families on the ward. On this occasion Kat demonstrated her exceptional awareness and knowledge. She recognised that a young child was seriously unwell despite his referral for a minor concern. Kat escalated this promptly and appropriately, and then supported the medical team in stabilising the child quickly. Had Kat not picked up on the concerns, the outcome could have been very different. Kat should be commended for her quick thinking and actions.

Nomination 2:

While working on shift Kat admitted a patient on to the ward, as healthcare assistant she was the first member of the paediatric team to see the two-year-old boy. She identified that she was not satisfied with how the child presented. Having taken the history from the parents Kat requested an immediate Dr review. Kat took it on herself to find the consultant and registrar and express her concerns. The doctors reviewed the child and decided that he needed an immediate fluid bolus and some IV antibiotics. Because of Kat recognising how sick child was, the required interventions were able to be carried out quickly. Excellent work!



**Victoria Clark,
Community
Manager**

Scarborough

**Nominated by
Lindsey Sirodcar,
colleague**

I would like to nominate Victoria she is our new community manager but due to staffing also remains keeping her caseload of women and her own clinic to not let the women down. Victoria has also set up a charity for new mums who need essentials and more for their new baby or family. Victoria works on every day off and is always on the end of the phone, emails, and group chats on her day off to make sure the teams are ok. I feel Victoria deserves to know that we really appreciate her as she is always there for everyone, and it is so lovely to have a manger that cares about the patients and staff as much as she does.

**Children's Bowel
and Bladder team**

York

**Nominated by
Katie Mortimer,
colleague**

The children's bowel and bladder team have set up a new weekly education session to deliver prompt, practical information, and support to families of children with bowel and bladder issues. The service is in huge demand and these new sessions are designed to reduce the waiting lists and to reduce the need for nurse or consultant appointments. Medication can be prescribed following the session if required. The team have developed excellent links with primary care and the healthy child team as part of the development of the sessions.

The feedback from families attending the sessions has been extremely positive and has made a huge difference to their lives. The team have worked incredibly hard to develop these innovative sessions to improve the lives of children with bowel and bladder issues across York and Selby.

I would like to nominate the team for a star award to recognise their innovative ideas and outstanding effort to get the sessions up and running.



**Sharon Polson,
Doctor**

Scarborough

**Nominated by
Laura Wilson,
colleague**

A patient attended the emergency department (ED) who was extremely complex due to learning disabilities and had difficulties expressing their needs. The parents of the patient felt like for months they had been passed around community services with no real help as the patient was seen as 'difficult' and attended ED as a 'last resort'. Sharon went above and beyond for this patient, taking time to really listen and understand the patient and the parents. She stayed late to make sure the patient was seen by the correct people and investigations and treatment required were done whilst staying calm, professional and empathetic when at times the patient was extremely challenging. She showed such kindness to the family and really acted as the patients advocate and fought for what the patient needed and what was right. She perfectly demonstrated the Trust values in every aspect. Sharon is an absolute credit to the ED team.

**Roselynie
Uchemefune, Staff
Nurse**

York

**Nominated by
Charlotte Brown,
colleague**

It is nearly a year since Rose joined us on Ward 11, since getting her UK nursing and midwifery council (NMC) Pin. She moved here from Nigeria with her husband to begin a new chapter together and take on the challenges of working within the NHS. Rose is a kind, gentle and wonderful nurse who works hard every day. Not just for her patients but for her colleagues and her own future practice. She cares with such a soft bedside manner and tone. She takes time to speak and listen carefully to her patients to truly gain their most needed care. She promotes such a wonderful and kind way of working; I am so very proud to have her as part of our team on Ward 11. Happy one year celebration of your NMC Pin and thank you for choosing to work with us. Charlotte and the Ward 11 Team!



**Donna Thomas, York
Senior Healthcare
Assistant**

**Nominated by Jo
Wheeler,
colleague**

Donna recently provided care to a patient in our wound clinic who presented with a painful, swollen, mottling foot, she undertook a full clinical assessment and quickly identified this patient required specialist input.

Donna contacted the patient's surgery to escalate her concerns, backing this up with photographic evidence for the GP to review. This excellent care and assessment resulted in the patient receiving an urgent vascular appointment, contributed to saving this patients limb. Donna used her excellent clinical skills and was able to identify this patient was at high risk. I also wanted to praise Donna for the care she provided to a palliative patient over the weekend, who had rapidly deteriorated, Donna liaised with the carers to ensure the patient was clean, changed, and comfortable. She contacted the patient's daughter to inform her of the visit and how she felt dad had deteriorated and that she had escalated this to the out of hours GP and registered nurse on duty for the patient to be assessed.

Donna remained calm and managed this difficult situation in a professional manner, she put her knowledge and skills in to practice and acted as the patients advocate. Donna is an excellent healthcare assistant with invaluable knowledge and skills and is a valued member of the Easingwold district nursing team.

Catering team Scarborough

**Nominated by a
colleague**

The Scarborough kitchen area is being redeveloped, all the flooring etc is being taken up so a huge amount of disruption to all staff located in that department. The staff are going above and beyond in their flexible actions and approachable pleasant and helpful manner in delivering an excellent service to both patients and staff.



**Shaun Dixon,
PSO**

York

**Nominated by
Kay Coombe,
relative**

Shaun has been extremely kind and attentive with Alan Coombe, a 93-year-old patient in his ward, over the last five weeks. He paid special attention to Alan's dietary needs and provided the necessary encouragement to get him to eat and drink. Alan would noticeably brighten up when Shaun was present. We have also been extremely impressed with his willingness to give us, his family, a few minutes here and there to discuss Alan's condition. We have always been glad to see him on duty when we visited.

**Paediatric Ward
Clerks**

York

**Nominated by
Cleo Glendinning,
colleague**

I would like to nominate my team for a star award. They have all gone above and beyond to provide admin support to the children wards in the past couple of years during the pandemic and dealing with the short staffing levels. The paediatric ward clerk team have worked extra hours and swapped shifts about to provide extra admin support during the doctor and nursing strikes. This is an indication of the dedication, care, and professional attitude they all have which deserves to be recognised. Thank you, Kate, Michelle, Charly, Brooke, Sophie, Marie and Betty.

**Charity Phiri,
Staff Nurse**

York

**Nominated by
Kay Coombe,
relative**

As the family of a patient on Charity's ward over the last five weeks, we have found her to be particularly helpful. She has gone the extra mile for us to gather information about the patient's condition and was especially helpful in organising his discharge from hospital.



**Val Copeland,
Senior Biomedical
Scientist**

York

**Nominated by
Jane Hopwood,
colleague**

Working in a constantly busy and challenging department there is a lovely lady called Val, a senior biomedical scientist in Histology. Over many years working with her and the histology team Val has always made time to stop and take on board any problems and enquiries that usually require immediate attention with a smile and lovely disposition. Her level of professionalism and positive attitude to maintain high standards within the histology department always is second to none and she really does go above and beyond to achieve this, and it is a real testament to her character.

She is one of the loveliest people to know and work with and she truly deserves recognition with a star award for all her dedication within the NHS Trust.

**Jessica Tong,
Deputy Sister**

York

**Nominated by
Harry Burnage,
colleague**

Jess is always a fantastic nurse to work alongside, but the specific scenario in question, that I observed, was that we had a gentleman on the unit who was acutely hypoxic (SpO₂ 60-70%). This gentleman had pre-existing challenging behaviours and was actively refusing all interventions.

Jess entered the situation midway through, remained calm and collected, and allowed him the space to vent his frustrations. From her interactions with this patient, he was then accepting of high flow oxygen therapy. I whole-heartedly believe that had Jess not engaged with this gentleman in the way that she did, he would have continued to deteriorate. I believe this man was discharged to the ward 24-48hrs later.



**SPA West District York
Nursing team**

**Nominated by
Christina Bulmer,
relative**

Every member of the district nursing team deserves an award for their work in attending to my husband. They have been visiting since 2019, unfortunately on a very regular basis (approx. between 7 and 28 days) to change his suprapubic catheter as it blocks easily. We must have seen practically all the team by now, before, during and after lockdown.

Without exception, every nurse has been kind, helpful, efficient, knowledgeable, and very, very caring. Their approach is empathetic, and I cannot fault this service. A big thank you to them all for their kindness, sometimes under difficult circumstances, especially during lockdown - we could not manage without you.

**Debbie Brian, York
Breast Imaging
Unit Manager**

**Nominated by a
colleague**

Debbie works so hard all the time, and even though she is so busy she will always make time to help someone else and support newer staff members. She really is a fount of all knowledge. There's nothing she won't be able to help with!

Debbie works across the whole department with so many different people relying on her, but she takes it all in her stride and always looks happy to see you, even when she's rushing from one meeting to another! A star award would be a small way of showing her how much she helps us all.



**Fritha Tennant,
Midwife**

York

**Nominated by
Felicity Welburn,
colleague**

I am nominating Fritha due to her outstanding performance on G2 ward. Fritha, a newly qualified band five midwife on her first rotation cared for two difficult safeguarding cases simultaneously. She dealt with each case with professionalism and a non-judgemental approach. Liaising proactively with multiple agencies to gather information to ensure patient safety. Even when a parent became upset and confrontational, Fritha demonstrated the Trust values and showed kindness to resolve the situation, putting the family at ease and achieving a mutually beneficial outcome. Fritha also returned the next day following these cases for an extra shift. Single handed she discharged several women when we were at bed capacity. This ensured patient flow was not affected across the whole unit, promoting a positive patient experience and a happy work environment.

**Billie Cameron and Nishant Jankee,
senior operations
managers**

York

**Nominated by
Michelle Tipping,
colleague**

Billie and Nish are always open, humble, and approachable regarding any problems that crop up in the emergency department (ED). They understand that their roles are vital to patient care and no matter how demanding the shift always have a smile and a friendly ear. They also regularly demonstrate they care for their team by helping to sort out simple things that make a big impact to individuals working under a lot of pressure. This can be anything from facilitating flow, to getting some posters laminated, or as recently seen, sorting out wider pay issues. This issue was handled extremely quickly and carefully with a true understanding of how this could impact the team - an approach I have rarely seen in over 18 years of working for the NHS. Thank you for your support and all the good you do. It is appreciated.



**Luke Madge,
Physiotherapist**

York

**Nominated by
Karen Fryer,
patient**

I saw Luke in the musculoskeletal MSK team following a self-referral to the physio department as I have been experiencing acute and debilitating pain in my lower back for three weeks. Luke understood immediately that I was in significant pain. He had read my notes and background thoroughly prior to the appointment. He explained things thoroughly using a model of the spine. He was caring, thoughtful and attentive to what I said. He gave me options for the treatment plan and listened carefully to my feelings. He took my situation seriously and with compassion and left me with a positive treatment plan that I was grateful for. I feel he was outstanding in his professionalism and outlook.

**Cheryl Marsh and
Kirri Hancock,
administration
assistants**

Scarborough

**Nominated by
Laura Buckle,
colleague**

I would like to nominate Cheryl and Kirri for their hard work in processing over a hundred boxes of donated funds within a space of a few short weeks. Both individuals worked tirelessly to process the funds all while juggling their own daily task, staffing pressures within the department and without hesitation.



**Gemma Kane,
Specialist
Optometrist**

York

**Nominated by
Cassandra
Carbert Stewart,
relative**

Gemma was amazing with my daughter during her eye test. My daughter has certain needs but was very comfortable with Gemma who went the extra mile. She also mentioned about seeing her next when she is in primary school and asked where she may be. I said Hobmoor Oaks and she replied that this is the only school that doesn't get funding for her but she still goes and helps children with their eyes at the school.

**Emily Clarkson,
Clinical Educator**

Scarborough

**Nominated by
Rebecca Austin,
colleague**

Emily has taken on the role of the emergency department (ED) clinical educator and since being in the role has supported the ED team and set up several clinical skills simulations with the ED and wider MD team. She is always supportive, easy to approach and happy.



Maternity services Scarborough team

Nominated by Rachel Watkinson, patient

The whole team has been amazing. From day unit visits twice a week, to consultant appointments fortnightly. Then for the induction which was difficult I felt really supported and listened to. After the induction failed, I was treated with so much care and everyone paid attention to my wishes. The surgeon who did my c-section talked through every step. The midwife never left my side and put my mind at ease. They supported me to see my baby in the special care baby unit (SCBU) and helped establish breastfeeding early. Then when the nights got difficult, they were there every step of the way, with support with feeds and words of encouragement.

I am so eternally grateful to the whole team who helped me bring my son into the world.

ICU and Theatres Scarborough teams

Nominated by Gordon Crowe, colleague

Over the past couple of months, the hospital has facilitated four organ donors. This leads to a huge amount of extra work for the hospital teams and the dedication to ensure this happens alongside all the other acute work taking place is outstanding especially with the relentless strains on acute Trusts now. The result of this has led to at least 12 lives saved via lifesaving organ donation and transplantation. The feedback from visiting transplant teams and specialist nurse organ donations (SNODs) is always very positive about the teams in Scarborough.

I also want to mention the cardiorespiratory department for assisting with bed side echoes for potential organ donors at very short notice as they were about to go home for the day.



Sue Hartley, Staff Nurse **York**

Nominated by Karen Ridealgh, relative

Our mum was admitted to Ward 32 approx. eight weeks ago. While we understand that the ward was busy, short staffed and often using bank and agency staff, Sue was the one member of staff who was the continuous thread of mum's care. Sue always took the time to speak to my dad, my sisters and I whenever she was on duty and asked us how dad was managing with everything. Sue was on duty the day our mum died, 19 April. Her compassion and care were outstanding. Mum died not long before Sue's shift finished, but she stayed on to spend time with us and wash mum.

I know it could be argued she was just doing her job, but it was so much more than that. We will forever value what she did for us and mum that day and while she told us there was no need to thank her we cannot thank her enough.



Mais Ismail, ST3 **York**
Paediatric Doctor

Nominated by
Olivia Swain,
colleague

A young girl, and her father, came into the children's assessment unit as she had been experiencing symptoms with her heart. They spoke very little English, but Mais spoke the same language as them. The young girl had an extensive medical background and required specialist input from another hospital. Mais stayed over an hour later than her shift finishing time to translate for the doctors and nursing staff to make the admission process as smooth and as quick as possible, ensuring the child's medical needs were listened to and a thorough assessment was taken. Mais then left her shift but was contacted later in the evening as the child became distressed and despite mine and my colleagues' best efforts at translating, we could not reassure the family as well as Mais could. The young girl had had many experiences of staying in hospitals and was very frightened and worried. Mais was able to communicate with the child and her father in a familiar, warm, and friendly manner which created a much more human touch. The father felt grateful for the support and was able to get his concerns and wishes across. Mais went above and beyond her job role and made countless lives a lot easier that day. She demonstrated an immense amount of patience, compassion, and kindness.

Poppy McCarthy, **York**
Staff Nurse

Nominated by
Janey Kemp,
colleague

While on shift, a palliative patient Poppy was looking after deteriorated quickly. Poppy was able to escalate the patient quickly and get the proper plan in place to help the patient. She escalated to the doctor to start anticipatory medication as well as getting a DNA CPR in place. She was able to make sure the patient was comfortable in their last hours by doing so. Poppy has only been qualified around six months and I was very impressed about her initiative and advocacy she showed for her patient. She embodied the Trust values in making sure he received excellent care when he needed it the most.



**Patrick
O'Mahoney,
Security Officer**

Scarborough

**Nominated by
Nicholas
Griffiths,
colleague**

On a call to a ward for an aggressive patient Patrick was confronted with a situation where a patient was sat in another patient's room, unwilling to leave, and stabbing a bottle of saline solution which the patient believed to be flammable, with a metal object. Patrick tried to de-escalate the situation and talk the patient out of the room. But due to the patient's violent behaviour and threats to burn the hospital down Patrick disarmed the metal object from the patient with total disregard to his own safety.

To protect the elderly patient lying in bed Patrick escorted the patient back to his own bed and spoke with him until he had calmed down. This was the second night in a row where Patrick had been physically assaulted while protecting others.

Service Desk

York

**Sarah Hillery,
colleague**

I'd like to nominate the IT Service Desk Team, and Simon for their incredible patience and kindness throughout the challenge of the changeover to nhs.net.

I was an early adopter which has unfortunately caused problems of its own. Simon has taken a lot of time and care in his assistance with my issues and those of my team. In fact, all the IT service desk team have been nothing short of brilliant with how they have helped. How they manage to work out what's wrong by interpreting the user's problem in non-IT language is beyond me.

Thank you for keeping things moving in this unsung, backroom role.



**Jess Sellers, Carly York
Creasy and Emily
Maurice**

**Nominated by
Gillian Locking,
colleague**

All three are nominated for showing exemplary leadership and proactive change in relation to G3 and Outpatient Induction of Labour. They are a credit to the leadership team and have achieved amazing results already. There were times when it was difficult to continue; however, they navigated their way around obstacles and overcame them to ensure safe implementation.

**Emma Scott, Community
Senior Healthcare
Assistant**

**Nominated by
Melanie Linley,
colleague**

Emma is our longest serving healthcare assistant, who is popular with staff and patients. Emma takes a lot of pride in her work and is very knowledgeable. The team she works in had a gap recently where they had no manager; Emma worked extremely hard to maintain the high levels of care for her patients by supporting the nurse in charge to allocate appropriately considering her knowledge of the area logistically and skill mix required.

We would be lost without Emma - she is so organised, knowledgeable and a well-respected member of the team.



**Jon-Paul
Bouckley,
Operating
department
practitioner (ODP)**

Scarborough

**Nominated by
Claire Jackson,
colleague**

Jon-Paul (JP) has recently been described by a patient in a letter to the Chief Executive as a member of staff who is an asset to the Trust by showing care, enthusiasm and doing everything with a smile and we strongly believe this too. JP is always hardworking, keen to assist and sees no job as too much trouble. Thank you for all you so JP.

**Sophie Cundall,
Sister**

Scarborough

**Nominated by
Charlotte
Whiteman,
patient**

I have been in and out of hospital since January with the same ongoing problem - to be sent away with no diagnosis each time, which as you can imagine was very deflating, as it was affecting my quality of life and unable to do daily things.

To say it got me down is an understatement. However, working at the hospital for over 12 years, I have got to know a lot of work colleagues from working Maple Ward and got to know a lot of the fantastic nursing team. Sophie, knowing how I was before my illness, fought tirelessly to get a diagnosis - the trust I had in Sophie was unreal. Her determination along with myself has paid off and I finally have a diagnosis and a treatment plan.

I just cannot thank Sophie enough for supporting me and comforting me when it just got too much. I feel that this nurse is just amazing and deserves a recognition for her selfless work she does and how she has supported me. Thank you Sophie, the relief I have for a diagnosis and treatment is an amazing feeling.



**Richard Bond,
Surgical Care
Practitioner**

Scarborough

**Nominated by
Charlotte
Whiteman,
patient**

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I just cannot thank Richard enough for supporting me and comforting me when it just got too much. I feel that this practitioner is just amazing and deserves a recognition for his selfless work he does and how he has supported me. Thank you Richard, the relief I have for a diagnosis and treatment is an amazing feeling.



**Simon East,
Surgical Care
Practitioner**

Scarborough

**Nominated by
Charlotte
Whiteman,
patient**

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**Alice Marson,
Associate /
Student Nurse**

Scarborough

**Nominated by
Michelle Hepples,
colleague**

On Friday 21 April I had an unfortunate episode on my way to work. I went into the local garage to sit down as I could not breathe and was lightheaded and shaking. Alice just happened to come into the garage to pay for her petrol after a long night shift. She came straight up to me to ask if I was ok, she sat with me and reassured me. She phoned an ambulance for me and stayed with me the whole time, until the ambulance arrived.

She was fantastic; I was panicking, and she calmed me down by talking to me and reassuring me. She had told me she worked at the hospital but didn't know her name and I could not remember which department she worked in. However, today, 12 May, she came into my department to find me to ask how I was.

I think Alice deserves a Star Award for been so kind and helpful. Thank you so much Alice.

**Sarah Carlton,
Locum SHO**

York

**Nominated by
Emma Carass,
colleague**

As Sarah was about to leave the Ward after a busy shift as she was already past her working hours, she was informed about a condition which a patient was experiencing causing him pain and discomfort.

Sarah went the extra mile, staying way past her shift end time by two and a half hours, to assist a young patient with learning disabilities who was in discomfort. As she was unable to resolve the issue herself she sought the help from her colleagues and attempted to resolve the issue again with no success. Sarah then felt the need for the urology specialist doctor to come and review the patient, once she knew he was attending she felt she was able to leave her shift for the night.

She handled the situation well and kept the patient comfortable and calm all the time.



**William Deacon,
Clinical support
worker**

Scarborough

**Nominated by
Helen Lester,
colleague**

Billy is a very valued member of the Trust - he is always jovial, eager to help and fantastic with patients. Many a time he has helped me with supporting patients with kindness and compassion with everything he does. Billy has excellent cannulation skills and always puts the patient at ease. Billy is also good at supporting people who are wanting to learn to cannulate and take bloods; he is a great teacher.

**Aimme Laverick,
Senior**

York

**Nominated by
Kate Iley,
colleague**

On Saturday 13 May Aimee was scheduled for a hearing aid review list. The very last lady arrived late as unfortunately her husband had a significant car crash in the hospital car park, and both were visibly shaken and very upset.

Aimee took her time to ensure that both were ok. During the appointment the lady was reported to have wax, so instead of sending them away to their GP or a private provider, Aimee went to speak to the ENT doctor who was in the department on a waiting list clinic.

Aimee was thankfully very persuasive when speaking to the ENT doctor and the lady had her wax removed. Aimee was able to complete the hearing aid review and upgrade the hearing aids without them having to return on another day.

Aimee has a young family at home so when a clinic over runs, which is not often, Aimee still puts patients first and did not rush them. Aimee is a wonderful Audiologist and is very patient focused Thank you Aimee.