

Board of Directors (Public) – Blue Box

27 September 2023



Main Agenda Item	ITEM	PAGE
26. 26.1 26.2 26.3	Items for Information <ul style="list-style-type: none">• Executive Committee Action notes (Blue Box)• Star Award nominations (Blue Box)• TPR Mandatory Reporting (Blue Box)	 03 21 81

Action Notes

Executive Committee

19 July 2023

Members in attendance:

Simon Morritt (SM) (Chair)
 Claire Hansen (CH)
 Dawn Parkes (DP)
 Melanie Liley (ML)
 Polly McMeekin (PM)
 Lucy Brown (LB)
 James Hawkins (JH)
 Gary Kitching (GK)
 Gerry Robins (GR)
 Mark Quinn (MQ)
 Stuart Parkes (SP)
 Jo Mannion (JM)
 Karen Stone (KS)
 Srinivas Chintapatla (SC)
 Amanda Vipond (AV)
 Mike Taylor (MT)

Attendees:

Gemma Ellison (GE) for Item 78-23/24
 Kim Hinton (KH) for Item 83-23/24

72-23/24 Apologies for Absence and Quorum	
Summary	Apologies received from: <ul style="list-style-type: none"> • Donald Richardson (DR) • Andrew Bertram (AB) • Steven Bannister (SB)
Decision/s	The meeting was declared quorate.
Action/s	Nil.
73-23/24 Declaration of Interest	
Summary	No declarations of interest were declared.
Decision/s	Nil
Action/s	Nil.

74-23/24 Notes of the meeting held on 5 July 2023	
Summary	Nil.
Decision/s	The action notes were approved as an accurate record.
Action/s	Nil.
75-23/24 Matters arising from the minutes and any outstanding actions	
Summary	EC 06 (AHP workforce update) EC 10 (3-month Post Implementation Review – 2021/22-99 Ramsay Surgical Hub) EC 15 (Delegated from Board of Directors (Action log reference BoD Pub 9 & 10))
Decision/s	Nil.
Action/s	Nil.
76-23/24 Items and escalations from Board and other committees	
Summary	Nil.
Decision/s	Nil.
Action/s	Nil.
77-23/24 Chief Executives Update	
Summary	<p>SM – welcomed Claire Hansen, new Chief Operating Officer and noted Sascha Wells-Munro who joined on secondment from NHS England as the Director of Midwifery.</p> <p>Trust Q1 position was discussed, with Finance Teams meeting Care Groups to develop a financial recovery plan. A structured approach was needed, balancing financial recovery, quality, safety, and performance.</p> <p>PM added the Trust had received a letter from Richard Barker describing 2023/24 Operational Planning closedown. The letter described the financial controls and appendices of minimum things that The Trust needed to consider for financial controls, a vast majority of them were pay related and workforce related and were working through as a team as to what was needed for this.</p>
Decision/s	Nil.
Action/s	Nil.

78-23/24 Business Case - 2023/24-07 Integrated Urgent Care	
Summary	<p>GE presented the case.</p> <p>The Trust has been asked to become a prime provider for Integrated Urgent Care. The Committee are not being asked for funds as this will be done within ICB funding but are being asked for support the proposal as there will have to be sub-contracting the out of hours element of the service and how to create efficiencies. The challenge will be how to work with partners to deliver the full specification on time.</p> <p>JH commented that the provision of direct booking cannot currently be supported along with some of the IG expectations as 27001 is not meeting the cyber standards so need to be clear to the ICB what specifications we will not meet.</p> <p>The ICB ambition is to develop a single point of access into secondary care.</p> <p>Explore getting GP's on to the workforce and local GP's in SGH ED.</p>
Decision/s	Committee approved the case to proceed.
Action/s	Nil.
79-23/24 CQC Update	
Summary	<p>DP - Will be presented to board on 27 July. Need to be really clear how and where actions have been applied giving descriptions of when actions are completed and why we think they are complete and there are outcome measures.</p> <p>Actions have fallen into 7 categories.</p> <p>Received a further outcome inspection report from CQC following an inspection of compliance with the Ionising Radiation (Medical Exposure) Regulations 2017 (IR(ME)R). 10 days for factual accuracy report back. Some good learning from the inspection and report.</p> <p>The Committee noted that the Human Tissue Authority were also due to inspect the coming week.</p>
Decision/s	<p>Share around the report to the Executive Committee.</p> <p>Need to consider how the Executive Committee can deliver through other workstreams which would be discussed at the Board meeting in July.</p>
Action/s	Nil.
80-23/24 Industrial Action	
Summary	<p>BMA clear on stance around pay award.</p> <p>Latest change since the last meeting was a ruling of the high court (made on 13 July) in relation to usage of agency workers backfill in striking employees.</p>

Decision/s	Nil.
Action/s	Nil.
81-23/24	LIVEX 2024 Proposal
Summary	<p>RC presented proposal of LIVEX 2024 which is a mandatory exercise carried every 3 years and due July 2024. Evacuation plan was partly written for 2021 exercise but Covid took precedence. There should be minimal impact but this training and exercising is for key frontline staff should they ever have experience of working in this challenging situation.</p> <p>RC has estimated a cost of c. £19k and will update the Committee as the plans change.</p>
Decision/s	The Committee approved the cost of this exercise as detailed.
Action/s	Nil.
82-23/24	UEC Programme Update
Summary	<p>ML said there had been modest improvements with transfer of care. Internal professional standards in CQC report moving forward with clinical teams.</p> <p>Set up virtual hospital infrastructure and look at increasing number of pathways.</p> <p>CH and GE to go through programme engaging Sal Katib and work this through with the Board.</p>
Decision/s	Nil.
Action/s	Nil.
83-23/24	Update on Unactioned Worklist Items on CPD
Summary	<p>KH presented report. Committee were asked to support the recommendation of 2 standard rules to remove worklist items on an ongoing basis to ensure that the list remains up to date:</p> <ol style="list-style-type: none"> 1. Where the referral is ended (excluding autoclose referral end reason) 2. Where a date of death is entered (excluding worklist item full end required) <p>The Committee noted the potential clinical and performance risk in this as the validation of patients progressed.</p>

Decision/s	<ul style="list-style-type: none"> • Approve the logic as defined above • Run the script to remove worklist items which have been actioned or superseded.
Action/s	Nil.
84-23/24	Pharmacy and Medicines Optimisation Strategy
Summary	Update and refresh of strategy, linking with current Trust strategy and Building Better Care.
Decision/s	Include some timelines and a focus plan as part of the overall strategy.
Action/s	Nil.
85-23/24	Health Education England Future Leaders Programme
Summary	<p>KS presented report.</p> <p>The Committee are being asked to support the HEE Future Leaders Programme for at least two Clinical Leadership Fellow posts from August 2024. The aim is for 4 bids to be submitted from the Trust to Health Education England, with the expectation that up to 2 posts could be accepted.</p> <p>Posts can be funded with Health Education England in either of the following ways:</p> <ul style="list-style-type: none"> • Trust funds 50%, HEE funds 50% baseline salary costs • Integrated Care System (ICB) fund 50%, HEE funds 50% baseline salary costs <p>The next steps are to engage with teams and write bids for these posts; due to timescales these need to be written promptly.</p>
Decision/s	The Committee agreed to accept bids with a view to accepting these roles.
Action/s	Nil.
86-23/24	Items to note
	Nil.
87-23/24	Issues to escalate to Board and other committees
	Nil.
88-23/24	Issues to escalate to BAF & CRR consideration
	Nil.

89-23/24	Summary of Actions agreed
	Nil.
90-23/24	Any other business
	Nil.
91-23/24	Time and date of the next meeting
The next meeting will be held on 2 August 2023 in the Boardroom, Trust Headquarters, 2 nd Floor Admin Block.	

Action Notes

Executive Committee

2 August 2023

Members in attendance:

Andrew Bertram (AB) (Chair)
 Claire Hansen (CH)
 Dawn Parkes (DP)
 Polly McMeekin (PM)
 Lucy Brown (LB)
 James Hawkins (JH)
 Gary Kitching (GK)
 Gerry Robins (GR)
 Mark Quinn (MQ)
 Stuart Parkes (SP)
 Karen Stone (KS)
 Srinivas Chintapatla (SC)
 Amanda Vipond (AV)

Attendees:

Damian Mawers (DM)
 Sue Peckitt (SP)

91-23/24 Apologies for Absence and Quorum	
Summary	Apologies received from: <ul style="list-style-type: none"> • Simon Morritt (SM) • Mike Taylor (MT) • Melanie Liley (ML) • Jo Mannion (JM)
Decision/s	The meeting was declared quorate.
Action/s	Nil.
92-23/24 Declaration of Interests	
Summary	No declarations of interest were declared.
Decision/s	Nil
Action/s	Nil.
93-23/24 Notes of the meeting held on 19 July 2023	

Summary	Nil.
Decision/s	The action notes were sent out late and the Committee had 24 hours to check and note any amendments.
Action/s	Nil.
94-23/24	Matters arising from the minutes and any outstanding actions
Summary	<ul style="list-style-type: none"> • EC 06 (AHP workforce update) delayed to Nov-23 • EC 10 (3-month Post Implementation Review – 2021/22-99 Ramsay Surgical Hub) • EC 15 (Delegated from Board of Directors (Action log reference BoD Pub 9 & 10)
Decision/s	Nil.
Action/s	Nil.
95-23/24	Items and escalations from Board and other committees
Summary	Nil.
Decision/s	Nil.
Action/s	Nil.
96-23/24	Chief Executives Update
Summary	AB and CH presented a brief overview of the new Care Group recruitment process for information only.
Decision/s	Nil.
Action/s	Nil.
97-23/24	Care Group Escalation Reports
Summary	<ul style="list-style-type: none"> • New Emergency Department which has now been open for 3 weeks and the model of care for walk-in patients and ambulance patients not requiring resus are still incurring long waiting time but this is being worked on to reduce these. • No report for CG2 • CG3 - Ongoing workforce concerns with staffing in maternity theatres although improving. Anaesthetic on-call rota across sites still remains vulnerable particularly on ITU. • CG4 – CT equipment a lot more expensive than originally thought but the machine choice must be a clinical decision. • No report for CG5

	<ul style="list-style-type: none"> • CG6 – Issue with anaesthetic eyedrops supply. • ICB are changing drugs in ophthalmology which cost more but require less frequent follow up so will be cheaper in the long run.
Decision/s	Nil.
Action/s	Nil.
98-23/24 Infection Prevention & Control Monthly Performance Report	
Summary	<ul style="list-style-type: none"> • Seeing positive outcomes on C-Diff over previous two months, however over the year to date trajectory by 15 cases. • One MRSA case on ward 23 in early July developed from an aspiration pneumonia post-stroke. • MSSA numbers remain high over the year to date trajectory by 5 case. • 22 cases E-Coli in June with a monthly trajectory of 13. • Matrons taken off site for the day where their handbook was discussed highlighting nutrition, hydration, IPC and we will continue with the focus on the 10 roles within the handbook. • DM reported concern over two cases of Aspergillus in SGH, one on ICU and one in Beech Ward. • Dust is still a concern from the build nearby coming through the open windows. This is being addressed with additional cleaning but no prophylactic drug use. This is due to climate control not the HEPA filter system. Contractors are being asked to continue to ensure that all the dust suppression measure are being taken. • There is another concern around measles, no cases as yet within the Trust. Vaccination rates are being improved but with Autumn and Winter it is likely we will get cases. There must be prompt recognition of isolation before there is contact with others who could be at risk. It is the most contagious and infectious disease. • Consideration of bed linen and with a single patient not changing the bed linen daily to 3 – 4 days and reduce the volume of laundry saving £100,000's pa. This will also free up nurse time. • DM asked the Committee to consider taking SP from the bank and make her a staff member with the Trust within DIPC, this cost would be £60k pa for 3 days per week. DP would support a Business Case for this critical role. AB said that SM has already requested that he finds the £60k to cover this.
Decision/s	The Committee agreed that DM raise a Business Case with PM for the role within DIPC.
Action/s	Educate and train all staff with intensive and clinical information on how to spot measles and produce some posters with quick and easy recognition of the disease and reinforce the message.
99-23/24 CQC Update	
Summary	<ul style="list-style-type: none"> • Focus and make sure we deliver the 73 CQC actions and the Team are going through the actions across the whole of the organisation.

	<ul style="list-style-type: none"> • AB raised that there was a paper from DP that was not on the agenda regarding a report from NHSE under the heading of rostering, performance and efficiency. There is an underlying development improvement plan that will be one of the Journey to Excellence. • Rostering is not under control with a balance of senior staff and juniors.
Decision/s	Nil.
Action/s	Nil.
100-23/24 Trust Priorities Report	
Summary	<ul style="list-style-type: none"> • Finance – AB commented on his concerns regarding cash. The report says £30M but this does not differentiate between capital cash and revenue cash. July has been expensive and the July figures are going to show a higher deficit than the £3.7M reported in June. AB noted that the Trust should expect regulation intervention around its finance. • Workforce – PM commented that there has got to be more vacancy control process. A weekly report is going to be available with information regarding vacancies against budget.
Decision/s	Nil.
Action/s	Nil.
101-23/24 Corporate Risk Register	
Summary	Received for information. Significant risks to be discussed at Risk Committee meeting.
Decision/s	Nil.
Action/s	Nil.
102-23/24 Industrial Action	
Summary	PM confirmed that the Junior Doctors are striking again 11 th – 15 th August. The High Court has confirmed that you cannot get an agency worker to backfill a striking employee.
Decision/s	
Action/s	Nil.
103-23/24 Elective Programme Monthly Report	
Summary	<ul style="list-style-type: none"> • We remain in Tier 1 for RTT and Tier 2 for Cancer with weekly meetings with regional and national NHSE colleagues.

	<ul style="list-style-type: none"> NHSE IST have facilitated 3 sessions July to progress the recovery planning for head and neck, gynaecology and ophthalmology outpatients which was positively received. The IST have also completed the review of the theatres 6-4-2 methodology and found good practice at the Trust. Suggested the development of a corporate RTT recovery plan. IST Team have fed back to both the regional and national teams how encouraged they were in the staff being able to learn and take onboard change which is a positive message for us. CPD change request that HIFU is automated to track patients. We have a meeting with JH to go through this. A review of the escalation of decision making for cancelled ops on the day has been requested so we can understand how to prevent this happening.
Decision/s	Nil.
Action/s	Nil.
104-23/24	Trust Business Case Review
Summary	We have mirrored the business case process with NHSE by reducing the PIR's to a single 12 months unless they need to be more regularly.
Decision/s	Nil.
Action/s	Nil.
105-23/24	YH Surgical Facilities Upgrade Project
Summary	This is a proposal to have £150k set aside to have a partner come in a find a creative solution to the problems we have with our theatre suite. We can then go to the national team with a range of solutions and ask them for help.
Decision/s	Nil.
Action/s	Invite an appropriate group of people to come together and move this project forward.
106-23/24	Companies Representatives Policy
Summary	Draft acknowledged.
Decision/s	Nil.
Action/s	Nil.
107-23/24	Items to Note

108-23/24	Business Cases for Information
	<p>Cases that are presented for information only:</p> <ul style="list-style-type: none"> • 2023/24-17: Replacement VR Phaco equipment • 2023/24-28: Replacement of dental drills in Maxillofacial Department • 2023/24-02: Low Temperature Steriliser – Bringing Decontamination Service In-House for Robotic Surgery • 2023/24-30: Laborie PrimeSight Flexible Cystoscopes
109-23/24	Issues to escalate to Board and Other Committees
	<ul style="list-style-type: none"> • Current financial position • Concerns regarding staffing during strike periods
110-23/24	Any Other Business
	Nil.
111-23/24	Time and date of the next meeting
The next meeting will be held on 16 August 2023 in the Boardroom, Trust Headquarters, 2 nd Floor Admin Block.	

Action Notes

Executive Committee

16 August 2023

Members in attendance:

Simon Morritt (SM) (Chair)
 Andrew Bertram (AB)
 Tara Filby (TF)
 Polly McMeekin (PM)
 Lucy Brown (LB)
 Melanie Liley (ML)
 Gary Kitching (GK)
 Gerry Robins (GR)
 Stuart Parkes (SP)
 Karen Stone (KS)
 Amanda Vipond (AV)
 Luke Stockdale (LS)

Attendees:

Mark Steed
 Tunde Oyeledun (TO)
 Paul Rafferty (PR)

112-23/24 Apologies for Absence and Quorum	
Summary	Apologies received from: <ul style="list-style-type: none"> • Srinivas Chintapatla (SC) • Jo Mannion (JM) • Dawn Parkes (DP) • Claire Hansen (CH) • James Hawkins (JH) • Mark Quinn (MQ) • Ed Smith (ES)
Decision/s	The meeting was declared quorate.
Action/s	Nil.
113-23/24 Declaration of Interests	
Summary	No declarations of interest were raised.
Decision/s	Nil
Action/s	Nil.

114-23/24 Notes of the meeting held on 2 August 2023	
Summary	Nil.
Decision/s	Notes approved.
Action/s	Nil.
115-23/24 Matters arising from the minutes and any outstanding actions	
Summary	Nil.
Decision/s	Nil.
Action/s	Nil.
116-23/24 Items and escalations from Board and other committees	
Summary	Nil.
Decision/s	Nil.
Action/s	Nil.
117-23/24 Chief Executives Update	
Summary	SM advised Sascha Wells-Munro had commenced with the Trust as Director of Midwifery.
Decision/s	Nil.
Action/s	Nil.
118-23/24 CQC Update	
Summary	<ul style="list-style-type: none"> Continuing to work through the actions required. We are working in the background to build all the actions on Smartsheet which will allow filtering of information across the eight work streams.
Decision/s	Nil.
Action/s	Nil.
119-23/24 Industrial Action	
Summary	<ul style="list-style-type: none"> There is concern if the Junior Doctors action continues, i.e. fatigue of covering colleagues. Tshe BMA will not allow the 'Christmas Day cover' option.

	<ul style="list-style-type: none"> • There was surprise that new placements also supported the action. • 50% of Junior Doctors and 21% of Consultants advocated the last action dates.
Decision/s	Nil.
Action/s	Nil.
120-23/24 Therapeutic Restrictions (Including Restraint) Policy	
Summary	<ul style="list-style-type: none"> • The therapeutic descriptions and policy have been rewritten to ensure that we are within the framework. • Currently have gaps in insurance around the monitoring of patient's physical health during anyone being restrained or therapeutically restricted and the policy sets out what should be done under those circumstances. • The policy has been reviewed and supported by the Mental Health Steering Group. • The point of training was raised as people may not read the whole policy. TF understands that CPD funding will be used to do some practical training. • KS asked for the completed policy to be sent to her prior to publication for checking with consultants.
Decision/s	The Committee approve the policy once the flowchart has been completed and checked.
Action/s	Nil.
121-23/24 Agency Governance	
Summary	<ul style="list-style-type: none"> • The ICB have produced a document requesting assurance that the Trust are going to be compliant with the workforce / pay elements of the financial control by 1st September. • There are five elements which require some modification to our processes to comply with the requirements from NHSE. <ul style="list-style-type: none"> - Use of non-clinical agency staff – this may be challenging but must be reduced, those that are required must be signed off by the ICB and an NHSE Director. - Establish government processes – reports to be more detailed and comply to regulations and once approved by the Executive Committee must be overseen by the Board. - Limit the authorisation of agency staff to Executives or named senior managers. Executive level sign-off of locum spend and off-framework spend. - Agree an implementation date for the removal of all non-framework agency staffing with an associated organisation-wide temporary staffing policy. - Clear Board accountability and reporting of plans and actual spend.

Decision/s	Committee approved these as written.
Action/s	Nil.
122-23/24	Back Log Maintenance – Scheme List approval
Summary	<ul style="list-style-type: none"> • There is a Back Log Maintenance Group that is managing and prioritising the two schedules. • This is to request support and approval for these to proceed. The funds for this programme have already been approved.
Decision/s	The Committee approved this programme to proceed.
Action/s	Nil.
123-23/24	Items to note
Summary	York ED Business Case - Works to re-purpose legacy Emergency Department Space to an Emergency Assessment Unit
Decision/s	Minuted as could potentially be an issue with future CQC reinspection.
Action/s	Reassess once the works are completed.
124-23/24	Issues to escalate to Board and other committees
Summary	<ul style="list-style-type: none"> • Energy Procurement
Decision/s	Nil.
Action/s	Notify the Board at the meeting 27 September 2023
125-23/24	Issues to escalate for BAF & CRR consideration
Summary	No issues to escalate for BAF & CRR consideration.
Decision/s	Nil.
Action/s	Nil.
126-23/24	Any Other Business
Summary	<p><u>Energy Procurement Update and Future Options</u> Mark gave an overview of the project to date. TO presented the 4 options that have been considered:</p> <ul style="list-style-type: none"> • Capped Strategy – recommended as the lowest risk strategy proposed allowing the Trust to take a position in the market and benefit from any downward market movements by setting a maximum commodity price.

	<p>Highest price certainty with the potential to take advantage when the market drops.</p> <ul style="list-style-type: none"> • Trend Strategy – risk taken as no cap in place and the Trust would have to accept the possibility of either saving or losing. • Fixed Strategy – not a recommended option by Ineco would recommend as there would not be a chance of optimisation moving forward. • Prompt Strategy – Inenco not recommending this option due to the volatility in the market.
Decision/s	Committee agreed to present the Capped Strategy option to the Board of Directors.
Action/s	SM to update the recommended option of Capped Strategy at the next board meeting 27 September 2023.
Summary	<p><u>Business Case 2023-24 40</u></p> <ul style="list-style-type: none"> • The Pain Team were relocated to a Portakabin in the short-term with the plan for them to return once the ED works were complete. This area is now being developed for the 'GP area'. The team are now being asked to move but do not have anywhere to go. • This issue was originally brought up at the QOG but it was suggested I bring this to the notice of this Committee. • SM suggested that this should be under the control of Claire Hansen, COO.
Decision/s	Nil.
Action/s	Nil.
Summary	<p><u>Business Case 2023-24 34</u></p> <p>Paul Rafferty joined meeting to present a Business Case -</p> <ul style="list-style-type: none"> • Additional Cardiology Resource to enable the Trust to bridge the capacity gap between new patients which is currently 1000+ pa • It puts a trajectory together in terms of what is happening with the waiting times. Any new referrals that come in it is currently at 60 weeks. • 2 manual trials have been done around clinic utilisation and we are at 98% of the clinic capacity. • To generate the capacity through the expansion of the heart failure nest resource we are looking to expand from 1 to 2 for additional new patient capacity. • The introduction of an Echocardiographer Consultant post and another Speciality Doctor will enable the expansion oof the clinic capacity. • The cost of this will be c. £150k • An additional £65k for waiting list initiative monies will drive down the wait. This will guarantee no 65 week breaches by the end of the FY.
Decision/s	Once the work has been completed on the case, PR to re-present at the Committee meeting on 20 th September 2023.

Action/s	PR and AB to do a workforce piece across YH and SGH and maximise a better understanding of the case.
Summary	<u>Yellow Stains in CFD - SGH</u> <ul style="list-style-type: none"> • Stains have appeared on the walls of the sterile supplies unit – feels like dust. • Ventilation has been checked and there doesn't appear to be a health issue
Decision/s	Monitor the issue and raise again if it continues.
Action/s	Nil.
127-23/24 Time and date of the next meeting	
The next meeting will be held on 6 September 2023 in the Boardroom, Trust Headquarters, 2 nd Floor Admin Block.	



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.

September 2023



**Judy Sandlan,
Deputy Sister**

York

**Nominated by a
colleague**

A big shout out to Judy for being so kind, considerate, and supportive. I was having a busy challenging day, Judy stayed on the ward to help me with one of my patients so that I can do the other jobs. Massive thanks and much appreciation, it is because of great people like yourself that make our profession truly inspiring.

**Gary Hardwick,
Domestic**

York

**Nominated by
Verity Sedgwick,
colleague**

Gary is always happy to go out of his way to support everyone no matter who, whether they be a patient or a staff member. He always helps everyone like the healthcare assistants. He boosts morale by being there for everyone and assisting them with whatever they need. This is valued highly by the chief nursing staff which includes Heather McNair and Alison Sawyer. He goes the extra mile for patients and the ward by carrying out jobs that do not fall under his job title. These range from making beds, assisting with offering food and drink at mealtimes when the ward is understaffed.

He does all of this in a modest, humble way reflecting the Trust values. He is also a role model for the other domestics.



**Amy Jackson,
Administrator**

Selby

**Nominated by
Patricia Taylor,
colleague**

Over the last several weeks Amy has been undertaking her own role while also covering for sickness. During this time Amy has carried out this extra workload to an exceptional standard. Amy responds quickly and efficiently to any request and will go above and beyond to help and do what she can while remaining calm. Her communication with myself and the team she has been helping to cover has been outstanding and her facilitating of lightening the administrative tasks has been very significant in helping the team. Amy's hard work and motivation has also gone a long way to organize and structure York community waiting lists which has had a noticeable impact on reduction of our waiting times.

**Michelle Lee,
Paediatric
Outpatients
Administrator**

York

**Nominated by
Catherine
Leatherbarrow,
colleague**

Michelle is one of the best receptionists on the desk for paediatric outpatients, based in CDC York Hospital. Since she started here, she's brought a positive energy to the building, with her cheery outlook and positive disposition. She's used her skills and knowledge to bring fun learning into the area too - using Peppa Pig toys in the window speaking Spanish and putting up flag banners. Recently we had a child come in for an initial health assessment, who had gone into care and was attending with their birth mum and social worker. They were highly distressed as they were in an environment that was unfamiliar, with a social worker they did not know well and a parent who was emotional. Michelle brought some distraction toys out, came to see if there was a room that could be used for them to wait in and kept an eye on them throughout the appointment. The patient was distressed throughout the appointment but managed to settle and Michelle made sure that mum, social worker and the patient were comfortable and did as much as she could to support them.



**Beth Steele,
Radiographer**

York

**Nominated by
Nicola Maycock
and Deborah
Bloor,
colleagues**

Beth has been a breath of fresh air in the department since she started in February. Beth is hardworking, caring, and attentive to the needs of patients, visitors, and colleagues at any given moment; and goes above and beyond every day. She is extremely conscientious and will get on with anything that needs doing without being asked to do it, and if Beth is around, we know that things will get done. She has picked the job up incredibly well and has become an invaluable member of the team. A great example of this is despite her "inexperience" she is always happy to have students or visiting radiographers shadow her and makes sure they are well looked after; as a testament to this, she was given a green light from a student for being so helpful and welcoming during her time with us.

**Laura Blissett,
Resources Manager**

Site

**Nominated by
Eleanor King,
colleague**

On 31 July I was the on-call manager for the York site for the evening. I received a call from the ICU consultant to say the doctors who were on the medical emergency team for the night shift had found their ID badges no longer worked. I then found other doctors in the medical team with the same problem. I contacted security who alerted Laura. Laura was at home for the evening, but she rang me and discussed the impact before making the decision to travel to site as there was no other way to resolve the issue. I really appreciated the responsive and conscientious way she responded to this emergency. I think she very clearly displayed the values we seek to foster in the Trust. She gave up her evening and left her family at home to ensure that doctors could deliver care without impediment. She also told me she was giving some thought to process change as the problem was caused by the consequences of doctor handover. There was no other way to resolve this problem, Laura's selfless response really helped me and the whole out of hours team manage patient care as safely and effectively as possible. I think we are very lucky to have colleagues like this in the Trust.



**Jonathan Roberts, York
Head and Neck
Clerical Officer**

**Nominated by a
colleague**

Jonathan has been a helpful link for our learning disability (LD) service, providing support with appointments and admissions, which can be quite complex and need a lot more organising. Jonathan always makes himself available to answer our queries and investigate things from the clinic side of things. Our patients require reasonable adjustments for appointments a lot of the time, which Jonathan supports us with.

He always refers patients to us if he sees an alert on CPD and refers if he recognises they don't have an alert but may need one, which is vital for our service. He recently contacted us about an appointment that was made for a young gentleman and mum needed some more information, so we worked together to solve the problem and he was able to go back to mum and reassure her.

Jonathan is very good at communicating and going above and beyond for our service. Jonathan demonstrates an understanding of the importance of our service and respects the needs of those with LD and their carers also. It is reassuring to have this link in a clinic that is frequented by those with LD.



**Becca Cussans and York
Sophie Atkinson,
Midwives and Abbi
Hirst, Student
Midwife**

**Nominated by
Amber Burnip, a
patient**

I was in York hospital for an elective C section on 24 July and looked after by Becca, Sophie, and Abbi. All three were truly outstanding. Becca and Sophie really put me at ease prior and supported me during the C section which I was so grateful for as I was very anxious. Abbi took excellent care of us on the ward, and I can tell she is so passionate about what she does. Again, I was so grateful to have her to support me.

Overall, G2 and the elective surgery team were brilliant and made my birthing experience as comfortable and positive as I could have hoped for - thank you.



**Rose Cappadocia,
Theatre Scrub Nurse**

Scarborough

**Nominated by Mr
Adam Brook and
Miss Nihal Abdu,
colleagues**

Rose is an excellent and dedicated scrub nurse who is a credit to the Scarborough theatre team. She regularly goes above and beyond to assist with complex procedures. Myself and all the consultants in the gynaecology team have found her to be well organised, efficient, and diligent and above all a pleasure to work with. She shows excellent levels of communication with patients and colleagues across the board to ensure that patients have an excellent experience at what is often an anxious time. Rose also consistently demonstrates high levels of patient focus, care, and compassion in lots of ways. An example of this is in a recent case which proved challenging where a theatre overrun occurred due to a complication and she attended to assist her other colleagues with the case despite being busy elsewhere. In other cases, she has stayed on as the main scrub nurse on duty until cases are completed to ensure that the patient receives the highest and safest level of care possible. What is also most striking is that Rose cares deeply for team morale and has shown compassion to colleagues undertaking additional tasks afterward to ensure the team is supported and wellbeing is attended to - recently she even kindly offered to make a cup of coffee for colleagues after a long case which was most appreciated! She cares deeply for the task at hand and is an exemplary and highly skilled theatre practitioner with whom we all enjoy operating.

**Poppy Lucas,
Recruitment Advisor**

York

**Nominated by a
colleague**

Responsiveness and the speed at which issues are resolved with recruitment, has improved immeasurably since Poppy joined the team. She is so patient and goes about her work diligently to ensure the recruitment process is as smooth as possible for recruiting managers and new starters. No matter how many mistakes I make with my Trac adverts, Poppy always fixes them - often before I've even realised! Thanks for your great work, Poppy, it is very much appreciated!



**Emily Clarkson,
Clinical Educator**

Scarborough

**Nominated by
Jan Doe,
colleague**

Emily has been covering this role whilst the previous holder has been on maternity leave. On behalf of all the staff in the emergency department (ED) we would like to thank and show our appreciation to Emily. She has certainly changed the way we learn by putting on SIMs within the department not just for ED staff but also for the wider team for example theatres, ITU, paediatrics to name just a few. Also, one to one and group teaching to all grades of nursing staff she is enthusiastic, understanding of different levels that are required in teaching staff. The staff have learnt so much in the time she has covered this role.

A credit to the emergency department team.

**Maria Woodmansey,
Ward Clerk and Carol
South, Bereavement
Officer**

Scarborough

**Nominated by
Olympio
D'Souza,
colleague**

We had a patient with dementia on the ward. As she approached death, her daughter made the ward aware she has two teddy bears that she was attached to and would like to have them sent with her body for cremation. Unfortunately, this information was lost, and the patient was cremated without the bears. The daughter was understandably upset, as her mother's wishes were ignored. Maria then spoke to the daughter, and after getting the daughter's consent, the bears were given to Carol. Carol then had them cremated at home, made a small box for their ashes, and gave them to the daughter. The bear's ashes were then reunited with the patient. The daughter was very thankful and felt her mother would be at peace with this.



**Karen Johnson, VIU York
Support Worker**

**Nominated by
Adam Burdett,
colleague**

If there was one person who I was to choose out our whole department for their commitment and dedication to our service, I would look no further than Karen Johnson. Her ability to get on with any job and go the extra mile for both her fellow colleagues and the patients is truly second to none, and I can wholeheartedly say that she is one of the most consistent and caring workers I have come across in all my working life.

There are always small tasks or roles within our departments that Karen will go out of her way to do and help with the general running of the department, which will go unseen by a lot of the staff. It's here that I see Karen as irreplaceable, and that any department within not only York but the NHS would be lucky to have her. She can work with anyone efficiently and brighten any patient's day when they come into our department, which can be daunting considering the procedures we run. It's here you can see how much care and consideration she has for whoever comes through our front door, and that she will never shy away from making her mark on the patient experience.

I believe that Karen really does embody what the NHS is all about and what we stand for, and that our department is a brighter place when she is on shift. I couldn't speak any higher of her if I tried, and it's an absolute pleasure to be able to write this and nominate her for a star award.



**Molly Wright,
Student Midwife**

York

**Nominated by
Victoria Patchett,
a patient**

I gave birth in the brilliant care of midwives on the labour ward to a daughter Elsie. I would like to thank all the team who were the most kind and supportive people I have ever been in the care of. I would like to recognise the two midwives that delivered my baby. The first being Emily Challoher Walker who was so kind and supportive and even when I said I couldn't do it anymore - she made me feel so much more at ease with everything and helped me so much more than I ever imagined possible. During aftercare she was brilliant, helping me get ready for the shower and helping my other half with our daughter. I honestly couldn't fault the care she gave me in any way. However, I would like to say a huge thank you to Molly Wright. She is honestly a real asset to your team. From what I remember she was a student but was brilliant helping me through labour with her words of encouragement and constantly reminding me how well I was doing. I really think she will go on to touch a lot of other people with her attitude. She was there constantly encouraging me, helping me feel at ease in every way she could, reminding me every time that we were one step closer to meeting my little girl. After my baby was born, she did everything she could to make me feel as comfortable as possible, and even took photos of her while she was being weighed for me to capture her first moments. I would like to put Molly forward as I truly believe she deserves all the praise and recognition – and is an absolute credit to you all. Furthermore, I would also like to thank the midwives - their care made me feel 100% more at ease than I have ever felt. The lovely lady on SCBU did so much to ease my stress and anxiety while my daughter was under her care before being sent to Leeds General for her X-ray. This was the most emotionally difficult time for me and without her being there I would have been lost. With the help my little family received from your staff we were at ease and highly satisfied by the way we were looked after.



**Suzie Gulliford,
Physio**

York

**Nominated by
Jim Ferguson,
colleague**

My father-in-law attended the emergency department (ED) at the end of April. He had a terminal diagnosis and was end of life. As ever the department was dreadfully busy. He was distressed and his greatest desire was to be home asap, he did not want to die in hospital. Suzie became involved in his care. She went above and beyond to facilitate his safe discharge. Nothing was too much trouble, despite her heavy case load. I know Suzie is a colleague, but this gives me a greater insight into her as a professional. My father- in-law's care is not isolated, I see Suzie doing this for all her patients. She is the epitome of the Trust values. As a family we are so grateful to her.

**Shiny Thomas, Staff
Nurse**

York

**Nominated by
Sepideh
Yousefali,
patient**

Incredibly kind, caring, and professional. After 12 hours of working, she was still smiling and remained compassionate and professional. She deserves recognition for not only her hard work but maintaining a positive attitude throughout.

**Mattress
Replacement Teams
– cross site**

Bridlington

**Nominated by
Samantha Haigh,
colleague**

The mattress replacement programme, which ran during April and May across all inpatient sites, was a challenging task. All involved, which included equipment library, medical engineering, facilities, nursing and tissue viability teams undertook the demanding task with good humour and demonstrated excellent teamwork. The mattresses replacement was physically demanding, and each moved by hand, however energy levels were maintained throughout the two-week period. Thank you to all involved.



**Megan Concannon, York
Staff Nurse**

**Nominated by
Joyce Burrows,
a patient**

I was admitted to York hospital and Megan was in charge of the ward. She remembered that I had been admitted earlier in the year with the same problem. Although the ward is continually busy, she still remembered, even though hundreds of patients must have passed through. This means you feel you are a person not just a statistic. She made sure that I was looked after whilst waiting for a bed and kept me fully informed as to what was going on and what was going to happen to me in a professional but caring manner even though she was extremely busy. Megan motivates the whole team on Ward 14, and it certainly shows in the way everybody connected to the ward treats the patients. If I am ever admitted to York hospital my wish is that Megan has transferred to that ward.

**Leah Swann, Sister Scarborough
and Lois Jones,
Healthcare Assistant**

**Nominated by Mr
Anthony
Markham, patient**

I was an inpatient to the Oak ward from 2- 4 August. I was admitted as an emergency whilst on holiday in Whitby. I spent 12 hours going through the emergency department during which time I had various blood pressure and blood tests taken along with a CT scan. As a result of those tests, I was admitted late on the Wednesday evening. I was given IV fluids and antibiotics as my blood tests showed a raised liver count. I was scheduled in for an MRI scan.

I must commend Lois and Leah for expediting me receiving the MRI scan on 4 August and subsequently being discharged later that evening. Both members of staff knew my predicament, I was a holiday maker with a wife suffering from bowel cancer and they couldn't do enough to help me. They have restored my faith in the NHS.



**Georgia Bowlby,
Staff Nurse**

York

**Nominated by
Andrew
Whitwell, a
patient**

In the last few years my mum has been poorly and truthfully, I was losing faith and confidence in the NHS system. That was until the last few days my mum spent in hospital just before she passed away. I would like to say all the team in AMU were brilliant, but Georgia Bowlby just made the difference to my mums last few days. My mum really took to her, nothing was too much trouble, Georgia went the extra mile constantly keeping a close on eye her, right up to end, my mum was afraid to pass away on her own, Georgia stayed on even after her shift had finished until I arrived. It takes a special kind of person to do Georgia's job, she was amazing, and I only wish there was more people as caring as her, we wish her all the best in her career and could never thank her enough for what she did for us.

**Rob Shaw, Head of
Echo**

Scarborough

**Nominated by
Acute Oncology
Team
Scarborough,
colleagues**

Rob has worked closely with the acute oncology team at Scarborough to help streamline the process for patients needing echo's prior to chemotherapy. On this occasion Rob went out of his way to stay at the end of the day following a busy clinic to ensure a newly diagnosed oncology patient got the echo required to commence chemotherapy urgently the same week.

Rob has also played a big role in developing the cardio-oncology pathway at Scarborough which has significantly improved delays in treatment whilst awaiting cardiology investigations. Rob and the team in cardio-respiratory continuously go above and beyond for our patients and we could not run our service so efficiently without them.



**Megan Horsewood, York
Waiting List
Coordinator**

**Nominated by
Peter Redfern,
colleague**

Going the extra mile in assisting myself with training and ongoing queries. Even helping me when Meg had a busy work schedule, nothing is too much trouble. Being there as a work colleague and a friend. Helping me to realize there is no such thing as a silly question. Making me feel part of a team even though I was only on temporary redeployment.



**Joanne Cooke,
Senior Healthcare
Assistant**

York

**Nominated by
Georgina Cherry,
colleague**

Joe has gone above and beyond for our learning disability service patients. This lady came in for surgery and I supported her with the eye team on the day. Joe rang the patient and her husband (they both have learning disabilities) to check on them and found out that there was a mix up with the eye drops. Joe spent a lot of time on the phone, going through what they had and helping to rectify the problem and reassure the couple. Joe talked them through how to administer them and stayed on the phone until she felt they were okay and could manage.

She rang the next morning as well and talked through it all again to reassure them and arranged to ring them back in the afternoon after their plans for that day. When she rang back, the patient said she had managed the drops well and she knew when she needed to do them again later.

Joe has also rearranged a follow-up appointment for this lady, which was originally arranged in YDH on a Monday, however I explained I don't work Mondays and that SGH is a lot nearer for them, so Joe checked with the consultant if they could be seen at Scarborough instead and then my colleague over there can support them in person. This is all sorted now and is much better for the couple.

Without Joe, they wouldn't have realised about the eye drops and it would have really confused them and worried them. Joe has spent a lot of extra time on the phone to make sure they are okay and happy with what they are doing, and it has clearly been no trouble for Joe to do this. Joe is clearly a very kind and thoughtful member of the team, and it has been a pleasure to work with her and I hope to in the future again.



**Medical Care Group Scarborough
General and
Operational
managers**

**Nominated by
David Thomas,
colleague**

Throughout the ongoing period of BMA industrial action, our general managers, and operational managers in Care Group 1 and 2 have been pivotal to ensuring both hospitals are safely staffed. Unlike the nursing dispute where senior nursing teams undertook the planning and execution of emergency cover, for medical staff disputes, this task has fallen to the managerial team, and they have repeatedly stepped up to deliver safe rotas. The achievement of this group of talented individuals cannot be underestimated. They have had to sensitively engage with colleagues to understand striking intentions; navigate the plethora of rules and restrictions in place as a result of legislation and BMA rules; nudge and cajole teams to provide cover and, undertake all the admin tasks that result including manual rotas, daily sitreps, pay returns and ECP claim forms for extra work done. In addition, as managers of their service lines, they have had to undertake the additional work generated as result of redeploying staff.

The amount of work is staggering. Cancelling or rescheduling clinics, capturing lost activity and re-working RTT trajectories etc. are tasks that are for the most part hidden from view but the team have had no choice but to absorb it into their daily workload at a cost to both their normal scheduled workload, often resulting in individuals working additional hours at evenings and weekends to get through all that is being asked of them. While much of the emphasis has been on medical colleagues undertaking extra work to cover the industrial action, we cannot lose sight of the extraordinary contribution that has been made over this period by our managers who primary focus has been patient and staff safety throughout.

We owe them and should recognize this through a star award for this excellent and talented team.



**Vicky Bouwer,
Patient Service
Operative**

York

**Nominated by
colleagues,
Katherine
Bandelaria,
Lynne Hopson
and Sam Coy**

Vicky transferred roles to the new PSO role. She has adapted well into the role and goes above and beyond for patients, their families, and staff. She is approachable, caring, helpful and understanding to everyone. She is always willing to help anyone. She is an absolute asset to the ward and deserves recognition for the extremely hard work that she does for our patients and our ward.

Ward 39

York

**Nominated by
Samantha
Williams, relative**

My 90-year-old Mum recently had a fall in the garden which led to her fracturing her hip and spending two weeks on Ward 39.

She had a wonderful time in the care of everyone who worked on the ward - from the catering staff, cleaners, healthcare assistants, nursing staff, doctors, and physios. She felt it was like staying in a five-star hotel; the care she was shown was incredible. One nurse made sure she could speak to one of her sons who lives overseas, while another nurse did her hair so that she could feel herself again.

My mum was treated with kindness and dignity and believe that this has aided her recovery to being independent once again. Thank you so much for looking after her and getting her back to her old self again.



**Sundeep Sandhu,
Consultant
Paediatrician**

York

**Nominated by a
colleague**

Sunny is a such a hard-working doctor, who I feel does not get the recognition she deserves - part of the reason for this nomination. However, she really showed her skills recently with a challenging case requiring complex decision making and advanced clinical skills. She demonstrated a level of medical practice that was above and beyond.

**Vanessa Bannister,
Outpatients service
administrator**

Scarborough

**Nominated by a
colleague**

Vanessa is a relatively new member of the team and has quickly become an asset to the department. She is always happy to help patients and colleagues whenever she can, and always goes the extra mile. She really is an asset to everyone. She comes across always smiling and happy. Vanessa can always be relied on to fill the office with her sheer kindness and vivacious personality - we are so lucky to have her in our team.

**VIU (interventional
radiology/cardiology)
team**

York

**Nominated by Dr
Simon Zakeri,
colleague**

This is a highly organised, hardworking team that strives to treat patients minimally invasively and with great care. Both during and out of working hours, the team gives their best to coordinate and treat patients, helping wards deal with arguably the sickest patients traversing the hospital.



Breast Imaging Unit York

**Nominated by
Julie Dixon,
patient**

I received my letter for my invitation to have a mammogram. I was obviously slightly worried and apprehensive. When I approached the reception desk, they were all very friendly and put my mind at rest. Sophie carried out the examination and was so nice I almost forgot where I was and what we were doing. No embarrassment whatsoever. When we were finished, I was told that it would take approx. three weeks to get the results. I was very pleasantly surprised to receive them in just one. To make matters better I got all clear as well. I just wanted to thank the team for looking after me so well and to let everybody know that if you are worried about going and having your examination then don't be - they will look after you.

**Louise Croft,
Specialist
Radiographer York**

**Nominated by
Isabel
MacDonald,
colleague**

A lady that recently attended for her first breast screening appointment was extremely anxious. Louise was very welcoming, understanding, and empathetic. Louise helped this through her mammogram and the lady was very appreciative.

**Harley Cockayne,
Specialist
Radiographer York**

**Nominated by
Isabel
MacDonald,
colleague**

Harley helped a lady through her first mammogram appointment. The lady was extremely anxious, but Harley was very welcoming, caring, and empathetic. Harley was understanding of the lady's anxiety and talked her through the process with great professionalism.



**Sue Pepper,
Cleaning and
catering operative**

Bridlington

**Nominated by
Graham Healey
and Cat Hirst,
colleagues**

During some staffing shortages, Sue has gone above and beyond to ensure the high standards are maintained throughout the hospital. On many occasions Sue has moved to areas she is unfamiliar with to support her colleagues at very short notice, while also maintaining the standards in her normal area. Without this continued support we would have struggled to cover the areas.

Most recently an area had been raised that required some extra work to raise the expected standards, Sue without hesitation immediately went to the area and did a fantastic job rectifying the issues.



Phlebotomy team

Trust-wide

**Nominated by
Eoin
O'cuinneagain,
colleague**

The Phlebotomy team take and handle thousands of blood samples for patients sent to them by both outpatient and primary care clinicians and this is a service vital to the Laboratory service.

Traditionally in the various Outpatient locations this has been a "pen and paper" exercise, unlike on the wards where the team use CPD. This is an important often-overlooked job that they do very professionally and cheerfully, safeguarding the best interests of the patients.

That is not why I am nominating them, however. This year from April we in the Laboratory services as part of vital changes to our new systems asked them to take on the additional use of the ICE Ordercomms system used by GP and Community Users of the Lab Service. This project required them all to have new computers and printers, put up with building work and staff training, to undertake training, and become regular users of this key computer system that to date was only used by Primary Care.

There was some understandable trepidation among the team that this additional IT task in their busy day, and with additional equipment and complexity would slow them to a standstill and add extra undeserved stress. They agreed to give this major change to their working practice a go, with such bravery and professionalism that the whole experience went well. The Pathology IT Team would like their continuing flexibility and positive attitude to what must have been a stressful change recognised by the Trust.

I would also like to include honourable mention of their manager Catherine McCluskey and Ollie Milner who arranged and facilitated training and support for staff.



**Dan Howarth,
Healthcare Assistant**

York

**Nominated by
Abigail Bell,
colleague**

Since joining our team Dan has been nothing but spectacular. Always the first to help and is fantastic with patients.

**Ollie Milner,
Pathology IT
Technician**

York

**Nominated by
Paula Garcia,
colleague**

It is my privilege to nominate our exceptional IT colleague for his outstanding support of our microbiology department. His quick response to our daily enquiries, combined with a consistently positive and friendly attitude, has made a profound impact on our team's effectiveness.

Recently, we encountered a last-minute label issue that could have created a significant disruption in our workflow. We contacted him and he displayed remarkable activeness and expertise in resolving the substantial problem. Ollie very quickly acted on it, and very diligently he offered us different solutions to print some out to prevent us from running out.

We appreciate how busy he was those days as part of the department was moving offices and all the PCs needed to be set up again. This demonstration of his skills and dedication shows his value not only to our team but also to the NHS organisation. His unwavering commitment to his role worth recognising.



**Suzie White,
Administration
Assistant**

York

**Nominated by
Beth Loseby,
colleague**

Suzie received a call from a patient who had been invited for a routine mammogram. The patient was very nervous and anxious about attending for her appointment and didn't want to come due to this. Suzie, despite having a long queue of phone calls ready to be answered, was kind, patient and respectful towards the patient - taking her time and talking through the procedure and addressing any concerns that the patient had.

She made sure the patient felt at ease, listened to and comfortable and didn't rush her, despite the pressure of the busy workload. This phone call really made the difference as the patient decided she wanted to come for her appointment following her conversation with Suzie. I'm sure that this conversation will remain in her thoughts during the screening process and for future mammograms.

**Peter Donnelly,
Medical secretary**

York

**Nominated by
Kirsty Mellor,
colleague**

Peter has joined the dermatology team this year and from the very first day has always been friendly, reliable, prompt, professional and goes above and beyond within his role at every task given.

Peter joined the dermatology department at a difficult time due to staff shortages and backlog of work but has taken to this challenge as a natural and all within his stride. Peter is a joy to work with and I am personally proud he is part of the dermatology team as he is a massive asset. I can also speak on behalf of my fellow colleagues who also have given such great feedback. Well done, Peter.



**David Sugden, IT
Service Desk Analyst** **York**

**Nominated by
Sara Kay,
colleague**

I would like to nominate Dave Sugden for a star award because for 48 hours my CPD was not working, and he was the only member of staff who was able to solve the issue straight away. He was so personable, kind, and helpful, and persevered with the problem until it was solved. He is an asset to the IT team and without him I would not have got back on to the system as quick as I did. Not having had the access to CPD for the 48 hours was highly frustrating and thanks to David, he got it back up and running.

**Graham Walker,
volunteer
(Emergency
Department)** **York**

**Nominated by
Sandra
Whittaker,
colleague**

Graham is amazing with all the patients. He spends time with them to explain what is available for them to eat and drink, he has compassion and understanding and is an absolute star.

**Petya Spasova,
Physician Associate** **York**

**Nominated by
Caitlynn
Eckhardt,
colleague**

While working on a different ward (AMB) Petya was able to facilitate an IPC check to ensure an acute oncology patient's drain was not blocked and was draining appropriately. Petya took time out of her already busy day (Friday before a bank holiday) to help a patient that was not necessarily her responsibility. This demonstrates what a good person Petya is, and how she always has the patient's best interests at heart.

Petya works in an efficient and professional manner, and always remains very approachable.



Michael Needham, **York**
Transport Driver

Nominated by
Phil Bland,
colleague

While undergoing training with the Mobile Chemotherapy Unit drivers' team, Michael's trainer becoming ill. Michael found help from the nurses on the unit and them took him to hospital to receive medicinal care. He then returned to the mobile unit and took over - insuring there was no drop-in service. He since then continually covered the other drivers shifts to help provide the service across all sites. Without Michael the service would have come to a halt.

Ward 31 **York**

Nominated by a
colleague

The staff had to cope with a number of patient deaths in one week. They did so with amazing compassion, professionalism, and empathy. As one family said: "We're so grateful for the care he received, he couldn't have been in a better place."

Maxine Rawle, **York**
Gastro Nurse
Specialist

Nominated by
Ealish Brew,
patient

Maxine was thorough, kind and did not rush me during the telephone consultation. She explained my treatment options for me in detail and even managed to organise the prescription for my new treatment to be processed that day, despite consultant strikes. The meant the delivery company for the medication got in touch within a few hours of our call to arrange delivery of my biologic medication. I felt like I'd really been listened to, and she ensured all my questions were answered. I am grateful that she's been a part of the team looking after me.



**Fredroe Para-on,
Staff Nurse**

York

**Nominated by
Riz Banados,
colleague**

Freddy is a great leader. He makes sure that he is available for his staff and his patients, even if he is very busy with his own admin jobs.

**Outpatients
Department**

Bridlington

**Nominated by
Sharvari Gurao,
colleague**

I work for DMC Community Services and must work in various surgeries and hospitals. I haven't really seen a better and nicer team than them. Though I am not a regular at Bridlington, they have always treated me as their own and have run to my help whenever needed. If they are that way with me, I cannot even imagine how amazing they would be with patients. A very supportive, empathetic, and genuine group of people and I think they deserve an award.

**Pharmacy team (for
Emergency
Department)**

York

**Nominated by
Donna Exton,
colleague**

Katie and her team have been amazing during the move to the new emergency department. There was a swift movement of all the medications, we were well communicated with, and any problems were promptly resolved. If we have any new idea or change, we want to make Katie (Dore) is always receptive and pro-active.

Team ED want to say thank you.



**Steve Robinson,
Senior operating
department
practitioner (ODP)**

York

**Nominated by
Sharmayne
Repetto-Lee,
colleague**

Steve always comes to work with a smile on his face - he lifts everyone spirits and makes us laugh. Steve is amazing with the paediatric list. Steve is also an amazing drawer and has done some wonderful drawings of surgeons. Steve works to the Trust values and is an amazing part of York Hospital, where he has worked for a long time as an ODP.

**Hollie Matthews, Play York
Assistant**

**Nominated by
Gemma Granger,
colleague**

Hollie joined the team just under a year ago and has made such a positive impact. Hollie's role was newly developed, so although the framework was there, it was down to Hollie to develop her role and create her own identity.

The principal and ethos of her role was 'play'. Hollie brings new creative ideas to engage the children as well as making the areas bright and welcoming with her art displays. The new role has supported the team in allowing them to have an enhanced focus on areas such as distraction and other preparations. Hollie is always keen to help, and nothing is too much trouble. She always has a smile on her face.

Hollie is an asset to the team.



**Lucy Gloat, Staff
Nurse**

York

**Nominated by
Gemma Granger,
colleague**

Lucy relocated to York from London and joined the team only three months ago. Lucy has become a valued and well-respected member of the team straight away. Lucy is an excellent nurse who holds the Trust values in her core. She thrives on delivering the best care possible and to the highest standard. Lucy cannot do enough to help her patients but colleagues alike. Lucy has been requested to work cross site on numerous occasions and at short notice and she is always extremely accommodating. Lucy brings such an enthusiasm and positive energy.

**Heather Rafferty,
Admin Manager**

Scarborough

**Nominated by
Lauren Haigh,
colleague**

Heather assisted with a baby requiring a 24-hour tape.

Heather went above and beyond to search for a staff member who could help me, to ensure there was no delay for this baby. Heather stayed past her shift to assist me and ensured that the following morning a staff member would attend promptly. By 9am the next morning a wonderful member of staff arrived.

I cannot thank Heather enough for her support and help with this matter - she really helped a family out who were desperate for their baby to receive the treatment they needed.



**Blood Sciences
Specimen Reception**

York

**Nominated by
Polly Boyes,
colleague, on
behalf of the
Biochemistry
Team**

The specimen reception team are currently working under a large amount of pressure. There are staff shortages, as well as new staff to train.

Specimen Reception staff are the first point of call for the labs, and the job they do is vital. Despite the current challenges, staff continue to show how much they care about the patients behind the samples, and about each other. They look out for each and ensure each other get breaks, they check in with each other's wellbeing, they change plans at short notice to cover gaps in the rota, and they work extremely hard to get the volume of samples debagged and booked in.

The MLAs will do all that they can to help other departments when needed and it is hugely appreciated. As an example, when one of the Biochemistry BMSs was rota'd for her first night shift, there was due to be no MLA on the night. The team moved staff and duties around at short notice to ensure she was supported. Thank you to this hugely important team.

**Anette Jarvis,
Domestic**

York

**Nominated by
Peter Redfern,
colleague**

Annette always has a smile and a kind word for everyone. She always goes the extra mile in her cleaning. We always know when she has been in as the office is cleaned to a high standard. Nothing we ask is too much trouble for her to do.



Ward 26

York

**Nominated by
Jennie Johnson,
relative**

After a tonsillectomy, my 21-year-old son became unwell. We had been given direct contact to Ward 26. The ward members could not have been more helpful. The receptionist was very friendly, helpful, and understanding. The doctor's response was very quick and reassuring - resulting in consultation and medication being administered quickly. We think the team on Ward 26 deserve a high five and a well done for their efficient teamwork. Thank you.

**Easingwold district
nurses**

Community

**Nominated by
Rose Topps,
colleague**

I have been studying at the university of York as a student nurse for the last four years - I have had a course extension due to health issues. I have been placed with this team since November 2022 (will be a total of 10 months on completion in a couple of weeks from now). I cannot express enough how outstanding the team has been in welcoming me, teaching/training me, encouraging my progress both professionally and personally and supporting me throughout.

I have struggled immensely with the course and can quite honestly say the team have reignited my love for nursing as well as a confidence within myself to become the best nurse I can be. Without a doubt I would not have achieved my goals, learned so many valuable skills and progressed the way that I have this last year or possibly even finished the course without the help of this fantastic team.

They deserve all the credit they can, I am truly honoured to have spent this time with them. The care they deliver daily is outstanding. The patients admire them and appreciate their services with which they could not live without, and they should be recognised and applauded for this.



**Kara Hillary,
Domestic**

Scarborough

**Nominated by
Maria Milnes,
colleague**

I have worked with Kara for just under two years and she is an absolute pleasure to work with. She works so hard every single day and never complains. She is always happy to help others, falling behind and cover extra non-spec jobs and duties so the audit does not drop down. While her workmates are on leave/holiday she really tries so hard to keep our ward as clean as possible. Kara is a valued member of the team and has such a great work attitude. I feel as though she really deserves an award.

**Vicky Spencer,
Medical Education
Service and
Revalidation
Manager**

York

**Nominated by
Jessie Radley,
colleague**

Vicky is in the middle of transitioning to her new senior role within our department during our busiest time of the year. Vicky has taken everything in her stride and has approached her new role with lots of enthusiasm. No job has been too big or too small for her. It has not been very straight forward but that has not mattered to Vicky. She has simply soldiered on and got it done.

There have been times that I have needed some extra support within the past few months and Vicky has been open, honest, and kind with me - providing me with the support I have needed, when I have needed it. I think it would be nice for Vicky to get a Star Award, as I think it is well deserved.



**Jessica Dixon,
Reporting Analyst**

York

**Nominated by
Sandra Quinn,
colleague**

Jessica's determination and support to myself since I started my new role as been second to none. I have recently been tasked as Project Lead for Surgical Site Infection (SSI) Surveillance for the Trust. Bench marking of SSI is a mandated requirement in orthopaedics and voluntary SSI reporting is also the case in other specialist surgeries.

Jessica's knowledge and innovation to assist the project to be successfully commenced, for this journey of collating this data to look at the initial figures against national results for SSI. Her wealth of experience keeping a handle on the whole concept of collection.

Through assisting with this project Jessica is demonstrating engagement with the trust values of openness, kindness, and excellence, but being kind and patient with me, especially as I am not an expert in data collection, has been gratefully appreciated. The greater picture of cracking data collection will assist in quality improvement for surgical specialist patient care and the Trust service striving for excellence that impacts on patient safety and experience. It will impact on patient flow which support the Trust strategic priorities.

Nothing is too much trouble for her; I would love her to be recognised for the hard work that she does quietly in the background.



**Fran Hughes,
Healthcare Assistant**

Community

**Nominated by
Jodie Wheatley,
colleague**

Fran has gone above and beyond her role as an HCA on many occasions over the past 12 months, but this act of kindness really touched me and made me feel proud. We are so fortunate to have Fran in our team as she genuinely cares for her patients in all that she does.

We treat and rehab stroke patients; one patient had been in hospital for a long time and taking modified diet due to dysphagia. The patient was really struggling with this change and expressed they would really like to have a burger when discharged if they were to ever regain their swallow fully. Fran helped to motivate the patient. She told the patient that if they progressed to a 'level 7 diet' before discharge then she would treat them to their favourite meal.

I was really moved, when on the day the patient was upgraded to normal diet, Fran stuck to her word and ordered them a meal to be delivered to the ward which she paid for herself. She then sat down with the patient and supported them, chatted to them, and let them enjoy their burger. It was lovely to witness.

The patient was so grateful for Frans kindness. She is a credit to the Trust, always putting patients at the heart of everything she does. It is a pleasure to work with her and I am really impressed by the empathy she has for others. She is an inspiration and I want her to know how valued she is by not only patients but her team. Well done, Fran.



**Clinical Haematology York
Secretarial team**

**Nominated by
Megan York,
colleague**

***Freya Ansari,
Michelle Livesey,
Elaine Calpin,
Caroline Arnold,
Sally Dawson, Helen
Speck and Jodie Fox***

The Clinical Haematology Secretarial team in York have had to work through a lot of disruption while their office was being moved within the Lab Med department.

There were lots of challenges with the move, which had a big impact on their ability to work. They had to adapt at short notice, being split up and redistributed to different offices in other parts of the hospital when their own office unexpectedly was not ready for them to work in and things changing daily. Some part time members of the team had to change their working days at short notice. The team took this in their stride and worked through this to maintain the service. They communicated well despite being split up - keeping each other up to date on the work that was being completed to make sure no one overlapped.

Their commitment to keeping things moving while being unsettled like this reflects their dedication to the patients they help to look after.



**Vicky McGrath,
Midwife; Lizzie
Verity, Midwife;
Charlotte Copson,
Midwife; and Tracey
Butterfield, Midwifery
Support Worker**

York

**Nominated by a
patient, c/o Bev
Waterhouse**

A mother and father of identical twin girls would like to recognise the outstanding care and compassion they received from Lizzie, Tracey, Vicky and Charlotte.

The parents would like these colleagues to know how much their kindness, thoughtfulness and care meant to them at such a time of distress for them. The mother explained that she was pregnant with twins, and ill with Covid when she received a wellbeing call from Tracey. The mother explained to Tracey that she felt unwell but went on to describe symptoms Tracey immediately recognised as dangerous, and suggestive of Twin-to-Twin Transfusion Syndrome and told the mother to attend immediately.

Tracey then made arrangements for her to be reviewed urgently. The mother felt that this call "gave us the opportunity to save our girls." The parents went on to note that while they recognised how busy the unit was, Charlotte and Lizzie never alluded to this and made them feel that they had all the time in the world for them. The parents met Vicky McGrath at their more recent appointment, and were immediately struck by her professionalism, expertise, and kindness.

We would like to recognise and celebrate these nominees, who all deserve a special thank you.



**Surgical Care
Practitioners:
Richard Bond, Simon
East and Luisa
Stainthorpe**

York

**Nominated by
Medical
Education
Department c/o
Gail Tanner**

As surgical care practitioners (SCP) they have gone above and beyond in supporting trainees into Surgery Departments/wards surgery in the Trust. Foundation trainees have told us that without their support and attention to detail, the transition from medical student to foundation trainee would not have been such a positive experience. The SCPs have ensured that the all the trainees are getting an opportunity to attend theatre, receive all their SDT time and have arranged bespoke teachings and perhaps best of all just being approachable and available on the wards for the trainees to speak to in their early days of training. Thank you.

**Marina Reed,
Occupational
Therapist**

Community

**Nominated by
Emma Nield,
colleague**

I have had the pleasure of working alongside Marina for the last eight years in the York Community Response Team. Marina goes well and truly above and beyond for all her patients; she is the lead for patients who are admitted to Fulford Nursing home for rehab and arranges their safe discharge back home when they are ready. Marina has previously purchased chairs for patients from her own pocket just to ensure the patient has the most appropriate seating to enable them to live more independently and safely. Marina often works over her shift time as she strives to make sure all her patients are ok; she regularly brings amazing homemade treats into the office for all the team, and she arranges team events to bring us all together. Marina is an amazing listener and would do anything to help if she can, welcoming new starters with open arms and keeping an eye on them to make sure they are settling in okay. Marina manages to do all this while flying under the radar, she is loved by all the team and deserves the star award recognition, so she knows how much we all value her.



**Gill Cryle, Service
Desk Team Leader**

Trust-wide

**Nominated by
Terry Winter,
colleague**

With the constant IT developments and the amount of stress it causes all staff when the IT changes are in process, Gill must be nominated - as not only is she very knowledgeable and proficient - but she is also always the key person to solve the problems.

I hear her name in passing by other colleagues in my department and in my previous department, as the go to person if possible. No matter how stressed one is with their PC and she must have received many a complaint in her line of work that is renowned as a thankless occupation, and yet she seems to be able to overturn heated irritated high emotions, to a calm state. This demonstrates that she meets the trust behaviour of being respectful (even though she is always on the receiving end of complaints).

She is helpful without a doubt solving the problem in hand or seeking advice by collaborating with other team members and coming back with a resolve. This in turn shows that she has listened to what is being asked, while displaying a professional attitude and not retaliating in any way or form but responds always with integrity and empathy.

**Lydia Bennett,
Principal Pharmacy
Technician-
Automation and
Homecare**

York

**Nominated by
Phillip Parris,
colleague**

Lydia has been very supportive since my wife was diagnosed with breast cancer at the beginning of December 2022. She has looked out for me, offering help at every opportunity at work, advising on using special leave for hospital appointments or treatments, and to just listen if I want to off load how I am feeling. She has made a difficult time in my family's life a lot easier - making work a little refuge of normal life. She was also just as happy as we were when my wife was given all clear a few weeks ago. She has been everything a good boss could be at a very difficult time.



**Lucy Brice and
Georgia Miles, ward
clerks**

Scarborough

**Nominated by a
colleague**

Lucy and Georgia are the glue that keep this unit together. Nothing is too much trouble for them they are always more than happy to help anyone both patients and staff and do so daily - with a smile. They are polite, professional, and passionate about the work they do and the care they provide. Their hard work and dedication to the job shows in the smooth running of the unit. They make everyone's lives that little bit easier. Thank you for everything you do.

**Sophie Wilkinson,
Clinical Coding
Trainer**

York

**Nominated by
Htike Hlaing,
colleague**

I am a new member of staff. Sophie has been very kind to me and other new member of staff. She has been training us about clinical coding since we started our roles in July 2023. She is very patient, kind and understanding. We are allowed to make mistakes and never get the blame. She is always ready to help us with our learning. She has been teaching us and guiding us to do our job properly. She is clever and experienced person. I feel very fortunate to have Sophie as our trainer.

I would like to thank her from the bottom of my heart.



Intensive care unit York

**Nominated by
Kimberley
Bowen, relative**

My dad was transferred to the ICU department after suffering a sudden and severe cardiac arrest in York train station. Lisa Barrett was the first nurse in charge of his care that day and without her knowledge, expertise, honesty and genuine compassion, the hardest day of my life was bearable. She explained everything perfectly, and as the journey continued for my family, eventually my father passed away.

Katie took care of him during his first night and Harry followed through during the day. Harry cared for my father like he was his own and showed levels of care and compassion second to none. His dedication and commitment to my family will stay with me forever. Heather took care of my father during his final night and stayed with him in his final hours, a gift I'll never be able to repay. Annabel, the ward clerk, was exceptionally supportive and never let us feel alone when we needed a break. She was always there with a smile, an ear, and a kind word. Andy, the ICU consultant, ensured we were informed, updated, and involved every step of the way and always accommodated every request, answered every question, and supported our decisions along the way.

The organ donation specialist nurses, especially Matt Marks, went through the process perfectly and enabled us to let my father give one last gift to those in exceptional need. His time with us during this short journey was such a relief and they ensured I was updated every single step of the way. They allowed my dad to do the one last thing he wished to do when his time came, and they did it so compassionately, they will never be forgotten.

I will never forget every single person's kindness, compassion and commitment to their patients and relatives. Without them, I would not have gotten through this time. I owe them so much and I sincerely hope they know just how vital they all were in my father's sudden last days. There are truly no words to express the miracle they gave me, time to say a true goodbye to my father, which without them, would not have happened.



Patrick Afriyie, Nurse Scarborough

**Nominated by
Natalie, mother,
and Phoebe
Hayes, patient**

I took my seven-year-old daughter to the Emergency Department at Scarborough where she was looked after by a pediatric nurse called Patrick. I have never met a nurse who displayed such amazing values. He is an absolute credit to Scarborough Hospital. Our experience with him was exceptional and outstanding.

He took my daughter to do her observations and put a massive smile on her face from the off and was making her laugh. She was put at ease from the beginning from Patrick. Every time she saw him she was saying how nice and funny he is. He was so caring, he brought her a choice of sandwiches and juice, asked her lots of questions about her.

Phoebe is extremely nervous and scared of the unknown such as needles and has a big phobia. She won't even have the nasal flu drop each year and it can be very challenging as she is so scared. He asked if she was feeling brave and explained about having her bloods done. He showed her everything he was going to use, he talked her through it all. He was asking about her favourite holiday to try to distract her and didn't stop trying. After a few attempts and all his efforts Phoebe wouldn't have the bloods done and was crying with how scared she felt. And kept pulling away and he obviously can't force her to have them done.

He was so patient and extremely kind to her and understood her worries. He asked what her favourite colour was which she said was pink and he brought her a pink Teddy bear to keep. They both discussed names of her new Teddy. He said what about 'needle' because the more you get to know someone the less scared you'll be. He came back after ten minutes and was amazing with her. I don't know how but she was extremely brave and had her bloods done. He was telling her all the way through it how proud he was and how proud I will be and how brave she was.



**Kim Kroon, Staff
Nurse**

Scarborough

**Nominated by
Tracey Mitchell,
colleague**

I feel that Kim is a real team player. She does not just have the patient's best interest at heart, she has her work colleagues too. On a regular basis Kim always stays behind with her healthcare support workers who are still in clinic due to delays, to ensure they are well supported. Kim does this off her own back and when reassured all is well she will always stay with us to the bitter end, meaning that she is always the last on the unit. I feel that Kim deserves to be recognised for this and that she is aware we appreciate all she does to support us. Teamwork is essential in all areas of care and Kim goes above and beyond to make sure we are safe and supported, even if it means she must give up her own time.

**Lucy Shuter, Ward
Clerk**

York

**Nominated by
Vicki Patrick,
colleague**

Lucy is a new ward clerk within the department of patient admin. It would be great for her to be recognised as she has adopted our core trust values, team working and covering additional long-term sickness, always with a smile and nothing is too much trouble. She is a great asset to the department.

**Clare Vernon, Ward
Clerk**

York

**Nominated by
Vicki Patrick,
colleague**

Clare is the new ward clerk working on Ward 36. She has adopted our core trust values. She has great strength in organising her working environment, making her medical colleagues feel supported. She has covered annual leave and sickness - a great asset to the team.



**Helen Scott and Jade York
Horgan, specialist
radiographers**

**Nominated by
Emily Hurst,
colleague**

During a busy cardiac CT list Helen and Jade went above and beyond to ensure that a patient who had a previous traumatic hospital experience could safely undergo the examination.

They were incredibly patient, supportive, and understanding - spending time listening to the patient's account of their prior experience and carefully ensuring that they used the given information to proceed in a sensitive manner. The patient was understandably anxious but because of their considerate communication was able to undertake the examination calmly.

I believe they went above and beyond to support this patient to have this examination. It was a busy list but at no time did they make the patient feel rushed, and I strongly believe that it was their patience, understanding and support that allowed the patient to complete the test.

The whole CT radiography team do a wonderful job with a variety of patients every day, but on this occasion I feel this level of care was exemplary and I was proud to be their colleague.



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, all-caps font with wide letter spacing.

October 2023



Jane O'Neill, Breast Care Nurse	York	Nominated by Anne Marshall, patient
<p>The whole staff at the Magnolia Centre are wonderful but Jane went above and beyond during my healing process. Always at the end of the phone or email offering buckets of support and reassurance during my wobbles. Grasping my sense of humour, laughing with me and just 'getting me' continually putting me at ease during endless visits. Massive thanks for helping me survive and lots of laughter along the way.</p>		
Medical Engineering Team	Scarborough	Nominated by Pam Toas, colleague
<p>We have recently had an incident on SCBU in Scarborough which involved medical gases and respiratory support to babies on the unit, resulting in equipment failure and potentially failure to be able to support babies who required additional respiratory interventions. Jason attended daily meetings and worked tirelessly with the nursing team and medical device safety officer to try and identify and reduce the risk to the babies on the unit. He sourced pressure meters to alert to any changes in the medical gas supply to the unit and has provided weekly updates. He also ensured the equipment was sent back to the manufacturers for a full service and to identify any underlying faults.</p> <p>Jason also went above and beyond leaving his contact details over a weekend to support the nursing staff in the event of any further issues. I would like to say a big thank you to Jason and his team for the prompt responses and support.</p>		



<p>George Dawson, Rotational Physiotherapist</p>	<p>Scarborough</p>	<p>Nominated by Rachel Russell, colleague</p>
<p>George goes above and beyond what is expected of him on a frequent basis, in his first rotation of his first role since graduating. He has demonstrated strong leadership skills and been proactive in developing, trailing, and evaluating a system to speed up administration tasks at the start of a week to increase staff capacity to support patient care. This has been well received by the team and proving effective in practice.</p>		
<p>Rebecca Wilson, Surgical Physiotherapist</p>	<p>York</p>	<p>Nominated by Jenny Olivey, colleague</p>
<p>Rebecca has shown dedication and hard work above and beyond expectations; demonstrating all the Trust values while working closely with a patient on ward 26.</p> <p>Having a length of stay over 60 days to date, and with complex surgical management the patient has had a difficult time. Throughout his journey Rebecca has shown great empathy but also fantastic skills in motivating and engaging him in activities. Rebecca always takes time to sit and listen, which is often timely due to patient having communication difficulties due to a tracheostomy, showing lots of kindness. The patient consistently feedbacks back to positive impact Rebecca has on his care. After numerous surgeries and complex situations, the patient can be frustrated and low in mood, however Rebecca recognises this and facilitates additional and above to help keep up his motivation. Over last couple months she regularly taking him off the unit, outside and to the therapy garden.</p> <p>Rebecca has also been a great advocate for the patient and been actively involved in ongoing care plans and discharge planning considering all the patient's wishes. What is remarkable and outstanding is Rebecca's ability to go above and beyond during times of staff shortages and changes. You are a star thank you.</p>		



<p>Emma Benson, Recruitment Advisor</p>	<p>York</p>	<p>Nominated by Lydia Szczerbicki, colleague</p>
<p>The Trust is welcoming 107 pre-registered nurses this Autumn, which would not be possible without Emma and her colleagues, Sophie, and Ben.</p> <p>Emma works tirelessly to ensure that we are visible as a fantastic employer for Pre Reg Nurses coming straight out of university. Not only does she get out and about to the Universities across the region attracting PRNs, but she then ensures that we retain them throughout the recruitment process by delivering an exemplary service.</p> <p>Emma puts her heart and soul into her work and knows every nurse going through the process. She works closely with the preceptorship team to ensure that we are working collaboratively to have seamless processes that make us a desirable place to work whilst providing an incredible candidate experience.</p> <p>Emma really does go above and beyond, and she really encompasses the Trust values. Her efficiency and ability to organise such a crucial part of a large staffing group is marvellous and we are so lucky to have Emma not only in the team but also in our Trust.</p>		
<p>Bethany Hoggarth- Hall, Service Desk Analyst</p>	<p>York</p>	<p>Nominated by Gill Cryle, colleague</p>
<p>Beth has been with the Service Desk for almost a year now and made a huge impact with her enthusiasm and thirst for knowledge. She has created a mass of knowledge articles, to not only assist the rest of the team with resolving tickets, but also assisting users who log tickets via our self-service tool online. Beth takes it upon herself to speak to other teams in the department to gain knowledge on how to resolve incidents to improve her skills, and to then in turn pass this knowledge to the rest of the team via her expertly written knowledge articles. Her tenacity in finding out the resolution to problems is remarkable and she is an asset to not only the team but to the whole department.</p>		



<p>Julie Wood, Clinic Manager</p>	<p>Scarborough</p>	<p>Nominated by Charlotte Wild, colleague</p>
<p>Julie is always so helpful in any situation, and nothing is ever too much for her. You can go to her with any problem, and she will do her upmost to resolve this. She always puts patients first.</p> <p>Recently I had a distressed patient on the phone that needed an appointment for her husband and unfortunately, I could not see any availability. I went to Julie, and she immediately came up with a plan of action which resulted in sorting out an appointment. She is always there for advice and guidance and feels like a great comfort and support.</p>		
<p>Security team</p>	<p>York</p>	<p>Nominated by Callum Kilburn, colleague</p>
<p>Two security colleagues, while on patrol at York Hospital, noticed a violent altercation accruing off site between an intoxicated couple. Officers could see the potential impact this could have on others in the area, including our own patient and visitors to the hospital site. They continued to monitor the situation, and during this time an elderly male who was attempting to walk past was physically assaulted by being hit repeatedly in the face, with one of the assailants attempting to strike the male again. At this point the two officers ran across the road to intervene and used restraint techniques, preventing the male from being seriously harmed with a serrated weapon. Security control contacted the police while additional officers attended the scene to support the victim until the police arrived.</p> <p>As the manager for the team, I would like to highlight the above quick reactions of our officers, and nominate the security team, in particular David Brown and Andrew Holmes for their courageous act in going above and beyond outside their own work remit, to protect this member of public from potential life-threatening injuries. Well done team.</p>		



Amber Thompson, Staff Nurse	York	Nominated by Jenny Olivey, colleague
<p>While the therapy team have been short over the last two months Amber has been such a great help and rehabilitation advocate for our critical care patients.</p> <p>She uses her initiative to ensure all patients are out of bed when able, dressed in their own clothes, have clear plans and where possible takes them for trips outside. In last couple months Amber has facilitated at least three trips outside to therapy garden with patients; on one occasion taking three patients at once - motivating them all.</p> <p>Amber demonstrates the Trust values but also the ethos of early rehabilitation within critical care and as a therapy team we are extremely grateful and thankful.</p>		
Sophie Miners, MCA lead practitioner	Scarborough	Nominated by Georgina Cherry, colleague
<p>Sophie is always very approachable and accommodating in supporting me in my role as the learning disability nurse.</p> <p>In my role, I need to monitor mental capacity assessments with every patient of mine, whether they are on the wards or coming in for an admission/appointment/meeting, and I regularly have queries around this, that Sophie is always willing to answer. She will ring me promptly and discuss the issues at hand and explain everything thoroughly to me and talk through a plan of action. There has never been a time where I feel I cannot ask her something or if I need to keep going back to her about the same patient, she is always happy to help and listen.</p> <p>I have learned a lot about MCA from working with Sophie (and Karen) and I really appreciate the time and dedication spent on supporting our LD service. It's a pleasure working with her, thank you.</p>		



Emily Burkill, Staff Nurse	York	Nominated by a colleague
<p>Emily qualified as a nurse nearly a year ago; during this first year she has had her share of difficult shifts on the ward, including being involved in a very tough emergency. She never complains, works hard, and ensures patients are treated with compassion. She truly cares about every single one of her patients, despite these challenges of the ward.</p> <p>In my eyes she deserves this as she really is an amazing nurse, a star, and it is a privilege to work alongside her.</p>		



Kate Kennedy, Healthcare Assistant	York	Nominated by Georgina Cherry, colleague
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Kate was extremely receptive and amenable to the reasonable adjustments that I needed for a patient with severe learning disabilities and autism. There had been a previous complex admission for his surgery, and he needed a follow up appointment at the clinic to check the wound and dressings. Kate was open and listened carefully to my requests and the information about the young gentleman. After listening, she then had suggestions and ideas of her own that were very accommodating and made my job a lot easier.

She suggested changing the appointment time to one that was quieter for him and would mean he did not have to wait - this was in between clinic, during lunch. She also offered after clinic hours, where she would stay later to see him if it made it easier for him. Mum chose lunchtime and Kate met them at the lifts and took them straight through to the clinic room (she had arranged the largest clinic room to accommodate mum and dad being there as well and to give the patient more space) where she promptly assessed the wound. On seeing it, Kate realised it needed anti-biotics for an infection and quickly liaised with her team to get these prescribed and collected. The patient coped really well in this situation, and this was all down to the adjustments Kate had made.

Kate had thoroughly read the hospital passport I had provided and knew how to manage the patient due to this and our conversations. Nothing was too much to ask of Kate and her independent suggestions were invaluable. She sent me an email to let me know how the appointment went which our service appreciates greatly, if we can't be there in person ourselves. Kate also booked him in the week after for a follow up and handed all the details and adjustments over to her colleague. Kate's approach to this situation was calm and understanding and very respectful.

It makes a huge difference to our service when colleagues are receptive and can put reasonable adjustments in themselves, as we cannot be available for every appointment unfortunately; so, knowing there are colleagues like Kate who can support us, and our patients, is wonderful. Thank you.



Security Officer, Terry Williams, Dan Jurri and Tim Smith	Scarborough	Nominated by Nicholas Griffiths, colleague
<p>During a shift, security received a call from Yorkshire Ambulance Service (YAS) reporting a patient with three knives on their person in the back of an ambulance.</p> <p>The three security officers attended putting the safety and security of all other staff above their own, contained and controlled the incident - deescalating the situation even while being threatened themselves until the arrival of police and the safe conclusion of the incident.</p> <p>Their commitment to the safety and the wellbeing of staff and patients is only matched by their professionalism.</p>		
Library Service	York	Nominated by Samantha Repetto, colleague
<p>The library has been fantastic since I started my Nursing Associate course two years ago. Right from the start, the library team was incredibly friendly and gone out of their way to locate all the books dedicated to the course I was on. They have been incredibly understanding when I have returned books late and have always helped source books for myself for each module. They have been absolute stars and thanks to their help I have now finished and passed my course.</p> <p>Thank you so much.</p>		



<p>Amy Smith, Healthcare Support Worker</p>	<p>St Monica's</p>	<p>Nominated by Jade Barnes, colleague</p>
<p>Amy provided excellent care to a dying patient and showed compassion in abundance to his family. It was a very emotive situation, one that was difficult on all accounts, but Amy didn't shy away. She remained strong, professional, and caring and provided excellent holistic care to the patient. She also remained strong and brave so that she was able to support the family in the best way that she could by using her excellent communication skills. I feel she showed all the Trust's values in this situation and applied them to her approach - and I know this was gratefully received by the family. The values we hold here at St Monica's shone through in her attitude and I hope she can recognise how much of a positive impact she made in this situation.</p>		
<p>Nic Maycock, Radiographer</p>	<p>Site</p>	<p>Nominated by Beth Steele, colleague</p>
<p>Nic is a lovely, kind, hardworking and caring member of the team, who always goes above and beyond every day to help staff and patients. I feel that she deserves recognition as she has been taking on extra responsibilities recently due to staff sickness and has even come in on her day off to make sure patients can still have scans as she always puts patients first. She is always more than happy to help me and another colleague in our training as she has volunteered herself to be our mentor while we are studying at university. She does everything that she can to ensure we feel supported and learn as much as we can.</p> <p>Nic is someone who I look up to and admire; she brings a lot of happiness to everyone she works with/meets and is an integral member of the team that we could not live without. Thank you Nic for your amazing work.</p>		



<p>Lloyd Vilaneuva, Staff Nurse</p>	<p>York</p>	<p>Nominated by David Wigglesworth, colleague</p>
<p>Lloyd is relatively new to our department, yet I feel he has made a real difference to our unit with his approach to his work, his kind manner, his professionalism and his attitude towards his colleagues and his patients. I have consistently found him to be someone who works very hard within the unit and endeavours to make sure things work in an organised and efficient manner. The unit can be busy and challenging with a variety of patients coming to us from a variety of locations. Lloyd handles this with confidence and an upbeat, positive outlook, which can be infectious within the unit and helps make the day go as well as possible.</p> <p>Lloyd is consistently polite and courteous towards everyone, patients and staff which is not always easy in a fast paced, demanding environment. In addition to this I have encountered him on multiple occasions offering to help other staff members and speaking to his colleagues with kindness and compassion if he has noticed they may be struggling with something, personal or otherwise. I believe Lloyd embodies what are the Trust values and he does this every day and is a genuine asset to our unit.</p>		
<p>Olivia Shelton, Recruitment and retention midwife</p>	<p>York</p>	<p>Nominated by a colleague</p>
<p>Olivia has worked tirelessly to improve the preceptorship programme for new starters, recruit midwives into the service, and create a system that actively improves staff retention. She has faced many obstacles within the system and within the team, yet she continues work to improve the service. She ensures that the new starters are supported, listened to and above all are clearly communicated with. She has transformed the process of preceptorship, which has meant a significant improvement in the transition in to being part of the team. Despite not knowing if her job will continue in the future, she continues to work to improve the service, help us as a workforce, as well as being instrumental in closing the vacancy gap.</p>		



Mary Timson, Team Leader Theatres	York	Nominated by Anne-Marie Becker, colleague
<p>Mary Timson has been working with Belinda Walker, Theatres Administrator, to develop and streamline staff personal folders, with a focus on staff absence documentation. Mary has spoken with me a few times about her wish to have a more streamlined method of creating and saving relevant documentation to ensure any absence processes are kept up to date and all relevant parties are able to access the necessary information more easily.</p> <p>Mary and Belinda have worked together to develop electronic processes to support this, and Mary has been taking this forward as a pilot scheme for the wider department. From a HR perspective having structured / robust admin systems to support ER processes is key but I acknowledge that it's not easy for managers to find the necessary time to ensure documentation is completed as needed and this process seems to have helped a great deal, by providing more efficiency and convenience, with no need to duplicate forms or provide extra photocopies etc. The use of individual electronic signatures is also ensuring that relevant documentation is signed. I think this project has been innovative and so far proving very effective.</p> <p>Mary and Belinda deserve to have their work recognised, I hope that the pilot will be reviewed soon, and other managers may also benefit from this method.</p>		



Selby Community Response Team	Community	Nominated by a patient (c/o Fiona Skelton, colleague)
<p>I write to pay tribute and to express my sincere gratitude and praise and thanks for the exceptional support which has been provided by all who have helped me at my home since release from York Hospital early August. You are all a massive credit to your individual professions and local NHS. I would also like to give a special thank you to Ashley Morris. His ongoing supportive regular visits, professional behaviour, and confidence building has greatly assisted me with my rehabilitation. He has been a great inspiration to me, which has given me a more favourable outlook regarding my future timely recovery and self-confidence. Thank you very much, Ashley.</p> <p>Finally, a special thank you to all the support from nurses and personnel who have assisted with the timely delivery of equipment, message taking, and replies. Thank you for your support, dedication, and hard work.</p>		



Omar Elbadry, Doctor	York	Nominated by Darren Fletcher, colleague
<p>On Sunday 17 September 2023, Dr Omar Elbadry was going about his business on his day off shopping in Sainsbury's, Pocklington. During his visit, Omar heard an announcement over the supermarket tannoy system requesting a first aider to attend at the front of the store.</p> <p>Omar decided to also respond to this ask, left his shopping, and went along to the front of the store to see if he could be of any assistance. On arrival, he could see a young lady sitting on the bench, bending over and in distress. He recognised she was suffering from a focal seizure, biting on her tongue. He immediately offered to help and take charge of the situation, laying the lady down on the floor and putting her in the recovery position. He recognised that she was gurgling, biting her tongue and that her airway had become compromised. He quickly supported her airway with a jaw thrust and maintained this until the paramedics arrived 20 minutes later. Omar was calm throughout, taking to her family and gaining history. Paramedic staff fed back to me that this lady would not have survived without the quick thinking and action from Omar.</p> <p>Sainsbury's staff offered Omar a £20 voucher for his help which he declined as was 'just doing his job'. Omar has clearly gone above and beyond in this case and has saved a young lady's life. I want to thank him and ensure his actions get the recognition thoroughly deserved. He will be a hero to that family for the rest of their days and is certainly a hero to us. We are proud to have him working in our organisation.</p>		



Sophie Harris, Advance Practitioner	York	Nominated by a colleague
<p>I am nominating Sophie for a Star Award because last week in our one stop clinic a lady returned with an area of concern. When carrying out the patient's ultrasound Sophie notice an abnormality and went to get a second opinion from one of our consultants, who reconfirmed this required further investigations. A biopsy was then carried out and this has turned out to be a cancer. This lady had previously had two ultrasound and this area was not picked up; if it was not for Sophie being so thorough and getting a second opinion this could have been a different outcome. Sophie is a massive credit to the team and always work very hard, she goes above and beyond her role at times.</p>		
Liz Alnaitwe, Deputy Sister	Scarborough	Nominated by
<p>I'm nominating Liz for the amazing support she has given to me in the last year following a series of significant personal challenges in my life including splitting up with my fiancée, moving house and my father being taken ill with a stroke and cancer. Liz has regularly phoned me at home out of hours, checked in on me at work and supported me including through the changes to the associate practitioner role, including me to successfully apply to York university to do a nursing degree.</p> <p>Liz has always been there and understood there are times when life has been very challenging and has gone out of her way to help me. She has truly lived the trust values.</p>		



<p>Rob Wotherspoon, Consultant</p>	<p>York</p>	<p>Nominated by Nina Smith, patient</p>
<p>I would like to nominate Mr Rob Wotherspoon. He became my consultant three years ago after I suffered a traumatic facial issue that has required on going care. Mr Wotherspoon has gone above and beyond to help me and has always been there when things have been bad. You can tell that Mr Wotherspoon genuinely cares for his patients as well as having an obvious passion for his speciality. I know he makes all his patients feel safe, listened to, and cared for. I would never trust anyone near my face as much as him. I feel that he needs to be recognised for what he does for his patients and the service.</p>		
<p>Rebecca Simms, Specialist Community Physio</p>	<p>Community</p>	<p>Nominated by a patient, c/o Fiona Skelton, colleague</p>
<p>A wonderful telephone call to receive from a patient's relative: "They stated that the NHS does not get enough praise and they wanted to give Rebecca credit. She was very professional and fantastic with exercises and organising equipment, which is going to be a great help for me and my mum. He wanted to say a big thank you for all your help and you were absolutely amazing." Well-deserved feedback Rebecca.</p>		
<p>Christopher Swain, Healthcare Assistant</p>	<p>Scarborough</p>	<p>Nominated by Philip Wallace, patient</p>
<p>Chris has made me feel while I've been in hospital more at ease, and I feel the service he provides is unquestionable. Over recent nights during my stay in hospital, it has been particularly difficult and noisy with other patients. Chris diffused the situations that arose and met all my needs to ensure I was disturbed as little as possible to aid my recovery. This wasn't always easy due to the nature of the patients on the ward.</p>		



Melanie Grimshaw	Community	Nominated by Mel Linley, colleague
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Mel has taken on the role of student link worker over the last few months. She supports all the university students that come to our team and makes sure they have all they need to learn and enjoy their time here. Mel is very organised, and the students comment that it is good to have a contact before, during and after their placement. Mel wholeheartedly supports students from all the surrounding universities and communicates instruction between supervisors, assessors and students making the placement run smoothly and students feel valued. She is a contact for our staff if they have any issues. Mel is doing a fabulous job preparing and supporting so the students have a rich learning environment, and this appreciation is echoed from our team and universities alike.

Name	Site	Nominated by
Name	Site	Nominated by
Name	Site	Nominated by
Name	Site	Nominated by
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Name	Site	Nominated by
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Name	Site	Nominated by

TPR: Icon Summary Matrix - Elective Recovery (i)

Filters:

METRIC ▼

All ▼

METRIC GROUP ▼

All ▼

VariationIcon				Total
Improvement	1	2		3
		1		1
	1	1		2
Common Cause	9	5		14
	9	5		14
Concern	1	1	4	6
	1		4	5
		1		1
Neither				
Empty				
Total	1	11	11	23

MetricName	Date	Variation	Assurance	Target	Latest Value
% of patients waiting 63 or more days after referral from cancer PTL	2023-08			12.0	11.0
Cancer - 62 Day 85th centile waits	2023-07			62.0	104.0
Cancer - 62 Day waits for first treatment (from urgent GP referral)	2023-07			85.0	61.7
Cancer - Faster Diagnosis Standard	2023-07			70.7	61.6
Cancer - Number of patients waiting 63 or more days after referral from Cancer PTL	2023-08			165.0	315.0
Cancer 2 week wait (all cancers)	2023-07			93.0	69.2
Cancer 2 week wait (breast symptoms)	2023-07			93.0	58.0
Cancer 31 day wait for second or subsequent treatment - drug treatments	2023-07			94.0	100.0
Cancer 31 day wait for second or subsequent treatment - surgery	2023-07			94.0	95.6
Cancer 31 day wait from diagnosis to first treatment	2023-07			96.0	97.8
Cancer 62 Day Waits for first treatment (from NHS Cancer Screening Service referral)	2023-07			90.0	89.7
Cancer treatment volumes (Total number of patients receiving first definitive treatment for cancer)	2023-07			149.5	156.5
Diagnostics - Proportion of patients waiting <6 weeks from referral	2023-08			95.0	59.8
Diagnostics: 99th centile all (not split by modality)	2023-08			6.0	59.0
Diagnostics: 99th centile, split by: Cardiology û echocardiography	2023-08			6.0	23.0
Diagnostics: 99th centile, split by: Colonoscopy	2023-08			6.0	67.0
Diagnostics: 99th centile, split by: Computed tomography	2023-08			6.0	12.0
Diagnostics: 99th centile, split by: Flexi sigmoidoscopy	2023-08			6.0	65.0
Diagnostics: 99th centile, split by: Gastroscopy	2023-08			6.0	30.0
Diagnostics: 99th centile, split by: Magnetic resonance imaging	2023-08			6.0	43.0
Diagnostics: 99th centile, split by: Non-obstetric ultrasound	2023-08			6.0	23.0
Number of people referred onto a non-specific symptoms pathway	2023-07			79.0	61.0
Total Endoscopy Surveillance Backlog (Red)	2023-08			686.9	801.0

TPR: Icon Summary Matrix - Elective Recovery (ii)

Filters:

METRIC ▼

All ▼

METRIC GROUP ▼

All ▼

VariationIcon				Total
Improvement	1	1	1	3
	1		1	2
		1		1
Common Cause	1	12	3	16
	1	12	3	16
Concern		2	2	4
		1	1	2
		1	1	2
Neither				
Empty				
Total	2	15	6	23

MetricName	Date	Variation	Assurance	Target	Latest Value
% of SLA	2023-08			90.0	74.9
AHP Outpatients: DNA rates	2023-08			8.4	8.6
AHP Outpatients: 1st Attendances	2023-08			2393.1	2425.0
AHP Outpatients: 1st to FU Ratio	2023-08			2.2	2.3
AHP Outpatients: Follow Up Attendances	2023-08			5242.3	5581.0
AHP PIFU %	2023-08			3.5	10.5
All Patients who have operations cancelled, on or after the day of admission (including the day of surgery), for non...	2023-06			0.0	13.0
Day Cases (based on Activity v Plan)	2023-08			6347.0	6848.0
Electives (based on Activity v Plan)	2023-08			821.0	532.0
No urgent operation should be cancelled for a second time*	2023-08			0.0	0.0
Outpatients - DNA rates	2023-08			5.0	5.3
Outpatients - Proportion of appointments delivered virtually (S017a)	2023-08			25.0	20.2
Outpatients - Proportion of patients moved or discharged to Patient Initiated Follow Up (PIFU)	2023-08			3.5	3.2
Outpatients: 1st Attendances	2023-08			15990.0	12475.0
Outpatients: All Referral Types	2023-08			20641.1	19678.0
Outpatients: Consultant to Consultant Referrals	2023-08			2023.4	1542.0
Outpatients: Follow Up Attendances	2023-08			40844.0	33542.0
Outpatients: Follow-up Partial Booking (FUPB) Overdue (over 6 weeks)	2023-08			0.0	25941.0
Outpatients: GP Referrals	2023-08			10064.5	9975.0
Outpatients: Other Referrals	2023-08			8553.2	8161.0
Specialist Advice (including A&G) activity levels (S016a)- Placeholder	2023-08			4057.0	3224.0
Theatres: Touch Time Utilisation	2023-08			85.0	78.1
Trust waiting time for Rapid Access Chest Pain Clinic (seen within 14 days of referral received)	2023-08			99.0	61.1

TPR: Icon Summary Matrix - Elective Recovery (iii)

Filters:

METRIC ▼

All ▼

METRIC GROUP ▼

All ▼

VariationIcon				Total
Improvement	1	2		3
	1			1
		2		2
Common Cause	2			2
	2			2
Concern	2	2	4	8
	2	1	2	5
		1	2	3
Neither				
Empty				
Total	2	5	6	13

MetricName	Date	Variation	Assurance	Target	Latest Value
Number of all "Priority 2 - Surgery that can be deferred for up to 4 weeks" pathways at end of month*	2023-08			897.6	972.0
Percentage of all "Priority 2 - Surgery that can be deferred for up to 4 weeks" pathways under 4 weeks at end of m...	2023-08			75.0	47.1
Proportion of BAME pathways on RTT PTL (S056a)	2023-08			1.8	1.8
Proportion of most deprived quintile pathways on RTT PTL (S056a)	2023-08			12.0	12.1
Proportion of pathways with an ethnicity code on RTT PTL (S058a)	2023-08			68.8	67.9
RTT - 92nd centile RTT weeks wait	2023-08			18.0	51.0
RTT - Mean Week Waiting Time - Incomplete Pathways	2023-08			9.0	22.3
RTT - Proportion of incomplete pathways waiting less than 18 weeks	2023-08			92.0	49.5
RTT - Total Waiting List	2023-08			48390.0	53190.0
RTT - Waits over 104 weeks for incomplete pathways	2023-08			0.0	4.0
RTT - Waits over 52 weeks for Incomplete Pathways	2023-08			3674.0	4221.0
RTT - Waits over 65 weeks for Incomplete Pathways	2023-08			880.0	999.0
RTT - Waits over 78 weeks for incomplete pathways	2023-08			0.0	83.0

TPR: Icon Summary Matrix - Acute Flow

Filters:

METRIC ▼

All ▼

METRIC GROUP ▼

All ▼

VariationIcon				Total
Improvement	3	1		4
	1	1		2
	2			2
Common Cause	5	8		13
	5	8		13
Concern	1	1		2
	1			1
		1		1
Neither				
Empty				
Total	9	10		19

MetricName	Date	Variation	Assurance	Target	Latest Value
% ED attendances streamed to SDEC	2023-08			18.5	17.7
% of SDEC admissions transferred to downstream acute wards	2023-08			21.6	19.1
Daily discharges as % of patients who no longer meet the criteria to reside in hospital (S005a) (Trust total)	2023-08			32.9	34.0
ED - 12 hour trolley waits	2023-08			0.0	635.0
ED - Emergency Care Attendances	2023-08			18703.8	19710.0
ED - Emergency Care Standard (Trust level)	2023-08			71.9	69.4
ED - Emergency Care Standard (Type 1 level)	2023-08			71.9	42.5
ED - Median Time to Initial Assessment (Minutes)	2023-08			18.0	16.0
ED - Proportion of all attendances having an initial assessment within 15 mins	2023-08			66.0	45.8
ED - Proportion of all attendances seen by a Doctor within 60 mins	2023-08			55.0	26.3
ED - Proportion of Ambulance handovers waiting > 30 mins	2023-08			5.0	33.6
ED - Proportion of Ambulance handovers waiting > 60 mins	2023-08			10.0	18.0
ED - Proportion of Ambulance handovers within 15 mins	2023-08			65.0	44.6
ED - Total waiting 12+ hours - Actual number of all Type 1 attendances	2023-08			150.0	1687.0
ED - Total waiting 12+ hours - Proportion of all Type 1 attendances	2023-08			7.5	17.2
Inpatients - Proportion of patients discharged before 5pm	2023-08			70.0	62.5
Lost bed days for patients with no criteria to reside (monthly count) (>=7 LOS for Acute sites only)	2023-08			1951.9	1853.0
Non Elective Admissions (excl Paediatrics & Maternity) - based on date of admission	2023-08			5028.0	5051.0
Non Elective Admissions (Paediatrics) - based on date of admission	2023-08			908.0	571.0

TPR: Icon Summary Matrix - Community and Children and Young persons












Filters:



































METRIC ▼

All ▼

METRIC GROUP ▼

All ▼

VariationIcon				Total
Improvement	1			1
				
	1			1
Common Cause	2	8	1	11
	2	8	1	11
Concern	1	2	2	5
	1	1		2
		1	2	3
Neither				
				
				
Empty				
				
Total	3	11	3	17

MetricName	Date	Variation	Assurance	Target	Latest Value
% Community Therapy Team Patients Seen within 6 weeks of Referral	2023-08			68.6	69.7
% of End of Life Patients Dying in Preferred Place of Death	2023-08			79.0	94.4
2-hour Urgent Community Response (UCR) care Referrals	2023-08			72.5	69.0
2-hour Urgent Community Response (UCR) Compliancy %	2023-08			70.0	92.8
Children & Young Persons: Cancer 2 week wait (all cancers)	2023-07			93.0	100.0
Children & Young Persons: Diagnostics - Proportion of patients waiting <6 weeks from referral	2023-08			95.0	38.9
Children & Young Persons: ED - Emergency Care Standard (Type 1 only)	2023-08			71.9	85.5
Children & Young Persons: ED - Patients waiting over 12 hours in department	2023-08			0.0	5.0
Children & Young Persons: RTT - Proportion of incomplete pathways waiting less than 18 weeks	2023-08			92.0	54.5
Children & Young Persons: RTT - Total Waiting List	2023-08			4429.3	4623.0
Children & Young Persons: RTT Waits over 65 weeks for incomplete pathways	2023-08			0.0	94.0
Community Inpatient Units Average Length of Stay (Days)	2023-08			24.4	24.0
Number of Adults (18+ years) on community waiting lists per system	2023-08			915.3	654.0
Number of District Nursing Contacts	2023-08			21189.8	22030.0
Number of Selby CRT Contacts	2023-08			2134.3	2379.0
Number of York CRT Contacts	2023-08			4715.5	4701.0
Referrals to District Nursing Team	2023-08			2116.2	2190.0