

Appendix 1 – Trust CARE values awards

I am delighted to share this summary of the winners of our Trust CARE value awards. Every month from all nominations received from colleagues and members of the public, the Executive Management Committee award four winners, one for each of four categories, which are: Collaborate, Aspire, Respect, and Enable.

January 2024

Category	Name	Role	Nomination	Nominated by
Collaborate	Amy Jackson	Community Midwife - Team Leader	<p>Amy acted instinctively to support a colleague in need. Amy went above and beyond to support her colleague during a difficult birth. Amy was not on call but showed so much compassion for her worried colleague that she went out to support her in person despite this being outside her working hours</p> <p>Amy showed support and kindness and was able to facilitate safe care for the family involved whilst supporting the psychological wellbeing of her colleague and she has continued to care for her colleague since the incident too. I think she deserves to be recognised because this is just who Amy is - a kind and caring person who acts like this every day and the benefits to others of her selfless behaviour are invaluable.</p>	Colleague
Aspire	Pragita Chhetri	Specialist Biomedical Scientist	<p>Pragita strives to train all staff members, even doing so in her own time when she should be on leave or coming in early. Pragita loves to train and her dedication to the development of staff goes above and beyond. This has been important to the successful running of the department as we have an influx of new staff that need training to help make the team work better.</p>	Colleague
Respect	Jackie Cannon	Therapy clinical support worker	<p>At least every week I get praise from a family member or patient on how wonderful and understanding she has been. She constantly goes above and beyond for every patient she sees and has done for the last 3 years I have been working with her. Just yesterday a family member stressed to me how Jackie has made a difficult time bearable and really looked at their situation and did her best to reassure and support the rehab and discharge process from hospital. This is not an uncommon occurrence and I believe she should be recognised for the care and compassion she delivers at work as a standard.</p>	Colleague
Enable	Helen Byrne and Jas Johal	Divisional Director and Divisional Chair/Consultant Integrated Medicine	<p>Helen and Jas have been an incredible force of change within Integrated Medicine, particularly within the Emergency floor. They have created a vision of an emergency floor without traditional boundaries, and this has had a positive impact on patient experience. They have realigned the medical workforce in ED to enable more senior decision makers throughout the day, invested in assessment spaces such as SDEC, CDU and TAU and, more recently, led and supported the emergency floor huddles. These 2 hourly huddles started in December and has regular attendance from UTC, SDEC and Paediatrics together with site and our junior doctor team. They are inclusive and all staff are invited to attend the huddle with everyone's contribution being equal and important. Both Helen and Jas have an ED background which has further supported the changes that have been made. On</p>	Colleague

			<p>the first day of the huddle, both Helen and Jas were present on the floor and the energy and enthusiasm was palpable. The mood lifted, there was laughter and collaborative problem solving. Staff offered solutions to help each other all whilst ensuring patient safety and care remained paramount. The huddles have transformed how the floor is run, working in 2-hour segments rather than the whole shift or the next shift. Our focus has changed to the present rather than the future. The cumulative effect of this work is our overall improvement in performance with BHT being ranked number 1 in the region for the past 2 days. Moreover, the feeling in the department has changed to a pro-active, energised place to work. On a personal note, Jas and Helen have been incredibly supportive of me and I am very grateful for that. I feel very proud to work in this department and it has been fantastic to see pathways and clinical areas utilised well to improve patient care. We still have a lot of work to do, and we have the divisional leadership to keep us on our improvement journey!</p>	
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