

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.

May 2024

Category	Name	Role	Nomination	Nominated by
Collaborate	Janie King, Nikki Miller, Edith Ohadkewe, Kerri Joyce and wider Gynae SDU/Team	Service Manager, Admissions Service Manager, General Manager, Deputy Service Manager Gynaecology	The Gynaecology operations team working closely with the clinical, nursing, and wider Care Group Team put in a Herculean effort to treat Gynaecology long waiters through 23/24 and particularly in H2 of 23/24. From nearly 1300 patients in mid-October who had to be treated by end March to avoid breaching 65 weeks we ended up with six despite ongoing Industrial Action in this period. This Delivery involved true teamwork and collaboration across the team to ensure that patients were rapidly booked, diagnostics conducted, pre-operative assessments done, letters sent, TCIs booked in, and pathways completed. To achieve this feat the Gynae team also worked closely with the Theatres, Radiology, Pathology, and other teams who provided support and went above and beyond to enable the Gynae team to succeed in their delivery. Whilst the pressure was significant to deliver the teams responded to this and went above and beyond to reduce waits for our patients working in a way that drove momentum and energy. New ways of working were developed that will drive additional productivity in the coming year. All colleagues bent over backwards to achieve this mission which was crucial in the Trust's overall delivery of its long wait targets and for the external reputation of the Trust with regulators. Most importantly hundreds of more patients have been treated who would otherwise still be waiting for care.	Colleague
Aspire	Michelle Baker	Plastics Registrar	I completed a New Birth Visit to a mother and baby and was pleased to hear how happy mother was with the care she had received from Plastics Registrar Michelle Baker. I believe the case encompasses all the CARE values. Michelle was called to the Maternity Ward to review this Baby when the team noted an abnormality in the appearance of baby's ears. Michelle responded promptly, took time to explain the condition and treatment options to parents and demonstrated fitting and changing the recommended treatment when returning to the Maternity unit after her shift. This meant the parents felt they and their baby were 'respected and valued as individuals' and were 'enabled to take responsibility' for the ongoing treatment required. Mother reports that Michelle has followed up with them regularly and in mothers words gone 'above and beyond', ensuring parents and baby received safe and compassionate care. I felt a sense of pride to be a member of Team BHT when parents had such a positive experience and wanted to ensure this feedback was recorded.	Colleague
Respect	Ward 10 team, Stoke Mandeville	Various	This team was outstanding in their respect. After my mother, aged 98 was admitted on the May Bank Holiday, I was so impressed by their individual approach to her. They recognised her still youthful character, and truly listened, never treating her like an old person or patronising her. Vyshak especially	Patient Relative

	Hospital Special mention of nursing staff Vyshak and Emaculate		spoke with everyone in Ward 10 individually and showed his delight in my mum's progress from Day 1 to Day 5. Emaculate made the last day much easier, being fun and attentive to my mum and me, while explaining the meds and patiently answering our questions. The consultant on Day 5 was also incredibly helpful and patient. He recognised my mum's individuality and gave her advice and choices. This was an exceptionally caring and respectful team with Haydon as head nurse.	
Enable	Sue Smith and Dave Pullinger	Accounts Payable Manager and Assistant Supplies Manager	Sue and Dave are always extremely helpful whenever I have queries or issues with ordering and invoices, providing quick responses and solutions even when they have an already demanding workload, enabling me to complete purchases and ensure time constrained invoices are paid in a timely manner, such as the Cycle Scheme invoices. Recently they have been absolute super stars in helping with a particular issue with the way a supplier presented invoices and credits. It was a very complicated situation with 2 invoices and 4 credit notes that took hours to reconcile everything as the figures were not matching up and the supplier had added the credits as a negative on the credit notes, along with debits as a positive, complicating things further. Sue and Dave worked together to find the best way forward for inputting the transactions in a way our systems could accept, advising me of actions I needed to take to help this happen smoothly and in a timely manner. I could not have reconciled this on eProc without them and without their endurance this invoice would still be outstanding. There was much relief from all of us once the statement had been cleared, which now enables our garden volunteer team to place another order for another upcoming project (following advice from Sue, I have put the relevant measures in place with the supplier to ensure this issue never happens again!) Thank you both for all your advice, help and support, not only in this situation, but in the many other times I have called upon you, you enable me to complete our very niche transactions which often do not fall under the usual remit of NHS transactions. I appreciate how busy you are, so it is very much appreciated.	Colleague

June 2024

Category	Name	Role	Nomination	Nominated by
Collaborate	Linda Carter & Natasha Smith	Community Healthcare Assistants	Linda and Natasha collaborated during a routine visit for a patient who suddenly went into cardiac arrest. Although this was totally unexpected, Linda and Natasha worked together as a team to provide CPR and call 999 for assistance. They were able to keep the family calm until paramedics arrived and gave the patient the best chance they could. They are an asset to the team AND to our patients in the community.	Colleague
Aspire	Cheryl Austin	ED Nurse	Cheryl, alongside her main role in ED, has taken on responsibility for ensuring that the Trusts compliance is increased for ED clinicians being trained on recognising Hazardous material and the decontamination requirements. As part of this, Cheryl has attended external training from SCAS to	Colleague

			<p>ensure that the in-house training material used during the ED Clinical training sessions is accurate and up to date. Cheryl has proactively scheduled various planned and ad-hoc sessions to ensure that all ED colleagues have regular experience of donning and doffing the HazMat PRPS suits and are comfortable with the decontamination process. Cheryl is regularly liaising with us in the Emergency Planning Team to ask what more should we be doing to improve the Trusts response and ideas as to how we can practice the decontamination process. Yesterday Cheryl carried out a full scenario exercise training session with ED colleagues where the decontamination tent was utilised and full decontamination of a dummy patient covered in hazardous material was carried out by ED clinicians in full PRPS suits with use of the warm water feed and power supply. Without Cheryl's drive and enthusiasm to continually improve the Trusts response, the exercise training would not have been as successful as it was. I want to personally thank Cheryl for always aspiring to be the best support and trainer for ED HazMat response training, and a sounding board for the EPRR team on requirements, which has ultimately improved the Trusts compliance with the NHS England's EPRR Core Standards for the Trust.</p>	
Respect	Pauline Dash	Patient flow co-ordinator	<p>27th June 2023 I was brought in as I was having my 6th miscarriage. To my knowledge I was only around 9 weeks pregnant, but it turns out I was likely a few weeks ahead. My baby was born, I guess. Not completely formed but enough for it to break me. I was kept in A&E overnight as I needed to be kept an eye on because of my bleeding. There was nothing anyone could do at this. Early hours of the morning on 28th June. I'm just hooked up to drips etc. I've got my tiny baby in a Tupperware next to me in a blanket. I have been crying and it's like 5am everything just hit me. You were going back and forth past my cubicle rushed off your feet bless you, but you glanced over. I hadn't rung a bell or anything. You looked at me and asked if I was ok. I broke down and said I'm so sorry to trouble you, but I can't reach to grab a tissue. You didn't just come over with the tissues, you put your arm around me and asked what was wrong. I poured my heart out to you and your rushing around just stopped. I told you my baby was in this Tupperware and I didn't know what to do with it because I just want to keep it but what can I do with it. You went and spoke with a colleague I can't remember his name I'm afraid, but you came and told me about a baby basket. Asked if I'd like it. You so carefully took my baby, and your colleague came back with my baby placed so delicately in this beautiful box. That meant the absolute world to me. In that moment you changed a really rubbish 24hours. Gave me and my baby some dignity. You must see thousands of people a day and I'm sure you won't remember me, but I've remembered you this past year. I'm finally at peace with it all as I've really struggled. But final closure was that I needed you to know that what you did for me will stay with me forever. Nobody in the NHS gets enough credit. I've always wanted to pop by and thank you, give you a hug you know but never knew how. So, thank you from the bottom of my heart for honestly just taking a moment with me and providing a little comfort to a stranger going through it.</p>	Patient

Enable	Vickie Wilmington	General Manager - Plastic Surgery	Vickie has shown amazing persistence and focus in tackling the on-hold problem in plastic surgery which was causing significant patient harm. This has been a longstanding risk. Her leadership of the team and engagement with clinical colleagues has resulted in a backlog of nearly 4000 patients extending back to 2020 being reduced to just 180 in a few months. An outstanding achievement with huge patient benefits.	Colleague
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