

Long Service and Staff Awards 2018

Souvenir edition



Staff Awards 2018

Congratulations from the Chief Executive and Chair

Sincere congratulations to all of our amazing staff who were shortlisted for this year's Staff Awards. The selection process is always extremely difficult as the standard of entries is so high – so very well done!

The awards ceremony which celebrates our long service colleagues and award winners is one of the highlights in the Trust's annual calendar. Not only does the organisation formally recognise the outstanding achievements of our incredibly caring staff, but we also get to meet many of you face-to-face and thank you personally for your hard work.

We are very well aware that those of you receiving awards represent only a small proportion of our dedicated workforce. We understand that all of our staff work exceptionally hard, to deliver high quality care and an excellent patient experience. We'd like to thank you all for your commitment and dedication.

It's always uplifting to hear about our staff going the extra mile to provide great care and support to patients. It is even more heartening to hear these stories when we take into account the extreme pressures staff have faced in the last 12 months. We are both very proud to be part of a place where the staff demonstrate such care and commitment.

Given the tough year you have endured we think it is even more important than ever to take time out to celebrate your successes. And we aren't alone. Nominations were submitted from every part of the organisation alongside a fantastic response to the publically nominated category - a resounding endorsement from local people that they hold the Trust, and its hardworking staff, in very high regard.

We also celebrate the fantastic contribution to the Trust that our many long service colleagues have made. We, and our patients, benefit greatly from your knowledge, skills and experience - thank you for your many years of service.

Congratulations to our long service colleagues and all of our worthy winners!

Shane DeGaris
Chief Executive

Richard Sumray
Chair

Outstanding Teamwork Award

Awarded to the team that demonstrated an exceptional ability to work collaboratively and across functional boundaries to deliver a high quality service, or achieve a goal that enhances the reputation and success of the Trust.

Bevan Ward Winner



The whole team exude a 'can do' attitude. In addition to speeding up safe discharges, they always greet patient requests with good cheer and team members step in to support each other where needed.

The team has also been at the forefront of piloting electronic solutions, including eObs and the use of iPads.

Paediatric Respiratory & Allergy Team **Runner-up**

Spearheading the way in collaborative working across North West London, their recent successes include: establishing a range of schools-based initiatives and four Asthma/Wheeze clinics (led by nurses from the team) in local GP practices. Keen to share their knowledge they have recently created an animated video to help spread good practice further.



Outpatients Team



In addition to delivering care to a very high standard, they regularly act as advocates for patients, providing emotional support wherever needed. In one instance the team rallied round an elderly patient who was depressed due to bereavement, ensuring he had the support he needed. They also regularly stay late when clinics overrun, even offering cups of tea.

Newborn Hearing Screening Team **Highly commended**



When faced with a depleted team due to vacancies and sickness, they rose to the challenge sharing out work amongst the whole team to ensure national targets continued to be met. They also re-organised their work space to accommodate more clinics and introduced their own SMS messaging service for patients to successfully reduce DNA rates.

Neonatal Team **Highly commended**

The team achieved much in the last year including the introduction of a Transitional Neonatal Care Unit designed to keep babies closer to their mothers. They delivered better than national outcomes, piloted a number of new innovations and provided back-up support to other departments over the winter.

Maternity Team



The whole team coped admirably with the additional workload arising from the closure of Ealing's maternity service. The Antenatal Administration Team remained positive when an extra 800 women transferred, midway through their pregnancy. The Professional Midwifery Advocate Team provide excellent on-call help 24/7, ensuring our midwives have practical and emotional support to work safely and effectively in providing an outstanding service to patients.



Quality Award

Awarded to an individual or team that has made a significant contribution to improving the quality of a service, system, process or care pathway at the Trust.

Sarah Dean, Obs & Gynae Medical Secretary **Winner**



Sarah has introduced a number of new systems to the department that have brought it into the 21st century. These have increased efficiency, reduced errors and improved the quality of care for patients.

They include a digital theatre diary (which can be accessed from anywhere in the Trust) and a new system for recording the consultants' rota.

This has resulted in gaps being identified more easily, a reduction in scheduling errors, and time saved both by admin staff and consultants. Patients also feel more in control of their care.

Endoscopy Department **Runner-up**



Despite being a largely elective service, they threw themselves into supporting the wider Trust aim to improve the flow of patients. This included accepting elective liver and lung biopsy patients in the department, taking patients directly from A&E resus for diagnostics, substantially reducing DNA rates and filling any DNA gaps with emergency cases. The team also relocated to Mount Vernon one weekend to avoid a decontamination 'shut-down' on four elective lists.

Liz Bunker, Lead Palliative Care Nurse **Highly commended**



Liz has been responsible for transforming End of Life Care throughout the Trust and beyond. Achievements include: introducing individualised care plans for dying patients, building vital links between the Trust and primary care, and delivering specialised staff training. She also developed a Comfort Care Plan and Symptom Observation Chart to enable staff to provide the best, safe care for patients who sadly die in hospital. This resulted in increased use of the care plan from 19% to over 65% in just 10 weeks.

Julia Masdin, Infant Feeding Co-ordinator

Working with the obstetric and midwifery teams, Julia is at the forefront of improving services for women. This has included setting up special classes for both those with multiple pregnancies and diabetes and supporting our work towards Baby Friendly Accreditation. Her work has also expanded community services including the establishment of a specialist clinic for antenatal and postnatal complex problems, and drop-in groups at local children's centres.



Minal Patel, Senior ICT Project Manager

Described as 'diligent and conscientious', Minal has this year managed the majority of the Trust's 80+ projects associated with the move from paper to digital working. This includes implementation of the Clinical Handover system, which had its ward roll-out for nursing staff reduced from six to just three months. She met the challenge head-on ensuring the project was delivered within the tight timescale.



Outstanding Demonstration of CARES Values Award

This award is presented to someone who has made an outstanding contribution to 'living the CARES values' (Communication, Attitude, Responsibility, Equity, Safety).



Cheryll Alfaro, ITU Sister Winner



Cheryll has provided invaluable support to new nurses joining from the Philippines, meeting them on arrival late at night, buying them key essentials and inviting them to eat with her family.

She also helps them set up a bank account and register with a GP. She provides further support to help them to gain their NMC.

Ana-Mariela Gutierrez, Nurse Practice Educator Runner-up

Ana was nominated when she came to the rescue of an elderly gentleman who had fallen over and hit his head on a tree outside the Trust. Springing into action she got a wheelchair and took him to A&E before tracking down his wife (who was elsewhere in the hospital) and reuniting them.



Sara Gay, Plaster Room Nurse

Sara was nominated by the mum of a young autistic patient. She described Sara as "an angel". Her son needed many visits to hospital which were always a distressing experience. That changed when he met Sara. Her approach was so effective that he wanted to visit the hospital just so he could see her.



Anju Shrestha, HCA Ophthalmology Highly commended

Anju was nominated for the way she helped an elderly lady who had had an embarrassing personal and intimate accident on her way to an appointment. She calmly and discreetly took the distressed patient aside, helping her get cleaned up, ensuring that her distress was minimised and her appointment could go ahead as planned.



Wendy Willingham, Respiratory Lead Physiotherapy

An exceptional staff member who is described as a 'rock' for her team. She always puts patients first and has delayed her annual leave to care for them. She is well respected across the Trust and is always willing to engage in multi-disciplinary working and initiatives to benefit patients.



Communication

We recognise the importance of listening and communicating clearly

Attitude

We strive to understand others' needs, responding with care, compassion and professionalism

Responsibility

We take responsibility for consistently delivering excellence and being open in all that we do

Equity

We recognise people are different and value everyone equally

Safety

We view patient, staff and visitor safety as a priority

Chairman's Innovation Award

This award is made to a team or individual that has been responsible for introducing innovation into their work in the way they support or enhance patient care.

ICT Systems Development Team Winner



They have clocked up an impressive range of new innovations this year notably an electronic observation/vital signs recording system – eObs – which provides improved calculation and monitoring of the National Early Warning Score (NEWS) and alerts for sepsis.

In addition, by enabling external access to the Hillingdon Care Record, a Trust doctor was able to diagnose a life-threatening condition in a Heathrow passenger by using his iPad remotely.

The team is also spearheading work on the London Health and Care Information Exchange, which will enable the safe electronic transfer of patient records between all NHS organisations in the future.

Physiotherapy Outpatients Team Runner-up



Their innovative new 'back school' sees patients in small groups to educate and advise on back care, self-management and provide 1:1 treatment where appropriate. The new approach has amazingly resulted in patients being seen on average 30 days earlier and freed-up clinic time to enable an additional 100 patients to be seen. Good patient outcomes and high satisfaction levels have also been maintained.

Arnold Lazalita, Theatres Materials Officer Highly commended

Arnold has exceeded all expectations during his time with the Trust. Within his first month he had saved the department his annual salary through better stock management. And he introduced a simple barcode reader system ensuring the department has a safe level of stock at all times. He continues to make savings by ensuring the department gets best value for every pound it spends, even creating his own kits for some procedures.



Liz Bunker, Lead Palliative Care Nurse

Liz was nominated in this category for her development of sustainable care improvements both inside and outside the Trust. Examples include impressive results shown through the NHSI Improvement Programme – for which we won a national award – and for the development of a new borough-wide Single Point of Access Service.



Sarah Dean, Obs & Gynae Medical Secretary

Skilled at creating electronic diary-management systems, Sarah has brought her department into the 21st century with her forward-thinking. Her creation of consultants' diaries alongside an electronic theatre diary has resulted in greater efficiency by speeding things up, and a better patient experience.



Compassionate Care Award - Public nomination

This is a public nomination award for an individual or team that has shown extraordinary compassion and kindness in all aspects of their work and who go the extra mile to meet the individual needs of patients and carers.

Dr Richa Ajitsaria, Paediatric Haematology Winner



Dr Ajitsaria was nominated by the dad of a patient who has the rare condition 'Severe Chronic Neutropenia'. He said: "Since early in our son's childhood Dr Ajitsaria has been there for him (and us) providing information, support and exceptional medical care." He misses more school than most kids and she has done everything to ensure his treatment is as non-disruptive as possible. He added: "Richa treats him with respect, courtesy and affection. We are very fortunate."

Trauma & Orthopaedics Team (Trinity Day Care) Runner-up



This team was nominated by a patient who described herself as "petrified" at the thought of having surgery. Mr Singh and the whole of the team, from the Nurse and Anaesthetist to the Discharge Nurse, were calming and reassuring and did all they could to allay her fears. She said: "They were so calming and kind. They are professional angels, and I don't know what we would do without people like them."

ITU Team Highly commended



The team were nominated by the wife of a patient who sadly died. She said: "The care and compassion the whole team showed to my late husband was beyond anything I could have imagined. Even though he was comatose and on every machine possible, they kept him clean-shaven and his hair combed - these little things mean so much. The doctors and nurses all worked together as a team, carefully listening and offering suggestions to each other. They also allowed me to have a lot of input and to question them."

Raffick Hasaennally, Kennedy Ward NHS 70 Special Award



Raffick was shortlisted for the second year as he received so many nominations from patients and carers. They all said he showed great respect and consideration to patients and was extremely helpful well over and above his daily duties.



Nicola Faulkner, MS Specialist Nurse, Alderbourne Ward

Her nominator described her as both empathetic and kind, saying: "I am nominating Nicola as I always find her to be very helpful, kind and nothing is too much trouble for her. She always listens and shows empathy and sympathy to my situation. She has a huge amount of compassion, always gives you her time and understands my needs."



Petra Siebenhandl-Wolss, Radiographer, Breast Clinic

Her nominator said: "Petra showed me exceptional compassion. She listened to me and treated me with exceptional gentleness. She found extensive bruising and gave guidance to my consultant which sped-up my overall treatment. She was truly exceptional and made an upsetting procedure bearable. I cannot thank her enough."



Chief Executive's Awards

These awards are selected by the Chief Executive from all of the nominations submitted across all categories. Because of the exceptionally high calibre of entries a runner-up is also selected for each category.

Chief Executive's Individual Award

Liz Bunker, Lead Palliative Care Nurse Winner



Nicola Faulkner, MS Specialist Nurse Alderbourne Ward Runner-up



Chief Executive's Team Award

Maternity Team Winner



Outpatients Team Runner-up



Long service awards

This year 127 staff hit a Trust-long service milestone (continuous service with the Trust). Between them they have clocked up a staggering 2,250 years of service!

15 years

Andrew Greenland	A&E
Sarah Harris	A&E
Carol Williams	Alderbourne Rehabilitation Unit
Eddy Cheam	Anaesthetics
Michele Stevens	Anaesthetics
Melisa Dziva	Bevan Ward
Mark Troup	Bevan Ward
Jason Harry	Biomedical Engineering
Doreen Stevens	Booking Centre
David Knight	ICT
Kathy Brogan	Clinical Governance
Ganesh Ganesalingam	Clinical Records
Shash Mahamayagodage	Clinical Site Practitioner
Renne Gowandan	Clinical Site Practitioner
Diane Glass	Community Midwives
Tracy Jones	Community Midwives
Christina Kinge	Community Midwives
Vikas Sharma	Corporate Governance
Nicola Donaghy	Critical Care Unit
Yvonne Whelan	Critical Care Unit
Jayne Holt	Diabeticare
Sukhwinder Bhamra	Dietetics
Brinda Chetty	Discharge Co-ordinators
Arlene Tomlinson	Elizabeth Ward
Kudzai Chambara	Emergency Gynae Assessment Unit
Evelyn Charles	Endoscopy
Philip Sharpe	Endoscopy
Sarah Harris	Finance
Ravinder Panesar	Finance
Nicola Wildman	Finance
Qamar Iqbal	Surgery
Amandeep Sahota	Surgery
Susu Dunn-Lwin	Hayes Ward



This year's awards were



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Jatanjali Singh
 Donna Quashie
 Alison Skinner
 Joseph Coffey
 Sachin Thakrar
 Olusola Aina
 Cini Vattathara Vijaya
 Heather O'Connor
 Teresa Parkin
 Antony Ell
 Randy Amistad
 Annette Oliver
 Christina Donoyou
 Susan Bem
 Yassin Ashraff
 Helen Brown
 Gina Orengo
 Li Ah Qune
 Caitriona Delaney
 Fenna Fraser
 Carolyn Taylor
 Rachel Schofield
 Adebayo Sodunke
 Lorraine Micklewright
 Theresa Ross
 Antony Boydon
 Stephen Farrell
 Stephen Pettit
 Ian Whenman
 Tina White
 Bryan Perry
 Theresa Wallis
 Shetal Patel
 Grant Hollingworth
 Sarah Woodham
 Amanda Naughton
 Julia Yates
 Anna-Lena Lai Tan
 Juan Dizon
 Vasanthi Ganesan
 Victor Nnorom
 Mathew Smith
 Daniel Kornish
 Ana Mendoza
 Nehemiah Mogato
 Mohi-Ud-Din Mahmood

Hayes Ward
 ITU & HDU
 ITU & HDU
 Information Department
 Information Department
 Inpatient Physiotherapy
 Jersey Ward
 Katherine Ward
 Kennedy Ward
 Learning & Development
 Medical Haematology
 Medicine
 Occupational Health
 Orthopaedics
 Orthopaedics
 Outpatient Therapies
 Outpatients
 Outpatients MVH
 Paediatrics
 Palliative Care
 Palliative Care
 Pathology
 Pathology
 Pharmacy
 Pharmacy
 Portering
 Portering
 Portering
 Portering
 Portering
 Purchasing & Supplies
 Purchasing & Supplies
 Radiology
 Resuscitation
 Rheumatology
 Nurse Training
 Specialist Rehab Unit MVH
 Theatres
 Theatres
 Theatres
 Theatres
 Theatres MVH
 Theatre Recovery
 Theatre Recovery
 Theatre Recovery
 Trinity Ward

Bridgit O'Brien
 Clare Hazell
 Marie Gregory
 Janine Sampson
 Sarah Bell-Ryan
 Austin Ekpo
 Christine Franklin
 Sabrina Nagi
 Theresa Rice
 Mary Adeyemi
 Samantha Forbes

Trinity Ward
 Management Support
 Ultrasound
 Wendy Ward
 Women & Children
 X-Ray
 X-Ray
 X-Ray
 X-Ray
 X-Ray
 X-Ray

20 years

Jennifer Lloyd
 Yew Aw Yong
 Karen Murphy
 Shubha Vashisht
 Janet Foley
 Frances Comer
 Sally Walsh
 Jillian Brayford
 Asha Mattu
 Milly Beechhook
 Carolyn Brice
 Sharon Quirk
 Inayat Khan
 Karen Root
 Jagjit Saund

A&E
 A&E
 A&E
 Anaesthetics
 Cardiology
 Clinical Governance
 Community Midwives
 Drayton Ward
 Drayton Ward
 Neonatal Unit
 Obstetrics & Gynaecology
 Obstetrics & Gynaecology
 Ophthalmology
 Wendy Ward
 X-Ray

25 years

Meena Chandar
 Natasha Browne
 Rachael Smith
 Paula Wheatley
 Maria Nicholas
 Tahira Noordin
 Caroline Bicknell
 Christine Mann
 Sucheta Joshi
 Jayne Brindley
 Dawn Badcock
 Anita Hutchins

Audiology
 Booking Centre
 Community Midwives
 Endoscopy
 Grange Ward
 Neonatal Unit
 Peter Pan Ward
 Paediatrics
 Pathology
 Pharmacy
 Switchboard
 Women & Children

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30+ years

This year 10 members of staff reached their 30+ year milestone with the Trust. This is a significant achievement by anyone's standards. Well done for all your hard work over those years and to all our long serving colleagues.

Patrick Quinn, Facilities

Patrick started working as a Gardener for the Estates Department at Mount Vernon Hospital back in October 1987 and his role also included maintaining machinery! Patrick now works as a Housekeeper and is described as a self-motivated team worker.



Mary Myers, Palliative Care

Mary started with the Trust back in 1988, initially as a Staff Nurse. She recalls working in The Furze building when it still housed wards – right up until 1991. She enjoys caring for the very sick.



Vicky Johnson, Outpatients Services

Vicky joined us as a new student nurse. She worked away diligently and is now a Staff Nurse. During her training she was described as efficient, keen to learn and willing to help and also as someone who uses her initiative.



Sharon Keen, Surgical Specialists

Sharon has worked for the Trust as a Medical Secretary since July 1987. She spent time in a wide variety of departments, including Ophthalmology and the Woodlands Centre. She now works in Surgical Pain Services. She is described as having fantastic communication skills and a "gentle and calming manner with patients".



Marion McGrath, Clinical Coding

Marian started her career with the Trust in 1987, initially joining as a Porter in what was then known as the Operations Department. Her first memory was running to the Path lab for blood. She has taken on a number of different roles across a range of services, and now works as a Senior Clinical Coder, which she says she loves.



Carol Martin, Radiology

Carol started her Trust career back in 1987 as a clerk in the X-Ray Department. After acting-up into the Appointments Clerk role she took it on permanently in 2004, and has been in the role ever since. Carol was also born at Hillingdon Hospital.



Bansri Pankhania, Theatres

Bansri did her Nurse training at Hillingdon Hospital. She has worked in many different departments during her career, including the children's wards. Having worked her way up through the ranks as a SEN, Staff Nurse and Team Leader she is now Nurse Team Manager at Mount Vernon.



Valerie Langley, Emergency Care

Val started as an A&E Receptionist and has been in the same role for her whole career. She is fully committed to A&E and is always happy to help out. She is very well liked by her colleagues.



Graham Coombs, Outpatient Therapies

Graham started as a newly qualified Physiotherapist. He has been so dedicated to the service, he now manages the Outpatient Physiotherapy Team across both sites. Graham has been an active union rep throughout his career and is also a staff governor.



Ann Spink, Outpatients Services

Anne started with the Trust as a Clerical Officer in Outpatients. In 1996 she joined the PAS team and has been on a steep learning curve as the admin systems have been regularly updated.

