

Long Service and Staff Awards 2019

Souvenir edition



Congratulations from the Chief Executive and Chair

These awards reflect the amazing contribution the staff of The Hillingdon Hospitals NHS Foundation Trust make to our patients, to their colleagues and to the people we serve.

We are extremely proud of everyone who works across our hospitals, often in challenging circumstances and we congratulate all of you who were shortlisted for this year's staff awards. The selection process was extremely difficult as the standard of entries was so high, so very well done.

We are both passionate about meeting, listening and thanking as many staff as we can. This annual awards ceremony, celebrating both our long service colleagues and award winners, is another opportunity to formally recognise the outstanding achievements of our incredibly caring staff and enables us both to personally thank you for your hard work.

Our Trust, like the whole NHS, is experiencing real pressure on resources, time and money; so it is vital we take time out to celebrate your successes.

Nominations were submitted from every part of the organisation alongside a fantastic response from the public for our awards, it is brilliant to see such interest and support for you all. It has been very moving to celebrate alongside our colleagues marking their 15th, 20th, 25th and 30th anniversaries of working for the Trust.

Congratulations and thank you. We are very proud to serve as your Chair and Chief Executive.

Sarah

Prof Elisabeth Paice OBE FRCP
Interim Chair

Sarah Tedford
Chief Executive

Outstanding Teamwork Award - Clinical

★ Winner ★

Lister Ward Team
A number of small teams work together in Lister Ward to provide the highest quality care to frailty patients. With twice daily board rounds and twice monthly meetings, they continually review processes and refine the frailty pathway. They have set up a day case procedures service and their Rapid Access Clinics operate five days a week resulting in an increased Trust revenue from £40,000 to £187,000 in a year. And more than 70% of patients are discharged to their normal place of residence.



Runner Up: Liver Team

Hillingdon is now officially recognised as a Liver training site for Specialist Registrars and the Trust's small Liver Team has doubled its face-to-face consultations in the year. They have developed a virtual clinic service, with more than 1,000 telephone consultations in the past year. This provides rapid access to specialist advice and support for patients, carers and GPs and allows patients to have a better quality of life in the community, avoiding hospital admission and early supported discharge. They support more than 1,000 patients with hepatitis B, cirrhosis and liver cancer in the local community.



Highly Commended:



Endoscopy Team
The cross-site Endoscopy Team provide excellent care to patients. 98% of patients who needed an urgent endoscopy were carried out within 24 hours and more than 7,000 procedures

were carried out in the last 12 months. They provide great support to each other and junior team members.

Infection Prevention & Control

The IP&C Team has worked exceptionally hard to deliver an effective service with a reduced workforce. They have helped to contain two outbreaks of Norovirus by asking doctors to be in scrubs on affected wards, policing compliance with a firm but collegiate approach and arranging extra awareness training sessions. They ensured daily SitRep meetings ran like clockwork and supported ward MDTs to adhere to IP&C standards. They demonstrated the same resilient attitude in addressing in water quality issues as well as Flu and MERS admissions.



Children & Young People's Diabetes Team

The team has built on their relationships with schools. They have established a school's diabetes training programme, set up award-winning structured education sessions with families to improve awareness and understanding, and continued to run school MDT clinics so that care and support can be provided without taking pupils out of school. In addition they provide a 24-hour hotline for young people, which has seen a significant reduction in avoidable admissions.



MSK Extended Scope Practitioner (ESP) Physiotherapy Team

In response to a CCG review the team redesigned services to benefit patients and provide greater value for money. Their initiatives included development of a new self-care website, a streamlined referral system, and, with the outpatient appointment centre, developing a single point of access for orthopaedic referrals. The outcomes have included enhanced triage and 65% of initial assessments being undertaken by ESPs. This has released consultant time and reduced waiting time for patients. It's also freed-up time for busy GPs, leading to a cost saving for the whole system.



Churchill Ward

Under the leadership of Charge Nurse, Ed Cox the Churchill Ward Team are exemplars of the CARES values and demonstrate a real 'can-do' attitude. Team communication has improved through regular team huddles and better utilisation of the electronic nerve centre in line with the Trust's vision to embrace technology. The result has been improved patient flow and discharge, as well as a better patient experience.

Outstanding Teamwork Award - Non Clinical

★ Winner ★

Macmillan Support and Information Centre Team

Since its establishment six years ago the centre has flourished and has become an integral part of the support the Trust delivers to those affected by cancer. The team provides access to a comprehensive range of information, benefits signposting, bespoke support to patients and families as well as Complementary Therapies, and support groups. Formally staffed by two job share managers this invaluable service operates with the commitment of a team of dedicated volunteers.



Runner Up:

NEWS/ hObs Project Team

This multi-disciplinary team of clinical, business and technical staff successfully developed a new app to reduce human error and outline a clear pathway for deteriorating patients. It allows more effective monitoring of patients by improving NEWS2 scoring and, where necessary, triggering the need for sepsis screening. The app is now in use across wards and theatres with monthly observations increasing from an initial 2,300 in pilot to 52,800 by January.



Learning & Organisational Development Team

Over the last 18 months, the team have improved the way they work to help improve retention and provide greater support to staff to develop their careers. This includes: setting up iDevelop, introducing coaching courses and development centres and running team training to help teams work more effectively. A new regular team huddle helps to improve their own productivity, prioritise workload and identify problems.



Highly Commended:

Antenatal Clerical Team

A can-do attitude enables the team to deliver a multi-faceted service for mums-to-be while adhering to strict national guidelines. They book in first screenings, provide a reception service in the antenatal clinic and a telephone triage for women needing to make appointments. They pull together to maintain clinical objectives and their hard work and dedication has seen them exceed our screening targets.



Elective Admissions Team

This team have the unenviable task of managing the surgery lists for the whole Trust. It is a demanding job and can be stressful especially if they need to call patients to cancel procedures at short notice. Nevertheless the team support each other and utilise each other's strengths. They always put the patient first and do whatever they can to make coming into hospital for surgery as seamless as possible.



Security Team

This Team are at the forefront of keeping people safe in our Trust, supporting staff by defusing situations that may have got out of hand and bringing a calming influence to people that may be distressed. This requires great focus and a level head but also needs people with the right degree of empathy. We are extremely fortunate that our hard working Security Team have all of these skills in abundance.



Quality and Innovation Award

★ Winner ★

Medical Locums Team

This team successfully managed the transition of medical staffing rosters from a manual process to an automated electronic system. It's resulted in a 20% increase in vacant shifts being filled by bank staff saving the Trust money, while unfilled shifts have reduced from 12% to 1% ensuring a safer working environment. More shifts are filled 30 days in advance, enabling better forward planning. We now have 320 doctors now registered with bank compared to 57 at launch. While managing the change to their processes, the team provided additional guidance and support to operational staff during the transition period.



Runner Up:

Nuclear Medicine SPECT CT Team

Our new-look Nuclear Medicine service is bringing real benefits to patients. With expert support, the team proposed investment in a top of the range SPECT CT scanner that carries out multiple scans at once. This speeds-up patient diagnoses, reduces the need for additional hospital visits and importantly minimises unnecessary stress. Patient numbers have soared from 486 in 2015 to more than 2,250 last year resulting in a four-fold financial gain to the Trust. The SPECTacular Team were also a finalist for the British Nuclear Medicine Society Innovative Team 2019.



Highly Commended:

ED Frailty Team

Working alongside ED and community colleagues at the ED front door, this team is helping to transform services for older patients. They proactively identify frailty patients providing a Comprehensive Geriatric Assessment within an hour of their arrival. Focusing on admission avoidance and streamlining the patient journey, the team is seen as an exemplar service within London and cited as a case study for good practice. They review over 300 patients per month with 70% of patients being discharged directly from ED - an 8% improvement this year. Bed days for older patients have significantly reduced resulting in savings.



Paediatric Integrated Care Team

This team has expanded services to enable patients to be seen by a paediatric consultant in their GP's surgery within two weeks of a referral. The majority of patients are discharged with a management plan, eliminating unnecessary hospital follow-up appointments wherever appropriate. They have seen 1,000 new referrals in the past year and 95% of patients describe the experience as 'excellent'. Wait times for hospital clinics have reduced meaning the team can provide more specialist MDT clinics and the CCG has seen a reduction in expenditure. The team have also helped Watford's Paediatric Team to set up a similar service.



Safeguarding Children Team

This team has successfully secured a good rating from the CQC from a previous 'requires improvement' position. This has been achieved by actively engaging staff through regular high-quality MDT teaching. They have standardised their management approach to ensure greater consistency, introduced Safeguarding Safety Net Meetings, peer reviews and designed safeguarding checklists and screening tools to keep young people safer. In addition they have worked with IT and stakeholders to better integrate electronic systems and share information.



Runner Up:

Samantha Whittaker, Senior Occupational Therapist, Occupational Therapy
Samantha's care for patients, relatives and her team mates is an exemplary example of our CARES values. She always provides that bit extra whether its getting a cup of tea for an elderly relative, giving a simple touch of the hand or passing the time of day with a lonely patient. She recently arranged a home visit for an intensive care patient - a Trust first - and made special arrangements for a disabled son to visit his dad who he had not seen for four months.



Highly Commended:

Pippa Dorney-Kingdom, Manager ITU

Pippa's nominator said: "She is the calmest, kindest, most level-headed sensible individual who conducts herself with great professionalism. She has an 'open door' policy to ensure she is accessible and available to her team and provides great support for them through the successes and challenges. She even gave up her place at a conference in order for another staff member to attend. To sum up – she is the best!"



Neil Rossi, Extended Scope Physiotherapist, Occupational Therapy

Neil was nominated for the exceptional support he gives to the Hillingdon Hospitals Charity. From encouraging physios and students to give massages for Hillingdon Half Marathon runners, to giving his time to represent the charity at the Hillingdon Business Expo. He even played a starring role in the Charity's promotional video. His awareness raising of the charity has also brought in thousands of pounds of equipment for the physiotherapy gym.



Outstanding Demonstration of CARES Values Award

★ Winner ★

Jan Guerin, Senior Sister/ Nurse Educator ITU/ HDU

Jan has made an outstanding contribution to 'living the CARES values' in the education and support of junior staff on ITU. She always celebrates staff successes even making little presents herself. She provides her own excellent study days and arranges additional experiences for staff such as observation dyas on specialist units.

She also provides excellent care to patients and their relatives with her ability to calmly and effectively diffuse difficult situations when relatives are anxious or distressed.



Claire Sheppard, ADO Women's & Children's

Claire was described by her nominator as a "truly exceptional manager and leader who sets an example to us all". She really makes staff feel listened to,



exploring the root of any issue, as well as considering staff feelings. She has really supported the Children's and Young People service to embrace the transition agenda. Under her management Women's & Children's has received excellent quality survey ratings while the CQC rating for Paediatrics has moved from 'requires improvement' to 'good'.

Linda Hirst, Emergency Nurse Practitioner Manager Minor Injuries Unit

Linda has been a firm fixture at the Minor Injuries Unit for more than 10 years. She is regarded as a calm, caring and supportive manager who listens to staff, keeps them informed and involves them in decision-making. She does a great deal to keep staff morale high so they provide the best in patient care. This includes everything from organising charity collections and social events to buying cakes for the team.



Compassionate Care Award



★ Winner ★★

Terry-Anne Leeson, Breast Care Nurse
Terry-Anne's nominator said: "She goes the extra mile to understand my particular needs and is always caring, compassionate and professional."

She helped this patient to successfully apply for a much-needed blue badge and contacted the DWP on her behalf. She said: "Terry-Anne somehow manages to make me feel as though I am her only patient. She always puts a smile on my face and cheers me up. I love her to bits."

Runner Up:
Mel Donegan, OT Kennedy Ward
Mel was nominated by a patient's mother who expressed gratitude for the great care and compassion she demonstrates in her work. She said: "Mel worked tirelessly to get my daughter home. She listened to her and ensured her needs were highlighted to the relevant people. She is caring and professional and has stepped in to get my daughter ready for physio sessions when there were no HCAs or nurses available."



Highly Commended:
Sue O'Sullivan, Specialist Diabetic Nurse
Sue was described as "an incredible source of support" by her nominator. Despite a very demanding roster of patients she treats everyone with "respect, fairness, humanity, humility and happiness while demonstrating patience and understanding". The care she has given over many years to this patient was described as "consistently outstanding".



Liz Cherfan, Lead Nurse Coloscopy, Cumberledge Centre
Liz (and her colleagues) received a nomination from a long-term patient who was touched by the compassion and empathy she has received. She said: "I am always made to feel at ease from the moment I arrive to the minute I leave." It helps to make her feel comfortable in an uncomfortable situation.



Gary Watts, OT Kennedy Ward
Gary was nominated by a long-term patient who is extremely grateful for his encouragement and support in getting her back to being able to use her legs and sit in a wheelchair for the first time in many years. She said: "He always puts my needs at the forefront."



Dr Helen Armstrong, Ophthalmology
A patient who has struggled to get a diagnoses nominated Dr Armstrong for her compassion towards patients. She said: "You can see that she loves her job, by how she treated me. Dr Armstrong took the time to explain what was happening and listened. I finally felt like someone was genuinely interested in my care and wellbeing, when I frequently feel like a burden. It was refreshing and heart warming. The NHS is very lucky to have a caring doctor of her calibre and compassion."

Volunteer Award

★ Winner ★★

Marion Quinn, Chair of Hillingdon's League of Friends
Marion represents the League with great success, and through her efforts volunteer numbers remain stable. The Friends team make both patients and staff happier just by being there with a cup of tea and a kind word. Marion also oversees awards for the charity's funding - a system very well organised and transparent.



Runner Up:
Beryl Urwin, Pathology Department Volunteer
Beryl began volunteering in the Pathology department 22 years ago and was instrumental in organising the ordering process for GPs surgeries, clinics and wards. Her wealth of knowledge has had a significant impact in helping the office to run efficiently. She's been described as a vital asset to the department.



Highly Commended:
Miriam Hewlett, Haematology Team Volunteer
Mim has spent more than 30 years volunteering, first in Surgical Day Care and then in Haematology. She has provided great support to both staff and patients - ensuring staff were fed and watered and sitting with someone who was lonely or distressed or feeling poorly when having chemotherapy.



Highly Commended:
Hazel Cowan, Volunteer at Mount Vernon Outpatients and Day Hospital
Hazel is described as 'a breath of fresh air' uplifting all those she comes into contact with. Greeting everyone with a smile, she gets patients checked-in and guides them to the right area, keeping the nurses informed of the patients' arrivals so that they can ensure they are well prepared before the clinicians see the patient.



Chair's Award

★ Winner ★★



Churchill Ward

Chief Executive's Awards


★ Winner ★★

Individual Award Winner:
Linda Hirst, Emergency Nurse Practitioner, MIU



★ Winner ★★

Team Award Winner:
The Security Team



Long service: 15 years

Teresa Albalate	Alderbourne Ward
Cheryll Alfaro	ITU & HDU
Ramadan Almas	Theatre MV (Trinity)
Teresita Antonio	ITU & HDU
Marianne Avelino	Accident & Emergency Dept
Judith Baguio	Theatre Hill
Rosalie Baluyut	Kennedy Ward
Anne-Marie Bessent	Cardiology
Amanda Birch	Peter Pan Ward
Arthur Blessing	Portering Hillingdon
Yaw Boakye	Portering Hillingdon
Jacqueline Breakspear	Education Centre
Anita Chadwick	Finance Department
Russell Chagwedere	Medicine Admin
Ginny Chikanya	ITU & HDU
Jane Chinyowa	AMU
Mary Concepcion	Surgical Day Care
Katie Cullen	Peter Pan Ward
Nelyn Cutamora	ITU & HDU
Paulino De Leon	Clinical Decision Unit
Wilson Del Carmen	Theatre Recovery Hill
Ekambaram Dinakara Babu	General Surgery
Julie Eldridge	Peter Pan Ward
Marian Farah	Jersey Ward
Roy Fernandes	Building & Engineering Dept
Sandra Fisher	Pharmacy Support Workers
Gertrudes Frilles	Fleming Ward Medicine
Lily Gaban	Emergency Gynae Assessment Unit
Allan Gappi	Fleming Ward Medicine
Bisy George	Coronary Care Unit
Ma Gonzales	ITU & HDU
Lorraine Gorham-Joahill	Rheumatology
Jessica Gregory	Palliative Care
Alison Harris	Inpatient Physio & OT
Caroline Heath	Theatre Anaesthetics & Recovery MVH
Helen Hosking	Labour Ward
Helen Johnston	Inpatient Physio & OT
Daniel Kelly	Theatre Anaesthetics Hill
Angela Laflin-Brocklesby	Environmental Controls
Eunice Lawrence	Information Department
Tracy Lawrence	Orthotics
Teresa Lee	Accident & Emergency Dept
Marie Lewis	Pre-Op Assessment
Bimla Lubhaya	People and Development
Victor Magtibay	Theatre Recovery Hill
Bharti Maisuria	X-Ray Hillingdon
Elizabeth Mangosho	ITU & HDU
Francis Martin	Accident & Emergency Dept
Wendy McLeod	Inpatient Physio & OT
Ziad Meer	Radiology Medical Staff
Sarah Meloy	Urology

Jideofor Menakaya	Paediatrics
Michael Mitchell	Building & Engineering Dept
Tomoko Nishiyama	Pharmacy
Joan Ofuono	Fleming Ward Medicine
Rufaro Omungo	Main Outpatients
Lourdes Opimo	ITU & HDU
Kate Parry	Medical Haematology
Minal Patel	Systems Development
Ma Celedonia Pineda	AMU
April Rabacal	Urology
Anjali Rajani	X-Ray Mount Vernon
Catherine Reed	Community Midwives
Stephanie Reyes	ITU & HDU
Anne Robinson	Clinical Records
Cheryl Ronan	Accident & Emergency Admin
Yolande Saunders	Palliative Care
Lorenza Say	Theatre Hill
Hilary Scannell	Diabeticare Outpatients
Shila Shah	X-Ray Mount Vernon
Denise Smith	Clinical Records
Suzannah Smith	Fleming Ward Medicine
Crisanie Sotto	Inpatient Physio & OT
Sharon Sylvester	Pharmacy Support Workers
Lai Tan	Elizabeth Ward
Catherine Tapping	Wendy Ward
Angela Treadwell	Switchboard Hillingdon
Sonal Unadkat	Pharmacy Technicians
Irene Urbano	Bevan Ward
Johanna Vanderplas	Endoscopy Department
Joanna Velasquez	Ophthalmology Medical Staff
Davina Waters	Hayes Ward
Gary Watt	Inpatient Physio & OT
Elizabeth Weller	Transformation
Suet Yoon	Neonatal
Amanda Youngs	Wendy Ward
Mohammed Zaman	Main Outpatients

20 years

Tracey Buckingham	X-Ray Hillingdon
Arti Depala	Outpatients Mount Vernon
Marilyn Dutton	Transport
Clare Gardner	Pre-Op Assessment
Christine Giles	Wendy Ward
Teresa Honour	Theatre Anaesthetics Hill
Kaemawathi Karunakaran	Stroke Unit
Rechad Khedarun	Grange Ward
Mark Nel	Anaesthetics Staff
Sheridan Phillips	Outpatient Therapies
Victoria Potter	Theatre Support Workers
Sandra Riley	People and Development
Mark Smith	Anaesthetics Staff
Louise Ware	Eyes/ENT Outpatients
Jeremy Weinbren	Anaesthetics Staff
Wendy Willingham	Inpatient Physio & OT

25 years long service

Jayne Austin Medicine Admin
Sara Berry Finance Department
Helen Berry Trauma & Ortho Clinic

Peter Dooley Ultrasound Sonographers
Pauline Dorrian Hearing Therapy
Nadine Teuton Breast Care



30 years long service

Sheila Bacon, Orthopaedics Team

Sheila started with the Trust back in 1989, initially as an Advance Nurse in Surgery. She spent some time as a Senior Sister before moving into her current role as Trauma Nurse Specialist, where she provides great support to both patients and colleagues.



Karen Blackbond, Estates Operations Management

Karen joined the Trust as the General Manager at the Mount Vernon Hospital site back in 1989. Ten years ago she took became AD of Service Development and Implementation. This requires working alongside the Capital Projects Team providing vital clinical insight to delivering major build and refurbishment projects.



Elizabeth Haraghty from the Hillingdon Consulting Rooms Team.

Elizabeth began her Trust career as a neo-natal nurse, moving into x and y (info needed from HR) before becoming senior staff nurse in 2007.



Samira Mumani, Pharmacy

Samira joined the Trust in 1988 – 31 years ago. She is Principle Pharmacist with the team.



Julie O'Brien, X-Ray

Julie is our scanning receptionist and clerical officer with the X-Ray department. She took up the post back in 1988 and loved it so much she has stayed there ever since.



This year's awards were supported by Hillingdon Hospitals Charity and UNISON, and generously sponsored by:

