



**Salisbury**  
NHS Foundation Trust

# Striving for Excellence Awards Winners 2017-18



“Throughout the last year I have been overwhelmed by the commitment of our staff, their passion for our patients and the way in which they all work as a team to support each other across all of our services. Our awards reflect our core values and behaviours and give us an opportunity to recognise the fantastic contribution that they all make to our hospital, patients and the local community and highlight what staff are doing to provide an outstanding experience for every patient. The awards represent just a small sample of the fantastic work that takes place right across all our services each year and celebrate all that is good about our hospital and our staff. I want to thank our staff for all their efforts. I also want to thank the Salisbury Hospital League of Friends for fully funding our awards this year and their loyalty and commitment to us over so many years.”

**Cara Charles-Barks**  
Chief Executive



## CHIEF EXECUTIVE'S LEADERSHIP AWARD

This award is given to someone who has shown exceptional leadership skills in one or more of the following areas. Supporting staff through organisational development or change, encouraging staff to develop through different learning experiences or motivating individuals and teams to achieve personal or organisational goals.

### WINNER



**Paige Tudhope**

*Nursing Assistant, Farley Ward*

Paige has for some time been leading the way as she repeatedly goes above and beyond to provide dying patients with compassionate and dignified care up until and after their deaths. Family members appreciate her time, her interest and her demonstration that they and their loved ones are important and are given exceptional support and care.



## CHAIRMAN'S OUTSTANDING CONTRIBUTION AWARD

This award recognises a member of staff who will have made a high impact on the organisation or significant difference to the service provided by their ward or department. They will be highly motivated and innovative, and have consistently high standards.

### WINNER



**Katie Ransby**

*Sister, Chilmark and Amesbury wards*

Katie provides exceptional leadership to two busy wards, managing over 60 staff and 56 beds. Katie is dedicated, exceptional and inspirational, always wanting what is best for her patients, staff and relatives. Her professional approach to all duties has gained her unconditional respect and support.

Striving for Excellence  
Awards

2017 - 18

with thanks to our  
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## UNSUNG HERO AWARD

This award recognises individuals or teams who work in areas to support frontline services. They will have shown consistently high standards of customer care, worked together with frontline staff to help improve the service they deliver and go beyond what is expected of their role.

### WINNER

**Joanne Hembury**

*Aseptic Pharmacist Manager*

Joanne is an exceptional senior pharmacist, fantastic role model and leader, who selflessly shares her enthusiasm and experience with all staff. She has been the driving force behind the service for the last 29 years and has ensured that Salisbury remains a shining example to others - always retaining the highest quality, safe pharmacy service.

### HIGHLY COMMENDED

**Endoscopy/Radiology Administration Team**

It has been a period of change for the team but they have been open to learning new skills that help and support their colleagues, worked together to look at different ways to improve the booking process and continually engaged with patients in compassionate and sensitive manner. They have developed respect for each other's role which has helped to create a unique team.

## CHALLENGE AWARD

This is an award for individuals or teams from all departments who have shown exceptional personal commitment and innovation in identifying and implementing solutions to a key Trust challenge. This will have had a high impact on the organisation or made a significant difference to the services we provide.

### WINNER

**Informatics Team**

The Trust replaced iPM with Lorenzo as the first step towards an electronic patient record. It was the largest IT project ever carried out by the Trust and despite challenges and difficulties the team worked consistently hard in work and home time to find innovative solutions to problems so that the Trust and its staff could function with new systems and a new and unfamiliar way of working.

### HIGHLY COMMENDED

**Tracey Merrifield**

*Emergency Planning Resilience and Response Manager*

Tracey played a major part in the successful submission for full compliance in the Emergency Planning Resilience and Response NHS England Core Standards - providing assurance that the hospital meets the standards required of a category one responder. Along with all her other duties, she managed a successful work programme that targeted areas of non-compliance, highlighting her personal commitment and dedication to the role in and outside normal working hours.

## GOVERNOR'S VOLUNTEER AWARD

This award recognises the dedication, adaptability and reliability that volunteers bring to their role. Open to Trust and external volunteers that support hospital services, particular attention has been given to volunteers who deserve extra praise for their work.

### WINNER

**"Lofty" Waterman**

*Volunteer Guide*

Lofty is an outstanding volunteer. He is always reliable and completely dedicated to helping others and nothing is too much trouble. His primary role is to guide at the main entrance, but has volunteered to help with other initiatives such as at the staff BBQ and ward evacuation exercises. He is friendly, adaptable and caring and has a massive impact on the hospital and everyone he comes into contact with.

### HIGHLY COMMENDED

**Adrienne Rawlings**

*Radnor Ward Volunteer*

Adrienne is friendly to everyone and very helpful and is a very active and important member of the Radnor Ward team. She is kind, caring and a welcoming face to a department that requires empathy to families when they are facing the hardest times – always working with a smile when with patients and families.







## EQUALITY AND DIVERSITY AWARD

The Equality and Diversity (E&D) award aims to encourage the development and sharing of good practice and raise awareness of E&D issues. The award recognises the work of an individual or team that has embedded E&D into working practice with staff, patients, carers, visitors or the local community.

**WINNER** ★★

**Martin Plastow**  
*Security & Car Parking Officer*

Martin is an invaluable member of the security and car parking team who was nominated for the sensitive and caring way in which he managed a large group of Romanian relatives in public areas who were visiting a family member on a ward. It was a challenging situation, but he managed this with confidence and prevented unnecessary stress or upset to the family, staff and visitors.

**HIGHLY COMMENDED**

**Lisa Brown**  
*Sexual Health Nurse*

Lisa was nominated by a member of staff who was impressed by her knowledge, compassion and her drive for equality and dignity in the workplace. She came to Lisa as she was aware of two potentially vulnerable students. Lisa went above and beyond to help - fostering inclusion and offering the students outstanding support and guidance. She is also well respected by staff and patients. *Kim Hannaford and Louise Hilton collected the award on behalf of Lisa Brown.*

## LIVING THE VALUES AWARD

This award recognises staff that demonstrate all of the love to see behaviours that support at least one of the Trust's values consistently.



**Professional  
WINNER** ★★

**Keith Loader**  
*Security Management Specialist*

Keith faces difficult challenges daily, but always carries out his responsibilities in a highly professional manner – treating staff, patients and visitors with respect. He is well respected in the hospital and with our partner organisations and is a proactive leader, always seeking out service improvements and leading on capital investment initiatives that will support a safer environment for our patients, staff and visitors.

**Patient Centred and Safe  
WINNER** ★★

**#EndPJParalysis Team**

Patients who wear day clothes each day are more likely to maintain their independence, feel better in themselves and recover faster. The #EndPJParalysis therapy team was instrumental in developing, implementing and promoting the campaign, and their commitment and enthusiasm has meant that staff across the hospital work with patients so where possible they are up and out of their gowns and pyjamas.

**Friendly  
WINNER** ★★

**Directorate Management Secretaries**

This team consistently goes above and beyond their role and the support and value they offer is extensive. Their workload, impact and benefit, goes far beyond the management offices as they answer queries, field calls, coordinate meetings and collate responses in a cheerful and professional manner. They provide a vital link to the rest of the hospital and make all visitors to their offices feel welcome and informed.

**Responsive  
JOINT WINNERS** ★★

**Intensive Care Unit Rehabilitation and Follow-Up Team (RAFT)**

The team has always been innovative by establishing new services to support patients during and after their time in the unit and is ahead of many larger hospitals in the country. They aim to look at additional ways of supporting patients and their families through their journey on the unit, the ward and then home. They look at progress and take on board issues or concerns and are a truly responsive team.

**JOINT WINNERS** ★★

**Michelle Bray** ★★ **Claire Newton** ★★  
*Senior Physiotherapist* *Nurse Practitioner*

Michelle and Claire are true ambassadors for their work around fit testing, which plays a key role in our infection prevention and control procedures. They volunteered to put in place a fit testing programme to cover the flu period, generating new ideas to make sessions work and sharing their knowledge and enthusiasm with others so that they become fit testers themselves.

**OVERALL WINNER** ★★

**Heidi Killoran**  
*Diagnostics Systems Manager (Radiology)*

Heidi has been part of the Informatics department since 2014 and before that a key member of the radiology department where she provided invaluable support for clinicians. She spends her own time learning about new technology and working with suppliers to develop systems that allow us to share imaging across the health community. She has an excellent reputation across the South and with our many suppliers.







## LEAGUE OF FRIENDS CUSTOMER CARE TEAM AND INDIVIDUAL AWARDS

Patients and the public were asked to nominate a member of staff or team for the award and these related to anyone who had been particularly friendly and welcoming, had gone that extra mile to help or who had gone out of their way to keep people informed about their service or the care and treatment that they provide.

### Team Award

**WINNER** ★★  
**Radnor Ward**

The team received several nominations supported by heart-warming personal stories. One relative whose husband was brought into hospital with a coma said: "they always treated him as if he were conscious, always speaking to him telling him what they were doing. I and my friend spent nine days at my husband's bedside where I witnessed effortless care. I have never met such a wonderful bunch of people who go beyond their roles".

### HIGHLY COMMENDED

#### Neonatal Intensive Care Unit (NICU)

The NICU team were nominated by a grateful parent who credited them for saving their daughter's life. The baby had multiple health issues, but the team were very quick to act and throughout their stay the family said they were "encouraged, listened too, reassured and completely welcomed into the NICU home.... an utterly amazing, hard-working team," they said.



"We have given additional support to local health services for over 60 years and we're proud of our continuing association with Salisbury District Hospital, its services and the staff that make the hospital what it is today. There is a link between the professionalism and commitment of NHS staff and the quality of care they give to patients and we are delighted to have been able to support these awards and acknowledge all that staff do for our local health service."

**David Stratton**  
*Chairman, League of Friends*

### Individual Award

**WINNER** ★★  
**Leigh Blake**

*Sister, Neonatal Intensive Care Unit*

Leigh was nominated by several patients. One said of her: "She was always cheery and knew just how to support them. She was supportive without being intrusive. She was amazing and a massive credit to the hospital. Another said, "No one deserves an award more. She is so unassuming and I don't believe she really has any idea of how much she impacts upon the parents of the babies she looks after."

### HIGHLY COMMENDED

#### Angela Allen

*Sister, Ear Nose and Throat Service*

The patient who nominated Angie said of her, "She is such a help for me as I am a single parent and have other children to think about - quite often needing to be in three places at once. She has a sunny disposition and is always consistent no matter how run off of her feet she may seem to be. Always friendly, helpful and hardworking."

### MENTOR AWARD

The Mentor Award is given to an outstanding mentor and an exceptional role model due to their quality of patient care, commitment to nurse education and their overall professionalism and enthusiasm.

**WINNER** ★★  
**Michelle Clem**

*Staff Nurse, Sarum Ward*

It is essential that students have the support that they need to help them with their education and learning and any other issues that might have an impact on their ability to succeed. As a mentor, Michelle Clem helped develop students' confidence and development and used the nursing values (known as the six Cs) of care, compassion, competence, communication, courage and commitment to help embed new skills and create time for reflection on good nursing practices.

