

Media Release

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Hospital stars - awards ceremony to honour RUH staff

Outstanding staff were honoured for their contributions, achievements and innovation in health and patient care at the hospital's New Year's Honours Awards ceremony.

The awards presented during the evening, which took place at the Assembly Rooms, Bath, symbolised the dedication and hard work of so many staff.

Staff who run the Assessment and Comprehensive Evaluation – Older Person Unit – or ACE OPU for short, were voted **Team of the Year 2013** in recognition of their work to redesign and implement a new model of care for older people. Assessment times have improved, with at least 80% patients being seen on the same day, and the length of stay has reduced, and discharges have increased since its implementation.

The **Most Innovative Team Award for 2013** went to the 'Dynamic' e-induction Team for working together to develop an online induction program for trainee doctors. This new program offers real-life clinical scenarios and simulation, and is easy to use. The RUH is the first hospital in the South West to use an e-solution which assesses the trainees in the key mandatory training they require as well as providing them with a welcome to the organisation. It will ensure that trainee doctors receive their induction in a timely manner.

Debbie Parsons, who is a Staff Nurse in the Emergency Department, was presented with the overall **Chief Executive's Customer Care Award for 2013**. Debbie was nominated by a member of the public in recognition of her outstanding professional care and compassion.

Denise Preece, Research and Development Officer, was presented with an award for her tireless work supporting the research and development service, and assisting the team to increase the number of patients involved in research projects at the RUH, helping to make us one of the most research-active Trusts in the UK.

Personal Achievement Awards were presented to four staff in recognition of their outstanding achievement during the year. Loyalty Awards were also given to staff in recognition of their long service, and the evening was another opportunity to acknowledge Dr Lesley Jordan, Consultant Anaesthetist, who won our Patient Safety Award in 2013.

Members of the Trust Board, including Chairman Brian Stables and Chief Executive James Scott, joined staff for this special celebratory evening. RUH Chairman Brian Stables said: "It is a wonderful evening. The awards are important as they give us a great opportunity to showcase the amazingly talented people we have at the RUH and it gives us a chance to thank all of the staff who, day in day out, work incredibly hard caring for our patients. We are very, very proud of them all."

Ends

Notes to editors - details of the awards

Team of the Year – Assessment and Comprehensive Evaluation – Older Person Unit, or ACE OPU for short

The ACE OPU team was established as a key project of the Trust's Urgent Care Improvement Programme to develop and implement a new model of care for older people.

The primary aim of ACE OPU is to facilitate rapid clinical assessment, investigation and interventions to support early discharge, therefore reducing the length of time patients have to stay in hospital. Other benefits include more rapid access to treatment, reduction in the number of admissions to inpatient beds, more appropriate placement of patients and improved access to community services and support.

A daily meeting of the multi-disciplinary team ensures excellent engagement involving RUH staff and the wider community, which supports the model for earlier discharge and improved communication with GPs.

The number of discharges has increased from an average of 17 to 30 per week and at least 80% of patients are now being seen on the same day by all necessary health professionals. Prior to the ACE OPU service this could have taken up to 48 hours. Patients and colleagues from the community have given very positive feedback on the service.

The clinical and managerial leadership, coupled with the teamwork on the unit has been fantastic and every member of staff has an essential role to play in making the model work for our patients.

Most Innovative Team – ‘Dynamic’ e-induction project team

The team worked together to develop an online induction program for trainee doctors. This new program, which offers real-life clinical scenarios and simulation, is easy to administer and straightforward to use. The RUH is the first hospital in the South West to use an e-solution which assesses the trainees in the key mandatory training they require as well as providing them with a welcome to the organisation. It will ensure that training doctors receive their induction in a timely manner and provides assurance to the Trust as there is a built-in self-assessment and monitoring process.

Chief Executive's Customer Care of the Year Award – Debbie Parsons, Staff Nurse, Emergency Department

Debbie was nominated for the award by a member of the public who accompanied her elderly neighbour to the Emergency Department after she collapsed. The nominee said "Debbie was amazing, caring for my neighbour in such a compassionate way even after she passed away. Debbie guided me through the whole process and I was not rushed or hurried. I was on my own and the support I was given was wonderful".

Research & Development Award – Denise Preece, Research and Development Officer

Denise was presented with an award for her tireless work supporting the research and development service, and assisting the team to increase the number of patients involved in research projects at the RUH, helping to make us one of the most research-active Trusts in the UK.

Personal Achievement Awards

Lynn Howes, Senior Sister, Maxillo-Facial, Oral Surgery and Orthodontics, has set up a new Oral Hygiene Clinic, offering advice to cancer patients with dental health problems, who are at risk of developing dental complications as a result of their cancer treatment. For patients with cancer, this intervention has made a big difference to their ability to manage their oral hygiene during their treatment.

Alison Blake-Reed, Theatre Healthcare Assistant (HCA), is the first Theatre HCA to complete a new City and Guilds Level 3 Diploma in Peri-operative Care Support. Alison has now increased her skill set to provide high quality care to the patients that are seen in the operating department.

Tom Routhorn, Patient Support Assistant, Waterhouse Ward. Tom continues to train with Project Search and has been developing his skills on Waterhouse Ward, engaging with patients and staff. Tom is helping patient's at meal times, ensuring they use wet wipe's to clean their hands before eating, which is helping to reduce cases of C-Diff.

Carol Davidson, Nurse Practitioner, Pain Clinic, works tirelessly on behalf of her patients, often going above and beyond the call of duty. Carol was nominated by a colleague who said "she holds the team together and

encourages us all to be better at our jobs. Her passion is unfailing even in the most challenging of situations. She is generous with her time, guidance and outstanding knowledge". Carol has recently retired.

Loyalty award (25 year's service):

Lorraine Abraham, Staff Nurse, Coronary Care Unit
Diane Beaverstock, Financial Accounts Assistant
Frances Bennett, Cleaner
John Blakeley, Theatre Orderly
Ann Coy, Staff Nurse, Medical Therapies Unit
Martyn Evans, Head for Nuclear Medicine, Medical Physics
Siobhan Evans, Sister, Emergency Department
Dorothy Goddard, Consultant Breast Radiologist
Sarah Goodwin, Sister, NICU
Mark Griffiths, Junior Charge Nurse, Cardiac Rehab
Tess Haines, Medical Secretary, Occupational Health
Steven Harding, Quality Assurance Manager, Sterile Service Department
Helen McCabe, Outpatients Manager
Robin Mills, Associate Specialist, Oral Surgery
Alison Morgan, Health Care Assistant, Gastroenterology Surgical Unit
Helen Morgan, Head of Radiotherapy Physics
Julie Nockels, Staff Nurse, Medical Short Stay
Helen Pearce, Cleaner
Magdalene Prior, Cleaner
Kim Robinson, Audiologist
Alison Steene, Paediatric Physiotherapist
James Stevenson, Matron, Medicine Division
Amanda Tadd, Theatre Practitioner, Theatres
Tina Thresher, Senior Sister Gastroenterology
Zoe Warman, Specialist Nurse, Gastroenterology
Barbara Welland, Pharmacy Purchasing Assistant
Kaye White, Porter
Sue Young, Personal Assistant, Occupational Health

Loyalty award (35 years service):

Lindsay Grant, Consultant Clinical Scientist
Alan Phillips, Porter
Liz Vowles, Sister, Forrester Brown Ward

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