You made a difference staff awards – March 2013

15 April 2013

The award aims to reward and recognise both teams and individual staff members who have gone the extra mile for patients, visitors or colleagues.

Dietitian Sarah Donald has been a key member of the Dose Adjustment for Normal Eating (DAFNE) team, based in the Wolfson Diabetes and Endocrinology Clinic, since its inception in 2002. Addenbrooke’s was one of the first hospitals in the UK to run this programme, a five-day education course for adults with Type 1 diabetes to help them better manage their condition. Sarah was nominated by a patient for sharing her “thorough knowledge and substantial experience. She listens, and then informs - all with smiles, and gentle humour.”

Sarah said: “DAFNE has really grown since we started and it is incredibly rewarding for all of us that teach on the programme. Patients can’t believe that something run over five days can offer so much information.”

Paul Topham has worked in the Addenbrooke’s Treatment Centre car park since he started in 2009. He was nominated by a patient’s husband but often receives cards of thanks for the kindness he has shown to patients. At the award presentation Brenda Hennessey, director of patient experience and public engagement, said: “People can be anxious when they come to hospital so the first and the last people they meet in the car park can really make a
difference."

Paul said: “I do appreciate this and the people I work with every day are first class. I had three months off recently and couldn’t wait to come back to work!”

If you would like to nominate a member of staff or a team, please fill out the nomination form, available on the Trust’s website, or around the hospital.

The other individuals nominated were:

Adrian Boyle, consultant, A&E
for being highly skilled and proficient

Maddy Belfoire, healthcare assistant, Ward F6
for being the most efficient and friendly member of staff on the team.

Jacqueline Blundell, hospital play specialist, children's services
for being fabulous, calm and reassuring and suggesting constructive ideas to help.

Mark Boden, physician's assistant, Ward A4 and A5
for being a pleasure to work with and always providing fantastic support to your colleagues,

Joy Bray, specialist mental health nurse, mental health
for offering excellent support to patients in a compassionate and professional way.
Elizabeth Brinkler, practice development midwife, Rosie
for taking the lead in a calm manner during a complex emergency

Catherine Leigh Brown, midwife, postnatal unit
for being a kind and patient person and an asset to the unit.

Maria Carvalho, ward clerk, ward K2 (three nominations)
for always performing your role with dedication and professionalism.

Charlotte Clark, pharmacist, pharmacy
for going above and beyond your role as a pharmacist on a daily basis

Denise Coombe, receptionist, oncology
for always being cheerful, helpful and up beat even when under pressure!

Emma Cooper, staff nurse, plastic surgery unit
for making time to listen and reassure a patient.

Rosemary De La Cruz, healthcare assistant, ward C8
for being cheerful and having a sense of humour

Stephanie Fairbain, play assistant/therapist, ward D2
for making a 'huge difference' to a young patients stay.

Julie Francisco, staff nurse, NCCU
for your world class professionalism and care.

Francis Franks, cleft clinical nurse specialist, cleft lip and palate network
for being a committed and hardworking team player.

Elizabeth Gillham, staff nurse, PSSU (D5)
for being a genuine asset to the team.

Helen Goad, haematology specialist nurse, haematology
for combining good humour with compassion, medical expertise and logistical skill

Ellen Gokkel, Spr, haematology
for excellent patient care.

Karen Heap, midwife, Lady Mary annexe
for prioritising a patient's needs when under pressure.

Danelie Heffer, physiotherapy equipment and administration assistant, physiotherapy
for being a credit to both the department and Trust.

Laura Henderson, staff nurse, ward K3 – cardiology
for being efficient, caring, tactful and attentive to details,

**Rachel Housden, sister, clinic 10**
for your willingness to be flexible and calm approach in unexpected situations

**Virginia Ibanez, staff nurse, recovery**
for excellent patient care.

**Sarah Jefferies, consultant ENT - clinic 10**
for being thorough in your enquiries and explanations to a patient.

**Emma Johnson, healthcare assistant, ward D5**
for being an extremely caring and attentive nurse.

**Julie Johnston, junior sister, PSSU (D5)**
for always putting patient needs first by, co-ordinating the ward efficiently.

**Alexander Jones, healthcare assistant, bank**
for excellent patient care.

**Kayvan Khadjooi, consultant, ward R2 - stroke unit**
for excellent patient care and support.

**Sarah Lucy, orthopaedic technician, fracture clinic 1**
for having a delightful attitude and being dedicated to giving the best care.

**Fiona Maxton, senior research nurse, west anglia CLRN**
for your continued support and encouragement to colleagues during difficult times.

**Hugh Morris, staff nurse, NCCU**
for using an engaging and inventive way to care for a confused patient.

**Suzanne Murphy, registrar, plastic surgery**
for treating a patient in a dignified and wonderful way.

**Michelle Pettitt, midwife, Rosie**
for providing excellent care to women.

**Stephen Pye, training manager, learning and development**
for the enthusiastic, energetic and effective delivery of the CSSIP programme.

**Shona Rookes, staff nurse, PICU (two nominations)**
for always remaining professional but in a caring way and for demonstrating compassionate patient care.

**Ruselo Santos, therapy radiographer, oncology**
for excellent patient care.

**Debbie Sebley, healthcare assistant, ward K2**
for relaxing a patient with your friendly and caring manner.

**Mahmood Shafi, consultant oncologist, gynaecology oncology**
for delivering first class care and emotional support.

**Mohammed Saeed Sheikh, staff nurse, ward C8**
for always going the extra mile for your patients.

**Sarah Syer, staff nurse, PICU (two nominations)**
for lifting spirits when needed through an emotional time and for always being very caring and full of singsong.

**Stephanie Taylor, personal assistant, urology**
for supporting and listening to a colleague.

**Alison Tyler, midwife, Lady Mary ward**
for giving the best start to a newborn son through your wealth of experience.

**Naval Vyse, principal technician, clinical trials pharmacy**
for showing a genuine interest in others wellbeing and putting others before your self.

**Gemma Wicks, occupational therapist, occupational therapy**
for giving a patient courage and support after a hand injury.

**Clarence Yapo, staff nurse, PSSU (D5) (two nominations)**
for being diligent at your job with a great sense of humour and for excellent patient care.