

You made a difference staff awards – November 2013

17 December 2013

Emma Warner – Haemophilia Nurse Specialist

Emma has been working in the haemophilia centre for 11 years. Before that she worked at the paediatric Intensive Treatment Unit. Both patients and staff rely on her for advice and practical management of bleeding disorders. More recently Emma has become the main nurse for several trials using long acting clotting factors which may improve patient lives. This work requires dedication and an eye for detail, both of which she has in bucketfuls. She is a credit to the haemophilia centre.



Emma’s winning nomination was received from a young patient’s mum who doesn’t want to be named. It centred on the fact that Emma always puts her patient’s needs first and does this with excellent care. An extract from the nomination told us:

“My son has haemophilia and Emma has worked tirelessly to make the transition of his care from Great Ormond Street hospital to Addenbrookes a smooth and successful one. Understandably, both my son and I were apprehensive at leaving a haemophilia care centre where we had developed a positive relationship since my son’s birth. We need not have worried, Emma’s approach has been friendly, enthusiastic and considerate of us both –

Fantastic”

Susan Watts – Patient Services Administrator

Susan has worked in various roles in the

Patient Services Department since 2005. She supports the Patient Services Managers and carries out her own daily tasks, dealing with patients, clinicians, Trust colleagues and external agencies in a professional and sensitive manner. She is an excellent ambassador for the Trust.

Susan’s winning nomination came from a patient who told us of her diligence, professionalism and courteousness. An extract they told us:

“..a potentially negative experience was turned into one of appreciation of a very valued staff member”

