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DBTH  
**Stars**  
Annual Awards

**2018**

Programme



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# Welcome

from Chief Executive, Richard Parker  
and Chair of the Board, Suzy Brain England



Welcome to our annual Star Awards ceremony for 2018. This occasion is all about recognising and celebrating the individuals, teams and departments who have gone above and beyond, ensuring our patients receive the highest quality care.

Each year we are so proud to see so many examples of the incredible work that goes on at our hospitals and in our communities for the benefit of the people of Doncaster and Bassetlaw. We could easily and effortlessly fill this programme with words of the highest praise, however, you will be pleased to know that we would rather you heard this message through the nominations of your peers and the award presentations themselves – letting the hard work speak for itself.

This year we received a record number of nominations and we know the judging panel had a hard time choosing a shortlist out of so many remarkable candidates. From our personal experiences, we have seen first-hand examples of Team DBTH's daily commitment in going the extra mile for our patients and we truly wish that we could thank each and every member of staff their dedication.

In the past year, we have made substantial improvements as a Trust as well as positive leaps forward. Tonight is about recognising the human-factor within this achievement – remembering that behind the targets, the performance indicators and the quality goals stands a fantastically skilled and impressive team.

This is your night and we truly hope you enjoy it. Without delving into clichés, while there can only be a handful of winners tonight, there will be no losers because when we achieve as individuals, teams and as an organisation, our patients truly win.

Finally, we must express our thanks to our sponsors who have helped to make this celebration possible. Your contribution is truly appreciated and we are proud to call you a partner as well as a firm friend of the Trust.

Thank you,

**Richard Parker & Suzy Brain England OBE**  
Chief Executive Chair of the Board

# Star Awards *schedule*

- 7.00pm      Arrival, drinks reception and canapés
- 7.45pm      Guests to be seated and welcome  
from Richard Parker, Chief Executive,  
Doncaster and Bassetlaw Teaching Hospitals
- 8.00pm      Dinner is served
- 9.30pm      Richard Parker to introduce our Host for the  
evening, BBC Look North's Harry Gratton
- 11.00pm     Chair's award and closing remarks from  
Suzy Brain England, followed by disco
- 12.00am     Carriages



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## Successfully leading a high performing team.

### **Jane Wells**, B6 Ward Manager

Ward Manager on B6, Jane has successfully maintained enthusiasm and motivation in the face of change. Despite the numerous obstacles faced, satisfaction levels on the ward are always very high and the team is incredibly upbeat.

This is all down to Jane, as evidenced by the staff survey results, with an overwhelming amount of people commending her excellent management and support. Indeed, the feedback proves that Jane is more than just a great manager. She is an inspiring leader, one who is capable of shepherding a team through challenge and change!

### **Janet Sampson**, Knowledge, Library & Information Services Manager

A long-serving member of the Library and Information team, Janet is employed by Doncaster Council but she is still thoroughly embedded in Team DBTH and is treasured throughout the organisation.

Janet has overseen much in her time at DRI, having spearheaded the development of the multi-professional Learning Resource Centre that we know and love today. Her steadfast leadership has enabled the Trust to achieve the highest possible score in its last two LQAF assessments, which is a distinction that only a handful of trusts in the region have earned.

Finally, Janet's staff are quick to praise her legendary attention to detail, along with her remarkable wisdom, warmth, humour and dedication. As a considerate, patient teacher, she will always find time within her busy work-schedule to support others in whatever they need.

### **Pauline Foulstone**, Jasmine Centre Lead Sister

Consistently putting her staff and patients at the forefront of everything she does, Pauline always goes the extra mile. She is a true pillar of the Jasmine Centre at Doncaster Royal Infirmary.

No matter what is happening in her own life, she can be relied upon to make time for others, often staying after hours in order to ensure that all clinic work is completed. Likewise, if a visitor is experiencing anxiety, Pauline will readily be on hand to provide reassurance and the patients clearly value her as a source of comfort. In all, Pauline is a true credit to Team DBTH, proudly representing the Trust's values on a daily basis.





In recognition of someone who has shown commitment to research.

### **Julie Bury**, Senior Physiotherapist

In her role as research fellow, Julie has been increasing research capacity for nurses and leading positive change in research culture. She has supported members of staff to embark on clinical academic careers through research awareness sessions and acting as a point of contact for those with research ideas. Julie is working on building research capacity in the Trust and has established patient and public involvement in future research projects. Julie has written for a number of publications and continues to maintain her clinical practice offering optimal care to patients and leading clinical developments in the treatment of shoulder injuries.

### **Rachel Codling**, Senior Research Management and Governance Administrator

Rachel is invaluable to DBTH as a senior research administrator. She is meticulous in everything she does and has a keen eye for detail that ensures she delivers quality work time and time again. Rachel is always mindful that, even though she may not see them every day, everything she does is for the benefit of our patients. Rachel is integral to the Research service and her contributions ensure that we can offer our patients different treatment options, increasing patient choice and enhancing patient experience.

### **Su McIlwaine**, Hand Specialist Occupational Therapist

Su is extremely experienced, knowledgeable and passionate about her area. During a research internship, Su was approached to take part in a national research project to investigate the effectiveness of thumb splints.

As part of the project, Su is required to recruit at least two patients a month to the trial. Sue carried out additional promotional work and networking with consultants and local GPs as potential referrers to secure the numbers needed for the trial.

To date, Su has recruited 22 patients onto the trial and is the first DBTH Occupational Therapist to be involved in research at this level. Occupational Therapy has previously had limited opportunities to be involved in research but Su is keen to encourage others to develop research skills and contribute to studies.





**For an individual who has embraced training and development for the benefit of our patients.**

## **Aimi Dillon**, Education Lead

Aimi is a passionate, inspirational and motivating nurse and educator. Not only has Aimi shown great personal development by completing her MSc in Education, but she is also supporting others by developing and running a remarkable preceptorship programme which is recognised as one of the attractions for students to come and work at DBTH. Her dissertation work on resilience amongst newly qualified professionals has contributed to the learning, development and retention of the newly qualified workforce.

## **Esther Lockwood and Beth Cotton**,

Falls prevention practitioner and Dementia Education Nurse

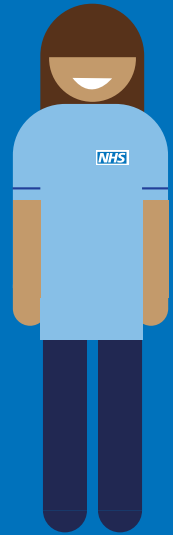
Esther and Beth worked together to create the Trusts' Person Centred Care Day. The study day is specifically designed to make sure that all front line staff receive their falls prevention and dementia awareness training. Staff are guided and advised on how to follow person centred interventions which have resulted in record reductions of patient falls across the Trust. Wards who have had staff attend the study day have also seen a huge decrease in costs spent on temporary staffing for enhanced care, their length of stay has reduced and they have less staff nurse vacancies. A huge achievement for the benefit of patient care.

## **Rachael Lockwood**, Sister

Rachel was nominated by a student nurse, Danielle, who she mentored through her third year. Rachel helped build Danielle's confidence and enabled her to widen her knowledge in paediatric nursing. The pair now work alongside each other and Rachael continues to guide and support Danielle. Danielle said: "she has been there every step of the way I couldn't have done it without her." Rachael delivers a high level of patient care, ensuring all their needs are met and going above and beyond at all times.



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**In recognition of the support staff that go above and beyond for patients, staff and visitors.**

## **Caroline Eyres**, Facilities Services Higher Clerical Officer

An outstanding asset within the Estates & Facilities Directorate, Caroline is an incredibly hard working individual. Not only does she go above and beyond to perform the duties of her role, but she also gives up her free time to do extra bits for the department. For example, she has been integral to the success of both the October 'Pumkinoff' competition and the Christmas Gingerbread House decorating Competition, alongside various bake-offs, buffets and leaving parties. The list of kind-hearted gestures is endless and the positive effect that Caroline has had on staff morale cannot be overstated.

## **Donna Farmer**, General Office Supervisor

In her capacity as a Health Champion, Donna has contributed far more than could ever have been expected. Leading a small but ever growing team, she is dedicated to improving the fitness and wellbeing of her colleagues. To this end, she has set-up her own support group, facilitated useful dialogues, coached a small running club and much, much more. Throughout the week, Donna checks up on everyone, further encouraging and motivating them in the process. Many people have already expressed a deep feeling of gratitude for this unending support, noting that Donna has helped them to accomplish things that they would not have otherwise achieved.

## **Gill Smith**, Bassetlaw ED Service Assistant

Having worked at Bassetlaw Hospital for many years, several of Gill's colleagues have remarked that she is now part of the furniture at the ED department. Always ensuring that the areas under her responsibility are absolutely pristine and gleaming, Gill puts in maximum effort six days a week, working tirelessly throughout the early hours of the morning. Despite this, she is always unfailingly cheerful and never complains. On the contrary, she is a consistently upbeat presence, assisting visitors wherever she can and increasing morale around the department with her easy-going charm.





**Developing and learning is integral to being part of a Teaching Hospital and this category highlights those who have shown best practice.**

## **Richard Fenton**, Clinical Coding Data Quality Systems Manager

Richard was appointed to manage a new Data Quality Toll at the Trust. His target was to achieve an additional £25k per month as part of the Maximising Income project. Richard has exceeded the target each month and has quickly refined the process working closely with staff members in other departments. He has provided demonstrations of the tool to other NHS trusts at the Regional Clinical Coding Managers Forum and several trusts have since visited him so he can show them the tool in greater detail.

## **Tia Eardley**, Buyer

Tia joined DBTH as an apprentice in 2016 and since then she has learnt a wide range of skills, enabling her to provide valuable support to the Procurement Team. As well as completing her NVQ Level 3, Tia requested to learn more about procurement and was given the opportunity to complete an advanced certificate, showing a high level of dedication by learning and achieving a merit. Tia continues to develop her knowledge and is now undertaking a level 4 diploma whilst encouraging her colleagues who are also taking the course. Tia has also taken part in a Trust wide initiative to promote apprenticeships at DBTH, volunteering as an ambassador and appearing in promotional materials.

## **Victoria Kirkwood**, Trainee Advanced Neonatal Nurse Practitioner

Victoria is the Trusts' first Advanced Neonatal Nurse Practitioner student for several years and has far surpassed everyone's expectations. Victoria looks after some of our most vulnerable babies and has gained in confidence and competence, providing expert clinical care in all aspects. She has developed extremely quickly due to her commitment to learning and her willingness to put extra time in. As a result, she has inspired other nurses on the neonatal unit to want to develop their careers further.





**Showcasing teams and individuals who champion creativity and innovation in order to improve Trust performance and patient care.**

## **Dr Subedi**, Consultant, Emergency Department

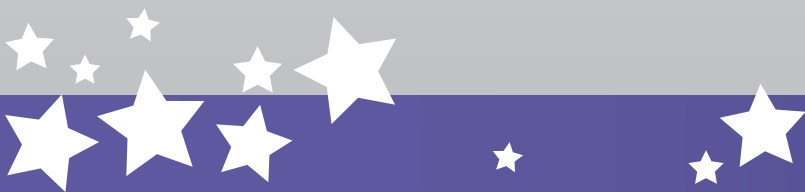
Dr Subedi has been instrumental in starting CESR training in the Emergency Department at DRI. This has attracted good doctors to join the training at all levels, as well as experienced consultants who help run the department across sites. He has further enhanced the profile of the Trust by grabbing the attention of the Royal College of Emergency Medicine. The training programme is already bringing improvements to the Emergency Department and the department, which itself continues to be one of the best performing in the country.

## **Jo Hutchinson**, IT Project Manager

Jo delivers consistent, outstanding results in a challenging environment with financial and resource constraints. Over the last year Jo has handled four major Trust technology projects, including upgrading our 7,000 email users to NHS Mail, a new blood tracking system, a major upgrade to our ePrescribing system and technology changes to patient flows. These projects have been complex in nature but Jo has delivered them all to budget, on time and to a high quality.

## **Paul Bird**, Head of Hotel Services

Paul has lead the transformation of Cleaning and Portering Services at the Trust. Paul worked seamlessly with the Birch Foundation to redesign the system and implement a new, more effective structure which also allowed greater opportunity for career progression and training within the services. Paul's leadership on this has meant that we have seen nearly a 10% increase in productivity whilst complaints about delays have fallen. It also resulted in cost savings of over £400k a year.





## Recognising the clinical and support staff who place patients at the centre of care and go further to improve experience within our hospitals.

### **Ian Bleything**, Healthcare Assistant, Ward 32

Consistently mindful of the little things, Ian is a true champion for person-centred care. This is something that his colleagues have clearly noticed, remarking that he is absolutely amazing when it comes to developing a rapport with renal patients. By taking the time to get to know people and cater to their needs, Ian warmly establishes trust and ends up forming close bonds with patients. He does this through kind-hearted gestures, like scouring the hospital to find the right kind of wheelchair for a patient, or painting their nails and cutting their hair to make them feel tidier and improve their self-esteem.

Because of this remarkably personal approach, patients actually look forward to seeing Ian and his presence really brightens up their day. In this sense, he is a proper credit to the Trust and a fantastic role model for junior staff.

### **Denise Cowling**, Macmillan Palliative Care Specialist Nurse

Nominated by a member of the public themselves, it is clear that Denise makes an incredible difference for those in her care and especially their relatives. After supporting a patient through a long period of illness, she was eventually put in the difficult position of having to let them go home to pass away peacefully. Going above and beyond her responsibilities in this respect, Denise kept in touch with the family throughout, taking the time to explain the patient's wishes to them, allay their concerns and even liaise with other services on their behalf. In this sense, she treated everyone involved with the utmost warmth and compassion.

The relative who nominated Denise for this unbelievable dedication has expressed eternal gratitude, noting that without the Nurse's help, they would have likely been unable to deal with the emotional toll of the situation. All in all, Denise was an invaluable pillar of support for the family during this painful time.

### **Lynn Hoyland**, Healthcare assistant in Rheumatology

Affectionately dubbed the "Mother of Rheumatology", Lynn is adored by both her colleagues and those in her care. Not resting until she is satisfied that all her jobs have been completed and that everyone else is happy, Lynn has voluntarily assisted in setting up a brand new day unit, taken on additional admin duties and done everything in her power to enable a smooth experience for patients.

All of these little things are of course appreciated, especially her contributions to the day unit, which has enabled a growing number of patients to be treated. Despite taking on all of these extra responsibilities, Lynn is never too busy to talk with patients, doing them a world of good in the process.





**Honouring the time and commitment given by our volunteers who go above and beyond for our patients.**

## **Anne Lavin and Marjorie Atkinson**, Cardiac Rehabilitation Volunteers

Essential to the Trust's cardiac rehabilitation journeys, Anne and Marj are truly inspirational figures and are utterly selfless individuals to boot. They can always be relied upon to go the extra mile for the sake of patient comfort, preparing refreshments, chatting to visitors, making everyone feel welcome and eradicating any undue fears. Their commitment in this regard is so strong, that they will go out of their way to make sure that they don't miss their voluntary sessions.

Not only are they highly rated by their colleagues, but they are also consistently at the heart of the excellent feedback and comments the team receives from patients. This extends to the satisfaction surveys, where the duo are regularly praised and singled out for their unrivalled enthusiasm.

## **Butterfly Volunteers**

Working alongside the end of life team, DBTH's newly introduced Butterfly Volunteers have had a fantastic inaugural year, receiving overwhelmingly positive feedback, recognition in the local press and even attention from a local MP.

These unique helpers have been specially trained to provide companionship and support to those in the last days of their life. In accompanying people through this emotionally distressing time, they demonstrate an unparalleled sense of empathy and bravery whilst also giving solace to friends and relatives, who can feel assured that their loved ones are not scared or alone.

Most members of staff simply do not have the capacity to provide this sorely needed interaction and it is nationally reported that many die alone in hospital because of this. The Butterfly volunteers are thus providing a vital service, one that is appreciated by staff and visitors alike. Their impact cannot be overstated as, in the space of just over a year, 112 patients have already benefited from their support.

## **June Chantry**, Colorectal/Stoma Care Department volunteer

An instrumental part of the Trust's Colorectal Department for many years now, June can be depended upon no matter what and is an absolutely critical asset to the team. Be it by meeting and greeting anxious visitors, or even by just making cups of tea, June does everything she can to put people at ease. This is especially appreciated given how busy everyone else is around her. In addition to this, she also pitches in with things like stock control, general organisation and the tidying of shelves.

With her successfully spinning all of these plates, it is no wonder that her colleagues claim they would be lost without her.

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## **Working in partnership across care groups, directorates or external associates to achieve improvements in performance.**

### **Diabetes Transformation – Annette Johnson**

Annette has worked tirelessly with others to completely overhaul DBTH's diabetes care. Working in partnership with CCGs and other healthcare providers like RDaSH, Annette has successfully balanced her usual duties with demanding project work in order to transform diabetes care. Indeed, she has overcome many difficulties in this past year - including severe time constraints, communication issues and funding limitations - and in the process has managed to roll out massive improvements that will be valuable for all diabetes patients.

Her work has yielded several benefits, such as a 20% reduction in prescription errors and a new 7 day, in-patient nursing service at DRI. She was also instrumental in introducing a foot check that all diabetes inpatients receive during their stay. Because of Annette's diligent and collaborative efforts, DBTH Retinal Screening service is now providing on site care to all prisons in the area, thereby ensuring equity of care to everyone.

### **Missed appointments project group**

In October 2017, DBTH began work with Healthwatch Doncaster, aimed at investigating why over 50,000 hospital appointments are missed on an annual basis. Engaging with the general public and joining forces with voluntary sector organisations, the project group went to great lengths in order to find their answers. The success of this part of the campaign - involving the use of social media, surveys and face-to-face interviews - was that language was kept simple at all times and communications were clear and easy to follow.

Using the data gleaned from this engagement, a detailed action plan was produced, looking at how to implement the various improvements that were suggested by the local population. Some of the outcomes of this include; the general public helping us find a new digital communication system, patients having the opportunity to test out new appointment letters and a review of signage across our sites. The Missed Appointments Project Group has enabled the Trust to actively involve patients in the delivery of care.

### **100 Day Challenge Project Team**

The 100 Day Challenge Team is a shining example of what can be achieved when Doncaster healthcare colleagues work together. Well-versed in all things NHS, they are a patient focused group: highly adept at problem-solving; always extremely approachable and above all else; dedicated to their jobs.

The team is comprised of colleagues from across the local area, all of whom were challenged by NHS England, to transform outpatient services for Cardiology, ENT and Urology. More specifically, they were responsible for designing and implementing new processes in order to reduce patients waiting times and inappropriate referrals in the aforementioned.

They certainly had a lot on their plate, engaging with key stakeholders, producing new referral criteria, attending events and ultimately sustaining momentum for an intense 100 day period. There was a palpable sense of camaraderie and team spirit, as people volunteered to take on new tasks, ventured out of their comfort zones and generally helped each other out for the sake of the group. All in all, they were a true credit to the NHS, resilient in the face of adversity and always pushing for new solutions and answers.

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In honour of all our monthly stars, who show their dedication to the Trust.

## August 2017

**Curtis Gracey**, Staff Nurse A&E

## September 2017

**Kevin Bluck**, Decorator, DRI

## October 2017

**Sarah Jayne Rowe**, HCA Anaesthetics

## November 2017

**Patrick Niven**, Service Assistant – Orthopaedic Theatres

## December 2017

**Linda Garfield**, Senior Radiographer

## January 2018

**Liam Boyall**, Inventory Management Assistant  
in Procurement

## February 2018

**Andrea Berry**, Patient Safety Co-ordinator (Legal)

## March 2018

**Zack Spowart**, HCA Gresley unit

## April 2018

**Wendy Reid**, Service Assistant ward 16/17

## May 2018

**Nick Exley**, Lead Medical Photographer

## June 2018

**All staff on Ward 18** (Haematology)



## Working together to provide the best service to support DBTH.

### Estates and Facilities Senior Management Team

Estates and Facilities have delivered substantial improvements throughout 2017/18, which is all the more impressive considering the recent setbacks that they have encountered. After an acute period of instability in 2016, where all-but-one member of the directorate's senior management team (SMT) left the organisation, there was a severe need to form a new, interim SMT in order to stabilise services. This was obviously an imposing task and it is a credit to everyone involved that they successfully rose to the challenge.

Each member of the new SMT has bravely taken a leap of faith; agreeing to undertake an additional role. Passionate, dedicated and always demonstrating Trust values, every single one of them has helped the directorate thrive over the past year. For example, just about every single metric that our facilities are measured against has been improved. Meanwhile, they have also implemented amazing new changes, be it by testing the market for new Catering Services or just creating a new post like the Patient Environment Assistant so that someone can deal directly with lower level issues that would otherwise have been neglected.

### IT Development

Over the course of the past year, the IT Development team have been at the centre of several major innovations. Most notably, they were responsible for the creation of an in-house clinical portal, which brought together patient information from various sources and housed it all in one secure and easy-to-access dashboard.

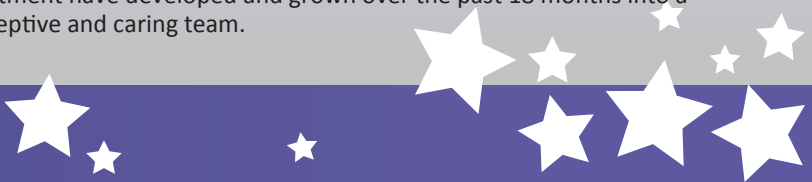
This innovative solution has certainly had a revolutionary impact on the Trust, accelerating the healthcare process and making it safer and more convenient to boot. After all, prior to the introduction of the portal, a patient's medical history would be highly fragmented, which was obviously burdensome for clinicians, who reluctantly accepted that this was the only way of doing things. Recognising this issue, the IT team took the initiative and developed a bespoke Clinical Portal and staff now have a streamlined and unified view, one that offers them everything from allergies, to prescriptions, comorbidities, test results and more.

### Recruitment

The Recruitment team have played a pivotal role this year in supporting and enhancing the procedure for newly qualified nurses and health care assistants. Their contributions in this area have extended from: Coordinating the running of the day to developing processes and supporting successful candidates.

Going through the sometimes arduous recruitment process can be stressful for candidates, which is why it is so important to have a team like DBTH's, where people are always on hand to put others at ease and offer assistance whenever possible. This has been especially true in 2018, as candidates have consistently reported that they found the admin routes easier than expected, due to the knowledgeable support that they received from the team.

All in all, Recruitment have developed and grown over the past 18 months into a responsive, receptive and caring team.





## Working together to achieve the best outcomes for DBTH and our patients.

### B6

Last November, Ward A5 and Ward B6 were merged at quite short notice. In many ways, the two discrete specialties could have been incompatible, as there are many differences between them, especially in terms of how they perform nursing duties. What's more, both teams were thrown in the deep end somewhat and were forced to rapidly adapt to these new circumstances.

However, the staff involved worked extremely hard to overcome any difficulties associated with this and effectively pulled everything together into one cohesive ward, despite the fact that they all had to learn new things. Expertly co-ordinated by Jane Wells, the merger was a brilliant success and at no point was patient care compromised by any of the changes. This was surely a difficult adjustment for those involved, but thanks to an inspiring level of cooperation and teamwork everything went off without a hitch.

### Emergency Department

Always resilient and committed, the Emergency Department (ED) have overcome another challenging year and have facilitated many improvements in terms of safety, quality and performance outcomes.

Throughout this process, the team has maintained a highly professional work ethic, as evidenced by a measurable reduction in sickness and an improvement in staff retention. Elsewhere, they have also overseen an increase in compliments, a corresponding decrease in complaints, and a change in flow that enabled rapid assessment for patients.

Meanwhile, by making use of more productive methodologies, they have looked at bolstering their efficiency, addressing any processes that waste time, standardising senior roles and reviewing escalation procedures in all areas.

Juggling all of these pieces of work, as well as an ongoing partnership with the Yorkshire Ambulance Service, it's fair to say that ED have had a very busy year, however they have managed to stay on top of it all.

### Ward 24

Over the busy winter period, Ward 24 persevered in spite of numerous difficulties. In doing so, they ensured that they could continue to provide the highest standard of care: overseeing a decrease in Hospital Acquired Pressure Ulcers (HAPUs); maintaining their green WQAT accreditation and meeting all of their infection control targets.

In addition to this, the ward has also recently launched a gastroenterology project, which was targeted at addressing the concerns and complaints raised by relatives in 2017. A key focus of this piece of work was communication especially in relation to preparing patients that are approaching the end of life. It was a great success, and as a result, the area has also evidenced a dramatic reduction in complaints of approximately 41%.

With all of these impressive achievements, it's no surprise that the team have been nominated for this award.



**Congratulations to all of the nominees and winners of the 2018 DBTH Star Awards. Your hard work and dedication improves the quality of life for patients, visitors and staff every day.**

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