Making a Difference Award – good example of an award winning nomination made in 2016

Evidence: (Please relate this to the criteria and Trust Values and behaviours)

This award is for a person/team who is not involved directly with patients, e.g. Estates, Facilities, Finance or HR and OD, but whose exemplary efforts in supporting our work have contributed to the success of the Trust.

Examples for entries:
A team or individual who:
- Delivers excellence in everything they do
- Enables quality improvements to processes and procedures
- Provides exceptional customer care and support for colleagues throughout the Trust

What has the nominee done?

Everyone in the directorate was asked to celebrate the achievement of others in the team. The majority of the nominations were for Xxxx in recognition of how she is valued by customers and colleagues. The quotations in the section below describe what her team said about her. This is echoed by the managers in services she supports who comment how helpful and supportive she is.

This shows how she embodies the organisational values and behaviours; she seeks to deliver excellence, seeing tasks through, and helping, supporting and developing others.

She sees how effective teamwork makes a difference, notices when people need extra support and can be relied upon at all times. She notices when the team needs a boost and acts upon it with her unstinting enthusiasm.

She is highly professional, makes suggestions for improvement, but never forgets the importance of fun. She is also a star baker!!

She is one of the faces of the Dare to Care campaign and a great role model for sustainability.

One could say Xxxx is “doing her job” but what “makes a difference” is the way she does it; the compassion she shows for others and her commitment and attitude.

How have they done it?

I will let her colleagues speak for themselves:-
“Xxxx is a team worker who supports her team on a regular basis."
“She encourages people to find out answers for themselves while supporting their decisions.”
“She listens to colleagues problems/issues and offers support.”
“She organises team events e.g. Christmas party, picnic, Macmillan cake sale.”
“She is a Dare to Care Champion –saving electricity.”
“She always does her best to ensure tasks are seen through to the end.”
“All of this is done with a smile.”
“I nominate her for her overall contribution to the team and her helpful attitude towards colleagues.”
“Xxxx is always so helpful in terms of helping the team with all manner of queries and processes. She’s also great at encouraging us to take part in team activities”
“She is a star team player”
“Always helpful”
“Doesn’t get angry when I bombard her with 1000 queries”
“Prompt response”
“generally a lovely supportive colleague”
“Always willing to help with advice, no matter how complicated and will see the
issue through to the end even if person is rude or difficult.”
“Xxxx is warm and approachable, providing an excellent service”
“Always quick when dealing with queries”
“Efficient”
Helps recruitment a lot with queries.”
“Always happy to help”
“Worked really hard when setting up xxxxx and took on a lot of additional work. I could not have completed the work on time without her.”

| What has been the impact? | At an individual level Xxxx brightens up the day!
At a service level she ensures delivery of high quality service, ensuring appropriate support and advice is given, and staff are supported, going above and beyond when needed.
At an organisational level she is an ambassador for our expectations of values and behaviour. She delivers excellence, achieves ambitions (for herself and others) supports people in working together to ensure a good service and everything she does is underpinned by compassionate care for those she works with. |
| How has this demonstrated commitment/benefit to patients? | Well documented research shows the benefit of engaged staff on patient care; “happy staff make happy patients.” Xxxx’s positive outlook and attitude has a direct impact on the team around her and the staff she supports, enabling them to deliver excellent care at the heart of the community. |