



STAFF EXPERIENCE PROGRAMME

HAPPY HEALTHY & PRODUCTIVE TEAMS



WHO HAVE YOU NOTICED ?

Colleague/ Team	Department	Site	Reason(s) for nomination:
Alison Charlton	MDT	North Tyneside - North Shields	Ali is a wonderful person to work with! She has been amazing since I started and she keeps me going daily. She always offers a helping hand to all of us and making sure we look after each other. She's definitely one of the go-to people in the office.
Andrea Davies	N/A - Greatix	N/A - Greatix	As accommodation officer I just wanted to say how invaluable the help and support I get from the domestic supervisors at WGH and HGH and my accommodation domestics at Wansbeck is. I could not do my job without the help, support and communication I get from them all. Sometimes it's just nice to let people know just how much they really are appreciated no matter how little a query or problem maybe it means a great deal to me to have this support especially in the difficult year we have all had. I want to say a huge thank you to you all.
Andrea Wishart	Tissue Viability Service	Trustwide	I rang Andrea to discuss concerns about a patient her colleague had seen. She was approachable, listened, consulted her colleague's assessment and gave great advice. I really appreciated her time and feedback.
Andrew Appleby	Ward 2	Wansbeck General Hospital	Thank you for assisting in getting the ward ready for our team to move back, Great job Andy.
Anna Aston	MHSOP ward 20	North Tyneside General Hospital	Always positive and enjoyable to work with. She always manages to give positive feedback when she notices that you have done something well. This helps boost confidence within the team. She is supportive and always asks how you are and on a personal level has given some good advice and a friendly ear. A true asset to the team.
Annabelle Blythe (Midwives)	N/A - Greatix	N/A - Greatix	For their exceptional attitude and responsiveness to new rota gaps over the Christmas period, they have gone above and beyond by changing their planned shifts to meet the service need. Their selflessness has been exceptional and truly remarkable.
Annette Rumis X-ray appointments NTGH	N/A - Greatix	N/A - Greatix	A patient gave Annette and card and box of chocolates to say thank you for her help.
Anu Kohli	Clinical Support Unit - NPC (West Northumberland)	Northumberland - West	Anu has worked tirelessly to support the COVID vaccination programme.
Ashleigh Smith	N/A - Greatix	N/A - Greatix	As accommodation officer I just wanted to say how invaluable the help and support I get from the domestic supervisors at WGH and HGH and my accommodation domestics at Wansbeck is. I could not do my job without the help, support and communication I get from them all. Sometimes it's just nice to let people know just how much they really are appreciated no matter how little a query or problem maybe it means a great deal to me to have this support especially in the difficult year we have all had. I want to say a huge thank you to you all.
Bev Hunter, Pharmacy, NTGH	N/A - Greatix	N/A - Greatix	Bev has organised some festive Christmas treats and competitions in December for the team at NTGH pharmacy department to help boost morale and Christmas spirit. Today was

			our Christmas Jumper day and in total as well as the festive cheer for the department, Bev's efforts have raised £253 in total which is being donated to MIND mental Health Charity (https://www.mind.org.uk/) This is so appreciated by the whole team for the morale boost and also a great little donation to a very worthy cause.
Carly Parker	N/A - Greatix	N/A - Greatix	For their exceptional attitude and responsiveness to new rota gaps over the Christmas period, they have gone above and beyond by changing their planned shifts to meet the service need. Their selflessness has been exceptional and truly remarkable.
Chloe Beerling (PA to senior and ops managers, Care Management, Adult Social Care)	N/A - Greatix	N/A - Greatix	I asked Chloe to help me with organising some staff flu clinics in Adult Social Care in the Community site buildings for Community staff. Chloe was absolutely brilliant, she organised clinic sessions, booked rooms, compiled clinic lists, contacted all departments within our service and chased up appointments before the clinics. Chloe kept my calendar up to date for me and kept me informed the whole time of any changes to lists or complications with rooms etc over the 5-week period. Chloe also liaised with the OHS team and the DN teams for me to collect vaccines and equipment and made sure each day that I knew where I was visiting and who I had on my list.
Chloe Nixon	Ward 4	The Northumbria Hospital	Always there to help and support me and listen to me whinge! She is an amazing member of our team!
Christine Hart (Outpatients department manager)	N/A - Greatix	N/A - Greatix	I would like to congratulate the staff on their fantastic achievement and dedication to process to ensure the first COVID vaccinations were delivered to patients and staff within the OPD at NTGH earlier than the expected date we planned for. This is an excellent example of when there is teamwork and collaboration wonderful things can be achieved. Well done!!
Claire Blackhall	N/A - Greatix	N/A - Greatix	A thank you was sent to Claire: Just a quick message to thank you for identifying an issue when collecting blood for a patient at Wansbeck yesterday. Recognising and reporting the issue meant we were able to deal with the issue quickly and prevent any patient harm or delay in treatment.
Claire Lake and all of Ward 2	Ward 2	Wansbeck General Hospital	I would like to recognise Claire and her team for all the help they gave us on ward 1 over the Christmas and new year! Claire has been a fantastic support to me and in challenging circumstances everyone came together to provide great patient care. I'm very grateful.
Claire Walker	Research and development	North Tyneside General Hospital	We have had new starters this week and Claire have Been really supportive and helpful with their introduction to the department. Thank you, Claire.
Covid Vaccine hub at North Tyneside General Hospital	Covid Vaccine hub at North Tyneside General Hospital	North Tyneside General Hospital	I received my COVID-19 vaccine yesterday and would like to thank all the staff in the vaccine hub at NTGH. It was very well organised. I would like to send a special thank you to Barbara (occupational health nurse) for giving me the vaccine and Joe (Pharmacist) for discussing the vaccine in detail with me. It is much appreciated.
COVID Vaccine Staff		North Tyneside General Hospital	I just want to say a massive THANK YOU to all staff involved at the COVID vaccines at NTGH. I had mine today and everyone was so friendly, it was a really positive atmosphere and socially distancing was done very well. I left feeling to happy and relieved that I had been given the vaccine. I hope it's not long until this is rolled out to everyone. Thank You SO much for that little piece of mind, you're all amazing!
Critical Care	N/A - Greatix	N/A - Greatix	I just wanted to say a big thank you to the Critical Care team who've been so supportive of me over this last couple of months as I've got to grips with my new Outreach role as well as learning to work as a nurse on Critical Care to help with COVID pressures. I couldn't have done it without you all. Thanks specifically to Julie Long, Jenny Hayes, Becky Brown, Rachel Wade and Kelly Douglas for helping me in my moments of panic! Each and every one of you is fantastic!
Critical Care Consultants	N/A - Greatix	N/A - Greatix	A huge thank you to our Critical Care Consultants, as well as our Junior Doctors and ACCP's. This is has been a very challenging year, and we know you've had to work extra hard and find new

			ways to care for your patients and their families during this pandemic. We hope you know that your efforts don't go unnoticed. Thanks for everything you do!
Critical Care Outreach Team	N/A - Greatix	N/A - Greatix	Just wanted to say a huge thank you to my lovely team for all of the support over the last couple of months! It's been a tough time with all of the changes in the service, thanks COVID. You've been a huge support to the unit, and to me as I've learned my new job role. Thank you all so much!
David volunteer at rear entrance to WGH!	Volunteer	Wansbeck General Hospital	This gentleman greets everyone with a welcoming hello, taking an interest in how you are and gives them well wishes for your day ahead. Whilst going into the building on a very cold and icy day; a gentleman was struggling. When I offered to get a wheelchair, this volunteer grabbed one and embraced the cold to help then man and reassured me I was able to carry on into the building to get into work whilst he helped the gentleman. David is always a pleasure to see, full of positivity and really does help brighten up the dull and hard days. 😊 Thanks David, what a Gem!
Dawn Walker (General Manager)	N/A - Greatix	N/A - Greatix	Dawn has supported our OT team throughout this difficult year She has been always on hand via person, phone or email and has valued the staff throughout challenging journey with COVID and much more. !! We are very grateful to have her support and guidance as our Professional lead and General manager
Dawn Waugh	Apprenticeship team	Cobalt - Northumbria House	For the support and advice, she gives our young health apprentices. Supporting the wider team always has a smile on her face.
Debbie Tait (Nursing Assistant)	N/A - Greatix	N/A - Greatix	Debbie has really kept staff and patient moral up over the COVID period and to finish the year has made all of her team (35 staff) a Christmas parcel containing a Christmas face mask, sweets and treats in a lovely Christmas bag all out of her own time and money. This is a lovely gesture and has made the OPD team really feel the Christmas spirit.
Derek Collins	Catering WGH	Wansbeck General Hospital	Amazing food in the restaurant, great to see some changes and the chefs challenging themselves using their talents.
Dr Deepta Churm (Palliative Care Consultant)	N/A - Greatix	N/A - Greatix	Deepta and Karen (For a few years) and Lindsay (for the last few months) have looked after a very complex patient in the community until recently when he passed away. The gentleman passed away at home in his preferred place. I and the team have witnessed the dedication and commitment to both the gentleman and his wife and observed the hours of "behind the scenes" care and communication in addition to the joint visits for symptom control and more recently the support, guidance and fantastic care to the gentleman and his wife to the end of his life. On behalf of the Specialist Palliative Care Team in North Tyneside - we feel the 3 of you deserve a big well done.
Dr Jenny Friend	Wgh ward 5 Whalton unit	Wansbeck General Hospital	She does everything she can for patients. stays back later than usual and has always been our 1 in a million.
Dr Jenny Friend	Ward 5	Wansbeck General Hospital	Jenny is excellent with her patients and work colleagues. she has such a lovely manner towards everybody and always a friendly face she is very hard working and will always go that extra mile for anyone.
Dr Raheel Ahmed (Higher trainee in cardiology)	N/A - Greatix	N/A - Greatix	Raheel recently gave an excellent talk at our regional old age psychiatry meeting which was recently held via Teams. His update on the ECG and its interpretation was very well received and the interactive element worked brilliantly. Raheel stepped in at short notice, which was greatly appreciated. The high levels of attendance at what was the final session of the day, were testament to his high standard of delivery. Thank you and very well done!
Eleanor Armstrong	N/A - Greatix	N/A - Greatix	Joanne, Nicola, Ellie, Roy and Jason are a fantastic, they are always helpful and efficiently provide information often at very short notice. Their support particularly throughout this year has been tremendous and greatly appreciated. Thank you and Merry Christmas to you all.

Elizabeth McAlpine	Palliative care unit NTGH	North Tyneside General Hospital	Lizzie is so kind, caring and patient. Nothing is ever too much to ask and she gives her patients wonderful care as well as supporting other staff on the ward. Despite the challenges of the last few weeks she has continued to be cheerful and calm, thank you.
Emma Middleton	N/A - Greatix	N/A - Greatix	The girls were helpful and considerate when asked to support other departments. They were put out of their comfort zone to help other teams across the hospital. They are great role models to other members of the team and should be proud of themselves for helping other units that were in desperate need of support.
Erin Wall A&E	N/A - Greatix	N/A - Greatix	Erin was involved in a situation in which a patient was being verbally aggressive towards her in the waiting room to the point he had to be removed by security staff, while the patient was being aggressive there were other patients nearby. Erin handled this situation perfectly by remaining calm and acting professionally while also demonstrating Great conflict avoidance. Because of Erin's calm approach to this situation the patients felt reassured that they were safe. Erin is a credit to the team.
Eugenio Corpuz (Staff Nurse Whalton Unit Wansbeck Hospital)	N/A - Greatix	N/A - Greatix	Eugene is a very helpful and proactive nurse. When a patient had an elevated temperature, he took the initiative to take blood tests and blood cultures and print the previous blood results prior to calling the on-call team for a review. He is a very responsible and hard-working nurse.
Gayle Nixon (Staff Nurse) and Team	N/A - Greatix	N/A - Greatix	Despite many challenges within the current pandemic, this team has ensured they have delivered the best possible care to palliative patients, which has been recognised by patients, families and within our own team :) Special recognition to Gayle who is doing an amazing job in her acting up role of band 6!
Gemma Birch & Sonia Duff	Physiotherapy	Wansbeck General Hospital	For sorting out all the mobility posters and distributing them across the trust to improve safety for patients.
Gemma Logan	Child Health	The Northumbria Hospital	Gemma has been absolutely amazing his week. She offered to take on a challenging situation with a patient and worked hard all day to fight for what was the right thing to do. She ensured both the patient and staff safety was first and foremost at all times and was a fantastic advocate for both. She did this with professionalism, kindness and great communication skills. Gemma doesn't realise what an asset she is to the team and how lucky we are to have her.
Gemma Wright (Team Clerk, District Admin Central, Foundry House)	N/A - Greatix	N/A - Greatix	I would like to recognise a fantastic colleague and friend, Gemma Wright. Gemma continues to work extremely hard to support the safeguarding department, who's referrals have more than doubled during the pandemic! Even while Gemma has been through such a hard time personally, she has still put the needs of everyone else first and has not let this effect the quality and high standards of her work which I truly admire. Even though Gemma has been through a lot personally and is so busy in her work life, she has also managed to support me through my own personal struggles. Gemma has been like having my own personal counsellor at times! I have said this many times before but I could not of made it through without Gemma (virtually) by my side!
Hannah Adair (Occupational Therapist, HomeSafe Team)	N/A - Greatix	N/A - Greatix	Hannah has done extremely well supporting, teaching and taking a lead on her first Occupational Therapy student at NSECH over the last 9 weeks. Hannah successfully supported the student alongside managing a busy ward. The student successfully passed the placement and had a fantastic rounded learning experience. This was facilitated by Hannah's organised, pro-active and dedicated approach.
Hannah Cairncross (WGH W1)	N/A - Greatix	N/A - Greatix	In the event of a patient who rapidly deteriorated, Sarah, Hannah and other members of W1 worked well as a team to provide safe, effective and high-quality care for the patient along with clear communication and comfort for the family.
Hannah McTuck (Nursing Assistant)	N/A - Greatix	N/A - Greatix	Hannah has had a very hard shift and some complex issues that were happening that she has never dealt with. She dealt them very well.
Hannah Thompson	N/A - Greatix	N/A - Greatix	The girls were helpful and considerate when asked to support other departments. They were put out of their comfort zone to help other teams across the hospital. They are great role models to

			other members of the team and should be proud of themselves for helping other units that were in desperate need of support.
Hayley Burn	Critical Care	The Northumbria Hospital	Working really hard throughout redeployment. Will be a massive miss when she is gone.
Heather Embleton (Monitoring/ Waste Assistant)	N/A - Greatix	N/A - Greatix	I would like to thank Heather for all her hard work in supporting me through 2020 not only in monitoring the standards on the wards but also with our yearly waste audits. There has been a lots of work been carried out in 2020 under difficult circumstances and Heather has worked extremely hard in achieving good results. Thank you, Heather.
Iain Ingles	N/A - Greatix	N/A - Greatix	Extremely busy and challenging week of nightshift, the Team really helped and supported each other, kept morale high and went above and beyond to keep the department safe and running.
IPC team, Microbiology and support staff	IPC team, Microbiology and support staff	Trustwide	Working hard every day to provide high quality advice, support and care across the trust in the most challenging of times. Fortunate to be part of this fantastically supportive team who look out for each other both professionally and personally. Pam and Gina in the pod do an amazing job facilitating the screening of staff and their families always with a smile on their face and the team in the Covid line ready to help sometimes distressed, worried, anxious colleagues. Well done IPC team ☆ ☆☆☆☆☆
Jackie Wardle	Ward 7	The Northumbria Hospital	Jackie is an asset to our team. She is always helpful and does a great job.
Jane Williamson	N/A - Greatix	N/A - Greatix	Sr Jane on critical care, thank you for your support and patience with 'Pod C' during this week.
Janice Geldaris	N/A - Greatix	N/A - Greatix	Extremely busy and challenging week of nightshift, the Team really helped and supported each other, kept morale high and went above and beyond to keep the department safe and running.
Jasmine Singh	Communications team	Cobalt - Northumbria House	Jasmine held the fort and has worked extremely hard over Christmas on the mammoth task that is helping to get the rest of the thank you boxes out to as many staff as possible. Absolute star.
Jason Henderson	N/A - Greatix	N/A - Greatix	Joanne, Nicola, Ellie, Roy and Jason are a fantastic, they are always helpful and efficiently provide information often at very short notice. Their support particularly throughout this year has been tremendous and greatly appreciated. Thank you and Merry Christmas to you all.
Jennifer Lynch (District Nursing Sister)	N/A - Greatix	N/A - Greatix	I wanted to pass on compliments from 2 palliative patients' families for the end of life care that Jen and Karine provided in the community. Both families spoke very highly of Jen and Karine and I feel this needs to be acknowledged in a greatix. Both nurses gave their time & expertise and the families had a lot of confidence in their ability. A big well done.
Jo Mo (ST3)	N/A - Greatix	N/A - Greatix	Jo was the registrar on night shift last week in ED- she was extremely supportive of the junior staff and took control of difficult situations. She is always very approachable, willing to help and eager to teach.
Joanne Currie	N/A - Greatix	N/A - Greatix	Joanne, Nicola, Ellie, Roy and Jason are a fantastic, they are always helpful and efficiently provide information often at very short notice. Their support particularly throughout this year has been tremendous and greatly appreciated. Thank you and Merry Christmas to you all.
Kaitlyn Gibson (Trainee Nursing Assistant)	N/A - Greatix	N/A - Greatix	Katie was working as a HCA with Luke the charge nurse. As we were short staffed nursing wise. This meant we were down to only 4 nurses, so did not have a co-ordinator. Throughout the day, as I was the nurse in charge, as well as taking a section, I also had to speak to bed management and also deal with staffing issues for later on in the week due to sickness. This meant that for some parts of the day I was acting as a coordinator, meaning I was out of my section. When this happened, Katie stepped up and managed the section by herself without any hesitation. She was completing all fluid balances on time, as well as completing observations, filling in relevant paper work. Katie was also able to make sure all the patients in the section were comfortable. If they were in pain she would either come and tell me or if I was

			unavailable she would ask one of the other nurses or drs. Katie helped the day run smoothly.
Karen Gibson	Emergency Department	The Northumbria Hospital	Karen is a hardworking, conscientious and compassionate member of ED. She has welcomed and supported me since I joined both ED and the Trust. Karen's care and passion for ensuring patients and their families receive optimal care and treatment shines through. She does everything with a smile and nothing is ever a bother to her. Thankyou Karen for your kindness.
Karen Muter	N/A - Greatix	N/A - Greatix	As accommodation officer I just wanted to say how invaluable the help and support I get from the domestic supervisors at WGH and HGH and my accommodation domestics at Wansbeck is. I could not do my job without the help, support and communication I get from them all. Sometimes it's just nice to let people know just how much they really are appreciated no matter how little a query or problem maybe it means a great deal to me to have this support especially in the difficult year we have all had. I want to say a huge thank you to you all.
Karen Robinson	N/A - Greatix	N/A - Greatix	Deepta and Karen (For a few years) and Lindsay (for the last few months) have looked after a very complex patient in the community until recently when he passed away. The gentleman passed away at home in his preferred place. I and the team have witnessed the dedication and commitment to both the gentleman and his wife and observed the hours of "behind the scenes" care and communication in addition to the joint visits for symptom control and more recently the support, guidance and fantastic care to the gentleman and his wife to the end of his life. On behalf of the Specialist Palliative Care Team in North Tyneside - we feel the 3 of you deserve a big well done.
Karen Timson	Ward 2	Wansbeck General Hospital	Thank you for your Help in getting the ward ready for our team to move back, Great work.
Karine Ruvino (Staff Nurse)	N/A - Greatix	N/A - Greatix	I wanted to pass on compliments from 2 palliative patients' families for the end of life care that Jen and Karine provided in the community. Both families spoke very highly of Jen and Karine and I feel this needs to be acknowledged in a greatix. Both nurses gave their time & expertise and the families had a lot of confidence in their ability. A big well done.
Katie Turnbull	Ward 2	Hexham General Hospital	Katie works so hard when she is on the ward. She is so caring and knows every detail about her patients. I can always tell when she is on shift as her patients are always comfortable and look smart too!
Kelly Seddon	Occ health	North Tyneside General Hospital	For her tenacity and effort to get the vaccination hub working so effectively. Absolutely fabulous.
Kerry Herron (Staff Nurse)	N/A - Greatix	N/A - Greatix	I would like to congratulate the staff on their fantastic achievement and dedication to process to ensure the first COVID vaccinations were delivered to patients and staff within the OPD at NTGH earlier than the expected date we planned for. This is an excellent example of when there is teamwork and collaboration wonderful things can be achieved. Well done!!
Kerry Hill	Microbiology	North Tyneside General Hospital	Kerry is a supportive work colleague. She's flexible to service needs and she helps others where ever she can. She's very efficient and a valued team member.
Kitty Coxon	N/A - Greatix	N/A - Greatix	Extremely busy and challenging week of nightshift, the Team really helped and supported each other, kept morale high and went above and beyond to keep the department safe and running.
Laura Smart	Urology	Wansbeck General Hospital	I recently changed my job role and took on a completely different job role to gain experience and knowledge in a different department. The support and guidance my co-worker has given me is outstanding. She is also doing her new job role at the same time as teaching me. She supports me and is always at hand if I have any questions. It is a pleasure to work alongside someone who is passionate and professional in her job role.
Lauren Hewitt	N/A - Greatix	N/A - Greatix	The girls were helpful and considerate when asked to support other departments. They were put out of their comfort zone to help

			other teams across the hospital. They are great role models to other members of the team and should be proud of themselves for helping other units that were in desperate need of support.
Lauren Peters-Jones (Palliative Care Clinical Nurse)	N/A - Greatix	N/A - Greatix	Lauren deserves this greatix for organising our palliative care non-medical prescribing monthly supervisions. Lauren is very passionate about these groups and both her own and the groups learning. She is inspiring, enthusiastic & motivated and a great leader of the group. On behalf of the Clinical Nurse Specialists and Pharmacist - a big thank you.
Leanne Gibb	North team Clerks	Northumberland - North	Helping me sort out my very confusing flexi/leave card.
Lesley Mulligan (Community Staff Nurse) and Team	N/A - Greatix	N/A - Greatix	Although 2020 has been the most challenging year for all health care professionals both personally and professionally, I feel it is important to recognise that this team was not only faced with sadness personally, but have managed to deliver gold standard care to many complex palliative patients throughout the year. This has been recognised by patients, families and within our own team. They are an exceptional example to District Nursing :) Special recognition to Liz and Lesley who has done an amazing job acting up to band 6!
Lillian Key	N/A - Greatix	N/A - Greatix	As accommodation officer I just wanted to say how invaluable the help and support I get from the domestic supervisors at WGH and HGH and my accommodation domestics at Wansbeck is. I could not do my job without the help, support and communication I get from them all. Sometimes it's just nice to let people know just how much they really are appreciated no matter how little a query or problem maybe it means a great deal to me to have this support especially in the difficult year we have all had. I want to say a huge thank you to you all.
Linda Garland	Occ health	North Tyneside General Hospital	Thank you for all of your hard work doing the appointment schedules for the vaccination program. You have gone the extra mile to get us organised and reflected why Northumbria is an amazing place to work.
Lindsay McDougale	N/A - Greatix	N/A - Greatix	Deepta and Karen (For a few years) and Lindsay (for the last few months) have looked after a very complex patient in the community until recently when he passed away. The gentleman passed away at home in his preferred place. I and the team have witnessed the dedication and commitment to both the gentleman and his wife and observed the hours of "behind the scenes" care and communication in addition to the joint visits for symptom control and more recently the support, guidance and fantastic care to the gentleman and his wife to the end of his life. On behalf of the Specialist Palliative Care Team in North Tyneside - we feel the 3 of you deserve a big well done.
Liz Berry (Community Staff Nurse)	N/A - Greatix	N/A - Greatix	Although 2020 has been the most challenging year for all health care professionals both personally and professionally, I feel it is important to recognise that this team was not only faced with sadness personally, but have managed to deliver gold standard care to many complex palliative patients throughout the year. This has been recognised by patients, families and within our own team. They are an exceptional example to District Nursing :) Special recognition to Liz and Lesley who has done an amazing job acting up to band 6!
Liz Knott	Emergency Department	The Northumbria Hospital	Liz has been in charge during a challenging couple of night shifts. She has been outstanding in ensuring the smooth running of the department whilst providing support to her colleagues. Her care and compassion towards her colleagues have been heart-warming to see and greatly appreciated.
Liz Knott	Ed	The Northumbria Hospital	I would like to nominate Liz she is highly skilled, extremely knowledgeable and compassionate. Liz is what I would call a positive role model and a great team player. It's an honour to work alongside Liz. So, this is just a moment to recognize you and all your hard work.

Lori Brown	N/A - Greatix	N/A - Greatix	Extremely busy and challenging week of nightshift, the Team really helped and supported each other, kept morale high and went above and beyond to keep the department safe and running.
Lorraine Bowden	Community child health	Northumberland - West	Lorraine is a lovely lady who works very hard. She is always on top of things and is very knowledgeable and a fantastic support to our families. We could not do without her.
Lucy Taylor	Year of Care Partnerships - Wansbeck	Wansbeck General Hospital	We are a small team, and Lucy our operational manager has been supportive and encouraging throughout this pandemic, providing us with information and direction. She is a real asset to our team. She has a young family and even though she has had ups and downs in her personal life she has always been there for us!!! Thank you, Lucy.
Lydia Wright	Occupational therapy	Wansbeck General Hospital	Lydia is always willing to offer support and good advice to her colleagues, she is an excellent role model.
Lynn Heppell	MDT	North Tyneside - North Shields	Lynn is an amazing person! I love working alongside her since I started, she makes every day a right hoot! You never have a dull moment in the office. She puts her heart and soul into her job making sure her colleagues and patients are her number one priority. She goes above and beyond and we would all be lost without her.
Lynn Snowball	N/A - Greatix	N/A - Greatix	Extremely busy and challenging week of nightshift, the Team really helped and supported each other, kept morale high and went above and beyond to keep the department safe and running.
Maddy Major	ED	The Northumbria Hospital	I have been working with Maddy for the past few years. She is an extraordinary person and a great nurse. Most importantly she is a compassionate and passionate human being. Maddy always has such a contagious smile. It's an honour and privilege to work with such a wonderful person.
Maria Curry (Monitoring Assistant Wansbeck)	N/A - Greatix	N/A - Greatix	I would like to thank Maria for all her hard work in supporting me through 2020 not only in monitoring the standards on the wards but also with our yearly waste audits. There has been a lot of work been carried out in 2020 under difficult circumstances and Maria has worked extremely hard in achieving good results. Thank you, Maria.
Marie Dodd (Monitoring Assistant)	N/A - Greatix	N/A - Greatix	I would like to thank Marie for all her hard work in supporting me through 2020 not only in monitoring the standards on the wards but also with our yearly waste audits. There has been a lot of work been carried out in 2020 under difficult circumstances and Marie has worked extremely hard in achieving good results. Thank you, Marie.
Marie Edmonds	Oncology Day Unit	Hexham General Hospital	Marie has become the new manager of the Oncology Unit since June. She has driven the team amazingly well during the pandemic. New to the role, Marie has supported all of her team in a rapidly changing environment with a few challenges along the way, staff sickness giving respect and being very helpful to all alongside managing her new role and being unable to visit her Mam in her care home in Ireland. Obviously, we're all in it together but I feel Marie needs a shout out from us all to say "you're doing amazing" from her team and Thank you x
Maternity Team, NSECH	N/A - Greatix	N/A - Greatix	It's been almost a year since I re-joined the trust and what a year of challenges and learning it has been for all but my experiences have been made all the better by the support of my colleagues, whom I have to say go above and beyond, not only for women and families in their care but for colleagues too. It is such a joy to work for an organisation which values and supports their staff. It's a joy to come to work every day!
Maxine Bennett	Apprenticeship team	Cobalt - Northumbria House	For all the support she gives to our apprentices and the wider teams being. Listening ear to everyone and supporting no matter what is happening x
Megan Harnett	N/A - Greatix	N/A - Greatix	The girls were helpful and considerate when asked to support other departments. They were put out of their comfort zone to help other teams across the hospital. They are great role models to other members of the team and should be proud of themselves for helping other units that were in desperate need of support.
Megan Harvey	N/A - Greatix	N/A - Greatix	The girls were helpful and considerate when asked to support other departments. They were put out of their comfort zone to help

			other teams across the hospital. They are great role models to other members of the team and should be proud of themselves for helping other units that were in desperate need of support.
Microbiology	Microbiology	North Tyneside General Hospital	A massive thanks once again to the whole team working under continuous pressures that haven't eased since the beginning of the pandemic!
Microbiology Team	N/A - Greatix	N/A - Greatix	<p>I would like to personally thank all of the Microbiology Team and Stephen for their continued efforts in supporting the Trust during this pandemic. It has been a difficult year for everyone in the Trust including the Microbiology Team as they have had to navigated through an ever-changing situation often on a daily/hourly basis. The Team have really gone above and beyond and continue to do so. They have had to bring in a significant number of different new technologies to undertake COVID testing and have not only juggled business as usual but have had to operationalise these instruments. For anyone who knows about diagnostic laboratory work this does take a great deal of time and effort behind the scenes to make sure the instruments are fit for purpose. In addition, the goal posts constantly change as testing regimes are broadened meaning more logistical planning by the team.</p> <p>Just to be mindful behind every COVID test our Biomedical Scientists, Associate Practitioners, Medical Laboratory Assistants and Support workers are working tirelessly 24/7 moving shifts around at short notice ensuring all results are available in a timely manner. Well done Team Microbiology you should be proud of your efforts this year as always you have stepped up to the mark and I am sure you will continue to do so.</p>
Naomi Knapper	Emergency Department	The Northumbria Hospital	Despite shielding since March last year, Naomi has worked hard to keep involved with the team. She has adapted her clinical patient facing role to take on new challenges and has supported the consultant body tremendously with undertaking ARCPs, DCC admin tasks, streaming, teaching programmes etc. For some individuals this could be highly frustrating not seeing any patients but Naomi has managed to keep smiling and supporting others throughout using Teams despite worries about her own health. She deserves a medal! We really appreciate everything that Naomi has done and we can't wait to have her on back on the shop floor soon!
Natasha Dawson (Admin Officer, District Admin Central, Foundry House)	N/A - Greatix	N/A - Greatix	This is a greatix to recognise a fantastic manager, Natasha Dawson. Since I first met Tasha and she became my line manager, it is clear she has the best interests of everyone else at heart and puts others first. Natasha was a fairly new manager when this pandemic hit us and she has taken everything within her stride and has not been phased by any situation which makes her a true role model. Natasha is always so encouraging, so understanding and most importantly so very kind. I know I will speak on behalf of the whole team when I say we are proud you are our leader. Thank you for everything you do :)
Natasha Wilson (Monitoring Assistant)	N/A - Greatix	N/A - Greatix	I would like to thank Tasha for all her hard work in supporting me through 2020 not only in monitoring the standards on the wards but also with our yearly waste audits. There has been a lot of work been carried out in 2020 under difficult circumstances and Tasha has worked extremely hard in achieving good results. Thank you, Tasha.
Nauman Barlas (consultant radiologist)	N/A - Greatix	N/A - Greatix	Nauman gave an excellent talk at our regional old age psychiatry meeting held recently via Teams. His update was hugely valuable and very well received. We were very grateful to him for giving his time when acute services are under such significant pressure. We feel very fortunate to benefit from such excellent links with radiology & wish to pass on our thanks once again.
Nicola (domestic ED)	Emergency care	The Northumbria Hospital	Nicola works as a domestic on ED NSECH. Nicola always has a smile on her face and no job is a bother. From the minute she commences work till the minute she goes home she is always busy. I wanted to make sure she got the recognition from all of the emergency care team and to make her aware as she is an asset to the team.
Nicola Fisher	N/A - Greatix	N/A - Greatix	Joanne, Nicola, Ellie, Roy and Jason are a fantastic, they are always helpful and efficiently provide information often at very

			short notice. Their support particularly throughout this year has been tremendous and greatly appreciated. Thank you and Merry Christmas to you all.
Nicola Sinclair	Physio department	The Northumbria Hospital	So very supportive to the team, throughout this pandemic. Always putting others before herself. So very caring to staff and also patients. Days when feeling low not seeing my family who are in military, Nicola has been there to help me through. So very grateful for her support and kindness ♡
Nikki Bradley (HCA, Ward 7 NTGH)	N/A - Greatix	N/A - Greatix	Nikki always goes above and beyond to make her patients feel comfortable and at ease. She takes the time to get to know her patients, listens to their worries or concerns and reassures them. She always has a smile on her face and is a pleasure to work with
NTGH Catering Staff	Hospitality	North Tyneside General Hospital	Today we have said a very sad fair well to a dear colleague who has worked tirelessly for over 33 years and we were provided with lunch boxes! These were very well received and were to a very high standard and bursting with yummy goodies! Thank you so much again!
NTGH Oncology Day Unit Staff	N/A - Greatix	N/A - Greatix	All the staff on the NTGH oncology department are doing really well during this busy time of year. Their patients are the number one priority, some of the patients are really struggling with COVID and not being able to see their families at Christmas but the staff are always there to support them when they come in for treatment. They all work really well as a team and hope they all have a merry very Christmas.
NTGH vaccinators	NTGH vaccinators	North Tyneside General Hospital	For a first-class service with a smile and for working so hard. They should be very proud of what they have achieved
Physiotherapy department WGH	Physiotherapy	Wansbeck General Hospital	Every single person, in each speciality team, working together as one big team. Everyone looking out for each other, working additional shifts, supporting every single colleague during this pandemic.
Rachel	SALT	Wansbeck General Hospital	Rachel always goes above and beyond for patients when on the ward. In a team that's very busy she takes time to advocate for patients and make sure their best interest is at the heart of what she does. It's a pleasure to work alongside her.
Rachel Burn	Ward 7	The Northumbria Hospital	Rachel is extremely hard working and always has a smile on her face. You are a credit to this ward. Thank you for all your help!
Rebecca Fish	Apprenticeship team	Cobalt - Northumbria House	For supporting everyone across teams, nothing is ever too much always smiling even when you get a flat tyre.
Rob Graham (OSM)	N/A - Greatix	N/A - Greatix	I would like to congratulate the staff on their fantastic achievement and dedication to process to ensure the first COVID vaccinations were delivered to patients and staff within the OPD at NTGH earlier than the expected date we planned for. This is an excellent example of when there is teamwork and collaboration wonderful things can be achieved. Well done!!
Roxanne Blatchford (HomeSafe Team NSECH)	N/A - Greatix	N/A - Greatix	Compliment received for Roxanne Blatchford from patient's family This gentleman was admitted to A&E morning after a house fire at home He has a known Alzheimer's Fire service attended and thankful patient is okay and well enough to go home... not before a big home safe risk assessment I have put additional fire safety in place Spoke to fire service manager from the scene this morning – to make sure property was safe and habitable I have Upgrade telecare to a non-challenge so that there is no delay in dispatching a crew as I was concerned about patient's capacity around the risk of keeping himself safe should the fire alarm go off again. I kept family up to date all the way through and even had a respite placement on standby should the property be unfit for his discharge today

			The family said 'they are overwhelmed at the efforts and the care and consideration given to their fathers safety. They have thanked me for my efforts today and agree with my risk assessment. They just wanted him at home for their Christmas... this could have been a very different outcome today'
Roy Young	N/A - Greatix	N/A - Greatix	Joanne, Nicola, Ellie, Roy and Jason are a fantastic, they are always helpful and efficiently provide information often at very short notice. Their support particularly throughout this year has been tremendous and greatly appreciated. Thank you and Merry Christmas to you all.
Ruth Scott (asthma nurse practitioner, child health, NTGH)	N/A - Greatix	N/A - Greatix	I was sent to NTGH to help with some clinics and as it isn't my usual place of work I was unsure of some things. Ruth kindly helped me find where things were kept, answered any questions I had and helped me with anything I was unsure about. She was happy and approachable and made me feel very welcome.
Sarah Chandler and the pharmacy team	Pharmacy	North Tyneside General Hospital	For amazing commitment to the vaccination hub and ensuring we safely deliver the vaccine to staff and patients Great job by everyone concerned.
Sarah Cullinan (Senor Orthopaedic Physiotherapist)	N/A - Greatix	N/A - Greatix	Sarah has been fantastic with a patient on ward 1 and 9 at NSECH. The gentleman has been in and out of hospital with a complicated upper limb injury and has been very low in mood and not eating. Sarah has worked tirelessly with the patient to engage him with physio and encourage him to eat. Sarah went out of her way to buy his favourite cheese and biscuits and fruit cake. She made the patient cry with her gesture as he doesn't know why people are so kind to him! Well done Sarah you're a star.
Sarah Davison	N/A - Greatix	N/A - Greatix	In the event of a patient who rapidly deteriorated, Sarah, Hannah and other members of W1 worked well as a team to provide safe, effective and high-quality care for the patient along with clear communication and comfort for the family.
Sarah Dinning	Apprenticeship team	Cobalt - Northumbria House	For supporting our apprentices and assessors on their learning journey. Making time for little catch ups with everyone being ready to listen.
Sarah Gardener	N/A - Greatix	N/A - Greatix	For their exceptional attitude and responsiveness to new rota gaps over the Christmas period, they have gone above and beyond by changing their planned shifts to meet the service need. Their selflessness has been exceptional and truly remarkable.
Sarah Sandison	CAMHS	North Tyneside - North Shields	Sarah is an active member of CAMHS. She has developed a system to encourage and allow all staff members to show their appreciation of one another. This has been a lovely thing to see happening when social interactions have been limited for some time due to COVID-19. Sarah is always happy to listen, offer advice and be an advocate for her colleagues.
Sheena McMutrie (Domestic Monitoring Assistant)	N/A - Greatix	N/A - Greatix	I would like to thank Sheena for all her hard work in supporting me through 2020 not only in monitoring the standards on the wards but also with our yearly waste audits. There has been a lot of work been carried out in 2020 under difficult circumstances and Sheena has worked extremely hard in achieving good results. Thank you, Sheena.
Sophie McClurry	Nutrition & Dietetics	The Northumbria Hospital	Sophie does an amazing job, she works extremely hard and goes above and beyond to support both her patients on the ward and in the community and her work colleagues. She always has a smile on her face and is an absolute pleasure to have around! Thanks for helping out at NT over the festive season, was an absolute treat having you around :-)
Stephanie (Admin at urgent care NTGH)	N/A - Greatix	N/A - Greatix	Stephanie assisted the Surgical day unit on Saturday 19th with obtaining red wrist bands and a prescription for medication. this enabled patients to have their surgery and then be safely discharged home with the correct medication. She did not hesitate in offering assistance and was very friendly.
Stephen Thompson	Health and safety	North Tyneside General Hospital	Made the risk assessment process less stressful in a fun and informative training session, always very helpful.
Stephen, HCA Ward 9 NSECH	Ward 9 NSECH	The Northumbria Hospital	Lovely rapport with patients and always willing to help.

Sue Sandra Degg and Liz	N/A - Greatix	N/A - Greatix	As accommodation officer I just wanted to say how invaluable the help and support I get from the domestic supervisors at WGH and HGH and my accommodation domestics at Wansbeck is. I could not do my job without the help, support and communication I get from them all. Sometimes it's just nice to let people know just how much they really are appreciated no matter how little a query or problem maybe it means a great deal to me to have this support especially in the difficult year we have all had. I want to say a huge thank you to you all.
Sue Thompson	N/A - Greatix	N/A - Greatix	Extremely busy and challenging week of nightshift, the Team really helped and supported each other, kept morale high and went above and beyond to keep the department safe and running.
Surgical Day Unit		North Tyneside General Hospital	I started on the unit in August with very little surgical experience but all the team have welcomed me with open arms. I still have a lot to learn but with this amazing team I know I will be well supported.
Surgical Secretarial/Admin teams	Surgery	Trustwide	The Surgical Secretarial and admin teams (including Medical Secretaries, Business Unit Secretaries, Clerical Officers/transcriptionists, Administrators, Ward Clerks, Receptionists, Apprentices and not forgetting our Bank Staff etc) have all been instrumental in maintaining their services especially with regards to the ongoing changes to guidance to clinical and non-clinical related tasks. They have risen to the challenge and I would like this to be recognised. They are all amazing and we could not do without them.
Susan Besbrode	IPC team	Wansbeck General Hospital	An amazing person who is a fantastic support both personally and professionally taking time out of their busy day/ time off to check in. Well done Susie 🙌.
Susan Buttets	Physiotherapy	The Northumbria Hospital	For ensuring that we had enough walking aids and equipment for over the holiday period when deliveries were reduced, enabling patients to be safely discharged in a timely way.
Suzanne Davidson	Pathology	North Tyneside General Hospital	Suzanne is a kind caring member of staff, who is always considerate and helpful towards her co-workers.... she has worked hard on night shifts over the festive periods.
Tasha Scorer	Apprenticeship team	Cobalt - Northumbria House	For always supporting and helping the whole team. Bringing a smile to everyone everyday no matter what is happening around her.
Teresa Jennings	Staff Psychology and Counselling Service	North Tyneside General Hospital	Teresa cares so much about our workforce and trying to provide as many people as possible with the right support. She's a real champion for staff!
The Domestic team and Wansbeck	Domestic services, IT and estates	Wansbeck General Hospital	For helping with vaccine hub preparations and getting the area sparkling and ready for when we can use it on top of their day job. Another example of our fantastic staff going above and beyond. Thank you.
The HR Team	Human Resources	Trustwide	As a manager, I am so grateful that we have such a fantastic HR team. Leading a service through COVID has been challenging, but I've always taken great comfort in the support that HR have given. Their knowledge and expertise have been second to none. Each time I've picked up the phone, I've spoken to a calm, empathetic, caring professional who has guided me through the challenge. Michelle Molloy and Hannah Toomer in particular have given me such great guidance and I really admire their high level of professional knowledge, whilst having the ability to make me feel like it's okay to ask any questions without feeling silly. I think the whole HR department are incredible and really deserve such high praise. Thanks for all that you do and the continued support that we always receive is so very appreciated.
The Hub volunteers	Vaccination hub	North Tyneside General Hospital	For everyone who has volunteered and supported the vaccination hub. You should all be very proud of what we have achieved in such a short space of time. Well done and thank you 😊.
Theatre 3 team, NSECH from 17/12/20	N/A - Greatix	N/A - Greatix	Theatre 3 NSECH team from 17/12/2020 - Joanne, Lisa et al. from scrub, Mr Etman gynaecology, Alex, Gloria and team. There has been intense pressure and tension in theatre suite at NSECH for multiple reasons and a substantial amount of emergency work day and night as well as bed pressures. There is

			fatigue and stretch on service. On the date above we were the team allocated to the high-risk elective gynaecology list with Mr Sproston in the morning and Mr Etman in the afternoon. The team are not regular elective gyn but conducted themselves in a truly calm, incredibly professional and positive manner throughout the entire day. Joanne and Lisa were patient, calm and really supportive and always happy and polite with other staff and patients. This list accommodated extremely anxious patients at various stages of cancer diagnosis who had been told they also were 'higher risk'. The overall demeanour and atmosphere in theatre 3 was superb and an oasis of calm further added to by Mr Etman's calm, efficient and supportive disposition throughout the entire afternoon with 2 challenging cases. Scrub nursing - A real example of robust and compassionate leadership and teamwork at times of stress.
Tom Mackie and the nurse practitioners from the Practice Education team	Anaesthetics/Flu hub/Practice education team	North Tyneside General Hospital	Thanks for taking great care of me and being so kind, caring, honest, reassuring and respectful when I felt like such an idiot and was so embarrassed for possibly having a minor reaction to a vaccine. I hope the paperwork for Pfizer isn't too tedious!
Toni Cunningham, Kay Clark, Shirley Richmond Susan Floyd	Theatres	Wansbeck General Hospital	These 4 staff have encouraged, supported the General Surgery team at WGH. They have also made a positive impact on staff morale. They have supported myself during these difficult times and I could not do my job without them. Thank you xx
Tracey Wright	N/A - Greatix	N/A - Greatix	As accommodation officer I just wanted to say how invaluable the help and support I get from the domestic supervisors at WGH and HGH and my accommodation domestics at Wansbeck is. I could not do my job without the help, support and communication I get from them all. Sometimes it's just nice to let people know just how much they really are appreciated no matter how little a query or problem maybe it means a great deal to me to have this support especially in the difficult year we have all had. I want to say a huge thank you to you all.
Tracy Fox (Community Macmillan Nurse)	N/A - Greatix	N/A - Greatix	Tracy Fox currently has a young female patient with a palliative diagnosis. The lady has 2 teenage children. Tracy asked her colleagues for some support to arrange some treats for the teenagers and their Mum for Xmas. Tracy, the team and in particular Angela Belshaw and her friends managed to give a huge amount of presents and amazon gift cards to the kids and Mum. Tracy also accessed some of the Charlotte Tilbury products from the Bright Charity. Tracy, although this will be the lady's last xmas, I wanted you to know you are so thoughtful for doing this and am sure the kids and Mum will remember this xmas and the kindness and generosity you and your colleagues have shown. A big well done.
Tracy Fox (Macmillan nurse, NTGH WARD 4)	N/A - Greatix	N/A - Greatix	Tracy provided a palliative patient with 2 children Christmas presents. Due to the circumstances the patient is unable to leave the flat and has limited support at home. Tracy received donations from various organisations to give the family a lovely (possible last) Christmas as a family.
Tracy Fox (Palliative Care CNS)	N/A - Greatix	N/A - Greatix	Tracy has been supporting a palliative patient at home who has young, teenage children. She has managed to organise provision of gifts from a variety of sources including staff and the Bright charity to ensure the family enjoy opening gifts together at a very difficult time at Christmas.
Trevor Jeyes	N/A - Greatix	N/A - Greatix	Extremely busy and challenging week of nightshift, the Team really helped and supported each other, kept morale high and went above and beyond to keep the department safe and running.
UCT WGH	UTC	Wansbeck General Hospital	For making all the NP from ward 10 so welcome on their department over the Christmas.
Vaccination Hub and planning team - everyone	From everywhere	North Tyneside General Hospital	Talk about 'can do' and this team have it in spades. Massive energy, loads of enthusiasm, problem solving and getting the job done and all with a smile. You are making our staff feel safer and more confident with every injection given. Hear to you all.
Victoria Elliott	N/A - Greatix	N/A - Greatix	As accommodation officer I just wanted to say how invaluable the help and support I get from the domestic supervisors at WGH and HGH and my accommodation domestics at Wansbeck is. I could

			<p>not do my job without the help, support and communication I get from them all.</p> <p>Sometimes it's just nice to let people know just how much they really are appreciated no matter how little a query or problem maybe it means a great deal to me to have this support especially in the difficult year we have all had. I want to say a huge thank you to you all.</p>
Victoria Parr	N/A - Greatix	N/A - Greatix	<p>As accommodation officer I just wanted to say how invaluable the help and support I get from the domestic supervisors at WGH and HGH and my accommodation domestics at Wansbeck is. I could not do my job without the help, support and communication I get from them all. Sometimes it's just nice to let people know just how much they really are appreciated no matter how little a query or problem maybe it means a great deal to me to have this support especially in the difficult year we have all had. I want to say a huge thank you to you all.</p>
Ward 1	Medicine	Wansbeck General Hospital	<p>Over Xmas ward 1 and ward 2 worked together on ward 1, This was not easy but ward 1 staff were great hosts always willing to help, Thank you.</p>
Ward 2 staff	Medicine	Wansbeck General Hospital	<p>Thank you for all your hard work over the festive period joining another team made it more challenging, but you all did this very well meeting new friends along the way, Great work x</p>
Ward 7 NSECH	N/A - Greatix	N/A - Greatix	<p>We've been involved in follow-up visits for several ITU step-down patients who've had long and complicated stays. While doing so, we've noticed the efforts put in by the ward 7 team to provide physical and emotional support. They've worked really hard to get these patients home safe for Christmas and we just wanted to say a big well done, your efforts are appreciated.</p>
William Close	PPE Supplies	North Tyneside General Hospital	<p>I would just like to highlight William for his swift response to us running low on the PPE we needed. I emailed the PPE supply inbox and had the items required with a quick turnaround time. It was very much appreciated given how busy the team must be with requests at the moment.</p>
Ynonne Holliday	N/A - Greatix	N/A - Greatix	<p>As accommodation officer I just wanted to say how invaluable the help and support I get from the domestic supervisors at WGH and HGH and my accommodation domestics at Wansbeck is. I could not do my job without the help, support and communication I get from them all.</p> <p>Sometimes it's just nice to let people know just how much they really are appreciated no matter how little a query or problem maybe it means a great deal to me to have this support especially in the difficult year we have all had. I want to say a huge thank you to you all.</p>