



University Hospitals Dorset
NHS Foundation Trust

UHD Awards 2026

Programme of awards

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Event timings

6.30pm	Welcome
6.35pm	Dinner
7.45pm	UHD Awards presentation
8.45pm	Interval / dessert
9.15pm	UHD Awards presentation
10.20pm	Thank you
10.30pm	Theatre Bar after party
12am	Last orders
12.30am	Carriages



Don't forget our photo booth is open until 11pm.





Order of presentations

Caring Award

Presented by Vivian Alividza

Volunteer of the Year

Presented by Dr Becky Jupp

Always Improving Award

Presented by Richard Renaut

Listening to Understand

Presented by James Donald

Leadership Award

Presented by Debbie Lane

Partnership Award

Presented by Mufeed Ni'man

Patient Choice Award

Presented by Sarah Herbert

Inclusive Award

Presented by Melanie Whitfield

Open and Honest Award

Presented by Pete Papworth

Digital Improvement Award

Presented by Beverley Bryant

Clinician of the Year Award

Presented by Dr Peter Wilson

Support Staff Member of the Year

Presented by Siobhan Harrington

One Team Award

Presented by Steve Killen

Above and Beyond Award

Presented by Debbie Anderson

Chair's Award

Presented by Judy Gillow





Caring Award



Laura Johns

Therapy Lead, Early Careers and Career Development.

Laura role models what effective leadership should be. She goes out of her way to ensure everyone's individual needs are met and makes sure staff feel welcomed, respected and valued.

She always puts the needs of others before her own and wishes for everyone to be happy in both their work and personal lives.

Laura supports all of our Band 5 Physiotherapists and Occupational Therapists at UHD and her ability to listen to individual needs, alongside her compassionate and empathetic approach to solving problems, has supported the retention and progression of those in their early careers. She meets one to one with all of them which is exceptional considering there is approximately 60 of them. She welcomes everyone and will always make time to listen.

She brings such infectious energy and enthusiasm to her role, supporting a positive learning culture across therapies and is an excellent role model to all. She creates a psychologically safe environment for staff to learn and grow, knowing that they can approach her at any time to discuss concerns or seek guidance without judgement.

The training and development sessions she organises are designed to bring people together, build skills and make sure no one is left out. She is also ambitious for the service and for the people within it. She always looks for ways to improve what we offer and to make the workplace more supportive.

She is a steady, positive presence who cares deeply about the people she supports. Her work strengthens our culture, our teams and the experience of new colleagues joining the Trust. She fully deserves to be celebrated for the difference she makes.

Thank you for being such a kind and caring human Laura.





Caring Award



Cheryl Richardson
Cardiology Service Manager

Cheryl is one of the most supportive and caring individuals I have had the pleasure of working with, and her impact on both staff and patients is truly meaningful and lasting.

As our wellbeing lead and a service manager, caring for people is part of her role, but the way she does it goes far beyond what is expected.

She creates an environment where people feel valued, listened to, and supported, particularly during challenging times.

She takes the time to guide and nurture others, ensuring they feel confident, capable, and part of the team from the very beginning.

Whether supporting a colleague through a difficult moment or adapting their approach to meet the unique circumstances of a patient or team member, she ensures everyone feels seen and respected. Her empathy is sincere and instinctive, allowing her to connect with people effortlessly.

Cheryl actively promotes a culture of kindness and compassion, supporting initiatives such as Kindness Week to bring teams together, encourage reflection, and reinforce the importance of looking after one another.

Her influence has shaped our culture for the better. I am certain that her presence and the way she supports us have contributed to our strong staff survey results.

She truly embodies what it means to care for others in the NHS, and she deserves to be recognised for the positive impact she has on everyone around her.





Caring Award



Emilia Sims
Senior Nursing Auxiliary

Millie has been a dedicated HCSW within the trust for many years and consistently demonstrates the very best of compassionate, patient-centred care. Throughout her time with the trust, she has shown remarkable adaptability and resilience, embracing every ward move, new team, and change in leadership with positivity and professionalism. Regardless of where she works, Millie quickly becomes an integral part of the team and a reassuring presence for patients.

Millie truly thrives when caring for patients with cognitive impairment. She has a natural ability to connect with them, demonstrating patience, kindness, and understanding in every interaction. She will often volunteer herself to care for bays with higher-dependency patients, ensuring those who need the most support receive attentive and compassionate care.

Her approach to personal care is exemplary. Millie takes great pride in supporting patients with their activities of daily living, always ensuring their personal hygiene needs are fully met.

She goes above and beyond by making sure patients' hair is brushed, their teeth are cleaned, and they are helped into their own clothes whenever possible.

By doing this, Millie helps preserve her patients' dignity and identity, ensuring they feel like themselves rather than "just another patient in a hospital gown."





Caring Award



OASIS Team

The OASIS team defines caring. OASIS offers additional support to local families who are vulnerable and accessing maternity care. Those vulnerabilities span safeguarding concerns, domestic abuse, asylum seekers with no recourse to public funds, those in active addiction, police

involvement and our young parents. OASIS does so much more than offer NICE guidance community care.

Our team of 10 midwives provide caseload continuity during antenatal and postnatal care and last year received over 800 referrals with over 500 of those continuing their care under our team. We have had families who would otherwise be separated remain together as a family unit because staff have built trusting, strong professional relationships that encourage early engagement with professionals and underpin positive changes.

We have seen an increase in reverse residential care orders which aim again to keep families who require a higher level of supervision in their own homes with direct supervision. A brilliant change that demonstrates trauma informed practice for our vulnerable families.

But more than this, our team members make change through small acts of kindness like, distributing food from community fridges to those who can't access them, washing clothing for women who are homeless, linking in with charities and the local community to source items of need, being that listening ear and stable consistent person for women who have likely never had that before.

OASIS should be recognised as the gold standard for vulnerable women within national maternity practice, we are so lucky to have a dedicated team to improve maternity outcomes for a patient group who are most at risk as identified by reports such as MBRRACE.





Volunteer of the Year



Jackie Ree

In the Departure Lounge, Jackie brings comfort, dignity, and reassurance to some of our most vulnerable patients. Her calm presence, mad humour, and ability to connect meaningfully with older adults have transformed countless difficult moments into ones of kindness and humanity. Families

and staff alike frequently remark on her ability to make patients feel seen, valued, and safe.

What makes Jackie stand out above the rest is her 360-degree commitment to going the extra mile for patients, their loved ones, our NHS colleagues and University Hospitals Dorset NHS Charity. Then, she donates her resources to our Charity Shops, frequently donating her handmade goods and other items to our shops to raise even more to support the hospitals. She attends every charity event that she can, often being the first volunteer on the day and among the best when it comes to end-of-the-event clean up. In her free time, she sings for local choirs and encourages them to fundraise to support our NHS teams, our Music Therapy for young neurodiverse children or our Gully's Place service.

Beyond her direct volunteer duties, Jackie has contributed meaningfully to hospital governance, offering thoughtful insights grounded in lived experience and patient-centred values. Her voice has helped shape improvements that benefit both staff and patients, demonstrating her commitment not only to service but to long-term positive change.

For her exceptional dedication, her multi-faceted contributions, and the profound difference she makes every day, Jackie is wholeheartedly deserving of this award.





Volunteer of the Year



Christine Moyes

The UHD Knowledge and Library Services started a bibliotherapy initiative for patients in early 2025. Our vision was to recruit UHD volunteers to read carefully selected poetry, short stories and news articles to patients.

Since that time, and due to patient and volunteer feedback, the offer has evolved to become a patient book swap trolley that includes free books, magazines, word and number puzzles, and news snippets. There is a great team of volunteers that take this trolley round the wards, but one volunteer stands out as being instrumental in shaping this offer.

Christine Moyes has been a proactive champion of the patient book trolley initiative from day one. She has consistently taken the trolley on weekly rounds for over a year and has fed back useful advice to the library team so that we ensure the right kind of resources make it onto the trolley for patients.

She is a great person to work with because she has good ideas and brings enthusiasm and energy to what she is doing. She is also very kind and caring with patients, and thoughtful about how she engages with them and what they might need. The trolley acts as a good conversation opener for some patients who just fancy a chat, and she is always happy to oblige. She is mindful of the workflow in the wards and is always professional and friendly.

She has been specifically asked for by nursing staff to read to patients who need a calming presence or cheering up. Her dedication to patient wellbeing is admirable and we think UHD is lucky to have a volunteer like Christine.

From the library team we just want to say to Christine thanks for all you do and thank you for being a great colleague.





Volunteer of the Year



Andy Shaw

Andy has provided a valuable service to many of our stroke patients over the past few years. He is a listening ear and offers friendly guidance, support and advice in a calm and responsive way.

Andy had a stroke about 30 years ago in his forties and was determined to make a good recovery. He returned to work and got on with life as best he could. Several years later he decided he wanted to 'give something back' and so began volunteering at Poole Hospital on the stroke unit. When the stroke unit moved to RBH he persisted and became a volunteer at RBH.

He makes such an effort to get to the hospital each week. He drives from his home to Poole Hospital then gets the shuttle bus to RBH and returns the same way after his session. He has visited us weekly for the past couple of years and attends our monthly support group for current and past patients.

Despite his own health problems recently, he continues to be passionate about supporting others. As Andy has experienced stroke first hand, he is very well placed to truly understand the difficulties faced by patients with stroke. He draws on his own experience to provide considered emotional and practical support which is always very well received. We are very lucky and grateful to have his input for our patients.





Volunteer of the Year



Ernest Dobson

Ernie has been a valued member of the Royal Bournemouth Hospital Volunteer Team for more than 25 years and is now in his 90s. He began volunteering after retiring from his career as a cobbler, where he ran his own successful shoe mending business. Following the sad passing of his wife from cancer, Ernie chose to give something back to the hospital that cared for her during her illness.

During his early years as a volunteer, Ernie was instrumental in setting up and running the internal hospital bus service. This service was greatly appreciated by patients and visitors, helping them travel through the long corridors to reach their departments more easily.

Although he was unable to volunteer during the COVID years due to his age, Ernie later returned to support the Departure Lounge team. Since then, he has been a dedicated and much-loved volunteer, preparing hot and cold drinks, snacks, and sandwiches for patients. His calm, reassuring presence is felt by everyone—patients frequently ask after him on the days he isn't there.

Ernie is loved by both patients and staff, many of whom affectionately call him 'Grandad'.

Thank you, Ernie, for your many years of kindness, commitment, and service. We are all truly grateful for everything you have done.





Volunteer of the Year



David Bacall

David has supported the SACT workshop every week, giving his time generously and reliably. He plays an essential role in supporting patients who are beginning their cancer journey. Having been through this experience himself, David brings

empathy, compassion, and understanding that cannot be taught. His ability to connect with patients, reassure them, and offer both practical information and emotional support makes an exceptional difference.

David also provides ongoing support to my other team members and I. He is always helpful, kind, professional, and willing to step in wherever needed. His presence enhances the experience for patients and staff alike.

Recent changes within our service have benefitted greatly from David's insight as someone with lived experience. His contributions have been valued, important, and have helped shape improvements for future patients.

David is an outstanding individual who consistently goes above and beyond. He represents UHD's values in everything he does and is a true ambassador for our service. I could not think of a more deserving candidate for the Volunteer of the Year Award.





Always Improving Award



Recruitment

The Recruitment team has had a real impact over the past year, helping services fill vacancies faster and ensuring teams have the staff they need.

Previously, the onboarding process often took over 60 days, but through dedication and process enhancements, it has now been reduced to 30 days.

The team introduced clear recruitment timescales, enabling managers to plan their diaries and interview candidates within 10 days of a vacancy closing. They also included interview dates in job adverts, making it easier for applicants to manage their availability and attend interviews.

All of this has been achieved while the team has been understaffed and managing several internal changes to departmental processes. Despite these challenges, they remained focused, collaborative, and committed.

Improving the candidate experience has also been a major focus. Communication is clearer and more personal. Because they know exactly what to expect, they arrive prepared and the whole process runs far more smoothly.

We've introduced dedicated directorate areas for each team member. This gives recruiting managers one consistent point of contact, which has strengthened relationships, made communication easier and improved the support we can offer.

We've also been analysing our data more closely which has helped identify bottlenecks and make targeted improvements. We've also supported managers with large numbers of vacancies by running recruitment events together.

The team has worked incredibly hard to improve our service and we still have more ideas. I'm proud of what the team has achieved and the positive impact it's having on bringing the right people into the hospital to support patient care.





Always Improving Award



Vaccination in pregnancy Team

In 2024, Maternity Units across the country were tasked with introducing a model of care which supported the delivery of a schedule of vaccinations in pregnancy, including the promotion and introduction of the new RSV vaccine.

This led to an unprecedented collaboration with the ICB, Dorset Health Care, University Hospital Dorset and Dorset County Hospital. Months of planning with the digital teams for both sites, information governance teams, business intelligence and contracts departments, produced a service which accounted for a 100% increase in vaccinations in pregnancy uptake, across Dorset.

Vaccination clinics were scheduled alongside scans, offering both prebooked and opportunistic vaccinations. Offering varied choice, gave more opportunities for patients, removed barriers and addressed some inequalities faced when accessing care.

The use of data helped the team to plan, monitor and improve the service in real time, such as estimating demand, to choosing clinic locations and implementing service-user feedback thereby creating a replicable, community-based vaccination model. What's more, it accounted for 4,437 vaccines between September 2024 and April 2025, up from under 500 in the same period the year before.

There has been a drop in bronchiolitis admissions for infants under six months, from 67 in 2023/24 to 20 in 2024/25, of which the HDU admissions fell by a third, with no reported PICU admissions.

In September 2025, the team celebrated it's one year anniversary and the Bournemouth Echo were on site to report on the success of the program.

In February this year, the team won the RCM award for excellence in Public Health.





Always Improving Award



Ellie Bradford
Physician's Assistant

Since Ellie started within the Gynaecology department, she has worked tirelessly to identify service and patients' needs and used this knowledge to focus on improving her skills to meet this demand.

Ellie has achieved measurable improvement for the women of Dorset seen within the gynaecology department.

She has worked tirelessly to improve safety for women who have vaginal pessary's for prolapse. She has done this both by training in how to fit and educate women with pessaries through completion of the International Continence Society Pessary competence module and managing the complex pessary register database to ensure timely changes.

Her post-operative clinic has brought the time women wait for review post their prolapse surgery down from 9 months to 4.5 months and has audited and presented her clinic outcomes.

Ellie has also completed training in diagnostic and operative outpatient hysteroscopy allowing her to gain competence in these skills and provide clinics. This has meant that women will have shorter waits for diagnosis and treatment for suspected endometrial cancer.

On top of all of this, Ellie has also gained competence in fitting intrauterine coils through gaining her letter of competence of intrauterine techniques from the Faculty of Sexual and Reproductive Health. Through her hard work with another colleague, Ellie has cleared the department's backlog of women waiting to have coils fitted for several gynaecological conditions. Her regular clinics now allow women quick access to this treatment option and provide timely treatment for issues affecting women's health and a range of distressing symptoms.

Ellie has done all of this whilst keeping up her already extensive clinical commitments, always with a smile on her face and a warm and welcoming manner to her patients.





Always Improving Award



Jerald Saligumba
Practice Educator, Cancer Care.

Since joining the role, Jerald has worked tirelessly to improve training compliance across the directorate. Through his proactive approach, he has supported staff to access the right training at the right time, ensuring teams feel confident and competent in their roles. His work has been particularly valuable during the recent oncology inpatient ward move, where he played a key role in preparing staff through simulation training. These sessions enabled teams to practise new processes, build confidence, and ensure the transition was safe for both staff and patients.

Jerald is highly respected by clinical leads and ward teams alike. He is approachable, supportive, and dedicated to helping both experienced staff and new starters succeed. His commitment to continuous improvement ensures our teams are better equipped to deliver excellent, safe care to every patient.

Jerald supports the Cancer Care directorate's three inpatient wards and two-day units across the Trusts hospital sites. Despite the challenges of working across multiple environments, Jerald ensures each area receives consistent and meaningful support.

He has been instrumental in merging teams together and aligning practices, helping staff from different wards and day units work cohesively toward shared standards. He communicates clearly, respectfully, and effectively across disciplines and staff groups, ensuring that messages are understood, expectations are clear, and collaboration remains strong. He actively removes obstacles to effective practice, streamlining processes and clarifying pathways to support staff in delivering the highest standards of care.

Above all, Jerald consistently strives for excellence for our Cancer care directorate, our patients, and our teams. His dedication, compassion, and relentless drive to support others embody the very essence of being always improving.





Listening to Understand Award



Amy Beauchamp
Fundraising Manager

I'm nominating Amy because she has a genuine gift to bring a human element to Legacy and In-Memory support for our hospitals. One of Amy's greatest strengths is her ability to listen to understand the complex and delicate needs of supporters at an emotional time for them. Her work on In-Memory and Legacy donations highlights her ability to handle the most sensitive aspects of our work with grace and empathy. She understood that these donations are deeply personal, often born out of a mix of immense gratitude and sorrow at the loss of a loved one. By listening to our donors' stories, she has revamped our approach to be more empathetic and inclusive.

She reads every donation made in honour of a loved one, sometimes being brought to tears herself, and sees the impact that our hospitals have had on the lives of our community members. On the back of listening to supporters and her own outside feedback, she has led our teams in revamping the Legacy and In-Memory website pages for University Hospitals Dorset NHS Charity.

She has wanted the needs and nuances of supporters to be at the forefront of everything - and it truly shines through her work. Amy has created a legacy programme that doesn't just ask people for a gift in their will. It invites them to become a permanent part of our Trust's story and impact.





Listening to Understand Award



Medicine and OPS Rota Coordination Team

The Medicine Rota Team genuinely care about the experiences of doctors at UHD and consistently go out of their way to ensure doctors feel supported, valued, heard and looked after. Whether someone is struggling with exam pressures, personal issues, sickness or just needs a safe space to talk, the team always listens first, without judgement. I've heard every single member of this team ask thoughtful questions to understand the root of the issue helping colleagues get the support they need. The doctors they work with trust the rota team and know that the door is always open should they need to offload or have a safe space to talk.

After meeting with the IMG support network and hearing about the challenges new doctors face, the team introduced a buddy programme to ensure that every new LED has someone to support them during their first months in the Trust.

They communicate clearly and effectively and recognise when English is someone's second language. They identify individuals who may be struggling and make time for them to attend communication courses to build confidence. The team also recognises and celebrates cultures by sending messages for important occasions which is recognised and appreciated. Even small gestures like sending thank you cards to doctors who go above and beyond to support with rota issues show just how thoughtful this team is.

They've built strong relationships with the Consultants in Medicine and OPS by actively listening to concerns. They've listened to understand the financial pressures the Trust is facing and reviewed how locum work is managed which has led to financial savings.

Every member of this team deserves recognition for their genuine care, it really does shine through in everything they do.





Listening to Understand Award



Coordinators and Administrators of the MS service

I would like to nominate the Coordinator and Administrators of the MS Service because they are the people who are the backbone of our service. They are usually the first point of contact for patients, carers, and professionals, and the way they listen, respond, and support people sets the tone for everything that follows.

Even when the phones and emails are relentless and their workload is huge, they always take the time to listen properly, to understand what someone is really saying, ask thoughtful questions, and work out what needs to happen next.

People who contact the service often have communication difficulties due to their MS such as speech impairment and cognitive problems. Many also show distress, frustration, or fear - none of this fazes them. They adapt their communication instinctively: slowing down, simplifying language, repeating information, or giving people space to express themselves.

Some recent patient feedback captures this perfectly: "Thank you very much for chatting with me on the phone yesterday. I really felt you were listening to me, and the proof is in your email." This is exactly the kind of experience they create every day.

When someone contacting the service needs to act, they explain things in a way that is genuinely accessible. They offer written/emailed instructions or information when needed, signpost to our webpages and trusted resources, and empower people to understand their next steps. They build trust because people know that when they call, they will be listened to, heard, and helped.

The coordinator and admin team in the MS Service don't realise how brilliant they are. By receiving this award, we hope they will see what we see every day — that they are exceptional, and that we are incredibly proud to have them as part of our team.





Listening to Understand Award



Safeguarding Team

The safeguarding team are the most wonderful team of caring, dedicated, hard-working, supportive and driven people.

You can often find them sitting with patients, giving space and time to hear their stories, and then

helping them to tell others those stories so the correct services and support can be wrapped around them. They advocate for people who haven't found their voice yet, they walk alongside these people until they do. Sometimes the team can advocate for people that we don't even see at UHD, but we do see and give care to their family or carer.

They support staff to develop patient information in a way the patient understands, it helps reduce anxiety for that patient and their family. It makes a real difference to our patient's journey. They support patients to write letters about they are feeling, about their wants and wishes, about what makes them feel safe to our partners or their families when we are supporting discharge planning.

You might equally find them sitting with staff to empower them to speak up, to break free from abusive relationships and to ask UHD for support. They give staff a safe space to explore challenges and difficult situations through supervision, enabling staff to see a way forward and they can support them on that path.

The team support staff queries, hear their concerns and visit wards and departments to support them to safeguard their patients. They do this without judgement, they give honest and supportive feedback and they empower staff.

Although rewarding, it can be a tough job working in health and sometimes we all need someone to help us through with calmness and compassion, I believe the safeguarding team do this daily.





Leadership Award



Jasmine Toh
Ward Sister

Jasmine has demonstrated exceptional leadership as the Clinical Lead for the SAU, most notably through her outstanding management of the complex and challenging relocation from Ward 7L to the new ESAU ward.

From the outset, Jasmine approached the ward move with meticulous planning and unwavering commitment. She developed a clear, structured plan that prioritised patient safety and staff wellbeing, ensuring every detail was thoroughly considered. Thanks to her exceptional organisation, the move was executed safely and efficiently, with nine patients transferred in under ten minute intervals, without disruption to care.

Recognising that ward moves often generate anxiety and uncertainty, she made a conscious effort to involve her team at every stage. She actively sought their ideas and feedback, enabling them to shape the new ward layout so it supported safe, effective and intuitive working.

As a team of colleagues, we have struggled with losing one of our young nurses to cancer. Other team members have lost relatives to cancer also.

Through all of this sister Jasmine has cared for everyone with great compassion. During the extremely sad periods we have experienced on our wards Jasmine was very careful to ensure all staff members, particularly those immediately impacted by the very sad deaths, were able to manage their grief whilst juggling work responsibilities. Often visiting them personally at home, always keeping in contact with them when their grief stopped them being able to work and always encouraging a gentle return to work which she would monitor carefully, their wellbeing being so important to her.

She would encourage the whole team to come together outside of work to help everyone deal with the grief, arranging beachside walks and calm time together.





Leadership Award



Helen Parker

Speech and Language
Therapist

Helen takes an inclusive approach to developing the speech and language therapy (SLT) team's skills, provides us with the provisions that we need and listens to understand. Working with Helen makes my days interesting and enjoyable.

Because of her, SLT have the historical achievement of securing specialist equipment to allow us to assess patient's swallowing in more detail. This has been over 10 years in the making!

She demonstrates compassion and inclusivity by leading teams that are based on both the RBH and PGH sites. She is present and engaged with clear oversight of what is happening where. Helen works tirelessly to join up the SLT team leads/ clinical specialists to ensure we are all aware of each other's achievements and stressors. I am beginning to see evidence of increased psychological safety and honesty with each other which is allowing our service to thrive.

Helen brings compassion and reflection to her role. She cares about the people in the team and works hard to understand the impact of process on us all. Helen also challenges the SLTs by motivating them to develop, sit with uncertainty and gives permission for them to not always have the 'right' answer. This can be best seen in the work that she puts into our rotational posts. Helen has taken the time to look at service need and demand, made difficult decisions whilst ensuring that the individuals are clearly communicated with and have a platform to provide their own feedback and reflections.

I truly believe that Helen has found her place in a leadership role, she demonstrates the careful balance of demonstrating her amazing skills and knowledge whilst allowing space for learning and reflection.





Leadership Award



Katrina Jones
Endoscopy Sister

Katrina is an exceptional RBH Endoscopy clinical leader who has guided the RBH Endoscopy Team through a period of significant organisational change and consultation. During what could have been an unsettling time, Katrina brought stability and clarity. She communicates openly, listens carefully to concerns, and ensures every team member feels heard and valued. Her leadership style is grounded in compassion, fairness, and a commitment to doing what is right for staff and for patients.

What truly sets her apart is her willingness to work at any level when required. She leads by example, never asking anything of others that she would not do herself. Her attitude towards her staff and colleagues is genuinely inspirational, and in speaking with other team members, it is clear that she embodies everything a true leader should represent.

The care, compassion and empathy she shows to patients is equal to that which she shows her staff. Katrina always ensures every patient feels safe, respected and listened to, and this is reflected in the consistent positive feedback our department receives. She has created a genuinely happy and supportive environment-not only for the team, but for the patients in our care.

Katrina role models high standards every day. She is energetic and fully present in the clinical environment, never asking something of the team that she is unwilling to do herself. She nurtures staff by creating opportunities for development, mentoring new nurses, and supporting colleagues returning from long term leave or struggling with confidence. Her office door, and her phone, are always open.

Katrina leads with integrity, humility, and credibility. She is highly respected across the unit because she delivers on her promises, protects the wellbeing of her team, and creates an environment where people feel valued and able to deliver high quality care. She exemplifies true UHD leadership.





Leadership Award



Joseph Hinlayagan
Clinical Lead

As Clinical Lead of the SDEC, Joseph has demonstrated outstanding energy and commitment, particularly during the complex and high impact service relocation into the new purpose built unit.

Joseph's consistently inclusive approach inspired confidence across teams and ensured the move was delivered safely, efficiently, and with minimal disruption to patients. From the outset, he approached the transition with meticulous planning and clear, compassionate communication. He ensured that every logistical detail was considered, and his steady leadership created a calm and positive atmosphere during a period that could easily have been unsettling for staff and patients alike. His enthusiasm for the opportunities offered by the new facility set the tone.

Crucially, this was not solely a relocation of the existing SDEC model. The integration of the Emergency Gynaecology Assessment Unit (EGAU) created a unique opportunity to unite multiple specialties under one roof. Joseph embraced this wholeheartedly. He actively ensured that the Gynae team were equal partners throughout the planning process, enabling them to contribute meaningfully to key decisions.

Joseph has supported the team through post move snagging with patience, adaptability, and a relentless focus on maintaining high quality patient care.

He consistently role-models the organisation's values and creates a psychologically safe environment where team members felt valued and heard.

Through his vision, dedication, and commitment to putting patients first, Joseph has led the team through one of its most significant developments to date. His leadership has not only delivered a state-of-the-art clinical environment but has also cultivated a united, resilient, and future focused team.





Partnership Award



No Limits Youth Worker Team

This nomination recognises the partnership between UHD, No Limits, the Office of the Police and Crime Commissioner, and a wide network of community and health partners to deliver a youth work service embedded within the Emergency Department (ED).

The programme demonstrates a strong commitment to understanding and meeting the needs of children and young people aged 11–25 who present in crisis. By placing trained youth workers directly within the ED, the service engages young people at their most vulnerable ‘reachable moment,’ offering immediate emotional support and crisis intervention that is empathetic, non-judgemental, and highly effective.

Through holistic assessments, youth workers identify underlying issues such as housing instability, educational challenges, substance misuse, and emotional wellbeing. Close collaboration with CAMHS, social services, safeguarding teams, GP surgeries, and alcohol and drug services ensures that these wider factors are actively addressed, improving long-term outcomes.

A key strength of this initiative is its integrated, multi-agency approach to care planning. By working across organisational boundaries, partners ensure that young people are treated in the right place, by the right professional, with clear pathways into ongoing community support. This reduces unnecessary ED reattendance and improves patient experience while easing pressure on acute services.

The co-commissioning model between health and the Police and Crime Commissioner represents a powerful example of shared services that maximise value and save NHS resources. By investing in prevention and early intervention, the partnership reduces demand on emergency and inpatient services, delivering both financial and social benefits.





Partnership Award



British Red Cross and Discharge Team

In the Discharge Lounge, I see every day how much the British Red Cross team helps our patients and our staff. I want to nominate them because the difference they make is huge, even if it sometimes goes unnoticed.

The Red Cross take patients home safely from the lounge, which helps us free beds and reduce delays. They are reliable, flexible, and always willing to step in when we need help.

One of the most important things they do is deliver patients' medicines to their homes on the day of discharge. This means patients don't have to wait in hospital for prescriptions and can go home earlier. It makes the whole discharge process smoother and less stressful for everyone.

They also take patients home who don't need hospital transport. This helps our non-emergency transport run more smoothly and ensures patients who do need formal transport get it more quickly.

Sometimes patients are nervous or worried about going home, especially if they live alone. In these cases, we can ask the Red Cross to check on them once they arrive home, just to make sure everything is okay. That extra bit of care really matters — for patients, and for us as staff too.

The Red Cross team shows our Trust values in everything they do. They are caring, they listen to patients, they work together with us as one team, and they are honest and open. They treat every patient with respect and kindness.

For all these reasons, they feel like a true part of our service. They make patients' journeys home safer and calmer, help the hospital run more smoothly, and strengthen our partnership across health and social care. I can't think of a team more deserving of this award.





Partnership Award



Sharni Carr and Emily Briston
Domestic Abuse Advocates

Sharni and Emily work at UHD providing an advocacy service for patients and colleagues who are experiencing Domestic Violence and Abuse (DVA). They also support staff, including those on the frontline, understand how best to identify and care for patients who are experiencing or at risk of DVA. Often as clinicians we may feel unsure about the best way to look after our patients who are vulnerable and being able to access their expertise is something that contributes to safer outcomes for patients.

Often DVA is fraught with emotive situations, a lack of knowledge and understanding, legal complexities, and a fear of making mistakes or making things worse for our patients. Sharni and Emily are able to allay some of these fears by being available to colleagues as subject matter experts who can be consulted for advice and called upon to assist with a patient. In addition, they also deliver teaching sessions.

Their work contributes to a better patient experience, but they are also there for staff. Some will experience DVA while working at UHD. This is a truth that cannot be denied and although incredibly sad we must have an honest discussion about it, shine a light on it to reduce the stigma of DVA and ensure we celebrate the outstanding work that Sharni and Emily do. They not only work cross-site but also across the Dorset area with multiple stakeholders bringing expertise that enables UHD to make a real difference to the lives of those experiencing DVA.

This is true partnership working that helps create change and contributes to improved health inequalities of the local communities we serve at UHD. Lastly Sharni and Emily's passion for doing this work which is emotionally confronting, complex and challenging is a true inspiration.





Partnership Award



Careers and Apprenticeship Team

The Careers and Apprenticeship Team have worked with partners across education, health, and the wider community to drive innovative opportunities that strengthen the future NHS workforce and reduce health inequalities.

The team has worked in close collaboration with Bournemouth and Poole College to design and deliver the Trust's first ever T Level placements and supportive pathways for 16–18 year olds. Through extensive engagement with departments, the team educated staff on the value of younger learners and helped young people to make informed choices about careers in healthcare.

Significantly, they expanded the placement options to include the Allied Health Professions and Midwifery. This diversified the student pipeline, and created new opportunities for young people to access healthcare careers that previously felt out of reach.

The team has also transformed the Trust's work experience programme, taking ownership of its delivery and introducing a structured application and placement model. By embedding widening participation criteria, they have ensured that young people from disadvantaged or underrepresented backgrounds are prioritised and supported. This work directly contributes to tackling local health inequalities. As a result, we have seen significant increase in the volume and diversity of work experience placements offered.

Working collaboratively with schools and Dorset Healthcare, they have ensured NHS representation at assemblies, careers fairs, and engagement events in schools in Dorset and beyond.

Through their dedication to partnership, inclusivity, and community engagement, the Careers and Apprenticeship Team have delivered innovative programmes that benefit young people, the Trust, and the wider health and care system. Their work is shaping the next generation of the NHS workforce and is truly deserving of recognition.





Patient Choice Award



Dr Rob Wiltshire
Anaesthetist

Rob is one in a million and was on duty when my mother fractured her hip. She is a frail 82-year-old who has many medical issues but her lungs are incredibly delicate due to COPD.

My mum was in pain and so scared of the operation. The compassion and empathy he showed was remarkable. He knelt to be eye level with her and explained the risks in a gentle and kind way. He explained that she was in a fragile state with her lungs and heart but that no matter what he would keep her pain free and hold her hand. He gave her time. He gave her space. He gave her understanding.

Rob then stepped outside to have a word with me, as her next of kin. Rob spent time with me and assured me that he would do his best given the situation and that I was to trust him when he said that he will look after her and be with her every step of the way. In that moment, I knew that if ever there was ever suppose to someone calm and supportive to be with my mum, at a critical time, it was him.

He then walked back into my mum, took her hand gently, smiled and said let's go. Those next three hours were the longest hours. But I knew that in that moment the most important person in that room was Rob. He was the one that would hold my mum's life in his hands and he would remain calm throughout it all.

To then know she made it successfully through the operation with the skill, expertise and support of Rob, was so overwhelming. She is such a resilient person and without someone like Rob with his years of knowledge and training it might of been a different outcome.





Patient Choice Award



Neonatal Intensive Care Unit

All the staff in NICU are exceptional. Parents could not get through the most traumatic time of their lives without their compassion, kindness, care, skills and knowledge.

They take the time to ease anxiety, creating a positive and happy atmosphere while being caring and sensitive in difficult moments. They go above and beyond to facilitate parents doing as many normal things as possible with their babies, helping them to bond despite the limits of being on the ward. They have set up an initiative with a local sustainable clothing company to provide free premature baby outfits to all those admitted to NICU. This small gesture enables parents to connect with their baby at a time when they can feel helpless.

They give so much support and reassurance and never tire of showing parents what they need to do. They are always positive even when faced with setbacks and celebrate all the milestones of the little ones in their care.

They take the time to speak to parents, explain things and answer their questions. When a baby is being fostered, they make sure that foster carers feel included and relevant in conversations. They respect the knowledge foster carers have and recognise that in difficult moments, they can be emotional and anxious. They take time to explain how the baby is doing and what care they are receiving, which can sometimes be complex when babies are going through withdrawal.

NICU staff are wonderful role models with so much passion and enthusiasm. Each of the team's personalities shines through and they come together to give babies the best possible start in life.





Patient Choice Award



Jason Bowie

Brain and CNS Nurse Specialist

Jason, you cared for our mum, you will know her as Heather.

Mum was a lecturer of Advance Practice at Bournemouth University, and she spoke fondly of you as one of her students.

Mum's brain cancer diagnosis was a shock to us all, that she faced straight on with fierce independence and glamour.

You made mum laugh and held space for her during her outpatient appointments, despite mum's speech being impaired from her biopsy surgery, you knew what she was asking, why she was asking it and provided her with all the medical detail a nurse could want during treatment.

You provided an open line of contact for our Dad throughout mum's medical journey and towards the end, you maintained so much respect for mum as a nurse and provided so much care and comfort not only to her but also to us as her family.

We miss her every day, and I know I am thankful for your company, care and calm presence when I reflect on those final rapid months as her daughter.





Patient Choice Award



Dr Fiona Hignett
Clinical Lead for Child Health

Dr Fiona Hignett scooped our five-year-old daughter Ruby up into her care in January 2025, after a very painful recovery from a complicated Duplex Kidney surgery in Southampton (June 2024).

I as Ruby's mum was beside myself with worry as I just knew something was just not quite right with Ruby. Fiona listened really carefully to our concerns, spent time playing with Ruby and then examining her carefully as Ruby had been traumatised by her surgery. I cannot tell you how much it meant to me to finally be listened to and avenues explored for Ruby.

Ruby has continued in Fiona's care and it's been a bumpy road with various tests and detective work! Fiona has a beautiful relationship with Ruby, Ruby has learnt to trust a medical professional again through Fiona's patience, sensitivity and playfulness.

Fiona has gone above and beyond to provide Ruby and ourselves with top quality post-surgery care for Ruby including liaising with her school, we can't thank her enough. Ruby loves Fiona and sends a big squashy thank you hug!

(Louise, Mike and Ruby x)





Inclusive Award



Lixia Wang
Staff Nurse

I am delighted to nominate Lixia for the Inclusion Award for her exceptional and long-standing commitment to supporting inclusion across our organisation.

I have known Lixia since 2004, but it is through my work in this role that I have really seen how dedicated she is. She always goes above and beyond to promote inclusive practice and to make sure colleagues from all backgrounds feel valued, seen, and supported.

Lixia has given outstanding support to many inclusion projects, and she has a strong understanding of intersectionality and why it is important in helping us build a more inclusive culture. She regularly takes part in events in her own time, even when she is on annual leave, which shows her genuine passion for this work. Her contributions include facilitating See Me First sessions, supporting Trust-wide cultural celebrations, helping with Black History Month, and being an active and committed member of the Cultural Celebration Committee and the Chinese New Year planning group.

Above all, Lixia truly lives our organisational values. She is open, honest, and compassionate, and she deeply cares about the well-being and experiences of her colleagues. She never expects anything in return and often says that she simply wants to help create a positive culture within UHD.

She is an outstanding role model, and her dedication was recognised when she was invited to 10 Downing Street to celebrate the Lunar New Year. Lixia is a highly deserving candidate for this award.





Inclusive Award



Homeless Care Team

I would like to nominate the Homeless Care Team for their outstanding commitment to inclusive, compassionate care within UHD, specifically their unrecognised work within the emergency department.

The team has introduced universal blood borne virus (BBV) testing for all patients attending the department. By offering testing to everyone, they have removed stigma and bias from the process and reinforced the important message that blood borne viruses can affect anyone, including people who may have slipped through the healthcare system.

Their work strongly supports vulnerable and under-represented groups, including people experiencing homelessness, while ensuring that every patient has the same opportunity to access testing, information, and support. The team approaches each patient with empathy and respect, taking time to explain BBV testing, answer questions, and ensure patients understand their results and next steps. They also work closely with community services to arrange appropriate follow-up and treatment, helping patients stay connected to care beyond their visit to the Emergency Department.

Alongside their patient work, the team provides education and support to Emergency Department staff, helping to challenge stigma and build confidence in delivering inclusive care.

I have personally reviewed patient notes that have received their support and can confirm that their persistence to contact a patient, alongside their non-judgemental, calm manner is clearly documented. There is evidence, that without their input, these patients would be lost to follow up.

I am personally so impressed by this team, who have absorbed this extra work, without additional staffing or acknowledgement, however, continue to go above and beyond to provide better care for our patients.

The team have been praised by staff and patients for their sensitive approach, and I believe they deserve recognition and celebration.





Inclusive Award



Tessa Vaughan
BEAT Training
Course Coordinator

As the lead of the Neurodiversity Subgroup within the Pro Ability Network, Tessa has been instrumental in creating a more inclusive, understanding, and supportive environment.

Through her passion and dedication, Tessa has championed the needs (and reasonable adjustments!) of neurodivergent staff, ensuring their voices are heard and valued. She has played a key role in raising awareness and understanding of neurodiversity, helping to break down stigma and foster a culture where differences are recognised as strengths. Her work has led to the development of supportive initiatives, resources and conversations that empower individuals to thrive at work.

Tessa is an exceptional advocate who leads with empathy, kindness, integrity, and authenticity. She creates safe spaces where colleagues feel confident to share their experiences, knowing they will be met with respect and support.

What truly sets Tessa apart is her ability to turn insight into action. She consistently seeks to improve workplace practices, promote reasonable adjustments and influence positive change that benefits not only neurodivergent colleagues but the wider workforce. Her efforts have contributed to a more inclusive culture where everyone feels seen, supported, and able to succeed. She recently created an “escape room style experience” on World Autism Day (2 April 2026) which was a way to demonstrate how challenging it can be to navigate a neurotypical world.

I would like to see her acknowledged for this additional work she does, for which I and many others are incredibly grateful.





Inclusive Award



Emma Wicks
Breast Cancer
Nurse Specialist

We have had several patients through the breast team recently that have different needs to some of our other patients. Emma has spent time getting to know these patients, spending time with them

(which is so hard in an already pressurised environment for time), getting to know their needs and finding support for them.

One example is a Transgender male who had been diagnosed with a breast cancer that is a very female orientated cancer. Emma spent time finding out what was important to him and finding him support with teams that specialise in cancer care for Trans patients. Emma then helped the rest of the team be aware of support that was available and some training courses for us all to be able to further support Transgender patients in the future.

Second example is of a lady who had a very sheltered life but had capacity and was able to make decision. She did not communicate well with medical staff, and treatment was nearly not given because no one was able to get hold of her. Emma spent time with her and worked out that her best way of communicating was via text message and then by using a work mobile phone we were able to get her to all of her appointments as needed by communicating via text rather than letters and phone calls.

Without Emma both patients would not have received the support they needed as the standard NHS support was not suitable for these patients.

I know she has made a massive difference to these patients who can find accessing healthcare difficult and she has made a difference to her team but sharing her knowledge.





Open and Honest Award



Ben Higgins
Deputy Financial
Business Partner

I am pleased to nominate Ben Higgins, Deputy Financial Business Partner for the Surgical Care Group in the Finance Department, for the Open and Honest Award in recognition of the

way he has strengthened transparency and psychological safety within our team this year.

Over the past year, Ben has gone beyond simply communicating information - he has actively created space for meaningful dialogue. During periods of financial pressure and organisational change, he has been clear and realistic about challenges, while ensuring that no one feels left in the dark. He takes the time to explain the rationale behind decisions, openly discusses risks and uncertainties, and encourages questions rather than shutting them down.

Ben has also been proactive in inviting feedback on his own work and leadership style, demonstrating humility and a genuine desire to improve. By openly acknowledging when things haven't gone perfectly and focusing on solutions rather than blame, he sets a powerful example of accountability.

His approach has built stronger trust across both finance and operational colleagues, improving collaboration and mutual understanding. Ben's consistent honesty, even when conversations are difficult, reflects the true spirit of this award.

For his integrity, openness, and commitment to transparent leadership, I believe Ben is thoroughly deserving of the Open and Honest Award this year.





Open and Honest Award



Aquila Arokiadas
Preceptorship Lead

Aquila is a colleague who works quietly and with immense humility to improve the culture at UHD.

She works as the preceptorship lead helping newly qualified clinicians as they transition from being a student to be a registrant. This requires her to have an open mind and honest conversations with colleagues as they navigate a period of time in their lives that could potentially be stressful and often fraught with emotion. She elegantly holds space for them during the preceptorship programme, in those early months of their careers where they are beginning their own leadership journey she role models openness and honesty, kindness, humility and courage.

She is incredibly skilled in creating environments that are psychologically safe by encouraging openness and honesty within them. However, she also empowers others to speak up, to be open and honest, and to challenge compassionately. She emphasises the importance of this within high performing teams.

Alongside her “day” job as preceptorship lead, Aquila also volunteers as a Freedom To Speak Up Ambassador, yet this is not what makes her special, it is her authenticity, her kindness, her strength, her openness, her honesty and her ability to provide challenge in a way that is compassionate, considered and curious. I remember when she shared her lived experience of moving to England and working as a nurse during one of the cultural celebration days and her honesty about the challenges she faced. It moved many of us to tears.

Lastly, Aquila is a delightful human being and a joy to know.





Open and Honest Award



Dr Emma Jones

Head of Clinical Measurement and ICB Lead Healthcare Scientist for Dorset

I first met Emma when we were on a training course, she shared that she had recently returned to UHD and wanted to experience the course (management course)

so she may understand what her team would experience and I was impressed at her proactive stance. It was clear she was passionate about building a culture where her team felt safe and valued, where she could be empathetic and “stand in their shoes” by experiencing training courses, and she was also clear that it enabled her to identify any gaps and take action to change that.

Subsequently Emma was a vocal stakeholder during the engagement phase for the behaviour charter. She shared her opinion and experience in emails and took the time to come along to the events. She encouraged her team to speak up in this way and share their views, demonstrating her commitment to value of being open and honest with actions/deeds and not just words. During the stakeholder engagement Emma shared with us the “Behaviour Compact” she had co-created with her team when she returned to UHD. She was clear this was everyone’s document; it was not a directive from her or simply her ideas regurgitated onto the page. Her team were all to share their thoughts and I was impressed at the level of openness and honesty this required as a leader.

Emma exemplifies the value of open and honest. She shows courage by acknowledging her role as a leader but by recognising she doesn’t have all the answers. She has honest conversations that do not deny reality, but she does so in a kind, calm and empathetic way. People feel safe talking to her.





Open and Honest Award



Jane Bruccoleri-Aitchison
Head of Communications

I would like to nominate Jane for her outstanding contribution to the Women's Network and her exceptional leadership during our International Women's Day event. Jane's calm, confident, and highly professional approach to chairing the day ensured everything ran smoothly, even when managing a full schedule of activities and speakers. Her natural ability to remain composed under pressure helped create a positive and empowering atmosphere for everyone involved.

What particularly stood out was Jane's skill in interviewing our guest speakers. She asked insightful, thoughtful questions that prompted open and meaningful conversations, drawing out the most inspiring and authentic responses. Her friendly and welcoming manner helped each speaker feel at ease, enabling them to share their experiences with confidence. This had a noticeable impact on the audience, who remained fully engaged throughout the day.

Beyond the event itself, Jane consistently inspires me through her professionalism at the monthly Ask Me briefings. She is never afraid to ask challenging questions in a constructive and supportive way, always advocating for clarity, improvement, and openness across the organisation. Her dedication, authenticity and commitment to empowering others truly shine through. Jane makes a real difference to the people around her, and her contributions exemplify the Trust values we strive to uphold. She is an incredibly deserving nominee for this award.





Digital Improvement Award



Jen Vickers

IT Infrastructure Engineer

I am delighted to nominate Jen for her exceptional dedication and technical expertise as UHD's Technical Lead for the NHS.net migration at University Hospitals Dorset. This complex and high stakes programme represented one of the most significant digital transitions for UHD in 2025, impacting thousands of staff, critical workflows, and the trust's wider digital transformation agenda. Through every stage, Jen demonstrated outstanding professionalism, deep technical capability, and unwavering commitment to ensuring this project was delivered successfully.

Managing the migration of a large, complex organisation to NHS.net is a substantial challenge. Jen successfully orchestrated the movement of thousands of accounts, mailboxes, security groups and integrated systems, achieving this with near zero downtime and no adverse impact on patient services.

They worked seamlessly across Poole, Bournemouth, and Christchurch sites, bringing together IT operations, clinical digital teams and external partners. Their calm, collaborative approach built trust, accelerated decision making, and ensured stakeholders felt supported and informed throughout

The NHS.net migration has delivered significant long term benefits for UHD, including stronger cyber security, alignment with national digital standards, improved collaboration across the NHS and in particular Dorset, as well as a yearly cost saving of over £800k. These outcomes were only possible because of Jen's exceptional leadership, technical mastery, and dedication.





Digital Improvement Award



Dr Cameron Dent

I am pleased to nominate Dr Cameron Dent for his Quality Improvement Project, focused on enhancing the digital landscape for clinicians seeking ward contact numbers and improving efficiency for staff correspondence.

His project addresses a daily, pervasive inefficiency - the time lost to navigating fragmented systems to locate accurate contact details. By creating a centralised, and updated resource, Dr Dent has provided a practical solution that will streamline communication across multidisciplinary teams within the trust and at hospitals such as Southampton.

Improved access to reliable information will reduce delays in decision-making, facilitate faster escalation of concerns, and support more coordinated patient care. In busy clinical environments, even small time savings compound rapidly, and this intervention has the potential to return meaningful clinical time to staff.

His project also has clear patient safety benefits. Delays in reaching the right person or team can hinder timely interventions which in emergencies, feels incredibly inefficient. By removing these barriers, his work helps ensure that critical information is shared promptly, reducing risk and improving outcomes.

Equally impressive is the project's sustainability and scalability. The design encourages ongoing ownership, easy updating, and adaptability across departments and sites, making it a model that could be replicated more widely.

He has demonstrated initiative, insight into frontline challenges, and a strong commitment to improving the system for both staff and patients. I strongly support this nomination and believe his work represents a meaningful, lasting contribution to UHD, and has already been recognised at a recent national conference in the UK placing second place.





Digital Improvement Award



Dr Suzannah August and our Dermatology Advice Service

Over the past few years, our Advice and Guidance (A&G) service has experienced rapidly increasing demand, with referral numbers rising to the point where we had a backlog of approximately 1,500 requests awaiting review.

At the time, the process for managing A&G referrals was far from ideal. Clinicians were required to work within the eRS platform while also maintaining a separate shared spreadsheet hosted in Teams. This process relied heavily on clinicians manually recording information in two places, causing duplication and inefficiency. Because the spreadsheet was accessed and edited simultaneously by multiple clinicians and administrative staff, there was a considerable risk of errors, missed updates, or information being overwritten.

Suzannah worked closely with Consultant Connect to transform how the service operated. She helped design and develop a bespoke “skin” around the eRS platform, creating a far more streamlined process for clinicians to review and respond to referrals.

The development and implementation of this solution required significant time, collaboration, and persistence. Suzannah worked closely with Consultant connect and internal UHD teams, testing and refining the platform to ensure it met the needs of both clinicians and administrative staff. To my knowledge, we are the first Trust to have successfully developed and implemented this type of enhancement to the existing system.

Alongside this digital improvement, Suzannah’s work also helped the entire A&G team of clinicians to tackle the backlog together. Through both smarter technology and collective effort, the number of outstanding referrals has been reduced from around 1,500 to fewer than 500.

This work represents a meaningful digital transformation that has improved efficiency, reduced risk, supported clinicians in their daily practice, and ultimately helped patients receive advice and care more quickly.





Digital Improvement Award



Burcu Senoglu
Biomedical Scientist

Burcu played a central role in supporting the implementation and optimisation of Synapse Digital Reporting, providing hands-on troubleshooting, practical training, and ongoing system refinement to ensure smooth adoption across the service. Her ability to translate technical challenges into workable solutions has accelerated digital confidence and minimised disruption to reporting workflows.

Beyond systems implementation, Burcu acts as a vital bridge between MLAs and Biomedical Scientists, strengthening communication and mutual understanding across roles. By chairing meetings that actively encourage all voices to be heard, she fosters inclusivity, and shared ownership of improvement initiatives. She does not simply relay information, she unites teams around solutions.

While many of the advancements in digital pathology are highly visible, Burcu works tirelessly behind the scenes to make them possible. The recent implementation of digital pathology within our service has improved histology turnaround times, enabling pathologists to review slides anytime and anywhere. This has had a direct positive impact on MDT preparation, access to expert opinion, and opportunities for training. Burcu has been central to this success, leading testing, developing protocols, and rolling out staff training to ensure smooth adoption.

Currently, Burcu is also testing software updates for Winpath to be used across Dorset and Hampshire. Her testing of Synapse was a huge success; this a brand-new reporting software linked with digital pathology. She is an integral part of the team supporting the histology ICE rollout and the AI reporting projects for breast and prostate, ensuring these innovations are implemented effectively and safely.

Burcu's dedication, innovation, and collaborative approach have had a lasting impact on our service, improving the efficiency and quality of patient care. She is exceptionally hardworking and a true driving force behind our digital progress.





Clinician of the Year



Sam Dell

Midwife Advanced
Clinical Practitioner

Sam has made an exceptional and transformative contribution to maternity services. In 2022 Sam was the first ACP to introduce the role within a maternity triage service across the South of England.

Sam provides expert clinical assessment, complex decision-making, and vital continuity of care for women with high-risk pregnancies in maternity triage. Prior to the introduction of the ACP role, the maternity triage department struggled to meet the required medical review time standard (80%). Sam, through the introduction of the ACP to role in maternity triage, has supported improvement from <30% compliance of this standard, to now averaging between 78–85. Demonstrating the measurable impact of her leadership, expertise, and commitment to service improvement.

She has worked alongside the Nursing and Midwifery Council, providing expert insight and presenting at national conferences. Sam recently was invited to meet with Kate Brintworth, Chief Midwife for England, to discuss the future of the role.

When she began in post, only 23% of triage reviews met the BSOTS national target. Through innovation and determination, this has risen to 83%, alongside a reduction in serious incidents. She established and leads a rapid access clinic, ensuring women particularly those with high-risk pregnancies receive timely, personalised, and reassuring care.

Sam's impact extends beyond patient care. She is deeply committed to supporting the multidisciplinary team, offering teaching, guidance, and encouragement to staff at all levels.

Patient feedback reflects her influence: 100% feel reassured, and 99% value the continuity and personalised care she provides. Sam's combination of clinical expertise, empathy, and leadership makes a lasting difference every day, making her an outstanding candidate for Clinician of the Year.





Clinician of the Year



Dr Georgios Tskolas
Specialty Doctor in
Ophthalmology

Dr George as we call him is truly deserving of recognition for the exceptional care and dedication he shows every single day. He is an incredibly kind, compassionate, and hardworking doctor who consistently goes above and beyond for his patients. Dr George always takes the time to listen carefully, explain things clearly, and reassure patients, many of whom can feel anxious about their eye condition or treatment.

He is often one of the first to arrive in the department, taking the time to prepare his notes and ensure clinics run smoothly. At the end of the day, he is frequently one of the last to leave, making sure that every patient has been seen and cared for properly.

Dr George is also incredibly supportive of the team around him. He is always kind, approachable, and respectful to the nurses and HCAs, helping to create a positive and collaborative atmosphere within the department. He is not only a valued colleague but also a friend, often joining in with after-work activities organised by the team, which shows how much he values the people he works with.

What makes him especially remarkable is the effort and heart he puts into his work. He consistently goes above and beyond for his patients, never hesitating to give more of his time and attention when someone needs extra care or reassurance.

In addition to his excellent care for patients, he is also a supportive and reliable colleague. He is always willing to help others and contributes to a positive and respectful team environment. His dedication, warmth, and kindness make him not only an outstanding doctor but also someone who truly makes a difference in people's lives.





Clinician of the Year



Dr Sarah James
Clinical Lead for Older
People's Services

Dr James has provided clear and inspiring direction at a pivotal time for Older People's Services, leading the consultant team through a prolonged period of transition while consistently maintaining the highest standards of clinical expertise and patient care.

Dr James exemplifies a patient first approach. She listens carefully to and empathises deeply with her patients, ensuring that their needs, dignity, and experiences are central to every decision she makes. Her leadership has been instrumental in embedding a patient centred methodology across services, bringing colleagues together to deliver meaningful change at pace without losing sight of what matters most – the patient.

She has led key workstreams focused on reducing patient length of stay while maintaining safety and quality, directly improving patient flow and experience across the Trust. In parallel, Dr James has championed the recognition and understanding of frailty, helping to transform how Older People's Services are perceived and delivered, and ensuring frailty is appropriately considered across multiple care pathways.

A supportive and kind leader, Dr James nurtures a compassionate culture where colleagues feel encouraged to try new ideas, reflect on outcomes, and learn from their impact. She actively supports and develops her team, fostering collaboration and resilience during challenging times. Her commitment to integrating clinical services and transforming pathways has driven tangible improvements in patient safety, experience, and continuity of care.

Dr Sarah James leads with integrity, empathy, and clarity of purpose. Her ability to bring people with her, inspire trust, and consistently put patients first makes her an exemplary clinician and a role model within the Trust.





Clinician of the Year



Dr Jess Wiggins

Anaesthetist and Associate Medical Director for Patient Safety

Jess Wiggins is an incredible anaesthetist and one of those people who makes coming to work better just by being there. She is not only brilliant clinically, but also someone everyone turns to for support, advice and reassurance.

Jess has become our unofficial “agony aunt” and somehow always has time to listen, no matter how busy the day is.

Alongside this, Jess takes her role as Associate Medical Director for Patient Safety very seriously and has made a real difference in theatres. She has introduced a revised safety checklist that has improved communication and teamwork, and she has created fun, engaging training sessions that actually get people involved rather than feeling like another box-ticking exercise. Because of her approach, staff feel more confident and motivated, and patient safety has genuinely improved.

What really stands out about Jess is how much she cares about people. She looks after her colleagues as much as her patients and brings kindness, humour and calm into even the most stressful situations. She leads by example and never asks more of others than she would give herself.

Jess is an amazing doctor, a brilliant leader and an even better human being. She goes above and beyond every single day, and she is more than deserving of this award.





Support Staff Member of the Year



Lisa Comfort

Haematology Ward Hostess

Lisa is one of our wonderful ward hostesses. She has the loveliest nature and instantly makes our patients smile, the minute they know she's on the ward. She goes above and beyond to help our service users, some of whom are in for months at a time, by taking

the time to actually get to know the patients, know what they like and don't like, their meal preferences and most importantly, how they like their tea or coffee!

On Haematology, our patients are often neutropenic and/or susceptible to infection and Lisa has been known, on occasions, to even taken a little trip to the shop to get something different for them when they are struggling with the food on offer, nausea or just really fancying something different.

One patient mentioned that he kept waking up at 4 am and spent the next 3 hours waiting to hear her friendly voice to bring him his cup of tea. Personal stories are very important to Lisa, which makes a big difference to patients, particularly if they are in hospital for a while without many people to talk to. Whenever Lisa is sick or has annual leave, they can't wait for her to come back.

Lisa is always happy to embrace changes, such as the changes to the patient food trolley system and ordering meals on the I pads. She always ensure that patients get food ordered for them, eg if they are off the ward on a scan during the ordering window, so that no-one goes hungry. She also helps train new HCAs on the food system to ensure that everyone is looked after at weekends or other times she is off.

She is such a valued member of the team and we would not be able to cope without her.





Support Staff Member of the Year



Susan Murphy
Administration Officer

I am delighted to nominate Sue Murphy, Departmental Administrator to GI Physiology within the Clinical Measurement Department, for Support Staff Member of the Year 2026. Sue has dedicated more than 20 years to the NHS, and throughout that time she has consistently gone above and beyond for both patients and colleagues.

Sue is the steady, compassionate heart of our service. She is endlessly patient, genuinely understanding, and unfailingly caring. Her ability to connect with patients, often during anxious or challenging moments demonstrates the deepest empathy and professionalism. We regularly receive appreciative feedback from patients who felt heard, reassured, and supported because of Sue.

Behind the scenes, Sue works tirelessly to ensure the smooth running of our highly complex service. She shields the clinical team from unnecessary distraction by fielding the majority of patient calls and enquiries, using her extensive knowledge of our investigations and service pathways to provide clear, accurate guidance. Her efficiency and expertise enable clinicians to focus on delivering high quality patient care.

Quite simply, the service could not function without her. We are immensely proud of Sue and are incredibly fortunate to have her dedication, warmth, and unwavering commitment supporting our team.





Support Staff Member of the Year



Valerie Hodgkyns
Ward Clerk

Val is our wonderful ward clerk on A9 L (Ward 5) she is the big cog to all the wheels. Val has worked tirelessly for the NHS for 49-50 years. and now in her mid 70's (Sorry Val I know you like people to think your still 21).

Val's experience and professionalism outshines most, nothing ever too much trouble, if Val doesn't know she will do her best to find out. Val has more energy than most 30-year-olds and whips around UHD like a tornado to get things sorted. Val knows her role inside out and always goes the extra mile, she sits in the MDT meeting to ensure that actions are actioned and follows up on any remaining actions to ensure we can get patients home safely and in a timely manner. She is energetic, kind and compassionate and looks after everyone.

Her knowledge and use of hospital systems is phenomenal, which helps to ensure the smooth running and organisation of the ward, and creates efficiency and better care for our patients as everything is done in a timely manner. Staff and patients love Val, her charming wit and humour makes a difficult day lighter and reduces anxiety in individuals.

She is always open and transparent and will raise issues to her clinical lead and management, advocating for patients and staff alike, her confidence and credibility comes from her incredible length of NHS service. She is a true role model for lots of people and is a true representative of the NHS and what it stands for.

I could write pages of narrative about Val's amazing work, skills and leadership, however I worry she may get bored and give me one of her looks! For wasting time, but truly Val absolutely deserves this nomination.





Support Staff Member of the Year



Viktorija Pereira
Catering

Victoria is an incredible lady! She always welcomes us night shifters with a warm smile, nothing is ever a problem for her. She brightens up even the busiest of night shifts with her presence and caring demeanour.

She always has a kind word for everyone. The night time food service has been very useful as it provides us with much needed hot food and drinks but Victoria goes above and beyond to ensure we are looked after.

She has lifted my spirits many times during difficult night shifts. To give an example, tonight has been very busy with multiple emergencies all over the hospital.

I ordered some hot food and when I went to collect it, I was met with Victoria's warmth and kindness, it made everything better instantly. She truly is a diamond of a human being and we couldn't be without her.

I have strict dietary requirements but they don't ever seem much of an issue when Victoria is working, she has excellent knowledge and advises us well. Huge thanks from all the nurses and doctors who work night shifts!





One Team Award



Endoscopy

This year, the UHD Endoscopy Team has demonstrated what “One Team” truly means. As we continue to merge working practices across sites, the team have embraced the significant challenge of supporting a unified on call rota at RBH, working cross site to build staffing resilience, and adopting SOPs and policies from different locations. They do so with professionalism, pragmatism, and a commitment to delivering the safest care for our Dorset population.

The Unit Sister and Clinical Lead have led from the front through role modelling, transparency, and a steady presence. The team have followed their example, welcoming new colleagues, supporting learners, and encouraging each other through unfamiliar processes. They take time to risk assess variations in practice, ensuring that whichever policy is adopted, it remains clinically sound, safe, and in the best interest of the patient.

Beyond this, the team continue to support a satellite Endoscopy service at Wimborne Victoria Hospital, balancing capacity and resources while still maintaining flow and safety. They have taken ownership of change, worked flexibly, and consistently demonstrated that when we work together, we do things better.

The cross site Endoscopy team have broken down silos, celebrated small wins, and built genuine cohesion. Their ability to adapt, integrate, and remain patient focused throughout organisational transition exemplifies UHD’s values. They are, without question, operating as one joined up team.

Importantly, the team are excited for the opening of the brand new Endoscopy Unit at Poole Hospital, which will become the largest endoscopy hub. Their enthusiasm for this development reflects their commitment to excellence and their drive to enhance services for patients across the organisation.

Their dedication to high standards, exceptional teamwork, and compassionate care, particularly within complex cancer pathways, deserves recognition.





One Team Award



Treatment Investigation Unit

Following the merger of the Poole and Bournemouth TIU services over 18 months ago, the combined team has demonstrated remarkable unity, adaptability, and commitment.

Staff from both sites came together seamlessly, forming a highly effective team that continues to embrace new colleagues as the service expands.

Over the past year, the development of the Blood Transfusion Hub has been one of the unit's most significant achievements. This dedicated hub has substantially reduced waiting times for patients requiring ongoing transfusions. Through improved coordination, proactive scheduling, and a consistently organised approach, the team ensures patients are seen promptly and safely. These changes have not only enhanced patient satisfaction but also reduced the anxiety and uncertainty often associated with repeated treatments.

The hub has also played a vital role in reducing avoidable hospital admissions. By enabling patients to receive planned transfusions in an outpatient setting, the team has helped prevent deterioration and provided a more stable, supportive care experience. In addition, the introduction of an extra clinic day for ascitic drain procedures has further supported admission avoidance and improved patient flow across the Trust.

The TIU team are dedicated to each other and to the patients they serve. Nurses, healthcare assistants, administrative staff, and support workers operate as a unified workforce, stepping in during busy periods, sharing expertise, and ensuring every patient feels informed, reassured, and cared for. Their professionalism, compassion, and resilience shine through in every aspect of their work.





One Team Award



Security Team

The Security Team have newly been introduced to the Trust and have shown massive commitment.

They deserve this award because they stand at the frontline of safety in one of the most pressured environments there is.

A hospital is not a controlled setting. It is unpredictable, emotional, and often intense. Patients arrive in pain. Families arrive in distress. Staff work under constant pressure. In the middle of that, the Security Team remains steady. They are the calm presence in A&E during a volatile situation. They are the reassurance to a scared visitor late at night. They are the immediate support when a member of staff feels unsafe.

Their role goes far beyond guarding doors. They protect vulnerable patients. They de-escalate conflict before it turns into harm. They respond to aggression with professionalism, even when faced with hostility. They patrol quietly, prevent incidents before they develop, and act decisively when seconds matter. Many of the safest days in the hospital happen because of risks the team identified and resolved before anyone else even noticed.

What sets this team apart is not just their response to danger, but their humanity. They treat patients with dignity, even in the most challenging circumstances. They support clinical staff so doctors and nurses can focus on care. They carry emotional strain without complaint, understanding that their presence alone can lower anxiety and restore order.

Without safety, there is no care. Without security, there is no stability. The Security Team protects the environment that allows healing to happen.

They do not seek recognition. They show up, every shift, ready to protect others at their most vulnerable. That quiet dedication is exactly why they deserve this award.





One Team Award



Mortuary Services Team

The mortuary services team deserve this 'One Team' award for recognition of their professionalism, compassion and dedication across UHD. Working in one of the most sensitive and often unseen areas of healthcare, their work is mostly unseen. They demonstrate high standards of

care for both the deceased and those important to them with dignity and respect at the heart of all they do.

What really sets this team apart is their humanity, providing invaluable support to grieving families and colleagues alike. They often go above and beyond to offer reassurance, guidance and kindness during difficult times.

The nature of their work is challenging but their knowledge and expertise in their field ensures they remain calm; coordinated and efficient ensuring processes are handled seamlessly and effectively. They play a vital role in supporting clinical staff, maintaining standards and upholding the integrity of the service following strict guidance.

Their contribution is essential and they deserve recognition of the critical role they play in delivering compassionate end of life care from admission to the mortuary through to the time the deceased is released into the care of a funeral director.





Above and Beyond Award



David Stephenson
Dementia and Delirium
Support Worker

In a field where patients often face confusion and fear, David acts as a grounding force. He ensures that each patient's unique history, preferences, and fears are respected. This tailored approach significantly reduces patient distress and directly contributes to the best possible clinical outcomes during their hospital stay.

Beyond his direct patient care, David is an invaluable asset to his colleagues. He recognises that a team is only as strong as its support system. He frequently steps in to assist his peers, sharing his expertise and offering emotional support during difficult shifts. David doesn't just care for his patients; he cares for the entire ward ecosystem, ensuring that everyone, feels supported and seen.

He can connect and engage with a wide variety of people. David is funny and will do his best to make anyone's day better. David is a great mentor and will make new starters feel very welcomed to the team.

He is a great example of a staff member that follows the trust values, and we feel so proud to work with him and you should feel also proud to have had him in your hospital for such a long time representing you. Whether it is to de-escalate a patient's behaviour, to join in crafts, to help the nursing team on the ward, to support the D&D team or to do some gardening, David will always have a smile on his face and say 'yes' to anything.

David is also going to retire next year, and we feel that he deserves this last recognition for all his hard work and dedication over the years.





Above and Beyond Award



Oisín Conroy
Emergency Department
Manager

I am honoured to nominate Oisín for the Above and Beyond Award.

During one of the most challenging periods of my life, when I was facing a serious health issue while living away from my family, Oisín showed exceptional kindness and leadership. The compassion and support he demonstrated were truly remarkable.

Being overseas without close family nearby and feeling uncertain about policies made the situation overwhelming.

At a time when I felt vulnerable and alone, Oisín went far beyond his professional role. He regularly checked in on me, offered reassurance, and ensured I felt supported both personally and professionally.

What meant the most was not just practical help, but his genuine care and understanding. Even after I returned to work, he continued to ensure I felt safe, confident, and not overwhelmed. He treated me with respect and kindness, never making me feel like a burden.

Because of him, I felt valued during a very difficult time. His actions reminded me how fortunate I am to work in this department. Oisín truly represents what it means to go above and beyond.





Above and Beyond Award



Allysha Weston
Health Play Specialist

Allysha has consistently demonstrated an exceptional commitment to improving the experiences of children and young people, as well as enhancing the working lives of her colleagues.

Allysha brings creativity, warmth, and innovation into everything she does. An example is her monthly treasure hunt, where children search the ward for hidden pictures and receive a prize, transforming what can be an intimidating environment into one of fun and exploration. In addition, her weekly contributions to the play team whiteboard, featuring a joke, fact, and word puzzle, bring curiosity, and shared laughter to staff and families alike.

Allysha took the time to crochet flowers for staff in the office where she hot desks, a thoughtful gesture that was greatly appreciated by the recipients.

Allysha also creates engaging displays that promote equality and diversity, often linking these themes to children's activities to encourage understanding and inclusion. Her most recent display focuses on the forthcoming move to the BEACH building, giving staff and families an overview of the building's design, development, and upcoming transition. The display is interactive, inviting people to share what they will miss about Poole and what they are looking forward to in Bournemouth, helping everyone feel involved in the change.

Allysha has developed a paediatric patient Hospital Passport, an important initiative designed to ensure that children's emotional needs and coping strategies are clearly understood and supported during hospital appointments and admissions.

There is so much more that could be said about Allysha's contributions, but in every aspect of her role, she embodies all that is above and beyond. Her creativity, generosity, and drive to make things better for everyone around her make her an outstanding and a deserving candidate for this award.





Above and Beyond Award



Steve Hammond
Clinical Technologist

Steve joined our specialist Environmental Control Service during a period of significant staff turnover. Our service operates across two sites, with the main office in Christchurch and a second base in Portsmouth. When Steve joined, the Portsmouth site

was effectively left with minimal support, and for much of his first year he was working alone in a highly specialist field that was new to him.

Steve showed remarkable resilience, initiative and self-discipline. He learned quickly, maintained service delivery, and ensured patients continued to receive support at a time when the team was under considerable pressure.

Since working alongside him, I have also experienced the impact Steve has on colleagues in ways that are rarely formally recognised. I have ADHD, which can significantly affect organisation, memory and task management. Steve has taken the time to understand these challenges and, without being asked and without it being part of his role, has adapted the way he works to support me. This support takes many practical forms: giving small reminders so important tasks are not missed, helping coordinate appointments, preparing equipment ahead of visits, and providing steady support when things become overwhelming. These actions may appear small on their own, but collectively they have made a substantial difference to my ability to work effectively and confidently.

Steve is consistently hardworking, patient-focused and committed to doing the right thing for both the individuals we support and the wider service. He steps in where needed, supports colleagues without seeking recognition, and contributes to a positive and supportive team culture. For the work he carried during an exceptionally challenging period for the service, and for the ongoing support he provides to colleagues and patients alike, I believe Steve exemplifies what it means to go above and beyond.

