Press Release

Staff with the WOW! factor honoured at celebration event

THE achievements of staff across Hampshire Hospitals NHS Foundation Trust were celebrated at a special lunch for WOW! Award winners.

More than 50 WOW! Award winners, from doctors and nurses to secretaries and domestic assistants, attended the event at The Ark, Basingstoke hospital, alongside senior staff, directors and governors of the trust.

The WOW! Awards are a national scheme that recognises excellent service based on customer and colleague nominations.

Winners over the last six months included the team from the children’s ward at Basingstoke hospital, who went the extra mile by helping a patient prepare for her mum’s wedding.

It looked like the patient would miss her mum’s big day when she was admitted to hospital shortly beforehand, but she was well enough to attend on day release and the team pulled out all the stops to ensure that both she and her mum enjoyed the day, painting nails and even providing a hair and make-up service.

“Unfortunately, we are regular visitors, but every time, the team amaze me with their kindness,” the nomination concluded.

Two departments received special awards for achieving 50 nominations since last November.

Nurse Rosie Cooper, who received the certificate on behalf of the women’s health department, alongside housekeeper Anna Sutherland, said: “I am very proud of the unit and I think that the secret to our success is teamwork.”

The fantastic work done by the women’s health team is encapsulated by one of their WOW! Award winners, Maria Perez. She showed tremendous kindness, compassion and dedication to her job by helping an extremely anxious patient who wanted to discharge herself realise that it was important for her to remain in hospital and continue her treatment.

“I believe it was Maria’s kind and caring attitude and her empathy and compassion that gave me the courage to stay,” the patient wrote in her nomination. “Now, if I ever have to return, I won’t be as scared.”

The other department to have achieved the remarkable feat of earning a new nomination every week was the Diagnosis and Treatment Centre (DTC) at Basingstoke hospital.

Amanda Parry, a deputy sister in the centre, said: “I think we are very lucky to have such a great team. “One of the main things we have to do is to put patients’ anxieties to rest when they come in for a day case surgery, and that is something we get a lot of nominations for.”
Speaking at the event, Elizabeth Padmore, chairman of Hampshire Hospitals, said: “Attending these lunches is one of the best parts of my job because I get to spend time with everyone in this room, who make Hampshire Hospitals really special.

“What strikes me when speaking to you is that you all say you are just doing your jobs. I think that is what makes this organisation such a wonderful organisation and why we were recognised by the CQC as providing outstanding care for patients.”

Donna Green, chief nurse, added: “It is quite an achievement to end up at this lunch because we now get more than 200 nominations every month from across all three of our hospitals, which is more than any other NHS trust.”

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Photos:
- Women’s Health – Housekeeper Anna Sutherland and nurse Rosie Cooper from the women’s health department with Kim Leitch from The WOW! Awards
- DTC – Staff from the Diagnosis and Treatment Centre (DTC) at Basingstoke hospital with Kim Leitch from The WOW! Awards
- Maria Perez – Maria Perez, a nurse in the women’s health department, was one of the WOW! winners celebrated at the event

Notes to Editors

1. Hampshire Hospitals NHS Foundation Trust provides hospital services to a population of approximately 600,000 people in Hampshire and parts of West Berkshire.
2. HHFT has around 6,000 staff and a turnover of £353 million a year.
3. HHFT delivers one hospital service across multiple locations including its own hospitals, Andover War Memorial Hospital, Basingstoke and North Hampshire Hospital and Royal Hampshire County Hospital in Winchester. It also provides outpatient and assessment services from Bordon and Alton community hospitals.
4. As a Foundation Trust, HHFT is accountable to the local community through a system of local ownership with members and elected governors. HHFT has around 18,000 staff and public members. Foundation Trusts are free from central government control and can reinvest any surplus to develop clinical services. They are authorised and regulated by NHS Improvement, an independent regulator.

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