

STAFF

News **'n'** Views

NHS
Mersey and West Lancashire
Teaching Hospitals
NHS Trust



MWL STAFF AWARDS 2024

#MWLStaffAwards

Let the fun begin ...





Celebrating Team MWL!

It was a star-studded night for our very first MWL Staff Awards, as over 1,200 guests from across the Trust, as well as sponsors and celebrities from the world of TV, stage, radio and sport, came together to recognise the incredible achievements of our staff over the past 12 months.



The best night for our amazing staff

Proudly claiming the title as the biggest NHS Staff Awards in the country, the event did not disappoint! It had everything, all the glitz and glamour you'd expect, surprise guests, and emotional films showing just why our staff are so deserving of such a spectacular night of recognition.

The event takes months of meticulous planning, as behind the scenes there is a dedicated team of our very own staff who bring the awards to life; from selling tickets, announcing nominations, designing the room layout, booking celebrity guests, script writing, buying wine and decorations, arranging trophies and certificates, sharing social media, hours upon hours of secret filming – and everything else in-between! It's a mammoth task to plan such a large event, and they do it because our staff deserve to have the very best time!



Let the show begin!

At 6:30pm on Friday 10th May 2024, the countdown was finally over as our guests began to arrive at the Liverpool Arena!

DJ Alex Toal got the party started as he entertained guests from behind giant light-up letters spelling 'MWL' on the Arena balcony. Our very own NHS heroes started their night with team photographs, celebrating friendships and teamwork, before making their way into the spectacular auditorium, ready for our night of celebration.

Host for the night, and always a fantastic supporter of the Trust, was the best compere around, Pete Price.

The event began with a spectacular performance of the Take That hit 'Greatest Day' by the ever popular John Cooper Band. It was then over to some of our biggest supporters, our patients, who appeared on the big screens to give their own testimonials about the care they've received at MWL. Sending their heartfelt thanks, they spoke of their deep gratitude, and in their own words told us how their lives had been impacted by the skill and compassion of our amazing staff. It was an emotional tribute that highlighted the reason we are all here, to ensure the people in our local communities receive the very best care possible when they or their families need our help.



Celebrating Team MWL's achievements

It was then on to the official ceremony, as Ann Marr OBE, Chief Executive, presented the first awards of the evening, our Special Recognition Awards. *Turn to page 8 to read more about our winners from the night.*

Guests were then treated to a delicious three course meal and the room was filled with laughter and excited chatter for what was to come next... our eagerly anticipated MWL Staff Movie!



The theme for this year was centred around the film 'Love Actually', with familiar faces from across the Trust taking starring roles. A BIG thankyou to our cast of stars including Chief Operating Officer, Lesley Neary; Medical Director, Dr Peter Williams; Deputy Director of Strategy and Operations, Mike Roscoe and staff from right across our wonderful hospital, community and corporate sites who got involved in all of the fun and madness!

It was then time to continue honouring those who work tirelessly, day in and day out, to ensure our patients receive the best care. Our 2024 winners were presented with their awards by a host of famous faces, who kindly gave their time to recognise the wonderful achievements of Team MWL.

'Everybody in Love' with our special guest!

All eyes were on the stage as everyone wondered who this year's headline act would be. They didn't have to wait long, as JLS superstar Aston Merrygold arrived to perform some of his best-known tunes.

After Aston's amazing set, the

John Cooper Band took over once again with a medley of hits from across the decades. The final act of the night was the return of DJ Alex Toal who kept the room rocking until the early hours.

Congratulations to all those who were honoured on the night, we are so proud of Team MWL!



Chief Executive's message



With over 9,000 people now working for the organisation, it's important that we take the opportunity each year to celebrate the wonderful achievements of our staff, and the event is the biggest NHS awards ceremony of its kind.

Despite it being less than a year since our new Trust was officially formed, there have already been some great achievements for MWL, and for teams and individuals also.

Most notably, I am pleased to say that in our first ever annual staff survey as MWL, the Trust was rated as the best place to receive care in the North West. We also received some of the highest scores in the region in areas such as staff morale, staff engagement, and being a compassionate employer. This is an incredibly positive start for MWL

and underlines our commitment to providing the best possible workplace for all.

Throughout some of the most difficult of times for the NHS in recent years, there has been one constant, and that is the strength and resolve of all those who work for our much-loved institution. Your determination to ensure that our patients continue to receive the highest standards of care is commendable. It never fails to impress me, how you face these challenges head on, with a positive attitude, showing true compassion and kindness to those who need our care.

I would like to take this opportunity on behalf of myself, the Trust Board and our patients to thank all of you here, and of course, everyone back at the hospitals and in our community services who are caring for our patients right now.

Once again, I have been delighted by all of the inspiring nominations we received from colleagues, patients and members of the public for this year's awards. Don't ever underestimate the difference you make to our patients and to those around you, each and every day.

I would like to thank our guests and sponsors, without the generous contributions of our partner organisations, we would not be able to hold this awards ceremony at no cost to the NHS. Thank you once again for the continued support.

Finally, I would like to offer my appreciation to the team behind the event who work extremely hard to plan such an enjoyable evening for us all. It's incredible to see how they have managed to make it even bigger than in previous years, and I am sure you will join me in thanking them for this wonderful occasion.

Ann Marr OBE
Chief Executive



Members of the Executive Team (L-R) Dr Peter Williams - Medical Director, Malcolm Gandy - Director of Informatics, Hazel Scott - Non Executive Director, Steve Connor - Non Executive Director, Nicola Bunce - Director of Corporate Services, Dr Kate Clark - Director of Strategy, Wayne Longshaw - Director of Integration, Lesley Neary - Chief Operating Officer, Ann Marr OBE - Chief Executive, Gareth Lawrence - Director of Finance, Anne-Marie Stretch - Deputy Chief Executive, Rob Cooper - Managing Director, Lynne Barnes - Acting Director of Nursing, Midwifery and Governance, Gill Brown - Non Executive Director and Richard Fraser - Chairman.

Our Special Guests ...

The Trust would like to thank our special guests for kindly giving their time to support the commitment of our staff, by presenting the awards to our winners and attending on the night.



Pete Price
Host



Jonathan Swain
Good Morning Britain Reporter



Paul Sculthorpe
Rugby Player



Ann O'Connor
Granada Reports Presenter



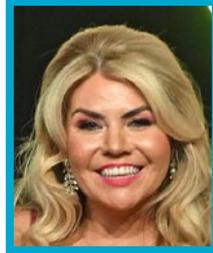
Kate Hemingway
Good Morning Britain Reporter



Simon Ross
Greatest Hits Radio Presenter



Kevin Duala
The One Show Presenter and BBC Radio Merseyside Breakfast Show Host



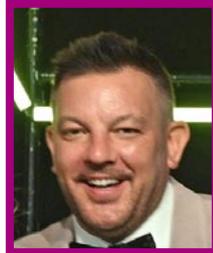
Leanne Campbell
Hits Radio Breakfast Show Presenter



Jenny Powell
TV star and Greatest Hits Radio Presenter



Paul Crone
Granada Reports Presenter



Joel Ross
Hits Radio Breakfast Show Presenter



Alex Toal
DJ and Radio Producer



James Sutton
Hollyoaks Actor



Lucy-Jo Hudson
Hollyoaks Actor



Kelsey Maxwell
St Helens Star, Chief Reporter



Kris Mochrie
Emmerdale Actor



Lewis Devine
St Helens Theatre Royal star



Andrew Brown
Stand Up for Southport, News Editor



Max Parker
Emmerdale Actor



Craig Phillips
TV star

Special Recognition Award Winner

This award was presented by Ann Marr OBE, Chief Executive



Winner

Critical Care Unit, Southport Hospital



Winning the Critical and Emergency Care Nursing Times Awards in 2023, Southport Hospital's Critical Care Unit has been recognised for the compassionate and respectful way they support families and each other following the sad loss of a patient.

Through a ground-breaking initiative, called The Pause Campaign, which embraces 60 seconds of silent reflection, the team has made a lasting difference to many. Coming together to recognise the contribution they make to patients at the end of life, staff can help families start the grieving process and support each other through some of the most difficult of times.

The Critical Care Team is hailed as one of the best in the country, always demonstrating exemplary practice, with a sensitive and human approach. They embody our vision of 5 Star Patient Care.

Special Recognition Award Winner

This award was presented by Ann Marr OBE, Chief Executive



Winner

**Sylvia Sinclair,
Deputy General Manager of Facilities,
St Helens and Whiston hospitals**



Sylvia began her career as a laundry assistant at Whiston Hospital 49 years ago. Today, she oversees domestic, portering, catering and linen services across St Helens and Whiston hospitals.

Always putting the patient at the heart of everything she does, Sylvia's standards are second to none and her commitment to the Trust, her team, and colleagues across all areas of our hospitals is unwavering.

Under Sylvia's leadership, St Helens and Whiston hospitals have achieved a remarkable 100% in their cleaning audit scores for the past 8 consecutive years, securing our position as the best patient environment in the NHS.

We know it takes a team effort, but every team needs a Sylvia.

Digital Maturity is closer than you think

The NHS is at the core of everything we do, and we are **proud to partner with you** on your digital transformation journey; focused on optimising patient outcomes and joining up care.



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Excellence in Clinical Care

This award recognises a significant commitment and contribution to delivering high quality care.

Presented by Hits Radio Breakfast Show presenters, Leanne Campbell and Joel Ross.



Winner

Ward 10B, General Surgery, Southport Hospital

This team of dedicated professionals make patient-centred care a priority. One of the busiest surgical wards at the Trust, this well-led team works extremely hard to deliver the highest standards to an increasing number of complex patients. Feedback from patients is overwhelmingly positive, and colleagues across the hospitals praise the team for their consistent professionalism and efficiency.

Highly commended:

Diabetes Team, St Helens Hospital

Always developing their service to provide positive outcomes for those they treat, this is a service that does not stand still. Innovative, research-based and high quality, they regularly receive national recognition for the care they provide.

Ward H, Elective Orthopaedics, Ormskirk Hospital

Professional and positive, this team have worked tirelessly to improve waiting times and reduce length of stay, whilst consistently providing a high-quality service. Patients say the difference the team makes is immeasurable.

Excellence in Quality Improvement

This award recognises where a clinical or non-clinical service has been enhanced to deliver improvement or increase efficiency.

Presented by Hollyoaks actor, James Sutton.



Frailty Urgent Community Response Team

This team has demonstrated remarkable commitment and innovation in addressing the complex healthcare needs of an increasing number of frail elderly people in our community. Ensuring patients receive the highest levels of care and best possible experience, in the right place, first time, their valuable work supports the prevention of avoidable admissions to our very busy hospitals.

Highly commended:

Ward 11A, Medical Step-Down Ward, Southport Hospital

This newly established multi-disciplinary ward team are already having a positive impact on patient flow. Caring for patients who are ready for discharge in a nurse and therapy led environment, they relieve pressure on the busy acute wards.

Histopathology Department, Trust-Wide

Despite a significant increase in the number of requests, this dedicated team has worked hard to improve their service provision. Serving the entire Trust, this team aids the efficient diagnosis of patients, especially those on cancer pathways, which is essential to improving outcomes.





Excellence in Patient Safety

This award recognises teams or individuals who strive to deliver excellence through a culture of safety and quality improvement.

Presented by Granada Reports presenter, Ann O'Connor and new BBC Radio Merseyside Breakfast Show Host / The One Show presenter, Kevin Duala.



Haematology Department, Trust-Wide

This dedicated multi-disciplinary team provide specialised care for patients being treated for blood disorders and cancers. One of the first to work cohesively across MWL, this service was recently hailed as an exemplar in its field by NHS England. Delivering 5 Star Patient Care across all the communities we serve, they undoubtedly improve outcomes and save lives.

Highly Commended:

Dementia & Delirium Team, Southport & Ormskirk hospitals

This team are passionate about providing a safe and comforting environment for some of our most vulnerable patients. Encouraging a dementia-friendly culture, they deliver comprehensive training, share best practice, and promote dignity and respect for all.

Deteriorating Patient Team, Whiston Hospital

Finalists in the HSJ Patient Safety Awards, this team has introduced a robust patient observation dashboard, demonstrating huge improvements in patient safety. Delivering extensive training to staff and sharing evidence-based practice, they have positively impacted the outcomes of some of the most acutely unwell patients in our hospital.

Excellence in Support Services



This award recognises exceptional service in supporting the delivery of patient care.

Presented by Emmerdale actors, Kris Mochrie and Max Parker.



Winner

Payroll Services, Trust-Wide

Delivering services to over half of the NHS workforce in Cheshire and Merseyside, this vital team ensures that over 85,000 healthcare staff receive efficient payroll and pension services. In the past 12 months, they have been recognised as one of the best in the country, passing their national audit with flying colours and winning a prestigious payroll innovation award.

Highly Commended:

Estates and Facilities Teams, Trust-Wide

These teams work incredibly hard behind the scenes to juggle multiple projects, improving our hospital estate and enhancing our environment. They take time to truly understand the needs of our patients and staff and do everything they can to resolve issues safely and effectively.

Wellbeing Teams, Trust-Wide

Our staff are our greatest asset, and their wellbeing is always a priority. The Trust relies on these hard-working teams to support every member of Team MWL. In addition to an extensive staff wellbeing programme, they deliver countless training sessions, pre-employment health checks and vaccination clinics to more than 25,000 NHS staff from across the country.

Patient Experience Award

This award recognises a contribution that has resulted in excellent patient experience.

Presented by Good Morning Britain reporters, Jonathan Swain and Kate Hemmingway.



Burney Breast Unit, St Helens Hospital



Outstanding in every way, this team is renowned for the extremely high standards of care they provide to patients with breast conditions and cancer. Led by a nationally acclaimed team of highly skilled specialists, the Burney Breast Unit delivers amazing clinical outcomes and a patient experience that is second to none.

Highly Commended:

Discharge Lounge, Southport Hospital

This highly effective team receive patients who are fit for discharge from wards, and proactively pull from clinics and the Emergency Department. Greatly assisting flow, they help to keep Southport Hospital moving. Described as warm and friendly, they provide a positive experience for both patients and families.

Ward 1E, Coronary Care Unit, Whiston Hospital

Patients say Ward 1E staff are worth their weight in gold. Supportive, kind and understanding, are just some of the terms used to describe this exceptional team. Their extensive knowledge and skills help them to deliver a first-class service, always striving for excellence, their patients' experience is at the heart of everything they do.

St Helens

Star

People's Choice Award

This award is voted for by the readers of the St Helens Star and highlights the appreciation that patients and their families have for the excellent care they receive. Presented by Chief Reporter of the St Helens Star, Kelsey Maxwell and stars of stage and screen Lucy Jo-Hudson and Lewis Devine.



Winner

Sanderson Suite, St Helens Hospital

This exceptional team are dedicated to always delivering the highest standards of care, and this is reflected in the overwhelming amount of positive feedback received from patients having day-case surgery. Reassuring and supportive, nothing is too much trouble for this team who make a world of difference to so many patients each and every day.

Highly Commended:

Children's Community Nursing Team, Lowe House, St Helens

Caring for some of our youngest patients, often with complex conditions and needs, this team are described as a lifeline, helping children and their families to live as normal a life as possible. As well as providing essential clinical care, they support every aspect of their patients' lives both in school and at home.

Main Reception Teams, St Helens and Whiston hospitals

Friendly, welcoming, always happy to help, are just some of the many compliments the teams receive. Helping everyone who comes through our doors with a calm and reassuring manner, they make a lasting first impression of our hospitals that is resoundingly positive.

People's Choice Award

This award is voted for by the readers of Stand Up for Southport and highlights the appreciation that patients and their families have for the excellent care they receive. Presented by News Editor for Stand Up for Southport, Andrew Brown and Granada Reports Reporter, Paul Crone.



Winner

Joanne Unsworth
Bereavement Midwife, Ormskirk Hospital

Caring for those following the loss of their baby takes a unique combination of compassion, understanding, and the ability to listen to what parents and the family's needs truly are – Joanne embodies all of these values and more. Instrumental in the creation of the Rainbow Team, families say she is a true angel that helps them to grieve, rebuild and prepare for the future.

Highly Commended:

Community Wheelchair Service

This bespoke and unique service is a hidden gem in our Trust. The small team make an enormous impact on all those they serve. Experts in their field, they truly understand the needs of their patients and go above and beyond to help people manage their condition well, maintain their independence and live life to the full.

Spiritual Care & Chaplaincy Team, Southport and Ormskirk hospitals

This team is always available for anyone requiring pastoral, spiritual or religious support. Not only valued members of our hospital teams, their caring work reaches out across the communities, and is appreciated by those who are facing difficult times and have lost loved ones. They are a credit to our Trust.

Employee of the Year

This award recognises an outstanding employee whose dedication to our organisation and values deserves the ultimate recognition.

Presented by TV star, Craig Phillips and Rugby legend, Paul Sculthorpe.



Winner

Sarah McKenna
Advanced Nurse Practitioner,
Emergency Department, Whiston Hospital

Described as the best of the best by colleagues, Sarah has helped to drive change in the Emergency Department (ED) with her knowledge, experience, and sheer determination to provide the highest standards of care for her patients. She has been pivotal to the newly developed, award-winning, primary care streaming service, that has helped to greatly reduce attendances at Whiston ED.

Highly Commended:

Kate Edmondson, Patient Experience Facilitator, Southport and Ormskirk hospitals

Passionate about promoting a positive healthcare experience, Kate always goes the extra mile, and makes a real difference. Supporting patients in times of personal need and through the most difficult experiences, families have described Kate as a true angel.

Dilnath Gurusinghe, Consultant Burn Surgeon, St Helens and Whiston hospitals

Mr Gurusinghe has been described as remarkable, with patients and colleagues praising his commitment, skills and expertise. His pioneering work in early burn grafting has transformed the lives of patients, who cannot thank him enough for the life-enhancing difference he has made.

Team of the Year

This award recognises the outstanding performance of a team that has continuously delivered an undeniably first-class service.

Presented by TV star, Jenny Powell and Greatest Hits Radio presenter, Simon Ross.



Winner

Plastic Surgery Department, St Helens and Whiston hospitals

When life gets turned upside down through either illness or injury, this team of highly knowledgeable experts use their exceptional skills to rebuild and transform the lives of their patients. They work tirelessly to deliver innovative surgical solutions and provide outstanding clinical and therapeutic care. Recognised across the NHS as exemplary, this is a team we are incredibly proud of.



Highly Commended

North West Regional Spinal Injuries Centre, Southport Hospital

This specialised rehabilitation centre cares for patients who have suffered a major trauma, and staff are devoted to rebuilding lives in challenging circumstances. This multi-disciplinary team go the extra mile to form supportive professional relationships, with families praising them for their endless support, and the dignity and respect shown to their loved ones.

Rheumatology Department, Trust-Wide

Always looking to make day to day life easier and better for those living with long-term conditions, this team deliver the highest standards of individualised patient-centred care. In the past 12 months, they have developed their service to treat increasing numbers of patients across a wider footprint. The compassion and commitment to those they care for is truly valued.

Surprise Special Guest

Everybody put your hands up for.... Aston Merrygold!

What better way to celebrate the best NHS staff in the country, than with the best entertainment.

Each year, one of the main talking points in the run-up to the awards evening is who the surprise performer will be, and this year's act did not disappoint!

As the entire room buzzed with anticipation, guests exploded into cheers and flocked to the dancefloor to welcome our JLS superstar, Aston Merrygold!



Hearts Beat Again for pop superstar!

Starting his set with a medley of some of his best known songs from his solo career,

Aston had the crowd singing and dancing along, before the room reached fever pitch as he launched into the greatest hits of JLS!



The atmosphere in the room was electric as he performed 'Everybody in Love', 'Beat Again', 'You Make Me Wanna' and 'One Shot', making it a truly memorable performance.

The party continues...

Once Aston had the room rocking, the party continued as the John Cooper Band, always a crowd favourite, returned to the stage to perform a whole host of dancefloor favourites.

Then to round off an unforgettable night, DJ Alex Toal took to the decks keeping the party going into the early hours.

What a night!

A massive thankyou to everyone who made it such a special night, we hope you enjoyed it as much as we did!



A night to remember ...







A big thank you to all our sponsors

The generosity of these organisations means tonight's event is at no cost to the NHS.



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(St Helens and Knowsley)
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delivering digital healthcare



HILL DICKINSON

Weightmans



#MWLStaffAwards