

Appendix 4 – Trust CARE values awards

I am delighted to share this summary of the winners of our Trust CARE value awards. Every month from all nominations received from colleagues and members of the public, the Executive Management Committee award four winners, one for each of four categories, which are: Collaborate, Aspire, Respect, and Enable.

July 2025

Category	Name	Role	Nomination	Nominated by
Collaborate	Various	Theatre and Anaesthetics Teams New Wing Theatres	Just wanted to put on the record my thanks and appreciation for the theatre teams and anaesthetic team in New Wing at Stoke Mandeville. A 17-year-old patient developed the rare but life-threatening condition of malignant hyperthermia. This a very rare reaction to General Anaesthesia occurring in about 1 in 200000 people with a mortality of 10% in first world health care systems. 35% of survivors suffer significant morbidity. Good outcome depends upon prompt recognition and treatment, terminating the reaction quickly and controlling body temperature and supportive treatment on ICU. Most anaesthetists will never see a case, and although anaesthetics teams train and prepare it is almost never put into action. Our patient survived with no complications and was discharged from the hospital just over 24 hours after his reaction. I wanted to recognise that this outcome wouldn't have been possible without the amazing response of the team on the day who made it incredibly straightforward for me to manage this case. It's clear that someone / some people have given significant thought and preparation to how this rare emergency would be handled practically rather than just in theory. There are also probably other people who were working in the background on the day as well who I've not included but thanks to: Anaesthetic Practitioners: Derek Hoddinott, Martin Cahill, Emma Woburn, Matt Turner and Mohammed Alrashwani. Scrub Nurses/Team: Raji Rajan George, Leonard Cabuang and Jocelyn Ballard. Doctors: Anupa Neghandi, Steve Crotty, Jon Careless and Justin Mandeville.	Colleague
Aspire	Kerry Frost	Practice Development Maternity Support Worker (MSW) lead Maternity, Stoke Mandeville	Kerry joined us on a secondment to support MSWs to move from band 2 to Band 3's. With no previous experience, she set out with incredible determination and energy to ensure her colleagues were supported to achieve their potential. She has created and delivered bespoke training days which have been exceptionally well received and valued by staff and moved completion of the care certificate from 54 to 82%. She has provided bespoke, individualised support to multiple colleagues, listening to their concerns and providing tailored suggestions to allow them to achieve their best. She is a valued member of the team who strives every day to make staff feel valued and her energy, enthusiasm and commitment is thoroughly appreciated.	Colleague
Respect	Catherine Lewis and	Learning Disability Liaison Nurses	Catherine and Karen are a small team of Learning Disability Liaison nurses. They work to ensure that patients with learning disabilities who require acute hospital care receive appropriate care for their needs. They enable individual wishes to be respected in the acute wards, even when this is not the easiest option.	Colleague

	Karen Howsam		<p>Patients with learning disabilities do not always receive respect across society, but Catherine and Karen ensure that this is not the case when receiving BHT care. Recently, feedback from one patient's family highlighted the value of their work and its alignment with the value of respect.</p> <p><i>Recently, my son, who is 46 spent over 4 months in Stoke Mandeville hospital, mainly in Ward 17. He came to hospital as he was refusing to eat or drink at the Supported Living home where he had lived for 4 years. This was not the first time this had happened but previously he had recovered enough to be able to go back to his home. Karen and Catherine had been involved with Andrew on these occasions. This time, it was almost as if he had given up life, not leaving his bed, not talking, eating or drinking or cooperating in any way. During this time, Karen and Catherine were very much involved with my son, visiting him and encouraging him in any way they could to get him to make some response. No major physical problems were found. He was a puzzle to all the doctors who treated him. He remains a puzzle and has not made any improvement or progress. He is now in a Nursing Home in Aylesbury.</i></p> <p>I am writing to express my thanks to Karen and Catherine. I always felt that they did their very best to encourage and communicate with my son spending hours at his bedside. They always had time to speak with me, explaining any planned procedures, and reassuring me when I was upset or anxious, or wanted to talk through the possibilities of my son's future care or just trying to understand why he was like he was. They played a very important role in supporting me and made this worrying time so very much more tolerable with their care, concern, sound advice and knowledge. Many thanks to them and to all the staff who treated my son.</p>	
Enable	Nick Mason	HR Coordinator Medical HR	<p>To be allowed to support my colleagues in the adoption of endoscopic spine surgery, I needed an honorary contract as a visiting consultant in orthopaedics and Trauma. Based in Jordan, this obviously required a load of paperwork, documents and certifications. Having obtained similar contracts in other Trusts (Oxford and Cambridge), the process to me was honestly, not short of a nightmare. Mr Mason went to extraordinary lengths from our very first correspondence to make sure that everything was in order. All the time, Nick was very professional, courteous and friendly. I value the efforts of all his counterparts in other Trusts, but Nick was incredibly efficient and finished my paperwork in time before my support visit. Thanks to Nick and his amazing support in sorting my contract, I was able to help train my colleagues at High Wycombe Orthopaedic Department, Mr Edward Seel, Mr Stuart Blagg and Mr Bababk Shariati in operating on five patients with various spine problems. I am deeply grateful to Nick for his support which enabled me to support my colleagues. I am absolutely delighted that now advanced endoscopic techniques are offered at High Wycombe, which will have a massive positive impact on the lives of many patients.</p>	Colleague

Category	Name	Role	Nomination	Nominated by
Collaborate	Various	Security Team and Portering Team	On the night of the 5 August the Trust declared a critical incident relating to a flood and electrical safety risk in NSIC. The team (Jack, Alison, David, Paul and Babar) responded quickly and effectively supported the clinical and operational teams to move 53 patients within a 2-hour period. The team were responsive, courteous and supported both the clinical teams and our patients during this difficult time. They worked with the fire service and the site practitioners to ensure both patients were transferred, and equipment and other resources were provided to maintain patient safety and dignity. As Gold during the incident the professionalism and responsive of the team was a huge benefit to managing the incident.	Colleague
Aspire	Nicky Humber	Community Healthcare Assistant (HCA) Thame Rapid Response and Intermediate Care Team	Nicky is an HCA with the Thame RRIC Team and was asked by a member of the District Nursing team to visit the wife of an End-of-Life gentleman who had declined assistance with his personal care. Nicky had previously worked with the couple and had built a good relationship with them both. Nicky subsequently arranged a visit and sensitively promoted the benefits of accepting a RRIC point of care in the interests of their health and wellbeing. Following Nicky's intervention, the wife accepted the help and support from the RRIC team during this stage of her Husband's illness. Later the Thame RRIC team received a touching thank you card from this gentleman's wife which stated 'Nicola I will ever be grateful that you helped us make the right decision to allow you to care for F at the end. Your caring, kindness and compassion to me was wonderful. Thank you so much.' Nicky is such an asset to the Thame RRIC Team, and I would like to nominate her for Employee of the Month for this act of kindness alongside the excellent standard of care she provides on a daily basis.	Colleague
Respect	Various	CSRU and ICU Teams	I wanted to share a small story with you that shows the compassion and kindness I have recently experienced from Wycombe Hospital, specifically the Cardiac and Stroke Receiving Unit and Intensive Care. I apologise that this email may be a long one, but I am grateful that you are taking the time to read it. While I, myself may work in CSRU as a HCA, this does not take away from the talent, kindness and compassion the entire team has, I have no doubt that everyone would show the same level of respect and compassion if it were anyone else. On Tuesday the 15th of July 2025 my mother was undergoing her routine dialysis when she unfortunately suffered a catastrophic haemorrhagic stroke, the renal team put out the bleep and the CSRU doctors quickly attended. Unfortunately, I was working that day and heard the bleep. My charge nurse Salma Khan, my Manager Ana Costa, my fellow HCA Selma Malik and my Ward Admins Pamela Scully and Catriona Fox quickly dived to my rescue when it was confirmed to be my mother. My mother was rushed to CSRU and taken for some scans where the haemorrhagic stroke was identified. It was an incredibly hard conversation that the doctors in both CSRU and ICU had to give to myself and my family, but they did it with such unforgettable kindness and respect. She had one night stay in ICU and the following day Wednesday the 16th of July, at around 22:20 she took her last breath and peacefully and comfortably passed away at the age of 53 surrounded by her family. Therefore, I would like	Relative / Colleague

			to thank the entirety of both teams that cared for my mother and cared for me during this incredibly difficult time. It goes without saying that these people are the reason that the NHS functions, they are the reason the NHS survives, they are the reason people survive, and they are the reason people are cared for. CSRU is a team that I am proud to be a part of, and they deserve more recognition and praise for the hard work they do daily and the outcomes they achieve.	
Enable	Tammy Nossiter	Head of Nursing for Patient Flow Corporate - Clinical Site Team (Care Coordination Centre, J Corridor, SMH)	<p>I am proud to nominate Tammy Nossiter for a Care Award in recognition of her exceptional leadership and unwavering commitment to patient safety during a declared major incident at our acute hospital on 31st July. In a moment of critical need, Tammy stepped forward without hesitation to act as the Silver Commander out of hours, ensuring continuity of leadership and decision-making in the absence of the designated Silver on call. Her proactive response and calm, authoritative presence were instrumental in maintaining safe and effective patient care throughout the incident. This act exemplifies the core CARE values of Buckinghamshire Healthcare NHS Trust: Collaborative: She worked seamlessly with multidisciplinary teams, fostering unity and clear communication during a high-pressure situation. Aspire: By going above and beyond her role, she demonstrated a drive for excellence and a commitment to continuous improvement in patient care and operational leadership. Respectful: Her approach was inclusive and respectful, ensuring that all voices were heard and that decisions reflected the needs of both patients and colleagues. Enable: She empowered others to act confidently and effectively, creating an environment where staff felt supported and capable of delivering high-quality care even under pressure. Her actions not only ensured operational stability but also inspired confidence and trust among her peers. This nomination celebrates her dedication, resilience, and embodiment of the values that define outstanding care at Buckinghamshire Healthcare NHS Trust. Tammy also supported the incidents in NSIC on 5th, 7th and 27th August, further showing her commitment to her role and the Trust values.</p>	Colleague