



2024 University Hospitals of Northamptonshire Excellence Awards

Our Excellence Awards celebrate the people and teams across University Hospitals of Northamptonshire, Kettering General and Northampton General, who make a real difference to the way we work and our patient care, regardless of where they work or volunteer in the hospital.

If one of your colleagues or your team, or someone who has cared for you, has gone above and beyond to exceed expectations now is your chance to get them the recognition they deserve.

When writing your nomination please think about how your answer supports our hospital values.

For our award categories and criteria, see page 5 and for how to write a good award submission, see page 9.

You will need to submit a new form for each person or team you want to nominate.

Nominations closed at midnight on Sunday 14 July 2024.

Names of those individuals and teams shortlisted will be published before our event on Thursday 26 September 2024.

We are grateful to the Northamptonshire Health Charity for their continued sponsorship and support of this event.



▶ Compassion



▶ Accountability



▶ Respect



▶ Integrity



▶ Courage

1.	Please select the award you would like to nominate the individual or team for
	Patient Choice Award (One winner from KGH and one winner NGH)
	Research, Innovation and Improvement Award
	Patient Experience Award
	Patient Safety Award
	Northamptonshire Health Charity Fundraiser of the Year Award
	Inspirational Volunteer of the Year Award
	Unsung Hero Award
	Inspirational Team of the Year
	Rising Star Award
	Valuing Equality, Diversity & Inclusion Award
	UHN Leader of the Year Award
2.	Name of the individual or team you are nominating
3.	Where is individual or team are you based
	Kettering General Hospital
	Northampton General Hospital
	University Hospitals of Northamptonshire
	Other location:
4.	Do you know the department this person or team works in?

5.	<p>Please provide a summary outlining the reasons for your nomination and tell us how your nominee has made a real difference to patients or colleagues.</p> <p>Please remember to look at the criteria on our websites to help with your submission (No more than 400 words),</p> <p>You may use additional pages if needed, but please keep to the word count.</p>
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6.	Please enter your name		
7.	Please provide your email address or phone number. (We will only use this if we need to contact you about your nomination)		
	Telephone		
	Email		
8.	Would you be happy to be contacted for further information or to support with publicity about your nomination?		
	Yes		No

Good luck!

Please complete all questions before submitting your nomination. Thank you.

Please return your nomination form to:

Communications Office, Glebe House,
Kettering General Hospital NHS Foundation Trust, Rothwell Road, Kettering, NN16 8UZ

OR

Communications Office,
Area T, Northampton General Hospital NHS Trust, Cliftonville, Northampton NN1 5BD

Below you'll find information on the award categories and tips on how to write a good

Award Categories and Criteria

Patient Choice Award (One winner from KGH and one winner NGH)

Have you, your friend or family members received excellent care from a colleague or team at UHN? This is your chance to tell us about the people who have made a difference to you or your loved one through the thought or care they have given.

Judges will be looking for individuals or teams for whom nothing is too much trouble, provide consistently great care or service, treat others with kindness and respect, and are a notable example to others.

We are looking for examples of:

- If you received high-quality care from our compassionate, excellent, and dedicated team members who went above and beyond to care for you
- If someone made you feel listened to, well cared for and who showed kindness and respect
- To celebrate those people who 'just do their job' or who have done something to make the experience of being in or visiting the hospital a bit easier.

Research, Innovation and Improvement Award

Recognising a team or individual who has implemented new research, an innovative idea or an improvement project which has resulted in improved practice, better outcomes, or a more efficient way of working.

They may have been involved with clinical or research trials, introduced a new approach to their area or taken part in an innovative improvement project to make our hospitals a better place for patients, visitors, and colleagues.

We are looking for examples of:

- How they've helped to implement a improvement, championed and supported patients or colleagues through research studies or they've found a solution to a problem to make things better
- Involvement of a diverse range of service users, colleagues, or stakeholders
- Evidence of the difference made from implementing these projects or ideas
- Provide details, where applicable, that they have promoted and valued inclusivity and diversity.

Patient Experience Award

We want to know who has gone over and above to support patients or their loved ones during challenging times or who have made a memorable difference to a patient's experience. This award recognises individuals improving experience in either a patient-facing or support role.

We are looking for examples of:

- How they have gone the extra mile to improve a patient's experience
- How they have made a memorable difference to patients or their loved ones
- Provide details, where applicable, that they have promoted and valued inclusivity and diversity.

Patient Safety Award

An individual or team who puts patient safety at the heart of everything they do. They speak up when they have concerns, take an evidence-based approach to identify where things could be improved and have the courage to introduce improvements in quality of care and culture.

We are looking for examples of:

- How they listen to and act on patient feedback to improve safety
- How they have introduced safety improvements and/or improved safety culture
- Provide details, where applicable, that they have promoted and valued inclusivity and diversity.

Northamptonshire Health Charity Fundraiser of the Year Award

Celebrating those individuals and teams who have made a difference and supported or raised funds in aid of Northamptonshire Health Charity.

These are people who have helped by raising the profile of a specific event, fundraising campaign, or increased awareness of the Northamptonshire Health Charity.

We are looking for examples of:

- People who champion and recognize the value of Northamptonshire Health Charity
- Those who have supported, fundraised, or done something incredible for the charity to make UHN a better place for patients or colleagues.

Inspirational Volunteer of the Year Award

We want to celebrate the contribution made by the hundreds of people who give their time for free.

From those who volunteer across our hospitals, including radio stations, ward volunteers, meeting and greeting patients or visitors, buggy drivers and staff wellbeing across UHN.

We are looking for examples of:

A volunteer who goes above and beyond to brighten the lives of patients and visitors, carers but also our colleagues.

- Volunteers who have a positive impact on delivering services and those little extra touches that couldn't be provided without their support- for example our buggy or brew buddy

Unsung Hero Award

Many colleagues make a huge contribution every day but may not always be seen.

All colleagues are critical to delivering healthcare services and ensuring patients can access the services they need. Whether they are looking after our buildings and facilities, staffing our reception areas, keeping our supplies well stocked, making sure our processes and clinics run smoothly, transporting patients, providing fresh food or keeping our hospital clean, everyone plays a role.

We are looking for examples of:

- An individual who goes above and beyond to consistently play their part to improve the hospital
- An individual who has done something extraordinary to make a difference to UHN
- An individual who has been a true inspiration to others and who you see as a hospital hero

Inspirational Team of the year

Many teams make a huge contribution every day. This award celebrates a team who have led the way across UHN – this could be setting an example of how to work collaboratively as a cohesive team, consistently achieving excellent operational performance or overcoming a number of challenges to still provide an excellent experience for patient.

We are looking for examples of:

- Teams working well together to develop themselves as role models and to provide the best care for patients or supporting colleagues
- Tell us about the impact they have had
- How they respect other people's views, experiences, and skills with a commitment to the team's health and wellbeing and professional or personal development
- Provide details, where applicable, that they have promoted and valued inclusivity and diversity.

Rising Star Award

The Rising Star Award aims to recognise individuals who have contributed to the NHS for less than five years but is already making a significant difference to services and/or the lives of the people we serve.

We are looking for examples of:

- Using their own experience to bring about meaningful improvements in services for patients and colleagues
- Making a meaningful and impactful change in their NHS career so far
- How they are continuously learning and developing in their career
- Provide details, where applicable, that they have promoted and valued inclusivity and diversity.

Valuing Equality, Diversity & Inclusion Award

An individual or team that consistently demonstrates and promotes a culture of compassion, who promote equality, diversity and inclusion for service users, staff or the community.

We are looking for examples of:

- Championing inclusion to enable all to achieve their potential
- Enhancing care or raising the profile of inclusion for service users and/or colleagues through a sustained and passionate commitment to inclusion
- Developing new services for groups that may not access NHS services as easily as others
- Positive and proactive initiatives to recognise and address the differing experiences of our diverse workforce and being confident to challenge anything we could improve.

UHN Leader of the Year Award

Recognising an inspiring and outstanding leader who has demonstrated the ability to lead a team effectively and has a relentless focus on improving UHN as both a place to work and a place to receive care.

This leader could work in a patient-facing or support area and will always be focussed on helping the organisation achieve its goals.

We are looking for examples of:

- People who lead and inspire others to improve their service for the benefit of patients and colleagues
- Working towards our shared vision, aims and demonstrating our core values in everything they do
- Provide details, where applicable, that they have promoted and valued inclusivity and diversity.

Tips for writing a good award nomination

Nominating one of our colleagues or volunteers for an award is a great way to recognise their achievements and the support they've given to you or your loved ones.

We have a word limit for nominations of 400 words, so it's important to make your nomination stand out.

Below, we've put together some tips to help make your award nomination submission the best it can be.

- Think about who you want to nominate and why- try to note down the key points before you start writing the nomination
- Get to know the category you are nominating the individual for. These are all listed with a brief explanation. Make sure you are nominating your colleague, volunteer, or team for the correct category
- If you're not sure on which category they fit into, write your nomination first and then go back to see which category suits their achievements
- Keep your explanation simple and think about the who, what, where, when and why's. Tell us why they deserve the nomination and about the difference they have made
- Where possible link your nomination back to our values and explain how the person or team demonstrated these values in their work. Please also think about how they have demonstrated equality and inclusion in the workplace
- Write in an easy-to-understand language. Try to avoid acronyms and make sure it's clear for someone who doesn't know the individual to understand
- Think about the evidence you can give in your nomination and how you can justify your points. Try not to repeat information or phrases
- Write your submission and then edit it to make sure the key points are covered. It's always good to ask someone else to read the nomination before you submit it
- Avoid phrases such as they're a smiley person or they're good at their job - these don't tell us how they've made a difference. Try finding meaningful words in your nomination like determine, respectful, inspirational, teamwork, motivating, empowering
- Phrases such as driving for constant improvement, problem solving mindset and overcoming barriers are all impactful ways to explain your nominee and what that have achieved
- Don't use the same nomination for multiple people. Make them unique and they are more likely to be noticed

Good luck!