

Winners and Highly Commended

Award 1: Patient Centred Innovation Award
<p>Joint Winner: Julia Di Castiglione from Frome Medical Practice in Somerset</p> <p>Her nominators Dr Helen Kingston and Karen Creffield said that Julia was brilliant in understanding the challenges they faced as COVID-19 emerged. Working as part of the care co-ordination team as the care home lead, she ensured all patients in care homes were reviewed and those without treatment escalation plans had the opportunity to discuss their care priorities ahead of the lockdown in early March. Through her proactive approach, they have built a strong local network of care homes supporting one another and a cohesive plan to address individual patient needs.</p> <p>The judges were impressed with how Julia managed the care homes during COVID and said it was a great example of collaborative innovative practice.</p>
<p>Joint Winner: Arron Gregory from The Portland Practice in Gloucestershire</p> <p>Arron has ensured the team has a sustainable model to see people with learning disabilities for their annual health checks and build strong relationships with those needing extra support. Due to the success of his leadership, the Learning disability annual health checks continued throughout COVID-19 as the relationships they had built meant patients could adapt more easily to the virtual consultations. His nominator Helen Acock says: “He deserves recognition for his continued work for patient centre care in a group of patients who find healthcare more stressful.”</p> <p>When reading Arron’s nomination, they said it was great to hear of a new into practice nurse being so innovative!</p>
Presented by: Karen Storey

Award 2: Digital Innovation Award
<p>Winner: Melanie Abel from the Adam Practice, Dorset</p> <p>Melanie was nominated by Zoe Foster who worked with Mel in 2019 to become “digital champions”, working together to review how their practice could be transformed digitally. Despite feedback to their project initially being negative, Mel embarked on a 12-month transformation, helping to transform the practice to a digital era and led on setting up Video group consultations for patients living with COPD. Zoe says that “Mel is an amazing nurse, and an inspirational leader. She was able to push back against all the resistance for digital technology and show clinicians how it could actually benefit them to work smarter.”</p> <p>The judges said Mel is a fantastic ambassador for the use of digital technology by other nurses, and is always ready to help others get their heads round it.</p>

Award 3: Working Collaboratively Towards the Future Award (Nurse Team)

Winner: St Austell Healthcare Nursing Team from Cornwall

Since merging with 4 other practices the team have tried to innovate, collaborate and move to a population health approach. Lockdown brought challenges of social distancing and PPE and the team also had to take over another failing practice of 5,000 patients, many of whom were unable to attend surgery due social isolation. However, the team rose to the challenge visiting patients at home, looking after not only their physical health, but assessing their mental health as well.
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The judges were blown away by the dedication of the team – they said that to work across four merged practices that also picked up a failing practice during COVID and to still work well as a team is remarkable!
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Joint Highly Commended: ‘The girls in blue’ from Sea Mills Surgery in Bristol
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Jenny says “as Lead Nurse I couldn’t hope to lead a better team – they are so supportive of each other, caring personally and professionally. At the start of the pandemic, it was evident that the District Nurses couldn’t take on our vulnerable patients, so as a team the trained nurses agreed to visit these patients at home in the afternoons and work at the practice in the morning. It was not easy, but everyone just got on with it to make sure our patients were cared for and kept safe”.
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Joint Highly Commended: Symphony Health Services Primary Care Nursing team from Somerset

Working across 14 primary care sites and in a variety of roles, the team have formed a supportive and innovative group, supporting each other and acting as mentors for new nurses. They have developed new training to upskill HCA’s to ensure ‘one stop’ investigational appointments so that patients only attend once and have a full chronic disease assessment by the Practice Nurses who have all the details.

Presented by: Jill Crook, Director of Nursing Professional and System Development / Director Mental Health, Learning Disabilities and Autism at NHS England and NHS Improvement - South West.

Award 4: Above and Beyond Award
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Winner: Tracey Elliott from Grange Road Surgery Bristol
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Tracey was instrumental in co starting a local LEG CLUB where patients came to have their leg ulcers attended to. COVID 19 meant that Tracey has had to shield for 9 months, however she re-started a smaller version of this at the surgery via zoom which allowed her to see patient wounds and advise nurses on treatments. She also organised food parcels from local food banks to go to needy patients that she identified both at LEG CLUB and during her phone calls.

The judges said that Tracey demonstrated excellent patient care even when she was shielding via zoom
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Highly Commended: **Alexandra Laslett from Old Bridge Surgery in Cornwall**

Alex has been nominated due to her tireless work within the Learning Disability community in Looe. As the sole clinician looking after people with learning disabilities, she has created a support group that met for dog walks and lunch dates and in her own time attends hospital appointments with patients that don't have a close support network. This has led to an increase in the number of people with learning disabilities attending appointments.

Presented by: Dr Crystal Oldman CBE, Chief Executive of the Queens Nursing Institute .

Award 5: Nurse Leadership Award

Winner: **Sarah Tucker from Pembroke Road Surgery in Bristol.**

Over the years Sarah has led on many projects and has seen lots of changes at the Practice and in Nursing as a whole, not least over the course of the COVID-19 Pandemic. She has tackled the constant change with patience and is consistently providing a positive outlook. Her nominator Kerri Magnus says that Sarah "epitomises what I believe all nurses should be. Someone you would entrust your most precious thing, your loved ones, with".

The judges said that it was her strength and dedication to her role which won her this award. She is an excellent nurse, displaying warmth and care to her team.

Highly Commended: **Jo Trickett from Frome Medical Practice in Somerset.**

Jo has led the care-coordination clinical nurse team since its formation in 2015 and is a strong patient champion. Not only does she care deeply about the individual and works tirelessly to ensure they are supported, but she will also take a systems approach and challenge pathways that are not operating smoothly. Her nominators Dr Helen Kingston and Karen Creffield say: "She has helped us build a stronger cohesive team locally across health and social care."

Presented by: Sue Doheny, Regional Chief Nurse, NHS England and Improvement South West .

Award 6: South West General Practice Health Care Support Worker of the Year and the Nursing Associate of the Year Award

Joint Winner: **Chloe Phelps from Prices Mill Surgery in Gloucestershire.**

Chloe is a newly qualified Nursing Associate who was originally employed as a Health Care Assistant, but now works as an Nursing Associate with a leadership role to support the HCA frailty team. She has a calm approach, and her clear thinking allows for consideration to problem solving. Chloe was nominated by Helen Acock who said "she is a kind, caring, compassionate nurse who will always put patients and other first. Her development and commitment have been outstanding, and she has shown great resilience over the last year supporting clinical care during COVID-19 at a time where she was qualifying.

The judges said that Chloe has trod the difficult path of being the first new role in her area and has been working in frailty, showing what Nursing Associates can bring to the team.

Joint Winner: **Gina Stone from Oak Tree Surgery and Pensilva Health Centre in Cornwall.**

During the COVID pandemic Gina has moved between sites with little notice, worked long stints on the front door in the rain and worked in the practice's outside tents in both extremes of weather without ever moaning or complaining. At the height of the pandemic when patients were

angry and rude, she was able to diffuse the situation with her happy disposition. Spencer Casey nominated Gina and said “she is an absolute credit to our practice and the NHS as a whole. Practices couldn’t function without their HCA’s and Gina is a shining light in this difficult role.”

The judges were impressed with Gina and said that she is an excellent Health Care Assistant who cares for her patients in all weathers.

Presented by: Penny Smith, Director of Nursing Leadership & Quality at NHS England & NHS Improvement South West.

Award 7: South West Workforce Development Award

Winner: **Tina Fear from BSW Primary and Community Care Training Hub**, Tina, according to the Banes, Swindon & Wiltshire Primary and Community Care Training Hub who nominated her, has used her knowledge and experience to develop the practice nursing workforce and further the profession. Not only does Tina work exhaustively to promote Practice Nursing as a career but she actively promotes the Return to Practice course to encourage more nurses back into the profession. In addition to this she also runs a monthly Practice Nurse forum which is encouraging PNs to learn collectively, support each other and to share practice.

The judges were impressed by Tina’s long career in promoting practice nurse workforce , running nurse forums and ensuring that practice nurses get the training they need.

Highly Commended: **Zaheera Nanabawa from Gloucestershire CCG.**

Zaheera was nominated by Helen Acock who said that: “Zaheera is a person who drives change - there is so much of the work achieved with the nursing workforce that would not have been possible without her support, knowledge and person skills to influence change.” With Zaheera’s enthusiasm to succeed, they have engaged with clinical supervision, digital technology, increased student placements and offered outstanding educational leadership.

Presented by: Dr Andrew Eynon-Lewis, Primary Care Dean at Health Education England.

Award 8: Unsung Hero Award

Winner: **Diane Douglas from Sea Mills Surgery in Bristol.**

Diane was nominated for “making a huge mark on the team” and bring out their strengths with support and encouragement. She has inspired the team to have a global view of the practice and the PCN, introducing meetings to think about long- and short-term strategies including all members of the team from cleaners to GPs. Her nominator Jenny Bowen says “I am excited for the future.”

The judges were struck by her encouragement of the nurse team to look more globally encouraging the team to work better as a team as well as nurturing team members individually.

Joint Highly Commended: **Lisa Voyle from Frome Medical Practice in Somerset.** Despite the complexity of their 30,000-patient practice, Lisa has ensured that during the COVID-19 pandemic, colleagues have the necessary equipment and stock to deliver care efficiently. Her nominators Dr Helen Kingston and Karen Creffield said that “We simply could not have achieved what we have without the amazing support of our unsung hero Lisa Voyle. In the face of challenges and constant changes that the covid-19 pandemic has presented she has been ahead of the curve and a source of constant patience throughout this flux.”

Joint Highly Commended: **Rachel Stark from East Quay Medical Centre in Somerset.** Rachel was nominated by Sue Knott for consistently supporting and encouraging their nursing team. The stress that has been felt over the last year has been real, but Rachel has maintained professional standard. She has efficiently sourced PPE, ensured staff were confident deep cleaning the isolation rooms and kept flu clinics meticulously organised. Sue said “she truly deserves to be nominated for her outstanding contribution to the care patients receive and the overall care & compassion shown to our team”.

Presented by: Jill Crook, Director of Nursing Professional and System Development / Director Mental Health, Learning Disabilities and Autism at NHS England and NHS Improvement - South West.