

## **Benenden Hospital celebrate Best of Benenden awards**

Staff at Benenden Hospital were recognised for their work at their annual “Best of Benenden Awards”.

The event, which this year was held virtually, celebrated the great work that individuals and teams produce each year. The event has grown from its inception in 2015 and before that the Dr Houghton Prize Giving Awards into an annual event which would normally take place in the evening.

Jane Abbott, Hospital Director said: “I am immensely proud that we have still been able recognise our staff this year, albeit in a different format than we would normally do. Our staff are at the heart of Benenden Hospital and are a real asset to us. Without them we simply couldn’t do what we do, so this is our way of saying thank you to them for the work and support they provide to our patients.”

### **Clinical Excellence**

This was awarded to those two teams whose service went above and beyond to ensure excellent clinical standards which resulted in optimal patient outcomes.

#### **Winners**

The day and night Ward Staff and Dr. Harris, Consultant Gastroenterologist Imaging Team and Dr. Mo Faris - Consultant Radiologist, Simon Brooks - Anaesthetic Clinical Lead, Annette Eva -Senior Theatre Practitioner & Andrew Turton - Pharmacy Manager

### **Non-Clinical Support Excellent**

Every day we all come in to contact with one support team or individual, and it is for these encounters that our nominees were winners. They work outside of their normal hours and whose work excels, their support to others has been excellent

#### **Winners**

Marian Chandler – Housekeeping Manager  
Mel Griffiths – Inventory Lead  
Housekeeping Team

### **Bright Ideas**



The programme aims to build on the ethos of continuous improvement and more crucially gather in all the ideas from staff on how things could and should be improved. The programme recognises that staff working in their own areas are the experts and they know and can see how things could and should be better. Ideas and suggestions for improvements should be captured on improved ways of working, ideas for

spending members money wisely or on making our hospital and even better place to work.

### **Winner**

Oli Broderick – Deputy Team Leader

### **Unsung Hero Award**

One of the distinguishing features of the Hospital is that there still exist a number of rather special traditions that have developed through its long history. One of these is the Rising Mercury 'Unsung Hero' annual award. This recognises the consistent and particular contribution made by a less high profile member of the Hospital staff throughout the year. An individual who regularly goes the extra mile without seeking special recognition and reward. A person who delivers in a happy and cheerful manner without wanting public acknowledgement from their colleagues. A member of staff who delivers a standard of excellence simply because they believe in Benenden Hospital, its values and patients.

### **Winners**

Oli Broderick – Deputy Team Leader

Matthew Head – Senior Buyer

### **Be Brave Award**

Embracing change, challenging processes, learning new concepts and trying new ideas enables the hospital to keep evolving and looking to the future for new opportunities.

This award recognises a team or individuals who challenge and ask 'why' as well as 'why not'. These teams and individuals are continuous learners; not afraid of trying new concepts and ideas and adapt to change positively.

**Winner**

Oliver Hall – Digital Marketing Executive

**Be Caring Award**

Caring is an essential part of our values, promoting a culture of care, respect, compassion and wellbeing protects the mutual ethos.

This award recognises a team or individuals who know what they do matters, supports colleagues, identifies opportunities to go the extra mile for patients, colleagues, visitors and the business. They are proud of Benenden Hospital and are trustworthy, honest and act with integrity.

**Winners**

Susan Lewis – Medical Secretariat Team Leader

Maggie Tucker – Pathway Team Leader

**Be Connected Award**

Collaborating and sharing information across teams, departments and the business helps the hospital to perform better and ensures that all our patients receive a positive patient experience.

This award recognises a team or individuals who listen and understand each other and the departments/teams they interact with. They offer support to colleagues, actively seek feedback from others and have honest conversations to ensure that goals are met. They understand the importance of working as one team to effectively solve problems and improve performance.

**Winner**

Sandra Harber – Healthcare Support Worker

**Be Smart Award**

Approaching problems with a solution mind-set and actively seeking ways to be better ensures that there are new opportunities to improve what the hospital does for members/patients and how to attract and retain them.

This award recognises a team or individuals who make decisions that balance the needs of members, patients, colleagues and expectations of the business. They look for new and better ways of working and spend member's members money wisely.

**Winner**

Emma Batey – PAC Administrator

**GREATix**

'Learning from Excellence' is a growing movement nationally which encourages staff to learn lessons across all aspects of the patient experience. However, records of excellence do not have to be directly related to patient care, our non-clinical staff also have the

opportunity to behave excellently, e.g. establishing a way to produce cost savings. Other examples of excellence might include:

- How efficiently patients are dealt with at reception, or
- How compassionate a member of staff was, or
- The excellence of a service helping patients as they prepare to leave hospital and return home

#### **Winners**

Jackie Foster – PA to Hospital Executive

Carol Robinson – Decontamination Services Technical Lead

#### **Heart of the Hospital Award**

This award recognised teams/individuals for their dedication, loyalty and commitment and consistently going above and beyond, retaining a sense of humour during difficult times and always being there to support colleagues.

#### **Winners**

Sam Bennett - Finance Assistant

Jon Manser - Head of Financial Planning and Analysis

Jane Abbott, Hospital Director continued: "It's great to work with such fantastic people. Throughout the past 18 months there have been many challenges, and we have had to adapt to new ways of working. The staff at Benenden Hospital have continued to provide support, stability and expert advice to patients throughout this period. They have supported one another through the tough times and have shown great resilience.

"I would like to say a huge congratulations to all those who were nominated and to all our winners."