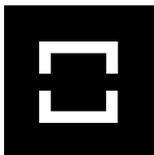




# STARS OF EEAST 2019

Tuesday 12th November

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#WeAreEEAST 

# STARS OF EEAST 2019

Dear colleagues,

**May I take this opportunity to welcome to you to EEAST's Staff and Volunteer Awards. This is a very important annual celebration for the fantastic colleagues who go above and beyond every single day to deliver exceptional patient care and support services across the east of England, and for our colleagues who have given many years of their life to working in this service.**

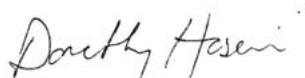
You – our dedicated staff and volunteers – are at the heart of everything we do. Without you, we wouldn't be able to provide life-saving emergency care to six million people, help frail and elderly patients reach medical appointments or support our blue light colleagues to manage major incidents. Without you, we simply couldn't function.

We know that you provide 'outstanding care' – a fact rightfully recognised by the Care Quality Commission (CQC) during their visit earlier this year. But it is not just our frontline crews who are making a difference each and every day – our valued colleagues in non-clinical support roles play a vital role too. From the vehicle technicians and make ready operatives, who keep our fleet on the road, to our IT team, finance staff and everyone in between – tonight is an opportunity to celebrate your achievements and the dedication you show to our patients 365 days a year.

During the evening, we will hear some fantastic stories of bravery, selflessness and kindness which truly epitomise our values of quality, honesty, respect, care and teamwork. On behalf of everyone at EEAST and the patients we serve, I would like to thank you all for your amazing contributions and overwhelming commitment to providing the best possible services for communities across the east of England.

**Together let's celebrate your wonderful achievements.**

Best wishes to all,



**Dorothy Hosein**  
Interim Chief Executive



## Queen's Medal for Long Service and Good Conduct

### Recipients

Christopher Allen  
Lewis Andrews  
Carl Bachelor  
Marcus Bailey  
Shaun Baker  
Steven Barren  
Mark Bilby  
Matthew Broad  
Karl Burke

Tony Chisam  
David Dixon  
Jade Fell  
Vernon Holmes  
Dean Jay  
Shaun Martin  
Sarah McLeish  
Lisa Message  
Steven Moore

Chris Murkin  
Robert Pollard  
Tristan Ravenscroft  
Alison Reeve  
Stuart Rhind  
Anita Timmins  
Glenn Young





The Award for

## 20 years of service

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### Recipients

Emma Bailey	Margaret Green	Gillian Thompson
Deborah Bays	Christine Harper	Janice West
Lamata Blair	Lorna Hayes	Andree Weymouth
Leslie Brenner	John Hudson	Tracy Whittaker
Lynn Cross	Jemma Lee	David Williamson
David Draper	Debbie Lodge	Sharon Wincote
Kathleen Franklin	Sukhvinder Mall-Ghera	Tracy Young
Kim Fulcher	Amanda Ord	
Rik Gray	Mohinder Thomas	

## 25 years of NHS service

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### Recipients

Phil Alexander	Jason Fisher	Stephen Murrow
Scott Ballam	Carl Friar	Joanne Neale
Karen Bonney	Alan Ginn	Jonathan Needle
Dave Brown	Dave Grover	Karen Pocock
Christian Clarke	Steven Kemp	Gavin Pymmer
Tim Clarke	Ray McAllister	Paula Quinn
Alan Cooper	Ian McConnachie	Anita Round
Carrie Curtis	Pauline Mearns	Andrew Tickle
Timothy Daniels	Allison Muffett	Pammi Warwick
Lyn Feavoyour	Chris Murkin	Paul Wyant



The Award for

## 35 years of NHS service

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### Recipients

Andrew Benstead	Tony Huggins	Jacqueline Smith
Mark Eardley	Graham Kent	Mark Williams
Janet Flack	Colin Kitney	Nicholas Wrobel
Robert Grogan	Vanda Messenger	
Andrew Hampton	John Rout	

## 40 years of NHS service

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### Recipients

Martin Butterfield	Adrian Gedge
Robert Copland	Paula Johnson-Messer



The Award for

## 10 years of volunteer service

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### Recipients

Alastair Baker  
Richard Baker  
Aaron Crawford  
Neil Davies  
Maureen Edwards  
Glenn Gibsone  
Kennie Harkin Perry  
Rachel Hillier  
Neil Humber

Carole Jones  
Kevin Kelly  
Paul King  
John Moore  
Robert Myles  
Janis Richards  
Kim Sievey  
Mark Spitzer  
Catherine Studd

Nigel Sutcliffe  
Simon Tavner  
John Wallace  
Kate Williams  
Jill Winn  
Andrew Woodhouse



The Award for

## Chief Officer Commendations

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### Jessica Kyle and Matthew Smith, Southend, (Emergency Operations)

Jessica and Matthew showed outstanding courage when they were called to a domestic incident where two people were on fire, suffering burns themselves as they selflessly tried to save lives.

Not only did the pair epitomise the Trust's values during the upsetting incident, but also bravely relived what had happened later when they were called to give evidence at the inquest.

Jessica and Matthew were commended by the coroner for their incredible courage, during what was a very distressing call, while the family said they were eternally grateful for their efforts and the high standard of their response.

### Jia Yi Wan, Hertfordshire (Patient's daughter)

Nine-year-old Jia showed courage beyond her years, when she acted as translator after her dad had suffered a heart attack, helping to initiate care which went onto save his life.

Jia not only raised the alarm after being woken by her mum, who does not speak English, but kept amazingly calm to help EEAST staff ascertain exactly what had happened. She then went onto break the difficult news to the rest of her family, that her dad had suffered a massive myocardial infarction.

Her nomination said: "Jia went above and beyond what would be expected of her, is truly exceptional and very brave. Without her fearless courage and maturity, her dad would not be alive today."



The Award for

## Chief Officer Commendations

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### **Nicholas Allen and David Gibson, Huntingdon (Emergency Operations)**

Nicholas and David showed tremendous bravery and selflessness when they saved a patient's life, by pulling them from a burning car.

The courageous duo put their own safety to one side when they arrived at the blaze. Acutely aware that time was of the essence, they first tackled the flames with fire extinguishers, before quickly pulling the patient to safety and administering first aid.

Their nomination said they had shown great bravery when faced with a very challenging scene, adding: "Their timely, courageous actions saved the patient's life that day and they both went above and beyond their expected role."

### **James Ashbourne and Michael Gallagher, Bedfordshire (Police Officers)**

Our quick-thinking blue light police colleagues, James and Michael, played a vital role in the saving the life of a baby, who had gone into paediatric arrest.

The duo were only two streets away when they heard the call on their radio, and immediately rushed to the house to help. As the first on scene, they managed to get the baby breathing again, while remaining incredibly calm throughout.

James and Michael stayed with the family until EFAST crews arrived, when they gave a very professional handover, to help ensure the baby continued to receive the best possible care.



The Award for

## Lynne Storrie Award

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### **Josh Blackburn**

Josh is described as a well-liked and valued member of our operational team, who has grasped every opportunity to learn and further develop his skills and career. After successfully completing an intermediate ambulance practitioner course at Newmarket, he returned to training earlier this year to progress to the role of advanced emergency medical technician.

Throughout the course, Josh demonstrated excellent underpinning knowledge and skilled practical competency, which was rewarded with a 100% first time pass record. Tutors describe him as a pleasure to teach, while praising him for acting as a constant source of support and encouragement to his peers.





The Award for

## Keith Marshall Award for Distinguished Service in Community First Responders (CFRs)

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### Nominees:

#### Pete Goodey, CFR, Cambridge and Peterborough

Pete offers a fantastic service to patients in the Wisbech area through his voluntary role as a CFR with our Trust. Always happy to give up his free time to help, he provides a thorough handover when EEAST crews arrive and will stay on scene to offer any other assistance, to ensure that our patients receive the best possible care.

During the summer, Pete went the extra mile to provide back up to crews during a call to a cardiac arrest. His nomination said: "It was a complex and timely job and I cannot speak highly enough of the help which Pete offered to the crew that day – he went above and beyond."

#### Steve Hudson, CFR, Mid and South Essex

Steve prides himself in providing exceptional care to patients and excellent support to crews working in the Brightlingsea area. Hugely dedicated to his role, he is always happy to help and consistently demonstrates great professionalism and commitment. Crews say it is a relief to see Steve's friendly face on the scene when they are called to a job, as it guarantees that the patient will have received great care and a fantastic service.



The Award for

## Volunteer of the Year

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### Nominees:

#### Indra Jones, Community Engagement Group (CEG), Hertfordshire and West Essex

Indra has made a huge impact on the training and education department since she began volunteering with EEAST last year, putting her skills and knowledge from her university background to good use, to help improve the teaching we provide.

Passionate about making a difference, Indra has provided one-to-one support to training officers and students, helping them to meet their full potential. She has also shared her teaching expertise with staff during a special sharing session held earlier this year.

Her nomination said: "Indra is a wonderful lady, very humble and just wants to help. We are very proud she has chosen to volunteer with us and are very grateful for all she does and the tangible difference she is making to our staff and students."

#### Military Co-Response Scheme, Norfolk, Suffolk and Bedfordshire

Our three military co-response teams offer exceptional support to the community in Norfolk, Suffolk and Bedfordshire. By providing short notice support to our operational teams, they help increase the number of patient-facing hours available to the Trust, so that we can continue to provide an effective and efficient service to patients.

In addition to their operational work, the teams also play a vital role in supporting community events, and will frequently raise awareness of the importance of starting CPR as early as possible and the life-saving difference which it can make.



The Award for



The Award for

## WeAreEEAST Value Award – Quality

### **Craig Maxwell, Patient Transport Service (PTS), Cambridge and Peterborough**

Dedicated Craig has worked tirelessly during a secondment to the PTS control room, to improve the service which patients receive and the environment for colleagues. He has maintained his professionalism and enthusiasm in the face of rising demand and while short of staff, often completes extra hours to keep our patients safe.

Craig offers fantastic support to his colleagues and has made their wellbeing his top priority. He is always at the end of the phone to offer help and advice, while his sense of humour helps lift the team during the toughest shifts. Craig is a shining example of the Trust's values at work.



The Award for



The Award for

## WeAreEEAST Value Award – Teamwork

### **West Norfolk and Central Norfolk Building Better Rotas team, Operations, Norfolk and Waveney**

The Building Better Rotas teams in central and west Norfolk, have shown outstanding teamwork and cooperation to swiftly produce new rotas, which have been well-received by colleagues and managers alike.

In central Norfolk, the team have worked tirelessly to complete this large project ahead of schedule – a fantastic achievement which would not have been possible without their dedication and enthusiasm. In the west, the team have successfully overcome several challenges and held some difficult conversations, to produce rotas within deadline and which include feedback from their teams.

Both groups have consistently demonstrated the Trust's values every step of the way.



The Award for



The Award for

## WeAreEEAST Value Award – Honesty

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### **Bessie McEwan, Out of Hours Support Service, Bedfordshire and Luton**

Bessie's colleagues in Bedfordshire and Luton described her as an "excellent manager" who shows genuine concern for the wellbeing of every member of her team. Caring and empathetic, she regularly supports staff through challenging personal situations, without judgement or prejudice, offering them a listening ear and the chance to confide whenever help is needed.

Always professional and willing to help, Bessie will offer to cover shifts for her colleagues where necessary and will do her best to solve any problems which arise at work. Fair and trustworthy, she embodies EEAST's values of care, honesty and respect.



The Award for



The Award for

## WeAreEEAST Value Award – Respect

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### **Ian Riddle, Operations, Mid and South Essex**

Ian is a dedicated, humble and valued member of staff, who ensures that everything he does meets the very highest standards. Respected and well-liked by his colleagues, he is a fantastic team player who never fails to boost the morale of those around him.

Ian is dedicated to improving the services our Trust provides, as well as his own personal skills, and regularly goes the extra mile by practicing and researching the clinical aspects of his job in his own time, so that he can deliver compassionate, high quality care. A shining example to others, he also treats every patient he meets with the utmost care and respect.



The Award for



The Award for

## WeAreEEAST Value Award – Care

### Kelly McLoughlin, Operations, Mid and South Essex

Friendly, bubbly and kind, Kelly is described as an amazing team member who is a welcome face out on the road, due to the tremendous compassion and care she shows. She will always try her best to help people who are facing difficulties, even as far as inviting a colleague to stay with her family when he had nowhere else to go.

Kelly is also a very capable member of staff, who delivers fantastic care to patients and offers sound advice to her colleagues. Her nomination said: "Kelly has an exceptional mindset and always goes above and beyond for people when she can. I have never encountered a more deserving person to receive this special award."



The Award for

## Excellence in Patient Care

Nominees:

### Gary Mead, James Watson and Martin Picking, Make Ready and Operations, Bedfordshire and Luton

Gary, James and Martin have been credited with saving a colleague's life, after providing him with exceptional support when he suffered a breakdown.

Gary remained calm and composed as he reassured his distressed colleague, whilst James and Martin went to pick him up, so that he could get fast access to the help he needed. Since then, they have remained in regular contact to make sure the colleague is okay and offer further support if necessary.

"I wouldn't be here now if it wasn't for Gary. He saved my life that day," said their nomination. "Both James and Martin were also excellent in dealing with me and comforting my wife. Time wasn't an issue as they wanted to make sure we were going to be okay."

### Steve Jones, Operations, Mid and South Essex

Despite being off-duty, quick-thinking Steve was all too happy to stop to help when he spotted an accident – and ended up delivering immediate treatment which helped to save a life.

After discovering the patient had suffered a cardiac arrest, Steve administered CPR until EEAST crews arrived. His swift actions helped the patient to beat the odds and become one of less than 10% of people who survive a cardiac arrest outside of hospital.

Colleagues say the incident was not isolated, and that Steve truly personifies the Trust's values by regularly going above and beyond the call of duty.



The Award for

## Excellence in Innovation

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### Nominees:

#### **Daniel Hynes, Ambulance Operations Centre (AOC)**

Daniel has worked tirelessly to promote the use of the MiDoS database across the Trust, to make it easier for colleagues to find information about services commissioned within the NHS and how to access them.

Thanks to the extensive engagement which Daniel has carried out, use of the directory has grown from 2,000 searches a month to more than 8,000, with MiDoS now regarded as the gold standard for information and regularly promoted to other ambulance trusts.

Daniel has achieved this by regularly updating staff about new services, attending huddles to raise awareness of the directory and visiting A&E departments to show EEAST crews, who are arriving with patients, how to use the system. He also holds tabletop exercises to identify any issues or gaps in service, so that action can be taken to resolve them.

#### **Sarah Bethell, Support Service**

Sarah has single-handedly designed and implemented a new compliance, standards and assurance report to help drive excellence across the Trust, while making it easier for managers to monitor performance.

Described by colleagues as a “fabulous tool”, the report is encouraging healthy competition between sectors, in turn driving up standards and promoting excellence. Thanks to Sarah’s hard work, it is also proving extremely useful for providing essential data for monthly accountability meetings.



The Award for



## Excellence in Professional Development

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### Nominees:

#### **Aaron Hill, Operations, Mid and South Essex**

Aaron is living proof that hard work and dedication pay off. He has steadily risen through the ranks since joining EEAST as a call handler seven years ago, taking every opportunity for personal development to qualify in his dream role as a paramedic earlier this year.

Not only has Aaron worked hard to progress his own career – often attending courses in his own time and at his own expense – but is also always willing to share his knowledge and expertise with colleagues, to help them make the very best of their own skills.

His commitment and enthusiasm have also been recognised externally, after he was invited to become an instructor in Battlefield Advanced Trauma Life Support – an honour only achieved by a small percentage of people.

#### **Hannah Thorpe, Operations, Norfolk and Waveney**

Hannah has shown great dedication to complete her specialist paramedic training, while also developing in her role as a Leading Operations Manager (LOM) in Norfolk and Waveney, which is one of the largest patches in the Trust.

She has fully embraced the challenges that both of these tasks have brought, and has developed unmeasurably in a short period of time. Colleagues say: “Hannah has shown herself to be outstanding in both areas. She is a star right now, and certainly one to watch in the future.”



The Award for

## Excellence in Sustainability

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### Nominees:

#### **North East Hertfordshire team, Operations Hertfordshire and West Essex**

Staff across North East Hertfordshire will always come together to support each other at times of need. They have built a strong ethos and team spirit, by regularly attending social events, while regularly working closely together to raise vital charity cash.

The team have raised funds to support the families of staff who have fallen seriously ill, as well as holding a variety of sponsored events – including sky dives and fire walks – in memory of a colleague who sadly passed away.

Their generosity and team spirit have made a huge difference to scores of people when they are at their most vulnerable.

#### **Claire White, Support Services, Norfolk and Waveney**

Claire is described as an “amazing lady”, whose passion and optimism have helped keep the medical care services department running and raising vital funds for EEAST.

During the past two years, she has risen above challenges and solved any problems put in front of her, to ensure the departments success. Colleagues say: “Claire is brilliant. As long as she is here, we will continue to bring in money from events to put back into the funds of EEAST.”



The Award for

## Excellence in Community Partnership

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### Nominees:

#### **Darren Jensen, Operations, Mid and South Essex**

Dedicated Darren has spent the past year working with partner organisations, to improve the access which vulnerable homeless communities have to healthcare services, shelter and food.

Darren has given up his own time to set up clothing banks in our ambulance stations, so that colleagues can make donations to those in need. He has also built up good relationships with local shelters, persuading them to keep beds free over the winter, so that crews can drop off people who have been discharged from our care but still need somewhere safe and warm to stay.

Darren is now presenting his work on the regional stage, so that it can begin making a difference to even more homeless communities across the UK.

#### **Yvonne McCormack, Operations, Hertfordshire and West Essex**

Yvonne has worked tirelessly to provide training to nursing and residential homes across West Hertfordshire, to make sure that excellent standards are maintained for the people who live there. Her own clinical skills are also of the highest quality, which helps to ensure that patients receiving treatment from the ECP/ CCG car are given the best possible care.

In addition, dedicated Yvonne manages rotas, and regularly gives up her own time to make sure her duties are fulfilled to the highest standard.



The Award for

## Excellence in Leadership

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### Nominees:

#### **Gemma Willson, PTS, Cambridgeshire and Peterborough**

Despite being new to management, Gemma has quickly proved herself to be an effective team leader, who is well-respected and liked by both patients and staff. She has worked tirelessly and selflessly to boost morale and trust among colleagues, while also listening to their ideas and suggestions and drawing on their expertise to improve the workplace.

Proactive Gemma leads from the front and sets high standards for her team, to ensure that patients receive the best possible outcome. She always makes time for others, showing them the utmost respect and listening attentively and courteously.

Colleagues say Gemma is a leader of which the Trust should be proud, and demonstrates values that others should aspire to.

#### **Alan Adams, Operations, Suffolk and North East Essex**

Committed Alan truly embodies the Trust values, using his excellent leadership skills to create a positive and pleasant working environment for colleagues, while promoting teamwork across Suffolk.

Alan has willingly taken on extra responsibilities on top of his usual role, quickly gaining the respect of his new team through his honesty and by setting a clear direction for the service, so that staff are working cohesively towards a common goal. Despite his increased workload, he has maintained a professional attitude and positive approach, which colleagues thoroughly appreciate.



The Award for

## Team of the Year

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### Nominees:

#### **Senior Operations Management team (Paul Marshall, James Norman and Luke Squibb), Cambridge and Peterborough**

Paul, James and Luke do a fantastic job of showcasing the positive work taking place in Cambridge and Peterborough and sharing best practice across the Trust. They have developed an extensive understanding of their team's qualities, strengths and weaknesses, and will involve colleagues in local decision-making wherever possible, to ensure that everyone shares the same goals and aspirations.

The trio inspire and motivate their teams, and are happy to trial new ideas or ways of working and listen to suggestions from others. Above all, they always acknowledge the good work carried out by staff by making sure they take the time to say thank you.

#### **Gary Perkiss and Dave Bacon, Hazardous Area Response Team (HART) Training team**

Gary and Dave carry out a staggering amount of work, to make sure more than 80 staff who work in HART are confident, competent and up-to-date with their training.

Approachable, knowledgeable and informative, the duo deliver a variety of courses internally, as well as working closely with colleagues from across the UK to ensure our staff remain compliant with national standards. Gary and Dave also regularly liaise with other agencies, to ensure that EEAST staff can access the best possible training delivered by other organisations.

Every member of HART has the greatest respect for Gary and Dave and appreciate the hard work they put into ensuring that staff have the skills and confidence to perform their role, to the best of their abilities.

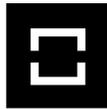
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