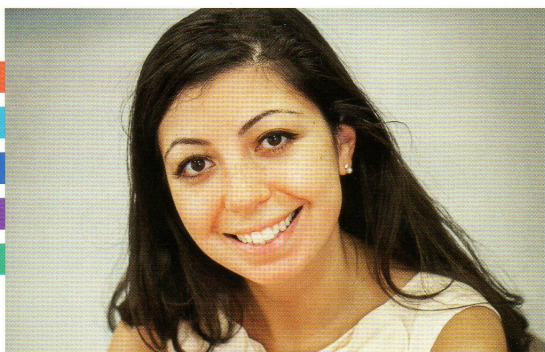


Take PRIDE



Becci Salari, Communications Officer

Welcome

Welcome to the summer edition of Take PRIDE, packed full of articles and features about the accomplishments of colleagues across our three hospitals.

In this issue we showcase some of the wonderful work that is being done to enhance patient experience – no matter how big or small. Read about the inspiring and extremely talented Jyoti Shah, a urology consultant at Queen's, who was recognised for her determination and commitment to patient care in the recent Asian Women of Achievement Awards in London (page 4).

Our team focus this issue focuses on the team based in the renal unit at the Samuel Johnson Community Hospital – a team who, you may remember, were worthy PRIDE award winners for their compassionate and holistic approach to patient care.

We take a look behind the scenes to find out how the Patient Access Centre (PAC) team remains, like all of our support services, a fundamental part of our organisation, delivering an essential service to patients and departments day in and day out.

You can read more about colleagues making a difference through their good work across the Trust, as well as the improvements to the overall service we provide in the Take PRIDE moments feature on page 10.

And as always, we want to hear your stories and ideas so please contact me via the options below or write to me c/o communications department, the House.

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Burton surgeon wins prestigious national award



Miss Jyoti Shah, Consultant Surgeon

Our very own consultant surgeon from Queen's Hospital has won the top award of the night at the prestigious Asian Women of Achievement Awards hosted in London, in front of an audience including HRH the Duchess of Gloucester and Home Secretary Theresa May.

Miss Jyoti Shah, who specialises in urology, was the unanimous choice of the judging panel to be honoured with the RBS AWA Chairman's Award last month. They described her mix of clinical and academic work as world-class.

Chair of the judges Sir Nicholas Young, former CEO of the British Red Cross, said the judges were stunned by her commitment to the NHS and public good. He described her as passionate about improving the quality in her profession and giving the very best in patient care. He said: "The judges have no doubt she will never stop striving to be a force for good in the world."

Fifty accomplished women, including a stand-up comedian, TV reporters, actresses, senior executives and successful entrepreneurs were shortlisted from about 150 nominations for the awards, now in their 16th year.

Jyoti said: "I've never won an award in my life. It was a complete shock," she said. "I feel so honoured when you look at the amazing women that were there on the night. I have one rule – to treat each patient as if they were one of my own family members, for whom I would do anything to help".

Well done and many congratulations Jyoti!