
VTE AWARD, NON-CLINICIAN

Unsung Hero Award

Nominated by an HCP within their setting, this individual provides invaluable support to the team whose function is providing clinical support by raising awareness, identifying risk and preventing blood clots for patients accessing the service.

Behind the scenes, the individual goes above and beyond making a significant contribution by utilising their knowledge and resources to benefit patient and assist colleagues. Their work has placed emphasis on the patient experience, understanding, wellbeing and improved outcomes. Demonstrating innovation and dedication, their inputs bring considerable benefits from all those involved in the service.

This Unsung Hero award is for someone who is not a clinician/healthcare professional but who provides invaluable support to colleagues and the patients in her hospital and so has been nominated as an Unsung Hero non-clinician, by her clinical colleagues.

Always behind the scenes, this individual goes above and beyond making a significant contribution to the work of the clinical team by utilising her knowledge and resources to both benefit patients and assist colleagues.

As part of a team, her role is to process postnatal documentation to prepare women for discharge from hospital. However, conscientious and dedicated, she not just 'processes' but also goes through all postnatal notes to help provide an additional safety net against potential errors. This includes checking if all notes have:

- an accurate recent weight
- a correctly recorded VTE score,
- and this in turn provides further assurance around the correct prophylaxis.

Mindful of her admin, not medical training, she ensures that the clinical team is always contacted if an error is identified, for example, noticing a discrepancy in a postnatal risk assessment where family history had been missed which would have led to patient going home on 10 days instead of 6 weeks' worth of LMWH.

To extend her knowledge beyond the admin role, she has attended multiple inhouse training sessions, Task and finish group meetings.

She has also become very informed of the different patient information resources the hospital has available and to ensure colleagues are aware of these and that they are made easily accessible to patients.

While routinely inputting data, she makes notes to then shares themes or trends with her clinical team that have become apparent during processing data into the VTE snap audit tool, thus helping to raise early alerts for potential issues to the clinical leads.

This dedicated team member is highly valued by her colleagues and has significantly brought great benefit to patients in the department's care for many, many years.

We are delighted to award Jody Phillpott, from William Harvey Hospital, Ashford, the Unsung Hero Award (non-clinician).

