

“INSPIRING” HEALTH LEADER’S WORK RECOGNISED AT UK’S LEADING PATIENT EXPERIENCE AWARDS

- North East healthcare professional’s outstanding commitment to improving the quality of care and services for patients wins widespread praise from her peers.

EMBARGOED RELEASE | Tuesday 24 January 2012

A health leader, whose commitment to improving the experience of hospital patients throughout the NHS, has been officially recognised by her peers at a special awards ceremony in Birmingham.

At the **Patient Experience Network National Awards** (PENNA), Annie Lavery, Director of Patient Experience at Northumbria NHS Foundation Trust, was given a rousing reception when she was named as the winner of the PENNA *Outstanding Contribution to the Patient Experience Award*. The award is made to a health professional whose work is inspiring, innovative – and genuinely leads to improvements to the patient experience at regional and national levels.

Annie Lavery was delighted to receive the award, but she emphasised that it was a “team effort” that was behind all of the patient experience successes being generated in Northumbria. Prior to receiving her own personal award, the Northumbria NHS Foundation Trust had won the *Acting, Reporting and Measuring* category award.

“I am delighted and honoured to be given this personal accolade,” she said. “But without a team effort – involving literally everyone – none of us would be able to achieve anything. So I would like to accept this wonderful award on behalf of everyone working within the health service in Northumbria.

“Through their collective efforts, we are helping many patients to live longer, recover more quickly from serious injuries – and benefit from a far better patient experience.”

“Annie is someone whose personal contribution is acknowledged wherever you go in the NHS,” commented Ruth Evans, PENNA organiser and Director of the Patient Experience Network. “She is an inspirational figurehead in her own Trust, and her work has led to some quite amazing patient experience results being delivered in the North East.

“She’s really helped to put the Northumbria NHS on the map – something that was powerfully emphasised at this year’s awards when the Trust shared information about the work it is doing to help people, many of them elderly, overcome the problems associated with a hip fracture.

“The mortality rate for this kind of fracture is 30% nationally. Yet, through the pioneering work of Annie and her team, hospitals in Northumbria are officially the best in the UK in terms of time to surgery.

“This is because Annie has ensured everyone involved in the patient experience – clinicians, surgeons, nurses and administrators – sing from the same hymn sheet and are committed to delivering the very best outcomes.

“Only a committed, passionate and highly professional individual has the ability to bring all of these components together. Annie is that kind of person, and that’s why she is the winner of the PENNA Outstanding Contribution to the Patient Experience Award.”

FOR FURTHER INFORMATION, PLEASE CONTACT:

Ruth Evans, Director, Patient Experience Network

Telephone: 07798 606610 Email: r.evans@patientexperiencenetwork.org