

SOX nomination form

- Who achieved excellence? (Sylvy Jacob)

- Which area do they work in? (Plastic outpatients – Staff Nurse)

- What did they do that was excellent?

- I have brought my 91 year old mother in law to Plastics outpatients a few times to get her leg wound dressed & checked.. she is really not keen on & extremely anxious about hospitals (not helped by the fact that she is virtually deaf).. Sylvy was the first nurse she saw a couple of weeks ago & all I can say is WOW.. you need more people like that working in the hospital. Sylvy went over & above to make sure Mum was ok, felt comfortable, talking not only to me.. but directly to her (she can lip read). She was one of the kindest nurses I have ever come across in the hospital (& I have been there many times).. I have never known Mum to ever look forward to seeing a medical professional but in the case of Sylvy, she does. Her caring nature, wonderful bedside manor, sense of humour has made what could have been very difficult visits... extremely good ones. Taking in consideration that Mum is obviously in a lot of pain & the healing of the wound is going to take a while & she is going to need many visits to the Plastics department, knowing that we can hopefully keep booking her in to see Sylvy, is a great relief all round. She is an asset to the NHS & I think this needs recognising, hence me filling in this form.

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- What can we learn from this?

I think that people like Sylvy need to be recognised for their exceptional qualities & excellent patient care. I also think that the nurses in this department need to be given longer appointments with patients so they can provide the care & treatment needed without going over the time.. therefore escalating waiting times for other patients. Whilst I completely agree with “taking time” in this type of after care, the only thing I would criticise greatly is the fact the last 3 times we have been up to this

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Please place completed forms into your nearest SOX post box or email it to us