

## Standby Ceremony – 26 June 2020 - transcript

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*Professor Michael McCourt, Chief Executive:*

Hello and welcome to our standby ceremony.

To those in the room – thank you for coming along.

And thank you to all those colleagues who are joining us through Zoom.

We would love to have everyone in the room together – and hopefully we will be able to do this at some stage.

But we have hopefully worked something out that gives the best possible experience to everybody in these unusual circumstances.

Please do bear with us as we work through this ceremony – hopefully we won't have too many technical glitches.

If you have difficulty hearing the video viewing any of the presentation – we will also be sharing everything on the Staff Hub at the beginning of next week.

I would like to begin by saying a few words about the incredible journey we have been on.

The slide on the screen helps gives an insight into that journey and what we have achieved – but is by no means exhaustive.

Almost three months to the day, we stood in this room - a team of only a handful of people at that stage – with a huge task ahead of us.

The Covid 19 pandemic was growing in severity – and our NHS needed us. The regional healthcare system needed to know if the situation became as bad as many expected it to be - that there was extra capacity ready to step in.

And so we gathered – as an Exec team – we brought some colleagues in with us – we called on people we knew we could rely on. And we got to work.

We built this hospital in just 13 days.

What a fantastic achievement – from the NHS, to the architects, to the engineers, the team here at this amazing venue – we answered the call for help and my word, did we deliver.

We didn't just build it in 13 days – we opened our doors and welcomed our first patient – Marjorie.

A huge amount of effort got us there - recruiting hundreds of staff, training and inducting them ready to provide care in this unusual setting, and ensuring we had clear clinical processes in place to provide the best possible care.

And that is exactly what we have delivered.

The first patient was admitted on 13 April 2020, and the last four patients were discharged on 17 June.

Over this period, 104 patients were admitted and received care for a total of 1,175 days.

Peak occupancy was reached on 31 May, with 48 patients.

Patients were transferred from eight different hospital trusts.

The median age of admitted patients was 85 years. Two patients were over 100 years old.

The majority of the patients were vulnerable or frail. Many patients were severely frail and had other underlying health conditions.

To all of these patients – we made a difference: from helping patients to recover and return to their usual place of residence – or providing end of life care with dignity and respect.

I know Judith Ellis and her team have been compiling feedback from patients and their families. I've seen the report and it made me very proud.

To give you a flavour of the feedback, quotes include:

- "The nurses really went above and beyond to make my time here very comfortable"
- "I had very informative phone calls from the doctors. Plus they were really friendly and took time to answer my questions"
- "Therapists encouraged me, didn't rush me and provided me with the aids to help me"
- "They phoned on a daily basis, and always asked if I needed to ask any questions, they would answer. I came away with the thought he was in good hands"

Many of you will know that we made a film to help outline the excellent patient care our hospital was providing – to support the referral process.

And while it is no longer needed for that purpose, it serves as an important memento of what we have achieved. I'd like to show that video now:

<https://www.youtube.com/watch?v=qlaV3ivJ4mU&feature=youtu.be>

The Nightingale was an unprecedented response to an unprecedented global health emergency.

The fact that we are not needed right now is good news. It means our regional healthcare system is able to manage current demand.

And so, the Nightingale is now being placed on standby – ready to answer the call over the coming weeks or months if needed. Although we all hope that we are not – and that this virus that has caused so much devastation is under control.

Over the last 10 weeks we have built a brilliant team – united by our strong values and commitment to saving lives.

The Nightingale Team is a broad family – from NHS staff (deployed by NHS trusts and recruited by NHS Professionals), to our Interserve colleagues, G4S, and lots of external colleagues who have lent a hand too:

NHS colleagues across the North West

Manchester Central Convention Centre

Manchester City Council

UK-Med

British Army

Ernst & Young

Manchester University

University of Salford

Mott McDonald

Integrated Health Projects

NHS Professionals

Allocate

Network Rail

Transport for Greater Manchester

Greater Manchester Police

Greater Manchester Fire & Rescue Service

Native

Whitworth Locke

City Press

Change Please

Etihad Stadium

We really are ONE TEAM.

I know I am not alone in saying this – that being part of the Nightingale has been something special.

I truly believe our teamwork has been second to none.

We haven't always got everything right, but we have listened to each other, we have supported one another – recognising we all have our own challenges going on outside the workplace – and we have valued each other.

Over the last three months we have clapped together on a Thursday night, we have broken fast together, we have celebrated VE Day and International Nurses Day, we have stood together to say Black Lives Matter – and today is virtual PRIDE day for our NHS – so let us celebrate that together too.

I would like to thank every member of our team for stepping forward at this time of need: for your dedication to this hospital, our patients and each other.

And that brings us nicely on to our Nightingale STARS.

The STAR awards have been introduced to help recognise those colleagues who have gone above and beyond for our patients and each other.

We received over 130 nominations – which just goes to show what a great team we have built.

The nominations were reviewed by a panel and all our winners invited to attend this ceremony today.

We had some fantastic nominations

- for healthcare professionals who have helped those less experienced learn and grow
- colleagues who have joined us from other sectors such as retail or travel who brought their diversity of experience to our hospital
- members of staff who have taken that extra step to provide personalised care
- and those who have made someone's day with a friendly smile and a cheery hello.

I am pleased to say we have a fantastic representation of our team in our winners – from all professions, teams and levels.

I would like to ask all our winners to stand up – even if you are watching through Zoom at work or at home! Stand up and let's give a big round of applause.

We are clapping for:

Ady Sluce
Alice Thornton
Amrit Sohal
Celia Thackwray
Dan Todoranov
Dave Myers
David Johnson
David Anderson
Dr Cassandra Ng
Erion Bajro
Gareth Mallion
Ged Couser
Heather Thorley
Ian Turford
Imogen Barter
Jackie Kitchen
Jackie Pratt
James McKay
Jayne Little
John Tubridy-Wilkinson
Judith Ellis
Justine Theaker
Karen Fentem
Kate Quigley
Lauren Henshaw
Lauren Oliver
Lemmie Green
Lewis Holt
Major Dee Herraghty
Maureen Greenwood
Michael Delaney
Michael Ribott
Naheed Ahmed
Natalia Woszczyk
Nikki Edwards
Oliver Kemp
Pauric Daly
Rachelle Sutton
Ranjit Saroy
Safina Nadeem

Sakina Ali
Sam Bryant
Sara Harris
Scott Oakes
Sean Murphy
Sean Robson
Shannon Johnson
Sheni Ravji-Smith
Simon Byatt
Simone Mattis
Stephen Francis
Steven Brown
Stewart McKie
Trent Herdman
Vicky Armitt
Zara Parvaiz

For our winners – please attend the stands set up outside and collect your certificate and gift. If you are listening on teams – please make sure to email the communications team to arrange collection of yours.

Thank you.

I would now like to hand over to one of our STAR award winners and resident Nightingale poet – our Family Liaison Lead Judith Ellis, who has written a poem for this occasion.

***Team Nightingale – by Judith Ellis***

*Manchester has built a special place,  
Convention Centre to health care space  
Where army colleague strived with speed  
To meet appearing Covid need.  
With a team of willing folk  
They planned and built a space bespoke  
To safely care for Covid sick  
who could not recover quite as quick  
Who needed help with their rehab  
Till negative swabs came from the lab.  
The buildings meant for a crowd  
Joining in with music loud  
The roof is high, the clock a sight  
Keeping time both day and night.*

*The wards are vast, a scary thought  
If Covid filled we would be fraught.  
Staff safety's been a big concern  
Protection measures oh so stern.  
No one enters red zone space  
If don and doffing they're not ace.  
And in support so many more  
So good care we can assure.  
Essential services are at hand  
Indeed it is so carefully planned.  
Interserve meet our every need  
For safety G4S advice we heed  
But what at Nightingales unique  
Is that there never is a clique  
Each staff member volunteered  
Casting aside the risks they feared.  
We pull together with good grace  
Concerns all shared if stress we face.  
Each day I see such committed drive  
As to do their very best they strive.  
We've coped with resource limitation  
You'd never know this was just a station!  
Indeed it's been an inspiration  
To work with staff from across the nation  
Some young, some old, some so afraid  
But all of whom the decision made  
Any challenges to face  
To give their all to run this place  
Calming patients as they appear  
Kindness quelling many a fear  
Helping most to again life face  
For some their final resting place.  
Family contacts been promoted  
Loneliness and fear demoted  
Patients have received the best of care  
As all our expertise we share.  
It's been an honour to be here  
Sharing laughs and yes a tear  
We are not heroes but a team  
Whose dedication's been a dream.*



**Nightingale Hospital  
North West**

*Professor Michael McCourt, Chief Executive:*

Thank you, Judith for such wonderful words.

That brings us to the end of this ceremony.

Thank you to everybody who has joined us – both in the auditorium and in the room.

And thank you once again for your dedication to the Nightingale.

Let us end with a round of applause for all we have achieved together.

We are going to end the Zoom meeting there.

Thank you.