



Dear colleague,

It has been so inspiring to read the hundreds of nominations we received for the HDFT & HIF Colleague Recognition Awards 2021. It has been such a wonderful reminder of all the incredible hard work that goes on across HDFT and HIF on a daily basis, in all teams. Thank you.

It's been a challenging year, to say the least, and you should be so proud that the person or people who nominated you for an award have chosen to recognise you for your efforts. We would like to say a huge congratulations; you are making such an important difference for your colleagues, and for patients and service users.

Thank you for everything that you do.

Steve Russell  
Chief Executive

Angela Schofield  
Chairman

## Your Nomination

### Volunteer of the Year

Nick Smith

Nick started his Volunteering role with Harrogate and District NHS Foundation Trust (HDFT) in June 2020 and has proved to be an incredible addition to the Volunteering Team. His Volunteering role is on the mask station at the main entrance of Harrogate District Hospital (HDH). This role is a relatively new role, which was established in June 2020 when guidelines required everyone entering a Hospital building to wear a mask.

Nick's commitment to his Volunteer role on the mask station at HDH is amazing, his presence on the mask station provides a calming influence, making patients, families and visitors feel at ease in what can only be described as a challenging time. Nick volunteers to an exceptionally high standard which results in staff and patients wearing the required PPE, maintaining social distancing and sanitising their hands all in line with national and local Infection Prevention Control guidance. Nick has a non-judgmental and respectful approach to supporting staff members, volunteers and patients, families and visitors.

Nick will always put the patient first and will go out of his way to ensure the patient gets what is required to have a good experience. Nick continually goes above and beyond in his role, always adding that extra bit of sparkle. Nick helps people with their individual needs, whether this entails; providing them with a wheelchair, supporting patients to and from their cars into the hospital and then around the hospital to their appointment, offering; directions, help with car parking tickets, and even tidying up. No ask is too much trouble for Nick.

He is everything you would wish a Volunteer to be; enthusiastic, caring, kind, lovely, approachable and reliable (the list could go on). Nick is often the first person many patients, families and visitors interact with when they attend the hospital, so the Trust can be certain that they start their visit positively. Nick is an exceptional Volunteer role model and a Volunteer the Trust is lucky to have, which is why he is so deserving of this award.