# Press Release | Monday 17 November

**Admin ‘star’ wins hospital award after patient nomination**

Last week, Admission Clerk Melanie Culey was awarded a Living Our Values Outstanding Contribution Award by Interim Executive Managing Director Chris Bown.

Melanie was nominated by a patient for her compassionate and empathic approach which calmed a patient during a distressing situation.

The nomination from the anonymous patient said: “Melanie was my advocate, and I am deeply and truly grateful to her. She is an absolute star!”

Melanie’s calm professionalism, kindness, and dedication to putting patients first is the reason why the judges selected her as a winner of the monthly recognition award.

Chris Bown, Interim Executive Managing Director, said: “We are proud to have colleagues like Melanie here providing support for our patients when they need it most. It is clear to see how much of a difference Melanie makes for our patients. A huge congratulations to Melanie.”

Melanie said: “I was so surprised to receive this award and completely overwhelmed. I like to help the patients I come into contact with, in any way that I can to ensure they receive the best care. I am just a small part of the brilliant and hard-working Elective Surgical Admissions Team here in the Sandringham Unit.

“I would also like to say thank you to the patient who nominated me. It was very kind of you, and I greatly appreciated it.”

At The QEH we believe that it is important for every member of Team QEH to be recognised when they go above and beyond their duties, whether this be a clinical or non-clinical role. If you know somebody working at the Trust who demonstrates our values of Kindness, Wellness and Fairness in their actions [please do nominate them a 'Living Our Values' awards here](https://forms.office.com/Pages/ResponsePage.aspx?id=QXJjJsMCXU206WBUa8VIOo9Z3pQzqupElNkQRnFzkZxUN1gyWU41VlFZWklQM05KOUE0V0g5MzVKMCQlQCN0PWcu).

The monthly Living Our Values award is part of The QEH’s reward and recognition programme which is funded by [The QEHKL Charity](https://qehklcharity.co.uk/).

**Ends. Notes to editors;** For media enquiries only, please contact Communications Team, [media.enquiries@qehkl.nhs.uk](mailto:media.enquiries@qehkl.nhs.uk) or 01553 613216. For all other enquiries, please contact QEH Switchboard on 01553 613613.