

**Date: 18<sup>th</sup> June 2026**

**Congratulations to Yvonne Patterson  
Employee / Team of the Month for Support Services**

Congratulations to Yvonne Patterson, Lead Technician, Medicines Safety, who has been recognised as the Support Services winner of Employee / Team of the Month for May.

Yvonne received the award in recognition of her exceptional contribution to patient safety and operational resilience during one of the most challenging winter periods in recent years.

Demonstrating outstanding dedication, professionalism and leadership, Yvonne took on responsibilities beyond her role to help manage the Trust's critical oxygen cylinder supplies and ensure continuity of care across services.



Through proactive planning and oversight, she implemented robust monitoring processes which provided real-time visibility of stock levels and enabled early identification of supply risks. This approach played a key role in safeguarding oxygen availability across clinical areas, particularly within emergency pathways and corridor areas where piped oxygen was unavailable.

Collaboration was central to Yvonne's success. She became a vital link between pharmacy, clinical teams, portering services, estates teams and suppliers, ensuring clear communication and coordinated action throughout periods of pressure.

Working closely with frontline teams to optimise cylinder use and resolve practical challenges strengthened teamwork and created a shared focus on maintaining safe patient care. Colleagues consistently recognised Yvonne's calm, practical and solution-focused approach.

During periods of national supply constraints, Yvonne worked tirelessly with suppliers, escalating issues where needed and ensuring delivery commitments were met. Her determination also resulted in successfully challenging a £15,000 invoice relating to missing cylinders, alongside achieving additional savings through stock rationalisation.

Yvonne remained engaged even outside normal working hours, maintaining a relentless focus on sustaining supply and preventing disruptions that could have significantly impacted patient safety.

While much of her work took place behind the scenes, her contribution had a significant impact on patient care across the Trust.



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Congratulations and thank you, Yvonne, for your dedication, leadership and commitment to keeping patients safe.