



Hannah Wilkinson

Charge Nurse

“ At times it’s challenging and difficult, but we make huge differences...not only to patients’ lives, but to each other’s.”

What is your job title, what does it involve day-to-day and how long have you been working in that role and/or at the Trust?

I’m a charge nurse on ward 1 at The Becklin Centre. I’ve worked on ward 1 since 2013 when I started as a newly qualified nurse. I’d done a placement on the ward during my training and I knew from then that I wanted to work here, so I was really happy when I got the job.

My work changes day-to-day due to the diverse nature of the patients that I work with. The main and most important part of my role is offering care to the patients and working with them to support them through a crisis period towards recovery and back home.

Alongside this, I’m the educational lead for the ward and work closely with the student nurses that come to us. Hopefully we show them the excellent care we offer through difficult times and we hope that they return to work with us.

Why did you choose to work for the NHS?

I always wanted to work in the NHS as my mum is a nurse and I’ve always felt that whatever is thrown at the NHS it continues to put patients at the core of what they do. This to me is really important and it’s patient care that drives me to continue to want to work within the NHS.

What's your favourite part about the job?

I love all aspects of my job. The main thing for me is getting to know the patients, and through the support that we offer, seeing them to start getting better and move on from hospital. I also really enjoy working with the student nurses and seeing them develop and return to work alongside us.

What's the most challenging part about your job?

I feel that the most challenging part of my job at times, is being what can be perceived as the 'bad guy' and having to make decisions that at the time can lead to the patients to being distressed and upset. We work in a challenging environment with such a diverse population of patients and the care we offer is always with their best interest and recovery in mind. We always try to work collaboratively with the patients to prevent upset and so they are involved in their care. However, this creates challenges at times that we have to work through.

Tell us about:**a time you were really proud of your work**

I really love the team that I work in. I always feel proud of the work that we do and how we come through good and bad times together and offer amazing care to the ladies that we work with. I always feel proud when nursing students come back and work within the Trust, especially within our team. Seeing the care they offer and the drive and passion that they have makes me feel proud.

your fondest memory of working at the Trust

My fondest memory so far is of a lady I've nursed coming back to show us how well she is doing and thanking the team for the support. Also, waking up from a night shift to a message from a colleague who had said in a campaign about nursing heroes that I was her nursing hero.

What do our values of integrity, simplicity and caring mean to you? How do you show these values in the work that you do?

I feel that I'm an honest and kind person, and this is reflected in the work that I do. I demonstrate my values in always being there for the ladies in our care, listening and trying to understand what's going on for them and finding out what I can do to help them get better. I feel I'm friendly and approachable and this allows the patients to trust that I will do my best by them and I strongly believe in being an advocate for our ladies and keeping them at the centre of what we do.

What message would you give to inspire the future NHS workforce in your area of work or in general?

We can do it! I'm really passionate about nursing and the difference we as a workforce make to people's lives. At times it's challenging and difficult, but we make huge differences not only patients' lives, but to each other's.

How has the NHS made a difference to you/how have you seen the NHS help people?

Feedback from patients tells us that our service makes them feel safe, listened to and understood. To me, the NHS has allowed me to develop who I am as a person and from this hopefully allow me to become a better nurse!