

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

### **Our Employee / Team of the Month - Patient Care winner for May - UMAC**

Congratulations to UMAC, who have been recognised as the Patient Care winner of Employee / Team of the Month for May.

The team received this recognition in celebration of their exceptional commitment to patient care and the consistently compassionate approach they bring to supporting patients and families.

Working through challenging shifts and busy periods, the team continually goes above and beyond to provide excellent care while managing patient expectations with empathy, kindness and professionalism.



Alongside delivering same day care services, colleagues make time to keep patients and families informed and supported throughout their experience, regularly offering updates and ensuring refreshments are available where needed.

The positive impact of their work is reflected in the regular personal acknowledgements and feedback received from patients, friends and families.

The nomination also recognised the way the team has responded to recent organisational change. Despite changes within the department and shift patterns, colleagues have continued to approach work positively, maintaining strong team spirit and arriving each day with a smile and a shared commitment to delivering the best possible care.

UMAC was praised for being a close-knit and supportive team that consistently helps one another and regularly supports wider staffing pressures across services with professionalism and flexibility.

The team also actively engages with leaders to introduce new ideas and improve services, embracing quality improvement initiatives with enthusiasm. Their monthly Kindness Cup initiative, where team members nominate and celebrate each other's contribution, highlights the supportive culture they have created.

New starters are welcomed openly into the team and student nurses consistently provide positive placement feedback, recognising the support, learning opportunities and encouragement they receive despite the pace and demands of the service.



**Wirral University  
Teaching Hospital**  
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Congratulations and thank you to the whole UMAC team for everything you do to support patients, families and colleagues and for continuing to deliver an excellent same day care service for the people of Wirral.