

## The University of Exeter 2020 Student Employee of the Year is

### Alexander Griffiths

Alexander was nominated in the Community Award Category for his work as a Service Advisor at Devon Doctors, NHS by his Line Manager, Benjamin Holmes

Alexander's nomination received the following comments from our judges:

*Alexander you are an exemplary employee and demonstrate this through your commitment and determination to ensure patients receive the best possible service. You have gone above and beyond your role by streamlining the prescription service and providing care and support to patients and your team members beyond working hours.* Judge: Katie Thick – Educational mental health practitioner, NHS

Here is Benjamin Holme's nomination of Alexander in full:

*"Alexander has gone above and beyond to improve both overall service provision and the care patients receive. Over the two year period he has been with us, whilst balancing a full-time degree, his superb communication skills has led to him placing top in the service for cases handled and resulted out of all employees in his role for November. This means as a service we are able to manage more patients than normal, something vital for running an efficient and outstanding NHS service. "Alexander remains a vital cog in the provision of Out-Of-Hours urgent care services. His outstanding organisational skills has led to a more efficient prescription service and a highly rated patient experience and care provision. Alexander will go above and beyond to ensure a case is completed to a level of quality overreaching that which is normally strived for.*

*We are very grateful for the light-hearted, positive and forward thinking environment Alex fosters in the office. This air of positivity and drive contributes immensely to the formation of an attractive work environment that we strive to create as a business.*

*Alexander's keen communication skills and empathetic nature aids in his provision of patient care in that, following patient feedback, Alexander ensures his patient cases are resolved and cared for to an exceptional standard.*

*Alexander has excelled and contributed immensely to us as an organisation. He continues to think and implement ways that we can improve our processes. He remains an excellent example to his colleagues. Fosters community engagement and satisfaction. Overall Alexander has noticeably improved the environment at the service, as well as evidently improved business processes and service engagement whilst he has been with us."*