

## **Penny Fanthorpe**

I would like to nominate Penny Fanthorpe as Administrator of the Year.

I have known Penny since 2014 when I first started to attend Schwartz Rounds at Isabel Hospice. I was immediately impressed by her obvious efficiency and the way that she clearly had command of the room. She had organised the refreshments, the correct seating arrangements and the placement of evaluation forms and their collection. She had devised a post box, in effect a photocopy paper box, brightly covered and with a 'letter box slit' to collect evaluation forms which I could see encouraged attendees to leave forms 'anonymously'. I have since recommended this method of collection to other SCR sites.

Schwartz has not always been easy to do at Isabel. They had a superb Facilitator in Sue who was a great evangelist for rounds, but she would not have survived without Penny's rock solid support. The hospice has had many changes of personnel and had the misfortune of being alongside a building site as the next-door hospital is demolished. There are in effect three sites on which to hold SCR which is tricky to organise and promote. Throughout Penny has coped and flown the flag for Schwartz.

Lately there have been changes of facilitators and further unsettling changes that have affected the ability of the hospice to put on rounds. I sincerely believe that Schwartz would have perished at this site were it not for Penny, hanging in there, plugging away, cajoling and persuading.

There has been more than the usual degree of apathy and sheer unwillingness to appreciate SCR but Penny 'gets' Schwartz and has always been a huge, active exponent of its benefits. If anyone doesn't understand SCR after talking to Penny then it is because they don't want to! Furthermore, I am aware that she has always been on top of her brief, an efficient returner of stats etc.

Finally, she has been a great communicator with myself. I know that she will always return my emails and copy me in as appropriate.

Andrew Knight

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