

Working with Us

Job Title

Porter, Estates and Facilities

Name

Dennis Murphy

Entry Route

I came into the NHS as a porter following a career in engineering.

Role

My role is a varied one and something I always wanted to do. The role requires me to work all over the hospital doing a wide range of duties from the movement of patients and goods as required around the hospital to using vehicles, powered movers and equipment. The role generally supports the provision of clinical services to Wards and Departments. The role works across the hospital and involves meeting a wide range of individuals in different departments. My role is to deliver a high standard of service to our patients, their families, relatives and friends to ensure that they get the timely treatment that they need.

Typical Day

My role can involve any range of duties day to day, upon arrival at work I will be allocated duties to carry out, but these can change as and when demands change in the service. I maintain a proactive approach to support the busy workload. I am involved in the active participation of training colleagues in the correct way to complete their duties as a porter. In recognition of my commitment to service improvement, I have been involved in a pioneering project to develop a innovative concealment trolley. To be successful at what we do there is a need for clear communication within the team.

Why I do my job

I feel there is an excellent rapport amongst staff in the trust and I enjoy the team approach to our role, working together to achieve a shared goal and I think that the porters as a department provide a fantastic service. Personally I enjoy contributing to the service improvements and am listened to by the trust. I see that I am respected and valued for my contribution and am personally motivated by the drive to improve patient outcomes across the trust. WWL has high standards and this makes me proud to work for the organisation. I have been formally recognised for my contribution by the Employee of the Month Award and nominated for Employee of the Year.

