

Professor Helen Young

SI Bath

Formerly the National Clinical Director of NHS Direct and Chief Nurse of Birmingham Women's NHS Foundation Trust, Professor Helen Young is currently Chief Nurse for South Central Ambulance Service. She has also held a nationally influential role as Executive Director of Maternity & New-born Transformation for Birmingham Women's and Children's NHS Foundation Trust.



Her outstanding experience, knowledge and professionalism led to her being appointed as the Senior Responsible Owner helping plan, set up and lead the NHS111 National Covid-19 response services from February 2020. Her organisation has since helped over 20 million

patients so far with advice, treatment or access to emergency care. These new NHS 111 services with innovative ways of assessing patients remotely using online and 24-hour telephone access, have proved so effective that they are now being evolved into a new national service, NHS111 First, which seeks to clinically assess patients who need urgent and emergency care remotely, and then allocate a timed appointment with the appropriate service if required, including time appointments in Emergency Departments and Urgent Treatment Centres. This helps prevent the need to queue and wait in waiting areas, reducing the risk of transmitting the virus for patients.

Throughout her career, Helen has been a model of creativity and initiative. She is passionate about developing nursing practice, education and leadership. Through her self-improvement as a Professor at Birmingham City University, a Florence Nightingale Leadership Scholar and Harvard University Graduate, she has led the way as Head of Practice Development and Education in Guys & St Thomas and then Chelsea & Westminster. In addition, Helen has also supported the National NHS England programme for transforming maternity, women's and children's care.

Almost all of her scarce free time is devoted to charity work. As a former Trustee of Dorothy House Hospice, she made a local contribution, but it is her leadership and engagement in larger charities that have had the greatest impact. She is still Chief Nurse and actively involved in two national charities, the Hosanna Children's Pilgrimage Trust (HCPT) and Across Trust. These offer physically and mentally disabled and terminally ill children and adults respite breaks. Helen works at every level, from top level management down to volunteering as a helper. Helen chairs the Medical Committee for Across, and through this, she is responsible for professional standards, clinical practice and safety within the organisation. Every Summer she gives up her holiday to volunteer on one of nurses on one of the Across Jumbulance trips, where she joins a team of volunteer helpers and nurses to provide 24 hour care for the patients travelling on the Jumbulance and staying for 10 day respite breaks in Lourdes.

At Easter every year, Helen travels to Lourdes with up to five thousand children, volunteer helpers and nurses as the Chief Nurse for HCPT. She is professionally accountable for the safe care of all and leads the team of group nurses who deliver 24 hour clinical care to the children.

Helen is a former President of SI Bath & District Club and remains active on the Executive Committee, focusing on improving the lives of women and girls. This small but vibrant Club needs everyone to play their part, so despite her demanding work, she still makes time to make a valuable contribution and participate in every meeting. Her charity fundraising events are always popular due to her generous hospitality and wonderful baking and cooking skills.

Helen is a shining example of selflessness. Her dedication to improving the health of all, especially women and girls, through her professional accomplishments and charity leadership embodies the very best of Soroptimist's principles.