

# THE Pulse

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Norfolk and Norwich University Hospitals



NHS Foundation Trust



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# Patients put NNUH top of the pops

**PATIENTS RATE** NNUH as the best multi-specialty hospital in the country for its quality of care, according to a national survey by the Healthcare Commission. The survey ranks NNUH as 11th out of 165 NHS trusts. However, the top ten were all small, single-specialty trusts.

A total of 534 of our adult in-patients took part during the autumn of 2007.

Chief executive Paul Forden commented: "We have continued to see sustained improvements in patient satisfaction year-on-year and we are delighted this latest survey once again puts us among the top performing hospitals nationally in such a wide variety of areas. We will be considering the feedback patients have given and looking at how we can improve things further."

## Medicine for members

**WOULD YOU** like to know more about MRSA and what we are doing to reduce infections? If so, why not come along to a 'Medicine for Members' evening in the Benjamin Gooch Hall on Tuesday 8 July, when Dr Judith Richards, consultant medical microbiologist at NNUH, will be giving a talk on infection control.

Everyone is welcome and if you are not already a Trust member you can join on the night. For more information about membership turn to 'Foundation News' on page 7.

## Dialysis trip is saved

*The annual summer break in Holland for dialysis patients funded by UNKPA (the United Norwich Kidney Patients Association) is to go ahead again in September, thanks to two generous donations and an offer of accommodation from a holiday centre in Holland. Friends and family of Mark Alcock, from Bradwell, raised £1,500 from a fun day and bowls tournament, while the family of the late Chris Chandler raised £3,000 from a race night.*

*It was feared the holiday would be scrapped when the centre which traditionally hosts the annual event closed down at Christmas.*

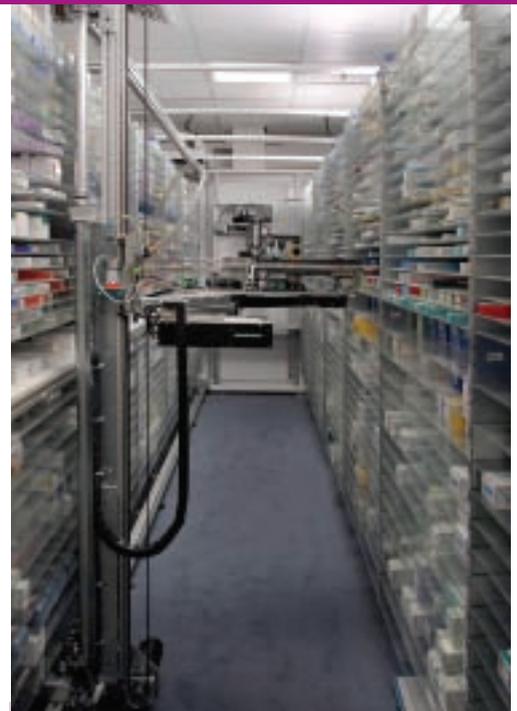


PHOTO BY MICHAEL SMITH

**MEET FRED** (above), the Pharmacy robot that is revolutionising the way drugs are dispensed at NNUH.

*The system holds around 40,000 drugs and is 100 per cent accurate at picking stock from its shelves; it is also much faster and stock control is improved because the robot and its computers know where everything is and how much stock is being held.*

*Costing £486,000, this is the largest dispensing system of its kind in the world. It means our trained pharmacists are now free to spend more time with patients on the wards.*

## Toys help ease pain of hospital visits

*Like many cystic fibrosis patients, Matthew Munro attends regular clinic appointments at NNUH. Now, thanks to a donation of £500 from the Cystic Fibrosis Trust, children like Matthew have their own special toys to help pass the time while they are in hospital.*

*"All the toys can easily be cleaned between patients to prevent the risk of cross-infection," says cystic fibrosis specialist nurse Alison Betteridge. "These children have to be seen by several different people when they come into clinic and the toys provide a welcome diversion between appointments."*



## OBITUARY: SUE HARRY

**IT IS WITH** great sadness that we announce the death of Sue Harry (formerly Sides), a lecturer at the UEA School of Nursing and Midwifery.



Having qualified as a nurse in 1974, Sue was a Sister on the renal transplant unit at Addenbrooke's Hospital and worked during a time of critical advances in transplant care. She moved into teaching in 1986 and made valuable contributions to nurse education, research and practice.

Sue was highly dedicated and unfailingly supportive of both colleagues and students. She was admired for her dignity and high standards, qualities she continued to uphold throughout her recent illness.

Sue leaves a husband and three daughters.

## WELCOME

...to the following consultants who have joined the Trust since 1 April: **Dr Hugh Wilson**, consultant in emergency medicine, **Dr Frankie Swords**, endocrinologist; **Dr Eunice Tan** and **Dr George Millington**, dermatology consultants; and **Dr Robert Wade**, oncologist.

## FAREWELL

...to the following long-serving staff who have left the Trust since 1 April

2008: **Stephen Edler**, biomedical scientist in Haematology, after 33 years; **Sharon Nunn**, healthcare assistant on Gissing Ward, after 32 years; **Penelope Goodman**, community midwife, after 31 years; **Barbara Walker**, community midwife, after 29 years; **Doreen Gould**, midwife on Cley Ward, after 27 years; **Dr Anthony Gray**, consultant anaesthetist, after 26 years; and **Mrs Imogen Barber**, staff nurse in Main Theatres, after 20 years' service.

## This is where the planning starts

### I AM DELIGHTED

to report that our bid to become a NHS Foundation Trust has now been accepted, proving that we are among the best hospital trusts in the country. (See *Foundation News*, page 7.)



My heartfelt thanks go to all those who helped to make this possible. However, it is not a case of "job done" but rather a case of "job started" as the onus is on us to use our new freedoms in a way that will benefit our patients and the local community even more in the future.

Patients are at the centre of everything we do so it's especially pleasing that the latest survey from the Healthcare Commission puts NNUH ahead of any multi-specialty hospital in the country for patient satisfaction (see page 2). We are not complacent, however, and we continue to seek feedback through the electronic patient trackers which we introduced last year. We are determined to harness the views of our patients, Governors and Trust members so we can continue to improve our services.

There is much talk about potential change with Lord Darzi's ongoing clinical review of the NHS. Of course, change is nothing new in the NHS but we welcome the Government's attempt to involve clinicians and to ensure that, this time, the planned reforms will be evidence-based.

Please take the time to read about the East of England's vision for the NHS in *Towards the Best, Together* (available online at [www.eoe.nhs.uk](http://www.eoe.nhs.uk)) and take the opportunity to make your views known.

With our new freedoms and with feedback from patients, we hope to capitalise on the forthcoming reforms to help give both patients and staff the kind of health service they would like to see.

**Paul Forden**  
Chief Executive,  
Norfolk and Norwich University Hospitals  
NHS Foundation Trust

## First for innovation

**STAFF FROM** NNUH have once again scooped top awards for innovation at the Health Enterprise East competition. The first prize was won by a dermatology team headed by specialist nurse Carrie Wingfield, whose one-stop clinic is setting a new trend in the treatment of patients with lower-limb cellulitis.

Also among the winners was a medical student from the UEA, Beatrice Lyons, whose child-friendly blood glucose meter won the Medical Technology award.

Since the cellulitis clinic was set up on Dunston Ward a year ago, some 75 patients have been treated for lower-limb cellulitis and the vast majority were able to go home the same day.

"The clinic is the result of close collaboration with specialists from the Emergency Assessment Unit and our partners in the Primary Care Trust," said



Winners Beatrice Lyons and Carrie Wingfield pictured with the Dermatology team and presenter Phil Hammond, far left

specialist dermatology Carrie Wingfield. "Patients prefer to be treated this way as it means they are getting specialist medical help without having to stay in hospital."

For children with diabetes, failure to comply with insulin therapy can lead to serious complications in later life. Brenda Lyons' child friendly blood glucose meter is designed to take the pain and irritation out of finger-prick tests and encourage more children to comply with their insulin regimes.

## LETTERS

WRITE TO SUE JONES, EDITOR, COMMUNICATIONS, NNUH

### WHAT TO WEAR

Following Dr Simon Watkin's letter in *The Pulse* about new "bare below the elbows" measures for infection control ("Suits you, Sir!",



April issue), I would like to point out that Dr Watkin (pictured) is the best consultant I have ever met. He could wear a tracksuit and hoodie for all I care. His talent, bedside manner and genuine consideration for his patients cannot be disguised by the lack of sleeves and a tie.

*Mrs S. Timmer, Griston, Norfolk*

### SLOPPY THINKING

Nurses wear uniforms so why shouldn't doctors? Doctors should wear white coats with short sleeves which can be washed in the hospital laundry. After all, they are not office workers and they should be proud to be identified as doctors. No-one should opt for 'casual' clothes in hospital – to do so is sloppy thinking.

*Mrs D. Martins, Caistor St Edmund*

### HOW TIMES HAVE CHANGED

In the course of some research I was surprised to learn that there are now

around 270 consultants working at NNUH – an impressive list which has increased rapidly in recent years.

When I was appointed a consultant to the Norfolk and Norwich Hospital in 1956 there were only 37 consultants. By 1971, when we commemorated the hospital's Bicentenary, the number had risen to 60. It now seems probable that the number will rise to 300 before very long. I cannot help but feel that the souls of the founder, William Fellowes, and his friend Benjamin Gooch, one of the first consultants to be appointed, in 1771, would be delighted to observe this progress nearly 250 years later.

*Dr Anthony Batty Shaw,  
retired physician*

### FREE FOR ALL

Following the news item in *The Pulse* (April) about the web-based training programme for X-Ray image interpretation set up by Heidi Gable and myself, we are being inundated with requests to use the resource. For those interested, the web address is [www.imageinterpretation.co.uk](http://www.imageinterpretation.co.uk) and the programme is freely available for all to use.

*Dr David Nunn,  
consultant anaesthetist*



**FOR PATIENTS** with head and neck cancers, wearing an anchored mask during treatment helps to target tumours more precisely and also ensures that the patient stays perfectly still during IMRT (see box, opposite).

First stop is the mould room, where a plaster cast is made for each individual patient (**right**). A mask is then moulded from a sheet of plastic and carefully marked according to information gleaned from CT scans.

Richard Rontree (**above and below right**) was a maintenance technician working on linear accelerators before he retrained as a mould maker. "Every patient is different and every mould is unique, which is what makes this job so interesting," he says. "Some people are extremely anxious while others



are keen to make light of the situation – I try to put them at their ease and explain that the process may be uncomfortable but it could save them from side effects later on, such as damage to the salivary glands or the spinal cord."

Each radiotherapy session takes only a few minutes but great care is taken to ensure the mask and patient are positioned correctly (**right**) before treatment begins.



# MAGIC and SMART beams

**CANCER TREATMENT** has come a long way in recent years and nowhere is this more apparent than in the Colney Centre at NNUH, where more than 2,800 new patients are treated every year.

A "world within a world", the centre is home to a baffling array of high-tech diagnostic and therapy equipment to help doctors treat different types of cancer.

The linear accelerators used for radiotherapy treatment were installed as part of £20 million investment six years ago and a 15-year PFI (Private Finance Initiative) contract ensures the equipment will remain at the cutting edge of clinical practice for many years to come.

We are also fortunate to have a skilled and enthusiastic oncology team who are keen to drive forward new developments in cancer treatment. Indeed, the Colney Centre is renowned for offering intensity-modulated radiation therapy (IMRT), one of only a handful of centres in the country equipped to go this extra mile.

As oncologist Tom Roques explains: "The success of radiotherapy treatment depends on getting the highest possible dose of radiation to the site of the tumour, leaving the surrounding tissue relatively unharmed.

"Combining radiotherapy and chemotherapy has proved to be a very effective strategy in many cancer types because the two treatments seem to kill off different kinds of cancer cells.

"I don't believe we will ever find a 'magic bullet' to cure cancer. Our best hope is that there will be ways



# bullets

*Can the new “wonder drugs” provide a cure for cancer? Or does the answer lie in “smart” technology? Here we take a look behind the scenes in the Colney Centre to see how doctors and scientists are working together to fight the disease*



of testing cancer biopsies to predict which drugs or how much radiation treatment will work in each individual case. However, we are not there yet.

“The media hype around new cancer drugs can be very misleading. Unfortunately, the evidence so far shows that most of these so-called wonder drugs prolong life for only a short time and are not as effective as we are led to believe.

“So far, most of the new drugs are very expensive and unfortunately they are only effective for a minority of patients. There needs to be better information for people to understand this.

“It is my experience that patients are more realistic about their own illnesses and they prefer to be given honest answers to their questions than to cling on to false hope.”



## BEYOND THE MASK

**BUSINESSMAN** Richard Gundry, 58, from Bunwell, is celebrating the news that he is free of cancer after an intensive course of chemotherapy and IMRT (see box, below right).

He had been married for just over a year and had just taken delivery of a new car when he learned, last November, that a lump in his neck was definitely cancer.

“It was fairly devastating but the consultant assured me that, with the right treatment, there was a high chance I could be cured,” he recalled.

“I was admitted straight away for chemotherapy, followed by six weeks of radiotherapy as a day patient.

“It was quite an eye-opener as I’d never had to spend time in hospital before, but the staff at NNUH were really wonderful – they were always so cheerful and helped to make my experience extremely positive.

“Of course there were times when it became extremely uncomfortable and



for a while I had to feed through a tube into my stomach. I attended a weekly clinic where I could discuss the side-effects with the consultant, dietitian and a speech therapist, and that helped to keep me going. My throat’s still a bit sore but my recovery was surprisingly quick.”

Having sold his pub management business in December, Richard is now determined to make the most of life with his wife, Paula, and their five-year-old daughter Charlotte.



*Patients undergoing IMRT attend a weekly clinic where they can discuss their progress with oncologist Dr Tom Roques (above left) and a multidisciplinary team including specialist nurses, dietitians and speech and language therapists.*

*Superintendent radiographer Russell Fitchett (above) enjoys being at the cutting edge of new technology: “Most people who come through the Colney Centre have no idea how much work goes on behind the scenes to make their treatment possible,” he says.*

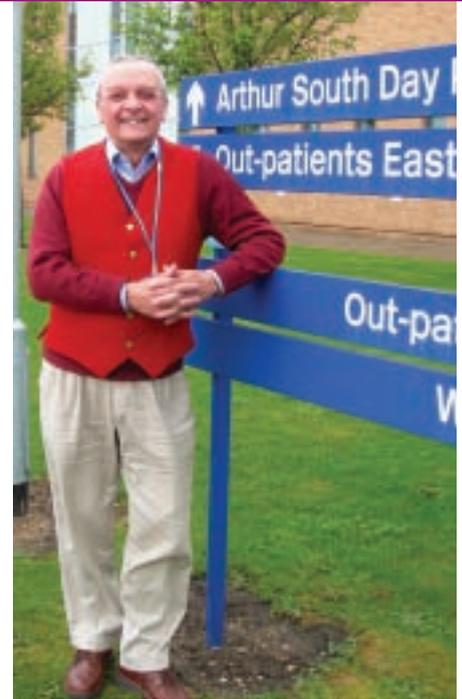
## What is IMRT?

**INTENSITY-MODULATED** radiation therapy (IMRT) involves the use of a sophisticated computer software programme to plan radiotherapy treatment regimes with the greatest precision.

In conventional radiotherapy, cancer specialists decide how beams of radiation can best treat the cancer, whereas with IMRT the specialist will decide how much radiation to give to the tumour and how much is safe to give to normal tissue and the computer – with the help of our skilled team of radiotherapists, radiographers and physicists – works out the rest. This is particularly important in the case of head and neck tumours, where damage to the surrounding tissue may result in serious side-effects.



*What does it take to become a hospital volunteer? Well, top of the list is a sense of humour, as volunteer co-ordinator Linda Hurley (left) explains*



# All in a day's volunteering

**PATIENTS OFTEN** remark that NNUH is a very friendly place. Let's face it, not many people *want* to come to hospital and they can arrive feeling upset and stressed. A friendly face and being pointed in the right direction makes an enormous difference.

For our meet and greet volunteers a strong sense of humour is essential. At various times they've been asked for the ornithology department (audiology) palmistry (pharmacy) and even the nit nurse (phlebotomy). When one of the volunteers failed to locate the "balance clinic" he was told to "get a proper job" as an irate old lady zimmered swiftly on her way.

We are fortunate that volunteers have the time to rescue lost patients, to sit with distressed relatives and occasionally to jog around the car park to find a "lost" car.

Volunteers give their time freely, working with the elderly, with children and even in the mortuary. They are not here to take people's jobs but to use their spare time in a worthwhile way for the benefit of our staff and patients.

To "earn" their badges they must first undergo police checks, occupational health checks and induction training. In return for their time, all they ask is some initial support from staff while they find their feet.

Time spent in this way will be repaid a hundredfold when a volunteer becomes a confident and useful member of the team. Notes are taken to clinics, drugs collected from pharmacy, letters filed and photocopied, patients delivered in



*Meet and greet volunteers Brian Matthews and Christine Fulcher. You can read more about these and other volunteers on page 11*

wheelchairs, envelopes stuffed, tea made ... volunteers are able to help with all these simple, time-consuming tasks.

Recent projects include assisting patients to give us feedback on their hospital stay using an electronic tracker. We have also helped the Speech and Language Department to develop a Patient Feeding Project and a pilot group of volunteers is successfully feeding patients on Holt, Knapton and Kimberley Wards. How

helpful is that for busy staff on MFE wards who can suddenly be faced with a dozen patients needing to be fed!

Three years ago we were one of the first hospitals in the country to be credited with the Investing In Volunteers award. We are now going for re-accreditation and we need support from staff to succeed. Look out for our online survey or fill in the ward questionnaire about ways in which volunteers can help you.

Above all, please value your volunteers. You may be surprised to learn that we currently have more than 400 volunteers giving more than 1500 hours of help to staff each week. That's worth about £430,000 a year at the minimum wage. And spare a thought for the Voluntary Services department - three of us working part time and producing a financial return of nearly £12 for every pound of our budget.

We love our jobs and our volunteers, but we need more support from staff to make volunteer placements long term and successful. It's worth remembering that some of our student volunteers may be inspired to pursue jobs in the health service, so please make them welcome.

## HELPING HANDS

Do you need help in your ward or department with tasks that a volunteer could do? Or would you like to become a hospital volunteer yourself? If so we can try to match your needs. Please phone the volunteers office on ext. 2060



Want to know more about becoming a member of our Foundation Trust? Go to [www.nnuh.nhs.uk](http://www.nnuh.nhs.uk) or call 0870 707 1628

In May we become an NHS Foundation Trust allowing us greater freedom from central government control. On the following pages we profile the elected Public and Staff Governors who will help to represent your views as we move towards a more independent future



## Dear member,

Following the recent elections for a Council of Governors, we are very lucky to have in place a group of individuals who can make available to the Trust a great deal of experience, judgement and commonsense gained from all walks of life – especially healthcare.

I would summarise the role of the Council as “advisory with attitude”. It is advisory because the Council is strategic and does not run the Trust – that is the role of the Directors. It has attitude because if the Governors’ advice is ignored it can make life extremely difficult, not least for me.

I hope the Council will pursue the role of

“critical friend” to the Directors and act as an advocate for the Trust in the community. It will help to determine the future shape of our hospital services and strengthen the relationship we have with the public we serve.

I very much look forward to working with the Governors and welcome them to our Trust.

David Prior, Chairman, Norfolk and Norwich University Hospitals NHS Foundation Trust

## Now meet the Governors

### APPOINTED GOVERNORS



**Professor Bill Macmillan** is Vice-Chancellor of the University of East Anglia. He chairs the joint venture board through which the University, NNUH and other NHS partners provide strategic planning

aimed at enhancing the regional healthcare service through the interlinking inputs of education, research and workforce planning. He is a member of the Council of the John Innes Centre.



**Caroline Rivett** is a non executive director of, and audit chair for, NHS Norfolk (Norfolk Primary Care Trust) and is also the non executive lead for women and children’s health.

A chartered accountant, she led a number of change programmes in finance and IT in her former roles with Norwich Union and Ernst & Young. She is currently studying for an MBA at Ashridge Business School, where she is focusing on the impact of organisational change on individuals.



**Ann Steward** has been a Breckland district councillor since 2003. She is a council cabinet member for planning and environmental health, responsible for policy, performance and improving services. Ann has also

held cabinet positions for customer services, including marketing and communication and housing.



**Daniel Cox** is Leader of Norfolk County Council, one of the largest councils in the country, serving almost 850,000 residents and with a budget of £1.4 billion.

He has been a councillor for nine years, serving initially as a district councillor for South Norfolk and a town councillor for his home town of Wymondham. In 2005 Daniel was elected as a county councillor and in 2007 he became the youngest leader of a county council at the age of 36. In his spare time he enjoys an occasional game of golf and sailing – usually escaping to the Broads.

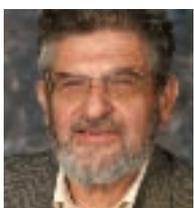
## ELECTED PUBLIC GOVERNORS

### NORWICH



**Annabel Kennan** has lived mainly in Norwich for more than 50 years. She qualified as a state registered nurse at the Middlesex Hospital in London before working as a senior staff nurse in the National Spinal

Injuries Unit at Stoke Mandeville Hospital. She researched a major study in post traumatic stress disorder and then took a further nursing qualification in care of the dying. She is the proprietor of her own cleaning business, a director and company secretary of Gig House Films, and a part-time teacher of sex education.



**Professor Alan Camina** has a degree in mathematics and a PhD in algebra. In 1965 he came to Norwich and worked in the UEA's School of Mathematics for 36 years until his retirement in 2001. He is now an Honorary Professor at

the UEA, also working part-time for the London Mathematical Society. Since becoming a grandfather, he takes a keen interest in the health service for everyone from birth upwards.



**Tim Townshend**, a retired barrister, is president of the Mental Health Review Tribunal and chairman of the Norwich Society. He is a past president of the Norfolk Club, served on the board of Broadland Housing Association and is a former committee member of the Norwich Housing Society.

### BROADLAND



**Dr Trevor Plunkett** was educated at the City of Norwich School and Edinburgh University. Now retired after 30 years as a GP in Broadland, he held concomitant posts in the prison medical service in Norwich and as a hospital practitioner. He was a tutor at the UEA medical school, and has retained an interest in medical education, care of the elderly and general practice. He set up a Patient's Forum at his own practice. Trevor is chair of the society for former pupils of the CNS, and also of the local Horticulture Society.

**Margaret Gurney** is married to a chartered surveyor and farmer, and lives in a rural community. She trained as a registered nurse at Whipps Cross Hospital in Essex, retiring as a nursing sister from Cromer Hospital in 1977. She is also a Parish Councillor.



**Gill Webster** trained as a nurse in London and then worked for three years in the maternity unit of the American University Hospital in Beirut. On her return to the UK she retrained as a journalist and worked for the *Financial Times* before freelancing for national newspapers and BBC radio. She moved to Norwich with her young family and worked for BBC Look East and then the EDP. Now semi retired, she undertakes freelance work as well as being involved in a variety of charities. She is a driver for PATCH, a local community transport scheme.



### BRECKLAND

**Professor Ken Hobbs** is a retired consultant surgeon and Professor of Surgery at the Royal Free Hospital in London. As a University of London Professor, he sat on academic committees and was Dean of the Faculty. Nationally he also sat on the Medical Research Council, the University Funding Council and the General Medical Council, chairing its fitness to practise panels. Locally Ken is chair of the New Buckenham Society and last year directed Arthur Miller's play *The Crucible*. He enjoys playing a part in village life and is aware of people's healthcare concerns.



**Fee Sharples** trained as a registered nurse at St Thomas's Hospital in 1974 and updated her qualification in Norfolk in 1997. She has worked as a ward sister, a practice nurse and in care of the elderly. In 1998 she established a business employing 250 people to look after the elderly in their own homes, in residential care and in day care. Following 18 months as a consultant with Business Link, advising the care sector, Fee published an induction manual for new care staff which is now used by care homes around the country.



For more information about Foundation Trust hospitals go to [www.nnuh.nhs.uk](http://www.nnuh.nhs.uk) or call 0870 707 1628



**Mandy Timmins** was born and brought up in Norfolk. She served with Bedfordshire Police for 10 years before returning to Norfolk seven years ago to set up her own business. She is passionate about

healthcare and keen to see services improved and developed for all.

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## SOUTH NORFOLK



**Nick Brighouse** (OBE) is married with four adult children and a stepdaughter who attends high school. He is a retired chartered accountant and a former vice chairman of

the non executive board of directors at the James Paget University Hospital. A former chairman and leader of Waveney District Council and member of Suffolk County Council, he is currently president of the Rotary Club of Norwich and founded the Mini Olympics Mentally Handicapped Bi-annual Games. He also helped, with his wife, to establish the Stephen Kirby Skin Bank in Roehampton.



**Trish Phillips** qualified as physiotherapist and was elected to the Chartered Society of Physiotherapists, later becoming chairman. She has been a Norwich magistrate for 27 years and she is also an independent

monitor of Norwich Prison, where she specifically monitors healthcare, serving on committees with the Primary Care Trust and nationally at the Ministry of Justice. Trish is a governor of two Norwich High Schools and chairman at one. She is a trustee of a local therapeutic children's home and runs a small local medical charity. She has eight grandchildren, seven of whom were born at the old N&N.

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## NORTH NORFOLK



**Dr Jayne Cooper** is an army daughter with five sisters. A mother of two and a former art teacher, she studied at Norwich City College before becoming a medical student at St Bart's. She

worked as an occasional waitress and was a hospital doctor in London, Sheffield, Manchester and Norwich before becoming a GP in Holt for 17 years. Jayne adds that she "enjoys walking, painting, reading and ranting, and that she cherishes her husband, children, grandchildren, friends, patients, conservatory and garden".

**Philippa Allen** (Fuff) was born and educated in Norfolk and trained as a nurse at Addenbrooke's Hospital, Cambridge, in 1972. She worked on the orthopaedic ward at the old N&N followed by agency work in London. Returning to Norfolk in 1981, she married and had three children. In 2001 she undertook a return to practise course at BUPA hospital, where she worked until 2006. With experience of both public and private healthcare, she is passionate about good old-fashioned nursing care and hopes she will be able to make a difference.




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## GREAT YARMOUTH AND WAVENEY

**Ines Grote** qualified as a chemistry and English teacher and ran her own business as owner and director of a riding centre in Germany before starting a family in Norfolk. She is married with three teenage sons and currently works as a teacher at Norwich School. As a Governor she would like to see our hospital waiting times reduced further and the highest standards of hygiene maintained, along with the medical expertise and friendliness that we all expect in our hospitals.



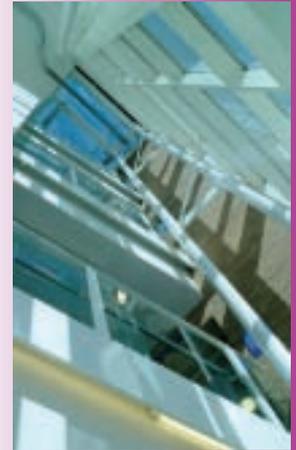

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## WEST NORFOLK

**Stephanie Powell** has lived in Norfolk for 10 years. She began her working life as a nurse but left to get married and then travelled with her army husband for 20 years before settling in London, Hampshire and now finally in Norfolk. She is a great believer in the NHS and is most interested in making sure that the hospital continues to provide the best possible service to the local community.



# FOUNDATION NEWS



To contact any of the Governors, you can either write to them c/o:

**Membership Office  
Trust Management,  
Norfolk and Norwich  
University Hospital,  
Colney Lane,  
Norwich NR4 7UY**

or email:  
[membership@nnuh.nhs.uk](mailto:membership@nnuh.nhs.uk)

## FOUNDATION NEWS

### ELECTED STAFF GOVERNORS



**Dr Rob Harwood** was elected Staff Governor by the medical group. He is a consultant anaesthetist with particular interests in anaesthesia for airway problems, chest surgery and maternity, as well as early discharge programmes for patients. Rob has worked for the Trust since 1994. He is a member of the NNUH Local Negotiating Committee and holds elected regional and national offices for the British Medical Association. He believes that the success of the Trust depends upon harnessing the talents and support of staff through co-operation.



**Margaret Somerville** was elected Staff Governor by the admin and clerical group. She is clinical rheumatology manager (research), a role that involves developing, leading and co-ordinating the delivery of innovative clinical services and research programmes in Rheumatology, as well as utilising expert knowledge to inform commissioners and practitioners at local and national level.



**Brian Matthews** was elected Staff Governor by the facilities contractors and volunteers group. A volunteer at NNUH, he was a telehome engineer with British Telecom and worked for the National Blood Service before his retirement.

He believes that our contract staff do a "wonderful job. However, there is always a need to improve and provide the best possible service to the most important person, the patient."

**Liz Hogbin** was elected Staff Governor by the nursing and midwifery group. A sister with the Critical Care Outreach Team, she has worked for the Trust for over 25 years. Initially specialising in general surgery, she undertook an intensive care course in Middlesex in 1990. Since then she has been a sister in intensive care, a founder member of the Critical Care Outreach Team and has completed an MBA. She is committed to working with and supporting colleagues in both her professional and Staff Governor roles.



**Sheila Ginty** was elected Staff Governor by the nursing and midwifery group. She has worked in the NHS for over 30 years, her career spanning most aspects of surgical specialties. A senior sister in general surgery, she has a nursing degree, two postgraduate degrees – one in management and another in wound care – and recently achieved a Masters in Research. Sheila is committed to providing a high standard of patient care and supporting staff in achieving this goal.



**Jacinta Bidewell** was elected Staff Governor by the clinical support group. A senior physiotherapist in Oncology and Haematology, she joined the Trust in 2003 and has been a Chartered Society of Physiotherapy union representative since 2005, representing staff views during the implementation of Agenda for Change. Jacinta is also a member of the Trust's multidisciplinary practice development group.



### ROLE OF GOVERNORS

ALL NHS Foundation Trusts have a Council of Governors which has a stewardship role, overseeing services and influencing the future shape of the organisation.

We have 25 Governors – 15 Public Governors elected by public members, six Staff Governors elected by staff members and four Governors appointed by local partner organisations.

The Board of Directors continues to run the Trust on a day-to-day basis.

The Council of Governors will meet quarterly and meetings will be held in public in the Boardroom on Level 4, West Outpatients, at the Norfolk and Norwich University Hospital.

#### Council of Governor meetings for 2008

2pm on 24 July  
6pm on 24 September (AGM)  
2pm on 15 December

### MEMBERSHIP

Membership of the NNUH Foundation Trust is free and open to people living in Norfolk or Waveney. Members can join from the age of 12 but must be over 16 to vote in elections or stand for election as a Governor.

The role of a member includes:

- Being able to vote and stand in elections for the Council of Governors
- Being consulted on plans for significant future developments
- Attending the Annual General Meeting
- Having the opportunity to be more involved in hospital services.

You can join online at [www.nnuh.nhs.uk](http://www.nnuh.nhs.uk) or call 0870 707 1628.



**“One woman was afraid of heights and beginning to panic... I said: ‘Just hold on to my chair and look straight ahead and I’ll get you across’”**

**CHRISTINE FULCHER, 50** (pictured on page 6), started as a meet and greet volunteer at NNUH two years ago with encouragement from the Shaw Trust, a local charity that offers help and support to the disabled.

“I was a gibbering wreck when I first came to the hospital – the place was so big I never thought I’d be able to cope,” she recalls. “Now I have the confidence to stop people if they are looking a bit lost and ask if they know where they’re going.

“One woman was beginning to panic as she walked across one of the landings because she was terrified of heights. I said: ‘Just hold on to my chair and look straight ahead and I’ll get you across.’

“Occasionally people just blank me, or they ask whether I need help myself. Some only see the chair, not the person, and they’re surprised when I speak up for myself.

“I do go quite fast in my wheelchair and I have to be reminded to slow down. Quite a few people have asked if I they can hitch a ride on the back!”

**NINETEEN YEAR-OLD Ben Pilgrim** (top) paid a return visit to Elsing Ward recently to say hello to his former colleagues and mentors. Now a student nurse in Northumberland, he was inspired to join the health service by his experience as a volunteer at NNUH.

“My mum said I’d make a good nurse so when I left City College I became a volunteer to find out more about the job,” he says.

“I was assigned to Elsing Ward, where I helped with housekeeping duties such as clearing tables and replenishing the alcohol gel containers on each bed.

“After four months as a volunteer I joined the nurse bank and worked as an auxiliary nurse wherever I was needed.”

A keen rugby player and a first-degree black belt in kick boxing, Ben says his experience of controlling aggression is useful when faced with patients who are confused and aggressive.



*Ben Pilgrim with Elsing Ward housekeeper Eileen Hackett (top), Archana Srivastava (above) and Dave Pitchell (left)*

“I’m quite strong, which is helpful for lifting patients. Ideally I’d like to work in A&E but I don’t really mind because I just love working with patients.”

**DAVE PITCHELL, 44,** (above) started volunteering as a way back into work after illness forced him to give up his job with the Norfolk Primary Care Trust. He helped out in the Pain Clinic before applying successfully for a job as a ward clerk on the Same Day Admissions Unit (Easton Ward).

“Being away from work for over a year really sapped my confidence and I found volunteering was a great way to ease my way back,” he said. “It proved to be a blessing in disguise because I now have a job that I really enjoy.”

**BRIAN MATTHEWS, 68,** has taken volunteering to a new level since being voted on to our Council of Governors, representing our contract staff as well as our volunteers (see opposite). A former

telephone engineer, he moved to Norfolk in 1966 and worked for the National Blood Service before retiring three years ago.

“I wasn’t ready for my carpet slippers and I enjoy getting out and about, so volunteering was the obvious answer,” he says. “I’m here because I genuinely enjoy it and because I feel I have something to offer.”

**ARCHANA SRIVASTAVA, 40,** (above) was a qualified botanist in her native India before moving to Norfolk four years ago to be with her husband, Govind, a scientist at the John Innes Centre. After trying unsuccessfully to find a job locally, Archana decided to take a career break and try volunteering instead. She now helps out in the volunteers office and in Urology, where her organisational skills are much appreciated. “I needed to learn English and I was lacking in confidence so the experience has been really useful for me,” she says. “I am studying accountancy and hope eventually to get a job but I enjoy coming here so volunteering suits me very well.”

## Norfolk and Norwich University Hospital

Colney Lane, Norwich, Norfolk NR4 7UY  
Tel: 01603 286286 www.nnuh.nhs.uk

### Restaurant

West Atrium Level 1, open daily 7am-2.30am

### Serco cafe bars

Out-patients West and Out-patients East, open Mon-Fri, 9am-5pm

**WRVS coffee shop** Plaza (East), open Mon-Fri 7am-7pm, weekends 11am-5pm

**WRVS shops** East Atrium, open Mon-Fri 8am-8pm and weekends 10am-6pm.

Plaza (West) open Mon-Fri 7am-8pm, weekends 8am-6pm

**The Stock Shop** (ladies' fashions) open Mon-Fri 9am-5.30pm and Saturdays 12-5pm

**Serco helpdesk** (for housekeeping, porters, catering and maintenance). Call ext. 3333

**IT helpdesk** Log a call using the computer icon on the intranet home page

**Security** Call ext. 5156 or 5656

### Reception

East Atrium Level 1: ext. 5457 or 5458

West Atrium Level 1: ext. 5462 or 5463

Out-patients East Level 2: ext. 5474 or 5475

Out-patients West Level 2: ext. 5472

East Atrium Level 2: ext. 5461

**Travel Office** Ext. 3666

For car parking permits, ID badges, keys to cycle sheds, use of pool cars and Trust bicycle, information about buses and other transport

### Bank

Cash dispensers in East Atrium Level 2 and in WRVS shop (west)

### Chapel

Open to all. For details of services or to contact the Chaplains, call ext. 3470

### Sir Thomas Browne Library

Mon, Wed, Thurs: 9am-5.30pm,

Tues: 9am-8pm, Fri: 9am-5pm

### Holiday Playscheme

At Blackdale Middle School during school holidays for the children of Trust staff.

Contact Christine McKenzie on ext. 2213

## Cromer Hospital

Mill Road, Cromer NR27 0BQ

Tel: 01263 513571

**Restaurant** open 7.45am-6.45pm

Other Trust departments are based at:

- **Cotman Centre**, Colney Lane, Norwich Cellular Pathology, Histopathology and Cytology), Radiology Academy

- **Francis Centre** (Health Records Library) Bowthorpe Industrial Estate, Norwich NR5 9JA. Tel: 01603 288652

- **Norwich Community Hospital**,

Bowthorpe Road, Norwich NR2 3TU, Tel. 01603 776776: Breast Screening, Pain Management.

Also Microbiology: Tel. 01603 288588

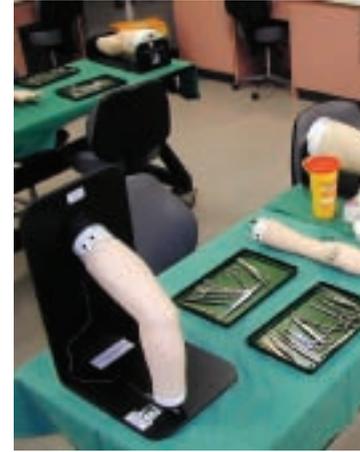
- **Aldwych House**, Bethel Street, Norwich, NR2 1NR: Occupational Health (ext. 3035): HR Recruitment (ext 3578), Out-patient Appointments, Training, Choice team, Norfolk Research Ethics Committee, some IT services, •

- **The Norwich Central Family Planning**

**Clinic**, Grove Road, Norwich NR1 3RH.

Tel: 01603 287345

# SHARING



*Training and education are key priorities for any teaching hospital so it's no surprise that the Education Centre at NNUH is in great demand*



**LOCATED JUST** off the East Atrium and including the Benjamin Gooch lecture theatre, the Education Centre consists of a series of rooms where staff and visiting health professionals can get hands-on practical experience in a safe environment.

Some of the rooms have audio visual facilities which are soon to be enhanced. Already we are linking up with other hospitals for meetings between experts to discuss particularly complex clinical cases. The technology has also enabled us to interview and recruit specialist staff on the other side of the world, saving the considerable cost of transport and reducing our carbon footprint into the bargain.

The education centre is used by a broad cross section of our staff and the interests of all users are looked after by the Education Centre Group. Chaired by Manjari Mull, postgraduate medical education manager, the group concerns itself with the development and smooth running of the centre.

“Demand for the education centre is



growing all the time and space is limited. However, we have superb facilities here and we want to make the most of them,” said Manjari. “We have extended our programme of lunchtime lectures to include local health professionals from all disciplines and we now have a user group to ensure that the education centre is available to all those who need it.”

# and LEARNING



**AT THE HEART** of the Education Centre is the technical skills lab (TSL), managed by former aircraft engineer Stuart Malone (above). The TSL is home to the largest dental education programme outside London, with delegates coming from all over the UK to update skills ranging from implant techniques to acupuncture.

Laparoscopic simulators (left) give surgeons an opportunity to practise their skills, while a selection of training simulators and joint injection models await the attention of Trust doctors and regional GPs (above left). Specialist training includes basic surgical skills, endoscopy and minor GP surgery. Technical support for the TSL is funded by the Medical and Dental Education departments.

## THE THOMAS BROWNE LIBRARY

(above) is a valuable resource for anyone searching for health-related information. There are 8,668 book titles in stock and the library staff, led by Bridget Cole, are happy to help you find what you need, whether online or in print. Regular training sessions are available to help guide you through the maze of local and national electronic resources which have recently been revised.

The library has more than 4,700 registered members, including 968 UEA staff or students. Reciprocal arrangements with UEA allow all NNUH staff to register and borrow from the main library at UEA.

**LIFE SUPPORT TRAINING** (top left) is vital for all staff who have contact with patients and courses are held every day to ensure that our staff are competent in dealing with emergencies. Using dummies and up-to-date equipment, our resuscitation staff Neil Pearcey and Caron O'Dwyer teach skills ranging from basic resuscitation to advanced life support.

**THE CLINICAL SKILLS LAB**, led by the practice Development and Education team, allows staff to get hands-on practice using a wide range of clinical equipment, from patient hoists (left), to ECG machines and "injection arms". More than 300 staff and

students receive manual handling training every month from health and safety officer Graham Deakins, seen here with medical students from the UEA.

**AS A SKILLED ENGINEER**, David Knights (pictured above left with Manjari Mull, postgraduate medical education manager, and Stephen McGhee) is responsible for a wide range of audio-visual equipment used for presentations, video-conferencing, long-distance interviews and clinical meetings. Stephen McGhee provides technical support and his role also involves receptionist duties and room bookings.



# AFTER HOURS

*It goes without saying that our staff are a versatile bunch, but some have talents that go beyond the ordinary. Here, four of our doctors talk to Sue Jones about their 'other lives' beyond the hospital doors*

**KNEALE METCALF'S** hobby is bordering on an obsession – the Medicine for the Elderly consultant is an avid collector of, well, almost anything that takes his fancy.

“It started when I was a medical student and restored an old valve radio that I’d spotted in a shop window,” he recalled. “At one time I had about 400 items in my collection but now it’s down to about 200.”

Since getting married, to Lesley Bowker, a fellow MfE consultant at NNUH, and having three children, Kneale has tried to tone down his habit but admits he spends at least two hours a night either surfing the

## The pinball wizard

internet or restoring his latest acquisition to its former glory. The collection now includes a jukebox, two pinball machines, a pre-war television, a 1961 bubble car and numerous watches and calculators.

At Christmas he considered selling one of the pinball machines – now in pristine condition, thanks to his loving care and attention – but he couldn’t bring himself to do it. “I still play the machines when I have time and I’m pretty good, though I say so myself. My score on the Roadshow is

2.7 billion, while on the Adams family it’s about 700 million.”

So what is the attraction of these shiny machines? Is it their aesthetic value or a fascination with what they can do? “It’s not necessarily the most valuable pieces that I’d rush to save if there was a fire,” he says thoughtfully. “The attraction is hard to define – it’s to do with the process of taking something old and broken and bringing it back to life.

“It’s certainly an obsession but it’s one I am quite happy to live with. I find it’s the perfect way to unwind after a stressful day at work.”



## The Indian percussionist

**CHOOSING BETWEEN** *medicine and music was never going to be easy for the talented percussionist Prassana Sankaran. He took a keen interest in classical Indian music from the age of seven, but when it came to picking a career he eventually opted for medical training.*

*“Both my parents are doctors in India so that probably influenced my decision,” says Prassana, who at 28 is now specialising in respiratory medicine. “I have no regrets because I enjoy my job and I can still practise music in my spare time. I have a small recording studio at home where I spend many hours composing and playing. Luckily my wife is very understanding!*

*“The ‘Bollywood’ film industry has brought Indian music to a much wider audience and there is a growing interest in our traditional instruments. I am interested in developing new sounds in the classical Indian style,” he says.*

Nick Astbury's mechanised "eye clinic" is a mind-boggling mass of moving parts. Many of his automata are designed as gifts

**AS AN EYE** surgeon, Nick Astbury is accustomed to working with his hands. Away from the hospital, however, his fascination for 'fiddling' extends to creating whimsical automata – mechanised models fashioned from scraps of wood, string and elastic.

"I was always playing with Meccano as a child and I loved to take things apart to see how they worked," he recalls. "Then it was clocks that caught my attention. A colleague in London had a tremendous collection of valuable old clocks and I would repair them in exchange for having these wonderful objects on loan for a while.

"About 15 years ago I paid a visit to the Cabaret Mechanical Theatre in Covent Garden, where there is a great collection of fairground automata. I thought, 'This looks like fun' and I started making simple models as gifts for friends. They go down well because they're quite personal and there's always a humorous element.



## The automaton maker

"The eye clinic is my most ambitious so far. It's incredibly complicated and took me a year to complete. When I look inside I can't believe I actually did it! Everything works like clockwork as you turn the handle, from the nurse coming into the room to the man putting on his spectacles and the baby

squinting as he bashes the bricks.

"One of the great things about making automata is that you don't have to lock yourself away in a workshop to do it – I work at a table next door to the sitting room and the rest of the family.

It's also a great way to get to sleep. I just lie back and think about how I'm going to tackle the next bit of the mechanism."

## The gentleman farmer

**WHEN HE** removes his surgical gown and heads home to the country, Simon Wemyss-Holden takes on a whole new persona. Once through the gate of his seven-acre smallholding, the transformation from surgeon to farmer is complete.

"Oh yes, I lead a double life," says the liver and laparoscopy specialist. "I work hard in the hospital but at home I'm either outside with the animals or inside the barn making salami or chorizo sausages from our home-grown meat.

"We don't watch much TV at home – with a one-year-old baby and lots of animals to feed there isn't the time. But I'm also quite impulsive so if I start reading about how to make cheese or salami, for instance, I will want to try it for myself."

Simon grew up in the countryside but it wasn't until he moved to Norfolk three

years ago that he ventured into animal husbandry. "We started with a few chickens, geese and ducks. Now we have three Hereford cattle and four Gloucester Old Spot pigs. I've learned a lot from my neighbour, a farmer in his 70s, but I probably need to devote more time if we are to breed successfully from the animals.



One of the cows gave birth recently but her calf sadly died, which was horrible."

Simon's wife, Olivia, a psychologist, was originally sceptical about his farming ambitions but she is now a contented convert to the country life. She helps with the meat curing and has recently started to make soap scented with lavender. "It can be a dangerous process because you are combining oils with caustic soda, but the result is a really mild soap that's perfect for washing the baby.

"People are often surprised to hear about my 'other life,'" says Simon. "They seem to think consultants do nothing outside the hospital but go home and read journals. I love my work but I'm glad to have this extra dimension to my life."



## Patients benefit from Bernstein fund

**ENDOSCOPY PATIENTS** at Cromer Hospital are benefiting from new equipment funded by the Bernstein legacy. Described by the endoscopy team as “a sat nav for the bowel”, the new scopeguide and accompanying endoscopes are designed to make bowel investigations more comfortable for patients – particularly those where the bowel anatomy is technically difficult to negotiate. All patients undergoing endoscopy at Cromer should now experience quicker, more comfortable and relaxed procedures. The legacy has also helped to fund two new patient monitors for the Allies day procedure unit.

# User groups take plans to a new level

**PLANS TO REBUILD** Cromer Hospital are continuing to gather pace and we hope to be ready to apply for planning permission by the end of the summer

User groups have been looking in detail at the patient pathway in their particular areas, to decide how much space is required for each of the services they provide.

“Our preferred option is to go for a new build rather than refurbishment,” said Project Manager Kate Burditt. “It is essential that services planned for Cromer fit within

*Plans show the approximate layout for the new hospital building (shown in green, with Mill Road on the left). However, this is only an artist's impression and the design of the building is likely to change*



the Trust's overall strategy for the next three to five years, which is currently being developed. We are grateful for the help of our user groups. It is vital that we get the design phase right as the new hospital will be serving the local community for decades to come.”

Meanwhile, the Trust is looking at our hospital services to see how more patients from the north of the county could be seen and treated closer to their own homes. This will affect the size and scale of the new development and will also affect our

business case. In addition, some preliminary work is required before building work can start properly on the site, including the safe removal of asbestos from non public areas of the existing hospital.

We have commissioned a number of surveys looking at ground levels, soil and drainage, and we are also looking at sustainability and funding opportunities.



## Davison patients give their verdict

**A SURVEY** of patients attending the Davison Unit has revealed that 98 per cent of respondents had a positive experience and would be happy to have day surgery or treatment at Cromer again. 63 per cent of patients returned questionnaires and their responses showed that:

- 100 per cent of patients felt that they had been greeted in a polite friendly manner
- 98 per cent felt that they had been given the right amount of information prior to their treatment/procedure
- 100 per cent said that they had been given the opportunity to ask questions.

The Davison Unit has a “Nightingale” style design, with male and female patients sharing the same ward. According to our survey, 37 per cent of patients said that they had not been aware of this prior to admission and we are now taking steps to ensure that all patients are informed in advance.

Despite this, 94 per cent of patients felt their privacy and dignity had been completely or mostly maintained throughout their stay and only 7 per cent (four people) felt there had been a lack of privacy.

### THE PULSE

**Editor** Sue Jones (ext. 5944)

**Pictures** Medical Illustration and Sue Jones

**Head of Communications** Andrew Stronach (ext. 3200)

**Communications and Membership Manager** Janice Bradfield (ext. 3634)

**Communications Officer** Hayley Gerrard (ext. 5821)

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