

THE Pulse

Issue Number 44
August 2009

Norfolk and Norwich University Hospitals

NHS Foundation Trust



PHOTO BY KIERON TOVELL

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Norfolk and Norwich University Hospital

Colney Lane, Norwich,

Norfolk NR4 7UY

Tel: 01603 286286 www.nnuh.nhs.uk

Restaurant

West Atrium Level 1, open 7am-2.30am

Serco cafe bars

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

Deli food2go Plaza (East), open

Mon-Fri 7am-7pm, weekends 11am-5pm

WRVS shop East Atrium: open Mon-Fri
8am-8pm and weekends 10am-6pm

Convenience store 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

Patient Advice and Liaison Service

(PALS) For confidential help and advice

about our service to patients. Tel. 01603

289036 / 289035 or 289045.

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 transport

Bank Cash dispenser lin East Atrium
Level 2

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

Sir Thomas Browne Library Open

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

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

Cromer Hospital

Mill Road, Cromer NR27 0BQ

Tel: 01263 513571

OTHER TRUST DEPARTMENTS

• **Cotman Centre**, Colney Lane, Norwich

Cellular Pathology, Radiology Academy

• **Francis Centre** (Health Records Library)

Bowthorpe Industrial Estate, Norwich

NR5 9JA, ext. 4652

• **Norwich Community Hospital**,

Bowthorpe Road, Norwich NR2 3TU,

Tel. 01603 776776: Breast Screening, Pain

Management, Microbiology, 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

• **Holland Court**, The Close, Norwich NR1

4DY: HR, Clinical Effectiveness, Finance

• **The Norwich Central Family Planning**

Clinic, Grove Road, Norwich NR1 3RH.

Tel: 01603 287345.

Queen's award for radio volunteers

HOSPITAL RADIO Norwich (HRN) has been honoured with the Queen's Award for Voluntary Service for their work with patients at NNUH.

Volunteers from HRN visit patients to gather music requests which are then played on the radio by broadcasters based at Aldwych House. The team was presented with a signed certificate and an exclusive commemorative crystal by Her Majesty's representative in Norfolk, Richard Jewson, and were also invited to a Royal Garden Party at Buckingham Palace.

Irene Batch, honorary secretary of HRN commented: "We are all thrilled to receive this prestigious honour at a time when we are celebrating 35 years of serving



Volunteers from Hospital Radio Norwich collect requests which are broadcast to patients free of charge

hospital patients." More than 700 groups around the UK have now won the Queen's Award for Voluntary Service since it was created to mark the Queen's Golden Jubilee in 2002. This year's winners were selected from 406 groups nominated by members of the public.

One-stop team scoops national award

A TEAM from dermatology has won a second award for innovation after the success of their one-stop clinic for patients with cellulitis.

The award from Wounds UK follows the Health Enterprise East Awards last year, when the team beat off stiff competition to scoop the top award for innovation.

Clinical lead senior nurse specialist Carrie Wingfield said the one-stop service is the result of collaborative work with emergency specialists and nurses in Primary Care. It means patients with lower-limb cellulitis can have rapid access to specialist treatment without the need to stay in hospital.



Success at the double: the one-stop cellulitis team celebrate their second award for innovation

"Most patients like the one-stop service as they are able to go home after receiving the treatment they need," says specialist nurse Carrie Wingfield, "This also frees up hospital beds for other patients."

"It's good to have national recognition for our work and to see that we are setting an example for other hospital teams to follow."

LETTERS

WRITE TO SUE JONES, EDITOR, COMMUNICATIONS, NNUH

A remarkable life – and death

I WOULD LIKE to say a heartfelt thank-you to the wonderful team on Hethel Ward for looking after my mother-in-law, Barbara Hill, and for sustaining and comforting her family during her final days. At the age of 98 she confounded the medics by having no medical records as she had never before been in hospital. She was always her own woman: independent, fun to be with, a sharp

crossword-puzzle mind and a strong will in life – and so it proved in death.

Despite being terrified of going into hospital, she requested to be admitted and, once on the ward, told us how kind and attentive the staff were.

You are the backbone of the NHS and you are all priceless.

*Caroline Hall,
Blackheath, London*

FACING THE FUTURE TOGETHER

I AM OFTEN asked to describe my vision for the Trust. It is simple: that we provide for all our patients the care we would want for those we love the most.

If we could achieve this every time for every patient we would have a truly excellent hospital. A lofty ambition perhaps, but in the words of Michelangelo, "The greatest danger for most of us is not that we aim too high and miss it but that we aim too low and reach it."

Our challenge over the next few years will be to continuously improve the quality of care we provide whilst the economics of the NHS become increasingly difficult. The forecasts range from tepid through cold to arctic. The NHS Chief Executive, David Nicholson, has predicted a reduction in the NHS budget of 20 per cent over the three years from 2011.

To continue to provide care that we are really proud of in this climate we will have to think innovatively. We will have to challenge our preconceptions and undoubtedly make some difficult decisions.

We will not be alone. Every day the media reports organisations, both public and private, facing reducing income.

We have some unique advantages that will help us to meet this challenge.

Few organisations have the ability to

"Unlike the private sector, we have time to prepare and we must use it wisely"



make such a difference to so many people's lives on a daily basis. This gives us a unifying motivation which must surely be underpinned by a shared set of values. I think this will help us in times to come and guide us to make the right decisions even though they will not always be easy.

Over the last few months we have seen that our staff have great ideas. Capturing these ideas will help us to provide better quality care and reduce the inefficiencies that we all know exist in the services we currently provide.

The enablement project in Medicine for the Elderly (see page 11), the redesign

of the Same Day Admissions Unit, the re-labelling of the stock in the ward areas – all of these changes will improve quality and efficiency and all have been generated by staff in those areas.

Unlike the private sector, for which the

economic downturn came overnight, we have time to prepare and we must use it wisely. We are investing heavily in training and development to help equip our staff with skills to face the difficult times ahead.

Our *Ask the Staff* scheme is designed to encourage people to put forward new improvement ideas, we are developing our understanding of the cost of care on a patient-by-patient basis and we are reviewing patient pathways to try to streamline care. In the months to come we will work with staff groups to capture the thoughts and ideas of all our staff to ensure that we successfully rise to the challenge together.

ANNA DUGDALE

Chief Executive,

*Norfolk and Norwich University Hospitals
NHS Foundation Trust*

Pituitary support group relaunched

PATIENTS SUFFERING from pituitary disorders are invited to join a new support group to be launched at NNUH with the help of specialist nurses Sondra Gorick and Kathy Powell and hospital volunteer Tony Denton, who is also a patient. Sponsored by the Pituitary Foundation, the group will meet for the first time on 16 September in the Benjamin Gooch Hall, from 7-10pm.

"The pituitary controls all the other glands in the body," Sondra explains. "Most pituitary disorders turn out to be benign and some may not require any treatment at all. Tests and treatments have improved a great deal and patients can now look forward to longer, healthier lives with much greater control of their symptoms."

• For more information about the support group call the CIU team on 01603 286360 or Tony Denton on 01953 605534.

Seaside makeover for Jenny Lind

THE JENNY Lind Children's Unit at NNUH has been given a bright new £140,000 makeover, thanks to generous donations from a number of charities and individuals, as well as Friends of the Norwich Hospitals.

Fun beach scenes by the BAFTA award-winning artist Hannah Giffard rub shoulders with fishy characters inspired by the Norfolk Broads, while older children can amuse themselves on a set of hand-held Playstations in the out-patients waiting area.

The makeover, which includes new furniture, toys and signs, began as part of the systematic refurbishment agreed under the PFI (Private Finance Initiative) contract. But in partnership with Octagon, the consortium



that built the hospital, and Serco, who provide our cleaning, catering and maintenance services, a Hospital Arts scheme was launched to enhance the decorations and give the Jenny Lind a unique identity.

Sister Jill Wakley says the decorations have given children something to focus on: "It's been a labour of love for all the artists, Trust staff and

contractors working on the project – they have gone far beyond our expectations and done a fantastic job," she said. "I would also like to pay tribute to our Hospital Arts co-ordinator Emma Jarvis, who worked so hard to bring it all together, and the many contributors whose donations made it all possible."



A TEAM of seven high flyers from Respiratory Medicine raised more than £2,000 for the Norwich Breathe Easy support group when they took part in a tandem skydive at Old Buckenham Airfield. The money raised will help the British Lung Foundation to provide support and equipment for patients with lung disease, which kills one in five people in the UK.

Pathology under the microscope

IT'S NATIONAL Pathology Week in November and the Pathology Department at NNUH will be running a day of events and talks for schools on Monday 2 November, plus a day for visitors to come and find out more about their work on Saturday 7 November. For more information go to: <http://www.norwichpathology.org> or contact pathologyweek@norwichpathology.org



MEMBERS OF the Mancroft Lodge of the Freemasons raised £1,200 for research into prostate cancer at NNUH with a series of social events. The cheque was presented to urology consultants Neil Burgess and Stuart Irving by the Master of the Lodge, Terry Hewitt. The money will be spent on training and education programmes, as well as research projects designed to improve patient care.

Staff nominations double

NOMINATIONS for our Staff Awards reached a grand total of 510 by the deadline of 30 June – nearly double the number received last year and too many to list on these pages.

They included 203 staff nominated by colleagues and a further 307 put forward by patients for the Patient Choice Award. Their stories are a tribute to the exceptional efforts made by both individuals and teams on behalf of our patients.

The awards were judged at the end of July and the top three short-listed entries for each award are being invited to a special Staff Awards Ceremony at The Forum in October, when the winners will be announced by BBC Look East presenter Alex

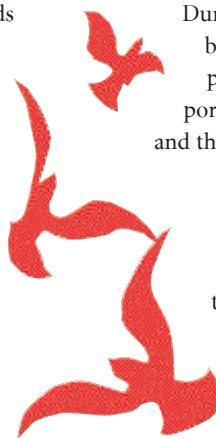
Dunlop. The awards are supported by Serco, the contractors who provide our housekeeping, portering and maintenance services and there is no cost to the NHS.

The judging panel comprised the Trust chairman, the director of human resources, staff and public Governors, a member of the Consultant Staff Committee, a staff side representative and a

non-executive director. The Eastern Daily press and the Governors were involved in

judging the Patient Choice Award and Serco was involved in judging the Serco Award.

• You can find the full list of nominations for our Staff Awards, together with the shortlisted finalists, at www.nnuh.nhs.uk/Page/FT



SWINE FLU: YOUR QUESTIONS ANSWERED

THE SWINE FLU virus is now widespread in the UK and is officially classed as a flu pandemic – the first since 1968.

We have plans in place to deal with an escalation of the current outbreak. The situation is changing from day to day and staff are urged to keep abreast of our clinical

guidelines on the Trust intranet (for details just click on the swine flu icon on the desktop of every computer in the Trust).

If you are worried about swine flu you can find a symptom-checker plus advice and information about the virus at www.nhs.uk or call the NHS flu helpline: 0800 1 513 100.

Blood project is right on track

PHLEBOTOMISTS at NNUH are forging ahead with a new blood tracking system designed to reduce paperwork and ensure that blood samples are correctly recorded and labelled at the bedside.

Instead of writing out labels by hand when taking blood on the wards, the phlebotomists now scan a barcode on each patient's wristband with a hand-held digital device, then print labels using special portable printers. The new system cuts down on human error when copying hand-written details and means that samples can be electronically tracked throughout their hospital journey.

Around 55 per cent of blood samples are now recorded in this way and the aim is to roll out the new system to all theatres and clinical areas by March 2010.

It means safer blood transfusions as the



system will issue a warning if the blood details do not match the patient's own details before a transfusion can take place.

"We have around 34 phlebotomists doing ward rounds and all have now been trained to use the new equipment," says Phlebotomy manager Susie Richards. "So far the staff have responded brilliantly. As with most technological advances, they wonder what they did before they started using it!"

2008/9

Norfolk and Norwich University Hospitals



NHS Foundation Trust

Message from the Chairman

On 1 May 2008 we were authorised as a Foundation Trust. We now have more than 20,000 members who are represented by our Council of Governors. We have the opportunity to seize the initiative, to manage our affairs in a way that is responsive to our patients and members and to focus on what matters to them.

Extraordinary progress has been made in the NHS over the last ten years: vastly reduced waiting times for hospital treatment, better facilities, more nurses, doctors and therapists and improved clinical outcomes, especially in areas such as coronary care and cancer. The gap that had opened up between the UK and major European countries has closed.

Our plans for the future will see a shift in emphasis away from meeting top-down central targets and a greater focus on patient safety, the quality of care, clinical outcomes and treating patients with kindness and respect. We will invest to ensure that we have the right capacity balance between theatres, beds and diagnostics so that patient care is not jeopardised because we are too busy. We will provide more care outside the hospital by developing vertically integrated care pathways embracing acute, community and social care. We will build a stronger medical research presence with the University of East Anglia (UEA) and the Institutes on the Norwich Research Park. We will develop new world-class services as we are doing for the treatment of strokes and heart attacks. Finally, we will do everything we can to use our resources as efficiently as possible so that we can improve patient care and generate a surplus for future investment. In short, we want to be the best.

We employ more than 5,800 people and this year we will see more than 650,000 patients and spend almost £400 million. It is not an easy operation to manage, especially at a time of continuing great change, financially, demographically, politically and technologically.

In this environment hospitals need strong governance structures, great management, outstanding clinicians, a committed and well trained workforce, robust systems and the right business and clinical strategy.

We are doing our best to put all this in place. However, above all it is outstanding people that make an outstanding hospital, which is why I have such confidence in our future and why I am so proud to work here.

DAVID PRIOR,

*Chairman, Norfolk and Norwich University Hospitals
NHS Foundation Trust*



Quality matters: our commitment to patients

FOR THE first time in our history we have published an annual report on quality which underlines our commitment to patient safety and our ambition to deliver first-class quality of care for all our patients. (To see the full report go to the Trust website: nnuh.nhs.uk)

We are proud of our achievements in 2008/9, particularly in relation to reduced infection. Our staff deserve congratulations for balancing the increased demands on our services with providing high-quality care.

The publication of an annual quality report is only the beginning. We will be looking at best practice nationally and internationally in our pursuit of clinical excellence for our patients. It is imperative that our staff feel they belong to a culture where improvement is constantly sought and reflective practice is encouraged.

During 2008/9 we have worked with external facilitators to examine the patient experience in our Emergency

department. The overwhelming feedback was positive and we are now repeating this learning process in other departments. We continue to monitor our clinical outcomes and mortality rates and we are determined to systematically reduce or remove opportunities for error to occur.

In the coming year, we intend to focus on further reducing infection, reducing our standardised mortality rate, reducing pressure sores and falls, reducing medication errors, and improving the patient experience. We will publish our achievements against targets in our Annual Quality Report.

ANNA DUGDALE, *Chief Executive,
Norfolk and Norwich University Hospitals
NHS Foundation Trust*



2008/9

april 2008

STAFF from NNUH scoops top awards in the annual Health Enterprise East (HEE) Awards for 2008. First prize for innovation went to a dermatology team led by specialist nurse Carrie Wingfield, while the medical technology prize went to Beatrice Lyons, a medical student who invented a child-friendly glucose meter. Carrie's team were commended for their one-stop clinic for lower-limb cellulitis which allows patients to return home on the day of their treatment.



may 2008

NNUH officially becomes a NHS Foundation Trust, with the promise of greater freedom from central government control and greater involvement with the local community. It followed a recruitment campaign for Foundation Trust members and independent elections to create a Council of Governors. Chairman David Prior said achieving Foundation status was a considerable achievement, adding "I am convinced this will help us to deliver even higher standards of care for our patients."



june 2008

A NEW angiography suite opens at NNUH with the help of £1 million raised through the local Balloons4hearts charity appeal. The new suite is equipped to provide coronary angioplasty, a technique to inflate and clear blocked arteries by inserting metal "stents" or tubes. The new angio suite paves the way for a new Heart Attack Centre at NNUH, giving patients the opportunity to have emergency heart treatment closer to home.



july 2008

WE MARK the 60th anniversary of the NHS with a multi-faith celebration in the Chapel at NNUH. The service was also an opportunity to celebrate improvements to the chapel to enable users to enjoy greater privacy for prayer or contemplation. Changes include the creation of a dedicated Muslim prayer room with appropriate ablution facilities and an additional multi-faith room for use by people of all faiths.



august 2008

INFECTION CONTROL is given a high profile with extra resources devoted to screening for MRSA, a new antibiotic prescribing policy to prevent C. difficile, and surveillance teams (*pictured*) to ensure that hygiene guidelines are followed by all our staff. The campaign pays off as cases of MRSA are halved during the year, from 33 cases in 2007/8 to just 15 (four of which were acquired prior to admission) and cases of C. difficile drop from 326 in 2007/8 to 120.



september 2008

PATIENTS WITH balance problems benefit from state-of-the-art equipment designed to track their responses to different stimuli. The £26,000 video nystamography (VNS) machine is helping audiologists to identify patients who could benefit from vestibular rehabilitation, a course of exercises they can do at home. Tailoring exercises to each individual's needs has proved remarkably successful and many patients report a dramatic improvement in their condition after just a few weeks.

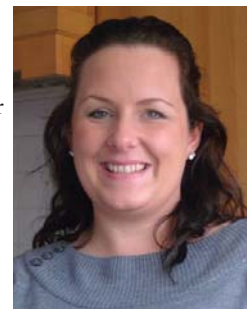


october 2008

OUR FIRST ever staff awards are announced during a special evening ceremony at The Forum, Norwich, watched by an enthusiastic audience of colleagues and supporters. More than 270 individuals and teams were nominated in 12 categories, including those who patients believed deserved to be recognised for “going the extra mile”. At the same event, seven staff with more than 40 years’ service receive awards for the first time in the history of our hospitals.

november 2008

NNUH IS chosen to be one of 10 centres nationally to offer a retrieval service for donated corneas, funded by the NHS blood and transplant service. One patient who is delighted by the news is Sarah Seward, from Norwich, who underwent a cornea transplant at NNUH after her own cornea became damaged. Sarah commented: “I know relatives are often reluctant to donate anything to do with the eyes but I am living proof that a transplant can help others to see again.”



december 2008

THE BIG C cancer charity generously funds a new piece of equipment that is helping specialists to identify and remove certain types of skin cancer while the patient is waiting. The Mohs technique allows the dermatology consultant to remove skin, layer by layer, and samples are prepared and examined under a microscope in the laboratory. If necessary, further layers are removed until all trace of the tumour is eliminated.



january 2009

A FILM made by people with learning difficulties is premiered at NNUH after a project involving staff, patients and voluntary groups. The film is designed to help people overcome their fears about coming into hospital, as well as giving staff an insight into their concerns. The project is one of a number of initiatives at NNUH designed to involve people of all abilities in hospital life, including Project Search, which aims to find suitable employment for people with learning difficulties.



february 2009

THE BOWEL cancer screening programme launched at NNUH in 2006 is rolled out to over-sixties living in the Great Yarmouth and Waveney area. One patient who recommends taking the test is Ernie Childs (*pictured with his wife, Karen*) who runs Great Yarmouth Potteries. After the home testing kit showed a positive result, he underwent a colonoscopy which revealed a cancerous tumour that was quickly removed at NNUH.



march 2009

A NEW OPERATING theatre is officially opened at NNUH by sports presenter Kevin Piper. This latest addition to the main theatre complex means the Trust now has a total of 29 theatres, including two at Cromer. The new theatre will be the focus for the latest procedures in vascular surgery, such as the repair of abdominal aneurysms using radiological techniques. Such techniques are less invasive than open surgery as they make use of X-ray images to insert mesh tubes or “stents” into the affected arteries.

2008/9 ACTIVITY

THE YEAR 2008/9 was exceptionally busy for our hospitals, with more than 670,000 patient attendances, an increase of 18,000 over the previous year. The number of emergency patients rose by five per cent, elective surgery rose by six per cent and 10,000 more out-patients were seen in our clinics.

OVERALL, our performance during the year was very good and we met 12 out of 16 of our access and activity targets against the key national targets set by the Healthcare Commission. The total waiting list was reduced by seven per cent, from 7,688 to 7,123.

We continued to deliver excellent performance in relation to the key cancer targets, reducing waiting times and meeting the new target of 18 weeks from GP referral to treatment for elective surgical patients and out-patients from December 2008.

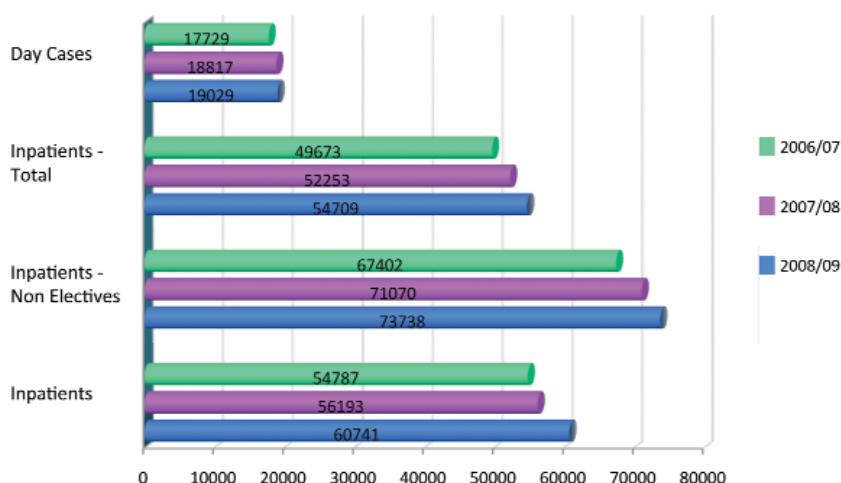
In the Annual Health Check, the Health Commission rated us "Good" for quality of services and "Excellent" for use of resources. Financially we performed strongly in 2008/9, achieving a retained surplus of £4.7 million. Total income grew to £331.1 million, reflecting a growth in demand for our services. In total, £4 million was invested in new and replacement capital assets, financed by internally generated resources.

Infection rates were halved during the year, beating targets set for us by the Department of Health. This significant and sustained improvement was achieved by a range of measures and a renewed focus across the entire organisation to improve processes and reduce the risk of infection. The aim is to continue with these measures during 2009/10.

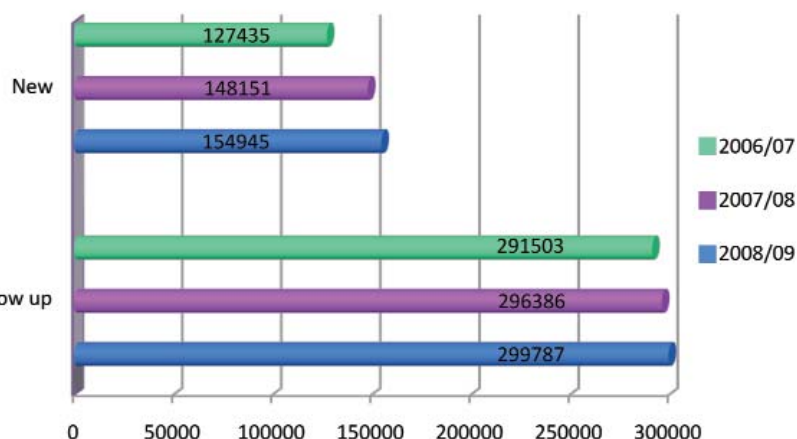
INFECTION	2007/8	2008/9 Target	2008/9 Actual
MRSA	33	30	15*
C. Difficile (hospital acquired)	326	245	120

*During 2008/9, four of the MRSA bacteraemia cases were community associated and 11 were hospital associated

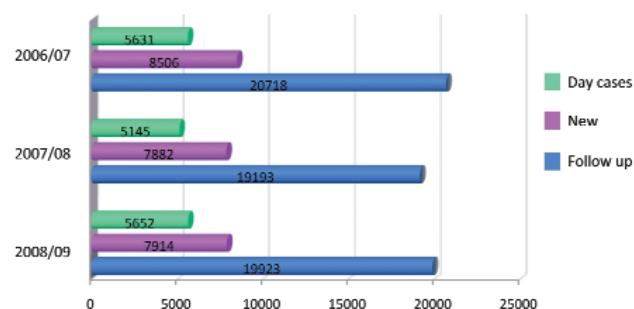
NNUHFT Inpatient & Daycare Activity (Discharges)



Outpatient Attendances



Cromer Activity



• The full annual report and accounts can be found in full on our website: www.nnuh.nhs.uk

Scenes from our Open Day



AROUND 4,000 visitors attended our Open Day on Saturday 27 June, taking the opportunity to tour the hospital, get hands-on with hospital equipment or even watch an operation live on a TV screen.

The operation to remove a skin growth was carried out by dermatology consultant Dr Nasir Shah and was so popular that a second operation was arranged to accommodate the large numbers of people waiting to see the procedure. Around five people felt faint and had to be escorted from

the room, but others said they found the experience “fascinating”.

A climbing wall in the Plaza attracted the more adventurous, while younger visitors brought their teddies for a consultation in the well teddy clinic or painted a plaster rabbit for our “Go Rabbit” Hospital Arts project.

Budding surgeons were able to try their hand at simulated laparoscopy, and a careers and recruitment fair provided an opportunity for visitors to learn more about careers in the health service.



Outreach team sets an 'excellent example'

NNUH IS setting an "excellent example" in the treatment of patients with rheumatoid arthritis, according to a report from the National Audit Office. The report praises the rheumatology team's joint working with GPs and departments such as orthopaedics, physiotherapy, radiology and occupational therapy to provide a high standard of care for their patients.

Much of this success is down to the outreach team of four rheumatology specialist nurses and one specialist occupational therapist who between them look after around 900 patients in seven GP clinics around Norfolk.

The service began in the mid 1990s and is much appreciated by patients who suffer

from rheumatoid arthritis. It means they are able to receive specialist care closer to their own homes. Some are able to receive biologic therapies, supported by the rheumatology biologic nurse practitioners, although this is mainly a hospital-based practice.

Rheumatology nurse practitioner Corinne Ellis commented: "We are delighted that we have been recognised nationally for the work we do. From the start we have had excellent support from GPs and consultants who are keen to offer this specialist service for their patients."



Reaching out to rheumatology patients all over the Norfolk: the Rheumatology Practitioner Outreach Team (clockwise from top left) Cathy Grummitt, Eileen Taylor, Corrinne Ellis, Heather Hasthorpe and Pearl Claydon.

Podcasts set the pace for teen patients

THE CHILDREN'S Department at NNUH is believed to be the first NHS centre in the country to use podcasts to provide young people with diabetes with lifestyle advice.

The podcasts can be found on the NNUH website (www.nnuh.nhs.uk/podcasts/diabetes/). They can be downloaded free of charge from the website or from iTunes.

The podcasts were funded by Takeda, the drug company, and developed with the help of consultant paediatric diabetologist Dr Vipin Datta, and other members of the paediatric diabetes team at NNUH. They cover themes ranging from going abroad on holiday, to sport, drinking and sex.

Dr Datta said: "These are frank and honest podcasts that have been produced to



speak to young people on their own terms and not in technical or medical language."

This is not the first IT innovation for the Jenny Lind children's department. In May 2003 we became the first Trust in the country to use text messaging to remind parents and carers of appointment dates. The SMS system was developed by the hospital's own IT team and the Government's Office of the e-Envoy.

Around 20 per cent of people with diabetes have the Type 1 condition and the number of children in Norfolk being diagnosed with this type of diabetes has increased by a third in recent years.

Levels of Type 1 Diabetes in children are higher in the UK than elsewhere in Europe and researchers predict the number of under-fives with the condition is set to double by 2020.

Our paediatric diabetes team currently look after over 345 children from Norfolk and Suffolk with Type 1 diabetes.

Double success for Sulaiman

ORTHOPAEDIC TRAINEE Sulaiman Alazzawi is celebrating his success after winning both the Benjamin Gooch Prize for research and the William Fellowes prize for the best case presentation by a junior doctor at NNUH.

After carrying out a survey among 100 healthy volunteers, Sulaiman was able to show that in every case the length of the femur is exactly equal to the length from the tip of the little finger to the tip of the elbow. "This is especially useful to know when preparing for an operation where a metal device is needed to strengthen the femur," he explained. "Knowing the length of the femur is important because we can order the right size in advance, which saves valuable time during surgery."



Sulaiman's prize-winning case presentation described an operation in which a massive bone graft was used in revision hip surgery with remarkable results. The patient was later able to do away with his crutches and ride a bike for the first time in 28 years.

NEW MEDIA MATTERS

The NNUH Foundation Trust is making full use of new media to share news, views, photos and information about our hospitals. You can follow us on Twitter (<http://twitter.com/nnuh>) or Facebook (www.facebook.com).

QUALITY time

Working together to help the elderly retain their independence in hospital is proving to be good therapy for staff as well as patients

A PROJECT designed to give therapists and nurses more quality time to work with elderly patients on our Medicine For the Elderly wards has proved so successful that the Trust is investing half a million pounds over the coming year to ensure it continues.

The new investment is being spent on recruiting extra occupational therapists, physiotherapists, speech and language therapists, pharmacists and nurses.

“Research shows that elderly patients quickly become dependent and lose muscle tone when they are confined to bed during acute illness,” explained occupational therapy manager Tracey Fleming, who launched the project together with Jo Walmsley, Divisional Operational Manager for Emergency Services and Medicine for the Elderly.

The project focuses on an enablement approach to care, concentrating on promoting future independence. This is achieved by staff from all disciplines working together to meet the patient’s individual goals. The extra resources are also providing regular individual and group activities, such as chair-based exercise groups.

From a nursing perspective, the additional resource has meant that the wards can have a senior member of the nursing team taking on a co-ordinating role, communicating with all members of the inter-disciplinary team to ensure that the agreed plan of care is delivered.

Jackie Smith, Deputy Sister on Elsing Ward, commented: “We initiate a partnership approach with the patients, their relatives and carers. Staff are much more motivated because our communication systems are much better. It’s really helpful that we are able to set



common goals and work together to achieve the best outcome for each patient.”

The Trust is also working with the University of East Anglia to develop training and leadership programmes to support the project.

“As a manager I have found this whole project inspirational,” says Tracey Fleming. “Everyone involved has taken up the idea and run with it. They can see the benefits for patients and they are keen to work

WHEREVER possible, elderly patients are encouraged to get out of bed and take part in twice-weekly activities in the day room, including art therapy, gentle physical exercise and memory groups.

“Patients really enjoy these activities and we have had some very positive feedback from their families,” says occupational therapist Hannah Weinstein. “We have a volunteer who leads the art therapy group and this has been particularly successful for patients with dementia. Staff from all disciplines get involved in these groups and our healthcare assistants are also learning to help us assess patients.”



together to maximise the patients’ potential and ensure they receive appropriate care and therapy.

Jo Walmsley commented: “This project is proving very beneficial. Patients are being assessed at an earlier stage, which leads to earlier discharge planning. Increased staffing levels in all disciplines also allow staff to spend more time with patients, which leads to a greater sense of achievement and job satisfaction.”

Economic downturn forces Trust to revise plans for hospital redevelopment

Change of plan for Cromer

THE CREDIT CRUNCH, combined with predictions of a significant reduction in funds available to the NHS over the next five years, has required the Board of the NNUH NHS Foundation Trust to reconsider the size of the proposed investment in the redevelopment of Cromer Hospital.

The Board remains fully committed to the redevelopment but has insisted on a significant reduction in the overall cost of the proposal to ensure that other much needed clinical developments are also still possible.

The proposed investment for Cromer has been reduced to £15 million. This will still enable the development of a hospital offering excellent modern healthcare to the people of North Norfolk.

Chairman David Prior said: "A year ago the world looked very different in economic terms and there is no doubt that the NHS will face some difficult years ahead as a direct result.

"The Board is very clear that in the current economic climate we just cannot commit the sums of money we had originally envisaged for the project.

"We have many competing demands, we will have to balance our resources very carefully, and that means the funds available for Cromer Hospital have had to be reduced as a result. This has been a long and arduous process but we are determined to ensure that we create a healthcare facility that is

efficient and affordable not only now but in the difficult times ahead."

The hospital team is currently developing a range of options for the future of Cromer Hospital, based on a budget of £15 million and made up largely from Cromer legacies (see below). The options will be discussed at the September meeting of the Trust Board.

THE SAGLE BERNSTEIN LEGACY

In 2001, the Trust received an £11.4 million legacy left to Cromer Hospital by the late Sagle Bernstein. Mrs Bernstein was a local resident and her sister had been a patient at Cromer Hospital.

So far, a total of £4.1 million of this legacy has been spent on state-of-the-art equipment and enhancements for the hospital, ranging from the latest ophthalmic equipment to reclining chairs for patients in the phlebotomy department. The rest has been invested and the value of the legacy, which is held on deposit, currently stands at £12.4 million.

PHYLLIS COX LEGACY

In 2004 Phyllis Cox, of Bacton, also left a substantial legacy to Cromer Hospital after spending a week there in the 1950s. The value of the Cox legacy currently stands at £1.3 million.



Rebuilding plans may be revised but the Trust remains committed to developing services at Crome – including Radiology

"VOICE OF CROMER" RETIRES

Brenda Stibbons, "the voice of Cromer Hospital" for 18 years, has retired from the post of receptionist/telephonist. For six years she was also the UNISON representative at Cromer, contributing as a panel member during Agenda for Change.



THE PULSE

Editor Sue Jones (ext. 5944)

Pictures Kieron Tovell, 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)

Please send your contributions for the October issue to Sue Jones (Communications) by 9 September 2009.

• The Pulse is funded entirely from donations and not from NHS funds

WELCOME

...to the following consultants who have joined the Trust since 1 June 2009:

Dr Melanie Maxwell and **Dr Sarah Yarham**, anaesthetists, **Dr Debashis Biswas**, oncologist, and **Mr Tim Duncan**, gynaecologist.

FAREWELL

...to the following long-serving staff who have recently left the Trust: **Vivien**

Steward, staff nurse on Edgefield Ward, after nearly 34 years, **Roger Cooke**, IT manager, after 33 years, **Jennifer Page**, healthcare assistant on Edgefield Ward, after 32 years, **Margaretha Kempenaar**, midwife in Delivery Suite, after 28 years, **Kathleen Przborski**, healthcare scientist in Cytogenetics, after 26 years, **Julie Coates**, staff nurse in the pre-admission assessment clinic, after 25 years, **Anne Wear**, staff nurse in Critical Care, after 23 years, **Heather Brighten**, medical secretary in Gastroenterology, after nearly 22 years, and **Jane Williams**, deputy sister on Gunthorpe Ward, after 21 years.