

THE Pulse

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Our Vision
To provide every patient
with the care we want for
those we love the most

Norfolk and Norwich University Hospitals



NHS Foundation Trust

Star treatment

Spotlight
on our
Staff
Award
winners



PHOTO BY KIERON TOVELL



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Accolades for NNUH staff



STAFF FROM NNUH are celebrating their success after scooping top awards for innovation and excellence in their field.

A team including Pamela McCarthy, Carol Edwards, Stevie Read and Ben Mills won the highest accolade in the *Nursing Times* awards for their innovative work to support patients with learning difficulties. They were chosen from 14 other winners to receive the Chief Nursing Officer's Award after introducing staff education, better signage and improved patient information, including a DVD about coming into hospital produced by and for people with learning difficulties.

A learning difficulties liaison nurse, Tristan Johnson, has been appointed to help train staff and support patients, resulting in shorter lengths of stay, fewer complaints and better health outcomes.

Stevie Read's work to tackle inequalities for patients with learning difficulties also won a runner-up prize in the Health Enterprise East (HEE) Awards in November.

THE TOP AWARD for innovation in Medical Technology in the Health Enterprise East awards went to Dr John Cockburn, a consultant radiologist at NNUH. John has spent years developing a disposable "aura" device which illuminates the needle during ultrasound-guided procedures, enabling clinicians to pinpoint the exact spot when removing samples of tissue.

HELEN CLARKE was named Radiographer of the Year for the eastern region by the Royal Society of Radiographers, after she was nominated for supporting colleagues in recent audits to assess their professional standards. Helen, who has 27 years' experience and works in A&E, says: "Plain film X-rays are the bread and butter of



Winners all, from above left: Pamela McCarthy, Carol Edwards, Stevie Read and Ben Mills; John Cockburn; Helen Clarke; Paula Browne and Sandra Olive

radiography, with up to 700 carried out every day at NNUH. "They are usually the first diagnostic imaging that a patient receives and the level of skill required by radiographers to produce high-quality images should not be underestimated."

TWO OF OUR respiratory nurses specialists, Paula Browne and Sandra Olive, won national awards from the British Lung Foundation for their "outstanding" work with the Breathe Easy support group. The group was set up in 1998 for people living with lung disease and their families and now has over 500 members across Norfolk.



IN NOVEMBER the Communications team at NNUH won a silver award for "Best Magazine" in the regional CIPR (Chartered Institute of Public Relations) Pride awards for our hospital magazine, *The Pulse*.

PENNIES MAKE POUNDS

THE 'PENNIES from Heaven' scheme helped our staff to donate more than £2,000 to the Big C cancer charity last year, simply by donating the spare pence in their pay.

This year's nominated charity is Mercy Flyers, a not-for-profit organisation that takes specialist medical care to remote areas of southern Africa.

• To sign up to Pennies from Heaven, apply online via the HR intranet pages or contact the Human Resources Department on 01603 289 777 (5777).

A THIRD angiography suite was officially opened in November to provide extended state-of-the-art facilities for heart treatment at NNUH.

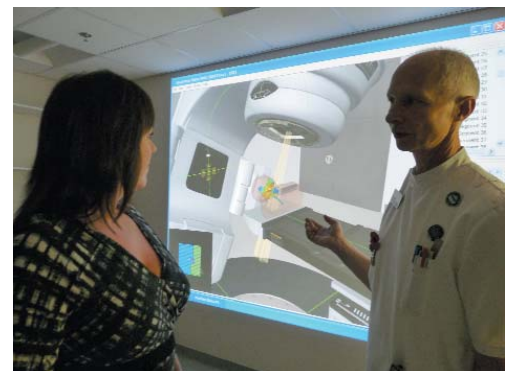
The £3.1 million suite will be used for coronary angiography, balloon and stent treatment (percutaneous intervention, or PCI) and for fitting pacemakers and other implantable devices. It is also designed to be suitable for electrophysiology and ablation – procedures which are currently only available to local patients at Papworth Hospital in Cambridge.

NNUH is now an approved heart attack centre for Norfolk and north Suffolk, providing emergency treatment 24 hours a day. The £1 million Balloons4Hearts appeal helped to boost our emergency PCI service and the Norfolk Heart Trust (NHT) has since donated £100,000 towards a £400,000

PHOTO BY KIERON TOVELL



Boost



OUR RADIOTHERAPY department celebrated World Radiography Day in November by inviting visitors to a "virtual" tour of our radiotherapy equipment. The on-screen tour allowed staff to explain how radiotherapy targets tumours with the help of 3D projections and computer modelling.

The Colney Centre at NNUH has some of the very latest equipment in Europe and treatment planning is improving all the time thanks to IMRT (Intensity Modulated Radiotherapy). This means radiotherapy can be applied more precisely to prevent damage to surrounding tissue – particularly important for head and neck cancers.



for hearts

appeal for a local electrophysiology service. Another £50,000 has been donated by the Geoffrey Watling Charity, who previously gave £200,000 for Balloons4Hearts.

The Lord-Lieutenant of Norfolk, Richard Jewson (pictured above, right, with Trust Chief Executive Anna Dugdale and cardiologist Dr Tim Gilbert) performed the opening ceremony and the construction work was undertaken by John Youngs Ltd.

To support the Norfolk Heart Trust go to www.norfolkhearttrust.co.uk/donate.asp

THERAPY MATTERS

DO YOU have views on our therapy services (Chaplaincy, Clinical Psychology, Dietetics, Medical Illustration, Occupational Therapy, Physiotherapy and Speech and Language Therapy) that you would like to share? Would you like to be involved in planning new developments? If so we would like to hear from you. Please contact penny.heath@nmuh.nhs.uk or call Penny on 01603 287117.

SPEAK OUT

AS A FOUNDATION Trust we are committed to promoting a climate of openness and dialogue about workplace concerns such as unlawful conduct, financial malpractice and dangers to the public, reflecting the requirements of the Public Interest Disclosure Act (PIDA) 1998.

Our new *Speak Out* policy, formerly the *Whistleblowers* policy, explains how employees can raise such concerns and how the issue will be dealt with. The policy has recently been updated and can be found on the NNUH website.

REASONS TO BE CHEERFUL

Through all the gloom and doom in the economy, Trust Chairman David Prior is determined to focus on the bright spots on the horizon

THERE COMES a time when you just can't take any more bad news. As I write, Ireland is heading for bankruptcy and Portugal, Spain and now Italy are tottering on the brink. The euro looks fragile at best. Meanwhile, closer to home, a chill wind is blowing through all areas of public spending.

But hey, it's nearly Christmas and I would rather laugh at Anne Widdecombe dancing (You call that dancing?) than wring my hands like Mr Scrooge.

Actually we have rather a lot to smile about if you look beyond the gloom to the bright spots on our own doorstep. Here are some of my reasons to be cheerful:



CLINICAL SERVICES

- Work has now started on the long-awaited rebuilding of Cromer Hospital and we have taken delivery of a brand new MRI scanner (see page 16)
- We have made a very significant investment in stroke and heart attack care with greatly enhanced facilities
- We are expanding neonatal intensive care and our "Cots for Tots" appeal to raise funds for NICU has got off to a good start
- We have made a major investment in diagnostics, particularly CT and MRI
- Our microbiology team has moved to new state-of-the-art laboratories on the Norwich Research Park

PERFORMANCE

- Our waiting list has never been smaller and waiting times are much shorter
- Infection rates for *C diff* and MRSA are very low and falling

- Bed availability is much better and there are far fewer surgical cancellations
- The research programme is progressing well with collaboration between ourselves, the UEA and Norwich Research Park
- Assessment of emergency patients and the flow through the Acute Medical Unit is much improved

"I'd rather laugh at Anne Widdecombe dancing than wring my hands like Mr Scrooge"

SPECIAL ACTIVITIES

- We are working with schools, in particular the Ormiston Victory Academy in Costessey, to share our expertise, encourage interest in science and promote healthy lifestyles
- Along with Serco we are working with organisations such as the Prince's Trust, City College and the Norfolk Exchange to create training and career opportunities for students and the unemployed
- Through Project Search we are helping to give young people with learning difficulties a chance to acquire the skills they need for paid employment.

We provide outstanding care and we are achieving good clinical outcomes. We are investing in the future and playing an important role in the Norfolk community. So it's not all gloom and doom. Far from it.

There will be challenges and setbacks but we will overcome them because we are united behind a very clear Vision: "To provide every patient with the care we want for those we love the most". We must never lose sight of that vision. The future for our Trust is tough but bright..

203 YEARS AND COUNTING...

Some of our longest serving staff were presented with certificates at the Staff Awards to mark their commitment to the NHS – including five with more than 40 years' service

MARGARET CRAWFORD has devoted her life to nursing and is only now “catching up on the things I missed” following her retirement in January this year.

She worked in an old people's home before starting as a pupil nurse at the old N&N and West Norwich hospitals in 1970.



She even lived on-site at the nurses' home, Woodlands House, long after her training was completed, moving out only when she had saved enough money to buy

her own flat in 1983. “It was very strict – you needed a pass to go out of the house and you weren't allowed any visitors in your room, not even your parents!” she recalled. “It sounds harsh but we had a lot of fun.”

Having qualified as a state enrolled nurse in 1972, Margaret completed a conversion course to become state registered in 1998. She took charge of the stores and admits she worked many hours unpaid until the ward was reorganised following the move to NNUH: “I absolutely loved nursing and I received lots of letters of thanks from the patients – I never regretted the hours I spent at work.”

Since her retirement, Margaret has embarked on computer studies – her email contains the numbers 222, “the cardiac arrest code, so I won't forget it!” – and she has also taken up craftwork and volunteering: “My nursing skills have also come to the fore recently for a friend who is recovering from an accident.”

CHRISTINE MCKENZIE joined the old N&N as secretary to the Hospital Secretary, who was then the hospital manager. She was one of the first members of staff to take advantage of maternity leave for the birth of her son in 1977 and she went on to study for



Rolling back the years, from left: David Wagg, Christine McKenzie, Margaret Crawford, Sheila Wood and Doreen Shreeve

a Certificate in Personnel Practice to equip her for a career in HR.

“So much has changed – there has been a huge increase in the number of patients and there wasn't even a personnel department when I started, although a personnel officer was appointed a few years later,” she recalls. “Computers, the internet, and new employment laws have all had a very big impact on our working practices.”



“I've never had time to be bored and I've loved working in recruitment because it is so positive. I benefited from being able to job-share and work flexible hours whilst having a family and I was encouraged to further my education to progress in my career.”

For 30 years Christine has helped run the Friends of Norwich Hospitals and she was secretary of the staff social club for 25 years. She is retiring at Christmas and says: “I will miss the buzz but I feel it's time to take life easy and enjoy relaxing with a glass of wine on our boat at Ranworth.”

DOREEN SHREEVE

started her career as a student radiographer in 1964 and went on to specialise in ultrasound. Apart from a three year break for the birth of her two children, she continued to work as a sonographer in the ante-natal clinic until her retirement in November 2009.



“Today all pregnant women are scanned as a matter of routine but in the early days the service was limited to problem pregnancies or women with diabetes who were likely to have big babies,” says Doreen. “In those days we might do five scans in an afternoon clinic, compared to as many as 40 today.”

“The scans are now much more complex and sonographers can carry out detailed checks on the baby's heart, for instance, as well as tell the sex of the baby.”

Since her retirement Doreen has taken up calligraphy and she is looking forward to the birth of her first grandchild in 2010.

DAVID WAGG started his working life in the butchery trade before coming in from the cold to join St Andrews Hospital in Thorpe as a cleaner. “It seemed like a steady job and my elbows were suffering from working in freezing temperatures in the cold store so I was very happy to make the move,” he says.



David transferred to the old N&N in 1987 to work in the pathology department and has been a porter with the department ever since, collecting and delivering specimens, washing the glassware and helping to load and unload parcels from the loading bay. “It doesn't seem like 40 years and I have no plans to retire from the NHS just yet,” says David, who enjoys walking and gardening when he is not at work.

SHEILA WOOD (see profile on page 14)



AWARDS NIGHT PHOTOS BY KIERON TOVELL



STAFF AWARDS 2010

SIX OF our staff were commended for their remarkable "Lifetime Achievement" in the 2010 Staff Awards, held at The Forum in Norwich in October.

They were given a standing ovation as they were introduced by *Anglia Tonight* presenter Becky Jago (pictured) rounding off an evening when 34 individuals and 10 teams were presented with awards to mark their outstanding contribution to our hospitals.

A record 650 nominations were received this year from colleagues and patients, paying tribute to those who "go the extra mile" in their working lives.

Anglia Tonight's Becky Jago read out some of the nominations as she presented awards in 12 categories, including leadership, innovation, patient choice and team of the year.

New for this year is a separate unsung hero



award to recognise the important role of our non-clinical staff. This award was sponsored by Dave Batchelor whose late wife Denise was a medical secretary at NNUH for 19 years.

Chairman David Prior said: "It's such a pleasure to be able to recognise those who have

gone above and beyond the call of duty. It is also important to recognise staff who have dedicated their working lives to our hospitals."

The awards were sponsored by Serco which provides a range of services at NNUH including catering and cleaning. The Patient Choice Award was supported by the Eastern Daily Press and the Innovation or Best Suggestion Award was sponsored by Octagon.



PATIENT CHOICE: INDIVIDUAL

GOLD Martin Cameron, Consultant in Obstetrics and Gynaecology

JOINT SILVER Kay Mason, Staff Nurse in the Jack Pryor Renal Unit; Lucy Russell, Clinical Nurse Specialist in colorectal and stoma care; Roma Spinks, Iron Therapy Specialist in the Jack Pryor Renal Unit



Martin Cameron receives his award from NNUH Governor Annabel Kennan

MARTIN CAMERON was nominated by patients for his friendly and calming approach, coupled with an “astounding personal commitment” to the families in his care. “He was very professional and patient and made us feel he really cared about our concerns,” wrote one mum. Another commented on his commitment to scan her unborn baby every day for as long as required, which turned out to be 23 days, including weekends and bank holidays. “This made all the difference to our baby boy as it meant he was delivered at 31 weeks instead of 28 and was much healthier and stronger as a result.”



Martin, who has three children of his own ranging in age from nine to two, was brought up near King’s Lynn and trained in Dundee before completing his specialist training in Newcastle.

He was delighted to return to Norfolk last year as a consultant obstetrician at NNUH, doing a job he loves. “My role combines surgical expertise with good communication skills,” he says. “Every baby is special and birth is the most amazing thing in the world. I feel privileged to be part of women’s lives at such a very important time.”

Martin pays tribute to the excellent midwifery team and his fellow fetal medicine specialists at NNUH, who work together to provide a first class service for patients. He also points out that ultrasound technology has come a long way in recent years, helping doctors to provide more reliable information and advice for their patients.

SERCO AWARD

GOLD Sarah Morter, Infection Control Nurse

SILVER Sarah Walker, Refurbishment Programme Project Manager, Facilities

BRONZE David Furse, Volunteer

COLLEAGUES SAY Sarah Morter is “both a pleasure and an education to work with... she is always helpful and encouraging and invariably puts the patients’ needs first.”

Having qualified at the old N&N, Sarah moved to Birmingham to work on a burns unit and train as a midwife before travelling with her husband to work with refugees in Sudan. This proved to be the first of several working trips to third world countries, including Kenya and Ghana, and she also returned recently to Sudan for our hospital Links programme.

Whilst living overseas Sarah home-schooled her two children in conditions that were extremely challenging, often with no running water and no electricity.

“It was amazing for me to experience a cholera outbreak at first hand and to see a direct link between the environment and infection,” she says. “If nothing else, my travels

have taught me that we need to look after the basics – a clean environment, clean hands and clean equipment – if we are to win the fight against infection.”

She joined the infection prevention and control team at NNUH in 1999 and her passion for “the basics” is behind her nomination for the Serco award. “I try to be a friendly face and to instill a no-blame culture,” she says. “Infection control is everyone’s responsibility and it’s so important that we work together to achieve the best for our patients.”

Sarah is married to Mike, who also trained as a nurse and now manages health research projects for the UEA. The couple have three children, Tommy, Peachy and Puja. Puja, whom they fostered in Nepal, works at NNUH and their own daughter Peachy is hoping to follow in Sarah’s footsteps by becoming a nurse.



Sarah Morter: “a pleasure and an education to work with”

PATIENT CHOICE: TEAM

GOLD Paediatric Diabetes Team

SILVER Eye Clinic, Ophthalmology

JOINT BRONZE A&E; Intensive Care Unit



The Paediatric diabetes team: "helping children to achieve their dreams"



THE PAEDIATRIC diabetes team is made up of nurse specialists and consultants who between them look after more than 280 under-18s with type 1 diabetes in Norfolk.

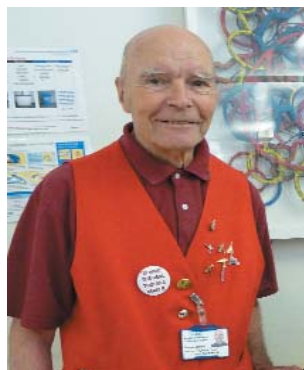
It is vital that their diabetes is carefully monitored and controlled to prevent serious health issues in later life and the team is constantly striving to find new ways of engaging patients, from audio podcasts on the NNUH website to days out and support groups for teenagers.

Elizabeth Withington, the mother of a 14-year-old boy, commented: "They

make the scary and difficult world of diabetes manageable and enable our children to live full and happy lives.

"They communicate with care, consideration, and a great sense of humour, which means the children respond well and work with them to control their diabetes. They advise on new treatments... provide opportunities to take part in research projects... support youth groups on day trips and activity weekends... Above all, they encourage the children to be proactive and achieve their dreams."

DONNIE BROOM, 82, swears by a daily tippie of cider vinegar dissolved in half a pint of water. Until he left Norfolk in October to live with his daughter in Crete, he was also getting plenty of exercise on the Weybourne Day Unit, running errands to Pharmacy up to 15 times a day, offering patients tea or coffee and cleaning and restocking the trolleys.



"Donnie is always cheerful and friendly and willing to help," wrote one of his colleagues. He is leaving shortly to move abroad with his family and he will be greatly missed by everyone on the unit."

A former aircraft technician and factory worker, he started volunteering "to give something back" after his wife died from cancer three years ago. His elder daughter also died from the disease.

Knowing how much he loves aircraft, many patients have given him badges that he wears with pride and he recently enjoyed a farewell gift of a trip around Norfolk in a private two-seater plane at the suggestion of another grateful patient.

Despite suffering from arthritis, he works hard to keep healthy and says the errands to Pharmacy helped to keep him fit. "The reward for me is that I meet people every day who greet with me with a smile and pass the time of day. The nurses are fantastic and a pleasure to work with."

Although sad to leave the unit, Donnie is looking forward to his new life in Crete: "It's a big adventure for me," he said.

VOLUNTEER OF THE YEAR

GOLD Donnie Broom, Weybourne Day Unit

JOINT SILVER Cromer Dialysis Unit (Sally Hodges, Sylvia Mickleburgh, Trish Stockley and Sue Woods, with a special mention for Judith Hipsey who was part of the team until she died in 2009); Mary Oliver, Rheumatology

BRONZE Ralph Richley, Gunthorpe Ward



Donnie Broom receives his award from Derek James, Sheriff of Norwich

LEADERSHIP AWARD

GOLD Mary Edwards, Critical Care Outreach Team Leader

SILVER Carol Farrow, Head of Pharmacy

BRONZE Rebecca Hulme, Operational Manager, Head and Neck Services

SINCE BECOMING a founder member of the Critical Care Outreach Team in 2001, Mary Edwards has worked quietly behind the scenes to help ward staff respond effectively when patients become critically ill.

Under her careful leadership the team has grown, extending their service to 12 hours a day (8am to 8pm) to provide both a clinical and educational resource for the whole Trust. Their work is at the forefront of our trust-wide patient safety campaign and Mary is passionate about patients receiving prompt action when they show signs of deterioration.

As she explains: "Working as clinical role models and teaching at the bedside can make a real difference for staff and patients. We are often told we've helped staff piece together the jigsaw of why the patient is deteriorating and what their observations mean but also

enabling staff to understand what they should do about it."

Born in Walsall, Mary came to Norwich in 1981 to train as a nurse "because it's a lovely city". She initially worked on the neurology ward at the old N&N before switching to critical care in 1988.

After undergoing further training in neurosurgical and medical nursing at Addenbrooke's Hospital, she returned to Norwich to join the Intensive Therapy Unit, working part time after the birth of her two boys, Luke and Daniel, now aged 20 and 15.

Mary has a talent for teaching – she is an associate tutor at the UEA in addition to her work with the Critical Care Outreach Team.

A colleague wrote: "She mentors each new



Mary Edwards receives her award from Sandy Sankar, Deputy Lieutenant for Norfolk

team member, using their strengths but also addressing areas of perceived weakness or inexperience. She has a strategic vision but she is also flexible and responsive to changing circumstances."

Outside work, Mary unwinds by hill-walking and geocaching with Chris, her husband of 23 years.



Kate Wyatt, Employee of the Year, receives her award from Trust Chief Executive Anna Dugdale

EMPLOYEE OF THE YEAR

GOLD Kate Wyatt, Specialist Nurse Practitioner in Pain Management

SILVER Tristan Johnson, Liaison Nurse for Learning Difficulties

JOANNA LEGOOD Medical Secretary, Obstetrics and Gynaecology

KATE WYATT is described by her colleagues as "a great role model... she has dramatically changed the role of the acute nurse in pain management in the last two years." She has established a specialist nurse-led clinic for patients with spinal cord stimulators and for those on opiates for their pain. She has also helped to develop an assessment tool for removing epidurals to improve patient safety.

Kate says there have been many exciting developments in recent years to help patients suffering from chronic pain, including implantable electronic devices, such as spinal cord stimulators, and pulsed radio frequency for conditions such as the debilitating face pain caused by

trigeminal neuralgia. "It's extremely hard for these patients and managing their pain has a strong emotional element, which is why we take a multidisciplinary approach and involve psychologists in our clinics. We also work closely with the drug and alcohol service because there can be some crossover with pain management," she says.

Having trained at the old N&N 27 years ago, Kate began studying for an MSc in pain management in 2010. Her husband Stephen is a mental health nurse and one of their two daughters, Constance, is a senior assistant technical officer in Pharmacy. In her spare time she enjoys researching their family history and gardening.

TEAM OF THE YEAR

GOLD Thromboprophylaxis Team
SILVER Home Dialysis Team
BRONZE Same Day Admissions Unit

THE THROMBOPROPHYLAXIS team brings together a large group of nurses, doctors, pharmacists, laboratory and admin staff who between them have managed to raise awareness and prevent life-threatening, hospital associated blood clots at NNUH. They won national acclaim and a first prize for innovation for their “Click for Clots” educational website and their efforts to identify and treat patients who might be at risk have put NNUH on the map as an exemplar centre to promote best practice in the prevention and care of hospital associated thrombosis.

Through a network of link nurses, monthly audits and trustwide education sessions – even at 5am to capture night staff – the team have strived to ensure that all



hospital in-patients undergo a thrombosis risk assessment (TRA). By September an audit showed that 97 per cent of ward inpatients had undergone a TRA.

As consultant haematologist Dr Jennie Wimperis commented: “Not all fatal blood clots are preventable but even one unnecessary death is a tragedy if it can be prevented with the right kind of surveillance and care. We have been conducting audits

and assessments for some time now and we are delighted that our hard work is paying off.”

Dr Peter Woodhouse, consultant physician and chair of the Thromboprophylaxis and Thrombosis Committee, commented: “This success is a direct result of the hard work and dedication of the whole hospital team, including Pharmacy and our in-house IT web specialists.”



Julia Watling: “helping to develop skills in the workplace”

LINKS AWARD FOR PARTNERSHIP WORKING

GOLD Julia Watling, Training and Development Manager
SILVER Gabriella Cawston and Charlotte Devereux, Neonatal Intensive Care Unit
BRONZE Fast track Referral Pathway Team

FROM THE moment she became training and development manager in 2007, Julia Watling has put exceptional effort into developing creative partnerships with organisations such as City College Norwich, Job Centre Plus and The Prince’s Trust to create new employment and training opportunities in our hospitals. Among her many successes are a work trials scheme for the long-term unemployed, The Prince’s Trust “Getting into Hospital Services” project and most recently an apprenticeship programme.

“Most conventional development opportunities are geared towards young people who have already achieved good educational qualifications. I get a great deal of my job satisfaction from nurturing those who are less fortunate, for whatever reason, and helping them to develop their skills in the workplace,” she says. “I’ve been lucky to work with some fabulous people and to watch

hundreds of staff progress and move on with their careers. However I do not do this on my own and have an extremely supportive team working with me.”

Julia began her own career as a student nurse in 1979, choosing to work nights after her daughter, Laura, was born in 1989. After becoming an NVQ assessor, she joined the practice development team at NNUH and went on to develop a new assistant practitioner programme for healthcare assistants.

She decided to embark on her own educational journey in 2001 and was rewarded with an Honours degree in Social Studies in 2006. She is now studying Medical Education at Masters level.

The Links Award is the fourth she has achieved this year for her work to develop education projects with the local community.

UNSUNG HERO: CLINICAL

JOINT GOLD Richard Lowndes, Manager, Physiology Unit;
Elizabeth McClagish, Haematology Nurse Specialist

SILVER Steve Hume, Deputy Charge Nurse, Emergency
Assessment Unit (Surgical)

BRONZE Susan Fiddy, Staff Nurse, Guist Ward

RICHARD LOWNDES has steered the Norfolk Physiology Unit to become one of the largest in the UK, with a multiskilled approach to problems ranging from heartburn to incontinence. Around 1,500 investigations are now carried out in the unit each year.

“Physiology tests will vary in complexity but basically they all involve measuring pressures in specific areas of the body and recording how they change with function,” he explains. “We analyse the tracings and send a detailed report to the patient’s consultant.”

Richard started his career 38 years ago as a research technician in the Welsh National School of Medicine’s department of surgery, at a



time when the use of electronics in medicine was still in its infancy. He helped to found the Association of GI (gastro-intestinal) Physiologists, who got together in the 1980s to share information and best practice in physiology techniques.

When he was asked to

set up the first physiology unit in Norwich in 1996, he jumped at the chance to create a centre, from scratch, where patients could go for their physiology tests.

“We are a small team here but we are one of the few units in the country to take referrals from such a wide range of specialties,” he says. “I think patients benefit from our integrated approach. For instance, we work closely with the continence advisers to help monitor the patients’ condition and suggest ways for them to control and manage their symptoms.”

Richard has developed physiology research and education at NNUH, contributing to numerous national publications and presentations. Colleagues paid tribute to his commitment to patients: “When a specialist nurse was unwell for six months he worked lunchtime and cancelled holidays to cover her work. He also gave up his own office to make space for oncology services.”

He has been married to his wife, Sally, for 32 years and the couple have two grown-up children. He teaches classical guitar in his spare time and is proud that two of his former pupils went on to study classical guitar at the Birmingham Conservatoire.



Richard Lowndes and Liz McClagish take the stage

LIZ MCCLAGISH was already highly respected as an oncology specialist nurse when she was involved in a road accident in Cuba last summer. Despite suffering serious injuries, she has returned to work full time, inspiring everyone on the Weybourne Unit with her professionalism and strength.

“She helps with clinics, counsels patients on the phone and is always ready with empathy and encouragement,” wrote one of her colleagues. “She has even managed to carry out venepuncture and cannulation despite her disabilities. She never complains, despite suffering some residual pain. She’s a complete star!”

Liz began her nurse training at the old N&N in 1974 and worked as a state enrolled nurse while bringing up her two children, taking the opportunity to update her training and become state registered in 1989. She has worked with cancer

patients ever since – first at the Walsingham unit at the old N&N and more recently at the Colney Centre at NNUH.

“It’s been a huge learning curve and we have seen some amazing advances in cancer treatments over the years, such as stem cell transplants,” she says. “It’s almost a privilege to do this job – it’s very satisfying because we follow the patients through their treatment and we get to know them and their families very well.”

Liz is keen to thank her colleagues and family for the support they have given her during difficult times. “I am so lucky to work with such a fantastic team of people. My colleagues have taken on some of the clinical tasks I can no longer do – I couldn’t manage without them.”

UNSUNG HERO: NON-CLINICAL

GOLD Linda Cooper, Housekeeper, Kimberley Ward
SILVER Carrie Nolan, Admin Manager, Rheumatology and Neurology
BRONZE Kathy Lewis, Ward Clerk, Easton Ward

NOTHING IS too much trouble for Linda Cooper, say her colleagues on Kimberley Ward: “She keeps the place spotless and is always willing to run errands and stock up – our cupboards are the tidiest in the hospital. She organises parties and collections for staff and at Christmas she buys and wraps presents for the patients herself – all because she gets enjoyment from making us happy!”

Linda admits she is extremely tidy but insists her contribution is nothing compared to the nurses on Kimberley Ward: “It’s an honour for me to work with them,” she says.

After school she tried various jobs, including hairdressing, ward orderly, factory work and the RSPCA before

switching to hospital catering at the former West Norwich Hospital in 1974.

She jumped at the chance of becoming a housekeeper in 2002 – “because I like to be in charge of my own workload and I do like everything to be just so.”

Outside work, Linda has devoted much of her time to helping her daughter, Holly, pursue a career in athletics, travelling the country to enable her to represent Norwich and Norfolk in running events. Now that Holly is going to university, however, Linda is preparing to take up some hobbies of her own: “I’ve tried everything from horseriding to theatre arts and animal rights – I also love to entertain so I don’t think I’ll be bored!”



Linda Cooper receives her certificate from Dave Batchelor, who sponsored the award



BEST SUGGESTION or INNOVATION

GOLD Morné Wolmarans, Consultant Anaesthetist
SILVER Frankie Swords, Consultant in Diabetes and Endocrinology
BRONZE Single Point of Referral Team (Jo Walmsley, Nicola Clemence, Liz Hogbin, Dean Palmer and Ben Harwood)



Dr Morné Wolmarans receives his award from Non-executive Director David Wright

A TECHNIQUE introduced to NNUH by Morné Wolmarans has given new hope to patients who would otherwise be denied life-changing surgery because of the high risks associated with a general anaesthetic. It involves injecting a local anaesthetic safely around appropriate nerves, using ultrasound for guidance to target the anaesthetic more accurately.

The technique is now widely used for surgical procedures such as hand trauma surgery, painful orthopaedic operations and even high risk vascular surgery.

Morné qualified as a doctor in his native South Africa and went on to specialise in anaesthesia.

Ultrasound-guided techniques were first used in Austria around ten years ago and Morné became one of the first to introduce them in the UK in 2002. He has since



trained many other anaesthetists to follow his lead and has helped to design a national training course which is now held regularly at NNUH. He lectures extensively and continues to introduce these techniques in other countries. He is a member of the national council for regional anaesthesia.

“The patients are happy because they get to leave hospital much sooner; their recovery is quicker, pain free and without the side effects of a general anaesthetic,” he says.

Married to a dentist and with two young children, Morné loves outdoor sports, especially golf, snowboarding and clay pigeon shooting.



Dr RICHARD BEACH
Consultant Paediatrician

DR RICHARD BEACH is celebrating 25 years' service with the Trust

this year, in addition to being one of our Lifetime Achievement award winners. As one of his colleagues wrote: "Richard's dedication... to his ideals and beliefs, to his young patients, medical students, hospital colleagues and the wider community... is the driving force behind his many professional achievements."

He established the first multidisciplinary child development unit for Norwich and his work in the field of epilepsy is widely recognised.

Richard grew up on a farm in Cornwall – "an idyllic childhood" – and set his heart on paediatrics during his medical training in London, Bristol and Southampton.

"I enjoyed it because it was fun and because paediatrics is all about strong teamwork. I like being part of an enthusiastic team."

He is highly respected by his colleagues and was until recently the Trust's lead doctor for child protection. He has a long-standing interest in clinical ethics – as chair of the Trust's clinical ethics committee he was the person to whom many clinical staff could turn when facing difficult decisions in their day-to-day work.

"Doctors have to live with the consequences of their decisions and traditionally they have carried this burden alone. I strongly believe they can benefit from being able to discuss ethical issues and get support from colleagues when they need it," he says.

Now officially retired – although he is continuing to work part-time – Richard and his wife Hilary have three grown-up children and three grandchildren. A keen sailor, he is looking forward to spending more time with his family, as well as helping with Hilary's Christian charity, known as Besom, which provides furniture and services to the needy. "I enjoy being outdoors so I am happy to help with gardening and maybe teach youngsters to sail," he says.

Lifetime achievers Alice Lince, Richard Beach, David Scott, Keith Tucker, Elaine Freeman and Sheila Wood are pictured with Trust chairman David Prior

LIFETIME ACHIE

RICHARD BEACH Consultant Paediatrician
ELAINE FREEMAN Trust Liaison Discharge Manager
ALICE LINCE Staff midwife, Ante-natal Clinic



ELAINE FREEMAN
Trust Liaison Discharge Manager

ELAINE FREEMAN was a site practitioner and a modern matron before becoming operational manager for orthopaedics. Following her retirement, she took on a demanding project as discharge manager, acting as liaison officer between the Trust and external agencies to help improve patient pathways.



"Elaine has always been extremely passionate about her work and does not shy away from difficult tasks, bringing staff at all levels on board to achieve challenging goals," wrote a colleague.

She might never have become a nurse, however, had she not been run over by a car at the age of 17. Forced to spend three

long months in Addenbrooke's recovering from a fractured femur, she relieved the boredom by helping out with the other patients. The experience proved to be so enjoyable that she went on to train there as a staff nurse.

"Basically I believe passionately that if we look after each other well then the patients get a good deal too," she commented.

After her initial nurse training, Elaine specialised in cancer nursing at the Royal Marsden Hospital and then spent four years helping to set up cancer services in Saudi Arabia. She returned to London and discovered a taste for troubleshooting while acting site manager at the Royal London and Bart's.

Her recent "Viewpoint" article in *The Pulse*, "Whose business is it anyway?"; proved controversial but she stands by her view that the health service is "our business and we should run it efficiently... and that means the majority of patients should be ready to leave hospital without delay."

VEMENT

DAVID SCOTT Consultant Rheumatologist
KEITH TUCKER Consultant Orthopaedic Surgeon
SHEILA WOOD Senior Cardiac Physiologist



ALICE LINCE
Staff Midwife, Ante-natal Clinic

ALICE LINCE is regarded as “a legend” by her colleagues after a career spanning more than 30 years.

Having qualified as a nurse at the old N&N, she trained as a midwife at Pembury, near Tunbridge Wells, and went on to gain valuable experience in Orkney and then Bristol – “from one of the smallest maternity units to one of the largest” – before moving to Thailand to work for a Christian outreach charity for two years.

On her return to the UK she studied for a teaching qualification in Wolverhampton and returned to Norfolk in 1985 as a midwifery lecturer, respected and revered by her students for her professionalism and commitment. After ten years of teaching, she returned to clinical midwifery and became one of the first midwives to work in the early pregnancy assessment unit.

“This may sound strange for a midwife but I was never a natural with babies – the focus for me was to support the mums and help them cope at a very difficult time,” says Alice.

Although retired, she finds time to help out in the antenatal clinic when they are short staffed. Her Christian faith is extremely important to her and she is happy to have more time to spend with her husband Maurice, a retired orthopaedic nurse at NNUH, whom she married in 1991.



PROFESSOR DAVID SCOTT
Consultant Rheumatologist



PROF DAVID SCOTT

has put Norwich on the map as a centre of excellence for rheumatology and inspired a generation of young doctors and nurses. Colleagues say he’s a pleasure to work with and takes a genuine interest in their wellbeing.

A great teacher and mentor, he helped to establish the UEA medical school and has contributed to more than 250 research papers and reviews. His work in the field of rheumatoid arthritis and vasculitis is internationally recognised.

So what are the most memorable milestones in his 14 years at NNUH? He points out that we are now the second largest user of biologics in the UK after a series of successful clinical trials – the revolutionary treatment for rheumatoid arthritis has changed the lives of hundreds of patients who were previously crippled by the disease.

He is also proud of the fact that we were among the first hospitals to provide a ward for rheumatology day treatment and to empower nurses to provide a specialist outreach service for patients in the community. These innovations have now been adopted by many other hospitals and specialties.

Coming from a family of doctors – his father was a surgeon and his mother a GP – David was initially determined to forge a different career and studied engineering before switching to medicine in his late twenties. He trained in Bristol and was inspired by the challenge of helping patients with chronic disease.

He dismisses any idea that his contribution has been exceptional: “I have smashing colleagues and great support from the senior management team at NNUH,” he insists.

A past President of the British Society for Rheumatology, he currently serves on the Council of the Royal College of Physicians and still finds time for charity fundraising, having raised £3,500 for arthritis research in the Great North Run.

Married to Dee, a children’s nurse at NNUH, and father of three grown-up sons, David is to retire from routine NHS work in July 2011. He will continue to support musculoskeletal research at the UEA and plans to maintain his links with the British Society for Rheumatology as their Heberden Librarian. He is also looking forward to spending more time fishing in his native Scotland and relaxing with the family at their holiday home in Southwold.

Continued overleaf

LIFETIME ACHIEVEMENT (CONTINUED)

KEITH TUCKER

Consultant Orthopaedic Surgeon

MR KEITH TUCKER is described by a colleague as “one in a million, the most dedicated doctor I have ever known... While sometimes coming across as scary, deep down he is the kindest, most caring member of staff in the hospital... Above all he understands the needs of patients with severe disabilities and strives to enhance their quality of life.”

Keith says the reward for the long hours he spends at the hospital is to see peoples lives changed by their surgery. “I regard myself as tremendously privileged – it’s fantastic to see people striding about on the golf course when they were previously unable to walk or sleep. I also get a tremendous number of thank-you letters which put the frustrations of working here in perspective!”

The son of a builder, he trained in London and joined the old N&N as an SHO in 1969, later working as houseman to Mr Ken McKee.



“There was a heck of a buzz about the department at that time, with McKee and Watson Farrar developing the first effective artificial hip joint here.

“I came back as a senior registrar in 1975 and I was extremely lucky to be appointed to the staff in 1977 because there were only 12 orthopaedic jobs available in the UK that

year. Since then, the number of orthopaedic consultants in Norwich has grown from five when I started to 23 today.”

So what are the highlights of his long career? “Well teaching is one of the things I most enjoy and setting up the Institute of Orthopaedics with Hugh Phillips was a big step forward. I was honoured to be recognised by the British Orthopaedic Trainees’ Association as the national Trainer of the Year in 2006 and I have also been president of the British Hip Society. Outside my hospital activities I chair ODEP (the UK’s Orthopaedic Data Evaluation Panel) and sit on the steering committee of the National Joint Registry.

“I suppose getting the hospital here, near the University, rather than at Hellesdon was a major achievement for several of us at the time.”

Keith pays tribute to “my wonderful wife, Jill,” a former nurse. The couple run a 20-acre sheep farm at Barnham Broom and have three grown-up sons. “When I’m not working you will often find me on my John Deere tractor or wielding a chain saw!”



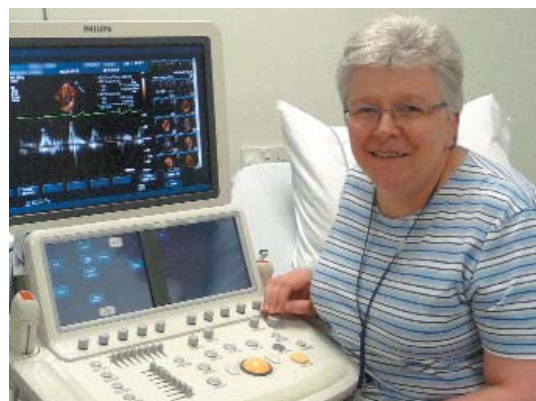
SHEILA WOOD

Principal Cardiac Physiologist

SHEILA WOOD describes herself simply as a “ticker tester” but admits the job has changed dramatically in the 40 years since she began her career in cardiology.

She was just 16 when her mum spotted an advertisement in the local paper for a trainee cardiac technician: “The moment I walked into the department I felt at home, as if I had joined a very special family,” she recalled. “I loved the variety and the fact that you never knew what was coming through the door.”

The rapid development of heart pacemakers and defibrillators, coupled with advances in echocardiography and angiography, have revolutionised the diagnosis and treatment of heart disease. “When I started we would have to tell some of the patients there was nothing more we could do – now we can do so much for them. We are not just keeping people alive but



improving their quality of life. It’s fantastic.”

Colleagues say Sheila’s commitment – to the job, to colleagues and her patients – has been at the heart of her working life. Leading a team of physiologists, she has devoted many unpaid hours to training her younger colleagues and ensuring that patients benefit from an outstanding service, despite a huge increase in the cardiology workload.

“I regard my greatest achievement as my staff,” she says, adding: “Yes, the job has been all-consuming but I’ve been lucky to work with some amazing clinicians and to be part of a really close team.”

THE BIGGER PICTURE

NOROVIRUS, C DIFF, MRSA... the names have become increasingly familiar in recent years as hospitals strive to keep infection at bay. With rising numbers of patients and high bed occupancy, coupled with increasingly resistant strains of bacteria and viruses, the need for prevention has never been a greater priority.

Dr Ngozi Elumogo, our DIPC (director of infection prevention and control), is determined to keep the issue in the public spotlight: "It's a constant challenge because we are dealing with an invisible enemy," she says. "People can be motivated to respond when there is a crisis such as an outbreak but it is more challenging to maintain people's interest at other times when it is perceived there is no problem.

"I want to keep the focus on infection at all times so we do more infection prevention and less infection control.

"The good news is that the best defence we have against most types of infection is hand washing with soap and water – and that's the message we need to get across to everybody, whether patients, relatives, visitors or staff.

"I am passionate about the need for infection prevention and staff should be mindful of the 'bigger picture' – in particular the consequences for individual patients if we fail to have robust systems in place. Everybody must contribute to preventing the spread of infections.

"The organisms we are dealing with do not respect boundaries, whether between specialties or between the hospital and the wider community. A simple omission in prevention procedures can have far-reaching consequences which are not immediately apparent to the staff concerned. Perhaps if they could 'track' the progress of infection through surveillance and laboratory tests, as I do, they would realise how important it is to take the time for these routine but essential procedures."

Recent measures introduced at NNUH include a ward dedicated to *C diff* patients where specialist staff are on hand to deal with this complex infection. "*C diff* is different because the spores are like seeds that can live on in the environment for several months, only to germinate when ingested by a vulnerable patient," says Ngozi. "By having specialist cleaning procedures

Infections may be devilishly complex but the message is simple, says Ngozi Elumogo. The first rule is to go back to basics and wash your hands thoroughly with soap and water



"These organisms have no respect for boundaries, whether between specialties or in the wider community"

and medical staff trained to treat these patients, we are better able to keep the spread of this infection under control."

Winter is also traditionally a time for Norovirus – vomiting and diarrhoea – and a new campaign aims to keep it away from the hospital wherever possible.

"If you have been in contact with the virus, please wait until you have been symptom-free for 48 hours before coming into hospital," says Ngozi. "We also want to make it clear that the hand sanitisers are designed to stop the spread of some bacteria but are not effective against norovirus and *C diff*. If wards are affected by Norovirus we will be removing the hand sanitisers from those areas and urging people to wash hands with soap and water instead."

Screening in-patients for MRSA has helped to identify patients at risk of bacterial infection and Ngozi is keen to ensure that risk assessments are carried out as a matter of routine: "If we know which patients are vulnerable we are better able to treat them

– and that counts for all types of infection. So if you are due to come into hospital as an in-patient, please be honest with us and help us to stop the spread of infection to you and other patients."

Ngozi joined the staff of NNUH in 2010 from the James Paget University Hospital in Gorleston, where she had been director of infection prevention and control (DIPC) since 2006.

Having qualified in Nigeria in the 1980s, she came to the UK in 1994 on a research scholarship to carry out tuberculosis research at the Public Health Laboratory (now the Health Protection Agency Laboratory in Newcastle. She then spent six years in Edinburgh as a specialist registrar and clinical lecturer, becoming a Fellow of the Royal College of Pathologists in 2001. She took up her first consultant post at the James Paget University Hospital a year later.

"My priority as DIPC is to provide strategic leadership in infection prevention and support clinical colleagues and managers to ensure that clinical care is given safely, with minimal risk of cross infection, says Ngozi. "Infection cuts across all specialities and no two days are ever the same – you never know what the next phone call, laboratory result or ward round will bring. It is this variety and interaction with different specialities that I thrive on."

Whilst carrying out a very busy and fulfilling job, Ngozi is also a proud mother to four children aged six to fourteen. "After a busy day at work nothing beats the fulfilment of the time that I have with my husband and my children in the evenings. I am thankful for the blessings in my life, a job I love and a family I love even more."

Cromer MRI scanner is best in the UK

CROMER Hospital has taken delivery of a new MRI scanner which is the most advanced of its kind in the UK.

The £600,000 scanner will allow us to provide a specialist diagnostic imaging service closer to home for patients living in North Norfolk. Besides using around 34 per cent less energy than older MRI models, the new scanner can produce high quality, 3D images in a much faster time.

Part of a wall was removed in the Cromer radiology unit to allow the six-and-a-half ton magnet to be carefully lowered into place. Specialist engineers then moved in to commission and test the new machine prior to scanning the first patients during December. It is hoped the new scanner will



PHOTO BY JOHN PIKE

help us to keep pace with an ever growing demand for specialist imaging services.

Meanwhile the Cromer hospital redevelopment project is progressing well with the refurbishment of Barclay Ward for renal dialysis and the creation of a temporary car park at the football club on the opposite side of the road.

The renovations include the re-roofing of Barclay Ward and a restructured ward layout to make space for nine renal dialysis stations. The new dialysis unit is scheduled for completion in February and work on the main hospital building will start in April.

DATES FOR YOUR DIARY

- Hospital Open Day and Fete at NNUH: Saturday 18 June 2011
- Council of Governors meetings:
 - 10am on 23 March 2011
 - 5pm on 26 May 2011
 - 5pm on 21 July 2011
 - 12pm on 22 September 2011
 - 10am on 22 November

The meetings are held in public but space is limited so please contact the Membership Office to book a place on 01603 287634 if you wish to attend.

- NNUH Annual General Meeting: 3.30pm - 5.30pm on Thursday 22 September 2011. The venue will be the John Innes Centre, Colney Lane, which has a larger capacity and more parking.

ELECTION NEWS

The results of the elections to fill three vacancies on our Council of Governors are being announced this month and will be available on our website from 9 December. The two public Governors will represent Broadland and Norwich, while the Staff Governor will represent Nursing and Midwifery.



CROMER STAFF braved a wet and windy day to mark the final days of the old Cromer and District Hospital with a commemorative photo. The stone entrance sign will soon be relocated to form part of the new hospital development. Around 60 per cent of our Cromer staff turned out for the historic occasion.

THE PULSE

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Hayley Gerrard (ext. 5821)

Please send your contributions for the February issue to Sue Jones (Communications) by 9 January 2011. •

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

WELCOME

...to the following consultants who have recently joined the Trust:

Miss Claire Edwards, consultant orthopaedic surgeon specialising in hand surgery; **Dr Ajay Arora**, children's anaesthetist, and **Dr Ruchie Arora**, paediatrician.

FAREWELL

...to the following long-serving staff who

have left the Trust since 1 October 2010:

Patricia Parsons, sister in Main Theatres, and **Richard Cracknell**, healthcare scientist in Clinical Biochemistry, both with 40 years' service; **Suzanne Martin**, healthcare assistant in Gynaecology Out-patients and Early Pregnancy Assessment, after 22 years; **Susan Fitt**, staff nurse on Dunston ward, after 21 years, and **Ann Nash**, clerical officer in the Stoma Clinic, and **Valerie Brice**, medical secretary in Oncology, both with 20 years' service.