

# THE **Pulse**

Issue Number 85  
April 2018



**Find out about our health and wellbeing initiatives at NNUH**



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

## NORFOLK AND NORWICH UNIVERSITY HOSPITAL

Colney Lane, Norwich, Norfolk NR4 7UY

Tel: 01603 286286 [www.nnuh.nhs.uk](http://www.nnuh.nhs.uk)

**Hospital Radio Norwich** Request line (to request a song or a bedside visit) call 01603 454585 or from your Hospedia bedside unit dial \*800

**Main Restaurant West Atrium, level 1** open Daily from 8am to 1am

**Café Bar** Outpatients East. Monday to Friday open from 7:30am to 4:30pm

**Little Costa** Outpatients West Monday to Friday open from 7am to 6pm

**POD:** Plaza East open Monday to Friday from 7am to 8pm, Saturday 9am to 6pm

**Café Pure** (inside WH Smith, Plaza West) open Mon–Fri 7.30am–6pm, Sat 9am–4pm and Sun 10am–3pm

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

**WH Smith** Plaza (West) – see Café Pure, above

**The Stock Shop** (ladies' fashions) open Mon–Fri 9am–5.30pm and Saturdays 10–3.30pm

**Cash Machines** can be found in the East Atrium, Level 2, WH Smith and the Restaurant

**Lost property** 01603 286803 or ext 2803

**Patient Advice and Liaison Service (PALS)**

For confidential help and advice call 01603 289036

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

## CROMER HOSPITAL

Mill Road, Cromer NR27 0BQ, Tel: 01603 646200

## OTHER HOSPITAL DEPARTMENTS

- **Cotman Centre**, Norwich Research Park: Cellular Pathology, Radiology Academy
- **Innovation Centre**, Norwich Research Park: Microbiology
- **Francis Centre**, Bowthorpe Industrial Estate, Norwich NR5 9JA, ext. 4652: Health Records
- **Norwich Community Hospital**, Bowthorpe Road, Norwich NR2 3TU
- **20 Rouen Road**, Norwich, NR1 1QQ, ext. 6954

## THE PULSE

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# Letters

The reason for my letter is to thank all the people involved in my care over the last 6 months. Once I noticed some irregularities and was referred by my GP, I have received exemplary care from everyone I have seen.

On the day of my operation, I arrived at DPU where I was seen by various practitioners and the anaesthetist, who put me at ease and was kind and understanding about my psychological as well as my physical needs. Once out of theatre, I was cared for compassionately and kept informed of my progress at every stage.

I would appreciate if you could say thank you to all those responsible for my past and present care, so they know their hard work and dedication is appreciated by those who matter most - the patients and their families.

Yours ever appreciatively,  
T. J. Goodley

Dear Sir,

Much has been publicised of the challenges faced by your staff, so in contrast, I thought I would tell you about the outstanding care I recently received in your eye department.

Recently, I noticed that the vision in both eyes was deteriorating and I feared I might become blind. I visited the opticians who contacted my GP, who then referred me to the eye department where I was greeted warmly before seeing Dr Misra.

Preparing for the worst, you might imagine my delight when she informed me the cause of my deteriorating eyesight was the degradation of the surface of the plastic lenses which could be treated by laser. I was astonished to be told that she would attend to the laser treatment immediately. The result was miraculous and I left the department a very happy man, with good sight restored a mere 90 minutes from the time I had entered and only 16 days from the appointment with the opticians. I cannot speak highly enough of the treatment by everyone concerned.

Well done the Norfolk and Norwich Hospital!

Yours faithfully,  
William Ashpole

## Social media @NNUH

@NNUH thank you for your excellent care throughout my recent surgery within the BC reconstruction unit - I cannot recommend enough the approach, skill and care this hospital has to offer that I have experienced. A very special thank you to my surgeons

@ridedrivehorse, Twitter

@NNUH viewed service from the other side today and fantastic service in orthopaedic clinic and plaster room - Well done everyone!

@SueHoulihan, Twitter



@NNUH so pleased with the physio I am receiving #physiotherapy #bendthatknee #nopainnogain #moreflex

@davidrose13045, Twitter

@NNUH big shout out for the CF Team - Thank you so much for all your help and support

@andystewardson, Twitter

Please send your contributions, comments and suggestions to [communications@nnuh.nhs.uk](mailto:communications@nnuh.nhs.uk) or to Communications, NNUH, Colney Lane, Norwich, NR4 7UY

## Staff Awards 2018 open for nominations

Each year we encourage members of the public to nominate hospital staff who have gone the extra mile in providing care at the Norfolk and Norwich University Hospital or Cromer Hospital. The nominations are for the Patient Choice Award which is designed to recognise the efforts of those special employees who demonstrate exceptional patient care. This might be great kindness, professional expertise or expert clinical skills. Patients can nominate any nurse, doctor, midwife, therapist, receptionist or other member of staff who looked after them during an outpatient visit, day treatment or longer hospital stay.

There are two categories:

- **Most outstanding member of staff**
- **Ward/Team of the year**

To nominate go to [www.nnuh.nhs.uk](http://www.nnuh.nhs.uk)

## Jenny Lind Children's Department celebrates 164th birthday



The hospital charity organised a Jenny Lind Day to mark the Children's Hospital's 164th birthday on 3rd March.

Norwich was the second city in the country to have a children's hospital, opening two years after London's Great Ormond Street Hospital for Children which opened in 1852. The Norwich Infirmary for Sick Children admitted its first inpatients on 3rd April 1854 thanks to the generosity and goodwill of Swedish opera singer Jenny Lind, dubbed the "Swedish Nightingale".

In 1847, she gave her first concerts in Norwich and money raised went towards the hospital which opened in Pottergate, Norwich.

Thank you to everyone who supported the day and came along to the events, including Dazzling Cakes, Bray's Cottage and Biddy's Tea Room, who kindly provided cakes and treats to help patients and staff celebrate the occasion.



Staff at NNUH have been through some tough challenges during the Winter and under a lot of pressure. I want to thank all staff for their steadfast and constant commitment and dedication. I am always hugely impressed by the teams I meet at our hospitals and I feel immensely proud of them and all their hard work to provide our patients with the best possible care.



It is really important that we all bear in mind our health and wellbeing and you can read all about our comprehensive preventative programme for staff on pages 6 and 7 detailing regular activities such as the Running Club, staff choir (cover photograph), walking group and yoga sessions. The monthly programme of Schwartz Rounds to support the emotional demands on healthcare workers was introduced here in July last year by the Workplace Health and Wellbeing team, and this is a particularly welcome development.

Pages 10 and 11 describe just some of the amazing reconfiguration and service changes in the Emergency Department which help to expand our capacity and provide better quality care for our patients. Teams in Older People's Medicine, Paediatrics, the Mental Health Liaison Service, AMU and the Emergency Department are to be congratulated for everything they have achieved in this transformational work with the support of Serco and Octagon.

You will see from this page that we have just launched the 2018 NNUH Staff Awards and I urge you to go online or pop your completed form in the post to us to nominate one of our excellent members of staff or teams.

**John Fry**  
Chairman

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

The N&N Hospitals Charity raises money to support our patients, families and staff at Norfolk and Norwich University Hospitals NHS Foundation Trust, which includes the N&N Hospital, the Jenny Lind Children's Hospital and Cromer Hospital.



### Go Caroline!

Nurse Caroline Taylor ran the London Marathon on April 22nd, raising money for VOiCE. The VOiCE campaign aims to support local women going through or having experienced any gynaecological cancers, including Vulval, Ovarian, Cervical and Endometrial cancers. Caroline works in the hospital's gynaecology outpatients department and sees first-hand the effects of these cancers. Congratulations and thank you Caroline!

### Take part in Run Norwich for N&N Hospitals Charity

On Sunday 4th August, Run Norwich takes place throughout our vibrant city. Although the event has now sold out, we have been lucky enough to secure a small number of places for people who would like to run on behalf of the hospital charity. If you'd like to join our running team at this great event, please contact [lynn.crombie@nnuh.nhs.uk](mailto:lynn.crombie@nnuh.nhs.uk) or **01603 287702** for more details.

If you would like to support the hospital charity, please contact Louise Cook on **01603 287107** or email [fundraising@nnuh.nhs.uk](mailto:fundraising@nnuh.nhs.uk)

## Easter delivery brings delight

Youngsters staying at the Jenny Lind Children's Hospital at NNUH received an early Easter delivery thanks to the generosity of Norwich Scooter Club, Lind Motorrad and personnel from RAF Marham. On Sunday, March 25th, staff from Lind Motorrad BMW motorcycle dealership in Norwich arrived on their bikes to drop off toys and gifts for the hospital's young patients. Later in the day members of the

Norwich Scooter Club brought another delivery of Easter eggs as part of their annual Easter run. On Tuesday 27th March, personnel from RAF Marham also made their annual delivery of eggs to children in the hospital. Later in the week, Reed made a delivery of eggs and gifts followed by Betfred. A huge thank you on behalf of all the children, families and staff.



## Co-op Brundall supports VOiCE charity

Thank you to Brundall Co-op for raising money for the VOiCE campaign in memory of a colleague who died not long after being diagnosed with ovarian cancer. Manager Glenn and the team held a fundraising day during which all staff dressed in bright colours, and a raffle was held in the store. The Co-op Brundall branch has also put

together a team and will be taking part in Run Norwich, also raising money for VOiCE.



## Huge donation for McKee House appeal

Bethany and Simon Kemp presented NICU staff with the cheque for £7,766.50 towards the McKee House appeal. McKee House provides accommodation for parents of sick and premature babies who need to stay in hospital.



Mr and Mrs Kemp raised the money through a Baby Rocks charity evening to thank staff who cared for their daughter, Isla, when she was born by emergency Caesarean section last year almost 14 weeks early.

Isla spent 79 days on NICU before she was well enough to go home and has thrived ever since.

As well as the donation from the Baby Rocks concert, the appeal has also received £1,000 from Earle & Stuart Charitable Trust taking the total ever closer to the £15,000 appeal target.

We are sorry not to be able to mention everyone who has helped or supported the hospital charity but we are truly grateful for all your support.

## NNUH says farewell to long-serving staff

### Karen Hall

Colleagues gathered to wish farewell to Karen Hall, Hethel Ward Sister, who has worked at the Norfolk and Norwich University Hospital for almost 37 years. Karen is originally from Fakenham and after completing her nurse training in Norwich, she started on Alington Ward at the old N&N. This was followed by eight years in the Intensive Care Unit before moving to Hethersett Ward. During this time, Karen became well known to patients and staff when she appeared on Anglia TV in a documentary called 'Nurses' which featured a day in the life of Karen as a staff nurse. Since the new N&N hospital opened, Karen has worked on Hethel Ward, and has specialised in caring for respiratory patients.

She married Martin in 2013 and is enjoying married life in Cromer.

Karen said: "I really enjoyed my last 14 years as Hethel ward sister and getting both bronze and silver awards for high standards of nursing care. I will miss my ward and all my colleagues in Respiratory Medicine but now want to spend time with my family and friends and concentrate on my garden in Cromer and relaxing by the sea. I will still see everyone at the hospital as I will continue to sing with the hospital choir."



### Jill Chapman

Twelve years' ago, Jill Chapman set up the Big C cancer information and support centre from scratch when the building was first erected on the NNUH site. Jill said: "I remember the first day I arrived and the building was empty. There wasn't even a key or any furniture."

Jill started with a vision of how the centre would work for patients, providing information and support



### Linda Page

The surgical division wished Linda Page a very happy retirement at the end of March. Linda has spent her whole career at the Norfolk and Norwich hospital since starting her nurse training in August 1981. She spent many years as a ward sister within the surgical division, before becoming the Senior Matron in 2012. Congratulating Linda on her time at NNUH, Divisional Nursing Director, Heather Watts said: "We

for those diagnosed with cancer. She recruited staff, volunteers and established the centre as a busy hub which has since seen over 180,000 visitors.

Now Jill is moving to a new NHS role in South Norfolk, still helping patients and putting her nurse training to good use. She says: "Working here has been a great experience. All the support received from the staff and volunteers has been fantastic – I couldn't have done it without them!"

Jill says: "I am very proud of what we have achieved and how much we have helped people over the last twelve years."

know that Linda will be enjoying spending quality time with her family at home and on holiday, as well as supporting her beloved Norwich City. We wish her the very best for her retirement."



## Dates for your diary

### Trust Board meetings

- 25 May 9am – 11am
- 27 July 9am – 11am
- 28 September 9am – 11am
- 30 November 9am – 11am

### Council of Governor meetings

- 26th July 10am -12pm
- 24th October 10am -12pm

All meetings are held in public in the Boardroom.

As space is limited at these meetings, please contact the Communications Team to book a place via [communications@nnuh.nhs.uk](mailto:communications@nnuh.nhs.uk)

### NNUH Dementia Fayre

Monday 14th May

### NNUH Hospital Fete

Saturday 16th June

### Cromer Hospital Fete

Saturday 30th June

### N&N Hospitals Charity Bike Ride

Sunday 15th July

### NNUH AGM and Fundraising Awards

Monday 24th September

### Medicine for Members event

Breast and Gynaecological cancers: Prevention and Awareness

Tuesday 16th October

# Preventative Wellbeing prog

## This year Workplace Health and Wellbeing (WHWB) developed a preventative health and wellbeing programme for staff.

Research evidence shows that employers who take an interest in their employees' health and wellbeing can increase productivity, improve job satisfaction and improve staff retention rates as well as reducing sickness absence. In a healthcare setting, the evidence indicates that there is a clear relationship between the wellbeing of staff and the care delivered to patients, reducing the number of hospital acquired infections and improved patient outcomes. The programme has four main objectives:

- To take positive action on health and wellbeing for staff
- Reduce the number of staff who experience work related stress, and improve mental wellbeing
- Reduce the number of staff who experience musculoskeletal problems as a result of their work
- Prevent influenza transmission to staff

## Positive action

WHWB were delighted to welcome a Health and Wellbeing Co-ordinator, Tessa Beecroft, to the team in November and Tessa has created an annual calendar of health and wellbeing events to raise awareness of the importance of looking after ourselves in order to look after others.

Tessa has developed an HWB newsletter which provides key information, case studies from staff members, and advertises regular activities such as the Running Club, staff choir, walking group and yoga sessions. One new NNUH running club member, with no previous experience of running, completed the Bungay half marathon in 1hr 51 mins after only a few months with the group!

The team also has a staff WHWB Twitter account and closed Facebook group which is growing in membership. In addition, Tessa is busy recruiting some departmental champions.

Tessa says: "We promoted the Public Health 'One You' campaign

in January which highlighted various aspects of physical activity. 'Time to Talk' day in February raised the importance of talking about mental health and a fantastic series of events for staff were arranged at various Trust locations for Nutrition and Hydration week. Our next big campaign will take place in May featuring mental health awareness week where we plan to launch our mental wellbeing plan for 2018."



## Mental wellbeing

In July 2017, NNUH introduced monthly Schwartz Rounds which is an evidenced-based programme to support the emotional demands on healthcare workers. Hilary Winch, Head of Health and Wellbeing says: "This programme is enabling staff to reflect on aspects of their work and re-charge their emotional batteries. This aspect is so important for us to continue providing great care to our patients and each time reminds those gathered of why we do the job that we do."

"The team was joined by Nikki Stroud in January, whose key focus is to deliver our mental wellbeing initiative this year. We have developed a mental wellbeing plan including a series of interactive workshops for employees, line managers as well as department-specific sessions to assist staff in



# Workplace Health and Wellbeing Programme for staff



*Workplace Health and Wellbeing team, from left to right: Nikki Stroud, Hilary Winch, Karen Carpenter (leader of the NNUH Running Club) and Tessa Beecroft*

dealing with stress, develop personal and team strategies as well as considering situations within their work areas to improve capability of dealing with the psychological demands of our roles."

### **Musculoskeletal injury prevention**

The dedicated staff physiotherapy service has been expanded since January 2018 to allow two of the physios to dedicate time to preventative activity. Kate Lucas and Amy Mortishire have one day per week where they visit departments to review working practice, suggest education or recommend adaptations to reduce the risk of staff receiving a musculoskeletal injury. Numerous visits to departments have been made since January and those staff are now receiving bespoke preventative

education either through seminars or poster advice.

### **Flu vaccination**

Each year, the WHWB team coordinate the flu vaccination programme for staff. In this latest season 77% of staff received their vaccination. Hilary says: "It is

important that we as staff members get protected in order to prevent transmission to our patients, colleagues and families or indeed to help protect us from transmission whilst caring for patients who are admitted with the flu. Our next campaign will commence in October 2018 and we are planning our next video already!"



*The NNUH Running Club*

# Mental Health Services

# NNUH

**We have been working in partnership with the Norfolk and Suffolk NHS Foundation Trust (NSFT) on the expansion of the Mental Health Liaison Service based at NNUH.** Within this feature we touch upon the benefits the work of this team has for our patients and other service developments that are supporting us to deliver a more robust service for people come into NNUH who also have presenting mental health needs.

## Team expansion

The NSFT Mental Health Liaison Service provides dedicated specialist mental healthcare to patients who come into the NNUH with a mental health need, alongside their physical healthcare needs, often via the Emergency Department. By being on the NNUH site, the service can see patients and assess them more quickly to either ensure their safe return home; that they are referred on to mental health care; or that their mental health needs are supported while they have an NNUH hospital stay for a physical health condition.

The service has recently more than doubled in size after it was awarded additional funding from the Norfolk and Waveney STP, further supported by NSFT, NNUH, and Norwich and Central MIND.

The team is made up of Mental Health Nurses, Consultant Psychiatrists, Clinical Psychologists, Assistant Practitioners and administration staff members. This is an evolving team and service, with further developments to be rolled out over the next year.

Dr John Davies, an NSFT Clinical Psychologist, working as part of the service said: "The development of the service demonstrates the commitment of local commissioners and service providers to valuing mental health equally with physical health. The expansion of the NSFT

Mental Health Liaison Service, based at NNUH, aims to provide specialist and timely assessments across all clinical areas, and where deemed necessary, evidenced-based interventions and ongoing referrals to a service most appropriate for the individual."

The NSFT Mental Health Liaison Service also works in partnership with the mental health charity Norwich and Central Norfolk MIND to ensure that the care provided is best suited to a patient's needs. The Mental Health Liaison Service will also deliver specialist training and education to NNUH staff across the hospital, to enhance their awareness and understanding of common mental health needs that can accompany many physical health conditions.

Clive Rennie, Assistant Director Integrated Commissioning (Mental Health and Learning Disabilities) said: "Treating patients' physical health and mental health together is really important, with the focus on ensuring they are linked back into community services as soon as their stay in hospital is completed. This is why the development of the Mental Health Liaison Service at NNUH and the services developed for older people are major advancements in the provision of integrated mental health services."

## New Matron role

NSFT mental health nurse Jenny Thurston has been appointed as Matron Head for Clinical Practice for the NSFT Mental Health Liaison Service which is the first, jointly funded mental health role between NSFT and NNUH, confirming the ambition for closer working for the benefit of patients with both physical and mental health needs. Jenny said: "This is a new and evolving role and has been established to ensure our patients receive the right care, at the right time by the right people. My role



*The newly-expanded NNUH Mental Health Liaison Service team*

helps the care we jointly provide to bring together the patients' needs and wishes into an appropriate combined plan of care. We're also looking forward to supporting and involving carers and relatives and ultimately using 'Triangle of Care' - an approach developed by carers, patients and staff to improve carer engagement in acute inpatient and home treatment services." Jenny has over thirty years' experience working in mental health nursing, as well as managerial and matron experience in a number of fields including Community, Older Person, Psychiatric Intensive Care Unit and Low Secure Unit and Substance Misuse.

## Working with Dementia Support Services

The expansion of the NSFT Mental Health Liaison Service, has also allowed partnership working between the NNUH Dementia Support Team to continue and further develop.

# Service developments at NNUH



Mental Health Liaison Service team

Dr Adrian Leddy, Clinical Psychologist, Mental Health Liaison Service said: "These two teams can share their expertise and knowledge in a range of medical and psychosocial approaches to help meet the care and treatment needs of those individuals who are living with dementia and who are staying in hospital." Dr Leddy added: "We know that around two thirds of inpatients at NNUH are older adults and a proportion of these will be living with dementia, delirium or cognitive impairment. Sometimes the unfamiliarity of any hospital environment inadvertently exacerbates some of the core symptoms of dementia like disorientation, concentration and memory. The work carried out between the Mental Health Liaison Service and the Dementia Support Team aims to support these patients during their stay, limit these core symptoms, and ensure that their individual needs are met." Liz Yaxley, Dementia Services Manager at NNUH said: "The

Dementia Support Team gets to know each patient individually whilst they are in hospital to understand their needs and what they and the ward teams can do to make their stay as positive as possible. The team focuses on using meaningful activities which provide cognitive stimulation and enhance wellbeing."

## In the Emergency Department

NNUH is currently making environmental changes and enhancements to support patients coming into ED who also have presenting mental health needs, working with NSFT to ensure they meet the required privacy and dignity and safety standards. The work is aimed at improving staff and patient safety and reducing the need for patients to wait in the current ED environment which can be over stimulating for people in mental health distress. Work includes the addition of safer furniture, panic strips and also a base for the Mental Health Liaison Team to work from to support timely assessment of an individual's mental health needs.

Amy Eagle, Operational Director for Women's and Children's Division and Mental Health Lead said: "For patients with a mental health need, as well as a physical health problem, coming into any ED can be a stressful experience. The environmental developments that are being carried out in ED will be of great benefit to both patients and staff, and will support the multi-disciplinary team to continue to assess and deliver the most appropriate care."

Micki Munro, NSFT Operational Locality Manager, said: "The additional funding has allowed us to work with the NNUH to develop a more robust service for people with mental health issues who arrive at

the hospital for treatment, as well as reaching more patients every year. "The service provides patients with safe, high quality and responsive care, and this closer partnership working is vital to ensuring people are seen in the whole and that their mental health as well as their physical health needs can be supported immediately. "We are also excited by the fact that NNUH has agreed to jointly fund with us a matron post for the team, which will enable the service to function better across the hospital while increasing support for NNUH staff who are caring for patients with mental health issues."

## Mental Health Board

The Mental Health Board, which was launched at the end of 2017, meets to further enhance the care we deliver for patients who arrive at NNUH with mental health needs. The board is made up of NNUH Medical Director, Peter Chapman, senior divisional representatives from the Trust, and key stakeholders with responsibility for commissioning or providing mental health and support services to NNUH across all patient groups.

Peter Chapman said: "The Mental Health Board has been introduced to support our patients and to ensure they receive the most appropriate care for their needs. The Board carries out immediate appraisal of current arrangements for care of patients with mental health needs in the Trust, and discusses recommendations for the development and provision of these services in the Trust."

Peter added: "The introduction of the Board, the expansion of the Mental Health Liaison Team and the developments in ED all show how NNUH is taking great steps forward in the delivery of mental health care and ensuring our patients receive the care most appropriate to their needs."

# Expanding our Eme

**The Emergency Department (ED) at NNUH is undergoing a £3m transformation to expand the services and offer faster and better specialist care to the 120,000 patients who attend each year.**

The NNUH ED has changed enormously over the last few years with many more options now available for people who require emergency care. Once completed, the larger footprint for the building will be accompanied by extra staff recruitment. A new entrance to ED is being erected which will be brighter and more welcoming for patients. This will allow ED staff to rapidly assess or “triage” patients on arrival so that they can be directed straight to the best service to meet their needs. Patients arriving by ambulance will still come directly through the ambulance bay.

There are several options for patient care within the department:

- minor injury service which is run by ED doctors and nurse practitioners
- an urgent care centre where patients with minor illnesses are seen by GPs
- a paediatric emergency department for children aged under 16 years
- an older people’s emergency department for patients aged over 80 years (OPED)
- a majors area for the very sick or unstable patients which includes an emergency resuscitation area.
- a specialist mental health suite for patients presenting in crisis
- Patients arriving with specific conditions such as suspected heart attacks or stroke are also typically directed straight to a specialist area for treatment.



*Some of the team involved in the creation of the Older People’s Emergency Department (OPED), the first of its kind in the UK.*



*Staff outside the reconfigured Emergency Department*

## Older People’s Emergency Department (OPED)

In a ground breaking move, NNUH has been the first hospital in the UK to set up an Emergency Department for Older People (OPED). Patients over 80 will usually be directed straight to OPED, where a multi-disciplinary team consisting of Emergency Department Consultants, Consultant Geriatricians, OPED advanced care practitioners and both Emergency and Older People’s Medicine Nurses and therapists are waiting to provide care for them.

Dr Helen May, Consultant for Older Peoples’ Medicine and the Chief of the Emergency and Older

# Emergency Department



*the newly-established Older People's Emergency Department, a facility of its kind in the country*

## Young patients

Young patients aged under 16 years are also benefiting from an expansion of the Children's Emergency Department at NNUH. The new unit opened its doors in December. It is three times larger than the old unit, it has a larger waiting room designated for both younger and older children, enhanced clinical facilities, an expansion in the delivery of mental health care for children in the emergency department and an enhanced office area for staff.

Laura Hall, Children's Emergency Department Lead Sister said: "We're delighted to have opened our newly expanded and refurbished Children's

Emergency Department. For children and their families, coming into hospital as an emergency patient can be a stressful time. The expansion of the unit is already proving very beneficial to our younger patients and has enabled us to continue to deliver first class care. Increasing the size of the unit means a reduction in waiting times for our younger patients visiting A&E, and enhanced privacy for those patients who require it when they are receiving care."

People's Medicine services, said: "The new unit offers a far better environment for older patients, particular those with dementia or cognitive impairment. We have a much quieter area in which to see patients and this helps to keep them calm and relaxed whilst we assess their needs.

"As we expand the team, we will be able to see a wider group of patients and lower the age range and criteria for seeing patients."



*The NNUH Children's Emergency Department team*

# Developing the Nu

**Following an internal selection process, nine NNUH staff members are embarking on an exciting journey to complete the new nursing degree apprenticeship.** The programme provides an additional route to becoming a Registered Nurse, providing flexibility and increasing access to the profession.

The new degree apprenticeship has recently been approved by the Nursing and Midwifery Council (NMC) with our local University partners, University of East Anglia (UEA) and University of Suffolk (UoS), providing the course based on a variation of their existing BSc degree programmes. The very first of these started with our local universities in February 2018 and the Trust has been a key contributor in developing these opportunities for staff and students.

The apprenticeship programme has been designed with an 'earn while you learn' approach, helping to widen participation and access for those with existing family or financial commitments.

The programme lasts for four years enabling candidates to mix an employed role within the organisation with additional clinical placements and study. Upon successful completion of all elements of the programme, the apprentice is awarded a degree from the relevant University and meets all necessary requirements to become a Registered Nurse with the NMC. Candidates can either start at the beginning of the apprentice programme or at the half way point dependent on previous experience and existing qualifications.

Coral Drane, Course Director for UEA's Nursing Degree Apprenticeship, said: "This innovative programme was developed to help meet the continuing demand for nurses in the region.

"The 'earn while you learn' course means that people who would like a career change, or are interested in upskilling, but are unable to undertake a traditional full-time nursing degree because of financial

implications, are now able to enter into the profession."

Following some tough interviews and developing a portfolio of evidence, seven NNUH staff members have selected to study with UEA and two have chosen to learn with UoS. Pre-course submissions related to existing foundation degrees have enabled the new students to enter the programme at the beginning of year three of the four year programme.

On completion of the course, students will be able to register with the Nursing and Midwifery Council (NMC) and will be supported to apply for band 5 nursing roles.

Students are supported by colleagues, tutors and mentors during their time on the programme. Eva Harris Cooper, Lecturer in Adult Nursing and Enhanced Personal Tutor at the University of Suffolk said: "In the role of the Enhanced Personal Tutor, I have the privilege of working very closely with students, mentors and practice education teams. I regularly visit practice settings where Apprenticeship students are based, providing support to mentors and students in the clinical environment."

We are also working closely with Norfolk Community Health & Care

(NCH&C) as community partners on the programme to facilitate experiences for our apprentices in community practice and a reciprocal arrangement for NCH&C apprentices taking part in the degree apprenticeship programme to experience clinical practice in the acute setting.

The degree builds on our 'Work Based Learning' programme delivered for the last two years in collaboration with University of Suffolk helping to broaden the range of opportunities for those looking to embark on a career in Registered Nursing at NNUH.

Frances Bolger, Acting Director of Nursing, said: "Supporting current members of staff to complete the new degree apprenticeship highlights our commitment to investing in our own people, developing their skills and helping them to realise their professional ambitions."

Jeremy Over, NNUH Director of Workforce, said: "This degree apprenticeship offers a brand new and additional route for individuals to become a registered nurse and is a crucial component of how we are investing in the healthcare workforce of the future for NNUH."



*NNUH Nursing Degree Apprentices kick-off their studies with UEA*

# nurses of the future



**Senthil Kumar**

Senthil, 33, qualified as a Nurse in his native India. Keen to become a Registered Nurse in the UK, he had been looking out for opportunities to do so. After moving to Norwich from London with his family in 2016, Senthil joined the team in AEC as an Assistant Practitioner.

Soon after arriving at NNUH, Senthil spoke with members of the Practice Development team to understand whether there were any upcoming opportunities to enhance his skills and become a Registered Nurse.

"The team provided excellent support," says Senthil. "They were aware of my desire to progress, and when this opportunity arose, they contacted me to see if I was interested; it was exactly the kind of support you would want from your employer."

"I am ever so grateful to NNUH and especially to Julie Boyd, Paula Balls, and all my colleagues on AMU."

The team on AMU were also very supportive of Senthil's participation in the course. He will still be working on the ward throughout the programme as part of the work-based learning element of the course.

"I am not nervous at all about starting the course; it is such a wonderful opportunity which is going to help me to get where I want to go. I am sure it is going to be a real life-changer for me and my family!"



**Julie Spinks**

Julie is currently a Senior Healthcare Assistant in Emergency Department and has worked at NNUH for around 2 and a half years. She has been previously supported to develop her clinical skills by her team on the Foundation Degree and Assistant Practitioner programme. Julie will be continuing to work in A&E in her current role throughout her studies.

Following interviews, the University of Suffolk, offered Julie a conditional place on the Nursing Degree Apprenticeship programme, pending degree results and a great deal of pre-work.

Julie says: "This was in December, with the deadline being the 8th January. I had quite a busy Christmas!"

After a packed induction week, Julie began her placement on Mulbarton Ward which treats oncology patients at NNUH.

Julie adds: "The experience has been fantastic and the support from the UoS and staff on Mulbarton has been second to none. I am learning so much, although there is a lot of work to do too. It is nice to be able to spend more time with patients in a ward environment as patients can often pass through A&E quite quickly.

"I am keeping an open mind about my future career, but plan to stay in A&E post registration, if they will have me!"



**Matt Berry**

After studying forensic science and having completed a Foundation Degree in Healthcare to become an Assistant Practitioner, Matt Berry feels like he's finally found his vocation in nursing.

Matt had seen information on other work-based learning courses available for NNUH staff and contacted the Practice Development team to see if there were any further courses he may be able to participate in. Given the support he'd had from colleagues on the ward during previous studies, for Matt, still being able to be part of the Coltishall team whilst studying was a real selling point for the course.

With two small children, Matt is conscious that taking time out to study alongside his usual role will be a challenge. He says: "I'm feeling really good about the course. I know there are parts that are going to be tough, but ever since starting in care I've known I wanted to be a Nurse. I feel really privileged to have been given this opportunity and am very grateful to all my NNUH colleagues who have supported me."

After kicking off his studies at UEA full-time for three weeks, Matt started his placement in the Nephrology specialty working across Langley Ward and the Jack Prior Unit.

"I'm particularly interested in understanding the specialist pathways we provide for patients. I'd also really like to learn more about caring for tracheostomy patients over the course of my studies. "

## Event highlights benefits of simulation training

The Norfolk and Norwich Institute for Multidisciplinary Education (NANIME) hosted an interactive information day to highlight the importance of simulation training and how it can support medical specialties across the hospital.

The event, which was held on Thursday 29th March at the Bob Champion Research and Education Building, incorporated cutting edge simulation technologies all under one roof within NANIME. It showcased 3D virtual reality, surgical simulation and scenarios on simulation-man and simulation prem-baby.



Medha Sule, Director of Medical Education at NNUH is a big advocate of using simulation training as part of a multi-disciplinary team. Medha said: "The event was extremely positive and it demonstrated how extremely important it is to achieving a transformational learning environment. The simulation technology and human patient combination offered the ability to create realistic scenarios which were identified as being the most effective methods for improving

learning with direct impact on patient safety and outcomes."

Peter Chapman, Director of Medicine at NNUH said: "As a big university hospital, it means that we host many clinical students from our affiliated university, the University of East Anglia. Simulation training gives people an opportunity to practise real-life situations at any time and also allows us to look at what works well in regards to team work and what areas we can continue to improve."



## National Nursing Director praises NNUH staff following visit

One of the country's most senior nurses has praised staff following a visit to the Norfolk and Norwich University Hospital.

Ruth May, who is Executive Director of Nursing at NHS



Improvement, paid a visit to the Bowel Cancer Screening team on Monday 9th April during Bowel Cancer Awareness Month.

The NNUH was one of the first centres in the country to set up a screening programme in 2006 and last year more than 63,000 people between the ages of 60 and 74 were tested.

The service underwent a review from the Quality Assurance team at Public Health England in November 2017 where it was described as "well-led" and "at the forefront of bowel screening in England."

Ruth met with the specialist screening practitioners and nurse endoscopists and also visited the

hospital's Emergency Department and maternity teams.

She said: "It was brilliant to spend time with the staff at NNUH. I particularly wanted to visit the screening team as it is Bowel Cancer Awareness Month. It was great to meet such an enthusiastic and collaborative team that has worked hard to maintain a high quality service that meets national standards."

Frances Bolger, Acting Director of Nursing at NNUH said: "It was very inspiring to receive a visit from Ruth. Our staff were excited to talk about their work and give her a tour of the departments. She met some inspirational clinical nurse leaders."

## New tests to benefit rhesus negative pregnant women

The maternity department at NNUH is introducing a new test for rhesus negative pregnant women which will establish earlier in pregnancy whether they share their blood group with the baby they are carrying.

Women who have a rhesus negative blood type do not have a substance known as 'D antigen' on the surface of their red blood cells. In cases where these women do not share a blood group with their fetus, the woman's immune system can develop antibodies against the rhesus (Rh) antigens carried by the baby causing potential harm.

To prevent this potential for harm, mothers are advised to receive an injection of anti-D, a treatment which prevents the production of these antibodies, at around 28 weeks of pregnancy and again shortly after birth, if the baby's blood type has been established to be Rh positive. These injections can be painful and in some cases it can be necessary to administer further injections during the pregnancy because of sensitizing events.

Advances in laboratory technology mean that it is now possible to safely identify a baby's blood type much earlier in pregnancy through a simple blood test, rather than waiting until the baby is born. The blood test will identify free fetal DNA from the baby in the mother's blood and allow clinicians to understand whether or not women will require the anti-D treatment at this stage.

These developments will minimise unnecessary exposure to anti-D for pregnant women, as where it is definitively established that mother and baby share blood status, the injections will no longer be required.

Launched in April, the new tests will be available for rhesus negative women as part of community midwifery services at around 12 weeks of pregnancy. The maternity team steering the innovation includes Screening Coordinator - Sister Alison Evans, Consultant Haematologist - Dr Hamish Lyall and Biomedical Scientist - Ms Deborah Asher.

Mr Alastair McKelvey, Consultant Obstetrician at NNUH, and another member of the team, said: "We're delighted to be introducing this new service for pregnant women and believe our hospital to be the first in the region to be taking advantage of these technological developments to

speed up blood type identification in pregnancy – saving women unnecessary discomfort and exposure to blood products."

Around 6,000 women give birth at NNUH each year and this new service will benefit around 2,000 of those.

"The introduction of this facility has been a real team effort and I'd like to thank colleagues from across the midwifery and haematology specialties for bringing this project to fruition."

Frances Bolger, NNUH Acting Director of Nursing, added: "Our maternity services receive great feedback from women regarding the quality of their care. This new service places us firmly at the forefront of clinical provision for women and is evidence of our ongoing commitment to use the latest innovations to enhance care."



*L-R: Deborah Asher, Biomedical Scientist, Dr Hamish Lyall, Consultant Haematologist and Mr Alastair McKelvey, Consultant Obstetrician*

## Generous donation supports N&N Hospitals Charity

A Norfolk patient cared for by teams at the Norfolk and Norwich University Hospital (NNUH) has raised funds to help purchase additional equipment for the hospital.

Shirley Blake, who is from Watton, hosted a coffee morning where she raised £800. Shirley donated this to the hospital charity so that the NNUH Urology Oncology team were

able to purchase two additional bladder chemotherapy trollies.

Elaine Brown, Urology Oncology Nurse at NNUH said: "We're incredibly grateful for Shirley's generous donation. The additional chemotherapy trollies will be a big help to the team and will allow us to continue to deliver excellent patient care to our patients. Thank you so much Shirley!"



## Annual Fete at Cromer Hospital returns in June

Cromer Hospital is delighted to be holding their annual summer fete on Saturday 30th June from 10am-3pm.

The fete, which will be held on the main Cromer Hospital site, will host a variety of entertainment, games and stalls for all the family to enjoy, including Razz the Clown, performances by Invidia Voices and Dance Attitude, a BBQ, a car boot, craft stalls, traditional fete games and much more entertainment still to be confirmed.

Money raised from the event will go towards the Cromer Hospital fund, part of the N&N Hospital Charity and Cromer Community and Hospital Friends.

Anita Martins, Matron at Cromer Hospital said: "We're absolutely

delighted to be holding our annual summer fete this year, as we love inviting the public to the hospital. There really will be something for everyone to enjoy so we hope many people will save the date!"

To book a £5 car boot space or a £10 craft stall space, please call Alex Hannah at Cromer Hospital on **01603 646266**.



## Bring your canine companion to join the fun at NNUH Hospital Fete

The Norfolk and Norwich University Hospital summer fete is taking place on Saturday 16th June with this year's theme being 'Woof, Wellies and Wellbeing'.

The popular annual event will be held, as always, on the hospital's Colney Lane site, and will feature a whole host of attractions and entertainment. For the first time there will also be a chance for visitors to bring along their dog to take part in a fun dog show and walk.

There will be a range of categories including best rescue dog, awesome old timer, waggiest tail and best

young handler and a chance to test your dog's skills in the rally obedience class.

There will also be a number of short dog walks around the outside of the hospital grounds.

The fete will have a range of food and drink on offer and a variety of stalls and games, with entertainment from the Rock Choir, dancers from Busybodies stage school and the hospital choir.

Also visiting will be Darth Vader, Storm Troopers and Bumble Bee from the Transformers.

Proceeds from the dog show will go to N&N Hospitals Charity and

Fundraising Manager Louise Cook said: "We are delighted at how this year's fete is shaping up – we have received some fantastic support from individuals, organisations and companies who have volunteered to help us out on what is our first dog-themed event.

"Everyone is welcome to come along for what we're certain will be a great day out, whether you come with a four-legged friend or not."

For more information contact [fundraising@nnuh.nhs.uk](mailto:fundraising@nnuh.nhs.uk)

