

# THE PULSE

Issue Number 93  
August 2019



Spotlight on research  
Awards success at NNUH  
Celebrating our nurses  
NNUH and Cromer fetes  
Dementia Fayre



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

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**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. Tel: 01603 289450 (ext. 5450).

**THE PULSE**

**Editorial:**

Media and Communications Team (ext. 5944).

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**Letters**

Dear Sir

I am writing to you as a patient who had an operation in Norwich Hospital in May 2019.

10 years ago I was diagnosed with breast cancer, and had implants fitted, unfortunately this wasn't successful long term. Therefore I was a patient at this hospital and underwent the removal of my implants, and a reconstruction operation.

I would like to express my thanks and gratitude to the following people for making this possible;

The plastics team Ms Masud, Dr Ketchia, Dr Gupta, Mr Haywood, Mr Khatibn for completing the operation and making it a success.

Ruth Harcourt for her support, professionalism and knowledge, providing me with all the information to move forward and have the operation.

The Coltishall Ward – the nurses were caring, compassionate, and professional, assisting me with my recovery within the first 48 hours.

The plastics nurses who helped me, and are still assisting me, with my recovery post-operation.

If it wasn't for Ms Masud and her team I wouldn't have been given the opportunity to move forward and live my life again.

The last two years have been extremely difficult, which has had a detrimental impact on my quality of life. I feel having plastic surgery has had a big impact on me and will give me the opportunity to live my life, and return to having a good quality of life.

I cannot begin to thank everyone for making it possible to have



plastic surgery, and I would fight for the availability of this to others too.

**Linda Richardson**

Dear Sir

We are constantly made aware of the complaints and criticisms people have about the service the NNUH gives to the residents of Norfolk, which must be demoralising for all the staff so I want to take a few minutes of your valuable time to let you know of the absolutely wonderful care I have recently received from the Orthopaedic Department.

My Consultant, Mr Ingham and his team replaced my right hip on 11 April, it was particularly reassuring to have the whole procedure explained fully prior to my admission.

Thanks to his amazing skill and the success of the surgery I am pain free and walking normally for the first time in years.

I believe I could not have had better treatment anywhere and have told people so!

I would also like to mention the staff in Recovery who, because I had problems, stayed way past the end of their shifts to look after me until I was transferred to Cringleford Ward where the wonderful care continued.

My sincere thanks go to them all. Lots of wonderful things happen at our N&N.

**Carol Evans**

**Social media @NNUH**



**@AnneRobsonTrust on Twitter**

Lovely to hear that five @NNUHButterflies [Volunteers] will be visiting patients this week @NNUH. Some for the first time! Great feedback from last week - heartwarming to hear that

they are making a difference already.

**@OwenNicholls on Twitter**

Always eternally grateful to all @NHSuk, but especially thankful for those @NNUH for fixing my shoulder for the third time last night. Heroes one and all. Sorry for the screaming and the swears.



Surgeons pictured outside NNUH.

## NNUH hosts major cancer conference

Surgeons from four countries gathered in Norwich to set new standards for colorectal cancer in order to boost survival rates for patients. It is the first event of this kind in the UK which reviewed techniques for locally advanced and recurrent rectal cancer.

The conference and workshops took place at NNUH which is one of the largest centres for treating colorectal cancer in the UK.

The event was led by Consultant Colorectal Surgeons Mr Irshad Shaikh and Mr Sandeep Kapur.

Mr Shaikh said: "We have brought together expert surgeons from several countries with the aim of setting a standard for colorectal surgery where cancer has spread in the pelvic area.

"This is an important step in getting the best outcome for patients with advanced cancer and in terms of survival rates and quality of life."

Mr Kapur added: "We have examined a range of surgical techniques, radiotherapy and reconstruction after surgery.

"Sharing information between surgeons is putting Norwich at the forefront of tackling advanced colorectal cancer."

The event was held jointly with UEA department of anatomy and PelvEx collaborative which is an organisation comprising of surgeons involved in surgery for advanced and recurrent rectal cancer in Europe, USA and Australasia. Surgeons came from Ireland, Turkey and Poland.

## Focus on patient experience strengthened

We are demonstrating our commitment to listening to patients and enabling them to help shape the service they receive by strengthening our Patient Experience team.

Clare Wall, Patient Experience Manager (above), has joined Sarah Higson, Lead for Patient Engagement and Experience, and Rosemary Moore, who heads the new Patient Panel, to examine feedback and ensure it's acted on.

"We're working on ways to give patients, who are at the centre of everything we do, an even stronger voice," said Clare. "We want to know about their experience at every part of their journey through our hospital so we can develop our service and constantly improve."

The Patient Panel, which has its inaugural meeting this month, will



be a key forum for developing and implementing ideas, as well as other channels such as PALS and Friends and Family feedback.

"We're also working on new ways to increase the volume of our patients' voices, including working with our ward and department teams to empower staff to manage queries and use feedback to initiate improvement."

Clare worked for NNUH for nine years as an Occupational Therapist in the Cardiology Department before leaving to work at a local hospital for people suffering from eating disorders. "It was being there that really sparked a passion to use feedback to introduce positive change, so I'm very excited about the difference that I know we will make here at NNUH in partnership with patients," she said.

I am delighted that NNUH is one of the top 25 Trusts in the country for patients participating in research, featured on pages 6 and 7 in this issue of The Pulse.



More than 4,000 people took part in health research at the Trust over the past year, a 21% increase on 2017/18.

This rise, of over 700, puts the NNUH second in the region and 23rd nationally for total participants.

We are indebted to our patients who, working in partnership with our clinicians, are taking part in more than 400 research studies here across a range of specialties, a quarter of which are focused on research projects dedicated to helping our cancer patients.

On the cover page and the article on page 8, you can see representatives of our team who perform robotic-assisted colorectal surgery. They won an extremely prestigious national award, the Surgical Services Initiative of the Year, at the HSJ Value Awards.

I am so proud of them and very pleased that we have a robotic-assisted surgery programme at our hospital to benefit our patients.

Finally, I would like to thank our dedicated community of fundraisers, who through their continued hard work and generosity (pages 4 and 5) are helping our hospital charity – particularly the Boudicca Appeal for a new dedicated breast cancer unit here at the hospital – go from strength to strength.

**Mark Davies**  
Chief Executive  
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.



### Boudicca Appeal fundraising events

- **Norwich Crafts in the Park:** Chapelfield Gardens, 10 August
- **Boudicca Ball:** The Assembly House, 1 November

For more details of these events, please go to [nnuh.org.uk](http://nnuh.org.uk)

### Thank you to ...

The four daughters of Acute Medical Unit receptionist Arturo Fanciulli. They gave up their birthday presents and used the money, which would have been spent on them, to make a donation of £250 to NICU at NNUH instead. Pictured below are Marta, Sara and Arturo Fanciulli.



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

## Fantastic fundraising efforts by duo

A fundraising duo have smashed their original £2,000 target after a series of fundraising events which culminated in a trip to Scotland to take part in the ultimate challenge.

Lewis Weatherburn and Jonathan Littlewood, physiotherapists at NNUH, ran the arduous 96-mile West Highland Way in four days.

Thanks to their ambitious plans, they have raised more than £12,000 for the N&N Hospitals Charity Boudicca Breast Cancer Appeal and the Big C Cancer Charity.

Their Scotland challenge followed a quiz and burger night, cake sale and a fantastic ball and raffle at Sprowston Manor with more than 250 guests, and the pair also took part in the RunNorwich 10k.

Lewie and Jonny, who shared their progress on social media under the name The Rum Ol' Runners, said: "We're both currently physiotherapists at NNUH and have seen first-hand how many people are affected by cancer and how this impacts their day-to-day life.

"Breast cancer is something that has a special significance to Jonny's family and we are both committed to achieving our ambitious fundraising targets.

"We were motivated by the kind words of support and donations



*Lewis Weatherburn and Jonathan Littlewood. Picture: Kyle Harper.*

that we've received, and also knowing that the money we have raised will make a significant difference.

"We have been overwhelmed at the incredible support and generosity from our families, friends and colleagues – not forgetting the amazing businesses who have donated prizes for our events."

Louise Cook, Head of Fundraising, said: "Not only have Jonny and Lewie raised an amazing amount of money for our Boudicca Appeal, they have also inspired others to get involved and make a difference."



*Members of the Rheumatology Department helped raise £225.50 for the Critical Care Fund through the sale of books, selling items at the NNUH fete and holding a raffle. Above left: Kelly-Marie Durrant and Claire Cranston are pictured with the cheque. The other picture shows Sue Burrows (centre) who raised £400 at the NNUH Fete for our Boudicca Breast Cancer Appeal. With her are Kelly-Marie Durrant and Julie Gillings.*

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



ITV Anglia TV presenter Becky Jago and Norwich MP Clive Lewis.

## TV presenter and MP join NNUH staff in fundraising abseil for cancer unit

Dozens of people undertook an abseil challenge to support the Boudicca Appeal for a new dedicated breast cancer unit at NNUH.

The abseil team taking the plunge included ITV Anglia presenter Becky Jago, MP Clive Lewis, NNUH staff and members of the public.

The abseil down The Forum in Norwich, organised by the N&N Hospitals Charity, is part of a series of fundraising events throughout the year trying to raise £800,000 for the new unit.

Some abseilers were doing it to raise money for other departments in the hospital too. Around 50 people took part in all, including a few passers-by who signed up to join in on the spur of the moment.

One of them, Janet Frank – a staff nurse at NNUH – was receiving treatment for breast cancer this time last year.

“I wanted to do the abseil because I was diagnosed with breast cancer in December 2017, when I was 56. It was such a shock to hear you have cancer.

“I was having my treatment at NNUH this time last year,” she said. “I had treatment until October, luckily I was all right. I had chemotherapy, radiotherapy and surgery. My cancer was found on a mammogram. I want to encourage people to have regular scans – it’s so important to highlight it.

“The new breast cancer unit will be brilliant.”



Staff nurse Janet Frank, who was treated for cancer last year.

After the abseil, Janet, who works on Cringleford ward, said: “It was brilliant – I did it twice!”

And the reaction of 79-year-old abseiler Win Wade was: “Brilliant! It was lovely, really enjoyed it. I’m always up for a bit of an adventure.”

Louise Cook, Head of Fundraising, said: “We’re grateful to all abseilers, volunteers and professionals who made this a wonderful day.

“Thank you to everyone who has taken part in the abseil, including those who joined on the day, or provided a donation. Money will not only help the Boudicca Appeal but also other parts of the hospital.”

To find out more, or to make a donation, please go to [www.nnuh.org.uk](http://www.nnuh.org.uk) @NNUHCharity

## NNUH diary dates

### Annual General Meeting 2019

Our AGM takes place on Monday 23 September in the Benjamin Gooch Lecture Theatre.

- 4pm: Exhibitions and tea/coffee in the foyer
- 4.30pm: Presentations and fundraising awards

This year’s event will feature a talk on the Children’s Strategy for the Jenny Lind Children’s Hospital and innovations in cardiology.

### Public meetings:

#### Council of Governors

- 10am -12pm on 23 October

#### Trust Board

- 9.30-11.30am on 27 September

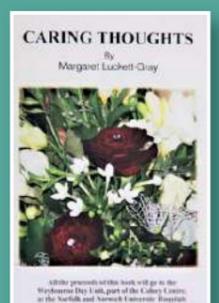
Meetings are in the Trust Boardroom, level 4, West Outpatients, NNUH.

As space is limited please email [communications@nnuh.nhs.uk](mailto:communications@nnuh.nhs.uk) if you wish to attend.

### World Mental Health Day

The Wellbeing Service is holding a series of lectures and workshops at the Benjamin Gooch Lecture Theatre at NNUH on Thursday 10 October from 9am-7pm as part of WMHD. Visit [www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk) or call 0300 1231503 for more details.

Proceeds from a new book of poems by Margaret Lockett-Gray will go to NNUH’s Weybourne Day



Unit (in the Colney Centre) to buy equipment. The book (£2) can be purchased by calling 07720 657918. Margaret wrote ‘Caring Thoughts’ after her husband Maurice Gray was diagnosed with cancer and treated at NNUH. The book contains a selection of eclectic poems, both serious and comical.

# NNUH staff praised after massive

NNUH staff have been praised for their commitment to improving patient care following a big increase in the number of people taking part in research.

More than 4,600 people got involved in research at NNUH last year – an increase of more than 30% from the previous year.

The Trust is involved in almost 400 active research studies across a range of specialities and involving partners from Norwich Research Park, University of East Anglia, and the National Institute for Health Research (NIHR).

The inaugural NNUH annual research report, which was compiled by the hospital's research leads, shows that the Trust surpassed its

target of recruiting 3,300 participants into research in 2018.

The Trust is looking to enhance its national and international reputation for research and to increase the number of clinical trials it is involved in to help find new innovations and treatments for patients and to improve care.

Prof Erika Denton, NNUH Medical Director, said: "There is passion for research across the hospital and we know that being actively involved in research leads to better outcomes for our patients.

"Our staff have made huge strides in increasing the amount of research happening at NNUH over the last year but we know we have more to do to

ensure research and clinical trials are an everyday part of the NHS.

"Thank you to everyone who has volunteered to take part in research at the hospital.

"The state-of-the-art NNUH-run Clinical Research Facility at the Quadram Institute opened last year and we continue to develop and strengthen our relationships with the UEA and throughout Norwich Research Park."

Dr Helen Macdonald has been appointed as Chief Operating Officer of the National Institute for Health Research (NIHR) Clinical Research Network for Eastern, which is hosted regionally by NNUH.



*NNUH staff and patients have been involved in the Trust's Stars of Research campaign over the last year. Top, from left to right: Ophthalmology Research team with the IRay machine for patients with wet age-related macular degeneration (AMD); Jacob Newman, John Phillips and Stephen Cox from the CAVA project. Bottom left to right: Adele Cooper and Jenny Nobes who are supporting the DANTE study; Louise and Dan Davies with Paul Clark and Amy Nichols; Consultant Obstetrician Beth Gibson; Eleanor Mishra and Julie Cook of the LuCID study.*

# increase in research participation

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

## RESEARCH AT NNUH

**Almost 400** Research projects underway at NNUH to help improve patient care

**More than 4,500** patients took part in research projects at NNUH last year

**Working with our partners from Norwich Research Park, University of East Anglia and National Institute for Health Research (NIHR)**

**NNUH has created a state-of-the-art Clinical Research Facility (CRF) at the Quadram Institute with our partners**

**The Trust was involved in more than 200 peer reviewed research publications last year**

### TOP RESEARCH AREAS AT NNUH

**CANCER**  
Almost a quarter of all research projects at NNUH are dedicated to helping cancer patients

**CHILDREN**  
Almost 10% of research studies are looking into the healthcare of babies, children and young people

**MUSCULOSKELETAL DISORDERS**  
5% of studies are researching better treatments for arthritis and orthopaedic conditions

**REPRODUCTIVE HEALTH AND CHILDBIRTH**  
Developing research into fertility, maternity and gynaecology

**MEDICINE**  
Involved in trials to find new treatments for diabetes and stroke, in Older People's Medicine and in diseases and disorders of the skin, nervous system, endocrine, cardiac, respiratory and digestive systems

**To get involved in research email [rdoffice@nnuh.nhs.uk](mailto:rdoffice@nnuh.nhs.uk) or call 01603 289808**

## Broccoli lovers wanted for osteoarthritis trial

Researchers at the University of East Anglia and NNUH are launching a trial to see whether eating broccoli could help with osteoarthritis.



They will investigate a compound called sulforaphane, which is released when eating cruciferous vegetables such as Brussels sprouts and cabbage, and particularly broccoli. They are looking for people over 50 with knee osteoarthritis who are in pain and, of course, who like broccoli.

Prof Iain Mcnamara, consultant orthopaedic surgeon at NNUH said: "People are living longer and wish to be living more active lives in the future. Delaying the need for surgery by decreasing the pain and increasing the lifespan of a patients' native joint before surgery is undertaken is of benefit to the patient and the NHS as a whole.

"We are delighted to be undertaking this research in the NNUH as part of our portfolio of orthopaedic research, and very much hope that it leads on to further exciting developments in the future."

Anyone interested in taking part should email [BRIO.Study@uea.ac.uk](mailto:BRIO.Study@uea.ac.uk) or call 01603 591471.

For more information please visit [www.brio.uea.ac.uk/](http://www.brio.uea.ac.uk/)

## Study to help patients with hip or knee replacements

The NNUH has become the first in the country to enrol patients on to the PEP-TALK trial, which aims to help patients to be more active following surgery and improve quality of life.

The orthopaedic research team and physiotherapists at the NNUH have joined the new research study to provide more support to patients who have received hip or knee replacements.

The hospital has signed up the first eight patients to the PEP-TALK trial, which is being coordinated by the University of Oxford.

More than 206,000 hip and knee replacements were carried out in the UK last year.

However, many patients are missing out on the health benefits that joint



*Lewis Weatherburn and Helena Daniell from the physio team.*

replacement can offer because they are no more active than before their operation, which is what the trial aims to address.

Helena Daniell, practice development and research lead in physiotherapy at NNUH, said: "We are really pleased to be involved in this trial, which will hopefully lead to us being involved in more research in the future.

"It can be difficult to be physically active because of pain and health beliefs, and sometimes people do not think they can go back to exercise after a hip or knee replacement, However, it is possible to go back to doing every-day activities such as walking the dog or doing housework and gardening.

"The aim is to help empower patients involved in the trial and for them to get to know their ability and limitations."



*The colorectal surgery team at NNUH.*

## Surgical team lands prestigious national HSJ award for improving patient care

A surgical team and their robot have scooped a national award for improving care for some patients with colon and rectal cancer.

The team who perform robotic-assisted colorectal surgery at NNUH received the Surgical Services Initiative of the Year at the HSJ Value Awards.

The annual awards recognise healthcare providers for excellent use of resources, whilst improving outcomes for patients.

NNUH was the first hospital in East Anglia to perform minimally invasive colorectal cancer surgery using a robot in October 2017.

Robotic-assisted surgery offers more precision for surgeons and has helped to reduce the time spent in hospital for patients following surgery and has reduced readmissions.

The colorectal surgery team have also improved theatre capacity at NNUH by using the robot at weekends.



*Richard Wharton and Irshad Shaikh.*

The award comes as the Trust plans to expand its robotic surgery programme in the next year.

Irshad Shaikh, Consultant Surgeon, said: "We are delighted to have received this award and this is testament to all the staff who come in at weekends to carry out colorectal cancer surgery.

"It is all about teamwork and this was all made possible because we have a dedicated theatre team.

"We have had fantastic results so far with great clinical outcomes, quicker recovery for patients and we have reduced the length of hospital stay for patients who have received robotic surgery to remove their cancer."

Mark Davies, NNUH Chief Executive, added: "I am so delighted to see the team reap this much-deserved award.

"One of the first decisions I made here as CEO was to invest in a robot as I knew what fantastic staff we have here, and it shows what can be done with targeted investment.

"We are now planning to invest in additional robots to build on this track record so the NNUH will go from strength to strength providing the best care and treatment for our patients using the most up-to-date technology."



To see a video about Nurses' Day scan this QR code with your smartphone.



Director of Nursing, Prof Nancy Fontaine, is pictured cutting a cake with Alice Cook and, inset, with April Brown.

## Celebrating our nurses and midwives

The enormous contribution made by nurses and midwives at NNUH was celebrated at an event showcasing the difference their work makes to patients every day, and the huge impact they have on improving the quality of care we provide.

The event was timed to mark International Day of the Midwife on 5 May and Nurses' Day on 12 May, the anniversary of Florence Nightingale's birth, as well as the centenary of learning disability nursing becoming a speciality in its own right. Of special resonance in Norfolk, it also coincided with the centenary of the burial of WW1 nurse Edith Cavell.

"The nurses and midwives at the Norfolk and Norwich are an exceptional set of professionals who I am incredibly proud and privileged to represent as their Chief Nurse," said Prof Nancy Fontaine.

"We wanted to recognise and celebrate the work they lead day-in and day-out, and thank them for their huge contribution, not only to the care of our patients but also by working so hard to make quality improvements across everything we do.

"It was a great opportunity for us all to take some time to learn about each other's roles and how we all play our part in making this such an amazing hospital."

Stands showcasing their work included Clinical Nurse Specialists, Critical Care Outreach, the Research team, the Improvement team, Mental Health nurses, Professional Midwifery Advocates, the Nurses' League, the Dementia team, the Endoscopy Unit, Cardiology, Nursing Associates, HCAs and apprentices.

There were also guest speakers, including Dr April Brown, Senior Clinical Lead, NHS England & NHS Improvement – East Region and Edith Cavell archivist Nick Miller.



## Look out for our inviting new sanctuary at NNUH

This summer, a dome appeared in the hospital's East Atrium.

It's there as cosy sanctuary for anyone – patients, visitors and staff – to escape to if they need some quiet time for reflection or to just “be” in the company of others.

“We're working with Camerados, a social movement who passionately believe that friendships or acquaintances and a sense of purpose can help us come through those tough moments experienced in life,” said Claire Nash, Improvement Manager (Mental Health).

“Hospitals can be very stressful places, for patients, visitors and staff alike, and the dome offers a haven

where people can go when they're having a tough time, either to be alone or to talk to others.

“Looking out for each other, creating those human connections, can make a powerful difference in people's lives.”

John Davies, Clinical Liaison Psychologist said: “The simple message is that psychological wellbeing is everyone's business, and that we can all sign up to simply taking a moment to be with others in recognition of our shared humanity.”

A similar hospital installation is the Blackpool Victoria Hospital, which attracted 15,000 people during the three-month pilot.



Prof Nancy Fontaine, Chief Nurse, and Prof Erika Denton, Medical Director, at the dome. Inset, inside.

### Feedback from Blackpool included:

“Changing the experience of a hospital.”

“Think this is a lovely quiet space after all the hustle and bustle of the hospital. Thank you.”

“I felt I was able to put things in perspective. Bring on the rest of the day!”

## NNUH's research and technology on show

NNUH's commitment to research and the latest medical training technology went on display at a Norwich Research Park (NRP) summer event.

The Trust took part in the event at the Centrum to showcase its research work alongside interactive displays from partners from the NRP, including the University of East Anglia, Earlham Institute, John Innes Centre and Quadram Institute Bioscience.

The Trust displayed the NNUH simulation's centre work including equipment used by trainee doctors to test and train dexterity and a high-specification patient simulator which is able to display various vital signs and symptoms for clinicians to diagnose.



Bethanie Phillips and Stuart Malone from NANIME with Egor, the patient simulator.

The NNUH Simulation Training and Research centre is based in the Centrum building and is run by the Norfolk and Norwich Institute for Multi-professional Education (NANIME).

Attendees also walked through the Quadram

Institute's giant model of the gut and the Earlham Institute had an interactive 'build your own DNA' model.

As part of the event, the NRP strategy was also launched to promote and encourage research to deal with food and health

challenges and to encourage future regional growth.

Researchers from the NNUH-run Clinical Research Facility at the Quadram Institute also showcased their research during the two days of the Royal Norfolk Show.

# Sam rows into GB's development squad

Sam Redgrave, a Clinical Support Worker in the Acute Medical Unit at NNUH, has landed a place on Team GB's rowing development squad.

The try-out saw Sam (no relation to Sir Steve!) compete against some of the best up-and-coming rowers in the country, as well as established athletes from the existing GB team.

Sam took part in time trials and a final which saw her finish second in her group and fourteenth overall in a category which also included Olympic silver medallist Vicky Thornley.

This was enough to earn her a place on Team GB's development squad.

Sam studied at UEA and it was there that she discovered a passion for rowing, and has developed over the course of five years by joining Norwich Rowing Club.

She has worked for NNUH for almost four years as a Clinical Support Worker, where she spends her time mostly in the Acute Medical Unit, supporting clinical staff by taking bloods, cannulas,



Picture: ALLMARK.ONE

*Sam Redgrave on the water.*

ECGs, and a variety of other tasks which help to support nursing staff.

Around her shifts here at NNUH Sam spends roughly sixteen hours a week either in the boat or in the gym training to achieve her goal of becoming a Team GB rower.

Sam represented England at the Home

International Regatta in Cork last year, where she raced for the Senior Women's team and helped England to victory over Scotland, Ireland and Wales. Sam also finished second in the 'aspirational' category at the world-famous Henley Women's Regatta in June 2018.

However, Sam says that becoming a member of

the Team GB development squad is by far the most exciting chapter of her rowing career to date.

She said: "It's a really exciting opportunity and something that will open up a lot of doors and offer new experiences for me. I train hard every day but I don't think I could compete at this level without the support of my friends and fellow rowers and Norwich Rowing Club, so I'd like to say a massive thank you to everyone there as well."

The purpose of the Team GB development squad is to nurture talent for the future, with rowers competing to become the next fully-fledged members of Team GB.

In May, Sam flew to Duisburg, Germany to race in an international regatta alongside her fellow development squad athletes.

The GB squad performed excellently and won both of their races, beating opposition from France, Germany and the Netherlands.

## Love Activity resource launched, promoting exercise

'Love Activity NNUH' is a new, online resource for anyone who would like to find out about physical activities available in Norfolk.

"The main aim is to help people be as healthy as possible by highlighting local activity opportunities," said Davina Lambie, Clinical Lead Physiotherapist.

"We welcome input and information about all relevant activities, from the general public and staff, as this will be a growing project that

evolves with contributions from everyone."

To get in contact please use the group email: [LoveActivityNNUH@nnuh.nhs.uk](mailto:LoveActivityNNUH@nnuh.nhs.uk)

For details please go to the website: [www.nnuh.nhs.uk/departments/physiotherapy/love-activity-nnuh](http://www.nnuh.nhs.uk/departments/physiotherapy/love-activity-nnuh)

Or simply type 'Love Activity NNUH' into your search engine.

Davina added: "We are keen to hear from anyone who has information about relevant activities, especially new and unusual ones."



*Davina Lambie, Helen Duke, Lewis Weatherburn and Julie Wade-Matthews look at the new Love Activity NNUH online resource (inset).*



## Stunning knitted dementia flower artwork is centrepiece of fayre raising awareness

A stunning cascade featuring thousands of forget-me-nots took centre stage for the third NNUH Dementia Information and Advice Fayre.

Hundreds attended the annual event on Monday 13 May, which brought together a wealth of information and experts to provide support to people living with dementia and their carers.

There were more than 30 information stands and seven speakers in the lecture theatre talking

about subjects such as support for carers, dementia research and assistive technology.

A 'waterfall' featuring more than 12,000 knitted or crocheted forget-me-nots, which had been created by individuals and community groups from across Norfolk, also went on display as part of the fayre in the East Atrium.

Liz Yaxley, Dementia Services Manager at NNUH, said: "We are delighted with the response we have had to this year's fayre.

"It is heart-warming that so many people took part in our community art project and the final result formed a stunning centrepiece for the event.

"We've had some great feedback from patients and carers who attended the fayre and came away with lots of help and support."

The Dementia Support Team at NNUH also received a donation of new activities from Taverham and District Lions Club.

The new resources will be used to carry out one-to-one meaningful activities with patients living with dementia.



To see a video about the Dementia Fayre, scan the QR code, above, with your smartphone.

# NNUH launches Acute Respiratory Care Unit

A new service has begun at NNUH to improve care for patients who are acutely unwell with respiratory illnesses.

A six-bed Acute Respiratory Care Unit (ARC) has been developed on Hethel Ward, which will be staffed by specialists in respiratory care.

The Ventilatory Support and Sleep Medicine Team in Respiratory Medicine have launched the service, which includes provision and the expansion of non-invasive ventilatory support at the hospital.

The Trust treats more than 150 patients a month with acute respiratory illness, including severe respiratory failure, pneumonia, pneumothorax and pulmonary embolism.

The 24/7 ARC unit on Hethel ward has a staffing ratio of one nurse to three patients, dedicated to delivery of high-quality acute respiratory care.

Dr Prasanna Sankaran, Consultant in Respiratory Medicine at NNUH, said: "We hope to see significant improvements in patient outcomes



*The Hethel acute respiratory care team – Georgina Siggins, Prasanna Sankaran, Ellen Metcalfe, Philippe Grunstein, Vicky Ershad and Bernie Noblet.*

by caring for these acutely unwell patients in a designated clinical area with a highly-skilled nursing and medical team."

The development of the new service follows the

adoption of best practice guidelines following a review of outcomes of patients receiving acute non-invasive ventilation in hospitals across the UK.

## Simulated sessions help medical students to learn

Trainee healthcare workers get the chance to learn from 'real' situations thanks to actors taking on the role of 'simulated patients'.

The actors convey certain scenarios for those training at the University of East Anglia to be doctors, nurses, midwives and pharmacists, many of whom go on to work at NNUH.

Some sessions take place at the Bob Champion building near the hospital, which is a partnership venture between NNUH and UEA, others are held in the Medical or Pharmacy Schools on campus.

The actors, who are professional or semi-professional, are provided by the Cast Role-Play Training Service, a UEA enterprise based in the Drama Studio. Actors are used for class-based teaching, exams and video-based training resources.

Milind Kulkarni, Associate Medical Director for Undergraduate Education, said: "These simulated sessions, using patients, volunteers and Cast actors, contribute hugely to the efficient and focused training process."

"Trainees can learn, through simulations mimicking 'real situations', how to deal with patients and situations in the correct manner."

Cast officer Vera Cooke said: "Role play is a powerful learning and teaching tool which immerses students in life-like scenarios where they have to interact with other people in real time."

"Effective role play is as close to 'learning on the job' as you can get, but without the risks associated with trying out new skills in a real-life situation."



"It enables students to learn through experience in a safe environment, build up their confidence, increase self-awareness and understand the impact of their behaviour on others, and it demonstrates their skills."

One of over 100 people on Cast's books is Anne Giles (pictured), who has been an actor/teacher with the Norfolk Museum Service, worked with a touring theatre company and acts at the Sewell Barn Theatre.

She works with the Medical School trainee doctors on their communication skills and also seminar groups with a tutor about discussion topics.

"I find the tutorial sessions very satisfying," she said: "The knowledge that one is helping to develop the students' skills makes it all worthwhile."



The Step Into Health team get a national award for a programme piloted at the hospital to help ex-Forces personnel. Inset, Julia Watling, NNUH Workforce Development Programme Manager, who set up the programme.

## National award for scheme which is helping ex-Forces personnel into NHS careers

A programme that was founded at NNUH has scooped a national award for helping ex-Forces personnel into careers in the NHS.

Step into Health was piloted at the hospital five years ago to provide a dedicated pathway for the Armed Forces community to access career opportunities in the health service.

The scheme, which is now nationwide and is led by NHS Employers, won its first-ever award at the prestigious British Ex-Forces in Business Awards, taking home Ex-Forces Initiative of the Year. The awards honour the accomplishments of veterans who have made

a successful and notable transition from military life into meaningful new employment, and the employers that have supported them.

### Step Into Health has been a great success

Since its inception, Step into Health has helped match more than 180 service leavers, veterans, their spouses and dependants with jobs in the health service.

Paul Jones, Interim Director of Workforce at NNUH, praised the work of Julia Watling, NNUH Workforce Development Programme Manager, who kicked the programme off.

"We are fully committed to supporting the Armed

Forces and delighted that Step into Health has won this national award. This is testament to the work of Julia and her team whose passion for supporting others' career development is second to none," he said.

### NNUH gained Gold Award from MoD

NNUH is also one of 50 employers across the country to have received the Employer Recognition Scheme (ERS) Gold Award from the Ministry of Defence.

Danny Mortimer, chief executive of NHS Employers, added: "We are immensely proud to have received this award, particularly as it celebrates

the contribution veterans and their families make to our health service.

"It's great to see the NHS embrace the Step into Health programme and recognise the amazing pool of talent among the Armed Forces community, especially at a time when the health service is facing serious workforce supply challenges.

We now have 80 NHS organisations pledged to Step into Health, and we look forward to seeing the programme expand across the UK in the future."

For more information about the programme, please visit [www.nhsemployers.org/stepintohealth](http://www.nhsemployers.org/stepintohealth)

## NNUH Open Day and Fete picture special

The unseasonal weather could not dampen the spirits of everyone involved in this year's hospital fete and Open Day which took place on Saturday June 8.

A decision was made on the Friday to move the 40-plus stalls inside – a wise move considering the heavy rain and strong winds which battered the county during the day.

Sadly, it meant that performances by Framtastics Gymnastics team and BusyBodies dancers needed to be cancelled, however hospital radio, the Hospital Choir and the Rock Choir were on site to provide music on the day.

The ever-popular Pets as Therapy dogs came out in force, once again, and were happy to receive lots of cuddles from visitors and staff alike.

Thank you to everyone who came along on the day, manned a stall and bought something from our fantastic array of stallholders, raising money for the N&N Hospitals Charity.





## Fun in the sun at Cromer Fete

The sun shone brightly at this year's Cromer Fete. Visitors enjoyed a performance from Live and Let's Dance, live jazz and there was a variety of games and stalls for all the family to enjoy, including face painting, a barbecue, car boot sale and craft stalls.

The event raised nearly £4000 – proceeds will be shared between the Cromer Hospital Fund, part of the N&N Hospitals Charity, and the Cromer Community & Hospital Friends.

## Nurse-led service gearing up for busy time

Holiday season sees an increase in visitors to the region, and the team at Cromer Hospital's Minor Injuries Unit have to gear up for one of their busiest times of the year.

Daily attendances to the unit in Mill Road can double compared to the winter months, with patients attending with a variety of injuries.

### We have a very experienced team

The nurse-run service is open seven days a week from 8am to 7.45pm.

Nurse practitioner Guy Fiske said: "It can get very busy here in the summer months with patients coming in with burns, ankle sprains, wrist fractures, cuts to their feet, weever fish stings and removing foreign bodies from eyes.

"We have a very experienced nursing team here and there are several fractures and dislocations that the nurse practitioners can manipulate and we



*Cromer Hospital's Minor Injuries Unit team.*

work closely with the X-ray department here at Cromer Hospital."

On an average day there are three nurse practitioners and a senior healthcare assistant on duty at the Minor Injuries Unit at Cromer, and two receptionists.

Last year, more than 13,000 patients were treated at Cromer MIU.

Additionally, around 150 patients a month come to the unit whose immediate healthcare needs may not be appropriately met by a MIU department.

Guy added: "Whilst we have a number of experienced Emergency Department nurse practitioners on site, the skills, equipment and resources we have here are for the treatment of minor injuries and not illnesses.

"Some patients come to us with conditions that need to be seen by Emergency Department staff or by a GP. If people are not sure, we'd prefer them to call us and speak to one of our nurse practitioners before they

make the journey to the hospital."

### Holidaymakers add to the usual numbers

Patients, including holidaymakers, come from across North Norfolk, Broadland and parts of Breckland to attend Cromer MIU and the team also run a review clinic for some injuries.

Cromer MIU can deal with the following injuries:

- Minor head injuries (with no loss of consciousness)
- Simple wounds
- Simple eye conditions, foreign body, corneal abrasions
- Minor burns
- Soft tissue injury
- Bites and stings, with no associated complications, or acute reaction
- Simple fractures
- Fingers that may be broken or dislocated

■ Visit [www.nnuh.nhs.uk/our-services/our-hospitals/cromer-and-district-hospital/](http://www.nnuh.nhs.uk/our-services/our-hospitals/cromer-and-district-hospital/) for details of services.