

THE **Pulse**

Issue Number 70
Autumn 2014



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

Norfolk and Norwich University Hospitals



NHS Foundation Trust

**Meet the winners of this
year's Staff Awards,
pp 5–12**



Plus, look back at some of the
highlights of 2013–2014, p13
and exciting milestone
reached at Cromer, p16

NORFOLK AND NORWICH UNIVERSITY HOSPITAL

Colney Lane, Norwich, Norfolk NR4 7UY

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

The Pod Plaza (East), open Mon–Fri 7am–1am weekends 11am–1am

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

WH Smith Plaza (West) – see Cafe Pure, above

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

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

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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: Breast Screening, Pain Management
- **20 Rouen Road**, Norwich, NR1 1QQ, ext. 6954: HR, IT services, recruitment, payroll, training, finance, data quality, health and wellbeing, outpatient appointments, cancer management, procurement, clinical effectiveness, commissioning team and information services
- **Norwich Contraception and Sexual Health Clinic**, Grove Road, Norwich NR1 3RH. Tel: 01603 287345

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The Pulse is funded entirely from charitable donations and not from NHS funds. Norfolk and Norwich University Hospitals NHS Foundation Trust Charitable Fund. Registered charity number 1048170.

LETTERS

Dear Editor

Through your *Pulse* magazine I would like to express my sincere thanks and gratitude to all the staff on Denton ward at the NNUH. The ward was scrupulously clean and the food was very good. The nursing care was outstanding, including Physiotherapists, Occupational Therapists, and the admin team. The staff in recovery were yet again very attentive and understanding. Last but far from least, Mr Ingham and his fantastic team, who, with their remarkable knowledge, were able to make me better.

The after care in outpatients, the politeness, respect and professional attitude given is also outstanding. All these kind, caring, dedicated people made my stay in hospital a very pleasant and pleasing experience.

Excellent service from excellent people under an enormous amount of pressure. If I have missed anyone out I do apologise.

Thank you to you all.

Yours Faithfully,
J Waters

Dear *Pulse*,

I am being treated for myeloma (a blood cancer) with the haematology department and have just recently had a stem cell transplant which was very successful. I would like to thank all the staff and everybody at the hospital for being so marvellous. Yours is a truly wonderful hospital – thank you all for your efforts on my behalf.

Long live the NHS.

Yours sincerely,
Brian Hussey

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

Congratulations to Joan Peck, below, who celebrated her 94th birthday in September. Joan has been attending the Jack Pryor Unit for dialysis three times a week for several years. The Unit surprised her with cake and flowers on her birthday.



NNUH marked World Thrombosis Day in October by giving out information and top tips to staff, patients and visitors. Thrombosis refers to a blood clot that forms in your artery or vein. It causes the world's top three cardiovascular killers: heart attack, stroke and venous thromboembolism (VTE) – a blood clot mostly in the leg or lungs.

E-prescribing roll out starts

Patients and staff are benefiting from a new Electronic Prescribing and Medication Administration (EPMA) system which has been introduced on two of the hospital's older people's medicine wards.

The NNUH and James Paget University Hospital (JPUH) were successful in a bid for £1.743m funding from the Safer Hospitals, Safer Wards Technology Fund sponsored by the Department of Health to implement technology that will help to reduce medication errors, missed doses and improve the quality of prescribing.

New drug trolleys and laptops are being used by staff on Brundall and Elsing ward. Laptops are used by doctors to record prescriptions electronically and nurses can then view patients' records and administer the drugs against the electronic record on the ward. The secure drugs trolleys which stock routine drugs help to free up nurses' time and can easily be moved from patient to patient around the ward.

Professor Carol Farrow, Clinical Director of Pharmacy Services at NNUH, said: "Implementation is well underway and we have now trained more than half of our older people's doctors, in addition to some consultants and senior nurses. Feedback so far has been great; the



clinicians are very enthusiastic about using the new system and how it is allowing them to give more time for direct patient care."

Dr Martyn Patel, Consultant Geriatrician, has been using the system and says: "We are already seeing the benefits of using the new system in terms of increased efficiencies and improved safety. It's much easier for doctors because we can access all medications on a single screen and the built in automatic allergy checker makes prescribing safer for patients."

It is planned that the EPMA system will be rolled out to two

other older people's medicine wards and the JPUH early next year. The system should be fully live at both hospitals by August 2016. Further updates on the roll out will be issued in future editions of *The Pulse*.

Radiology Research on the up

Radiology has a new original research project being run by Dr Andoni Toms, Consultant Radiologist, SpR James MacKay and SpR Philip Murray. The Radiology research project QUEST looks at MRI and its ability to detect the earliest changes in osteoarthritis of the knee. By detecting these early changes it may be able to identify individuals suitable for targeted preventative therapies to halt progression and possibly reverse the disease process, producing better clinical outcomes. This pilot study is examining the knees of 30 participants with MRI. Participants are a mixture of healthy volunteers and orthopaedic outpatients.

The number of ongoing radiology-led research projects and scientific presentations at national and international conferences also continues to rise through increased collaboration across the Norwich Research Park.

The number of research studies supported by the NNUH Radiology department now consists of 117 active projects, compared to 70 active studies in 2010.



This issue of *The Pulse* is dedicated to our amazing employees who were honoured at this year's Staff Awards ceremony in October. The evening was a fantastic celebration of the amazing work carried out by

individuals and teams from our hospitals.

It's often easy to acknowledge the role that technology and technical skill and ability play in helping us deliver an excellent service to our patients. However, the Staff Awards celebrate even more than this; they honour those people who show additional acts of kindness and compassion to patients and their colleagues every day. As Scott Adams said, "Remember there's no such thing as a small act of kindness. Every act creates a ripple with no logical end."

What defines great care is the kindness and the humanity with which it is delivered and that's why I'm thrilled we are able to recognise those individuals and teams at our annual event and share some of the stories about our winners with you in *The Pulse*.

Many different professions and disciplines contribute to the care of our patients, and each member of the hospital, whether visible or not to the patient, has an important role to play. We are pleased that we are able to highlight just a fraction of the brilliant work that goes on in our hospitals every day, both on the front line and behind the scenes.

Finally, on the theme of kindness, I'd like to thank Mary Northway who has chaired the Friends of Cromer Hospital for many years, always supporting the Trust, even through ups and downs in her own life. She has committed so much time to fundraising for our hospital and in our eyes is our Cromer hero. It gave us great pleasure to ask Mary to formally unveil a commemorative stone marking the completion of the Cromer Hospital ahead of their open day this October and coinciding with seeing the 500,000th patient since the new Cromer Hospital has been completed.

ANNA DUGDALE

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

Our thanks to...



Staff nurses, Tiah March (above left) and **Danica Dockray** (above right) fundraised for the Young Person's Unit on Cringleford ward. They are both involved in running the Wiggly charity and raised funds to buy art equipment, board games, Google nexus machines and laptop tables. Patients and staff are immensely appreciative for these donations which help provide entertainment for young patients in hospital.

Norman Lamb MP undertook a 100 mile bike ride around the entire constituency of North Norfolk over two days in September. He raised funds for a number of local



hospitals and charities, including Cromer Hospital. The funds have helped us to purchase a new Ophthalmology laser, which will

enable more patients to receive specialist eye treatment locally.

We are incredibly grateful for everyone's support towards the charity including:

All the KNIT4NICU Knitters; Donna Bridges; Julia Wright; Chris Bradworth; The Norvic Onesie Walkers; Marham Village Fun Day; Our Little Friends; ICENI Bike Club; Norfolk Ploughing Association; Matthew Pask; Terry Banks; Mr & Mrs R Pettengell; Mr & Mrs Smith; Norfolk Constabulary Control Room; Mr & Mrs Spooner; Mr Tom Howlett; Mrs Judi McKenzie; Mr Wilson; Reepham WI; Kerry Bullimore; The Big Latch On; Claudia Conceicao; Kay Kendal Leukaemia Fund; Lloyds Community Fund; Norwich & Peterborough Building Society; Roys of Wroxham; Dunelm; Norwich One Stop Store; Waitrose; Donna Kissinger Estate Agents; Pink Ribbon Foundation; Barclays Bank; Serco; Durrants.

Bike for Beatrice raises thousands...

...thanks to the team of 20 cyclists who took part in a sponsored 22 mile bike ride from NNUH to Quidenham Hospice in July. The Bike for Beatrice raised money for three charitable funds including NNUH's Buxton Ward, to celebrate the life of a small baby called Beatrice. Beatrice was diagnosed with restrictive cardiomyopathy, a rare heart condition when she was just six weeks old. She sadly died a month later in February 2014.

Friends of Beatrice's parents have been passionately fundraising and will share donations between Buxton Ward, EACH and Beatrice's

brighter future fund, a fund set up in her name to raise money for Great Ormond Street Hospital to pay for a heart/lung bypass machine which will be lifesaving for other precious children like Beatrice. An incredible £4,000 has been raised so far.

Pictured left, Beatrice's mum Leigh Smith and brother 4 year old Elliot



Summer of Fun

We have continued to enjoy fantastic support from some amazing people who have decided to aid many different parts of the hospital charity. Here is just a brief selection of what took place over the summer:

- Kate Slack, family and friends raised enough money from their bike ride to purchase an incubator for our Neonatal Intensive Care Unit.
- Both Duff Morgan's Sean Terrington In Memorial Golf Day and Dunston Hall's Senior Golf Day had wonderful weather and raised more than £5,000 between them.
- More local Rotary Clubs have supported the Targeted Radiotherapy Appeal (TRA) including East Point, where their President Nanna Lay hoola hooped with fire raising more than £5,000!
- A team from NNUH undertook the Three Peaks Challenge for TRA and raised £3,000.
- Julie Sapley and her family organised a Ball at Sprowston Manor to raise money for the Colney Centre refurbishment – a sell out event raising an incredible £5,590.
- For the second year running, Rodney and Veronica Rose organised a dance at the Lighthouse in Walcott, raising more than £1,000 towards our Oesophagogastric Fund and TRA.
- Durrants Auction House at Beccles organised their own version of 'Antique Road Trip' with two of their experts Phillip Store and Mark Whistler being set a budget and buying antiques from Beccles Antique Market and then selling the items at auction raising a massive £1,063.59 for the TRA.

Forthcoming Events

- Friends of NNUH Christmas Cards on sale: Contact Louise Cook on 01603 287107 or email louise.cook@nnuh.nhs.uk for details
- Quiz at Martham Village Hall: **22 November** contact 07825 138044 or emma@abocabacus.co.uk
- Christmas Fayre: **11 December** 4-8pm, East Atrium, NNUH. Free entry; come and see Burnt Fen Alpacas, visit Santa, enjoy some yummy food, browse craft stalls and much much more



Twenty-eight individuals and eight teams from the Norfolk and Norwich University Hospitals NHS Foundation Trust were recognised for their outstanding efforts and achievements at our Staff Awards in October. The annual ceremony, sponsored by Serco, was held at The Forum in Norwich with guest host ITV Anglia presenter Jonathan Wills. The awards scheme is held for the Trust's 7,000 staff and volunteers. Patients and colleagues nominated employees in thirteen award categories and you can read about the winners in the following pages. The awards night also recognised those employees who have reached 25 or 40 years' service.



Celebrating 40 years' service:

Pictured left to right are those who received 40 years' service awards on the night:

Linda Bradford, Registered Nurse, Hethel Ward with Anna Dugdale, Chief Executive

Julia Burton, Histo/Cytopathology Manager, Cellular Pathology

Malcolm Randall, Maintenance Assistant, Serco

Vanessa Cooper-Hemsley, Receptionist, (Retired)

Chris Paul, CSR Manager, Serco

Helene Monique Howe, Registered Nurse, Cley Ward with John Fry, Chairman and

Gillian Peck, Senior Biomedical Scientist, Microbiology

Serco Award

WINNER: Adrian Summers, Domestic Kilverstone Ward (pictured right with John Myatt, Serco Strategic Development Director)

FINALISTS: Jenny Osbourne, Domestic, Emergency Department and Rui Pita, Domestic, Surgical Outpatients (pictured left to right below)

Adrian takes pride in his work and his colleagues say he has incredible attention to detail. He admits he likes to do a thorough job and cleans every area of the ward every day, to make sure the ward is clean for patients, visitors and staff.

Matron, Tanya Moon, nominated him and said: "Since Adrian commenced on Kilverstone ward the cleaning has dramatically improved to the highest standards. CQC inspections have noted how clean the ward is. He is always cheerful, has brilliant interactions with patients and is a key member of the cardiology team."

Owen Brooks, charge nurse, also commented: "Adrian has a really superb work ethic. He understands the link between infection control and prevention of illness and takes his role seriously. I have the utmost respect for him."

Another nominator said: "Adrian is such a hard worker, if you ask him to do a job it's done straight away... our ward always looks so clean and tidy, he is a credit to our ward."

Adrian enjoys interacting with patients and staff and gets on well with everyone. "The nurses help me out, and I help them out, we're one big happy family," he said.



Team of the Year

JOINT WINNERS: Microbiology Department (pictured top left) and Older People's Medicine Department (pictured bottom left, with Mark Jeffries, Non-Executive Director)

FINALISTS: Collaborative Learning in Practice (CLiP) Pilot Team (pictured below right)



Last Autumn the three Microbiology departments from the Queen Elizabeth Hospital King's Lynn, NNUH and James Paget University Hospital amalgamated to form one lab based at NNUH, serving the three acute trusts and primary care throughout Norfolk. In one month the annual workload jumped from around 500,000 tests to more than 900,000 tests a year. The team reacted with huge strength, goodwill and good humour at a busy and stressful time. The successful major change has had limited impact outside of the department, which has functioned as a cohesive and professional team.



Older People's Medicine is the largest department in the hospital, caring for approximately 260 inpatients at any one time. The complexity of patients is increasing and the team uses an holistic approach, looking at all aspects of their patients' health. The department has been praised by colleagues in A&E who say it is a shining example of integrated team working. One nomination said: "The department receives a large number of patients from A&E and proactively seeks patients from A&E to transfer them to their care. This ensures that patients receive the specialist care they need in the right place at the right time. It is a truly lovely patient service."





Ward of the Year

WINNER: Brundall Ward (pictured left with Emma McKay, Director of Nursing)

FINALISTS: Dilham Ward (pictured middle left) and Easton Ward – Emergency Assessment Unit Surgical (pictured below left)



Brundall Ward is one of six Older People's Medicine wards in the hospital and specialises in caring for patients over the age of 60 who have had hip fractures. The ward cares for around 800 emergency patients a year. Brundall Ward was nominated by a colleague who works in the Theatres main recovery which regularly sends post-operative patients to the ward. They said: "The staff are professional and friendly and are able to sensibly prioritise their work so we are not left waiting to handover the care of the patient. When we do handover, there is a positive approach to the patient and their care, which gives us confidence that the patient will receive a high standard of care whilst with them."

According to Sister Tracy Shaw, the ward is very team orientated, the nursing staff working closely with Physiotherapists and Occupational Therapists as well as other areas of the hospital including theatres, the social work team and continuing care team for patients with complex discharges. Tracy praised the team and said: "Our staff are well trained in caring for this group of patients and prioritising their workloads to ensure they give patients the best care."

She added: "I'm very pleased, it means a lot to the team... We try our best to have good working relationships with the theatre recovery team and take handovers as soon as possible, to free them up. And at the end of the day it's better for the patients to be on the ward and in a nicer environment as soon as possible."

Employee of the Year

WINNER: Liz Hogbin, Head of Compliance Governance (pictured right with John Fry, Chairman)

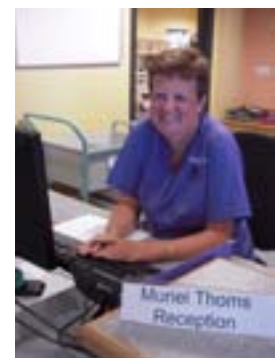
FINALISTS: Eleanor Langan, Chaplain and Julie Shaw, Receptionist/Waiting List Co-ordinator, Patient Services, Cromer Hospital (pictured left to right below)

Liz has a great combination of front line nursing experience combined with management and business experience and a shining personality to boot. The combination has proven to be a winning one not just for Liz but for our hospital also.

Liz has been instrumental in the redesign of the patient care record documents. The redesign included extensive consultation with staff both online and face to face and its introduction was supported by training sessions delivered by Liz. Following a successful pilot the documents were fully launched in September 2013. The documentation contributed to a compliant CQC inspection and are more user friendly for the staff.

One nominator said: "She has managed to engage all staff in the re-design so that every one has felt that they have been involved and listened to." Another called Liz 'a superb role model' and someone who is 'professional, approachable and inspirational' and a constant source of support and encouragement.

Liz said: "I believe that if you can make processes better and easier for staff it'll be better for our patients too. Any change we ever make has got to make a difference". She added: "I love and am passionate about the role that I do because I can work so closely with the front line teams in making improvements for both them and our patients."



Unsung Hero Award (Non-Clinical)

WINNER: Debbie Cooper, Head of Financial Services (pictured right with Dave Batchelor who sponsored this award)

FINALISTS: Lynn Mason, Staff Bank Manager and Nadine Sharp, Procedural Documents Manager and Clinical Standards Group Administrator (pictured left to right below)

Debbie joined the Trust in 2001 and as Head of Financial Services she oversees the day to day transactional side of finance for the NNUH. She manages a team and is responsible for cash management and sales, including accounts receivable and accounts payable, VAT and inland revenue requirements and has worked on bids for various projects. Most recently she was involved in setting up and supporting the new Clinical Research Network, CRN: Eastern.

Debbie is dedicated to providing excellent financial support to the NNUH and has worked above and beyond to help others, providing expert advice and often lots of patience!

Debbie is held in high regard for her knowledge, kindness and dedication. It is a pleasure to be able to recognise Debbie who for years has quietly got on with her work, helping and supporting others in the background.



Volunteer of the Year

WINNER: Denis Dyett (pictured left with Anna Dugdale, Chief Executive)

FINALISTS: Deirdre Cubitt, Daphne Gribble and Derek Minns (pictured left to right below)

At the ripe old age of 83 years Denis is an 'inspiration to us all'. Working in the audiology department Denis has first-hand experience of hearing loss, disabling loss of balance, tinnitus and hyperacusis causing him to have acute sensitivity to certain sounds. Despite this he continues to volunteer with a smile on his face and even when it took him over five hours to get home in the snow last year, he came straight back to help the next day.

Most recently Denis has been helping to update the lip-reading and auditory training material, making it easier for staff to access it in folders rather than looking through hand written material.

Prior to this, Denis volunteered at the Norfolk Deaf Association travelling to people's homes to assist them with their hearing aids before giving this up due to the amount of travelling at the age of 70. Always wanting to give to other people, Denis has spent a lot of his life caring for friends and family – it appears to be something in his nature.

"I love working in the audiology department," Denis said, "I feel it gives me far more than I ever give back as it provides me with a purpose each day, something to hold on to. Being deaf, it is quite easy to just sit at home and neither see nor speak to anyone but I like to help and this gets me out. It's the best thing I've ever done!"



Unsung Hero Award (Clinical)

JOINT WINNERS: Diana Rodgers, Theatre Support Worker (left) and Susan Flynn, Healthcare Assistant, Kimberley Ward (right) pictured with Anna Dugdale, Chief Executive, centre.

Diana joined NNUH as a theatre support worker 11 years ago and supports patients visiting thoracic and general theatres. Diana makes patients feel at ease by chatting to them about a subject of their choice!

All the nominations received described Diana as going beyond 'the everyday confines of her role' whilst 'doing whatever it takes' to make the patients feel comfortable as if they were her own relatives.

Di's colleagues are also extremely grateful for her role, stating that Di's mere presence reassures the anaesthetists, surgeons and staff nurses whilst ensuring she 'does all she can' to make their role as easy as possible. Di is truly a valued member of the team.

Di was extremely proud to be nominated but simply said "I'm just doing my job and trying to do the best I can."



Susan, or Sue as she's known to colleagues, started her career as a catering assistant at the old N&N in 1981. She later became an auxiliary nurse and has worked on Kimberley

Ward for 18 years, caring for older patients, washing them, doing their hair and helping them walk about the ward.

Sue received many nominations from colleagues on her ward. Her patients think a lot of her too, with one reporting she was 'treated like a queen' when Sue looked after her.

Sue absolutely loves her job. She said: "It's working with older people... I like listening to their stories. The patients make it for me."

Sue's not only an inspiration to her colleagues and patients, but she's also inspired two of her children to work as healthcare assistants within the hospital.

On winning the award Sue said: "I'm really pleased. I've had a long and happy career but I don't think I do anything other than my work."

Leadership Award

JOINT WINNERS: Debbie Asher, EPA Blood Transfusion Network Manager (left) and Liz Rooney, Sister, Surgical Outpatients (right) pictured with Julie Cave, Director of Resources



Debbie has managed blood transfusion at NNUH for 14 years, and in February took on the additional responsibilities of overseeing the blood transfusion laboratories at the James Paget University Hospital and Queen Elizabeth Hospital as part of the Eastern Pathology Alliance (EPA) Project.

The changes have presented many challenges, but according to one colleague she "works above and beyond to ensure the quality of the work performed in the Blood Transfusion department remains at a high level." Debbie is described as a fantastic boss with vast experience and knowledge. Debbie has an excellent relationship with her colleagues and said: "In pathology, we are used to quite a lot of change, but this change has been seismic. My team have been hugely supportive of me. It's lovely to be nominated because it's the people working really hard in the labs that I care about."

Liz has worked at NNUH for 25 years and has strived to improve the service provided to patients.

Liz has transformed Surgical Outpatients and been an instrumental part of implementing several initiatives including the One Stop Urology Clinic, allowing patients to see a doctor and go through the whole

diagnostic process in one visit; the pre-assessment screening process, evaluating patients prior to medical procedures which has led to an improvement in cancellation rates; and the introduction of the Haematuria One Stop Clinic, after seeing the benefits of the One Stop Urology Clinic, as well updating the equipment and improving infection control functions.

Liz is described as an inspiration, someone who leads by example, whilst being very efficient and open to new ideas. Her energy and vision ensure patients have the best possible experience. Liz is relentless in her drive to improve patient centred services.



Research Award

WINNER: Dr Nick Levell, Consultant in Dermatology (pictured right)

FINALIST: Dr Karl Gaffney, Consultant in Rheumatology (pictured below right)

Dr Levell is conducting outstanding research in the field of dermatology and is definitely putting Norwich “on the map”.

A recent paper, titled “Basal Cell Carcinoma Epidemiology in the UK: the Elephant in the Room” analysed ten years worth of data which found that there has been an increase in the incidence of basal cell carcinoma in the UK by 81%. This is far greater than had been predicted by the national cancer registry and has major implications for resource use in the next decade. Astonishingly, the data indicates that in the UK, basal cell carcinoma is nearly as common as all other cancers in all other body sites combined. The conclusion was so significant that it was highlighted in the national press.

Nick has also been praised for his excellent collaborations with several other departments and partners including the Eastern Cancer Registration and Information Centre based in Cambridge.

On winning the award, Nick said: “I’m really pleased because the paper has stimulated other people to get interested in looking at this topic as well. The British Association of Dermatologists is now linking up with the Royal College of Pathologists to look at what is happening across the country with non-melanoma cancer. We’re also building on the work and looking at further research into other skin cancers.”



Clinical Teacher of the Year

WINNER: Leah Cooper, Clinical Scientist, Audiology (pictured below right with Professor Krishna Sethia, Medical Director)

FINALISTS: Catherine Heywood, Pharmacy Teacher Practitioner and Mr Adam Stearns, Specialist Registrar, General Surgery (pictured below)

Leah is one of three scientists who work with children to carry out hearing assessments from birth, working with patients who have hearing loss and their families, fitting hearing aids, testing and providing follow up care. She’s also the lead for training within the department and has put in a lot of extra work to ensure the trainees get the best training possible. She has undergone additional training herself, to develop her teaching and training skills and has passed these new skills on to others in the department. She has coordinated the new training scheme and ensures trainees get the experience and support they need. Leah's record of successful trainees is outstanding and she is deeply committed to her job, making her an excellent candidate and worthy winner for clinical teacher of the year.



Patient Choice - Most Outstanding Individual

WINNER: Liz Harrison, Senior Occupational Therapist (pictured right, with EDP Health Correspondent Adam Gretton)

FINALISTS: Peta Leader, Children's Physiotherapist and Dr Michelle Smith, Junior Doctor (pictured left to right below)

Liz was nominated by a patient for providing the most amazing care and support, both practically and emotionally. They said: "Liz does everything with the utmost professionalism, while at the same time being 100% human in her approach." Liz's role offers non-medical support to patients facilitating recovery and help to overcome any barriers that prevent them from doing activities that matter to them. This could focus on exercises which allow a patient's mobility to be increased, or looking at equipment which may make their quality of life better.

The nominator described Liz as a "huge credit to the hospital and I thank her from the bottom of my heart for all the help and support she has given me."

Liz says: "I love my job, I simply love working with the patients... you feel like you're making a difference, some greater, some smaller." She added: "The greatest part of the role is when you witness a 'light bulb' moment where things have 'clicked' for the patient and you know you have made a difference."



Patient Choice - Team of the Year

JOINT WINNERS: Acute Medical Unit (AMU) (below left) and Emergency Department (below right) pictured with EDP Health Correspondent Adam Gretton

AMU, like the other emergency areas within the hospital, has seen a huge increase in demand over the last year, with admissions up between eight and 12% when compared to last year. But that hasn't impacted on the quality of care provided to patients. As one nominee said: "The care I received was so good, I felt really looked after all the time I was in there. They were so busy and still gave time for everyone on the ward."

On winning the award, Suzanne Nurse, Senior Matron, praised her fantastic team who work hard and really care for patients. She said: "It's nice to know that what you do is recognised by patients. At the end of the day we're all here for patients, everyone who works on AMU wants to feel that their patients are well cared for."



The Emergency Department was delighted to be nominated for the team of the year by members of the public. "We have been really touched that our patients think so highly of us," said Senior Matron, Kirsty Rowden.

The department has been under increased amounts of pressure following a 6% increase in attendances during April to August this year compared to the same period last year. Despite this the team has pulled together looking at new ways of working, implementing processes and trialling ideas in order to maximise efficiencies. The team was nominated for its kind, caring and professional nature. Kirsty added: "It really is great for the team to get the recognition and to feel that their hard work has been acknowledged."



Lifetime Achievement Award



Pictured above left to right: Chairman John Fry, Mr David Tewson, Dr Helen Williams, Chief Executive Anna Dugdale and Mary Wood.

Mr David Tewson, Consultant in Orthodontics

David has been a Consultant Orthodontist within the Oral Health department for 26 years and has created an orthodontic centre of excellence within the NNUH. It is a small multi-disciplinary team including maxillofacial surgery, maxillofacial laboratory, orthodontics and restorative dentistry. David cares for patients with complex needs, as one nominator says “making such a difference to their confidence and life”.

A large part of David’s job involves teaching as he oversees all the post graduate training within the unit. David is also the dental tutor for Norfolk, providing local education to dentists across the county. He is also the national chair of the speciality advisor committee which oversees post graduate training all over the country and he has lectured all over the world in his field.

His colleague said: “David is a role model and endlessly displays the highest standards and integrity,” and another added: “David is a respected member within the speciality of orthodontics and he is an asset to this organisation.”

Dr Helen Williams, Consultant Microbiologist

Beginning her career as a doctor in 1989, Dr Helen Williams has provided 25 years service to the NNUH. As consultant microbiologist, Helen has enjoyed working in a fascinating field with a good mix of diagnostic and clinical work, often proving to be a bridge between the lab and clinicians. On the wards, Helen has spent time with clinicians reviewing patients’ antibiotic prescriptions and supporting clinical teams.

It’s not just at NNUH where Helen has shone though. In addition to being the lead for antibiotic prescribing in the Trust, she also spent time as chair of the consultant staff committee and Vice-President of the Royal College of Pathologists leading the speciality at a national level.

Helen retired in October after her long and successful career and says that what she will miss most is her interesting work and fantastic colleagues.

Reflecting on her time at NNUH, Helen said: “I’ve really enjoyed it, if people can have half as much fun as I have then they will have a really good time.”

Mary Wood, Breast Care Nurse Specialist

Mary has recently retired following 38 years within the NHS. Training in 1976 at the old hospital Mary moved to London to carry on practising before returning to her home county.

After progressing her career on various wards Mary became a hospital based Macmillan nurse in 1996 which provided her with the experience to narrow down her specialism and become a breast cancer nurse specialist in 2002, a role Mary fulfilled for the last 12 years of her career.

Described as ‘warm, friendly and compassionate, with a heart of gold’ Mary will be deeply missed by her team and patients. Mary was honoured for her dedication and commitment to her job providing emotional, psychological and practical support to women with a diagnosis of breast cancer. She set up a new psychology clinic which has been of huge benefit to the patients that are diagnosed and subsequently suffer significant psychological distress. Without doubt Mary has touched the lives of many women, supporting them through their breast cancer treatment journey and truly making a difference.

April 2013

In April, the results of a national survey into the experience of patients who have received radiotherapy rated NNUH as excellent in a number of areas. The results of the Radiotherapy Patient Experience Survey are used to help highlight any issues or areas for improvement. The survey covered questions on consent, written information before radiotherapy, information on the centre's website, getting to the hospital, the patient's radiotherapy treatment, support, daily visits, further visits to the clinic and overall care. Consultant Clinical Oncologist and Clinical Director for Oncology and Palliative Care, Dr Tom Roques, said: "These results reassure us that we are supporting people in the best possible way during a challenging time in their lives."



May 2013

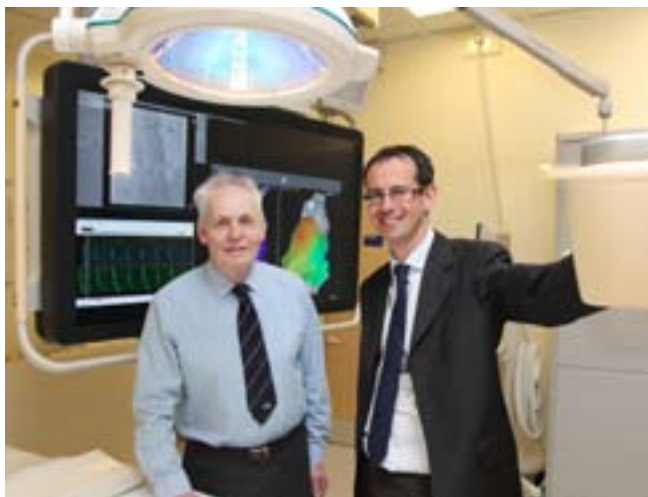
In May the NNUH celebrated International Nurses Day to recognise the amazing caring work nurses do and the pride they take in their profession. NNUH marked International Nurses Day and International Midwives Day by holding a range of activities and events to celebrate the remarkable difference that nurses make. There were stands about Careers, Continuous Professional Development and how nurses uniforms have changed over the years.

As part of the celebrations Ruth May, Regional Chief Nurse (pictured below) gave a talk on nursing values and David Prior, former Chairman of the Trust, now Chairman for the Care Quality Commission, spoke about the changing role of nursing in our hospitals.



June 2013

The cardiac electrophysiology suite at NNUH was officially opened by Care and Support Minister, Norman Lamb MP in June 2013. Thanks to the monies raised through the Norfolk Heart Trust's (NHT) Sparks4Hearts appeal, specialist equipment has been purchased which now enables the NNUH to perform electrophysiology locally rather than patients having to travel to Papworth for the treatment. Electrophysiology (EP) is a special technique that has been developed to identify the short circuits within the heart responsible for abnormal rhythms and then once identified to permanently ablate them.



July 2013

In July, we rolled out surveys which have been used to gather patient feedback on the wards, to other parts of the hospital. Patients who visit outpatient clinics or the Accident and Emergency Department were given the opportunity to answer the Friends and Family Test (FFT) question, "How likely are you to recommend our ward to friends and family if they needed similar care or treatment?"

The feedback is shared with each of the wards and outpatient departments and helps staff to make improvements to give patients a better experience when they come to hospital.



August 2013

The NNUH was shortlisted for a prestigious national award for Acute Sector Innovation. The nomination in the *Health Service Journal* 2013 awards was for the Trust's unique programme of independent ward audits it has developed to ensure high standards of the quality of care provided to patients are maintained, and always challenged, to be raised further.

This Quality Assurance Audit programme involves unannounced ward and clinic inspections by teams of two senior nurses and an independent external representative from the community. The teams inspect the standards of care provided to patients in that setting including cleanliness, assistance with meals, medication and records.



September 2013

In September we announced that NNUH had been appointed as the host of CRN: Eastern, becoming just one of 15 NHS Trusts/Foundation Trusts in England to run a local branch of the National Institute for Health Research (NIHR) Clinical Research Network. The NIHR Clinical Research Network is the clinical research delivery arm of the NHS. It provides funding to hospitals and GP surgeries to pay for research nurses, scans, x-rays and other costs associated with carrying out clinical research in the NHS.

As the chosen Trust for the Eastern region, NNUH has been awarded a five year contract and is responsible for distributing £19 million of funding per year, to support clinical research across the whole region.



October 2013

The Delivery Suite was opened officially in October after undergoing a three month refurbishment and redesign. The redesign came after the NNUH was successful in gaining £272,000 of funding from the Department of Health to improve the environment for patients. This was used to create en-suite facilities for all birthing rooms and increase the recovery area from one bed to two. The redesign also means that the hospital has been able to increase the overall capacity by adding three new delivery rooms bringing the total to 15 rooms, which will help the service to cope with the predicted increase in birth rate over the next five years.



November 2013

Three new Dementia Support Workers joined the NNUH in November to enhance the experience of patients with dementia while they are in hospital. They also offer specialist advice to relatives and carers. The posts were funded by a charitable donation. The Dementia Support Workers offer extra non-clinical support, over and above that provided by clinicians, including emotional support for families and carers; 1:1 activities with patients to promote wellbeing and cognitive stimulation; and helping patients and their carers complete "This is Me" booklets, which promote understanding of the patient to aid person-centred care.



Photo by Eastern Daily Press

December 2013

In December the NNUH won a national award for the Best Apprenticeship Programme in the *Training Journal* Awards. Since 2010 NNUH has employed 186 apprentices. Of those who have completed their apprenticeship, 93% have moved onto substantive employment; 87% within the Trust, 6% within the public sector locally.

Julia Watling, NNUH Learning and Development Manager, said: "Apprenticeships have transformed the way we recruit and are at the heart of succession planning allowing the organisation to 'grow our own' workforce. This exciting new talent stream helps us to create a highly trained, sustainable workforce offering outstanding patient care."



January 2014

A number of new services are being provided at Cromer Hospital and from January, patients have been able to choose to have their simple chemotherapy closer to home. Chemotherapy sessions are being offered on Thursday mornings in the Muriel Thoms Unit at Cromer Hospital to patients who need treatments which can be given at weekly or three weekly appointments. Patients previously had to travel to Norwich to receive this treatment.

Lead Chemotherapy Nurse Debra Blackstone said: "Chemotherapy provided closer to home will alleviate some of the stress and anxiety experienced by patients at this time, improving the experience of our patients and maintaining the highest standard of care."



Photo by Eastern Daily Press

February 2014

In February we were extremely pleased to announce that our staff recommended their hospitals as a place to work or receive treatment in the 2013 National NHS Staff Survey. The score for the question asking staff if they would recommend their hospitals as a place to work or receive treatment has risen for the third year running, with the 2013 rating 3.74 out of 5, compared to the national average for NHS acute trusts of 3.68 out of 5.

Chief Executive, Anna Dugdale, said: "Our vision is to provide every patient with the care we want for those we love the most; the real test of how far we achieve this is whether our own staff would recommend our hospitals and we are delighted that the year on year results are improving."



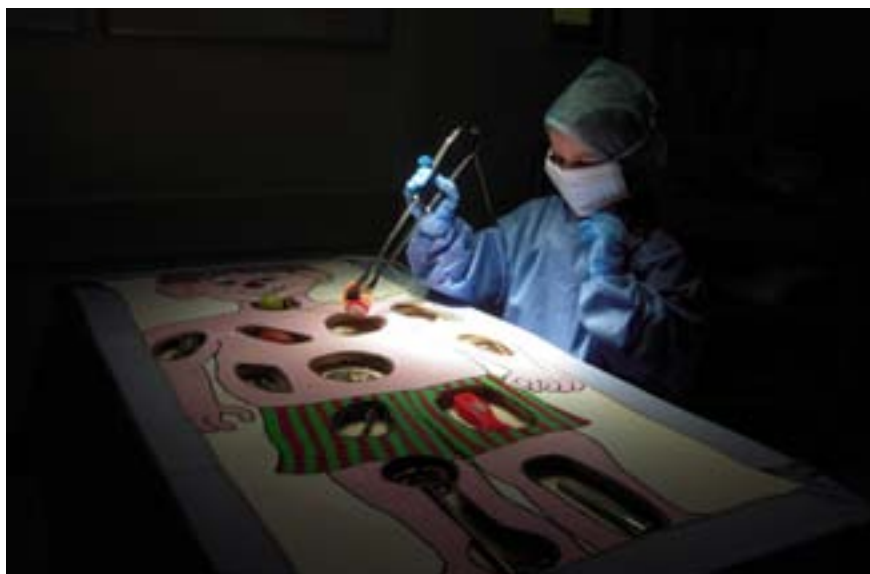
March 2014

In March we celebrated two years of being completely clear of MRSA blood stream infections (bacteraemias). Every patient admitted, is swabbed for MRSA resulting in approximately 10,000 samples processed by the microbiology team every month!

During this month, we also announced that in collaboration with James Paget University Hospital we have been successful in a bid for £1.7m from the Department of Health sponsored Safer Hospitals Safer Wards Technology Fund and will be introducing an Electronic Prescribing and Medication Administration system. Once introduced, doctors will be able to record prescriptions electronically and nurses will administer drugs against the electronic record on the wards.



Cromer Open Day a success



Above, Abigail Howes plays the life size operation game at the Open Day

Cromer Hospital opened its doors to the public on Saturday 18th October. The open day event was free and enabled visitors to see the hospital facilities first hand, have the opportunity to find out more about their own health and take part in a variety of activities.

People were able to have a go at a life-size 'Operation Game', find out what it's like to have a plaster cast and use the eye simulation glasses which demonstrate different eye conditions. Young children also had the opportunity to take their teddy bear to the 'Well Teddy Clinic'.

Helen Lloyd, Cromer Operational Manager said: "We love opening our doors to the public so that people can see what good work goes on at the hospital. It is also a chance to see what happens behind the scenes. There was something for every family member from activities for the children to enjoy or information for those looking to begin a career in healthcare."

To commemorate the successful completion of the new Cromer Hospital in March 2012 and recognise the generous bequest of Sagle Bernstein a stone (pictured right) was also unveiled by Chairman of the Friends Mary Northway, on the morning of the open day.



Cromer treats 500,000th patient

The newly developed Cromer Hospital has reached an important milestone and treated its 500,000th patient. The hospital opened its doors to the public in March 2012 replacing the 1930s-founded hospital.



Carole Woodward from Salhouse, pictured above, had cataract surgery at Cromer Hospital and was estimated to be the 500,000th patient. She said: "I've always had brilliant treatment at Cromer hospital. It's such a lovely hospital with such friendly and welcoming staff."

Helen Lloyd, Cromer Hospital Operational Manager, added: "The first two years in the new hospital have been excellent. We've added new services such as introducing chemotherapy and the one-stop cataract service, and are delighted that we have reached this exciting milestone and have treated our 500,000th patient."

WELCOME

...to the following consultants who recently joined the Trust: **Dr Syed Alam** (Gastroenterology); **Mr Andrew Cook** (Trauma & Orthopaedic); **Dr Joyce Balami** (Stroke Medicine); **Dr Sarah Hawthorn** (Anaesthetics); **Dr Chit Hmu** (Stroke Medicine); **Dr Cinzia Papadia** (Gastroenterology); **Mr Irshad Shaikh** (General Surgery); **Dr Arun Shankar** (Gastroenterology) and **Mr David Spokes** (Ophthalmology).

FAREWELL

...to the following long-serving staff who have recently left the Trust: **Dr El-Sawy**, Associate Specialist (21 yrs); **Anne Legg**, Senior Research Associate (23 yrs); **Lucy Child**, Dietician (23 yrs); **Deborah Cutting**, HCA (26 yrs); **Dr Gwenda Porter**, Consultant (27 yrs); **Christine Howard**, Staff Nurse (29 yrs); **Anne Warner**, Staff Nurse (31 yrs); **Alison Dann**, Midwife, (31 yrs); **Sharon Lincoln**, HCA (31 yrs) and **Jacqueline Ketteridge**, Deputy Sister (31 yrs); **Josephine Royall**, Matron (32 yrs); **Dr John Meaden**, Consultant (33 yrs);

Susan Christie, Physiotherapy Manager (37 yrs); **Jane Jimenez**, Deputy Sister (39 yrs) and **Janet Kerrison**, Medical Secretary after 39 years service.