

THE Pulse

Issue Number 74
Autumn 2015



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

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year's Staff Awards,
pp 5–12**

**Take a look at our charitable
activities pp2-3**

**Plus, look back at some of the
highlights of 2014–2015, p13**



NORFOLK AND NORWICH UNIVERSITY HOSPITAL

Colney Lane, Norwich, Norfolk NR4 7UY
Tel: 01603 286286 www.nnuh.nhs.uk
Main Restaurant West Atrium, level 1 open Daily from 8am to 1am.
Café Bar Outpatients East. Monday to Friday open from 7:30am to 16:30
Little Costa Outpatients West Monday to Friday open from 7:00am to 18:00
POD: Plaza east open Monday to Friday from 7:00am to 20:00 Saturday 9:00am to 18:00pm
Cafe Pure (inside WH Smith, Plaza West) open Mon–Fri 7.30am–6pm, Sat 9am–4pm and Sun 10am–3pm
WRVS shop East Atrium: open Mon–Fri 8am–8pm and weekends 10am–6pm
WH Smith Plaza (West) – see 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
Lost property 01603 287468 or ext 3468
Patient Advice and Liaison Service (PALS)
For confidential help and advice call 01603 289036 / 289045
Chapel Open to all. For details of services or to contact the Chaplains, call ext. 3470

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

- OTHER HOSPITAL DEPARTMENTS**
- **Cotman Centre**, Norwich Research Park: Cellular Pathology, Radiology Academy
 - **Innovation Centre**, Norwich Research Park: Microbiology
 - **Francis Centre**, Bowthorpe Industrial Estate, Norwich NR5 9JA, ext. 4652: Health Records
 - **Norwich Community Hospital**, Bowthorpe Road, Norwich NR2 3TU: 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

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Bike Ride Success



More than 400 cyclists helped raise £3,350 after taking part in the hospital’s charity ride. Cyclists ranged from experienced amateurs to complete novices, from staff to members of the public with a minimum of £5 from each entrance fee going to the charity. In addition many individual cyclists raised further sponsorship for different wards and departments.

Current Fundraising Projects

Donors are encouraged to support any area close to their heart. Here are some recent donations .

Fun Fun Fun
A £25,000 donation from Juliet Waller and friends has paid for a weekly visit from FunForce to the wards and clinics under the Hospital Art’s Programme of a regular workshop programme for the Jenny Lind.



her closest friends. Diagnosed with Non-Hodgkin lymphoma in 2013 Margaret underwent a course of chemotherapy and is currently in remission.



Expect the Unexpected!
Louise Cole set out to raise £3,000 to say thank you to our Stroke Team for the care they had given her dad and organised a cabaret night at the Maddermarket Theatre. In the end she has raised more than £6,000. Our thanks go to the Friends of Norfolk and Norwich University Hospital who have recently purchased equipment worth nearly £5,000 for our Stroke Ward.

Grannies Galore!
Two Norfolk Grannies have supported the hospital charity. Eighty-four year old Lucienne Ullmer has raised £1,000 for the eye clinic after it saved her sight. Margaret Tubby, 69,raised more than £18,000 thanks to the help of

Norfolk and Norwich Liver Group
Three years ago the group purchased a specialist liver scanner called a Fibroscan at a cost of £77,500 often removing patients need to have a liver biopsy. This year the group fundraised for a portable scanner which can be used at clinics outside of the hospital.

Fundraising Gallery

Our thanks to all our fundraisers including:



Pictured left: Gavin Buckingham and Mollie Snelling



Pictured left: Vera and Janet with Harriet Andrews



Pictured above: the Sunshine Ladies’



Pictured right: Katy Henry and Mary Ewin

Pictured right: Les Heaton with Stacey Dixon



Our Thanks to
Jack Baker’s family ; Jasmine & Amanda Lewis ; Taverham & District Lions Club; Nanna Lay; Stacey Skinner; Emmie Rae’s family & friends; Alan Nicholls, Norfolk Fire Service & Norfolk Police; Norfolk Knitter & all our knitters & sewers; Abbie Gooch and Ryan Lewis.

Send A Smile With Santa



The Norfolk and Norwich University Hospitals NHS Charity is calling on local people and businesses to donate more than 900 gifts so that every patient at NNUH wakes up to a present from Santa this Christmas. Drop off points for presents on the hospital site include West Outpatients reception, West Inpatients reception, East Inpatients



Christmas Fayre 10th December

The annual Christmas Fayre will be held on 10th December 4pm - 8pm. Come and sample some festive delights, purchase presents

NNUH Appoints new Chief Executive

NNUH Non-Executive Directors have appointed Mark Davies to the role of permanent Chief Executive, which was approved by the Council of Governors. Mark has been interim Chief Executive since August. He has more than twenty years’ experience as a Chief Executive of NHS trusts including Royal United Hospital Bath NHS Trust and North Hampshire Hospitals NHS Trust. In 2007/8 he was CEO at both Hammersmith Hospitals NHS Trust and St Mary’s Hospital Paddington NHS Trust at the same time, and played a key role in their merger to form Imperial College Healthcare NHS Trust.

After three years at the NHS London Strategic Health Authority, in 2011, Mark became Chief Executive of Imperial College Healthcare NHS Trust - the UK’s first Academic Health Science Centre. Mark left Imperial in 2014 to join Monitor as Improvement Director. John Fry, Chairman of Norfolk and Norwich University Hospitals NHS Foundation Trust, said: “I am delighted that Mark will remain with us as our permanent Chief Executive. Since his arrival in August he has demonstrated great leadership skills and vision, which are crucial in dealing with the challenges of the NHS today.”

Professor David Richardson, Vice Chancellor at the University of East Anglia (UEA) and Non-Executive

reception, East outpatients reception, The Pod, Café Pure and the main restaurant. You can also drop presents off at Natwest branches including: Wymondham, Diss, Cromer, North Walsham, Norwich London Street, Norwich Boundary Road, Norwich St Stephens Street, East Dereham and Great Yarmouth. You can also drop off at Co-operative travel Cromer branch , Holiday Inn Hotels and various branches of Norwich and Peterborough banks.

from the stalls, meet Santa and the Alpacas. and enjoy entertainment and fireworks. Free entry and free parking.



were nominated.

There was a lovely atmosphere and everyone shortlisted and their friends and families (including those giving their support from the pizza restaurant upstairs!) had a great evening.

This year it was particularly special with the introduction of the Edith Cavell Awards. Launched to mark the centenary of her death, the awards honour Norfolk nurse and national heroine Edith Cavell, and help us to celebrate our own nursing heroes.

Many congratulations to the Edith Cavell Nurse of the Year, Stephanie Swithenbank from Knapton Ward (featured on this edition’s cover) and to the Edith Cavell Health Care Assistant of the Year, Sue Postance from the Emergency Assessment Unit.

On this page you will also be able to read about the appointment of Mark Davies (pictured left) as permanent Chief Executive, which is great news for NNUH.

John Fry
Chairman,
Norfolk and Norwich University Hospitals NHS Foundation Trust

Dates for your Diary

Every Monday from October to December : Your chance to purchase Christmas Cards from Friends of NNUH from 1.30pm in the West Atrium
15 November 3:45pm: Walk Celebrating Premature Baby Day West Atrium Level 1 walk starts at 4pm raising money for NICU.
6 December: Super Santa Run for NICU. To register visit www.mickglynn.co.uk
10 December 4pm - 8pm: Christmas Fayre Live music, fireworks, craft stalls, Santa and the famous alpacas! Free entry and parking.

Council of Governor meetings:
24 February 2016 10am-12pm – Board Room
26 April 2016 3pm-5pm – Board Room

Trust Board meetings: in public
27th November 2015 9am - 11am – Board Room
29th January 2016 9am - 11am - – Board Room



Thirty seven individuals and eleven 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 BBC Look East presenter Shaun Peel. 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 are those who received 40 years' service awards on the night including:

Erica Balls, Anne Bates, Stephen Cooper, Sarah Elliston, Jane Farley, Gillian Greenacre, Christine Hall, Susan Hayward, Judith Palmer, Diki Raja, Julie Starkings and Kathleen Warman

Edith Cavell

WINNERS: Stephanie Swithenbank, Edith Cavell Nurse of the Year (pictured below with Nick Miller Chair of Norfolk Cavell 2015 Partnership and Trustee and Director of Nursing Emma McKay) and Sue Postance, HCA Emergency Assessment Unit



An extract from the nominations...

Steph is an excellent nurse who has the highest standards for her patients, she thoroughly pays attention to each individual under her care and acts as their advocate when discussing patients with other members of staff. She has a great eye for detail and will often spot issues or problems.

Steph is a valued member of the ward team and others look to her for advice.

She provides mentorship to nursing students and I think that they are lucky to have such an enthusiastic and passionate mentor to guide them through their training.

Sue Postance, received the Edith Cavell Healthcare Assistant of the year award. Sue has served this hospital faithfully for around 28 years. In all that time Sue has always been caring, cheerful, respectful, willing and fair. Sue is really wonderful with patients and puts them at their ease in the very stressful situation of emergency surgery. Like Edith Cavell Sue is Norfolk born and bred and she will be appreciated and applauded for her contribution to her, and Edith's, profession.

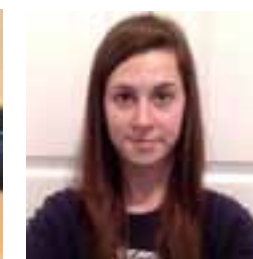
Apprentice of the Year

WINNER: Sophie Bland (pictured right with Richard Parker, Interim Chief Operating Officer)

FINALISTS: Chloe Bunn, Troy Smith and Natalie Howes (pictured below left to right)

An extract from the nominations...

Sophie started as an Apprentice Trust Secretary in Gastroenterology in March 2013 and settled into the department very quickly. Before her 18 month Apprenticeship finished she had secured a permanent position as Trust Secretary for the Specialist Nurses. To see Sophie grow from her first day to actually mentor an Apprentice herself is all credit to her. She is hardworking, always willing to help others and is a fantastic team member. In my opinion Sophie has been the perfect Apprentice and is a role model for others. Sophie said on the night: "I am absolutely overwhelmed by the fact I was nominated let alone by the fact I have won. It's brilliant to know you that you haven't gone unnoticed, even in an organisation with so many people".



Serco Award

WINNER: Carina Woods, retail catering assistant (pictured right with Mark Hunt, Managing Director of Serco Health)

FINALISTS: Roy Didwell, Radiology Porter

An extract from the nominations...

Carina is part of the wonderful team who work in the POD café and they are a marvellous example of good customer care. Carina is always very busy but never appears to be overwhelmed treating everyone with a smile. She is always professional and efficient moving quickly through the orders and showing kindness

and compassion to patients and relatives who visit the POD.

Carina added: "I feel incredibly humble to receive this award. I am very lucky to work with the team I do and feel that I was just doing my job."



Team of the Year

WINNERS: Dementia team (pictured Left with Richard Parker, Interim Chief Operating Officer)

FINALISTS: MRI Radiology and Speciman Lab Reception Team (pictured below)

An extract from the nominations...

The dementia team has worked very hard throughout the year to improve the care of those with dementia and inform and train all staff to care for patients with dementia appropriately. This has involved liaising with a wide range of NHS and social care organisations, charities and the Norfolk and Suffolk Dementia Alliance. The team has set up the Dementia Support team who provide one-to-one patient support, reminiscence, reading and carers support. They have also trained Dementia coaches and more than 100 Dementia champions across the Trust as well as encouraging staff to become Dementia friends. All these measures have created a Dementia-friendly environment for our patients. Liz Yaxley, NNUH Integrated Dementia Services Project Manager added: "The dementia team is delighted to win the team of the year award. Even though we are a small group our reach is expanded by the huge team of dementia links and committed staff all around the hospital working hard to improve the care for our patients with dementia and their carers. We enjoyed a fantastic celebratory evening and are really proud of our trophy."



Ward of the Year

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

FINALISTS: Kimberley Ward (pictured bottom left) and Elsing Ward (pictured below right)

An extract from the nominations...

This team works consistently as one unit. They are always willing to help and go beyond the call of duty to make sure patients, relatives, and staff feel informed and well cared for. From the minute you arrive on the ward the atmosphere is helpful and you are warmly welcomed. This ward has a can-do attitude, the staff are enthusiastic and fully include all members of the multi-disciplinary team.



Employee of the Year

WINNERS: Clemency Collins, Mulbarton Deputy Sister (left) and Katie Cooper, Advanced Radiographer (Therapy) HDR / Gynaecology (right) (pictured below)

FINALISTS: Kay Marrison, Gastroenterology Matron and Juliet Sidney, Mattishall Ward Deputy Sister (pictured bottom left to right)

An extract from the nominations...

Clem is, without a shadow of a doubt, one of the most kind, considerate and caring nurses I've had the pleasure of meeting and working with. She always remains calm at the most busy and pressurised times on the ward. Clem always makes me feel completely supported, confident and safe. Nothing is ever too much trouble for either staff or patients where Clem is concerned. One of the highest compliments I can give Clem is that if I were a patient in this hospital, I would want her to be my nurse 24/7.

put in place the highly complex patient pathway which enables patients to have this world-class treatment. She is always calm, focussed and in control. She trains others and has the service running like clockwork. Not only does she organise the service and the consultants well, but she is also dedicated to caring for the patients. There is no doubt that she puts the patients first. Katie is wonderful to work with.

Katie said: "I was extremely honored to be nominated and never expected to win, this recognition would not have been achieved without the support and dedication of the brachytherapy team as a whole. The care and support patients receive is a team effort that spans many departments throughout the Trust."

Katie is the Advanced Practitioner and lead radiographer for the brachytherapy service where we treat cancer of the cervix. She has



Unsung Hero Award (Non-Clinical)

WINNER: Linda Morris, Patient Pathway Co-ordinator, Head and Neck Services (pictured right with Jon Batchelor whose father, David, sponsored this award)

FINALISTS: David Wagg, Pathology Porter and Nicola Bishop, Consultant secretary to Mrs Hutchinson (pictured left to right below)

An extract from the nominations...

Linda is an exceptional member of our cancer team who is as valuable to patient care as any surgeon or oncologist. Behind the scenes she co-ordinates patient pathways to make sure that tests are expedited and results ready for clinic. She is also the first point of phone contact for many patients and deals with their anxieties professionally and with commendable calmness given their cancer diagnoses. She has implemented a number of changes to the way the team works such as a running list to predict theatre need and sitting in the clinic to be able to coordinate everything even more effectively. Linda is a gem we could not now do without - a real jewel in the team crown!



Volunteer of the Year

WINNERS: Heather Edwards and Nora Long (pictured left with Mark Jeffries, Non-Executive Director)

FINALISTS: Neil Oglive and Rouen Road Volunteer Team (pictured bottom left to right)

An extract from the nominations...

Heather Edwards is an inspiration and works tirelessly to improve the lives of patients with dementia. For several years she has been a singing volunteer on Elsing ward, visiting every fortnight to play her electric organ, providing music for our patients to enhance their stay. Every six weeks she plays at our ward parties. Patients and their relatives love the sessions, and staff take part supporting our patients. She provides so much enjoyment at these sessions. Heather still plays, and understands the pressures and demands.

On winning Heather said: "I just feel so lucky to be considered part of the team."

Nora is Kind, Cheerful, Dedicated, Reliable, Helpful. She always has a smile on her face and a positive attitude every week. Nora will happily turn her hand to most things and is well liked by both staff and patients. Nora is part of the team and a pleasure to have around.



Unsung Hero Award (Clinical)

WINNER: Andrew Bridgeman, Theatre Support Worker (Pictured below right with Mark Jeffries, Non-Executive Director)

FINALISTS: Shelly Edwards, Staff Nurse, Holt Ward and James Hipperson - Specialist Pharmacist- EPMA (Pictured bottom left and right respectively)

An extract from the nominations...

Andrew is a very hard working person with total commitment to patients and the rest of the teams involved in the patient's pathway from reception to discharge in the Day Procedure Unit. He always puts everyone else first, he is thoughtful, considerate and treats patients and other people with respect. Every day, without fail, he comes into work with a smile on his face, bringing cheer to the whole theatre. Everyone appreciates Andy's efforts and without him we wouldn't be able to run as smoothly and efficiently.



Leadership Award

WINNER: Dianne Gibson, Eastern Pathology Alliance Network Manager (Pictured below top left with Jeremy Over, Director of Workforce)

FINALISTS: Hilary Winch, Senior Occupational Health Nurse Adviser and Wendy Evans, Delivery Suite Co-ordinator

An extract from the nominations...

More than any other individual, Dianne has 'masterminded' the e-configuration of Laboratory Medicine across three local acute hospitals. This has been a large and complex project spanning primary and secondary care throughout Norfolk and parts of Suffolk. It involved major changes to embedded practices, staffing levels and training, IT, laboratory estates, analysers, logistics, finance and many other areas. Throughout, Dianne has shown a remarkable grasp of all the 'spinning plates' and has remained cool, firm, fair and professional. I believe she richly deserves this award as the project would not have been as successful without her.

Dianne commented: "I was surprised and pleased to be shortlisted. I was a little overwhelmed to win as there are so many people deserving of the award within our Trust but it is lovely to have one's efforts recognised."

Transforming three separate Pathology Services into the Eastern Pathology Alliance was a massive project which could not have happened without the support and positive attitude of all the staff within our fledgling network. Although the award may have been given to me, I feel that it really belongs to the entire service of which I am very proud."



Research Award

WINNER: Dr Richard Reading, Consultant Community Paediatrician (pictured right top)

FINALIST: Paul Clarke and NICU Research Team (pictured below right bottom)

An extract from the nominations...

Richard is very much an "unsung hero" of research in paediatrics. He has dedicated his recent career to child protection and carrying out high quality research in this area. He is a principal investigator on a national study called "keeping children safe" reviewing all cases of pre-school child injury in the UK, which is in progress. He has published a multi-centre study in a high impact journal analysing the causes of children falling from raised surfaces. These findings are likely to have an important influence on child safety policies in the home.

Upon receiving the award Richard said: "It is a great privilege to receive this award, but only because it recognises all the work done by a team of nurses, research administrators, researchers and doctors who work with me. In research, like all other aspects of health care, teamwork makes all the difference. Paediatric research is even more of a challenge, but we do it because children deserve to get the benefit of good quality health research. So thanks from us all for the award, and thanks from me to the paediatric research team for all their help."



Clinical Teacher of the Year

WINNERS: Stuart Callow, Clinical Educator, Kilverstone and Kimberley and Dr Santosh Nair, Consultant Cardiologist (pictured below with Peter Chapman, Interim Medical Director)

FINALIST: Mr Jakub Kadlec, Registrar, Thoracic surgery

An extract from the nominations...

Stuart is always enthusiastic and eager to teach new skills to anyone who wants to learn. His approach to patient care is brilliant and he encourages students to take on board new challenges and opportunities whilst ensuring patient safety and dignity are always paramount. Stuart's impressive, inspirational persona has helped me personally, to improve the way that I critically assess patients and to think of the bigger picture when formulating care plans for patients.

Dr Santosh Nair is such a brilliant and engaging lecturer and clinician who always goes out of his way to ensure learning for each and every student. He always has a smile on his face and is eager to help. He extends his polite nature to patients, is empathic and

understanding and is a great communicator. I have no doubt he is excellent at his job. I'd be honoured to ever have him as my doctor. It was inspiring to see how much he enjoyed teaching and I am very thankful to him for his patience and dedication towards medical students.

Santosh said: "I was very humbled by what my students wrote for my nomination and I am thrilled to receive this award. A big thank you to all my students"



Patient Choice - Most Outstanding Individual

WINNER: Jane McCullough, Colorectal Specialist Nurse (pictured right, with EDP Health Correspondent Nick Carding)

FINALISTS: Catherine Frost, Nurse, Holt Ward (pictured below middle right); Mr Richard Smith, Consultant obstetrician; Elizabeth Turner, Research Midwife (pictured bottom left to right respectively)

An extract from the nominations...

We met Jane after my husband had been diagnosed with cancer. She made an awful situation more manageable by her calm, professional and caring attitude. She explained everything that would happen and touched on things that may also happen, so we weren't surprised. She made us feel that she had all the time in the world to talk to us. Jane listens to her patients. I would recommend that Jane trains all cancer nurse specialists to be able to reach her standard, but then the patients might miss out on her outstanding care!

Upon winning Jane said: "I felt honoured to receive the Patients Choice award and quite shocked as I felt the other nominees were all worthy winners. I feel that after 27 years working as a specialist nurse at the NNUH, this award was recognition of the care and support I have given to all my patients."



Patient Choice - Team of the Year

WINNERS: Dilham Ward (pictured with EDP Health Correspondent Nick Carding)

FINALISTS: Muriel Thoms Day Unit, Cromer and Neonatal Intensive Care Unit (Pictured below left to right)

An extract from the nominations...

I spent twelve days on Dilham Ward after two operations and can say that if it wasn't for the staff on Dilham Ward I would have not recovered as quickly as I did. The care I received was fantastic, the staff met all my needs and everything was done with care and attention and I can't fault anyone on the ward.

Chris Wong, Sister on Dilham ward said: "My staff are so pleased to win this award. They are very proud to be a winner of the patient choice category, as giving good patient care is of the utmost importance to them. They are delighted that their hard work has been recognised. As the ward manager I am so proud of my team."



Lifetime Achievement Award



Pictured above left to right: Dr Chris Upton, Chairman John Fry, Julia Watling and Corinne Ellis

Dr Chris Upton, Consultant in Paediatrics

Chris was responsible for setting up the Cystic Fibrosis service for children at the N&N 21 years ago and has been an amazing influence on the many young people and their families who have used the service during this time.

They all remember his kindness and understanding and gentle approach. He always has time to listen and respect the wishes of young people and their families. He is also a brilliant team player and when he retires in July he will be sadly missed. He doesn't like a fuss, but we would really appreciate the opportunity to express our thanks both as his team and on behalf of the children and families for whom he has cared over the years.

Julia Watling, Head of Learning and Development

Our team nominates Julia Watling for this award in recognition of her outstanding contribution to the life of the Trust and care of its patients. From joining in 1979 as a student nurse Julia's career has progressed from frontline clinical to education and development at a senior level with responsibility for staff training. Highly respected amongst her peers Julia's reputation as the 'Go To' person if you need something doing precedes her. Julia mentors clinical and non-clinical staff empowering them to achieve through work and education. Her drive and dedication keeps the Trust as an exemplar employer, with patients at the heart of all we do. After 36 years retirement looms in 2016 but we can't imagine her sitting still for long!

Corrinne Ellis, Senior Rheumatology Practitioner

Corrinne has worked in the NHS for 43 years, and heads up a team of Nurse Practitioners. She is caring, always two steps ahead of whatever is going on and a great role model for her peers. Corrinne retires next year and she will be sadly missed by all in the rheumatology department but most of all she will be missed by her patients who she has looked after tirelessly and with great care for many years. She will leave behind a great legacy and incredible reputation - everyone has the utmost respect for her hard work and complete dedication to our patients.

Corinne said: "I am delighted to be the winner of this prestigious award. I was very surprised and proud to be nominated by my co-workers and I would not be the nurse that I am without the support and kindness of all my colleagues in Rheumatology."

April 2014

In April, a training project for end of life care, led by Emma Harris, Specialist Palliative Care Nurse, at the Norfolk and Norwich University Hospital, won two national awards.

Ms Harris was seconded to the ABC end of life project and spent one day a week leading the Anglia team for the last three years. The aim was to improve the training of health and social care staff to support patients with end of life care.

The project scooped the top award in the multidisciplinary teamwork award and was third in the development award as part of the International Journal of Palliative Nursing Awards 2014.



June 2014

In June, new colour coded seating was installed in the Eye Clinic thanks to a donation of £20,000 from the Friends of NNUH.

The Eye Clinic sees more than 100,000 patients each year covering a wide age range. The new seating has armrests to help patients with limited mobility and the colour coding helps patients to find the relevant clinic area.

Rachel Emberson, Eye Clinic Sister, said: "The new seating has made a huge difference to both patients and staff and it shows how something as simple as new chairs can impact on a patient's experience within the hospital. We are so grateful to the Friends for this funding."



May 2014

In May, the new radiotherapy cancer treatment building, the Winterton Unit, was opened by His Royal Highness The Duke of Gloucester KG GCVO.

The Duke of Gloucester, also President of Cancer Research UK, toured the treatment facilities with the Head of Radiotherapy Jenny Tomes and Jo Segasby, Director of Women, Children and Cancer Services. He also met staff and the design and build team and unveiled a plaque to commemorate the formal opening of the building.

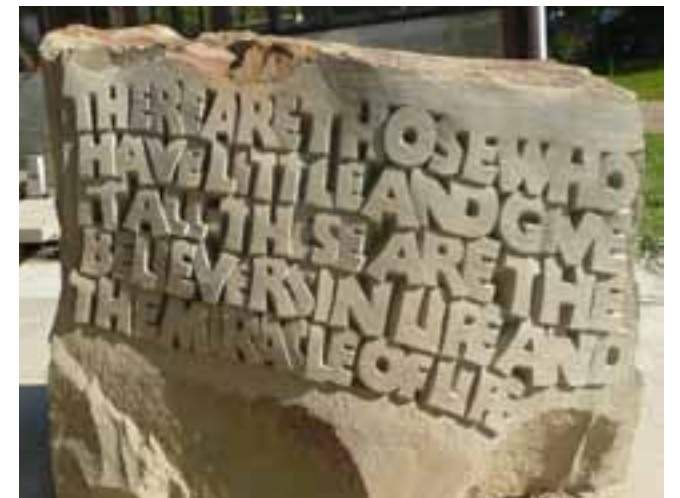
The Winterton Unit expanded the world class radiotherapy facilities at NNUH increasing the radiotherapy capacity by a third over the next five years. The linear accelerator has been installed and is now being used to treat patients with cancer.



July 2014

In July, a specially commissioned sculpture, aiming to honour and remember every patient who has saved and transformed the lives of others through organ donation, was delivered to NNUH.

The sculpture made of York stone weighs approximately 3.4 tonnes and has wording carved into one side, with a seat carved out of the other side. The words carved into the stone are "There are those who have little and give it all. Those are the believers in life and the miracle of life." The sculpture is positioned on a central grass area in front of the hospital plaza, in front of the outpatients department entrances.



August 2014

In August, Carrie Wingfield, a Dermatology Nurse Consultant was given a lifetime achievement award. Carrie was presented with the Stone Award by the British Dermatological Nursing Group (BDNG). The Stone Award is named after the founder of the BDNG and first recipient of the award Lynnette Stone CBE, and recognises the work of an individual who has made a consistently significant contribution in the field of dermatology nursing.

Carrie has worked in dermatology for 20 yrs and at NNUH for 17 yrs. She was the first nurse prescriber in the Trust and the first nurse consultant. As a nurse consultant she has had extra training and works independently alongside other consultants. She holds clinics and carries out skin surgery to remove cancerous lesions at NNUH and Cromer Hospital.



October 2014

The newly developed Cromer Hospital opened its doors to the public in March 2012 replacing the 1930s-founded hospital. In October 2014, the hospital treated its 500,000th patient.

The hospital provides a wide range of consultant-led outpatient services, day case operations and a Minor Injuries Unit (MIU) which is open seven days a week. Facilities include an ophthalmic operating theatre plus diagnostic services including a permanent on-site mammography (breast screening) service, and a DEXA scanner for osteoporosis diagnosis. An MRI scanner was installed in late 2010. There is a permanent renal dialysis unit.



September 2014

For the second year running, junior doctors at the Norfolk and Norwich University Hospital rated it highest for overall satisfaction in the East of England in a national training survey.

All 364 trainees at the NNUH took part in the 2014 National Teaching Survey. NNUH scored the highest for overall satisfaction out of the 18 acute trusts in the East of England with a score of 81.96, up on 81.84 last year.

Questions in the survey covered teaching, educational supervision, clinical supervision, inductions, workload, feedback, experience and handovers during shifts.



November 2014

A team from NNUH has been awarded the UK and regional Radiographer Team of the Year.

The Radiographer of the Year annual awards, organised by the Society of Radiographers, aim to recognise the hard work and dedication of radiographers across the country.

The team was praised for their collective knowledge, experience and enthusiasm as well as their commitment to highlighting best practice and raising standards in CT cardiac imaging for patients.



December 2014

In December we reached our £600,000 goal for the Targeted Radiotherapy Appeal. Raising £600,000 means more patients with prostate cancer will benefit from targeted brachytherapy treatments that will cut their treatment times from seven and a half weeks to just three by delivering the radiation internally.

A number of local organisations have backed the TRA appeal, such as the Norfolk and Waveney Prostate Cancer Support Group which has contributed the sum of £20,000. A further contribution of £30,000 came from the Brundall Cancer Community Chest and there was a donation of £50,000 from Big C.



February 2015

In January, NNUH was named top in the country in the National Oesophago-Gastric Cancer Audit 2014.

The national data, published on the Health and Social care information website, shows that patients treated at NNUH (between 1 April 2012 and 31 March 2013) have the lowest mortality rate (0.5%) compared with every major cancer centre in the country. In addition, NNUH has low operative complications and the shortest length of hospital stay after major complex operations for cancer of the oesophagus and stomach.

The unit is one of the few in Europe to perform totally minimally invasive oesophagectomy whereby the entire operation is done through a keyhole method. Keyhole or laparoscopic surgery is less traumatic to the body and the patient recovery from an operation is significantly faster and better.



January 2015

In January, a new 24 bed Health and Social Care Reablement Unit, called the Henderson Unit, was set up in Norwich to help patients from NNUH recover after a period of ill health. The Unit provides an intermediate facility that links directly with community services.

The Henderson Unit is run jointly by NNUH and Norfolk County Council's Norfolk First Support reablement service, with a team of support workers, therapists and nurses. The unit is based on the Julian Hospital site at Bowthorpe Road in Norwich and provides a 'stepping stone' service for people who are medically fit to leave hospital but need further support to enable them to return home safely.



March 2015

Staff from NNUH have won two categories at the Norfolk and Suffolk Practice Education and Learning Support Awards 2015.

Sue Kerry, NNUH Chief Biomedical Scientist in Pathology and Steph Baker, NNUH Specimen Reception Manager in Pathology won the 'Learning Support in the Apprenticeships category'. Leah Cooper, NNUH Lead Clinical Scientist won Educator/Supervisor Award in the Allied Health Professionals category.

The award ceremony also saw two other NNUH teams nominated, Main Theatres and Head and Neck service.

Run by the Norfolk and Suffolk Workforce Partnership, the awards commend excellence and recognise individuals and teams who have made an outstanding contribution to the overall growth, development and education of pre-registration healthcare students and learners.



Cromer Community & Hospital Friends Double Fundraising Events



The Friends of Cromer Hospital have raised nearly £500 through two social events. Much fun was had by all at the dinner event held in July as well as the boat trip in September.

Thank you to the Friends of Cromer Hospital for all their support which is greatly appreciated by all the team.

Pictured left to right Shawn Brown and organiser Shirley Davies meet Kayley Chew and Mayor - Councillor Tim Adams

A tribute to a former colleague

Friends and colleagues of Dr Ronak "Ronnie" Patel were devastated to hear of his death in an accident whilst travelling home from a nightshift on the morning of the 3rd of August 2015.

Ronnie was a Specialist Trainee in Anaesthesia in the East of England and had been working at the Norfolk and Norwich since February 2015. In this short time he had impressed all those who worked with him as a caring and committed doctor and was considered by all to have a very promising future in his chosen speciality. Ronnie showed the same consideration to his friends and colleagues as he did to his patients, and his loss is felt

not only by his peer group and the consultant body but by all those who worked with him throughout the theatre suite and the intensive care unit.

A memorial service to commemorate Ronnie's life is being held and if you would like to make a donation in Ronnie's memory to the Mid Essex Hospitals Burns Unit at www.justgiving.com/sarah-wharin2 or by a cheque made payable to "Mid Essex Hospitals Burns Unit" c/o Tony Brown Funeral Services, New Cut, Saxmundham, IP17 1EH.



WELCOME

...to the following consultants who recently joined the Trust: **Dr Ilias Giarenis** (Obstetrics and Gynaecology); **Mr Simon Chan** (Trauma & Orthopaedic); **Dr Simon McKay** (Emergency Department); **Dr David Newman** (Radiology); **Dr Alexandra Brightwell** (Paediatric Medicine); **Dr Stuart Burrows** (ENT Outpatients); **Eleni Tsiouli** (Microbiology); **Dr Rajesh Rajakunjaram** (OPM) **Dr Prasanna Sankaran** (Respiratory Medicine); **Dr**

Gerhard Wesselmann (Emergency Medicine); **Abby Macbeth** (Dermatology); **David Nwaka** (Microbiology); **Lalitha Perumpadarimatam** (Anaesthetics) **Graeme Carlile** and **Mr David Spokes** (Ophthalmology).

FAREWELL

...to the following long-serving staff who have recently left the Trust: **Barry Sharpe**, Manager (20 yrs); **Dr. Liam Hughes**, Consultant (21 yrs); **Sibaprasad Biswas**, Associate Specialist (22 yrs); **Lorna Betts**, Staff Nurse (24 yrs); **Ruth Wyatt**, Sister

(28 yrs); **Tracey Salisbury**, Orthoptist (28 yrs); **Bridget Boom**, Specialist Nurse Practitioner (29 yrs); **Jerome Morais**, Staff Nurse, (33 yrs); **Richard Nuttall**, Technician (34 yrs); **Helene Howe**, Staff Nurse (42 yrs) and **Gillian Thurston**, Admin Officer after 43 years service.