

# THE **Pulse**

Issue Number 79  
Autumn 2016



**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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of this year's Staff  
Awards,  
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Take a look at our charitable  
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## NORFOLK AND NORWICH UNIVERSITY HOSPITAL

Colney Lane, Norwich, Norfolk NR4 7UY  
Tel: 01603 286286 www.nnuh.nhs.uk

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

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

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

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

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

**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:

## THE PULSE

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## Letters

Dear Mr Davies,

I am writing once again to the N&N for the excellent, kind and professional care I received when I came into A&E on Wednesday 27th July and for which I am most grateful. I had to stay in overnight and simply everyone who dealt with me was unfailingly kind and courteous. I was having my pacemaker adjusted and left the following day - and have felt fine ever since. Please pass my warmest thanks on to all those in the department who looked after me. The N&N is an impressive and attractive building and has excellent staff to man it.

With my very best wishes for your ongoing success.

Yours sincerely,

M. D. (Norfolk)

## NNUH holds Inspirational Fundraising Awards

Our hospital charity is supported by staff, patients and the wider community. This year we introduced our annual Inspirational Fundraising Awards to recognise and honour just some of the amazing people who have helped the charity.

Our Inspirational Fundraising Award winners (pictured right with NNUH Chairman, John Fry) and nominees are listed below:

### Inspirational Young Fundraiser of the Year 2016

- Jasmine Lewis (WINNER)
- Molly Briggs



### Inspirational Fundraiser of the Year 2016

- Claire and Simon Nicholl (WINNER)
- Nanna Lay
- Sunshine Ladies



### Inspirational Fundraising Team of the Year 2016

- Ellie's Love, collected by Nick and Elaine Loades (WINNER)
- Our Little Friends
- Juliet Waller
- Norfolk and Norwich Liver Group
- Ricky Martin and Norfolk FA



### Inspirational Fundraising Company of the Year 2016

- Duff Morgan (WINNER)
- David Mackie (Ivy Child Trust)
- Lions Clubs
- Rotary Clubs



### Inspirational NNUH Staff Fundraiser of the Year 2016

- Older People's Medicine Wards, collected by Julie Payne, Holt Ward Deputy Sister (WINNER)
- Janet Dickenson, Cromer Hospital
- Laura Blowers, Paediatrics



## Send A Smile With Santa



The Norfolk and Norwich University Hospitals NHS Charity is calling on local people and businesses to donate more

than 1000 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 all main

receptions.

The campaign is being run in partnership with the Norwich Evening News and presents can be delivered to their Rouen Road Offices.

You can also drop off presents at Natwest branches and at Co-operative travel Cromer branch.

The final date for presents to be dropped off is the 10th December in order for presents to be sorted and wrapped in time for Christmas.

## Christmas Fayre 8th December



The annual Christmas Fayre will be held in the East Atrium on 8th December 4pm-8pm. Come and sample some festive delights, purchase presents from the stalls,

meet Santa and enjoy the entertainment. Free entry and free parking.

## Fundraising News



Prostate cancer patient Andrew McCullough recently organised an evening of music at Somerleyton Hall in aid of the hospital charity. A fantastic evening was had by all and the event raised more than £6,000. Andrew is pictured left with his wife Pippa and Dr Gaurav Kapur, Oncology Consultant.

The Marchesi Rotary Club has kindly donated more than 5,000 daffodil and crocus bulbs to bring brightness to the hospital grounds during springtime. Volunteer Co-ordinator Charlie Kippin is pictured right receiving the bulbs on behalf of the hospital.



Phillip and Christine Greenacre have raised more than £14,000 for prostate cancer at the hospital by opening their gardens to the public. Furze Gardens, already a popular destination for horticulturalists, boasts unusual plant varieties and a wildlife pond. Christine and Phillip are pictured left, presenting their donation.

I had the enormous pleasure of attending the Staff Awards on 14th October – what a fantastic evening!

The range and depth of the talents, qualities and dedication evident across all

the nominees was truly inspiring, as you can see from pages 4 to 12. I also had the privilege of presenting awards for staff with 25 or 40 Years' Service and the Lifetime Achievement Awards for colleagues who have made an outstanding contribution to the Trust during a long NHS career.



It is a humbling thought when you realise that as a whole this represents more than 2,500 years of service. It is only right that we recognise the superb experience and commitment that these members of staff, and all nominees, have given to their patients and colleagues at our hospitals.

We have always been extremely grateful to the dedicated members of the public who tirelessly raise money for the benefit of patients, visitors and staff at our hospitals. We had a wonderful evening at our AGM in September (see page 2) where we launched the NNUH Inspirational Fundraising Awards to thank our community and give recognition for your amazing support.

The fantastic shortlist was representative of the large numbers of generous and caring members of our community. Your generosity continues to be heart-warming and you have all our thanks.



The Norfolk and Norwich Liver Group, winners of the Award for Outstanding Service to NNUH Fundraising

Mark Davies  
Chief Executive  
Norfolk and Norwich University Hospitals  
NHS Foundation Trust



# Staff Awards 2016

Thirty individuals and fourteen 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 Radio Norfolk presenter Chrissie Jackson. 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:

John Fry, NNUH Chairman and Mark Davies NNUH Chief Executive (third from right) with 40 years Staff Award recipients from left to right, Christine Hutton, Carol Howman, Kathleen Hopewell, Lesley Crump, Richard Burton

## Edith Cavell Awards

**NURSE OF THE YEAR WINNER:** Siji Sebastian, Ward Manager, Elsing Ward (pictured below with Richard Parker, Chief Operating Officer, left)



Siji started his NHS career on Elsing Ward fifteen years ago. Having completed his nurse training in India, Siji first came to the NNUH as part of a recruitment drive for nurses and was allocated to the Older People's Medicine ward. "I take my inspiration from how I would like my grandfather to be cared for back in India," he says, "I've found a real passion in working with older people." His team compliment Siji on being a fantastic role model, who is always supportive and has a calm and professional attitude. Siji said: "I'm thrilled to have won this award, and am so very proud."

**HCA OF THE YEAR WINNER:** Sreeja Saji, HCA, Gastroenterology Unit (pictured below with Richard Parker, Chief Operating Officer)



Sreeja is a popular member of the team on the Gastro Unit at NNUH; she received nominations from colleagues in a range of roles who all spoke highly of her willingness to help, skills and efficiency. Having joined the Unit almost five years ago, Sreeja is currently undertaking a Band 4 Assistant Practitioner qualification at City College. "I like the pace and variety of the Unit; we get to see people again and again; it's a great team to be a part of," she says. When asked how she felt to win the Award, Sreeja told us: "I'm just really grateful to the people who nominated me, it's wonderful to know that my hard work and dedication is recognised."

## Apprentice of the Year

**JOINT WINNERS:** Parris McCormack, Infection Prevention and Control, pictured left and Sarah McGibbon, Cromer Hospital (pictured right with Tim How, Non-Executive Director)

**FINALISTS:** Ellie Lonsdale, Rheumatology (pictured below right)

Parris was noted for her adaptability in the busy maternity department where she completed her apprenticeship. Within the role she helped to develop a database to monitor and manage the maternity guidelines system and even returned following completion of her apprenticeship to train her replacement. Her colleagues expressed how grateful they were for Parris' supportive nature; one nomination simply put it: "Parris was exceptional in her role." Parris has now secured a permanent role within the Infection Prevention and Control department. She said: "My apprenticeship went so quickly and I learnt so much. My new role is very different and I'm really enjoying being part of the team."

Sarah had worked in an office before deciding that it was time for a change of pace and career. "I wanted to learn something new and when I saw this opportunity, with support from my friends and family, I decided to go for it," she said. Sarah works in the Allies Eye Clinic at Cromer Hospital, assisting in both the clinic and theatre. One of Sarah's nominations said: "Sarah goes out of her way to help others and always makes patients feel valued and respected." Sarah has enjoyed developing her skills in the clinical setting and in college and has been commended by her clinical mentor for her rapport with patients and continued professional development. "I was really surprised to be nominated and am honoured to win the award; Allies are a lovely bunch of people and I'm really happy here," said Sarah.



## Serco Award

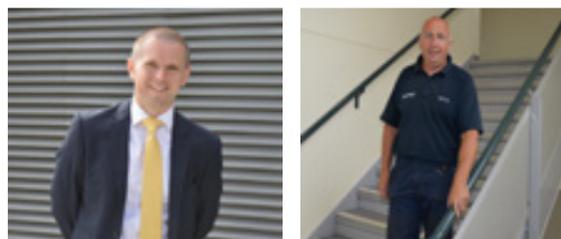
**WINNER:** Anna Stasinkova, Domestic (pictured right with Ian Crichton, Managing Director of Serco Health)

**FINALISTS:** Mike Lotarius, Procurement Manager (pictured below left) and Paul Roberts, Grounds Supervisor (pictured below right)

Anna will go the extra mile to ensure that her work is always done to the best of her ability and responds to the needs of the department. She approaches colleagues to check satisfaction with her work, takes on board any suggestions and is always looking to improve.

"Anna has come to cardiology outpatients and since she has been present the area has achieved the highest audit results. She manages to keep a very large department clean to the highest standard." Anna is a valued part of the team in Cardiology outpatients and colleagues comment on the pride she takes in her work.

Anna's positive attitude and cheerful nature are well-known in the department and many members of the team comment on her enthusiasm which endures regardless of the time of day.



## Team of the Year

**WINNERS:** EPMA/Pharmacy (pictured left with Tim How, NNUH Non-Executive Director, far left)

**FINALISTS:** Mortuary Team (pictured middle) and PCI Team (pictured below)

The EPMA team has risen to the challenge of establishing a new system of electronic prescribing across NNUH. The system, which removes the need for paper drugs charts, allows charts to be viewed electronically by members of staff across the hospital and has been particularly useful for the pharmacy department. The NNUH was successful in a joint bid with James Paget University Hospital for funding from the Department of Health to implement the system and the roll-out process began in 2014. Training and communication has been key to the successful implementation of the system and the work the team has done to ensure this has been fantastic.

One nomination said: "The EPMA team has provided e-learning and face to face sessions to train all staff groups, as well as providing user and help guides. During roll out weeks, there was pharmacy presence on the wards from 7am until 11pm, even providing through the night support for the first few days and the on-call pharmacists continue to provide 24 hour support." Project Manager for EPMA, Helen Willimott said: "We've had fantastic support from teams across the hospital; it's been a real team effort. We're really pleased to have been recognised as part of the Awards."



## Ward of the Year

**WINNER:** Elsing Ward (pictured left with Richard Parker, Chief Operating Officer, far left)

**FINALISTS:** Gateley Ward (pictured below left) and Heydon/Gunthorpe (Stroke) Wards (pictured below right)

"I am new to the trust this year and was assigned to Elsing Ward as a discharge co-ordinator. The whole team welcomed me, aided me and made me feel like I had been a part of the team for a lifetime! The ward staff work very hard and often go above and beyond the call of duty on a day to day basis. They do this with a smile and nothing is too much to ask. I could not have asked to have been placed on a better team."

Elsing Ward is part of our Older People's Medicine services and specialise in care for patients with dementia. Siji Sebastian, Ward Manager on Elsing Ward and winner of this year's Edith Cavell Nurse of the Year Award said: "I'm more than proud of the ward for their achievements this year. All the team are very hardworking and everyone who works on Elsing makes a great contribution to the team and the ward environment. I appreciate all their hard work."



## Employee of the Year

**WINNER:** Helen Willimott, Project Manager- EPMA, Pharmacy (pictured below with Richard Parker, Chief Operating Officer)

**FINALISTS:** Sue Coombe, Senior Paediatric Physiotherapist, Physiotherapy and Catherine Sparkes, Risk and Patient Safety Facilitator, Risk Management (pictured bottom left to right)

"Helen has overseen and project managed the implementation of the electronic prescribing system at NNUH and JPUH. The dedication to the project and support of the staff in her teams has been unparalleled. Helen has worked tirelessly putting in hundreds of excess hours in order to support all staff both in her team and across the Trust to ensure the project remained on schedule and that people felt well informed and prepared. Throughout, Helen has remained positive, cheerful and helpful, championing the system; a role model in leadership that others can only aspire to."

Helen has led the EPMA project with adaptability and a desire to bring others along on the journey with her. The system is now live across all inpatient wards, with Helen crediting a fantastic 'team effort' with the success of the project. She says: "Working on the EPMA project has been completely different to my previous role; I've had the opportunity to visit lots of different departments across the Trust and meet lots of new people which I've really enjoyed." As the project draws to a close, Helen is looking forward to taking up her role as a Pharmacy Team Leader within the Medical Division.



## Unsung Hero Award (Non-Clinical)

**WINNER:** Meryl Hepple, Patient Services Manager (pictured right with David and Jon Batchelor, sponsors of this award)  
**FINALISTS:** Ben Goss, IT Technical Support Analyst, Information Technology and Dean Skutela, Admin Manager, Emergency Department - Dean has left the Trust to attend Medical School (pictured left to right below)

"Meryl has a demanding job in that not only does she manage the bereavement office she also manages the patient service office and the front desk staff. Meryl always has a cheerful, calm and friendly disposition despite the emotional difficulty of the role and is willing to help staff and patients alike at all times."

Patient Services is one of those areas in the hospital that often sits 'behind the scenes'. Helping with issues as varied as lost property, support with bereavement and enabling hospital travel; the team cover a huge range of services. "I'm really passionate about the role that we play in making a patient's stay in hospital more comfortable and in providing support to families", says Meryl. "I'm delighted to be thought of and recognised."



## Volunteer of the Year

**WINNERS:** Jane Dryden, Dunston Ward Volunteer (pictured left with Mark Jeffries, Non-Executive Director)  
**FINALISTS:** Jenny Loudon, Cromer Hospital and NNUH Reception Team (pictured bottom left to right)

"Jane is a truly selfless person who gives her undivided attention and time to all the patients and staff on the ward. Every morning Jane is the first to say hello in her lovely jolly tone and helps to start your day with a smile; she brings brightness wherever she goes! She juggles her time at home between family, friends and her work with the church but she has still found time to paint pictures for our dayroom and ward corridors; Dunston is privileged to have her."

Jane has been a volunteer at NNUH for almost five years, initially as a patient experience volunteer, conducting surveys with patients on the wards and currently as a volunteer on Dunston Ward. She also volunteers with the Chapel and is a highly valued part of the team in both of these areas. Jane received a huge number of nominations for this Award, with all of these highlighting the significant contribution she makes to teams across the hospital. Jane is well respected amongst her peers and is well-known for her reliability and cheerfulness. She is a truly fantastic volunteer and we are lucky to have her!



## Unsung Hero Award (Clinical)

**WINNER:** Carrie Wingfield, Consultant Nurse, Dermatology (pictured below right with Mark Jeffries, Non-Executive Director)  
**FINALISTS:** Susan Kerry, Chief Biomedical Scientist, Pathology and Dr Gill Gray, Associate Specialist in Medical Oncology (pictured bottom left and right respectively)

"Carrie works tirelessly through the week and nearly every weekend so that patients can achieve their 62 day cancer target dates. She treats each patient as an individual taking their needs and those of their families into consideration when arranging their treatment. Carrie always takes into consideration the staff she works alongside giving them support and encouragement with her excellent knowledge and teaching skills to promote staff education and development."

Carrie is currently the only Nurse Consultant at the NNUH, providing a range of treatments to dermatology patients across both the N&N and Cromer Hospitals. Carrie has risen through the ranks and studied in her spare time to develop her role as a specialist nurse. In 2005 she made history by becoming the trust's first nurse prescriber and she has since won several national innovation awards for introducing nurse-led clinics to improve patients' access to specialist treatment. She has twice previously been shortlisted for leadership awards in the NNUH Staff Awards



## Leadership Award

**JOINT WINNERS:** Elizabeth Collins, Deputy Sister, Denton Ward and Annie Cook, Band 1-4 Career Development Co-ordinator, Training Department (pictured left to right with Peter Chapman, Medical Director)

"Liz is a great person to work with and a knowledgeable nurse. She is always willing to help any member of staff, whether she is co-ordinating or caring for patients of her own. Liz is dedicated to the smooth-running of Denton Ward and is always there to teach, help, and support us."

Liz has been a Deputy sister on Denton Ward for many years, having previously been in the same role on Barford Ward at the old hospital site. Liz had a number of nominations from her team on Denton Ward with her helpfulness, kindness and approachability common themes throughout.

"Annie's dedication is infectious to her team and former apprentices, who often talk highly of Annie's impact on their career and continued interest afterwards. She always has time to help and above all, people will always be her priority."

Annie has led the Apprenticeship Programme at NNUH since its inception in 2010, reaching National Award status in 2016 and recruiting 85 apprentices across the Trust in 2014/15. A significant proportion of those who complete apprenticeships go on to other positions within the Trust.



## Research Award

**WINNER:** Diabetic Foot Team (pictured right receiving their Award from Peter Chapman, Medical Director)

**FINALIST:** Norfolk Diabetes Prevention Study (pictured below right) and Cardiology Research Team (pictured bottom right)

In Norfolk, around 2,500 people every year are diagnosed with diabetes and there are around 50,000 people with diabetes in the region. Foot problems are the most common cause of diabetes-related hospital admissions in the UK, with most being due to ulceration and infection caused by nerve disease. The team at NNUH's diabetic foot clinic, one of the largest in the UK, has pioneered a way of keeping patients with diabetes-related foot infections out of hospital by using intramuscular injections for infections, which can be administered in the community and preventing the need for admission to hospital.

The Diabetic Foot Team is seen as a 'go to' unit by researchers. They evaluate treatments for managing diabetic foot complications which are associated with high levels of morbidity and mortality. They won the Quality in Care award in 2012 for their admissions avoidance strategy, and were also finalists for the BMJ Diabetes Team of the Year in 2013. Their admissions avoidance strategy has been adopted by the National Institute of Clinical Excellence.

The team comprises podiatrists, as well as consultants in endocrinology and the team works closely with clinicians from various specialties.



## Clinical Teacher of the Year

**WINNER:** Jonathan Pearson, Elective Services Manager, Radiology (pictured below with Peter Chapman, Medical Director on left)

**FINALIST:** Mr Irshad Shaikh, Consultant Colorectal Surgeon (pictured below top right) and Ruth Alderton, Anticoagulation Nurse Specialist, Emergency Assessment Unit (pictured below bottom right)



"Over the years Jon has pursued his ambition to develop his own role and that of others. Jon and his team now undertake a wide range of fluoroscopic procedures, developing the fluoroscopy department into a mainly radiographer-led area. Jon is highly respected by his peers from all disciplines and works hard to ensure links between different disciplines are at an optimum to prioritise patient care. As Jon has approached retirement he has ensured his legacy continues by training his team to undertake the procedures he worked so hard to develop. He is a fantastic and very patient teacher."

In the early stages of his career Jon became the first radiographer in the department to undertake barium enemas. This procedure was only undertaken by radiologists and after years of training and hard work, Jon and three fellow radiographers took over this role. Jon has undertaken many teaching roles during his time at the NNUH, helping to develop speciality registrars, Radiographer Advance Practitioners and providing training to a range of other health professionals including the Speech and Language Therapy teams. He was previously Chairman of the Eastern branch of Gastro Intestinal Radiographers Special Interest Group (GIRSIG) and regularly gives lectures to different groups on this speciality.

## Patient Choice - Most Outstanding Individual

**WINNER:** Tony Phenix, HCA AMU(M) (pictured right, with EDP Health Correspondent Nick Carding)

**FINALISTS:** Dr Nandu Thalange, Consultant, Jenny Lind Children's Department (pictured below left) and Len O'Driscoll, Home Therapies Senior Sister, Jack Pryor Renal Unit (pictured below right)

"Since January this year, my father has been admitted to AMU four times. We have always been looked after very well, but one person stands out from all the rest. This person is HCA Tony Phenix. Nothing was too much trouble for him. He was first on the scene when my father arrested and took time to sit with my mother and I, keeping us informed of what was going on and supplied endless cups of tea. All the staff that have been involved have been very kind and they have our grateful thanks but Tony deserves to be shown recognition for the way he does his job. He's a credit to his profession and to the N&N."

Tony joined the NNUH as a healthcare assistant about a year ago after being a self-employed plumber. He had completed first aid training in his voluntary role as a RNLI helmsman and this is partly what attracted him to healthcare.

Tony says: "I enjoy working as part of a team. Working on the ward is hard work but also exciting and good fun."



## Patient Choice - Team of the Year

**WINNERS:** Paediatric Diabetes Team (pictured with EDP Health Correspondent Nick Carding, far left)

**FINALISTS:** Allies Unit (Ophthalmology), Cromer Hospital and Cringleford Ward (pictured below left to right)



"In February 2016, the Paediatric Diabetes Team became central to our lives. We have been taught the world of blood sugar testing, insulin injections and carbohydrate counting. They sit, they listen, they talk and they carefully and sensitively explain. Their empathy and knowledge is central to us learning how to manage diabetes, in order to lead a normal life. Amongst the rush and noise of a modern hospital, they have made time for us and they are always there when we need them."

The Paediatric Diabetes Team is a multidisciplinary team which includes Dieticians, Specialist Nurses and Consultants and the team has strong links with research across the hospital. The team aims to provide the individualised care needed by each young patient and their family both in the hospital and in the community.

Suzanne Lee, Senior Paediatric Diabetes Specialist Nurse said: "We were delighted to win the award, particularly one based on patient choice, but the lovely comments from our patients, which led to the nomination were even more important than the award itself."



## Lifetime Achievement Award



Pictured above left to right: Mark Davies, NNUH Chief Executive, Jenny Tomes, Jonathan Pearson, Erica Balls and John Fry, NNUH Chairman

### Jenny Tomes, Retired Head of Radiotherapy

Jenny first came to the NNUH in 1979, having trained in Radiotherapy in Northampton. After a short career break to raise her family Jenny returned to the hospital in 1991 and continued her career in Norwich, retiring as Head of Radiotherapy in March 2016.

When asked how she felt to be nominated Jenny said she was "really touched." She added: "I've always considered Radiotherapy to be my extended family. Having seen some of the nominations, I'm delighted as they've come from a variety of people; some of whom I've been close to for a long time, and others who I haven't known that long."

Jenny has been part of the team securing a new Radiotherapy contract for the Trust, set to bring new equipment to the hospital from early 2017. She leaves the hospital having been a huge advocate for the development of Radiotherapy services in Norfolk, helping to secure the Trust's status as one of the leading Radiotherapy centres in the country. We wish her a long and happy retirement as she relocates to Dorset next year.

### Jonathan Pearson, Elective Services Manager, Radiology

Jonathan joined the Trust 25 years ago and came to Norwich to take up his first appointment in diagnostic radiography, after qualifying in his home town of Leeds.

Jonathan heads up a team of specialised radiographers, focussing on gastro-intestinal and fluoroscopic radiography.

Peers recognise Jon's commitment to the department and comment: "He has always worked over and above his role to develop an excellent service and cares more about the Trust, patients and colleagues than anyone I have ever met. It would be fantastic to recognise his contribution to the hospital."

Jonathan hopes to pursue his passion for walking following early retirement by conquering the Pacific Crest Trail; a route running from the Mexican border along the West Coast of America and finishing in Canada. Having already taken on the challenge of the Appalachian Trail, we're sure he'll make light work of the epic journey and wish him the best of luck with his next adventure.

### Erica Balls, Retired Nurse, Dermatology

Staff Nurse Erica Balls, aged 80, recently retired from the Dermatology department after 60 years in nursing. Erica qualified in 1956 at the Northgate Hospital in Great Yarmouth which was a general hospital at that time. After moving to Costessey, she worked at the former N&N Hospital site from 1970 where she had two daughters and a son and often worked nights to fit in with her family.

Erica rejoined the N&N's Dermatology department and worked there until she retired in May 2016.

One colleague commented: "Erica looks out for all of us, leading by example with her tireless energy, commitment and above all really understanding the reason why we are here...for the patient."

Erica plans to make the most of her retirement by spending more time with her seven grandchildren.

### April 2015

April saw the arrival of baby Euan to mother, Catriona Finlayson-Wilkins. Ms Finlayson-Wilkins had Type 1 Diabetes but used a cutting-edge artificial pancreas to produce insulin throughout the duration of her pregnancy, and has now become the first woman in the world to give birth naturally with the use of the technology.

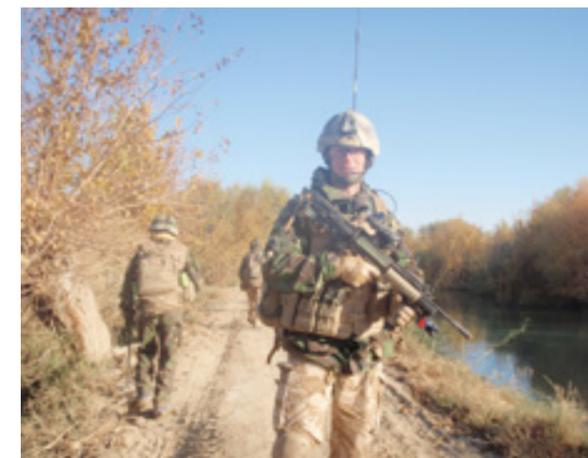
She was also the first mum using the device to give birth outside the main research site at Cambridge University Hospitals (three other mothers have previously given birth, but these were via caesarian section).



### June 2015

June saw the end to a successful pilot project with the specific aim of facilitating the transition of service leavers from the military into civilian employment within the NHS. The pilot was successful at NNUH and the hospital is now working with five other NHS hospitals around the UK to establish a total of six regional networks.

The programme offers opportunities for all Regular Serving Personnel leaving the services, including those retired through ill health, injury, or wounds sustained on operations. The programme includes information days as well as bespoke work experience opportunities tailored to their expertise, experience and skills.



### May 2015

In May, a project was launched at NNUH aimed at supplying sensory bands, which are knitted bands with trimmings of ribbons, beads, buttons and zips, to patients in the later stages of dementia.

Sensory bands are used to promote stimulation and a sense of wellbeing and have proven useful for patients living with severe dementia.

The appeal received an incredible response with huge numbers of sensory bands arriving daily from knitters as near to the hospital as Cringleford, to far flung places such as Florida, France, Ireland, Scotland, Isle of Wight and the Channel Islands.

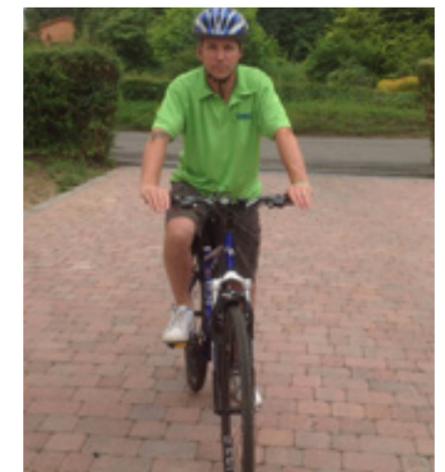


### July 2015

In July, Ellie's Love, a local charity set up to support local people with cystic fibrosis, pledged its support to help other children by fundraising for the Jenny Lind playground at NNUH.

Ellie's Love was set up in memory of Ellie Loades who was diagnosed with cystic fibrosis shortly after birth and sadly died aged 16. Due to the condition Ellie required a number of stays on Buxton ward in NNUH.

Nick Loades, Ellie's dad got together a team of cyclists to take part in the NNUH Tour Sportive, following the route of the professionals in order to raise money for a piece of play equipment.



**August 2015**

In August, a portrait exhibition of fifty amazing women who had had breast cancer was held at NNUH. Under the title 'Femininity Comes From Within', the women posed showing their breasts after reconstructive surgery or before it has been completed. They had all had breast cancer or preventative mastectomies. It had been a two year project for professional photographer Julia Holland from Norfolk who is an avid supporter of the charity Keeping Abreast and has worked with them for many years. She decided to create classical style portraits with the women showing their breasts and wearing a swathe of pink georgette. After its first appearance at the Hospital the exhibition went on to the House of Commons.



**September 2015**

In September, NNUH was shortlisted for a prestigious national award for 'Workforce innovation through inspiration'. The Health Service Journal (HSJ) Awards, is the largest celebration of excellence in UK healthcare, highlighting the most innovative and successful people and projects in the sector. The 'Workforce innovation through inspiration' nomination was for the Trust's innovative and cost effective approach to growing the workforce. The award submission included details on the Trust's apprenticeship programme which has recruited 23 new apprentices in 2011/12 increasing to 85 in 2014/15 and represents over 1% of NNUH's total workforce. 97% of NNUH apprentices go on to employment with 93% staying within the hospital.



**December 2015**

A new electronic prescribing system was rolled out to all medical wards making huge paper charts a thing of the past and allowing medical staff to access charts from anywhere in the hospital. The biggest change in an electronic system affecting patient care at the hospital means doctors, nurses, pharmacists, physios and occupational therapists will all be able to access a patient's drug chart without having to see a physical copy. The charts are available on special laptop trolleys which nurses take around the ward and administer the correct medicine at the patient's bedside. Drugs can also be ordered electronically and remotely from the chart and the order will then appear in the pharmacy.



**January 2016**

In January, Norfolk mothers about to give birth were the first in the country to be offered an ultrasound scan in order to help spot breech babies before they are born. The Norfolk and Norwich University Hospital currently delivers 6,000 babies a year including around 150 full term breech babies. It has now been given funding under an NHS safety campaign to provide 25 hand held scanners that will mean safer births for women who had no idea their baby was not in a head down position. There is one in every delivery room and two on the ante-natal ward and midwifery led birthing unit.



**October 2015**

In October, the Trust's Non-Executive Directors appointed Mark Davies to the role of permanent Chief Executive. Mark was interim Chief Executive from August 2015 and had more than twenty years' experience as a Chief Executive of NHS trusts.



**November 2015**

In November, a new website was developed by the NNUH supported by the British Menopause Society. For the first time women were able to receive individual advice about the best options for managing their menopause. The development of the website at [www.managemymenopause.co.uk](http://www.managemymenopause.co.uk) was led by Mr Edward Morris, consultant in obstetrics and gynaecology at NNUH who was also Chairman of the British Menopause Society in 2013-15.



**February 2016**

In February, eye clinic services were expanded at Grove Road in Norwich, by the opening of the Central Norwich Eye Clinic. Additional nurses and optometrists were recruited to meet the increasing demand for eye care. The new clinic is set to treat patients with conditions such as glaucoma, wet aged-related macular degeneration and those needing minor eye surgery. The NNUH eye service is one of the busiest in the country seeing over 100,000 patients each year.



**March 2016**

In March, the Pain Management Service delivered its 100th dose of a new treatment based on the Chilli plant at Cromer Hospital. The Pain Management Service is a multi-disciplinary service offering a range of medical and non-medical techniques to help patients manage long term chronic pain. The treatment, Qutenza, uses a super strength chilli preparation and is applied through a patch. The patch is applied and stuns the nerve endings for a period of up to three months. The Chilli patch is used to treat patients who have a small targetable superficial area of nerve type pain. This may include conditions such as scar pain, post herpetic neuralgia and peripheral neuropathy.



## Cromer Open Day 2016



Cromer Hospital opened its doors to the public on Saturday 8th October 2016. 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' (pictured in action above) and found out more about the clinical services offered at Cromer, including blood transfusions and hysteroscopy and cytology.

Young children also had the opportunity to take their teddy bear to the 'Well Teddy Clinic' and to follow the teddy bear stamp trail. Iain Young, Cromer Operational Manager said: "We are proud to showcase our hospital and we enjoy opening our doors to the public so that people can see what good work goes on at the hospital. On the day, 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."

He added: "A big thank you to all of the Cromer Heads of Department, Alex Hannah and Matron, Anita Martins, for arranging such a successful day."

## Friends of the Hospitals



The Trust is very fortunate to have two sets of Friends charities raising money for both Cromer Hospital and NNUH. The Friends of NNUH are looking for enthusiastic individuals who would like to get involved in fundraising and the work of the Trustees. For more information visit their website [www.friendsofnnuh.org.uk](http://www.friendsofnnuh.org.uk) or contact Helen Lloyd, Chairman on 01362 850802.

### Another thank you...

Carol Jo England has just donated £1,300 to Guist Ward in one of a series of donations since 2012 when her late mother was a patient on the ward. Carol Jo, who lives in Ipswich, makes money boxes and calendars which she sells to raise funds and has raised a total of nearly £3,000. Ward sister Jude Ditton said: "We appreciate Carol Jo's ongoing support which is helping to pay for items such as reclining chairs and electric fans with a contribution towards nurse training."



### WELCOME

...to the following consultants: Dr Parivakkam Arunakumari (Obs & Gynae), Dr Peter Bale (Paediatrics), Dr Angela Collins (Haematology), Dr Vaclav Dostal (Neurology), Dr Ulrike Gorke (OMFS), Mr Emmet Griffiths (Orthopaedics), Dr Pranab Kumar (Anaesthetics), Dr Maha Mahadi (A&E), Dr Eleanor Mishra (Respiratory), Dr Sean O'Dowd (Neurology), Dr Panagiotis Papastergiou (Microbiology), Dr Hameed Rafiee (Radiology), Mr Adam Stearns (General Surgery), Dr Susan Wilde (Radiology).

### FAREWELL

...to the following long-serving staff: Joanne Booth, Staff Nurse (20 yrs), Dr Orion

Twentyman, Consultant (20 yrs), Rosalind Simpson, Staff Nurse (21yrs), Dr David Fraser, Consultant (21 yrs), Christine Philpott, Orthoptist (21 yrs), Ian Gallagher, Staff Nurse (22 yrs), Louise Wilkin, Staff Nurse (22 yrs), Beverley Baker, Clerical Worker (23 yrs), Elizabeth Frampton, Radiographer (23 yrs), Carole Collins, Medical Secretary (23 yrs), Andrew Godfrey, Associate Specialist (24 yrs), Victoria Holmes, Officer (25 yrs), Janet Appleton, Receptionist (25 yrs), Anne Cramp, Staff Nurse (26 yrs), Karen Taylor, Staff Nurse (27 yrs), Karen Mitchell, Staff Nurse (27 yrs), Sylvia Pullinger, Biomedical Scientist (28 yrs), Susan Kemp, Staff Nurse (28 yrs), Jennifer Mynett, Specialist Nurse Practitioner (28 yrs), Isobel Reynolds, Staff Nurse (29 yrs), Andrew Wilkes, Technician (32 yrs), Elizabeth Morais,

Staff Nurse (34 yrs), Jacqueline Howe, Sister (34 yrs), Paul Creasy, Nurse Manager (36 yrs), Jane Holden, Midwife (36 yrs), Gillian Marshall, Staff Nurse (37 yrs), Mary Smith, Sister (38 yrs), Jocelyn Baynes-Clarke, Nursery Nurse (39 yrs), Anna Culot, Physiotherapist (39 yrs), Christine Benjafield, Staff Nurse (40 yrs), Margaret Press, Healthcare Assistant (42 yrs) .