

THE Pulse



**Staff awards
special edition**

Issue Number 89
January 2019

Winner

NHS
Norfolk and Norwich University Hospitals
NHS Foundation Trust

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

• Hospital Radio Norwich

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 - 1am

• Café Bar - Outpatients East

Open Monday to Friday from 7.30am - 4.30pm

• Coffee House - Plaza (West)

Open Monday to Friday from 7am - 6.30pm,
Saturday 9am - 4.30pm, Sunday 9am - 3.30pm

• Little Costa - Outpatients West

Open Monday to Friday from 7am - 6pm

• POD - Plaza East

Open Monday to Friday from 7am - 8pm, Saturday 9am - 6pm

• WRVS shop - East Atrium

Monday to Friday 8am - 8pm and weekends 10am - 6pm

• WH Smith, M&S Food - Plaza (West)

Open Monday to Friday 7am - 7pm,
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Open Monday to Friday 9am - 5pm,
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Cromer Hospital

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

Other Hospital Departments

• Cotman Centre, Norwich Research Park: Cellular Pathology, Radiology Academy

• Innovation Centre, Norwich Research Park: Microbiology

• Francis Centre, Bowthorpe Industrial Estate, Norwich NR5 9JA, ext. 4652: Health Records

• Norwich Community Hospital, Bowthorpe Road, Norwich NR2 3TU

• 20 Rouen Road, Norwich, NR1 1QQ, ext. 6954

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Letters

Dear Sir

I am writing to express my sincere thanks for the care shown to me during my stay in the acute stroke unit, Heydon Ward.

Thank you to the staff for the care, consideration and dignity afforded to me. It was truly amazing. Thank you.

I had a TIA on 18th October and must commend the ambulance staff and A&E staff for their care.

Thank you also to Dr A.K. Metcalf and his team for the excellent treatment and intervention. I also observed your staff helping other patients during my stay and I can vouch for their kindness, patience and genuine concern for those in their care.

If I had to find a word to describe my treatment whilst with you, I would be torn between two words: wonderful and amazing.

Rev Roger Pawsey



Dear Sir

I am writing to thank the Norfolk and Norwich for the excellent care I received during my recent hip replacement operation. My recovery has been amazing, and I cannot fault the attention and professional service from Mr Nolan and his team.

From my first point of contact with Dr Aris Razak to my follow-up appointment, I was made to feel at ease and confident with the operation. The anaesthetist Dr Jonathan Francis removed all my anxieties, and the surgeon Dr Shakokani Majeed and theatre staff have done a brilliant job on my hip. All the nurses and ward staff on Denton ward are a credit to the hospital.

Lyleen Musgrave-Brown

Social media @NNUH

Cazzy Sayles on Facebook

We've just returned home after spending 8 days at NNUH after my daughter had spinal surgery and I want to thank everyone who looked after her.

Firstly Tim who took her to theatre and made her feel totally at ease. Then Frank and the rest of the HDU team who cared so well for our daughter and us. Nothing was too much trouble.

Then the team at Gissing ward who continued the incredible care, Nick who managed to make us smile whilst we were so anxious and Beth who made me feel less worried about leaving our daughter.

We were then transferred to Gateley where the whole team went out of their way to care for our daughter despite the pressure they were under.

The cleaners, catering staff, porters, HCAs physios and nurses' work could



not be faulted. Everyone had a smile on their faces and made a Christmas in hospital a much better experience than we expected – and thank you to the surgical team who have transformed our daughter's life.

NNUH should be proud to have you as part of their team.

From Care Opinion

In November my baby girl was born at the N&N hospital. My midwife and experience was amazing. Could not praise the staff enough on the delivery suite, so caring and reassuring, my main midwife was amazing and would recommend her to anyone, with her caring and positive calm manner.

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



Director of Medical Education, Dr Medha Sule at the launch of the NNUH Simulation Training and Research centre.

Simulated training unit to benefit junior doctors

A new state-of-the-art training centre was launched at the NNUH in December, enabling junior doctors and healthcare professionals to develop their skills in simulated medical scenarios.

The NNUH Simulation Training and Research centre is based in the Centrum building and was officially opened by NNUH Chief Executive Mark Davies and chairman John Fry.

"This is a very exciting development for us and reinforces our position as a leading regional teaching hospital," he said.

"We're focused on ensuring that our junior doctors receive the highest level of training, and this centre enables them to practise their skills in a realistic and safe environment, enhancing the excellent training we already provide and making us an even more attractive hospital to work and study in."

Dr Medha Sule, Director of Medical Education, added:

"Simulation-based medical education is an essential part of junior doctors' curriculum, mandated by Health Education England, and enables them to perfect their skills, build their knowledge and work as part of a team in a wide variety of simulated scenarios, including surgical procedures.

"This enhances patient safety by thoroughly preparing them for real-life situations."

The centre will also provide bespoke training sessions for healthcare professionals across the region, and will be conducting medical research projects.

The facilities include a "sim man", which can be programmed to mimic crisis events such as respiratory failure and cardiac arrest, along with simulated body parts, virtual reality programmes, mock ward bays and dedicated teaching space.

It might be cold and wet outside, but looking through the Staff Awards feature in this issue of *The Pulse* (pages 6 to 15) will cheer us all with heart-warming examples of dedicated, caring and professional staff consistently going above and beyond for our patients.



I attended the annual NNUH Staff Awards event in November and saw so many amazing people receive their well-deserved awards, including our colleagues who had achieved 25 years or 40 years of service.

Kindness, compassion and excellent professionalism were the hallmarks of the winners and nominees, and indeed what I see every time I walk around our hospitals.

Of particular note in this edition, on page 16, is the completion of the multi-million pound Quadram Institute in which NNUH opened the Clinical Research Facility in September plus one of the most advanced and largest endoscopy units in Europe in December.

It is an incredible building and a significant achievement by the teams to complete this ambitious and inspiring project.

On the same theme of investing in our future, I recently visited the site on the roof here at NNUH (which you can see on page 16) where our new Interventional Radiology Unit will be located in a few short months.

This will be a superb facility for our patients and our staff.

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



Fab festive fun really lights up hospital

Lego trains, the Pets as Therapy dogs and Santa in his grotto were among the main attractions at the NNUH Christmas Fair in December.

The event raised money for our Boudicca Breast Cancer Appeal, part of the N&N Hospitals Charity.

Visitors browsed a variety of stalls and purchased books, toys, gifts, clothes and jewellery.

They were also able to try out Lego trains on an eight-foot track. Plus there was plenty of seasonal food to buy and hot, roasted turkey baps were provided by Serco.

Live entertainment by Busybodies Stage School, the NNUH choir, Norwich Rock Choir and Norwich



Hospital Radio added to the festive spirit.

In addition, Darth Vader put in an appearance and helped Santa to switch on



the festive lights in the plaza – which included 30 snowflakes illuminating the front of the building, made

possible by the generous support to the N&N Hospitals Charity from Octagon Healthcare and Serco.

Art donated to help our Boudicca breast cancer appeal

Local artist Karen Johnson Davies has donated the proceeds from the sale of her paintings at December's Art Fair East in Norwich to our Boudicca Breast Cancer Appeal.

Karen said: "I'm delighted to support the Boudicca Appeal. I have been involved in Health and



Social Care throughout my working life and I, like many others,

have a personal connection to the campaign and hope that my paintings express a sense of optimism, fragility and strength."

To find out more about the Boudicca Appeal please visit www.nnuhcharity.org.uk or to give, go to www.justgiving.com/campaign/boudicca

Discharge Suite opens, part of NNUH's winter planning

NHS organisations across the country have been planning for winter, including NNUH which has set up a number of schemes to increase capacity and meet the anticipated increase in demand.

The main development is the new Aylsham Discharge Suite which opened in December.

Chris Cobb, NNUH Acting Chief Operating Officer, said: "Demand for our services is consistently rising and we are especially busy at this time of year. We have put in place a number of schemes to improve the service to patients and our new Discharge Suite is the largest undertaking.

"It will provide a better experience for patients as they return home after a hospital stay, boosts our capacity and is a key part of our winter preparations."

Abi Tierney, Contract Director, from Serco, which built the Discharge Suite, said: "The quality of the facilities and the services that have been developed in such a short timescale, are testament to the incredible work of NNUH and Serco staff, and reflect the strong partnership between the organisations."



First patient Beryl Clarke in the new Discharge Suite.

The suite has its own staffing, refreshments and comfortable facilities. It will help wards to discharge patients earlier in the day, freeing up beds and enabling transfers from the Emergency Department.

Operating seven days a week, it will accommodate up to 28 patients at a time as they get ready to leave hospital. There is a comfortable seating area, plus eight beds for patients who may need a bed to support their ongoing recovery.

Patients will move to the new unit on the day of discharge, providing an enhanced environment whilst they wait for medication to take away, transport and any other last-minute arrangements which may be required before going home.

Chair is sought for Patients' Panel

A new, voluntary Patients' Panel is being set up by the NNUH to help develop and improve services as partners, and the position of chair is open for applications.

"Patients are at the heart of everything we do, so we want them to help us achieve our ambition of becoming the best local hospital in the NHS," said Chief Nurse, Prof Nancy Fontaine.

"We're on a journey of improvement, with many exciting initiatives already under way, and the Panel will be a key element in shaping how we deliver our services in the future by acting as the voice of our patients."

The Panel will comprise 12 members, led by the chair, who

will liaise with Trust directors and clinical leads to raise patients' issues, concerns and experiences, meeting regularly with the Trust's Chair and Chief Executive.

The role will require six to 12 days' work a year and the ideal candidate will have previous experience as a chair, organisational development and patient-centred insights to help the Trust progress.

Current NHS employees are not eligible to apply.

Applications will be accepted up to the end of January. If you would like more information about the role of chair or panel member, email deborah.williamson@nnuh.nhs.uk

Dates for your diary

Council of Governors meetings

- 23rd January 2019: 10am - 12pm
- 24th April 2019: 10am - 12pm
- 24th July 2019: 10am - 12pm
- 23rd October 2019: 10am - 12pm

All meetings are held in public in the Trust boardroom, level four, West Outpatients, Norfolk and Norwich University Hospital.

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

Trust Board Meeting (Public)

- 25th January 2019: 9am in The Centrum building (please book, as above).

The Norwich Stroke Survivors' Club

- The club meets most Tuesdays at Brenda James Close, NR7 0LH from 10am - 12pm. The club aims to promote the physical and mental health of stroke survivors.



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

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



🌟 Staff awards 2018 🌟

23 individuals and 13 teams from the NNUH NHS Foundation Trust were recognised for their outstanding efforts and achievements at our staff awards held at OPEN in Norwich on 2nd November, with guest host Jonathan Willis from ITV News Anglia. Patients and colleagues nominated employees and you can read about the winners in the following pages, including our long service award recipients.



Recipients of the 40 years' service award line up for the camera.



The NHS70 Award winners: The Emergency Department and Serco.

NHS70

NHS70 is a special award which was given for teams which have worked in partnership.

WINNER: Emergency Department and Serco

Last autumn, the ED team and Serco worked together to expand

the children's ED facility in record time, using an innovative approach to partnership working which helped deliver an excellent service to young patients and their families.

"To construct a new facility would normally

take about two years and by working closely together these teams tripled the size of the children's ED in just two months by adapting a ward space.

"At the same time, they helped the Trust set up

the first older people's ED service (OPED) alongside the children's area.

"Improving the facilities for paediatric patients in ED was one of the key recommendations from the CQC and this improvement also helps local families."

Serco Award



Above: Serco Award winner Rachel Fielding. Inset: finalists Ray Moore (left) and Sunny Arumahandige.

The Serco award is for outstanding support to colleagues.

WINNER: Rachel Fielding, Domestic on Gateley Ward

FINALISTS: Sunny Arumahandige; Ray Moore

The nomination said: "Rachel always goes above and beyond to help with the patients and assisting the staff with anything she can.

"Her cleaning is always to an excellent standard and really helps improve the look and feel of the ward.

"She feels like she has become a member of our ward team."

Rachel said: "To be nominated for this award was great, I was so proud – but to actually win it ... I was absolutely over the moon!

"I am so pleased that a cleaner on the wards won as I really enjoy my job, doing that little bit extra to help patients – and to be rewarded for that is just phenomenal.

"I have only been here a year and it's really nice to be noticed."



Apprentice of the Year

This award goes to the person who offers the most outstanding support to their hospital colleagues.

WINNER: Chloe Smith, from the Sterile Services Department (CSSD).

The nomination said: "Chloe is a model apprentice, following the ethics of the PRIDE values without even trying. She makes sure everything is achieved to the best of her ability – with a smile and kind word to anyone that may need it on the particular day.

"Chloe doesn't have to deal with patients or the public but does have to interact with about 75 co-workers who do not have a bad word to say about her and the job she is doing."

Chloe said afterwards: "I feel incredibly privileged to win the Apprentice of the Year award and am overwhelmed at the support and kind words I have received.

"CSSD is a vital part of the successful running of the hospital through 24/7 decontamination, and I dedicate my award to the hard work given by all the department."



Apprentice of the Year winner Chloe Smith with Director of Workforce Jeremy Over.



Top: Team of the Year winners Pre-treatment dosimetry. Above, left: Bowel Cancer Screening team; above right: Health Records (out of hours) team.

Team of the Year

The Team of the Year Award recognises an outstanding team which really makes a difference to patients.

WINNER: Pre-treatment dosimetry

FINALISTS: Bowel Cancer Screening Team; Health Records (out of hours team).

The nomination reads: "Pre-treatment dosimetry make an important

contribution to patient care whether it's providing radiotherapy plans of exceptional quality or developing new planning techniques, this team shows great pride in their work and

always have the patient's best interests at heart.

"They also have a fundamental role in clinical trials, and developing new radiotherapy planning techniques."





Ward of the Year joint award winners Gateley Ward. Inset: finalist Buxton Ward.

Ward of the Year

Ward of the Year recognises the inpatient ward which has consistently delivered high quality care to its patients.

WINNERS: Gateley Ward;
Loddon Ward

FINALIST: Buxton Ward

The nomination reads as follows:

Gateley: "The team on Gateley Ward have a passion to deliver the best care possible in the trickiest of circumstances.

"This drives the team to keep progressing with new techniques and care methods, ensuring their knowledge is always up to date. I love this team, and I know the patients do too!"

Loddon: "The staff on Loddon Ward provide a fantastic service to our older population, helping them to return home swiftly after a stay in hospital.

"The work of the team is fast-paced and can put all concerned under a lot of pressure but patient dignity, safety and well-being is always a priority."



Ward of the Year joint award winners Loddon Ward.

Employee of the Year

This award goes to the member of staff who has made an outstanding contribution to Trust life, by making a difference to the lives of patients and colleagues.

WINNER: Elizabeth Alexander, Health-care Assistant, VTE Clinic

FINALISTS: Jenny Norman, Overseas Manager
Emily Wells, Matron

The winning nomination citation reads: "Liz has such a 'can do' personality, and is always calm under pressure.

"She manages to be both efficient and kind, making patients feel relaxed and reassured.

"Liz performs her duties diligently and professionally and always seems one step ahead, thinking of better ways to do the job and avoid problems arising."

Liz told The Pulse after the ceremony: "I enjoy my job as Anti-Coagulation Assistant and it felt amazing to win the Employee of the Year award for NNUH.

"It is so nice to be nominated and for my work to be recognised by others."



Above: Employee of the Year winner Elizabeth Alexander, with Chief Operating Officer Richard Parker.
Far left: Jenny Norman.
Left: Emily Wells.

Patient Choice Award – Individual

The Patient Choice awards are supported by the Eastern Daily Press and nominated by patients and readers.

WINNER: Len Driscoll, Home Therapies Senior Sister

FINALISTS: Louise Garrard, Nursing Assistant, Nurse Bank; Fiona Williams, Medical Secretary, Oncology

The winning nomination said: "I have known Len for about four years as I am a

home dialysis patient. She is always there for you and nothing is too much trouble – a shoulder to cry on or a listening ear. On at least two occasions she has saved my life. I call her my guardian angel and feel very confident under her care."

Afterwards Len said: "To receive any recognition is always fantastic but the fact that the nomination was from a patient made it extra special.

"We are a very small team within the renal department but we have a very big heart."



Left, award winner Len Driscoll with Geraldine Scott (EDP). Above, finalists Louise Garrard (top) and Fiona Williams.



Unsung Hero – Non-clinical

The Unsung Hero Award goes to the employee who gives an exceptional service over and above their job and who has consistently shown reliability and adaptability that deserves recognition.

This award was sponsored by Dave Batchelor whose late wife Denise worked at the Trust as a Medical Secretary for 19 years for Bill Stebbings.

WINNER: Geraldine Lovett, Booking Clerk

FINALISTS: Clare Fox, Career Facilitator; Lizzie Gayton, Media and Communications Officer



The nomination citation read:

"Geraldine has worked for the Trust for many years and is retiring next March.

"She currently heads up the ultrasound booking team and has been working tirelessly to ensure all of the knowledge and skills she has gathered over the years is passed on.

"She regularly cajoles our doctors and other clinical staff with her witty and informative emails to run additional clinical lists to accommodate patients."



Above: award winner Geraldine Lovett with Jon and Dave Batchelor. Far left: Clare Fox and, left, Lizzie Gayton.

Geraldine said afterwards: "I felt very honoured and humble to get this award out of all the unsung heroes throughout the hospital. Those nominated and those who go about their daily

lives asking for nothing but giving it their all.

"I would also like to say thank you to the sponsors who have continued to support these awards over the years."

Unsung Hero – Clinical



Unsung Hero award winner Julie Noble (right) with Chief of Medicine Francesca Swords.

The Unsung Hero Award goes to the employee who gives an exceptional service over and above their job and who has consistently shown reliability and adaptability that deserves recognition.

WINNER: Julie Noble, Lead Nurse, Palliative Care team

The nomination reads: "Julie is nominated for the exceptional work that she does within our Trust.

"She supports many end-of-life patients and her care, kindness and knowledge enables the nursing staff to provide excellent care for the palliative patients that we come into contact with.

"She is approachable, kind, professional and supportive.

"Julie is an exceptional nurse and role model and we are lucky to have her in this Trust."

Afterwards Julie said: "I would like to say how humbled I was to be nominated and read why.

"I feel honoured to win but feel any of the specialist palliative care team would have been a worthy winner. I was lucky. We have been working hard to raise the profile of our work in palliative and end-of-life care within the Trust as, for our patients, we only have one chance to get it right – I hope this helps raise the profile further.

"Thank you to those who nominated."





Winner Jude Ditton with presenter Jonathan Wills and Chief Executive Mark Davies. Inset: finalist Kate Gudgeon.

Leadership Award

Award for the employee who has demonstrated exceptional leadership, inspiring a team to work together more effectively.

WINNER: Jude Ditton, Clinical Educator, Practice Education and Development

FINALIST: Kate Gudgeon, Lead Community Dietitian

The citation reads: "Jude is a dedicated, approachable,

understanding manager and also a fantastic nurse.

"She is always there to guide staff in the right direction, with words of truth and affection.

"She always has time for every staff member, making them value their jobs and feel part of not only a team but a family. She is a truly amazing leader."

After the ceremony Jude said: "I was honoured to have even

been nominated, let alone win the award.

"I was very pleased to receive the award and I feel that Guist Ward deserve equal recognition for their continued hard work.

"I do feel that good teamwork and leadership work in partnership so am mentioning Guist Ward as they are a great team and I would not have received this award without them."

Volunteer of the Year

WINNERS:

Derek Minns; Christine Berwick

Derek's nomination said: "Derek is a great member of the team – it wouldn't be the same here without him! Derek always makes time for you and his positive nature brightens your day. He loves to make jokes and brings a smile to the office. A fantastic volunteer for many years."

Christine's nomination said: "Christine is remarkable – she has helped hundreds of children and their parents with completing applications for financial assistance. She works hard to support the patients and staff in the adult cystic fibrosis team, going out of her way to help our patients with things like benefit claims, advice and general chat. The CF service would be lost without her as she is the fount of all knowledge and makes us all smile."



Award winner Derek Minns with Dr Frankie Swords. Inset, award winner Christine Berwick.

Clinical Teacher of the Year

This award goes to the teacher who has provided outstanding support to their trainees and students helping them to acquire knowledge and clinical skills.

WINNER: Filip Van Tornout, Consultant Thoracic Surgeon

FINALIST: Anish Sanghrajka, Paediatric Orthopaedic Consultant

The citation says: "Filip always makes a point to teach everyone – not overbearing but always caring for the patient and junior staff. He never rushes, takes time out of his very busy schedule and spends a lot of time ensuring you understand the basic concepts.

"His training varies for the juniors, be it small group teaching on radiology or pathology, and then also for the senior registrars. A true leader and teacher by example and an inspirational clinician purely here to help the patient."

Afterwards Filip said: "Walking up to the podium, to receive the award, I thought about my father, who as a general surgeon, taught me the essence of teaching in medicine, which is based on the dignity of the patient and the dignity of the colleague who is one's trainee.

"This award is his award as I have not changed my method since I started applying his way of doing medicine more than 38 years ago."



Filip Van Tornout with his Clinical Teacher award. Inset: finalist Anish Sanghrajka.



NNUH's Medical Director Erika Denton presented Research Awards to the Gynaecology CHUTE study team, and the Skin Specialist Research Team (above, right).

Research Award

This award is for the team which has made a significant contribution to research at NNUH and UEA. The award was presented by Medical Director Erika Denton.

WINNERS: Eddie Morris and Paul Simpson, Gynaecology (CHUTE study); The Skin Specialist Research Team

The CHUTE nomination stated: "The CHUTE study evaluated the safety and histological effects of a drug in patients with endometriosis

to help explore its potential clinical treatment of this condition. The CHUTE study was carried out by a multi-disciplinary team at NNUH in collaboration with Edinburgh University. Through the study, we have fostered a good relationship between Norwich and Edinburgh that has promoted further collaboration."

The Skin Specialist Research Team citation said: "The Specialist Multidisciplinary Team has spearheaded an area of melanoma research led by Professor

Marc Moncrieff. Five countries participated in a feasibility study, including ten centres from England. The Norwich Skin Specialist Multidisciplinary Team contributed 67% of patients recruited from the UK. This research is important because if it demonstrates that the more conservative excision for patients is effective, less complex reconstructions are needed, with fewer surgical complications, shorter hospital stays, and better cosmetic outcomes."



Lifetime Achievement Award



WINNERS

Jane Douglas – Matron for Older People's Services

The nomination read: "Jane quietly and professionally delivers 100% commitment. She is well respected and has been a positive role model, nurtured junior staff enabling them to move from junior roles within OPM to senior leaders. Jane has dedicated her time and experience to her teams. She is always a leader in advocating for her patients and teaching others the specific care needs of this group of patients. She uses this knowledge to improve the care delivery at ward level and effect change. Jane is well respected by her teams and by the Medical Matrons and deserves recognition for the work she has put in on behalf of the teams and the organisation."

Achievement Award than Carol with her pending retirement. She will be sorely missed by the organisation and will leave some 'big shoes to fill'. When appointed she told me she wanted to take on a different challenge for the last two years of her career and she has absolutely done that in my opinion, and with great success."

Leisa Freeman, Cardiology Consultant

The nomination read: "Dr Freeman set up a single dedicated monthly clinic in 1993 for the rare adult survivors of congenital heart conditions. Today there are 20 plus clinics each month, including transition clinics with Great Ormond Street Hospital, maternal cardiology clinics with our obstetricians, and clinics run with the Papworth team. In 2017, NNUH was commissioned to provide Specialist Adult Congenital Services, the only centre in the east of England and the only one in England not to have existing cardiothoracic surgery. It was quite a milestone. She is an exemplary physician who definitely goes the extra mile and leaves no stone unturned in her pursuit for putting patients' care and wellbeing, at the forefront of all aspects of her clinical practice. She has developed the NNUH service into one of the largest and most respected congenital heart condition services in the country."



Carol Farrow, Chief Pharmacist

The nomination read: "Carol has been an exemplary leader in this organisation as both Chief Pharmacist and more recently as Chief of Division for Clinical Support Services. She is professional in her communications and has organised her divisional structures to enable transparency of reporting, excellent governance, clear leadership. It is clear that the team she manages think extremely highly of her, as do many others in the organisation. I can think of no-one more suitable to nominate for a Lifetime



Top: Jane Douglas, middle Carol Farrow and above Leisa Freeman.

Patient Choice Award – Team



Finalists in the Patient Choice Award (Team) category were the Paediatric Urology Surgical team (left) and the Plastics and Reconstructive Surgery team.



Joint award winners Edgefield Ward (top) and the Rheumatology Department.

Patient Choice Award – Team

WINNERS: Edgefield Ward;
Rheumatology Department

FINALIST: Paediatric Urology
Surgical Team; Plastics and
Reconstructive Surgery Team

The Edgefield citation said: "The Edgefield Ward team were absolutely fantastic in supporting my brother who has Asperger's. He was so frightened at first, but the entire team rallied to help him feel safe, making reasonable adjustments.

"The Edgefield Ward team have helped him to believe that staying in

hospital is possible and that he can feel safe and cared for.

"We, his family, would like to nominate Edgefield Ward for their outstanding contribution in understanding the needs of someone with Asperger's and Learning Disabilities/Difficulties and without a doubt saved his life. Thank you from the bottom of our hearts."

The Rheumatology Department citation read: "Every member of staff is approachable and very kind, caring and have a vast amount of

knowledge within their area. They each strive to offer the highest standards of care, and I feel they are not only a credit to their profession but an asset to the hospital. From the consultant, Dr Gaffney, the nursing team, the administration staff and the physiotherapy team, they are all fantastic and promote great patient care.

"I am always well looked after, approached in a friendly and caring manner. I feel very safe in their hands."



New state-of-the-art endoscopy centre opens in Quadram Institute

The Gastroenterology department at NNUH has moved some of its services to the multi-million pound Quadram Institute, making the unit one of the largest in Europe.

The team will be able to conduct at least 40,000 procedures a year in the facility, which opened its doors to the first patients in December.

Dr Simon Rushbrook, the clinical lead for Gastroenterology at NNUH said: "We are delighted to be moving into this fantastic new building and we are really excited to be starting our endoscopic service in this state-of-the-art building."

He added: "The Quadram Institute is a unique institution by bringing together a busy NHS department with scientists and researchers in a groundbreaking collaboration.

"This puts our department at the forefront of endoscopy services and increases capacity.

"It will result in quicker access to endoscopic diagnostics for patients and rapid access for the diagnosis or exclusion of gastrointestinal cancer."



The new state-of-the-art endoscopy centre in the Quadram Institute.

The Quadram Institute's mission is to develop solutions to worldwide challenges in human health, food and disease.

It has been created by four founding partners – the NNUH, the University of East Anglia, Quadram Institute Bioscience and the Biotechnology and Biological Sciences Research Council (BBSRC) – to work across four research themes:

the gut, healthy ageing, food innovation and food safety.

The concept for the institute is to enable a step-change in food and health science research by providing new insights and accelerating innovation that will deliver new foods and treatments as well as proactive health and lifestyle interventions, for the benefit of society and the bio-economy.

Bird's eye view of proposed site of radiology unit



Mark Davies and John Fry being shown the proposed site of our new Interventional Radiology Unit by Ian Cunningham, from Serco.

NNUH Chairman John Fry and Chief Executive Mark Davies have visited the proposed site of our new Interventional Radiology Unit

on the roof of the East wing of NNUH.

Planning permission has been granted for a major expansion of interventional

radiology facilities at the NNUH, with plans for four labs to be constructed on the roof of the East wing of the hospital to replace the current 1.4 IRU labs, where one lab is shared with Cardiology.

The additional capacity is required for both IRU and cath labs as a result of an increasing demand on services.

The project will also enable new services to be offered in future, including stroke thrombectomy where blood clots are directly removed from the brain after a stroke.

What is a cath lab?

A catheterisation laboratory or 'cath lab' is an examination room in a hospital or clinic containing X-ray equipment used to visualise the arteries of the heart and can be used to treat any narrowings or blockages in these blood vessels. The same equipment can also be used to aid pacemaker implantation and treatment to the heart's electrical system.