

THE Pulse

Issue Number 91
May 2019

**Our Community
Heroes hailed
at Carrow Road**



PLUS

**Improvement strategy
Health Secretary visit
Focus on Audiology
Jenny Lind celebration**



**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

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• 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

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• 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

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• The Stock Shop - West Atrium Level 2

Open Monday to Friday 9am - 5pm,
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• Cash Machines

East Atrium, Level 2, WH Smith and the Restaurant

• Lost property

Call 01603 286803 or ext 2803

• Patient Advice and Liaison Service (PALS)

For confidential help and advice call 01603 289036

• Chapel

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Cromer Hospital

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

Other Hospital Departments

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

• Innovation Centre, Norwich Research Park: Microbiology

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

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

• 20 Rouen Road, Norwich, NR1 1QQ. Tel: 01603 289450 (ext. 5450).

The Pulse

Editorial:

Media and Communications Team (ext. 5944).

The Pulse is funded entirely from charitable donations and not from NHS funds. N&N Hospitals Charity. Registered charity number 1048170.

Letters

Dear Sir

I wanted to take the time to write to you to feedback on the experience I had whilst my daughter was under the care of your hospital, including staying in the Buxton Ward.

I wanted you to know that the staff we met this week, without exception, were incredible.

We attended A&E, then the Eye Clinic, then Jenny Lind then Buxton Ward. What an extraordinary group of human beings. Professional, kind, caring, compassionate.

The senior staff were amazing, the nurses fantastic and the nursing assistants incredible.

The canteen staff were kind, the cleaners attentive, the catering trolley staff brilliant. The practice of feeding the parents once the kids are fed was such a great idea. A hot meal from the trolley kept my energy levels up through a very stressful few days.

I have always admired NHS staff, I think the job you all do is incredible. I know that current funding means everything is so much more challenging for everyone, including the leadership team.

So, on a tough day please remember how valued the work you do is by normal people like me.

I felt my daughter was extremely well cared for, in a clean, safe and



well-run hospital. You should feel proud of your work and of your team. Thank you.

Sarah Trota

Dear Sir

The anniversary of the Jenny Lind Hospital brought back happy memories having been a patient in Gannon ward in the 1930s.

I'm now 93 but I remember an emergency appendix operation, aged 8, on Boxing Day. The surgeon, Mr Noon, called in – very cold hands!

Later another emergency stay after an air gun accident and a pellet very close to my eye. The pellet was only removed a few years ago with micro surgery through my nose!

My brother also had several stays in the Jenny Lind.

As children we always seemed to be happy and I remember my bed being wheeled to another ward to see a large Christmas tree and given a present.

I always wanted to spend Christmas in the Jenny Lind.

My mother always said she would have a house built close to the hospital [then at Unthank Road] and we moved to Christchurch Road!

Brenda Chapman

Social media @NNUH

Denise McKeough on Facebook

I used the new Aylsham Discharge Suite and was so impressed with all the facilities. The staff were fantastic and this addition to the N&N is a great innovation.

Lauren Booth on Facebook

We had to be transferred to NNUH from Broomfield as my son had a perforated appendix. All of the staff were fantastic, from the surgical team under Dr Mathur, to all of the nurses on Buxton Ward. Thank you to all of you for putting



us at ease and looking after Harry so well.

Special thank yous to Rachel, Amy, Amber, Laura, Catherine and Betina for being so lovely and kind. We are very grateful.

Kerrie Self on Facebook

Excellent experience in CT – straight in and out – checked in and out efficiently. Aren't we lucky in Norfolk! Thank you.

NNUH joins a new neonatal research study to aid care of poorly babies

A research study to help improve care for poorly babies has begun at the Neonatal Intensive Care Unit (NICU) at NNUH.

The hospital has become the first in the East of England to sign up to the NeoCLEAR trial, which aims to improve the treatment of babies with suspected infections or neurological conditions.

The first patients at the NNUH have taken part in the study – following consent from their parents – which is investigating the best techniques to carry out a successful lumbar puncture procedure.

A lumbar puncture is performed by doctors to diagnose meningitis or another neurological condition, and sometimes as treatment for certain neurological problems.

The procedure involves taking a small amount of fluid from the spine through a needle in the lower back, and the main aim of the clinical trial is to find out which technique produces the clearest sample of cerebrospinal fluid (CSF) in the fewest possible attempts.

The University of Oxford, which is co-ordinating the randomised trial, funded by the National Institute for Health Research (NIHR), aims to involve more than 1,000 babies in the study.

Dr Raducu Clapuci, joint Principal Investigator for the study at the NNUH, said the trial will establish which



Neonatal nurse Karen Few and Raducu Clapuci, who both work on the NeoCLEAR trial.

method has the least amount of blood contamination. This could reduce the need for repeat procedures and help with more accurate test results and diagnoses, and help reduce stress for the babies and their parents.

He said: "One of the debates we frequently have is that when we do a lumbar puncture, the tip of the needle has to reach a space which is very close to a vein and sometimes blood can get into the CSF. This can make it difficult to get a clear interpretation of the result.

"This can sometimes mean a baby is on a longer course of antibiotics than necessary and can cause extra anxiety for parents. Hopefully, this trial will give clearer results on what method is best. Parents can feel quite anxious about it, but when the results of the study are available, that should change our practice – for a better way of performing a lumbar puncture."

NNUH top rated in country for staff flu jabs

NNUH is the top-performing acute teaching Trust in the whole country for staff flu vaccinations.

The hospital's "Proud to be an NNUH Flu Fighter" campaign also saw the Trust ranked fourth overall nationally, and achieving the most successful year on record for the Trust with more than 6,000 people receiving the protective vaccination, representing over 80 per cent of staff.

Hilary Winch, Head of Workplace Health, Safety and Wellbeing, said: "It is very satisfying to see the numbers of staff who took up the offer of the vaccine and have considered their professional responsibility. The fact that we have reached such a high level nationally is an amazing added bonus to the flu fighter team."

Jeremy Over, Director of Workforce, added: "The campaign was a great success. I give my thanks to our flu fighter team and colleagues across the hospital for rolling up their sleeves and giving us their incredible support so that we can protect our patients, our colleagues, families and community. We are proud to be a flu fighting Trust."

The campaign, headed by the Trust's Workplace Health, Safety and Wellbeing team ran for five months from October but the planning started in early summer.

Hilary stated: "This campaign involves not only members of my own team but many other teams in the hospital – it really is a joint effort to make sure all plans come together."

In this edition of The Pulse you can read about many improvements across the hospital and about our whole culture of continuous improvement (pages 6-7), and how that is helping staff transform services across the hospital for our patients.



Our superb Boudicca appeal (page 4) has already hit its first £100,000 milestone. The target is to raise £800,000 to build a new breast care centre at the hospital, which will make a huge difference to thousands of patients each year and we are so grateful for our community's help in raising this money.

I am delighted that we are introducing another ground-breaking cancer treatment for our patients, hyperthermic intraperitoneal chemotherapy (page 9), being made possible through fundraising including support from the football world, and our services in Cromer Hospital will receive an amazing boost of £4m investment to form the new Cancer Centre due to an innovative partnership between the Trust, the hospital charity and Macmillan.

It was a pleasure to show Health Secretary Matt Hancock around some of our amazing world-class facilities a few weeks ago (page 8) and you can see details of his visit to our new endoscopy unit in the Quadram Institute, the Weybourne day unit and our Radiotherapy department.

Of course, the benefits of improvement and expansion of our services for patients are only realised through our dedicated, professional and caring staff.

You can see on the cover and pages 10-11 how, in partnership with Norwich City Football Club, we celebrated four of our amazing staff members who were nominated as Community Heroes by their colleagues and honoured by City as special guests during matches.

I would like to thank all our staff for everything they do every day to care for our patients and support colleagues.

John Fry
Chairman
Norfolk and Norwich
University Hospitals
NHS Foundation Trust



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

Boudicca Appeal fundraising events

- **Upton Charity Walk:** 19 May
- **Charity Abseil:** The Forum, Norwich, 22 June
- **Norwich Crafts in the Park:** Chapelfield Gardens, 10 August
- **Boudicca Ball:** The Assembly House, 1 November

For more details of these events, please go to nnuh.org.uk/ways-to-support-us

Thank you to ...

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



- The Johnson Family for the chairs for Mulbarton Ward (above).



Boudicca Appeal hits £100k milestone

An appeal to build a new breast care centre at NNUH has passed the £100,000 mark thanks to the generosity of fundraisers.

The Boudicca Appeal has reached the milestone four months after its launch with supporters raising money by holding quizzes, coffee mornings and undertaking Dry January.

Support has also come in the form of legacies and "In Memory" donations.

Future plans include a Superhero Abseil down the side of The Forum in June, a team participating in Run Norwich in July as well as the Summer Fete and Open Day.

The appeal aims to raise £800,000 towards a new facility where patients can have the necessary images taken, undergo a biopsy and see their consultant in one appointment. Currently, not all patients are provided with this same-day diagnosis service

because of limited capacity in the existing unit.

Louise Cook, Head of Fundraising, said: "We are really grateful to everyone who has supported the appeal so far and helped us reach this important milestone.

"The new breast care centre will make a real difference to the experience which thousands of patients have each year when receiving care, so we would encourage anyone who is thinking of doing some fundraising to please consider supporting Boudicca in any capacity.

"Please just do what you can, from holding a cake sale to doing our abseil."

- To find out more, call the N&N Hospitals Charity on 01603 287107 or visit www.nnuh.org.uk or you can donate directly at www.justgiving.com/campaign/boudicca



The following Lions Clubs – Attleborough 2013, Beccles, Dereham, Hunstanton, Great Yarmouth, Norwich City, Norwich North Alpha, Sheringham & Cromer, Swaffham, Taverham, Wroxham & Hoveton – held a series of events to raise £5,535 to purchase a portable electrocardiogram (ECG) machine for Jenny Lind Children's Hospital.

We are sorry not to be able to mention everyone who has helped or supported the hospital charity, but we are truly grateful.

Ex-nurse's book to benefit Stroke Unit

A former nurse has written a book, with half the proceeds going to the stroke unit at NNUH where she was treated in 2017.

Lindsay Dowding, who worked at NNUH for 13 years, was taking part in a workshop when she suffered a stroke. She was rushed to hospital within minutes and, two years on, has recovered well.

Now she has penned "Charlie the Horse, Owl and the Planning Application", a modern-day fable, which will also benefit the hospital's stroke team.

She said: "The stroke pathway team were fantastic and I recovered after two nights in the acute stroke unit and they saved the day really."

One year later, friend and artist Lynn Rutherford also suffered a serious stroke and was treated by the same team at the N&N.

Lindsay added: "She was in the opposite bed to what had been mine and she was also under the care of Consultant Stroke Physician Chit Hmu. The whole team was fantastic, and against all the odds she has made it and it is all down to the care we received."

Set in the village of Spooner Row, near Wymondham, the book tells the story of the animals who live in the village and how housing developments, taking over the



Lindsay Dowding (left) with illustrator Lynn Rutherford.

surrounding fields, affect the lives of some of the endangered species living there.

While researching the book, Lindsay discovered that the real-life horse, Charlie, belonged to Darren and Mel Walker, who both also work at NNUH.

Lindsay said: "Half the proceeds from the book will go to the stroke unit because, if it wasn't for them there would be no book and we wouldn't be doing this."

"Lynn and I so much wish to help stroke awareness, the fact that you can recover from this and get on with your life in many instances, and to thank Dr Hmu and the entire unit. Hospitals are having a hard time at present but their amazing work should be recognised."

The book is available from Amazon, Jarrolds, Reeves in Wymondham or via email at lcrutherford@btinternet.com or lindsaydowding@btinternet.com

Charity boost from Rheumatology Dept



Huge thank you to Sue Burrows and everyone in the Rheumatology department who helped raise £750 for the Boudicca Appeal.

The money has been raised in recent months from a quiz night and the sale of second-hand books in the department waiting area where

staff and patients can bring and buy books for a donation to the appeal.

Sue presented the cheque to the N&N Hospitals Charity.

Pictured, from left, are Zoe King, Sharon Roberts, Sue Burrows, Julie Jillings, Hayley Missen and Carrie Nolan.

NNUH diary dates

NNUH Fete & Open Day: Saturday 8 June

From 11am to 4pm. Attractions include activities for children, traditional fete games, free health checks, cake and craft stalls, plus live music.

Council of Governors meetings

- 24 July 2019: 10am - 12pm
- 23 October 2019: 10am - 12pm

All meetings are held in public in the Trust boardroom, level four, West Outpatients, NNUH. As space is limited, please book a place at membership@nnuh.nhs.uk

Norwich Stroke Survivors' Club

- Meets most Tuesdays at Brenda James Close, NR7 0LH.

Fundraising news

Born 2 Rock for NICU: 8 June

All-day music fundraiser for NNUH's new-born intensive care unit at B2 venue, 496 Sprowston Road, Norwich from noon until 11pm. All NICU and NHS staff get in free – contact fundraising team on 01603 287107 to get name on door. As well as live music, there will be food, fancy dress, a children's entertainer, owls, a bouncy castle, and face painting.

Norwich Bike Ride: 9 June

We would urge all our keen cyclists to sign up with the Norwich 25/50/100 event and raise money for NNUH, Cromer or a department.



Extra cycle hoops have been funded by the N&N Hospitals Charity, to provide more places for staff and visitors to secure bikes.



Abbe Swain, Barbara Hercliffe and Molly Snelling discuss Quality Improvement strategies.

Our hospital is focusing on building a culture of continuous improvement

Our vision as a Trust is “to provide every patient with the care we want for those we love the most”, which means our focus is on ensuring that all aspects of our care are outstanding. And that’s why we’re working hard to continuously improve everything we do.

“Our ambitious five-year Quality Strategy sets

out the milestones for how we aim to become an outstanding Trust by 2023; key to achieving this goal is giving every member of staff the support they need to be ‘an improver’, day in, and day out,” said Chief Nurse Prof Nancy Fontaine.

“We’re building a culture with sharing,

learning and innovating at its heart, because we know that when we work together, great things happen.”

A Quality Improvement Faculty is being established to coach and empower staff to be creative and make changes that benefit our patients, adding to the improvements that have already been made. This includes opening the country’s first Emergency Department for older people and introducing new processes to improve the outcome for patients showing symptoms of the life-threatening condition, sepsis.

Its foundations are being laid by the key staff attending an accredited NHS

Improvement Quality Service Improvement and Redesign (QSIR) College programme, giving them the expertise to design and implement patient-centred services and enabling them to inspire and lead their colleagues across the Trust when they graduate.

The aim is to have 300 such “activists” throughout the hospital by 2020.

Barbara Hercliffe, Head of Patient Safety Improvement, is among the first cohort.

“We’re a mix of both clinical and non-clinical staff, with a passion for service improvement in common,” she said.

“Once we’ve completed the course,

“ The QSIR college programme has introduced me to a new way of thinking, and given me the tools, knowledge and capability to be able to carry out continuous quality improvement and developed my skills, which I can share with colleagues. It is so important that all staff get involved, as the expertise individuals bring is so diverse and essential to delivering quality improvement. ”

Molly Snelling, Business Information Support Manager



NNUH's Chief Nurse, Prof Nancy Fontaine.

“ The QSIR programme offers a great structure and has stimulated a lot of ideas which we have already begun to implement across the Division. Using Life QI also enables us to identify issues we have in common with other organisations

who also use the system, broadening our learning and increasing the scope of the improvements we're making. ”

Tracey Fleming, Divisional Clinical Support Director

we will not only have increased our service improvement expertise to practitioner level, but will also be qualified to teach these skills to others.”

As the skills become embedded across the Trust through training and mentoring, increasing numbers of staff will become confident in Quality Improvement (QI) methods and deliver projects in their own areas, acting as local champions by encouraging colleagues to get involved.

“In addition to our QSIR graduates, we know that we

have many staff who have improvement skills and we're creating a Trustwide network of 7,500 improvers based on the ethos of 'doing the day job and improving it',” said Barbara.

“We will offer face-to-face training and e-learning to increase people's skills

and enable them to drive improvement not only on a local basis but throughout the whole hospital and across our local health system by sharing new ideas and better ways of doing things.”

Sharing the learning is key to achieving this. We have implemented

Life QI, a system that provides a complete picture of all QI activity across the Trust and enables staff to work together virtually on projects and share what they have learned in a structured and measurable way.



Sarah Higson.

Patients: at the centre of improvement

Our patients are at the heart of everything we do and will be at the centre of our Quality Improvement initiatives.

“Our patients – and their carers – are our most important partners and we're committed to listening to and learning from them,” said Sarah Higson, Lead for Patient Engagement and Experience, a new role in the Trust.

“My job is to support the hospital in delivering outstanding patient experience and care by ensuring they're at the centre of our thinking and involved in the conversation about the services we offer and the way we provide them.”

A key way they will be involved is through a volunteer Patients' Panel of 15-20 current or former patients, representing the range of people who use the hospital. They will meet monthly and work with staff to understand what patient experience is like, suggest improvements and help to make them happen.

Please email Sarah at sarah.higson@nnuh.nhs.uk if you are interested in joining.

Linking the Patient Panel into the QI initiatives will be one way in which patients will be able to work in partnership with staff to make improvements together.

On the Weybourne Day Unit, Health Secretary Matt Hancock meets (from left): Claire Devlin (Matron, Oncology and Haematology), Jo Jennings (Deputy Sister, Weybourne Day Unit), Matt Lawes (Haematology Consultant) and Prof Erika Denton (NNUH Medical Director).



Health Secretary Matt Hancock impressed as he sees NNUH's world-class facilities

Matt Hancock, the Secretary of State for Health and Social Care, visited NNUH at the end of February.

He began by meeting staff and patients in the new Endoscopy Unit in the Quadram Institute on Norwich Research Park.

Dr Bernard Brett, Gastroenterology Consultant, and Tracy McDonnell, Lead Endoscopy Nurse, showed him the journey taken by patients, from booking in to recovery and discharge.

They also demonstrated some of the state-of-the-art equipment used in what is already one of the largest endoscopy centres in Europe, with the potential to carry out more than 40,000 procedures a year.

He also visited the Weybourne Day Unit, NNUH's recently refurbished chemotherapy out-patients' department, where Matt Keeling, Cancer Manager, and Jo Richardson, Lead Cancer Nurse, described some of the treatments that patients receive there, including chemotherapy, blood transfusions and stem cell harvesting.

He ended his visit in the Radiotherapy Department, where Mark Gilham, Head of Radiotherapy, demonstrated the lasers used to treat patients.

NNUH Chief Executive Officer Mark Davies, who hosted the visit along with Chairman John Fry and Medical Director Prof Erika Denton, said: "We were delighted to

welcome the Secretary of State and show him some of the innovative treatments and dedicated care that we offer our patients, describe our vision for the future and raise some of the challenges that we're currently facing."

Mr Hancock said: "It was great to see the world-class endoscopy centre at Norwich. Facilities like this, combined with collaboration between clinical staff and academics, are key to the Long-Term Plan commitment to save 55,000 more lives a year through earlier cancer diagnosis.

"The team at NNUH are working hard to improve the Trust's performance overall, and I am encouraged by what I saw today."



From left: Matt Hancock being shown the endoscopy equipment by Gastroenterologist Consultant Bernard Brett, discussions in the Weybourne Day Unit, and leaving the Quadram Institute with NNUH chairman John Fry.

Ovarian cancer treatment at NNUH could be transformed by special new equipment

Plans are being made for a ground-breaking new type of chemotherapy to be available at NNUH.

The N&N Hospitals Charity is fundraising to purchase a piece of equipment which could transform the way some ovarian cancer patients are treated in Norfolk.

In particular, it is looking, through the VOiCE campaign, to purchase a piece of equipment which would provide hyperthermic intraperitoneal chemotherapy (HIPEC) – a hot chemotherapy bath to the abdomen given at the end of surgery.

This is now performed in many specialist centres in Europe for advanced ovarian cancer, but NNUH would be one of the first centres in the UK to provide this.

The campaign has been spearheaded by fundraiser David Giess, who has worked in the football industry and whose wife, Anne, is being treated for ovarian cancer at the N&N.

Footballer Joe Cole urges support for appeal

The football world has been supporting the fundraising efforts. Former England, West Ham, Chelsea and Liverpool footballer Joe Cole led the way, speaking of his support for the charity's gynae VOiCE campaign – which supports women going through gynaecological cancers, including vulval, ovarian, cervical and endometrial.

Joe urged everyone to support the VOiCE appeal, saying: "My dear friend is currently being treated at Norfolk and Norwich University Hospital for ovarian cancer.

"I have witnessed and been told of the excellent work being carried out by Mr Burbos, Dr Wade and all the team in the Gynaecology and Oncology wards in regards to cancer treatments.

"I have donated to the hospital's VOiCE campaign to raise



Consultant Gynaecological Oncologist Nikos Burbos, left, was on hand to draw the tickets at the Spring Prize Draw in aid of the gynae VOiCE fund. He is pictured with fundraiser David Giess and his wife Anne.

funds for new equipment to help future victims of this awful disease.

"Please join me in supporting this appeal and give what you can."

The hospital charity held a Spring Prize Draw recently with a fantastic line-up of football-related prizes which raised £1,452.

Items included an England shirt signed by Gareth Southgate (pictured), Spurs shirt signed by Harry Kane, and signed shirts from Manchester United, Norwich, Liverpool, Chelsea and Arsenal, and a West Ham captain Mark Noble match-worn shirt.

There was also a signed Jurgen Klopp cap, and signed footballs.

Spring Draw funds will help buy vital equipment

All funds went towards the purchase of the HIPEC equipment and other equipment that can help gynaecological patients.

Mr Nikos Burbos, Consultant Gynaecological Oncologist, said: "It is

always humbling when patients and their families choose to support the hospital charity in what are often difficult times for them.

"David and his family have worked incredibly hard to fundraise for the gynae department and, in particular, to enable us to purchase innovative equipment which would otherwise be unavailable to the team.

"It is fantastic to hear how Joe Cole and all the football clubs which have donated items are supporting our hospital and our department to benefit the patients we treat and their families."

Around 7,400 women are diagnosed with ovarian cancer in the UK each year and more than 4,100 women die from it each year. It is often known as a "silent killer" because up to 60 per cent of women are diagnosed once the cancer has already spread.

• More information about ovarian cancer is available at www.ocam.org.uk





Sarah Harmer, Midwifery Care Assistant.



Sarah Diaper, Assistant in the Radiology Department.

Our Community Heroes get great

At the start of the 2018/2019 Football League Championship season Norwich City FC offered NNUH the chance to become a part of their 'Community Heroes' project.

The project saw the club invite "deserving community-minded individuals" to every league match played at Carrow Road this season.

The individuals honoured have ranged from members of the emergency or armed services, to carers and charity champions, to super fans and regional sporting heroes.

NNUH was lucky enough to receive spaces for our staff at four games, between December 2018 and April 2019.

The nomination process was handed over to NNUH staff and members of the public, and campaigns were held around the hospital and on social media in the run-up to each match, encouraging everybody to nominate staff members they felt were

particularly deserving of recognition as a Community Hero.

Hundreds of applications were received during the campaigns, and each winner was carefully selected for their caring nature, kindness and determination to go above and beyond for their patients on a daily basis.

Sarah Harmer

On Saturday 1 December NNUH's first Community Hero arrived at Carrow Road. Midwifery Care Assistant Sarah Harmer was joined by her sons Cameron and Reece, and mum Karen to watch City's 3-1 victory over Rotherham.

Sarah was nominated for the care and passion she displays for her job. As someone who dreamed of working with children from a young age, Sarah relishes each day she gets to spend in a job she loves.

At home Sarah looks after her four boys, one of whom – Cameron – was a promising young footballer until 2017

when he was sadly diagnosed with a rare illness called Perthes Disease. While the condition has unfortunately brought an end to his playing career, Cameron still follows the game enthusiastically and was thrilled to be able to attend in December alongside his mum.

Sarah Diaper

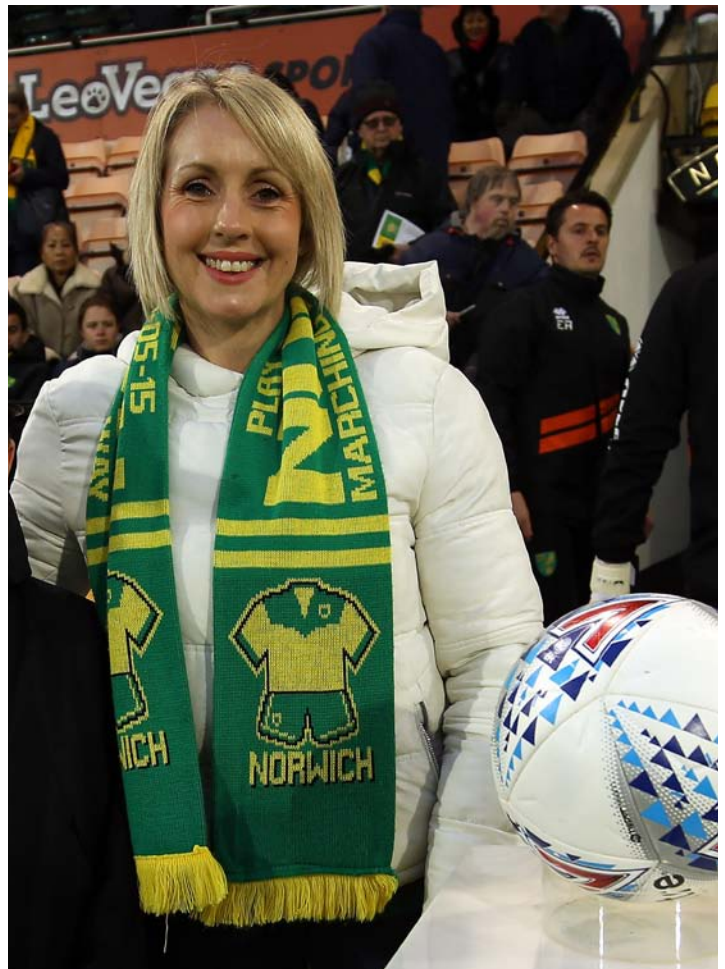
In the new year NNUH Community Hero place number two was awarded to Sarah Diaper, an Assistant in the Radiology Department who, when asked to tell us about her job, said: "I love the way the smallest of actions can make the biggest difference to some people's lives, the holding of someone's hand, helping them with their clothing or finding them a wheelchair.

"Patients often remark how kind and caring the staff are at this hospital and I feel truly privileged to be a part of it."

In her years at NNUH, Sarah has become a highly-valued member of



Nicola Burman, Operating Department Practitioner.



Luisa Lyons, Tongue-Tie Specialist Midwife.

reception from Norwich City fans

one of the hospital's busiest and most vital departments. Sarah and her family visited Carrow Road on 18 January and watched the Canaries ease to victory 3-1 against Birmingham City.

Nicola Burman

The following month the City faithful welcomed Operating Department Practitioner Nicola Burman to Carrow Road for what we're sure any Norwich fan would agree was the pick of the games this season: a 3-0 victory against rivals Ipswich Town in the Old Farm derby.

Nicola was recognised by numerous nominators for her actions inside and outside NNUH. She is an extremely active fundraiser and her team's efforts for this year's London Marathon on behalf of Guide Dogs for the Blind have combined for a massive £13,000!

Nicola is also in the process of setting up her own charity called "Evie's Eyes" in honour of her daughter Evlen who is registered blind with partial vision in

both eyes. All of this alongside a 15-year career in the NHS, nine of which have been spent at NNUH.

Luisa Lyons

Our last Community Hero of the season was Tongue-Tie Specialist Midwife Luisa Lyons, who attended Norwich' 2-2 draw with Reading on Wednesday 10 April.

Luisa is passionate about her job both inside and outside NNUH. Newborn babies can have tongue-tie, which can affect their ability to breastfeed. At work she has transformed the lives of thousands of mothers and babies across Norfolk, and been instrumental in helping the hospital achieve UNICEF Baby Friendly status in 2015.

However, in her spare time Luisa still does all she can to help those around her. She's never too busy to answer queries via phone or email at home, and even runs a free "Infant Feeding Cafe" every other Friday in Dereham, which acts as free support for

mothers concerned that their baby may have feeding issues.

Luisa has worked in the NHS since age 18 when she began her midwifery training and has been at NNUH for nearly 12 years.

Chief Nurse Prof Nancy Fontaine, who has followed the campaign closely, said: "Over the past five months staff, patients and visitors have all come together to nominate members of our NNUH family who are hard-working, kind, compassionate and determined to give all they can for their jobs and their patients. These four winners perfectly represent everything we strive to achieve day in day out at NNUH, and it's our privilege to have them represent our hospital and be named Community Heroes."

Big congratulations to all four of our winners from everyone at NNUH, and thank you to everybody at Norwich City Football Club. We're all wishing you continued success in the 2019/2020 season.

A new campaign at NNUH aims to improve patient care by raising deaf awareness

The Audiology team at NNUH is working on a campaign to raise deaf awareness.

The aim is to ensure that the communication needs of patients, visitors and staff with a hearing difficulty are always met.

Most of us take our hearing for granted even though it is central to our health, well-being, communication, independence and quality of life. More than 40 per cent of people aged over 50 – and 70 per cent of people over 70 – suffer from some degree of hearing loss, with the biggest cause being age related.

Good communication is key for patients

Norfolk has a higher than average older population, which shows why a high proportion of the Trust's patients visitors and staff have a hearing loss of some degree and will benefit from extra help with their communication.

Alex Ryan, Senior Audiologist at NNUH, said: "Good communication is essential in enabling patients to engage in their assessment and treatment. It reduces risk of misunderstandings and misdiagnosis, and it has a positive



The Deaf Awareness team – back row, from left: Tyra Munson, Lesley Burlingham, Melissa Harrison and Alex Ryan. Front: Claire Gatenby.

impact on the uptake of treatment and faster recovery.

"Our vision is to ensure that all NNUH colleagues are aware of the challenges people with hearing difficulties face, and that all these patients receive the best possible care to match their needs."

The Deaf Awareness team has been running training sessions for staff across NNUH, including physiotherapists, radiographers, occupational therapists, junior doctors, receptionists, dementia support workers, volunteers and the list continues to grow.

The deaf awareness training sessions are tailored to fit the needs of the specific individual or team.

The training areas that can be covered include:

- What it's like to have hearing loss
- How to communicate with someone with hearing loss
- Hearing aid maintenance – how to change a battery, how to clean a hearing aid and what to do if a hearing aid is broken
- Echo-techs – emergency personal amplifiers

The training is already having a positive impact on staff and patient

experiences. Abbi Polley, Senior Therapy Radiographer at NNUH, said "I used an Echo-tech [personal amplifier] for one of my regular patients who is profoundly deaf. It was utterly amazing. He could hear me so clearly – I nearly cried. He has not been able to hear properly for many, many years and he is 95. I am a convert to this device – it was like magic!"

Hearing loop systems are available throughout NNUH

The Deaf Awareness team has also provided training for teams who have hearing loop systems located at their reception desks.

Hearing loop systems can be found throughout the hospital when you see the sign below.

A hearing loop system is a special type of sound system for use by people with hearing aids, providing a magnetic, wireless signal that is picked up by the hearing aid when it is set to loop program.

Loop systems are a great way to improve hearing with hearing aids, particularly if there is a lot of background noise.



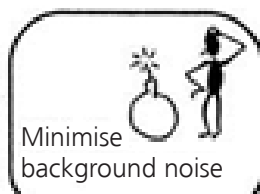
Ward rounds: Tyra Munson (Senior Assistant Audiologist), Cheryl Stone (Deputy Sister) and Jenny Leech (Staff Nurse).

Top tips for communicating with someone who has hearing loss

For friends and family in general, but useful advice for anyone



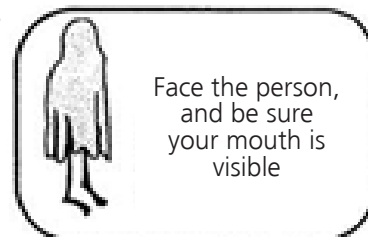
Attract attention before speaking



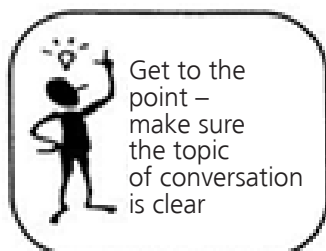
Minimise background noise



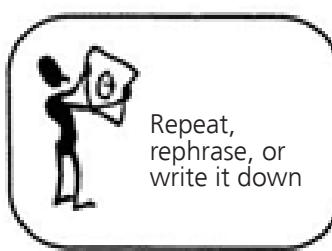
Be patient



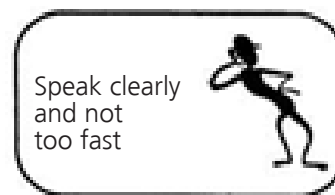
Face the person, and be sure your mouth is visible



Get to the point – make sure the topic of conversation is clear



Repeat, rephrase, or write it down



Speak clearly and not too fast



Speak one at a time



Include people – tell them what you are talking or laughing about



Remember, communication is a two-way responsibility

Weekly ward rounds are of great benefit

Another project from the Deaf Awareness team is the start of weekly ward rounds on the older people's medicine wards to repair and maintain people's hearing aids while they are staying in hospital.

The Audiology Department has gained accreditation from IQIPS (Improving Quality in Physiological Services) and one of their assessors recently observed the ward rounds and was very impressed by the service.

The assessor stated: "I got to see a hearing aid ward round and it is an excellent service."

"I was particularly impressed by the relationship the Senior

Assistant Audiologists have made with the wards and how appreciative the ward staff and patients were of the service.

"It was superb that four out of six hearing aid issues were resolved on the spot."

Hearing assessments and hearing aids are provided to all without any charge by the NHS.

If you would like a hearing assessment, you can contact your GP and they will refer you to NNUH or another hearing aid provider based on the hearing issues you report.

- If you are a member of NNUH or Cromer Hospital staff and are interested in signing up for deaf awareness training, please email joanna.page@nnuh.nhs.uk



Alex Ryan doing a hearing test on a patient.

Hearing Aid Repairs

The Audiology department runs drop-in repairs clinics, where patients can receive assistance with their hearing aid. These sessions are:

- Monday, Tuesday, Thursday from 8.45am – 12.15pm
- Monday, Wednesday and Friday from 1.45pm – 4.45pm

Neuroscience Centre helps give Parkinson's patients best quality of life after diagnosis

The Neuroscience Centre at NNUH has a range of experts who can assess, diagnose and treat neurological conditions, such as epilepsy, stroke, migraine and headaches, Parkinson's, Multiple Sclerosis and Motor Neurone Disease.

There is a team of doctors, nurses, therapists and admin support who work together to provide the best care for patients.

One of these conditions is Parkinson's which is a progressive neurological condition that causes a variety of symptoms.

The exact cause is unknown but believed to involve both genetic and environmental factors.

A person with Parkinson's may also experience a range of other symptoms including balance problems, which may increase the risk of falling, memory problems, loss of the sense of smell and sleeping problems. Mental health symptoms may include depression and anxiety.

The team work out the best care for patients

Adult patients with movement disorders, caused by Parkinson's or other neurological conditions, are seen by doctors, nurses and therapists in outpatient clinics.

Currently there is one monthly multidisciplinary neurology clinic dedicated to patients with movement disorders and the intention is to expand this service.

Patients are also reviewed in the general neurology clinics as well, including as "urgent patients" to avoid hospital admissions.

The Older People's Medicine (OPM) Movement Disorder team has a weekly multidisciplinary clinic, three follow-up clinics, a twice-a-month nurse-led clinic and twice-a-month clinic in Cromer and District Hospital.

The Multidisciplinary Clinic has access to specialist physiotherapy, occupational therapy and a Parkinson's specialist nurse.



Dr. Vaclav Dostal is the Lead Neurologist for Movement Disorders. He works in collaboration with a team of Specialist Neurology nurses, who review patients in their nurse-led clinics and also provide telephone consultations.

Every person with Parkinson's has a different experience

Dr Dostal said: "Every person with Parkinson's has a different experience of the condition. Some symptoms may trouble you more or less than they do another person.

"Medications work by increasing the level of dopamine in the brain. Finding the best medicine, dose and timing may take some time for each patient and will need some changes along the way.

"Your specialist or Parkinson's nurse will work with you to find the treatment that is best for you as an individual."

Dr Phil Buttery, Consultant Neurologist who is involved in the Deep Brain Stimulation Service at Addenbrooke's Hospital, runs a complex Parkinson's clinic at NNUH once a month.

Botulinum toxin clinics are held once a week for patients with dystonia (muscle spasm or postural abnormality) or other conditions which need treatment with botulinum toxin to reduce involuntary movement.

Dr Alagaratnam Niruban, Lead Consultant in Movement Disorders

in Older People's Medicine says: "We treat around 350 older patients a year in our clinic and the incidence is rising. After dementia, it is the second most common neurodegenerative condition in older people. Thanks to research, the treatments for the condition have improved and we aim to reduce symptoms and help people to maintain their mobility and functional state."

Research is critical for developing treatments

Service Director for Neurology, Dr Godwin Mamutse, said: "Research is critical for developing improved treatments for neurological conditions. Our Neuroscience Centre is actively involved in several studies.

"Over the next few years our ambition is to further develop the Parkinson's service for patients by delivering the current service in more locations. We are keen to access more specialist drugs and to use new technologies to monitor our patients.

"The service is also moving towards a multi-disciplinary model where the whole medical, nursing and therapy team work together to offer a comprehensive service to patients."

He added: "We aim to support patients from diagnosis, supporting them to manage symptoms and have the best quality of life."

Jenny Lind Hospital's 165th birthday

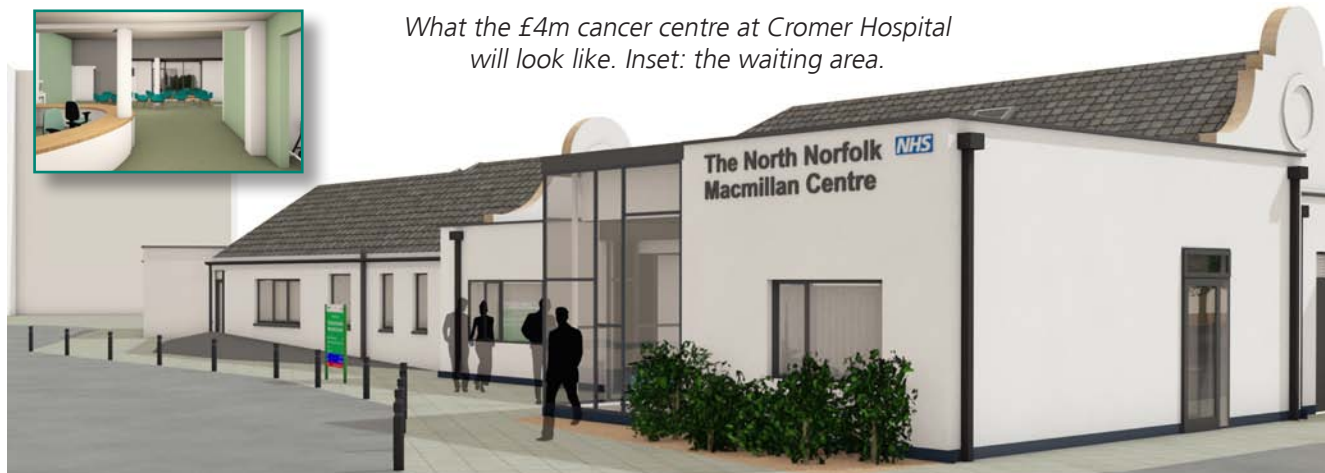


It was a day of celebration as the Jenny Lind Children's Hospital marked its 165th birthday on 3 April. The canteen served a Swedish menu in honour of singing star Jenny Lind, whose concerts in Norwich helped fund the hospital. Visitors to the event were treated to music, including soprano Andrea Ferguson, talks, meeting Cinderella, browsing stalls and looking at JLCH artefacts. And, of course, there was lots of celebratory cake!





What the £4m cancer centre at Cromer Hospital will look like. Inset: the waiting area.



£4m cancer centre at Cromer Hospital set to bring care closer to home for many patients

A £4.15million proposal to build a state-of-the-art cancer care and support centre at Cromer and District Hospital has been unveiled.

NNUH has been working with Macmillan Cancer Support to develop proposals for the centre.

In the 2015 local cancer strategy, potential demand for cancer services within the Trust was forecast to increase by over 200 per cent over ten years.

It will enable more people to get treatment nearer home

Currently most people from the Cromer area have to travel to Norwich for treatment and the new centre will enable more people to access cancer treatment and support closer to home. The building, which will see the refurbishment and extension of a disused ward, will be called the North Norfolk Macmillan Centre.

The centre, on the site of the former Davison Unit, will include:

- Six chemotherapy treatment chairs with capacity to treat up to 36 patients a day.
- Three new clinic rooms and two new minor procedure rooms, creating an additional 10,000 outpatient appointments annually.
- A Macmillan cancer information and support centre.
- The new unit will also free up space in the main Cromer Hospital building to deliver an extra 600 surgical procedures in dermatology, urology, vascular surgery and pain management.

A planning application will be submitted later this year and, if

granted, the building work is expected to take around a year.

The majority of funding for the centre will come from Macmillan Cancer Support, which is providing up to £2.2 million and Norfolk and Norwich Hospitals Charity, which is contributing £1.5million. The remaining £450,000 is coming out of NNUH Trust funds.

The number of people living with cancer is growing

Gwyneth Tyler, Macmillan Head of Services for South and East England, said: "The number of people living with cancer is growing and predicted to rise from 2.5million today to four million by 2030.

"This centre will help to meet the growing need in North Norfolk and enable more people to get treatment and support closer to home. At Macmillan, we also know that cancer can affect every part of your life, not just your health and that's why the centre will include a Macmillan Cancer Information & Support Service.

"We are delighted to be working with the Trust to improve cancer care for people in North Norfolk but we can only do so thanks to the public's generous support for Macmillan. As a charity, we are entirely reliant on public donations and need the public's continued support to enable us to be there for the growing number of people with cancer."

Mark Davies, NNUH Chief Executive, said: "This is an amazing first step in a joint partnership with Macmillan which will deliver clear benefits for our patients.

"It represents a significant investment for the Trust and the N&N Hospitals Charity, totalling nearly £2million and confirms the importance of Cromer Hospital in our plans to increase capacity.

"Working together on this new development with Macmillan is an important part of our cancer strategy to expand services and meet the needs of patients living in this rural county."

Professor Erika Denton, NNUH Medical Director, said: "Our cancer centre is one of the largest in the UK, treating 6,000 patients each year. We deliver a range of specialist services across Norfolk and further afield.

"Although patients will still need to come to Norwich for some of their appointments, this is a fantastic opportunity to deliver more care closer to people's homes and reduce the number of journeys to Norwich."

Currently, Cromer Hospital provides a range of acute out-patient and day case services and has a minor injuries unit.

Here's how you could donate to help with equipment

If you would like to make a donation to help with the equipment at this new cancer centre, then please let us know when you donate. Visit www.nnuh.org.uk, email fundraising@nnuh.nhs.uk or call 01603 287107 to find out more. Donations can be sent to Fundraising Cromer Appeal, Cromer Hospital, Mill Road, Cromer, Norfolk, NR27 0BQ or made at www.justgiving.com/campaign/CromerHospitalCancerUnit