

# THE Pulse

Issue number 88  
November 2018



## Innovation at NNUH

- Launch of breast cancer unit appeal – page 5
- Workforce roles in spotlight – pages 6-10
- Amazing life-saving treatment – page 13
- High praise for volunteers scheme – page 16

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,  
Saturday 9am - 5pm and Sunday 9am - 4pm

• The Stock Shop - West Atrium Level 2

Open Monday to Friday 9am - 5pm,  
Saturday 10am - 3.30pm

• 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

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

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

THE PULSE

Editor, Media and Communications Officer

Viv Thomas (ext. 5821)

Director of Communications

Fiona Devine (ext. 3200)

Communications and Membership Manager

Janice Bradfield (ext. 3634)

Media and Communications Officers

Adam Gretton (ext. 5822)

Steve Staff (ext. 5943)

Clare Parry (ext. 3200)

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

Registered charity number 1048170.

Letters



I would like to place on record my grateful thanks for the outstanding service I received on 25/10/18 whilst visiting your Cardiology Department.

NNUH. Well done everyone, very many thanks and keep up the very good work.

Jim Lyall

The lady receptionist was really excellent, pleasant as well as highly efficient.

My wife Margaret died on the 22nd September in Elsing Ward.

Although I was 30 minutes early for my appointment, I had barely sat down when I was called by the bright, highly pleasant and cheerful Tara.

This is a brief note to record my deep appreciation for Margaret's care during the month of her illness. In particular the timeliness of the Medical Team on the Acute Medical Unit who, in a sympathetic way, gave clarity on Margaret's deteriorating medical condition.

The next stage was the arrival of the quite brilliant Charles Graham who as well as being highly efficient was interesting, extremely pleasant and made my visit a thoroughly enjoyable interlude.

The subsequent palliative care on Elsing Ward and the liaison of the Palliative Care Nurse was of the highest professional standard and in every respect empathetic, and my family and I have gained much comfort from knowing that Margaret was allowed to die with dignity and in peace.

The most amazing aspect of my visit to NNUH was how "bright, cheerful, pleasant and helpful" everyone I came into contact with was.

Rev Andrew Neate

Congratulations on the highly creditable standards maintained throughout



Social media @NNUH



Heather Cracknell@revheath

Such kind, respectful and professional care from everyone I met today at @NNUH - thankful once again for our brilliant #NHS #hellomynameis

Mr Steed@HatSteads

@NNUH Thank you to all staff at your superb modern hospital for the care you have taken of my son after his operation yesterday – every member of staff we met were friendly and helpful

Zambezi'18@Zambezi2018

8 months ago our nephew Oliver was airlifted by @EastAngliAirAmb to @NNUH. He wasn't supposed to be even walking yet, but even with pins and rods in one elbow and one leg, today he finished a half marathon #RoyalParkHalf. We couldn't be prouder

Ben Hunt @MrHappyReveller

Cannot praise the midwives at the @NNUH enough, today you gave me a little miracle and the utmost respect for the work you do. Welcome Logan! #midwives#Norwich

## Hospital volunteer offered role as apprentice housekeeper

Congratulations to volunteer Pat Garrod who has been offered a role as an apprentice housekeeper at NNUH.

Pat (pictured) has been a volunteer for a year after recovering from cancer and sepsis.

"I wanted to give something back and I have always wanted to work here. I'm really excited," she said.

Pat volunteers on the West Outpatients reception desk and helps patients on Kimberley and Elsing wards.



She praised the voluntary services team with this lovely poem sent to Sally Dyson, Voluntary Services Manager.

Thank you Sally for  
teaching me to live,  
How to love others and  
how to forgive  
Thank you so much for  
being my light  
Because of you my future  
is bright

Volunteers have hearts  
of gold  
Helping people young  
and old  
Always giving always  
sharing  
Volunteers are always  
caring

## NNUH staff praised by cancer patients in latest survey

NNUH staff have been praised for their care and dedication after the Trust received its best ever patient satisfaction scores in a national survey.

Almost 1,200 patients under the care of the NNUH took part in the National Cancer Patient Experience Survey 2017.

Nine out of 10 respondents rated the care they received as very good.

The survey results place the Trust above the national average for how patients rated the care and treatment they received.

Cancer patients at NNUH were asked 59 questions between April, May and June 2017 with 70% responding to the survey.

The Trust received responses to eight questions which were better than the expected range nationally.

Matt Keeling, Cancer Manager at NNUH, said: "These results are

fantastic and we are seeing continuous improvement every year.

"The results are testament to the hard work and amazing care that our staff provide every day at NNUH, which is a major cancer treatment centre.

"Receiving a diagnosis of cancer can sometimes be devastating and we are very grateful to our patients who respond in such large numbers to this survey every year.

"We receive one of the best response rates in the country."

The National Cancer Patient Experience Survey has been running for the last seven years.

Joanna Richardson, Lead Cancer Nurse, added: "We are never complacent and every year we look to improve and we draw up an action plan. It is great to share best practice across the teams."



From ground-breaking and life-saving treatments newly available at our Cancer Centre, which you can read about on page 13, to the many, varied and exciting new roles in the workforce, it is clear that innovation and improvement are fundamentally important at Norfolk and Norwich University Hospitals – we are constantly looking at how we can improve our services for patients.

I am sure you will enjoy reading our innovations in the workforce-themed features as much as I have, including our Trainee Nursing Associates on page 6 and the fascinating role of the Physician Assistant (Anaesthesia) on page 8.

Every week on visits to different departments and areas in the hospital I meet amazing staff and volunteers (page 16) and through this edition of The Pulse you can see a snapshot of just a small number of Team NNUH and read about how their vital work makes a difference for our patients.

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



## Upcoming fundraising events

Christmas Fair & Christmas Light Switch-on 6th December 2018: Crafts, food and cake stalls, visit Santa's Grotto, see the Pets As Therapy dogs, meet Darth Vader.

World Cancer Day, February 2019: Details to follow.



### Support for NNUH Christmas campaigns

If you would like to support our 'Send a Smile with Santa' or '12 days of Christmas' campaigns for both patients and staff, please contact Louise Cook via fundraising@nnuh.nhs.uk

Support the hospital charity when you shop on Amazon

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



## Send a Smile with Santa begins

The NNUH Foundation Trust and the Norwich Evening News, have joined forces, once again, to make sure every inpatient in hospital receives a gift on Christmas Day.

The annual Send a Smile with Santa campaign aims to collect more than 1,000 presents donated by the public and businesses.

These are distributed to patients, young and old, unable to celebrate at home with their families and who will be spending Christmas Day in hospital.

John Lewis store in Norwich gave the appeal an early boost with the donation of 45 Jelly Cat toys – one for each of the babies who will spend Christmas in the Neonatal Intensive Care Unit.

Chief Nurse Nancy Fontaine said: "Our staff work hard to make Christmas a happy time for patients and families, but it is always extra special to receive a gift on the day."

"We are hugely grateful for all the presents donated."

For more information please contact Louise Cook on 01603 287107 or email fundraising@nnuh.nhs.uk



Winners of the Cupcake Bake Off contest with top chef Richard Hughes.

## Staff rise to cupcake challenge

Staff at NNUH rose to a very special challenge last month.

To celebrate the new series of the hit television show Great British Bake Off (GBBO), budding bakers at the Trust were invited to take part in their very own Cupcake Bake Off.

Top Norfolk chef Richard Hughes, who works with Serco at NNUH to improve the quality of hospital food, judged the contest – with the

cakes sold off at the end of the event and proceeds going to the Norfolk and Norwich Hospitals Charity.

And the chef, owner of the Richard Hughes Cookery School, donated a first prize.

The other judges were Serco's head chef Lee Parrette, and Head of Fundraising Louise Cook.

Each baker had to present five of their finest cupcakes for judging.

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

## Boudicca breast cancer appeal is launched by NNUH charity

An £800,000 appeal to provide a new dedicated breast cancer unit at the NNUH has been launched by the hospital's charity.

The Boudicca Breast Cancer Appeal was officially launched at The Forum, in Norwich, where the ambitious plans were announced by Director of Breast Screening Arne Juette and Consultant Breast Surgeon Simon Pain.

The breast cancer unit has seen an 80% increase in patient numbers over the past five years and numbers continue to grow. While many patients referred to the unit receive same-day diagnostic tests, and clinical and imaging assessment, others are unable to be seen on one day and are asked to return for scanning.

Dr Juette said: "We are all acutely aware of the extreme emotional stress



**Boudicca**  
Breast Cancer Appeal



*Professor Erika Denton speaking at the Boudicca appeal launch.*

which patients experience when delays occur and the uncertainty of whether they will be diagnosed with breast cancer or given the all clear. We want to offer the same-day service to every patient, not least to reduce this stress and anxiety faced by patients and their families.

"The new unit would provide this in a purpose-built space with diagnostic and treatment rooms dedicated entirely to breast patients."

To support our appeal, please contact fundraising@nnuh.nhs.uk or make a donation at [www.justgiving.com/campaign/boudicca](http://www.justgiving.com/campaign/boudicca)

## Fundraisers in spotlight at AGM

N&N Hospitals Charity Fundraising award winners were announced at the NNUH Trust's AGM.

Young Fundraiser:  
Manor Field Infant and Nursery School & Aslacton Primary School.  
Fundraiser of the Year:

Jenny Holland.  
Team Fundraiser:  
Lawrie McKenzie Memorial Football Match.  
Staff Fundraiser:  
Andrew Clarke.  
Company Fundraiser:  
Brundall Co-op.  
Chair's Award:  
Friends of the NNUH.

## Big thanks to Johnson family



*Our thanks to the Johnson family, who supported Mulbarton Ward by helping to purchase some comfy reclining chairs.*

## Dates for your diary

Trust Board meeting

- 30th November 2018: 9am - 11am

Council of Governors meetings

- 23rd January 2019: 10am - 12pm
- 24th April 2019: 10am - 12pm
- 24th July 2019: 10am - 12pm
- 23rd Oct 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](mailto:communications@nnuh.nhs.uk)

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.

For more information, please visit [www.norwichssc.co.uk](http://www.norwichssc.co.uk)

NNUH Christmas Fair

- 6th December 2018: 4pm - 8pm

Election news

Voting has started in the election of four new hospital governors: two seats in Breckland and one each in Broadland and North Norfolk.

Members should return their ballot papers, or vote online, by Monday 3rd December.

For more information, contact the Membership Office on 01603 287634.

Staff across NNUH are constantly working to innovate and to improve patient services wherever they can, whether by taking small steps or giant leaps, every move forward is valuable progress. For this special 'Innovations in the Workforce' themed edition of The Pulse we spoke to a wide range of staff across the divisions about their roles. For more staff profile stories see The Pulse early in the new year.

## Hospital celebrates the launch of the Nursing Associate role

The Nursing Associate is a new role which has been introduced as part of a national programme which aims to find innovative ways to address staffing challenges within health and social care.

We are delighted to be part of the third wave of the national training programme, run in partnership between all the local NHS Trusts and social care under the umbrella of the Norfolk and Waveney Sustainability and Transformation Partnership (STP).

### Aim is to improve care and increase capacity

The aim of the programme is to improve the care which people in Norfolk and Waveney receive while helping increase capacity within the NHS and social care workforce.

The Nursing Associate will work alongside registered nurses and healthcare support workers to deliver direct patient care, focusing on ensuring patients continue to



*Professor Nancy Fontaine, NNUH Chief Nurse with Trainee Nurse Associate Wendy McManus.*

receive compassionate, safe, person-centered care.

### An innovative new role

Professor Nancy Fontaine, Chief Nurse at NNUH, said: "We are really excited about this innovative new role, which aims to further improve the care which people in Norfolk and Waveney receive. The Nursing

Associate role is already being trialled elsewhere in the country and it has had a really positive impact on health and care services.

"We are aiming to recreate that success in Norfolk and Waveney and we are looking forward to seeing the next group of Trainee Nursing Associates working on our wards."

The first 25 NNUH Trainee Nursing Associates were recruited in the spring and commenced their training this September/November. Recruitment for the February cohort will commence in November.

### Work-based learning programme leads to degree

The trainees will complete a two-year work-based learning programme, leading to a Foundation degree and Nursing Associate Apprenticeship.

The programme combines study days at the University of East Anglia and City College Norwich with clinical practice experience; including the opportunity to work in different parts of the health and care system, including community nursing roles, community hospitals, primary care, social care, voluntary sector and acute hospital settings.

Upon successful completion of the programme, the trainees will be eligible to progress to a Band 4 Nursing Associate role, register with the Nursing and Midwifery Council and have the opportunity to undergo further training to progress into a registered nurse role.



*There are a number of ways for staff to develop their skills and this is the Assistant Practitioner graduation in October this year.*

# Advanced Critical Care Practitioners aiming for most effective care

The Advanced Critical Care Practitioner is one of four new positions which have emerged within the NHS over the last decade.

The other three are: Physician Associates, Surgical Care Practitioners and Physicians Assistants (Anaesthesia), and together they create the Medical Associate Professions, or MAPs.

At NNUH Marta Pinto is one of three making their way through the complex 24-month training programme required to become an ACCP, during which ACCPs undertake extensive assessment and management of critically ill patients, as well as performing invasive interventions.

## A new breed of healthcare professional

Marta describes herself and her MAP colleagues as a “new breed of healthcare professional”, outlining the role as “a new way of working in critical care.

The role is designed to ensure that patients receive person-focused, timely and effective care.”

Marta took on the training in order to develop her skills and improve the care she provides for her patients, stating that; “I wanted to develop a career in critical care



*Marta Pinto is one of three members of NNUH staff training to become an Advanced Critical Care Practitioner.*

and be challenged every day, be part of a team providing centred care for patients as they go through their critical illness.

“I think the role is important because we also provide a bridge between the different professions; because we’re permanent we can actually liaise with the different teams, and have an input with each.”

Having already trained as a Physician Assistant in Anaesthesia, Marta has an extensive background in anaesthesia and theatres, meaning she is well-prepared for a programme in which ‘70% of course time is spent in clinical environments under the supervision of a medical consultant.’

Her background also includes bio science research and nursing science.

However she is still a trainee when it comes to the ACCP role, currently in her second year of training under the medical model and facing down a raft of final exams in 2019.

## “I’m loving the work”

Marta remains unfazed by the workload and is sanguine in her opinion of the role she’s taken on saying: “This role was designed to create permanent members of staff who are highly trained in what we do, and we complete the multidisciplinary team in a way.

“I don’t know how to describe it but I now can’t see myself doing anything else. I’ve realised that if you come to work and it’s something you enjoy then it’s no longer work any more, so yeah I’m loving it.”

## Surgical Care Practitioners role proving a success

Surgical Care Practitioners, in a new ground-breaking role, are assisting surgeons and boosting the capacity of theatre teams at NNUH.

Last autumn, three experienced nurses joined the General Surgery Theatres Department at the NNUH in the role of Surgical Care Practitioner (SCP) and two more have been added this year.

This is enabling them to undertake a number of activities, such as setting up the theatre, assisting with operations, seeing patients post-surgery and carrying out education and research activities.

Consultant Surgeon Richard Wharton, said: “The three are now

one year in and all enjoying the process of training. They spend one day a week at Anglia Ruskin University. We have appointed two more, taking us to five in total. Other directorates are now making business plans for their own teams.

“The Royal College of Surgeons has encouraged hospitals to set up these new roles as part of an extended surgical team and we are delighted to welcome such experienced nurses as the first cohort of Surgical Care Practitioners.”

He added: “In terms of the workforce, we will be able to retain experienced nurses who can develop their careers with us and for

patients we will be able to offer quicker initial appointments, and follow up appointments after their surgery.

“Nationally, the NHS is seeing fewer junior doctors staying in training and it is vital we fill this skills gap with other talented professionals.”

Joana Fuentes worked in the orthopaedics department at NNUH before becoming an SCP.

She said: “We are very fortunate to be working with colleagues who are supportive and driven towards improving the service provision for our patients.

“This is indeed an exciting journey for us all.”

# Physician Assistants work hard to enhance care and efficiency

Two Physician Assistants (Anaesthesia), or PAAs – a relatively new role to NNUH – are working with the hospital’s consultant anaesthetists to enhance the care of patients undergoing surgery and improve efficiency.

*The value of their role is quickly becoming apparent*

Paul Cutts and Mark Fernie are the first PAAs working in the theatres, having completed a two-year training programme, with Dominic Lewis working as a trainee PAA and a second cohort currently being trained.

“The value of their role quickly became apparent,” said Consultant Anaesthetist Mark Dixon, who led the training programme.

“They work under a consultant’s supervision and enable us to move between theatres, covering two operations simultaneously. This is a more efficient way of working and also enhances patient safety, because two people are managing their care. I’ve no doubt that we’ll continue to recruit more PAAs in the future.”

*I like to treat every patient as if they were my own family*

Before becoming one himself, Paul worked alongside PAAs as an anaesthetic nurse in Birmingham. “Seeing what they did inspired me to train for the role,” he said.

“I love working in the theatre environment and enjoy building a relationship with each patient, as I’m involved directly, and indirectly, with patient care, starting from their initial assessment all the way through until their discharge from the theatre department and beyond if required.

“While we’re highly trained clinically, explaining the process and providing reassurance is vitally important too – I like to treat every patient as if they were a member of my own family.”

Paul and Mark see between four and 10 patients a day, depending on the complexity of the operation, covering all surgical areas but focusing mainly on the Day Procedures Unit.



*Paul Cutts who works as a Physician Assistant (Anaesthesia).*

*I have seen the role evolve so much at NNUH*

“Although I have only been qualified for two years, I have witnessed the role evolve so much not only at national level, but also at NNUH,” said Mark.

“With the Health Minister and the Department of Health recently announcing they are taking forward statutory regulation for PAAs, this will put our profession more in the

public eye, and shows how valuable we can be. Exciting times ahead!”

Trauma and Orthopaedics Surgeon Warwick Chan said: “PAAs are a valuable part of the team, improving the experience we’re able to offer patients by seeing and assessing them while the consultants are in clinics, leading anaesthesia delivery during surgery and managing patients through recovery, overseen by consultants who are immediately available if needed at any time.”





*Paul Read is one of the first ACPs in the Accident & Emergency department.*

## Advanced Clinical Practitioners help deliver patient-focused care

Ensuring that patients receive the best-possible experience while in the care of the hospital is a key priority at NNUH, and Advanced Clinical Practitioners (ACPs) help deliver this by providing patient-focused care that complements the roles of both nurses and doctors.

Paul Read is one of the first ACPs in Accident & Emergency; having completed a Master's and previously worked as a Senior Charge Nurse in the department.

**It's all about patients getting the best possible experience**

"This is an extremely rewarding role, which was introduced by the Royal College of Emergency Medicine to strengthen clinical teams and improve patient experience," said Paul.

"Nurses already work at an Advanced Level in the Neonatal Intensive Care Unit and we have a team of 15 working towards completion of a three-year, competency-based training programme here in A&E."

**ACP care complements the roles of nurses and doctors**

The role is becoming more widespread, with ACPs in Older People's Medicine (OPM), the Acute Medical Unit (AMU) and on the Critical Care Complex.

"We're part of a multi-disciplinary team and able to see patients and make decisions about their treatment, referral and whether they can be discharged.

"We're patient-focused and, as clinical decision-makers, are able both to support nurses and see

undiagnosed patients who would otherwise need to wait to be seen by a doctor."

The role is for experienced practitioners in all areas of healthcare, such as nursing, pharmacy, paramedics and physiotherapy.

**It's an enjoyable challenge says ACP Paul**

"I enjoy the challenge of being an ACP," said Paul. "By the end of my training I will have built up a portfolio of around 4,000 patients and carried out more than 100 individual assessments.

"It's fast-paced, varied and, thanks to our intensive, consultant-led training, we're able to provide safe, high-quality care for patients and improve clinical continuity in the department."

# Radiology Department Assistants provide crucial support to others

Radiology Department Assistant Tim Edwards has worked in the role for 20 years, providing vital support to his colleagues and patients attending the department.

“It’s a similar role to that of Healthcare Assistant but more technically focused, in that we perform tasks for the radiographers and sonographers as well as look after patients during their time in the department,” said Tim.

“For example, we help to prepare patients for their procedures, check their information is correct, prepare the equipment and log details of the procedure on the computers.

“We also work closely with the volunteers, who are worth their weight in gold.”

**Assistants keep everything running smoothly**

Sixty Radiology Department Assistants keep everything running smoothly and a new role of Radiology Support Worker (RSW) is being developed to aid the flow of patients through the department as well as improve patient experience.



*Radiology Department Assistant Tim Edwards.*

“We already have RSWs in Interventional Radiology (IRU) and I recently took part in a pilot to see how the role would operate in other parts of Radiology, which

was very successful,” said Tim. “The focus is on improving patient care by accompanying them throughout the process, from collecting them from the ward to returning them afterwards and, importantly, being present to answer any questions they might have and offer reassurance if they have any concerns.

**The role improves patient experience**

He added: “A large part of the role is checking patients’ records so we identify and

focus particularly on those who are immuno-suppressed or pose an infection risk to others to ensure that appropriate infection control measures are in place.

“We also co-ordinate all CT appointments to ensure that patients’ visits to the department are as short as possible.

“We found that the role greatly improved patient experience and received very positive feedback, so we’re looking forward to having three more RSWs join the team shortly.”





Julie Mullett.



Kelly French.

## Women's and Children's Division is constantly seeking ways to improve

Julie Mullett (Senior Advanced Neonatal Nurse Practitioner) and Kelly French (Lead Nurse Sonographer for Gynaecology) from the Women's and Children's Division, are two people who have worked for years to constantly improve their teams, and are now leading two of the most forward-thinking units at the hospital.

Kelly French (Lead Nurse Sonographer for Gynaecology): "The average day starts by attending Cley Ward to see if they have any emergency patients that they need scanning, this is so that we can keep the patient flow going and the beds used in the most appropriate way. I will then catch up with my team to see if there's anything pressing that needs my attention.

"We provide a little bit of clinical supervision for each other within the team as well because it can be quite a stressful role, we will talk about what patients we've seen and what problems we've had. We will then go to outpatients to start the nurse-led clinics..."

### Now there is a seamless pathway of care

"Prior to me setting up the Nurse Sonographer role, patients would come in to see a doctor for consultation, and then they would have a separate appointment to see a Sonographer for an ultrasound.

"Now there's a seamless pathway of care in which patients only see one

person. It's about improving quality, if I can scan somebody then I know automatically what I'm looking for when I'm examining them, it also cuts the waiting time for appointments. The ward benefits as well because we're helping to manage the ward occupancy. We've also managed to increase clinics for post-menopausal bleeding to six per week, meaning that patients that are referred by their GP are generally seen within a week and never more than two weeks.

"We've also increased the early pregnancy assessment clinics to a seven-day service, so that patients can be seen over the weekend."

Julie Mullett (Senior Advanced Neonatal Nurse Practitioner): "As part of the medical team we manage the care of babies predominately within the Neonatal Unit alongside responsibility for babies from the maternity department, and any newborn who might need re-admission from home.

"Our day tends to start with a ward round where we assist and – as a Senior ANNP – often lead in making and implementing a plan of care for each baby. This might be babies who are as small as 500gms or term babies needing intensive care support, through to special care babies who just need support feeding.

"We are also responsible for attending high-risk deliveries to provide resuscitation as required.

"There are two improvements within the department the ANNP team have been involved with during my time at NNUH; firstly the Neonatal Assessment Clinic which I specifically set up. The clinic is designed for babies who need a review which is not suitable or can't wait for the formal clinic setting.

"Before establishing the NAC clinic a less formal process existed which meant babies and their parents ended up waiting for long periods of time to be seen. Since the introduction of the clinic, parents are seen in a timely manner by an appropriate person and we are confident the data is being captured correctly.

"The second thing is our baby check clinic; all newborns require an in-depth newborn check, which is a full assessment by a trained midwife, ANNP or Neonatal Doctor before discharge. This examination has a national target which requires us to perform the examination within 72 hours of birth.

### It has the positive effect of getting women home

"Since implementing the clinic, babies come to the correct person within a clinic setting, rather than the other way round. This has proven to be a much more efficient use of time, with the majority of checks performed in the morning clinic rather than taking the full day, which has in turn had a positive effect on getting women home."

# First joint appointment between NNUH and Quadram Institute

Delivering innovative new treatments to improve patient care is set to be accelerated following the announcement of the first joint appointment between the NNUH and the Quadram Institute.

Dr Ngozi Elumogo has been appointed as a Senior Research Fellow in Translational Medicine, where she will promote collaborative working between researchers and clinicians and ensure that the most applicable research is being carried out for clinical practice.

## This is an exciting new collaborative role

Dr Elumogo said: "This is an exciting new collaborative role. I'll be there to act as a bridge between clinicians and researchers and will be asking the appropriate clinical questions to scientists to ensure that clinical practice and patient care are at the forefront of our research work."

A major focus of Dr Elumogo's work will be to continue research on Faecal Microbiota Transplantation (FMT), a treatment programme that restores healthy gut bacteria for treatment of recurrent *Clostridium difficile* (C. diff) infection.

The transplant involves faecal material, or stool, collected from a healthy donor screened and confirmed free from infections by the NHS microbiology lab run by the Eastern Pathology Alliance. It is mixed with saline, filtered and infused via a fine tube placed into the small bowel through the nose. It can also be directly applied to the colon or large bowel via an endoscope.

## Working on a highly effective gut treatment

Dr Elumogo said: "This treatment is effective because it restores healthy gut bacteria. It is a natural product which is very well tolerated with no significant side effects.

"Since the introduction of FMT, we have successfully treated 26 patients



*Dr Ngozi Elumogo outside the Quadram Institute.*

previously diagnosed with C.diff, and I'm very much looking forward to continuing the work we've started and also looking at investigating the effect of this treatment on other medical conditions."

## Bringing years of experience to the role

Dr Elumogo will be bringing years of experience to this collaborative research role, having spent the last 16 years as a Consultant Microbiologist both at NNUH and the James Paget University Hospital, with the last eight years as Director of Infection Prevention and Control at NNUH. Alongside this role, she has also been appointed as the Chief of Service for Laboratory Medicine and the Eastern Pathology Alliance (EPA). Her role is part funded by the N&N Hospitals Charity.

The FMT service has been developed with Professor Arjan Narbad from the Quadram Institute, a microbiologist with over 25 years' experience of working with microbes in the digestive tract and vast experience of developing ways of preventing the colonisation of dangerous bacteria in the gut.

## Institute will be at forefront of combined research

The Quadram Institute will be at the forefront of combined research into food science, gut biology and health.

The building will house a range of endoscopy and bowel cancer screening services run by NNUH, a Clinical Research Facility, and world-leading food and health scientists.

Having clinical expertise alongside academic research will drive the translation of new knowledge into evidence-based strategies to maximise health and reduce the impact of disease and infection.

## Chief executive delighted with appointment

Mark Davies, Chief Executive at NNUH, said: "I'm delighted that Dr Elumogo has been appointed into this new collaborative research role.

"Her expertise and years of experience will undoubtedly prove instrumental in the bringing together of clinicians and researchers, and I'd like to wish her all the best in the role."

Professor Ian Charles, Director of the Quadram Institute, said: "Dr Elumogo's appointment is the first of a number of pivotal joint appointments for the new Quadram Institute, bringing together clinical expertise with academic research.

"The FMT work is a good example of the innovation that's made possible by interdisciplinary teams working together to deliver highly effective solutions to major health issues, benefitting patients and wider society."



The state-of-the-art Varian Bravos machine is unveiled by NNUH chief executive Mark Davies and chief operating officer Richard Parker.

## A world first for cancer treatment

Patients at the NNUH will be the first in the world to benefit from a new cancer treatment machine.

The state-of-the-art device, called the Varian Bravos afterloader system for brachytherapy treatments, will be used to treat some gynaecological and prostate cancers with a form of radiotherapy at the hospital's Colney Centre.

The new system, made by Varian, can potentially reduce the amount of treatments patients need by directly targeting tumours with high dose rate (HDR) radiotherapy.

Bravos replaces a cancer treatment machine that had been used at NNUH since 2003 and has been funded through the Trust's managed equipment service contract with Medipass Healthcare Ltd.

Vicki Currie, Lead Clinical Scientist for Brachytherapy at the NNUH, said standard radiotherapy uses radiation directed at the tumour from outside the body.

**It targets tumours from inside or nearby**

Brachytherapy places radioactive sources inside or near a tumour to reduce long-term side effects

and reduces the risk of damaging healthy tissue.

She added that brachytherapy can result in fewer visits to hospital for some patients.

"We hope it will make a difference to patients in Norfolk and the wider area as the only other centres that offer brachytherapy in the region are in Cambridge and Colchester.

"They can have this done as a day case and it gives us capacity for more patients to be treated," she said.

The new machine received its global launch by Varian at the American Society for Therapeutic Radiotherapy and Oncology conference in San Antonio, Texas in October.

**It's safer and reduces treatment times**

Katie Cooper, Consultant Radiographer (Brachytherapy), added: "This gives a much higher dose with less side effects. It is safer, cuts down on treatment times and it frees up space in our theatres."

Sophie Wetherall, product manager for Varian, said: "The NNUH is the first in the world and the first clinical site to be using

Bravos. We have been working very closely with the team at NNUH over the past year to help bring this new system to market.

"We are excited that Bravos is now available and potentially more patients have access to this treatment."

**We're at the forefront of cancer treatment technology**

An expansion of brachytherapy treatments, to include prostate cancer at NNUH, was made possible thanks to the generosity of people who supported the Targeted Radiotherapy Appeal.

This £600,000 public appeal funded the creation of a purpose-built brachytherapy space within the department at NNUH to provide a multi-purpose room for anaesthesia and brachytherapy treatment with a dedicated recovery area, as well as additional equipment needed for these treatments.

Mark Davies, NNUH Chief Executive, said: "I am delighted that NNUH is the first in the world to use this new machine, which reinforces our reputation as a major centre for cancer treatment at the forefront of modern technology."



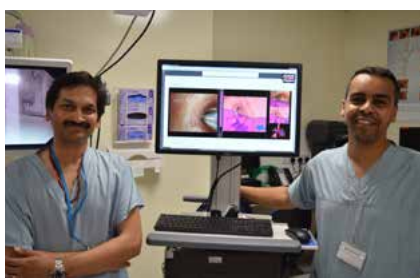
*The procedure uses an ultrasound probe – Radial EBUS in conjunction with real time Navigational Equipment – to take a sample of a patient’s suspected tumour.*

# Pioneering lung biopsy at NNUH

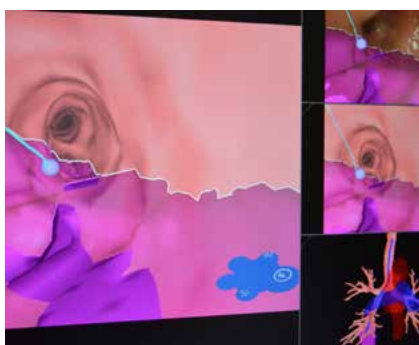
A pioneering procedure has begun at the NNUH to improve care for patients with suspected lung cancer.

The hospital has become the first in the UK to establish a service with its own equipment to carry out navigational bronchoscopies, which is the medical equivalent of creating a sat nav map around a patient’s lung to take a biopsy.

The procedure uses an ultrasound probe – Radial EBUS in conjunction with real time Navigational Equipment – to take a sample of a patient’s suspected tumour, which will enable hospital staff to diagnose the cancer.



*Ajay Kamath and Luaie Idris with the EBUS.*



*An EBUS screenshot.*

The NNUH is leading the way after buying the state-of-the-art technology and is less invasive than other biopsy methods.

The first navigational bronchoscopy with radial EBUS at NNUH was carried out by consultants Ajay Kamath and Luaie Idris working closely with the Trust’s radiology department.

Dr Kamath said: “We do a CT scan and identify the areas where we want to do a biopsy. We then reconstruct an image of the lungs, which creates a road map of the lungs and shows how we can reach the tumour.

“It is a less invasive procedure to get the biopsy and the risks of puncturing the lung are less. It will help us to do biopsies of more deep-seated tumours that are not accessible by a standard camera (bronchoscope).

“By doing the biopsy we will be able to see what kind of cancer it is and the patient will receive the best treatment for that cancer.

“We have worked very closely with our colleagues in radiology to develop this service.”

The Radial EBUS was funded through the Norfolk and Norwich University Hospitals NHS Foundation Trust Charitable Fund.

Mark Davies, NNUH Chief Executive, said: “Congratulations to the respiratory medicine and radiology teams for this groundbreaking development using modern technology to improve patient care.

“Our staff are proud to work at a centre for complex and specialist medicine and this new procedure puts us at the forefront of this area of medicine.”

# Hospital takes part in important national skin cancer study

A new research study has been launched that could reduce the number of treatments for patients with advanced skin cancer.

The Oncology Team at the Norfolk and Norwich University Hospital (NNUH) has begun the DANTE clinical trial to help patients who are receiving immunotherapy to treat inoperable melanoma.

Immunotherapy drugs help the immune system to recognise and attack cancerous cells to control or shrink the cancer. While immunotherapy appears to be most effective in the first year, some patients with skin cancer have received the treatment for more than two years.

**The new trial is funded by the National Institute for Health Research**

The new trial, funded by the National Institute for Health Research (NIHR), will find out whether stopping immunotherapy after a year is as effective at controlling the cancer as treatments over a longer period.

Dr Jenny Nobes, Consultant Oncologist, said immunotherapy drugs appear to be most effective in the first year of treatment.

She added that stopping treatment after 12 months could still control metastatic melanoma and would lower the risk of side effects.

Patients who volunteer to take part in DANTE would have the



*Adele Cooper and Jenny Nobes.*

option of restarting immunotherapy if their cancer became more active again.

**Around 50 patients a year are treated for advanced melanoma at NNUH**

Dr Nobes said: "Immunotherapy can have a big impact on different cancers and it was first used in melanomas. It gets the body's defence system to start fighting the melanoma.

"The prognosis for advanced melanoma was often less than six months. However, immunotherapy can extend this to many years.

"With immunotherapy, patients come to the hospital every two or

three weeks and there are some people who have been on it for three years.

"We do not want to continue it for longer than we have to. In the US they stop immunotherapy after a year and can restart when they want to, but we are more restricted by NHS funding rules."

Around 50 patients a year are treated for advanced melanoma at NNUH.

The national study aims to involve 1,200 patients over the next five years and is being organised by the University of Leeds and sponsored by Sheffield Teaching Hospitals NHS Foundation Trust.

## A new emergency service for kidney stone patients

A new service has been established at the NNUH to treat patients presenting as an emergency with cases of kidney stones.

The NNUH has used lithotripsy to treat kidney stones for more than 15 years but this is a brand new emergency service running three times a week.

The first patient to be treated was Bilal Ahmad, a patient suffering with recurrent kidney stones who has previously had to travel out of the region to receive emergency shock wave treatment.

Mr Will Finch, Consultant Urological Surgeon, said: "This is really important news for

our Norfolk stone patients. It's emergency up front treatment for patients with ureteric stones, giving us more treatment options for this group of patients.

"It's a brand new service, improving the quality of service we provide for stone patients. The emergency treatment

attempts to break their stones and avoids them having to have a temporary stent placed and a subsequent wait for elective surgery."

He added: "We're also working with the other hospitals in the county to develop a better service for Norfolk stone patients."



*Helpforce founder Sir Tom Hughes-Hallett pictured during his visit to NNUH with Chief Nurse Nancy Fontaine, Voluntary Services Manager Sally Dyson, and two of the hospital's volunteers.*

## Helpforce boss praises the NNUH's volunteering innovation

The scale and innovation of NNUH's volunteering programme has been praised by the founder of Helpforce.

Sir Tom Hughes-Hallett met volunteers, managers and some of the hospital's executive team during a recent visit to find out more about the many ways volunteers help staff and patients across the Trust.

Sir Tom, who is chair of the national organisation that promotes volunteering in hospitals, found out more about the Trust's Settle in Service where volunteers help patients settle back in at home after a stay in hospital. There are more than 700 volunteers at NNUH and there are dozens of volunteering roles across the Trust.

Sir Tom praised "inspirational" Voluntary Services Manager Sally Dyson and the volunteer team at NNUH, which has an Investing in Volunteers accreditation.

He said: "I was so impressed by the scale of volunteering, the innovation, and the impact on services."



*Sir Tom Hughes-Hallett chats to the volunteers at NNUH.*

Sally added: "NNUH has been recognised as an example of best practice for our volunteering programme and we are delighted to have had the opportunity to show Sir Tom what we do here. It is not hard to develop a good service

when you are surrounded by such supportive and generous people.

"Helpforce is working with NHS Trusts and the voluntary sector to improve volunteering practice and the national perception of volunteering in healthcare."