

THE **Pulse**



Issue 104
August 2022

In this edition:

Our 250th anniversary
events (pictured)

Meet our new Cancer Care
Navigators

Our Green Plan

250
YEARS

NHS

Norfolk and Norwich
University Hospitals
NHS Foundation Trust

Food and drink

Feast@: West Atrium, Level 1, open daily 7am - 1am

Feast@ the Deli: West Atrium, Level 1, open Monday – Friday, 7am-3pm

Feast@ Café Bar: Out-patients East, open Monday - Friday, 7.30am - 4.30pm

Coffee House: Plaza (West), open Monday - Friday, 7am - 6.30pm; Saturday, 9am - 4.30pm; Sunday, 9am - 3.30pm

Little Costa: Out-patients West, open Monday - Friday, 7am – 5.30pm

The Pod: Plaza East, open Monday – Friday, 7am - 8pm; Saturday, 9am - 6pm

Charity Café: Car park G outside the Emergency Department, 7.30am - 4pm weekdays

Shopping

WRVS: East Atrium, open Monday – Friday, 8am - 8pm; weekends, 10am - 6pm

WH Smith, M&S Food: Plaza (West), open Monday – Friday, 7am - 7pm; Saturday, 9am - 5pm; Sunday, 9am - 4pm

The Stock Shop: West Atrium, Level 2, open Monday - Friday, 9am - 5.30pm; Saturday, 12pm - 4pm

Services

Cash machines: East Atrium, Level 2, WHSmith and the main 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 01603 287470 Cromer Hospital, call 01603 646200

Hospital Radio Norwich: To request a song or a bedside visit, call 01603 454585 or from your Hospedia bedside unit dial *800

Contact us

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Design: Medical Illustration

The Pulse is funded entirely from charitable donations: N&N Hospitals Charity, registered charity number 1048170

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Please note that all opening times are currently subject to change.



Letters and social media

@NNUH



“ The hospital has been fantastic over these past few days, not only have they helped my poorly baby recover but they made sure I was ok too. From the moment we got to A&E to the time we left everyone was so helpful and caring, we cannot thank them enough.

KB

Our beautiful little girl came into the world on 22/07/22. Thank you to everyone at the NNUH maternity unit who looked after us brilliantly. It was an amazing experience and the staff are fantastic.

SP

I wanted to thank wonderful Drs and Nurses who looked after me in A&E and Ambulatory Majors for suspected DVT. Lovely clinician and sonographer who despite being under lots of pressure were so kind and supportive.

CH



Good friend of mine - let's just say they're a creative. Unfortunately stage 3 bowel cancer - seen by @NNUH and this robot did the surgery. Thanks #NHS

AR

My wife and I have nothing but compliments around the whole process from testing to diagnosis and admission on Dilham Ward for surgery. The facilities on Dilham are superb and I cannot compliment the staff enough for the friendly care and dedication.

KM

The team on the Coronary Care Unit were so supportive to myself and my husband and if it was not for their phenomenal care, dedication and outstanding professionalism then my husband would not be with me today.

AW

Thank you to Mr Mulligan and everybody in his team before and after my total rev shoulder replacement. I have to give everybody 10/10 for everything also lots of people knock hospital food but I always find it very good and plentiful.

JM

I appreciate that the hospital has been under immense pressure over the last couple of years, but the cardiology department demonstrates that, with good management and dedicated staff, you can still deliver great treatment and care for patients.

This month I had a cardioversion to rectify an irregular heart rhythm. My pre-appointment the week before the procedure was efficient and all the staff involved communicated clearly and in a caring way. On the day of the procedure a week later, I was talking to one of the nurses and saying how friendly and efficient all the staff were in this department. She told me that in 30 years in the NHS it was the best place she had worked.

RL

I would really like to thank the ambulance crew, the staff of ED and Orthopaedics, all ancillary staff and the physiotherapy department following my road traffic collision. At all times I was treated with professionalism, consideration, warmth and respect. Your staff are a credit to you, especially at this time of great stress for the NHS.

GB





It has been fantastic to mark a very special anniversary for our hospital this summer. I'm humbled to lead an organisation that is 250-years-old and it has been great to meet the many staff and volunteers at our anniversary events and on my visits to departments across the Trust.

Our 250th anniversary celebrations will be continuing this autumn, which includes an exhibition focusing on the history of our hospital at The Forum in Norwich (page four).

Whilst it is important to mark our history, I am excited to see elements of our five-year plan, Caring with PRIDE, begin to come to fruition, including digital innovations to improve patient care and a boost to our research endeavours.

We are pleased to introduce more patient initiated follow-ups in our outpatient clinics, which you can read about on page 10. A new digital platform means that it is easier for patients to request an appointment when they need one rather than having appointments at regular intervals. This will particularly benefit patients with long-term conditions and helps our clinicians to prioritise the patients who need us the most.

I'm delighted that we have introduced our first Clinical Associate Professors (page six) in partnership with the University of East Anglia to strengthen our research links across Norwich Research Park and build our hospital's reputation as a place to do nationally and internationally recognised research.

Sam Higginson, Chief Executive, NNUH

 Our Vision
**The best care
for every patient**



Free festival celebrating Norfolk's unique heritage returns

Heritage Open Days, England's largest free festival of culture and heritage, returns in September with a special exhibition to celebrate 250 years of our hospital.

More than 250 free events are taking place for Norfolk Heritage Open Days between Friday 9 and Sunday 18 September and they are a chance to explore the county, including exclusive access behind the scenes of some of our most amazing buildings, fantastic exhibitions, guided tours and immersive virtual reality experiences.

A special exhibition celebrating the 250th anniversary of the Norfolk and Norwich Hospital will take place in The Forum, Norwich, from 9 to 18 September.

Norfolk Heritage Open Days are coordinated by The Forum, and 2022 sees the Atrium transformed into an exhibition celebrating '250 years of Norfolk & Norwich Hospital'. The exhibition encompasses the hospital opening in 1772, sharing the story of its patients, staff, and the people behind the organisation: honouring the remarkable history of our hospital in its 250th year.

'250 years of Norfolk & Norwich Hospital' will reveal never before seen artifacts - including an old x-ray machine and operating table and explore the past, present, and future of the organisation. Alongside the exhibition, a series of talks will take place, given by nurses, doctors, and academics; sharing a fascinating insight into the evolution of medicine.

Sam Higginson, Chief Executive of NNUH, said: **"We're delighted that our hospital is playing a major role in this year's Heritage Open Days as we celebrate this amazing milestone of treating patients in Norfolk for 250 years. At this special exhibition, visitors will be able to walk through the past, present and see the future of healthcare in Norfolk, finding out more about the latest developments."**

The Norfolk Heritage Open Days programme can be explored in a printed brochure available for collection from The Forum and venues across Norwich and Norfolk.

The full programme can also be found online at norfolkheritageopendays.co.uk

At each of our events, you will be able to talk to our hospital governors who represent your views when we make decisions about the future of hospital services. Come along and have an informal chat about your experiences of hospital care and how we can improve.

Lead Governor Erica Betts, who represents the public in Breckland, said: **"It's been great to see people back on the hospital site again and to be able to talk to them in person. This is a special anniversary year for the hospital and we really want to hear from you in order to represent your views and help make a difference to hospital services for the future."**



Left to Right, Dr Jennifer Garioch, Sister Emma Smith, Dr Jenny Nobes, Matron Paula Mellor, Chief Nurse Professor Nancy Fontaine, Senior Sister Gabriella Cawston



Save the date - AGM 5 October

Join us at our Annual General Meeting onsite at the Norfolk and Norwich University Hospital from 4-6pm on Wednesday 5 October.

There'll be fascinating presentations from our Robot-Assisted Surgery and Maternity Department teams showing how we're innovating and improving patient care.

You can drop in for tea and cake at the event's pop-up café and tour the marketplace of exhibition stands about our services and meet our staff.

The event will include our Inspiration Awards from the N&N Hospitals charity to recognise all the support the charity has received from the public over the last year.

Look out for more details on our website and email communications@nnuh.nhs.uk to register for the event



Dad fighting fit to support NICU

A Norwich dad has taken part in the fight of his life to raise money for our Neonatal Intensive Care Unit (NICU).

Isla Tobias, who was born at just 24 weeks and weighed just 1lb 4oz, spent the first five months of her life in NICU at our hospital.

Her dad Troy Tobias took part in a charity boxing match at Epic Studios, Norwich, on July 23 to raise money for the N&N Hospitals Charity NICU fund winning the three-round fight.



Troy said: **"The NICU team saved my daughter's life during a big operation after a gullet and bowel puncture with a very slim chance of survival. I'd love to thank everyone who supported me or sponsored me, but more than anything to thank the incredible medical staff at the hospital, because without them my wife and daughter wouldn't be here."**

"The Caesarean was very risky, and my daughter was born at 24 weeks and had very slim chances of survival. But at three weeks old Isla put up an incredible fight and won."



Take on the Abseil Challenge

We are on the lookout for thrill seekers who would like to take on the challenge to abseil down inside of the hospital while supporting the N&N Hospitals Charity.

The challenge, on Saturday October 1, starts 40ft up on the fourth floor of the East Atrium where our qualified events team leader Dave Talbot from Adventure Events will provide full training and support.

Participate as a team or as an individual in support of our hospitals during this 250th anniversary year at our first ever on-site abseil challenge.

Among the first to sign up were Chief Nurse Prof Nancy Fontaine, Chairman Tom Spink, pictured right, and Chaplaincy team member Rev Penny Warner.



Prof Fontaine, pictured left, said: **"I'm so excited to take part in the first ever event of its kind here at NNUH. I hope staff and members of the public will sign up and join me for what promises to be a wonderful way to support our hospital, patients and staff."**

No experience is necessary and registration is now open for £40 for non-staff, £20 for NNUH staff, and £60 for a team of four. Participants are asked to raise a minimum sponsorship of £100 and you can raise money for any one of our special projects, departments or causes.

Participants of 15 years and over can take part, but if you are under 18, full parental consent will be required.

First Clinical Associate Professors announced to enhance NNUH research

We are delighted to announce our first ever Clinical Associate Professors to boost our research profile. Eight of our Consultants have been awarded the posts in translational and clinical medicine following funding from the University of East Anglia's Norwich Medical School and NNUH.

These appointments will expand our growing research themes in collaboration with our partners on the Norwich Research Park, contribute to undergraduate and postgraduate education and strengthen our partnership with the Medical School.

The eight candidates will develop and lead a programme of clinical research in their specialist area, secure research funding through commercial research or successful grant applications and provide academic leadership as Clinical Senior Lecturers.

Prof Kris Bowles, Associate Medical Director for Research and Development at NNUH, said: **"This is a huge first for our Trust and supports our strategy to embed high-quality research across the organisation and enhance our partnerships with UEA and Norwich Research Park partners."**

This programme, funded for the next four years, aims to promote nationally and internationally excellent research at NNUH, to publish work in high-quality reviewed journals as well as supervising students and contributing to undergraduate and postgraduate courses at the Medical School.

Our new Clinical Associate Professors

Dr Caroline Barry, Palliative Care Consultant, said: **"I was surprised, delighted and a little overwhelmed to receive this position alongside such experienced and excellent colleagues. I have a particular interest in neuro-palliative care, such as the care of people with motor neurone disease and brain tumours and need to understand more about how to improve the quality of life for these individuals."**



Simon Chan, Consultant Gastroenterologist, said: **"This is a really exciting opportunity to have dedicated time to help develop my research interests, which are on defining and understanding the role of lifestyle and environmental factors in the development and progression of Crohn's disease and ulcerative colitis. Hopefully this will allow us to gain a better understanding as to why the incidence of inflammatory bowel disease is increasing so rapidly."**



Zoe Venables, Consultant Dermatologist, said: **"My aim is to produce good quality skin cancer data to improve awareness and support skin cancer research and prevention programmes. I hope to support students and junior doctors to develop their own academic careers and I hope to work with the Norwich Epidemiology Centre to develop epidemiology expertise across Norwich Research Park to put Norwich on the map in terms of epidemiology research."**



Charaka Hadinnapola, Consultant in Respiratory Medicine, who has a clinical and research interest in pulmonary hypertension (PH), said: **"I'm looking forward to the opportunity to collaborate with colleagues in NNUH, UEA, NRP and further afield to expand our knowledge and provide better treatments for our patients. PH in patients with hypoxic lung diseases is often overlooked and currently there are no approved treatments for this important patient group."**



Martyn Patel, Older People's Medicine Consultant, said: **"I will be working on how we can reduce readmissions to hospital and particularly in Older People's Medicine, 15% of patients are readmitted within 30 days of going home. This maybe a technical solution with enhanced monitoring or how we communicate with GPs and more closely working with the Integrated Care System."**



Eleanor Mishra, Respiratory Consultant, said: **"I'm delighted to have the opportunity to build my research collaborations with the UEA. One of my areas of research is into long term chest drains which sometimes get infected. This link will enable us to pull together the expertise we have in pleural disease and clinical trials with that at the Quadram Institute and in Microbiology, to produce innovative patient-centred research."**



Our new Clinical Associate Professors continued

Jon Lartey, Consultant Obstetrician, said: **"This opportunity will allow our team to liaise with world-leading expertise available at Earlham Institute, Quadram Institute and Biological Sciences to extend our work exploring the epigenetic regulation of preterm labour, utilising novel sequencing techniques to characterise potential changes in the vaginal microbiome associated with preterm labour and exploring the effect of vasodilatory drugs to modulate vascular tone in hypertensive disorders and fetal growth restriction."**



Philip Stather, Vascular Consultant, added: **"I am currently developing the use of a mobile phone application to deliver supervised exercise therapy for vascular patients, and new products to enable patients with venous ulcers to undertake self-care in a safe manner. In addition, collaborating with scientists at UEA and the Quadram Institute will enable me to undertake research into markers of peripheral arterial disease and determine the effects of angioplasty on biomarker levels."**



The Pharmacy team playing a vital role in research

A team of specialist Pharmacy staff play a vital role in keeping more than 150 clinical trials running at our Trust at any one time.

The team is run by Gail Healey, Highly Specialist Pharmacist Clinical Trials, with specialist Pharmacist Dorota Czerniewska and Pharmacy technicians Clare Self, Melissa Crofts and senior assistant Charmaine Grimmer.

The Pharmacy Clinical Trials team is responsible for all clinical trials medicines from the moment they arrive in the hospital to the moment they are given to the patient.



Left to Right, Gail Healey, Clare Self, Melissa Crofts, Charmaine Grimmer and Dorota Czerniewska

They manage the receipt of trial medicine deliveries, ensure correct storage and temperature monitoring of drugs, dispensing and provide advice to research teams across the Trust.

Gail said the specialist role is rewarding and very important for research in the hospital and Clinical Research Facility.

"By doing clinical trials we are sometimes able to give a treatment option to patients who have exhausted all other treatment options available for their disease. The trial treatment may have the potential to cure disease, increase their life expectancy or quality of life, and they would not have had this option without the trial, which is the most rewarding part of my job. We also work with such a great team of staff in research and pharmacy," she said.

"The pharmacy role is very important, we are here to ensure the safety of trial patients and that the trial patients receive trial medicines which have been stored appropriately and dispensed correctly in accordance with the trial protocol. There are a lot of clinical trial regulations that must be adhered to in addition to the regulations which cover non-trial medicines, and we are here to make sure that all the requirements are met so that the data produced by the clinical trial is as robust and reliable as possible."

The specialist pharmacists and technicians work to tight deadlines and played an integral role during the pandemic by being involved in the Novovax Covid-19 vaccine study, which recruited more than 500 participants. RECOVERY and REMAP-CAP studies also evaluated treatments on the wards and in the critical care complex to treat Covid-19. Away from the pandemic, they recruited the most patients to PARADISE-MI which looked at a new drug treatment for patients after they had a myocardial infarction to help reduce the risk of heart failure.

Adding years to life with Norwich healthy ageing partnership

Is it possible to live to a grand old age whilst being in good health?

That's the main goal of the Norwich Institute of Healthy Ageing (NIHA) to develop strategies to promote sustained behaviour changes across our community to improve physical and mental wellbeing.

Our hospital is a key partner in NIHA, working with colleagues from the University of East Anglia, Norwich Research Park, Norwich City Council and Norfolk County Council.

The Institute was established last year looking at food, environment and health to deliver research that effectively informs health policy, product and service innovation, economic growth and ultimately population wellbeing.

Dr Martyn Patel, Older People's Medicine Consultant, is one of the researchers at NNUH working with NIHA to help our ageing population.

He said: **"There are a lot of organisations and bodies in and around Norwich that share the same aims of promoting healthy ageing, both physically and mentally, to encourage people to make those healthy choices to have a more successful later life. We want to hear from people about what they would like us to focus on and lead on in terms of research and outcomes."**

"It is never too late to amend your ways and adopt healthier ways of living. If someone in their 30s or 40s adopt the five healthy heart behaviours of healthy eating, physical activity, non-smoking, no more than moderate alcohol consumption and being socially active we will more than half our risk of getting dementia."



"We know that regular physical activity, ideally with some form of cardiovascular and strengthening exercise, leads to healthy ageing and it is important that people do that within their limits."

The top current three priorities of NIHA are:

- Behaviour Inequalities to Health led by Professor Wendy Hardemann
- Plant Foods and Health led by Professor Ian Clark
- Cardiometabolic Health and Brain Ageing led by Professor Michael Hornberger

NIHA is holding an academic seminar series on the first Friday of the month from midday and are free to attend. For more information about NIHA and events, visit: www.healthyageingnorwich.com



Walk-In Centre joins Norfolk anti-spiking campaign

The Norwich Walk-In Centre has joined the fight against spiking by stocking drug screening kits.

The Anti-Spiking Campaign pilot was launched in Norwich last December by the Norfolk and Norwich University Hospital and joined forces with Norfolk Police, the SOS wellbeing bus, and selected clubs and bars to offer anti-spiking kits.

The Walk-In Centre teams on Rouen Road are the latest to join the scheme and will be collecting samples in clinical conditions for anyone who thinks they have been spiked. Samples are tested at the NNUH Toxicology lab for substances connected with spiking.

Janka Rodziewicz, CEO of OneNorwich Practices, which runs Norwich Walk-In Centre, said: **"We are delighted to be part of this ground-breaking scheme which will enable Norwich residents to experience safer nights out. As awareness of the anti-spiking campaign increases we are hoping that the service will also act as a deterrent for anyone thinking of spiking someone's drink."**

The NNUH team will be building on that success with a free-to-attend one-day conference on Friday 2 September from 10am-3.30pm at the Benjamin Gooch Lecture Theatre at the hospital. The conference will bring together representatives from schools, police, councils, bar and club owners, associated charities and members of the NHS.

Michelle Frost, NNUH Specialist Biomedical Scientist, said: **"This is an exciting development. The educational side of this is very important to me as prevention and raising awareness is always better than trying to fix something which has gone wrong. The more people who know about the service, the more people we can help, and the more we can find out about the true prevalence of spiking."**

To book a place at the conference, or to book an educational talk in a secondary school, email antispikinginfo@nnuh.nhs.uk or visit www.antispiking.org.



NNUH awarded brain cancer centre of excellence status

We are one of six NHS brain cancer centres to be awarded excellence status by the Tessa Jowell Brain Cancer Mission.

The East of England service was recognised for its commitment to equality of access for patients across the region, with Cambridge University Hospitals, NNUH and Ipswich Hospital teams working closely together to ensure excellence in treatment and care for all patients no matter where in the region they lived.

The initiative is part of the Tessa Jowell Brain Cancer Mission (TJBCM) to ensure every patient has access to excellent care, no matter where they live. With the addition of these six new centres, there are now 17 centres of excellence across the UK.

The NNUH team, who treat around 80 patients a year with brain cancer, was commended for its “exemplary excellence” of clinical service and patient-centred approach.

Dr Pinelopi Gkogkou, Consultant Clinical Oncologist at NNUH, said: **“When I started here seven years ago, it was a single-handed service. Now I am proud to be part of an amazing team that has developed an excellent multi-disciplinary approach for our patients and I am delighted that our high-quality holistic care has been recognised.”**

To be considered for this award, centres implemented specific feedback from the Mission and made a range of service improvements over a period of 18 months. Highlights include better access to biobanking, increased nurse staffing, improved provision of care for low grade tumour patients, new nurse-led clinics, further specialised neurosurgery services, quicker turnaround of key diagnostic tests and improved access to rehabilitation services.



Team shortlisted for patient safety award

A team who provides care to critically ill patients has been shortlisted for a national patient safety award.

The Recognise and Respond Team (RRT) expanded and enhanced Critical Care Outreach, moving from 12 hours a day to a 24/7 service last year. They have been shortlisted for The Deteriorating Patients and Rapid Response Initiative of the Year award at the HSI Patient Safety Awards 2022.

The RRT works across inpatient wards, responding to acutely deteriorating patients, attend resuscitation calls in the hospital as well as delivering education, training and quality improvement projects.

Their award entry on “Optimising Care, Supporting Excellence” highlights how they have supported an improvement in patient care and safety by reaching our fast-deteriorating patients 24/7 and ensuring that their colleagues on the wards are well supported and well trained. They lead in the education and training of Trust staff in the assessment and management of acutely unwell patients, providing basic, intermediate and advanced resuscitation courses and bespoke acute deteriorating patient courses for medical students, doctors, nurses, midwives and HCAs.

Launched in June 2021, the team will attend the Health and Service Journal national awards at the Patient Safety Congress in September.

Since the new service started, referrals increased by

172% with three-quarters of calls responded to within 15 minutes. Deteriorating patient education delivery has also gone up by 50%.

Katie Heathcote, Recognise and Respond Team Matron, said: **“The launch of the expanded service has gone above expectations and the feedback we have received from the wards has been fantastic. When you are really poorly in hospital it is a scary prospect and we hope we have made a big difference to the patient experience.**

We have had some lovely patient feedback. There has been a lot of change over the last year and the team have been incredible. We have embedded our team and our way of working and the next step will be to do more quality improvement projects focusing on patient deterioration and the escalation of deteriorating patients.”



Digital platform goes live for outpatient follow-ups

A new digital platform has been launched to make it easier for patients to request outpatient follow-up appointments when they need one.

We're working with digital partners to change the way we deliver outpatient care to better suit patients and carers.

Across outpatient services, departments across NNUH are putting follow-ups in our patients' hands so that they can arrange a follow-up appointment as and when they need it, rather than at routine intervals. The move to patient initiated follow-up (PIFU) outpatient appointments aims to free up clinicians' time for new appointments, diagnostics and procedures and patients who need us the most.

The new platform will enable patients to request a follow-up appointment, if they need one, via the DrDoctor platform by entering their name, date of birth and postcode and enables teams at NNUH to send appointment messages via text, email or letter.

Dr Ed Prosser-Snelling, NNUH Chief Clinical Information Officer, said: **"We are delighted to be launching this new digital platform, which is an additional tool for our hospital departments to manage follow-ups."**

In time this will open the door for patients to have much more control over the management of their own health.

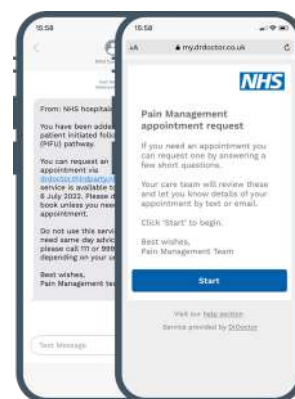
We can use structured questionnaires to make sure that doctors and patients can work together to make sure that decisions can be shared."

DrDoctor already operates across more than 30 NHS Trusts. Patients who require an essential follow-up will not be placed on this pathway.

Chris Cobb, NNUH Chief Operating Officer, said: **"This is an exciting change to the way we deliver outpatient care to better suit our patients' lives and empowers them to book follow up appointments when they need them."**

By providing earlier expert advice and reducing unnecessary appointments, we will have more time to see patients who need us most and means we'll be able to see patients sooner if they have a flare up of their condition and need an appointment."

For more information, visit www.nnuh.nhs.uk/patients-visitors/outpatient-appointments/



Taking action on patient feedback

Rosie Bloomfield, pictured right, is our new Patient Engagement and Experience Facilitator.

Rosie's role is to ensure that patients' feedback is taken on board by our teams and that services and pathways are co-designed with patients, colleagues and other stakeholders.

"I'll be working across the board to develop patients' involvement, help colleagues to improve communication with patients and enhance accessible information, in various formats. There are many teams within the hospital who are engaging very well with our patients – the challenge is to ensure we share our best practices as much as possible," said Rosie.

"Sometimes it only takes a few minutes to explain to patients how long they'll be waiting for their appointment and why. This, we know, can really make a big difference to a patient's experience at the hospital."

Rosie is also working with our Patient Panel and the Carers Forum to continuously improve the quality of our services.

"I know in terms of engagement there's a lot more we can do: we need to speak to those people, and their families, who we do not normally hear from, such as seldom heard groups. We need to let them know it is ok to express concerns about the care they receive."

People are keen to have a say about our services: my challenge is to go out in the community and ask about people's experience in the places where they are most comfortable to talk."



New Cancer Care Navigator scheme launches

A new support service to provide additional practical and emotional support to cancer patients, carers and companions has launched.

The Cancer Care Navigator project helps people affected by cancer with their non-clinical needs.

Our three new Cancer Care Navigators are Chantelle Gale, Megan Harmer and Sami Walker-Sloss, who have worked in various roles in the NHS and have completed a Foundation Degree in Health and Social Studies.

The service aims to complement the work of the clinical teams and Cancer Nurse Specialists and the team is looking to expand by recruiting more Cancer Care Navigators to answer patient queries and carry out Holistic Needs Assessments (HNA).

Rachel Casey, Macmillan Personalised Care Lead, said: **"We are thrilled to be launching this new service to provide additional support to the more than 6,000 patients who are diagnosed with cancer at NNUH every year. It is important that we empower our patients during a difficult time to seek support and information on issues that matter most to them."**

"The navigators will proactively contact patients around 21 days after they have received their diagnosis to complete a HNA, we will provide them with our contact number so they can contact us at any time for information or support on practical, emotional or spiritual concerns."

Support could include signposting to services for issues such as how to talk to family members about cancer, financial concerns, practical issues such as transport and shopping and health and wellbeing advice. The initial conversation also gives those affected by cancer, the time and space to raise any concerns or questions they might have.

The service is open 9am to 5pm Monday to Friday and can be contacted on 01603 647175 or by email cancernavigators@nnuh.nhs.uk



Left to right, Cancer Care Navigators - Megan Harmer, Sami Walker-Sloss, Rachel Casey and Chantelle Gale

Sickle cell patients benefit from new treatments at NNUH

Veronique Mwembo has lost count of the times she has been hospitalised with severe pain. Since the age of three, she has had regular emergency admissions as a result of sickle cell disease.

But the 29-year-old, from Norwich, says she has new hope after becoming the first patient in Norfolk to receive a new treatment from the NHS to help keep her condition under control.

Crizanlizumab is an intravenous antibody therapy and is the first new treatment in more than 20 years for people living with sickle cell.

Veronique, pictured right, will receive the treatment every month, which takes about 45 minutes at the NNUH Medical Day Unit, to prevent episodes of pain and other complications for people living with sickle cell.

"It will not take sickle cell away, but it will keep it stable and I hopefully will not need to depend on pain killers," she said.

Sickle cell disease is the name for a group of inherited health conditions that affect the haemoglobin molecules in red blood cells, causing red cells to

become stiff and stuck in the smallest blood vessels.

Veronique added:

"I have been in hospital more times than I would like and most of the times it happens in the winter or when I am working or stressed. There are times when sickle cell takes away your identity and, looking on the bright side, we can do all the things that normal people can do and the treatment is not a big risk."

Dr Suzanne Docherty, NNUH Haematology Consultant, said it was a "delight" to start using crizanlizumab. She has also recently started other sickle cell patients on a new oral medication, voxelotor, which helps red blood cells take up oxygen.

"We have had so little to offer sickle cell patients for such a long time, and it's really exciting to have these new therapies being offered at NNUH," she said.



Celebrating our 250th anniversary at Open Day and Fete

Thousands flocked to NNUH for the Open Day and Fete to start the celebrations to mark 250 years of our hospital.

Staff showcased their knowledge, with visitors being taught how blood disorders are diagnosed through a microscope, seeing how the heart works, making bunting with the dementia team, and trying their hand at keyhole surgery in the Skills Lab.

The event also included more traditional fete activities such as vintage cars, fete games, cake sales and a barbeque. Visitors were able to take a walk through the hospital's 250 year history, see a display of old nurse uniforms and see behind the scenes in some departments, such as Norfolk Centre for Interventional Radiology.

Many people who attended were keen to find out more about careers at the hospital, with staff on hand to give advice.

Louise Cook, Head of Fundraising, said: **"This is the first live event we've run since the start of the pandemic and people seemed keen to come and join in. Proceeds from the open day and fete benefit the hospital charity and it helps us to link with our local community, building on 250 years of serving our community."**



Our NNUH People Promise to improve staff experience

Quality improvement is a core theme running through our new corporate strategy "Caring with PRIDE", published in April. It underpins our ongoing work and future plans to improve both patient and staff experience to help us achieve our vision of "The best care for every patient".

To enable our staff to give their best, we've a staff experience improvement plan called the NNUH People Promise. The plan follows a national set of standards and guidance to improve staff experience, though locally-created, bespoke objectives.

These are based on the six priority areas that staff have highlighted, through the NHS Staff Survey and other feedback, as the most important priorities to them.

There's a lot to do to make our hospitals a better place to work both in the short and longer-term – but the immediate focus is on achieving the priority action targets, which are: reducing the number of vacancies, improving staff facilities, raising the level of support from managers, enhancing staff wellbeing, taking action to improve the working environment by tackling poor behaviour by patients and staff and enabling staff to work more flexible hours to improve their work/life balance.

A great deal of work is under way across these priority areas and our new Staff Council will track this and help to drive progress. The Staff Council has just been formed of approximately 40 members of staff representing a wide range of experience levels across the Trust.



NNUH People Promise

In the next 12 months, we promise to deliver improvements in the six priority areas you've told us will make the most difference to you.

Reducing vacancies

Staff facilities

Manager support & appreciation

Flexible working

Addressing poor behaviours

Staff wellbeing



Supporting LGBT+ staff, patients and carers

Dan Campbell and Alex Jackson are Co-Chairs of the LGBT+ Staff Network at NNUH.

The network promotes equitable treatment and opportunities within the Trust for LGBT+ people, highlights issues affecting LGBT+ people and helps to educate about the LGBT+ experience.



“Whilst we are primarily a staff network, we also have input in improving the experiences of patients, carers and other visitors to our Trust. We do this by reviewing documentation and patient leaflets and providing our viewpoint on how they could be improved,” they said.

What can we do to support the LGBT+ community in Norfolk and Waveney?

There are a couple of things everyone can do to support the LGBT+ community. Firstly, it's really important to listen. It can be very difficult to raise concerns or talk about bad experiences, so it really helps to have someone who is attentive and trying to understand the issue listening with an open mind. Another very important thing people can do is to speak up if they see someone being treated unfairly or hear someone saying something discriminatory. Actively showing that there is no place for that kind of behaviour in our society goes a very long way.

What have been your highlights and significant achievements over the last few years as a network?

Our Network was involved in helping to develop the Trust's new five year plan - Caring With Pride. It has been very rewarding to be so involved with the direction our Trust will be taking in the immediate future and it is very gratifying to be able to see where our contributions have shaped policy.

We of course must mention our beautiful Progress Pride Path! Having such a clear visual sign of support at the hospital immediately makes it clear that we are a Trust that wants LGBT+ people to feel safe and can rely on us to treat them fairly. We are also very proud to promote Norwich Pride each year.

What feedback have you received from the LGBT+ community about the impact the network has had on our organisation?

We have received very positive feedback from local LGBT+ groups and individuals, expressing thanks for the work we have done to make the Trust a more welcoming place. From our roll-out of the Rainbow Badge scheme, to our championing LGBT+ rights at all levels of the Trust, we are always working to truly make this “Our Hospital for All People”. It's incredibly rewarding to hear someone tell us that they felt more comfortable attending hospital and seeing that our Trust has really put in the effort to be accepting and welcoming.

What are your future plans and aspirations for the LGBT+ Staff Network?

As always, we want to make sure we are doing all we can to increase engagement with the Network, so that we have a group that reflects the vast wealth of different lived experiences that can be found within the LGBT+ community, as well as encouraging allies to provide active support.

There has been some discussion within the group about trying to establish some social events outside of work now that we are able to do so. It would be good to get to know our colleagues better and bond over shared experiences, whilst also appreciating the things that make us unique.

It is incredibly exciting to attend a full-scale Norwich Pride as a Network. Our activities in previous years have been limited by the circumstances of the pandemic, but for this year we are finally able to represent our Trust at Pride.

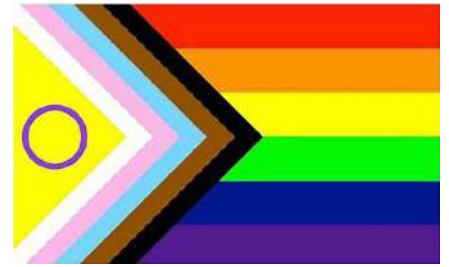
Staff at the Trust can get involved by in the network by emailing:
EqualityandDiversity@nnuh.nhs.uk

Team NNUH celebrates Norwich Pride

Team NNUH joined thousands of people to celebrate the 14th instalment of Norwich Pride.

The Pride parade made a powerful return after an absence of three years and the LGBT+ Staff Network were joined by colleagues from the Norfolk and Norwich Maternity Voices Partnership (MVP), Patient Experience, Recruitment and Human Resources.

Emma Clark, Equality, Diversity & Inclusion Advisor, said: **"It was a great day and we thank all who came and supported us. It was incredibly exciting to finally be able to attend a full-scale Norwich Pride as Team NNUH."**



New bereavement support sessions

A new support session for people affected by loss has been established at the North Norfolk Macmillan Centre at Cromer and District Hospital.



Living with Loss has been developed by qualified grief recovery specialist Simon Arthur, pictured left, who is volunteering his time to deliver the sessions every fortnight.

If you would like to explore the feelings and coping strategies of loss, as well as debunking the myths that surround this subject you can sign up to one of our loss recovery sessions that take place at 2pm on Thursdays.

Any information about experiences shared in these sessions remains confidential and must not be shared outside the group.

If you are interested in booking a place or finding out more about these sessions, contact the North Norfolk Macmillan Cancer Support Centre on 01603 641559 or email CromerMacInfoCentre@nnuh.nhs.uk

Community support for district hospital

Colleagues at Cromer Hospital received an award from Cromer Carers, a group set up during the pandemic to help and support the local community.

Alexandra Parvin, Senior Sister from the Cromer Day Procedure Unit, attended a flag bearing ceremony at Cromer Town Council on the NHS 74th birthday, and collected a hamper donated by Morrisons.



Launch of our Green Plan

Our Trust's Green Plan outlines our commitment and actions to support the national goal of making the NHS net zero by 2040.



The plan sets out our actions to reduce our carbon footprint aligned with the NHS decarbonisation strategy, with a focus on the next three years. Action is already underway with our teams in theatres eliminating the most polluting greenhouse gases and reducing single-use plastic. Work is also ongoing to enhance our green spaces, increase recycling, reduce natural gas consumption and develop provisions for sustainable transport.

Over the coming months we will be growing the team who oversees the implementation of the Green Plan.

We will also establish a Sustainability Committee that will increase accountability and leadership within the Trust. Further information will be released shortly about these roles and how to get involved. Together this will help increase our momentum to reduce our carbon emissions and environmental impacts.

The Green Plan includes a commitment to:

- Introduce energy efficiency measures, and better our energy management
- Increase usage of renewable energy
- Decarbonise our hospital estate and install more sustainable heat and power systems
- Reduce single use plastic and introduce better waste segregation
- Conserve and create further green spaces and biodiversity
- Invest in electric charging facilities
- Convert Trust lease cars into ultra-low emission vehicles
- Increase use of local suppliers as part of the NHS Supply Chain
- Invest in active travel, car sharing, cycling infrastructure and increasing public transport links to benefit staff, patients and visitors
- Increased use of digital technologies to improve quality and accessibility of healthcare
- Trialling more sustainable initiatives with catering
- Assess and increase climate resilience within the Estates, such as overheating within buildings
- Ensure there is a clinical focus on sustainability as well as within Estates and Facilities.

Scan here for the full Green Plan:

