

# THE **Pulse**

**Issue 98**  
**December 2020**



Staff Awards 2020



## **In this edition:**

Staff Awards 2020 winners,  
including our Rainbow team  
(pictured)

Charity Champion Awards  
AGM highlights



**Norfolk and Norwich  
University Hospitals**  
NHS Foundation Trust



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

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:** Outpatients 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:** Outpatients West, open Monday - Friday, 7am – 5.30pm

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

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 - 5pm; Saturday, 10am - 3.30pm.

Services

**Cash machines:** East Atrium, Level 2, WHSmith and the Feast 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:

**The Pulse Editorial team:** call 01603 289821 ext. 5821, email [Communications@nnuh.nhs.uk](mailto:Communications@nnuh.nhs.uk).

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**Cromer Hospital, Mill Road, Cromer,**  
NR27 0BQ  
Tel: 01263 513571.



Letters and Social media

@NNUH



“ Had to attended A&E twice in lockdown with the kids. All the staff were totally amazing!!! Thank you

C

I would like to thank all the NNUH for my treatment for breast cancer. I was diagnosed in June operated in July and aftercare has been brilliant. Thank you all

C

Many thanks to the staff @ EDNNUH. We attended this weekend, the hospital felt safe and the staff were brilliant, from being booked in to treatment and to the follow-up appointments today. Thank you for all your hard work.

L

It was with some trepidation that I approached two outpatient appointments earlier this month. However, I should not have worried. Whilst I did attend slightly early (I always do), shortly I was called into X-Ray and all went well. After this I walked safely around to Orthopaedics, registered and was about to sit down, when I was ushered into a consulting room by the very efficient staff. Within a very short period of time I was examined. This also went very well, a most efficient and pleasant experience. After paying for my car parking, I looked at my watch and it was 3.20pm, from my first appointment to coming out was less than an hour.

P

My father was admitted as the result of breathing difficulties, being 95, with some apprehension. The treatment he received from all the staff was exceptional. Very professional yet caring in every way. As the next of kin I was kept informed of every test and procedure and we were fully consulted about his treatment. The NHS was a hero in our eyes yet again.

D

My partner Adam and I would like to thank each and every one of you that cared for us during the labour and birth of our beautiful baby girl. She was born early at 32 weeks, therefore is spending some time on NICU who are absolutely wonderful. It is never nice to come home without your baby but we know she is exactly where she needs to be and in very safe hands.

I would like to thank the team on delivery suite for their outstanding care during a very emotional and uncertain time for us. Forgive me for not remembering everybody's names, but there is one name I will never forget, my midwife in the final stages of labour. Abbie. She made us feel valued, listened to, and supported throughout, going above and beyond her duty of care. I want her to know that I will never forget her. It really is the little things that make a difference. Thank you for taking us for our first visit on NICU, and visiting me on the ward before I was discharged.

Blakeney ward provided excellent postnatal care. I never felt silly asking questions and they ensured I had everything I needed in order to feel comfortable during my recovery. A special thank you to Sharon and Lisa who made my stay a positive hospital experience.

S,A and V ”



A cake made by Busy Bees as a thank you for staff on Cringleford Ward.

## Obituary: Volunteer Ken Betts

It's with great sadness that we report the death of Volunteer Ken Betts in October. Ken gave the Trust 12 years of service, joining after being made redundant as an office equipment buyer. Patients and colleagues in Radiology were very fond of him – he had a smile for everyone and walked miles, meeting patients at Reception and accompanying them throughout their visit, putting them at ease and getting them laughing.

He was also our first Volunteer to gain an NVQ in Volunteering at City College. Ken left us in 2015, but kept in touch and we send our condolences to his family.



Ken with his volunteering NVQ

## Governors support hospital through pandemic

Our governors provide a vital link with our local community. As the voice of patients and staff, they help us to make our hospitals the very best that they can be. The governors form part of the Council of Governors which has a role in overseeing how services are run and influencing their development.

David White, Chairman, said: **"The governors were a sounding board during the pandemic and we were grateful for their support at a difficult time. We value the feedback we receive and it helps us to shape our services, particularly with a major event like Covid-19."**

Annual elections are held to fill any governor vacancies where local people, who have signed up to our free membership scheme, vote for their choice of candidate. We will soon announce our new governors and you can read more about them in the next edition of the Pulse.

**For more information on membership and governors, call Janice Bradfield in the Membership Office on 01603 287634 or email [membership@nnuh.nhs.uk](mailto:membership@nnuh.nhs.uk).**

## Diary date

The next Council of Governors meeting takes place on Thursday 4 February, from 10am - 12pm.

Due to Covid-19, the Council of Governors meetings in public are online - if you'd like to listen, please contact the Communications team by emailing [communications@nnuh.nhs.uk](mailto:communications@nnuh.nhs.uk) for details of how to dial in.

**A lot has happened in the last 12 months. No one had wholly anticipated just how vast an impact Covid-19 would have on every part of our lives, both at home and at work.**



As well as dealing with the necessary safety precautions and changes in our home lives, teams in our hospitals have had to make major adjustments and overcome huge challenges in the workplace and I have been inspired by everyone's total commitment and compassion in their care of our patients and support for each other.

This has become a favourite time of year of mine, when we celebrate staff who have been nominated and won NNUH Staff Awards and colleagues who have served at the Trust with dedication for 25 and 40 years.

It has been amazing to read the nominations and meet some of my colleagues who have been shortlisted and won an NNUH Staff Award.

Even though we're not able to get together at a brilliant event like the one I attended last year, we've reflected our Award winners' achievements here in this edition of the Pulse, and tried to capture a sense of occasion in a series of videos (one for each Award category), where colleagues were presented with their awards by the Executive team.

You can read about some of the incredible staff who work here throughout the pages of this magazine and watch the videos by scanning the QR codes on each page.

I hope you enjoy watching them and reading the magazine as much as I have. I feel proud to work here and very proud of all staff at our hospitals.

**Sam Higginson,  
Chief Executive,  
NNUH**

## A year of real challenges and great successes

**This year's Annual General Meeting (AGM) took place virtually on 7 October, attended by more than 100 people online and watched later by hundreds more.**

After CEO Sam Higginson's welcome, Chairman David White acknowledged that this has probably been the toughest year for the NHS in its history and paid tribute to staff for continuing to go above and beyond in caring for patients. He also thanked the public and local businesses for the constant support, donations and gifts that kept staff going, and the Board of Governors for their steadfast support.



**"This has been a year of real challenges, but also one of great successes," he said.**

**"We made tremendous improvements on how the CQC view us and, thanks to the dedication and hard work of our staff, exited special measures. But we are not complacent - we want to be outstanding and continue to improve the quality of services we offer.**

**"The pandemic also accelerated the work we're doing to strengthen our partnerships with other organisations within the health and care system, especially our fellow acute hospitals, the Queen Elizabeth in King's Lynn and James Paget in Great Yarmouth – work that we'll build on for the benefit of patients in the coming years."**

Scan the QR codes to watch the full presentations...



## Financial highlights and 'Appreciation Accounts'

**Chief Finance Officer Roy Clarke took the unusual step of presenting a set of "Appreciation Accounts" in addition to his Financial Report.**

**"This has been a challenging year and staff have responded brilliantly, both in the care they've given patients and their use of NHS resources," he said. "I'm therefore delivering two sets of accounts – a traditional annual review and a set of accounts that illustrates the scope and scale of the organisation and the appreciation staff received on a local, national and personal level for all the work they did."**



### 2019/20 Financial Report

We've been operating under a completely different set of business rules to deal with Covid-19 and have established a very strong foundation to handle the continuing pandemic, restore our normal services and plan the future delivery of services.

#### Key figures:

**Total income:** £671.7m  
(12% increase)

**Net deficit:** £(54.8)m  
2018/2019: £(60.6m)

**Cash:** £13.4m (80% increase)

**Public Dividend Capital:** £38.4m  
(20.5% increase)

**Net assets:** £(64.8)m  
(140.4% decrease).

### Our 'Appreciation Accounts'

The National Grid saw a 950MW spike in electricity demand immediately following the first "Clap for Carers" due to people going back indoors and boiling their kettles. This could power our main hospital site for 6.1 days.

We received many generous donations, including electrical goods to provide "pop-up" kitchens, 1,200 bouquets of flowers - equating to one per hospital bed, 3,800 meals across six weeks from the local Thai community, equating to one per member of nursing staff, and 10,000 Easter eggs - 1.2 per staff member.

Captain Sir Tom Moore raised £32.8m for the NHS over the course of the pandemic. At this Trust, that could fund the Emergency Department for a year, recruit 921 registered Band 5 nurses, fund the annual medicine cost in Oncology and Haematology or deliver around 6,600 hip replacements.

NHS Charities Together raised £134m in their Covid-19 Emergency Appeal. So far, we've received £144.5k, which has been spent on joint projects with Big C to support cancer patients, remote support for Motor Neurone Disease patients and individual X-ray markers for radiographers.





## Working in partnership with patients and the community

One of the highlights of our AGM was the launch of our Patient Engagement and Experience Strategy, which we've created in partnership with patients and carers over the past two years.

**"Patients are experts in their care and to deliver an excellent, outstanding experience for patients, we must ensure they're co-producing care and service delivery,"** said Prof Nancy Fontaine, Chief Nurse.

**The strategy has five key ambitions:**

- To make working in partnership with patients the norm
- To ensure care and services are co-designed by patients, staff and other key stakeholders
- To proactively seek feedback and use it to make improvements
- To ensure staff feel confident in listening and responding to patients
- To work with our Volunteers to deliver an outstanding patient experience.

**"We're creating a network of voices to ensure that everyone can contribute,"** said Sarah Higson, Patient Engagement and Experience Lead.



**"In the past few months, we've established our Patients' Panel and Carers' Forum, developed our Children and Young People's Forum and enhanced our Maternity Voices Partnership."**

**"We're also reaching out to all communities through social media and other platforms, focusing on ensuring that those people who are seldom heard have a voice to ensure that we're working in partnership to make improvements."**

**If you'd like to learn more or get involved, email:**

Patient.Experience@nnuh.nhs.uk



## Profile of an outstanding team



Our Palliative Care team is proud to have increased their CQC rating from "requires improvement" to "outstanding" in just two years, as well as being shortlisted for a Health Service Journal award.

They provide care seven days a week for patients at the end of their lives and with incurable, chronic conditions including cancer and heart, lung, kidney and neurological conditions. Every year, they support more than 3,000 inpatients in addition to running daily consultant-led clinics, a breathlessness service and a clinical psychology service, helping to manage patients' pain and their concerns.

**"We needed to be big enough to cover the people who need to be supported, so our team has grown to match their needs,"** said Dr May Wung, Consultant.



## Supporting our sickest patients

Akesh Dhrampal, Anaesthetic Consultant and Service Director for Critical Care, showcased the work of our Critical Care team, who support our sickest patients. Unusually, we care for children as well as adults.

**"Our role is to buy them time by giving one-to-one care and support their failing organs until they can recover,"** he said.

The unit has 24 beds in two locations, and the 18 medical 130 nursing staff have cared for around 10,000 patients in the past five years.

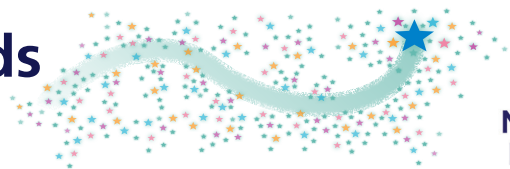


The team cares for patients at their most vulnerable and makes them feel as comfortable and safe as possible. Mental health is a key priority for patients, who are given the appropriate follow-on treatment to support their wellbeing and, as their working environment can be so stressful, wellbeing support is in place for staff who need it too. Rapid Response and Critical Care Outreach teams ensure that the sickest patients throughout the hospital receive immediate care wherever they are.

Up to the end of June, the team cared for 45 patients – 10 transferred from other hospitals - and is prepared for the current wave. More than 1,700 staff have received basic critical care training, we have oxygen for up to 300 patients on ventilators and we're actively involved in the research that's leading to improved patient outcomes.



## Charity Champion Awards



**Norfolk & Norwich  
Hospitals Charity**

CHARITY NO. 1048170

As part of our Annual General meeting, the Norfolk & Norwich Hospitals Charity held its fifth Charity Champion Awards, acknowledging and thanking everyone who has supported our staff and patients by providing gifts and raising funds.

**"Every single person who donates and supports our charity makes such a huge difference to our patients and staff,"** said John-Paul Garside, Charity Director. **"Choosing winners is an impossible task as we are so grateful for every donation we receive – every one of our supporters means so much to us all here at the N&N."**

### Corporate Award: Car Shop, Norwich

Staff at the Car Shop raised more than £7,000 to support our Neonatal Intensive Care Unit (NICU) from car sales and collections.

They've supported us for many years, following personal experiences.



### Community Award: Alan Boswell Group Charitable Trust

As a result of personal experience of gynaecological cancer, Alan Boswell staff member Michelle Gant applied to the Group's Charitable Fund to support the hospital, who donated £5,000.



### Inspiration Award: Norfolk Rotary Clubs

The five Norfolk Rotary Clubs collectively raised £63,000 for the Boudicca Breast Cancer Appeal, supported by the Desira Group and East Bilney Coachworks.

Paul Constable, speaking on behalf of the Rotary Clubs of Norwich, said:

"We attended the launch of the Boudicca Appeal in 2018 and were inspired by the former patients and their family members and the enthusiasm and strength of purpose of the breast cancer team.

"After this, Rotary in Norwich made the Boudicca Appeal their main charity for 2019. Not only did it galvanize the five clubs in Norwich, we also gained support from other clubs in Norfolk."

They held a series of events, including a craft fair in Chapelfield Gardens, car raffle, quiz nights, sponsored walks, a charity ball and art auction, a Christmas tree festival and Colin Thackery concerts.



### Covid Award: The Norfolk Thai community

During the height of the pandemic, the Norfolk Thai community Covid response group donated thousands of meals to staff who were working around the clock to treat patients. They co-ordinated with support from the local Buddhist temple and the many local Thai restaurants and residents.



### School Award: Buxton Primary School

Buxton Primary School raised more than £600 for our annual Send a Smile with Santa Appeal, which aims to give a present to each of our 1,000 patients on Christmas Day.

In 2019, parents attending their four nativity plays generously donated to the appeal.





## Staff Award: Abigael Polley, Lead Radiographer

Abigael cycled 1,000 miles and raised almost £4,000, raising funds for a specialist chair for patients undergoing skin cancer treatment. Many of her current and past patients contributed to her fundraising.

"Some cancer patients need personalised masks made for their skin cancer treatment and, due to mobility and breathing difficulties, this chair is more appropriate for their needs than the previous flat couch," she said. "It's fantastic to finally have the chair in place and already makes a huge difference to our patients."



## Young Person Award: Ethan Chapman

Ethan challenged himself to complete a 2.6 Tri Challenge in support of our Covid Appeal after being inspired by Captain Sir Tom Moore's fundraising.

He ran, skipped and cycled 2.6 miles or for 26 minutes and raised more than £600.



## Young Person Award: Jacob Gravestock

Seven-year-old Jacob raised £900 by walking, cycling and scootering the distance from Norwich to York Train Museum. "I wanted to raise money for the Weybourne Day Unit because they give my Grandad his palliative chemotherapy to help keep him with us for longer so we can make more memories," he said. He chose York Train Museum as his "destination" because it's a place he and his grandfather loved to visit.



## Young Person Award: Phoebe Davison

Nine-year-old Phoebe completed a sponsored walk up and down 1,300 of stairs – the equivalent of 15 miles – for our Covid Appeal, raising £505. "I know that Coronavirus is affecting many families in lots of different ways at the moment and I wanted to help," she said. "I told my Mum that I didn't think I was helping much by staying at home and that I wanted to do more so I had the idea that I could raise money for the NHS even in my own home."



**Scan this QR code to hear more about what motivated our Charity Champions to raise funds for our staff and patients...**



## Our Lottery is coming soon!

Soon you'll have the chance to win the £25,000 weekly jackpot plus many other fantastic cash prizes at the same time as helping the N&N Hospitals Charity raise vital funds to support the N&N Hospital, Cromer & District Hospital and the Jenny Lind Children's Hospital.

For every £1 entry, at least 50p goes directly to the N&N Hospitals Charity to help us improve the hospital environment, purchase the very latest in state-of-the-art equipment, support staff welfare and offer extra care over and above what is currently provided by the NHS.

When you join our hospital lottery you're allocated your own unique six-digit lottery number, a bit like a lucky dip. A random winning number is drawn every Friday – the aim is to match the winning numbers. Watch out for more details in January on how you can sign up online or by post.

**To register your interest please email [fundraising@nnuh.nhs.uk](mailto:fundraising@nnuh.nhs.uk) (you must be over 18).**



**Covid-19 meant the 2020 Staff Awards took on a very different format from usual and were held virtually rather than at a special event.**

**The spirit of celebration was, however, stronger than ever and, to acknowledge the most extraordinary circumstances, every individual and team shortlisted from more than 600 nominations was crowned a winner.**



**Introduced via video by our host, Anglia News presenter Jonathan Wills, 18 teams and 19 staff members were handed their awards by members of our Executive team. You can read who won and why over the following pages, and scan the QR codes to watch videos.**



## Patient Choice Hero Team Award Winners

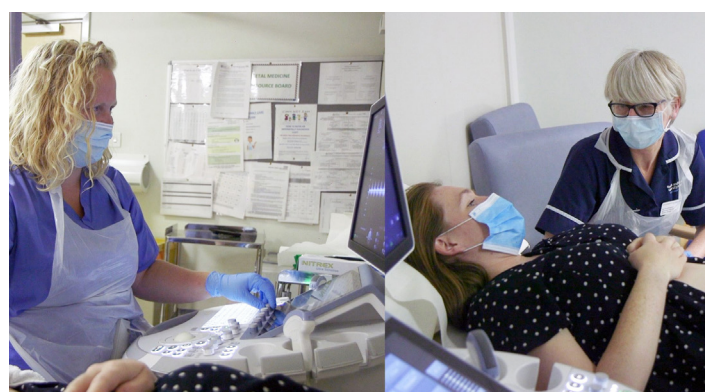
### The Critical Care team

"Without the dedication and expertise of this team, I wouldn't have my husband with me today. After it looked like I would lose him to Coronavirus on several occasions, they battled on and wouldn't give up, despite the obvious risk to themselves. Whilst he was in the CCU I used to phone at least 3/4 times a day and I never felt I was being a bother. They all took the time to reassure me to the best of their ability. They are highly skilled, extremely committed, caring, kind and humble humans who should receive so much more recognition than they do. They are all true heroes and I know they would say they don't need this recognition but they deserve it so much more than I could explain."



### The Rainbow Clinic team

"In May 2019, my daughter (and her husband) had to make the most difficult decision of their lives, to end a pregnancy. Significant complications had developed with her baby daughter and my daughter's own life was at risk. On the delivery suite, they met the Rainbow Clinic's Dr Beth Gibson. This was a major turning point in my daughter and her husband's lives and in my life. Dr Gibson was very professional. Her knowledge and communication skills, her care and humanity were exemplary. We felt empowered and it gave us the strength and courage to get through such a difficult time."



"December 2019 and my daughter was overjoyed and at the same time terrified to find she was again pregnant. Throughout her pregnancy, a close relationship developed with Dr Gibson and bereavement midwife Kari Kordtomeikel. Although very anxious, my daughter felt safe and the dedication, care and skill of the team allowed her the space to begin to enjoy the pregnancy without losing the ability to talk about the baby they had lost. Dr Gibson led the team through the caesarian section and helped my daughter to experience a wonderful birth. What a perfect start to motherhood, a 'rainbow baby', and, if one were needed, an endorsement of the need for such a superb specialist and dedicated antenatal service."



## Brundall Ward

"I would like to nominate all the staff on Brundall Ward while I was a patient with Covid-19 during March and April.

"They all went above and beyond in their care of me during the three weeks I was there, even to finding a way of alleviating the soreness behind my ears caused by the oxygen mask and my glasses. Their professionalism and helpful, kind and caring ways while being rushed off their feet in full PPE.

"I cannot thank them enough, from the doctor who came to each patient every day right through to the catering staff, cleaners etc."



## Gunthorpe Ward

"As a staff nurse, I was redeployed to Gunthorpe Ward during the pandemic. Despite being extremely busy, the whole team made me feel welcome and helped me to adjust to my new working environment. This well-led team rose to the challenge of caring for patients with Covid with an amazing attitude.

"During my redeployment, I contracted Covid and became very unwell. I was admitted to Gunthorpe Ward as a patient. I experienced first-hand what it was like to be looked after by them. They were professional, skilled, kind and friendly. My recovery from Covid has been long and slow but the whole team has supported me in getting back to work full-time and regaining my fitness. I cannot thank them enough for the kindness and care they have given me."



## Relatives' Liaison team

This team was created specifically to ensure patients and their families remained connected throughout Covid when visiting was halted.

From all corners of the Trust, they were led by Stuart Callow, who pulled the team together, finding rooms and phones, creating protocols and getting it off the ground at speed.

They made more than 1,000 contacts and kept over 240 families informed about their loved one's progress, providing a listening ear and going above and beyond expectations. They were given a Patient Choice Award as a result of the excellent feedback they received from those they supported.



Hear more from our winners by scanning this code...



# Patient Choice Hero Individual Award Winners

## Caroline Ferrari, Sister, Rheumatology Outpatients

"I would like to nominate Caroline, who has led an amazing team for all the 20 years I have been a Rheumatology patient.

"I have so many memories of her kindness, compassion and going the extra mile at times when I faced crises. And it is Caroline who sets the outstanding standard of care on her ward.

"She takes time to explain everything and makes sure you fully understand what is involved and what will be done. So very calm and reassuring if you have any concerns. Nothing seems too much trouble for her. I would like to pay tribute to her and see her receive the recognition she so richly deserves."



## Holly Bawtree, Teenage and Young Cancer Nurse Specialist

"Holly is my TYA nurse specialist and has supported me through my cancer treatment. She has been the best nurse and helped me a lot to cope with the struggles my illness and treatment has thrown at me. I don't think I could have done any of this without her, she truly has been a star and I think she deserves the recognition for all her hard work. Along with the great emotional support that she gave me, her depth of knowledge about oncology and passion for her work is amazing, she truly went above and beyond her role as a nurse.

"I feel extremely lucky that I have met Holly, especially as she began this new role the same time that I began my treatment. From the first day I met her, her reassuring and easy-going personality never failed to ease my anxieties and always made me feel better. Having cancer at a young age, during a pandemic, has been the worst, but knowing that I can talk to Holly about anything has really helped me get through - she is a great person and a fab nurse."



## Sara Wilkinson, Colorectal Clinical Nurse Specialist

"For three nights I lay awake worrying about a tricky and daunting procedure for which I was having a general anaesthetic. The morning of my procedure, I wanted to cancel but knew I couldn't do that because my designated nurse Sara Wilkinson had promised me that she would be there holding my hand until I went to sleep and afterwards when I woke up.

"On arrival I must have been the most awkward patient ever, shaking with fear and cold. It was then that Sara arrived. Not only did she help with my breathing but she held my hand and talked me through the preparation and then about anything and everything.

"I know that without her I would have left and that would have compromised me having the right chemotherapy treatment later. Just holding my hand...but really so very much more! We have to just have faith and believe in people like you! Thank you for holding my hand!"





## Toni Hardiman, Cardiology Consultant Nurse

"My son has been a patient attending the cardiology department since he was 24 years of age, he is now 55 years of age. I was told he could drop down dead at any time, anywhere, he has Downs Syndrome.

"Since he went to the department 31 years ago, he has had a superb nurse looking after him. Toni Hardiman has helped me continuously, giving me advice and assistance throughout the years, always ringing me back the day I have rung to deal with my worries.

"He has been shielding since the end of February because if he caught the virus I am sure it would kill him.

"Toni has reassured and helped me whenever she can, messaging the doctors to get medication etc.

"My son is a massive Dr Who fan and Toni knew a lady who made face masks and she very kindly had two made for him, he was delighted to receive them and with help wrote a thank you note.

"Toni is an outstanding, caring person, my son thinks the world of her. She can understand his speech which can be difficult, at times I struggle to understand him. She deserves some recognition, she is absolutely brilliant, kind, caring, thoughtful, a person you can rely on, no matter what the problem."



## Vickie Hastings, Midwife and Community Team Leader, Marriott team

Vickie went "above and beyond" during the Covid period and supported us a Maternity unit and had a significant positive impact on women and their families.

Before Covid, Vickie worked as part of our dynamic team on the midwifery-led birth unit and she had recently become one of our Midwifery Ambassadors with a remit to begin working on developing our communications to support women, families and the public.

At that time, little did we know how quickly and extensively this role would be needed.

Working alongside our Better Births Midwife and Norwich Maternity Voices partnership, Vickie provided clinical expertise and information on local services and maternity questions to women via the "chat" in these forums.

Her expertise, very natural charm and engaging personality has meant that a social following quickly developed. We saw the membership of the NNUH Bumps and Babies Facebook page increase from around 1,000 in March 2020 to 4,200 in September.

She is given this award for the positive impact she has had on so many patients.



Staff Awards 2020

Hear more from our winners by scanning this code...



# Hero Team Award Winners

**The Hero Team Awards were made to teams for the difference they made. This year, 11 teams were rewarded for their incredible efforts - here's why:**



## Covid Testing team

Richard Goodwin, Chief of the Clinical Support Services Division, and Cursty Pepper, Operations Director, developed a "best in class" Covid-19 testing system which supported the whole health system through the pandemic. With the help of Lynsay Bailey, Becky Simmons and their administration team, they were instrumental in the efficient running of the testing system to deliver an outstanding service to our hospitals and the local community.



## Cringleford Ward

The team has cared for Covid-19 patients from the start of the outbreak. They were redeployed from various wards but work as though they've been together years, seamlessly providing an efficient service and describing themselves as a family. They've taken on new skills and embraced the challenges of working with new specialities while maintaining patient safety and comfort.



## Critical Care Training team

The team devised the Introduction to Critical Care nursing training programme and delivered it seven days a week for a month to give more than 1,600 staff the skills needed to provide safe patient care in the event of a super surge. This was a challenge that at first appeared impossible but they achieved it.



## Digital Health team

The team implemented solutions that minimised the impact of Covid-19 on patients and staff, including virtual consultations, virtual clinical desktops and issuing hundreds of devices.

There was a great sense of "let's just do it" and a passion to ensure that patients could continue to receive the advice and care that they needed. Much work was compressed from months into weeks and even days.



## Edgefield Ward

The Edgefield team saw many changes in a short time and, during the first wave of the pandemic, staff supported patients at the end of their lives by enabling them to spend precious moments with their loved ones (either virtually or physically) and worked extra hours to ensure patients were not alone and distressed. They are an exceptional team.





## Emergency Department

The Emergency Department showed extreme resilience, adaptability and continued to work incredibly hard through a challenging year to ensure patients receive a high standard of care. They changed numerous times in line with updating guidance and staff worked extra shifts to ensure patients remained safe, always with a smile on their faces.



## Incident Management team

The team was instrumental in helping manage the hospital through the pandemic when there were daily changes to policies, procedures and information. They rose to the challenge and kept staff furnished with the latest guidance, enabling them to manage patient care effectively. They displayed a can-do attitude in a difficult environment where circumstances changed by the hour. We are privileged to have them as part of our organisation.



## Microbiology team

When the first UK Covid-19 cases appeared, the team worked closely with local scientific institutions on diagnostic work and research. They'd followed the virus in China, aware it had pandemic potential, and ensured they could help all three Norfolk Trusts when it inevitably arrived here. In February they received the go-ahead to begin testing, halving the time it took to get results.



## Practice Development & Education

As part of the drive to recruit and support more staff, the team created bespoke courses that were rolled out in just days, including upskilling training for more than 150 Healthcare Assistants, as well as an incredible amount of emotional and wellbeing support for learners.



## Respiratory team

When the pandemic began, the medical team instituted seven-day working and a 12-hour rolling triage, working closely with the Intensive Care Unit. The nursing staff learned new skills, junior doctors went above and beyond, including increasing the frequency of their night shifts, and the admin team dealt with the running of the department in an amazing combined effort.



## Workplace Health & Wellbeing team

The team worked relentlessly to support staff and protect those with underlying health conditions. They truly pulled together. They worked way above what was required to ensure staff received the information and assurance they needed, developing support resources and providing guidance to the organisation on a daily basis.



Hear more from our winners by scanning this code...



## Hero Award Winners - Clinical

### Abigail Kirkcaldy, Lead for Safer Staffing

During Abi's time as Safer Staffing Lead, we've seen real positive change across our organisation. Abi has ensured support is in place for our ward managers, matrons and employees and became a role model. During the pandemic, Abi has worked tirelessly to ensure areas are safely staffed, showing initiative, leadership and dedication.



### Britta Andersen, Breast Reconstruction Nurse

Britta took over as the team lead at the start of the pandemic, when strong leadership was needed. She remained calm under pressure and put her staff first, providing all the support we required. Britta has been a shining star. The department is being run very well under her leadership.



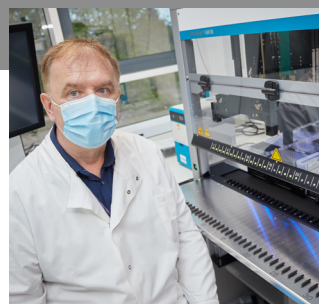
### Rebecca Greenacre, Assistant Practitioner

Rebecca, who works in Older People's Medicine, was recognised nationally for her "Bed-bound Boredom" booklet, which she designed to encourage exercise and mental stimulation for patients to reduce the risk of them becoming frail, losing muscle tone and to keep them interested in what's happening around them.



### Samir Dervisevic, Consultant Virologist

From the earliest days, Dr Samir Dervisevic led the Virology team in its response to the pandemic. He provided authoritative scientific and clinical advice and has worked tirelessly to ensure the Virology service continues to deliver exceptional performance for patients and staff across Norfolk and Waveney. His passion and personal values to maintain everyone's safety were clear. Samir is always compassionate, gentle and fair. We all owe Samir a debt of gratitude.



### Sarah Hazelden, Physiotherapy Lead

Sarah is an exemplary leader. She anticipates the progression of situations and the likely consequences and prioritises solutions and puts them into action. She does all of this in a calm, friendly and open manner, allowing staff to offer their own suggestions and ask questions. She has gone above and beyond to support the department during the Covid period. She is outstanding in her dedication and support.



### Tom Barber, Clinical Practitioner, Day Procedures Unit

Tom worked in Day Procedures Unit theatres until our department was shut down during Covid. He was asked, along with other colleagues, to set up a plastic trauma service and has gone above and beyond, taking on tasks such as organising ways the service can run smoothly. He also went to Cromer Hospital to help set up the regional block service and trained colleagues. He is always calm, extremely supportive and an absolute pleasure to work with.



Hear more from our winners by scanning this code...





## Hero Award Winners - Non-Clinical

### Becky Simmons, Covid Testing Service Manager

Becky volunteered to help with the administration of the drive-through testing service for staff and elective patients at Centrum and now leads the admin team. She has negotiated with other departments, partners and technical suppliers to keep the service running smoothly. She has also put in considerable hours manning the phone lines and booking appointments. We all owe Becky a huge debt of gratitude for her contribution to the testing service.



### Louise Atherton-Howlett, Admin Manager, Audiology

During Covid, Louise stepped up to the pressures of sudden and frequent change, lack of staff and guidance in unprecedented circumstances. She was a guiding force, making well-judged decisions that helped the department and was instrumental in our recovery after the initial lockdown. She set a shining example for all to follow.



### Luke Whaley, Materials Management Team Leader, Procurement

Luke led his team in these exceptional times with a cool head and a "can do" attitude to ensure PPE was available and distributed. This involved moving to a seven-day service, multiple locations and adapting to all the departmental changes around the hospital. His aim was to ensure staff had protective equipment to enable them to deliver safe and effective care and be protected from Covid. In the midst of rapidly-changing national PPE guidance and stock shortages, he remained calm and factual.



### Lynda Hogan, Assistant Recruitment Manager, HR

Lynda is incredibly hard-working and kind and always has time to help colleagues in the team she leads. She patiently answers questions, both from her team and many members of hospital staff and they always go away happy. During the pandemic, she led the Temporary Staffing team brilliantly through the massive intake of student nurses and returning clinical staff and, without this effort from her and the team, this vital extra help for the Trust could not have been organised.



### Lynsay Bailey, Covid Testing Operational Manager

Lynsay was the cornerstone of setting up and managing the Covid testing service. She transferred from her role in the cancer team to take this on and almost single-handedly kept the service running despite the ever-changing financial environment and clinical guidance. Without her, NNUH would not have the drive-through service at Centrum, the Rainbird app for staff to request tests or the team to contact staff to make appointments and notify them of their results.



### Paul Richardson, Data Manager, Cardiology

During the pandemic, Paul was the glue underpinning so much of what we achieved. The pace of change was incredibly fast. Paul worked largely alone, keeping exceptionally calm under constant pressure, to ensure that at no point was there a risk of putting patients at risk due to the unavailability of effective clinical IT systems. He was adaptable, flexible and the whole Cardiology senior team acknowledges that he has been at the core of our successes.



Staff Awards 2020

Hear more from our winners by scanning this code...



# Edith Cavell Awards

**Our Edith Cavell Awards showcase the outstanding leadership of our nursing and midwifery staff.**



## Heather Moss, Senior Sister, Norwich Kidney Centre

Heather went above and beyond to support her colleagues during the setting up of a new renal dialysis unit. She played a key role in opening the pioneering kidney centre in March, which saw dialysis treatments move to Bowthorpe. The unit has 39 dialysis stations, a home therapies unit and capacity to deliver dialysis for visitors to Norfolk. Heather also received the national Cavell Nurses' Trust Star Award in recognition for her work in establishing the unit.



## Jo Trundell, Matron

At the beginning of the pandemic, staff were unsure about procedures and frightened for themselves, their patients and their families. Jo initiated and rapidly opened our first ward to accept the increasing volume of Covid positive patients. The team was new, relatively inexperienced and drawn from a variety of areas across the hospital. She brought them all together through calm and effective leadership, instilling confidence - and indeed bravery. She shone brilliantly through one of the most challenging periods in healthcare.



See why our winners are so amazing by scanning this code...



## Special Awards

**Special Awards were given to teams who have made an outstanding contribution to the Trust.**

### Guist Ward

Through Covid, there has been a rise in mental health conditions and the team has developed an acute physical and mental health unit, transforming the care of patients. Gill Knight, Ward Manager, has provided leadership stability and naturally coaches and enables her team to shine, providing clinical excellence for all patients on Guist. The fabulous work of the Mental Health team has made all the difference. Without the facilitating and coaching of this team, the mental health improvements couldn't have happened.



### Mattishall ('old Brundall Ward')

The "old Brundall" Ward team was recognised for providing exemplary compassionate, individualised care for every older person. It follows the Silver Award presented to the team by the Chief Nursing Officer for England, Ruth May, in recognition of their major contribution to patients and the profession. They continue their excellent work caring for patients on Mattishall Ward with the same ethos and attention to detail, setting the high standards which make everyone proud to be part of this award-winning team.



Watch our teams receive their awards by scanning this code...

