

# THE **Pulse**

Issue 105  
December 2022



Staff Awards 2022



## In this edition:

Staff Awards special, including  
Recognise and Respond team  
(pictured)

New biopsy service starts at  
Cromer

Ovarian cancer treatment  
innovation



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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**Tel:** 01263 513571

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



## Letters and social media

@NNUH



“

I attended the hospital as a day patient for the insertion of a pacemaker. The care, consideration and professionalism shown by the staff was outstanding and I would like to express my sincere thanks to all the staff members involved in the process.

CS

I am writing to compliment all your wonderful staff on the care that I have received through this very difficult time that you and your staff are experiencing, especially in the Neurology and Audiology departments. I really do appreciate the kindness and care that has been given to me.

LT

The treatment I received on Easton Ward, Gissing Ward and Denton ward was superb. The nurses, Doctors, porters and cleaners were all fantastic. Always cheerful.

AB

I recently had minor surgery carried out at the Cromer Allies Eye Clinic at Cromer.

I wanted to reach out and advise that the whole procedure went really well, the clinic, the staff and my consultant Mr Rai were all so professional. I am truly grateful, and the Allies Clinic is a clinic to be truly proud of.

NH

My husband and I had our second baby, and while the process was not as planned, everyone involved in our care was just simply amazing. The staff on both the delivery ward (Theatre) and Blakeney ward were simply outstanding. They went above and beyond to ensure we were comfortable, informed and looked after. I don't think a single one of them will realise what they did in order to calm a very anxious person down in a stressful situation.

After having an awful and traumatic experience with our first baby two years ago, this experience has really left me in a different place mentally. I just cannot express my gratitude or thanks enough.

EB

Just a quick shout out to Gissing Ward @NNUH who have taken care of my dad post tracheotomy and pre and post laryngectomy. Staff are so friendly and attentive and even though it's early days, he's doing great and we know he's in safe hands.

AJ



Planned radiology appointment at Cromer Hospital this evening. Excellent and super-fast service. Big thanks to the team.

LS

The NHS nurses, doctors and midwives here are the most genuine caring professionals I've ever met and my heart goes out to all of them @NNUH. Thank you for helping us bring our boy into the world.

JP

Just wanted to say a massive THANK YOU to @NNUH for looking after my daughter before, during and after her procedure today. Special thanks to Diana and Andy in Arthur South Day Procedure Unit, Mr Tassone, his secretary Shelley and Mr McAnerney

MM

”

## Neonatal Intensive Care Unit receives Gold Baby Charter

**Our Neonatal Intensive Care Unit has been awarded a prestigious Gold Baby Charter Accreditation.**

The baby charity Bliss announced that NICU has successfully completed its accreditation and shown that we have sufficient processes and facilities in place to deliver high-quality family-centred care.

The assessment team from Bliss said: **"The culture of the Norfolk and Norwich University Hospital neonatal unit is clearly family-centred, with a team culture that prioritises families and their involvement in their baby's care. Parents on the unit spoke of an amazing, compassionate and dedicated team, and how the support of the staff enabled parents to build their confidence."**

Kate McColl, Family Care Sister and Baby Charter Lead at the unit, said: **"It has taken us four years to get to our Gold Award due to the Covid-19 pandemic. Ensuring family-centred care during our assessment period was a challenge but our team has passion and commitment, to get the best outcomes for our families."**



## Young patients benefit from new app to reduce asthma attacks

**A project to reduce hospital admissions for children and young people at high risk of an asthma attack has been launched utilising the latest digital technology.**

Our team at the Jenny Lind Children's Hospital and the James Paget University Hospital have joined forces with Cambridgeshire-based technology firm Aseptika and Eastern Academic Health Science Network (AHSN) to support children and young people at high risk of asthma attacks.

The scheme aims to half the number of asthma attacks of five to 18-year-olds who experience frequent complications with their condition and will be open to children and young people who have been hospitalised following an asthma attack in the last 12 months.

Patients who take part will be provided with an app to manage their health and a small gadget which connects to their smartphone to tell them when to use their inhaler, including a reminder about proper technique and sends them reminder messages. The connecting inhaler tracker also has a lung function monitor to show them how well their lungs are working.



**We talk a lot in the NHS about 'pre-Covid' and of course we are still very much living with the impact of the pandemic. Therefore, it has been so nice to hold our first in person Staff Awards and Annual General Meeting since the Covid-19 pandemic began.**

It has been fantastic to celebrate the work of our dedicated staff and volunteers during the 250th anniversary year of the N&N and it is so important that we take time to thank colleagues and recognise their above and beyond contribution.

The dedication of our long service award winners and the individuals and teams who won awards at our Staff Awards is awe-inspiring and I want to thank everyone for their hard work and achievements. Despite all the pressures, our staff and volunteers continue to give their best for our patients, providing great care and constantly improving.

I'm delighted to introduce you to our Staff Awards special edition of the Pulse and share with you the latest innovations to improve care for patients.

Our gynaecology service recently celebrated the success of our HIPEC service, which is a very specialist chemotherapy treatment. We are the first cancer centre in the UK to offer this service to ovarian cancer patients as part of their standard care. You can read more on page 15.

We are also pleased to launch a new prostate biopsy service (page 16) at the new North Norfolk Macmillan Centre as part of our expansion of services at Cromer and District Hospital and to reduce waiting times for patients who require biopsies for suspected cancer.

**Sam Higginson,**  
**Chief Executive, NNUH**



## Annual General Meeting highlights

**For the first time since 2019, we were able to hold our Annual General Meeting in person at the Benjamin Gooch Lecture Theatre at NNUH.**

The public and our partners were invited in to hear about some of the clinical innovations and improvements we've implemented, including presentations from our Robotic-assisted surgery and Maternity teams.

Corporate presentations at the meeting itself covered how we're working on some of our biggest challenges, such as reducing waiting lists and relieving the immense pressures on urgent and emergency care.

We also reflected on the publication of Caring with PRIDE, our five-year corporate strategy. Published in April this year, it was a defining moment for us in no small part due to the fact that we had spent many months sharing initial ideas and plans with patients, families, carers, staff and our partners to seek your views - and your feedback was fundamental in shaping our strategy. Caring with PRIDE sets out our vision for how we'll transform our services, improve care for our patients, deliver improvements alongside our partners and ensure that NNUH is a great place to work.

Through Caring with PRIDE, we've made five commitments – to our patients, staff and partners and regarding our services and resources. These create a clear roadmap for how we will shape the hospitals we all aspire to be part of, to provide the best care for our patients.

We will achieve these commitments by working more closely with our health and social care partners (GPs, community services, other acute hospitals and social care) through the new Integrated Care System. This will enable us all to be more responsive in how we deliver services and build support around the needs of our communities and patients.

Despite the many challenges we still face, we can look forward to the next five years with confidence, knowing that we have a clear set of goals and will work as a team, both within and outside our Trust, to achieve them.

**Sam Higginson, Chief Executive**

# AGM 2022





## Abseil raises thousands for hospital charity

**Sixty brave fundraisers have reached new heights to raise money for the N&N Hospitals Charity by abseiling from the very top of the hospital.**

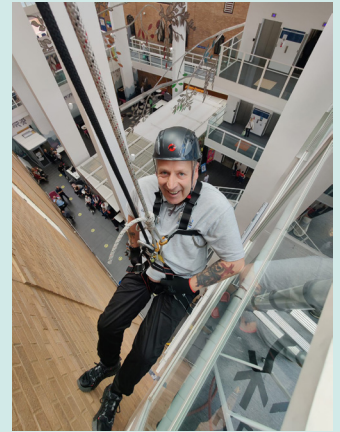
Staff and hospital supporters took on the challenge, which started 40ft up on the fourth floor of the East Atrium.

Dave Talbot, from Adventure Events, provided full training and calmed the nerves before the abseilers made their descent.

The charity abseilers included NNUH Chief Nurse Nancy Fontaine, Chairman Tom Spink and Head of Chaplaincy Rev Adrian Woodbridge, pictured right, along with fellow staff members and members of the public.

Lynn Crombie, from the N&N Hospitals Charity said: **"With donations and sponsorship still coming in, a final figure has yet to be confirmed but we expect that the event will have raised at least £7,000 which will benefit staff and patients at the N&N."**

**"We'd like to thank everyone who took part, came along and supported their friends and colleagues and donated to our charity."**



## Football team wears charity logo with pride

**A community football club is sporting a new logo in recognition of the hospital which helped to save the life of one of its volunteers.**

Steve Normanton, a referee, linesman and volunteer at Long Stratton Football Club, was treated at our hospital several years ago after suffering a heart attack.

The 69-year-old from Long Stratton underwent surgery when a pacemaker and stents were placed. Last year, Steve bought some new kits for the club which will carry the N&N Hospitals Charity logo for the 2022/23 season.

Long Stratton Football Club is a growing community club which caters for a huge diversity of age ranges.

Steve said: **"People don't realise that getting the heart stents have given me a new life – the second chance is a gift and I want the shirts to carry the logo to thank them for what they did for me."**

**"I want people to be aware that they can come out better than before after something like this."**

For more information about the hospital charity and how you can support, go to: <https://nnhospitalscharity.org.uk/>





# Staff Awards 2022



**For the first time in three years, we were able to celebrate our annual Staff Awards in person and without social distancing with an event at Norwich City Football Club on Thursday 17 November.**

Our annual awards celebrate long service as well as staff and volunteers who have gone above and beyond to provide excellent care and support for patients, carers and colleagues.

There were more than 600 entries with every department and staff group represented. Our judging panel had their work cut out with so many excellent nominations for individuals and teams.

We started our awards by celebrating the remarkable people who have given 25 years' or 40 years' service to the NHS. Long service awards for 25 years' service were presented to 79 individuals and 17 received 40 years' long service awards.

Tom Spink, NNUH Interim Chairman, said: **"We are very proud of our excellent individuals and teams at our hospitals and are delighted to recognise those who 'go the extra mile' to help patients and colleagues, along with those who have given so much of their lives to our hospitals and to the NHS."**

In celebration of the 250th anniversary of the N&N Hospital, there were some additional awards, including a Special Award for Innovation for the Virtual Ward team.



**All the photos from the night can be found by scanning this QR code or visiting the NNUH website**



## Staff Awards 2022



## Patient Choice Awards - outstanding member of staff

Patients could nominate any member of staff who looked after them during an outpatient visit, day treatment or longer hospital stay.

**Winner:** Davina Bowen, midwife

The patient who nominated Davina said:

**"She cared for me whilst I was in hospital and she delivered my stillborn son. She went above and beyond her duty of care for all of my family, supporting us through the worst days of our lives. Davina had the most amazing compassion and kindness, there isn't enough words to describe how incredible she is. She has restored faith in me - there are amazing people in this world."**

**Silver award:**

Dr Ekkehart Staufenburg



Staff Awards 2022

## Patient Choice Award - outstanding team

**Winner:** Gissing Ward

The team were nominated by a member of the public, who said:

**"My husband suddenly lost his vision in both eyes and seven weeks later he was still in hospital. The care, compassion, patience, tolerance, dignity and empathy shown by every member of staff on Gissing ward was exemplary. From his basic needs to my wellbeing, their kindness and empathy has been second to none. Nothing has been too much trouble despite the challenging, distressing, stressful situation we found ourselves in."**

**Silver awards:**

Children's Assessment Unit



Staff Awards 2022

Rheumatology Day Unit





## Lifetime Achievement Awards

### Dr Jeff Cochius, Neurology Consultant,

trained across three continents in world leading epilepsy and neurology programmes. He is a truly outstanding clinical diagnostician and reference point across the region for many clinical diagnoses.



### Dr David Dick, Neurology Consultant,

drove departmental expansion and development during the transition from the old to new hospitals, supported the development of neurology med school teaching and teaching posts, supported and ran clinical trials and latterly set up the nationally recognised Motor Neuron Disease Centre here at the NNUH.



### Maureen Chapman, Senior Audiologist,

will have worked 50 years in the NHS this year. She has been an extremely valued member of our team and was involved in the service development and fitting of new bone anchored hearing aids. Maureen retired and returned part-time last year and chose to spend her spare hours volunteering for the Trust in the Covid testing tent.



### Azad Mathur, Consultant Paediatric Surgeon and Urologist,

established the department of paediatric surgery and has worked tirelessly over the last three decades to bring the department to where it is today. He retired and returned to work the very next day, his passion and dedication continues to inspire his colleagues and his trainees. He is an excellent surgeon and his knowledge and wisdom are admirable.



### Carol Payne, Clinical Physiotherapist Specialist,

has worked for over 40 years at the NNUH which shows tremendous resolve, fortitude and dedication to her profession. Carol has many roles within the service and also at a national level. She has been instrumental in developing advanced practice both at the Trust and also at national level.



Staff Awards 2022

## Apprentice of the Year

This award went to two winners:

### Cameron Bayliss-Williams, Apprentice Administrator

has helped General Surgery fight back from the backlog Covid has left with us and he deserves recognition for the help he has given us.



### Ciara Reed, Apprentice Health Care Assistant,

has become an outstanding addition within the Eye department at Cromer. The colleague who nominated her said: "I am sure Ciara will go far in her career - we are lucky to have such a hard working person in our team."



Staff Awards 2022



## Team of the Year - Clinical

### Winner: Recognise and Respond

The team was launched last year and their knowledge, passion and dedication is exemplary. The team facilitates timely review of the sickest patients and it is the perfect interface between ward medicine and critical care.

### Silver awards:

Breast Imaging and Screening  
Mental Health Liaison  
Operations Centre



Staff Awards 2022

## Team of the Year - Non-clinical

### Winner: Acute Medical Unit (AMU) administration and reception team

They are like a family which supports each other and all areas of the hospital. They go the extra mile in ensuring the relatives know what is happening with their loved ones.

### Silver awards:

PALS/Complaints  
Voluntary Services Team



Staff Awards 2022

## Leadership Award

### Winner: Katie Heathcote

Katie has taken on the new role of Matron for the Recognise and Respond Team. She has led the recruitment, development and delivery of a 26 person service. This includes a 24/7 rapid response service, supporting the medical and nursing teams managing deteriorating patients. Katie is well-loved and highly-respected by the team en-masse. She provides a constant source of support, education and personal development for all.

### Silver awards:

David Ashman, Cath Lab Manager  
Claire Brown, Sister on Intwood



Staff Awards 2022



## Ward of the Year

This award recognises the inpatient ward which has consistently delivered high quality care to its patients, which was won by two wards:

**The Acute Medical Units** take admissions from the Emergency Department, GP practices and direct from outpatient clinics, seeing on average 2,500 patients a month. The unit is extremely fast-paced, managing some of the most acutely unwell patients in the Trust. The leadership team have worked hard to build this team and are very proud of the care they deliver in very challenging times. Due to their very supportive approach, they are one of the popular areas for employing students into first post qualified roles.

**Docking** has demonstrated exemplar rostering practice and the team has worked energetically to provide a safe and efficient rota. They admit emergency admissions across all surgical specialities; they are fast becoming Masters of all Specialities.

### Silver awards:

Heydon Ward/Neurosciences team  
Emergency Assessment Unit for Surgery



## Healthcare Scientist Innovation Award

**Winner:** Michelle Frost and the Blood Sciences team devised the Anti-Spiking Campaign which allows potential drinks-spiking victims to get comprehensive drug testing. Michelle has worked alongside the police, night-life venues, schools, and the local university, going the extra-mile for the well-being and safety of our local community.

### Silver award:

The Norfolk Physiology Unit



## Healthcare Scientist Team Award

**Winner: Radiotherapy Physics** This department has adapted during the pandemic by testing and commissioning new treatment techniques and ensuring availability of radiotherapy treatment machines. A safe state-of-the-art radiotherapy service has been maintained alongside the rollout of these major improvement projects.

### Silver award:

Cardio Electrophysiology





## Unsung Hero - Non-clinical

**Winner:** Kristine Ames, Ward Clerk

Kristine has worked tirelessly hard to keep the team organised, motivated and safe. Although her actual title is 'ward clerk', she is so much more. She has an amazing energy that surrounds her and constantly displays a positive attitude for which all the staff love and admire her.

**Silver awards:**

Carol Cooke, Executive Assistant  
Victoria Dunleavy, Lead Radiotherapy  
Treatment scheduler



## Unsung Hero - Clinical

**Winner:** Lesley Mills, Healthcare Assistant

Leslie is always one step ahead and has done the task before anyone even asks. Leslie has got a fantastic sense of humour and is popular with all staff of all levels. The radiology department is extremely lucky to have her.

**Silver awards:**

Emma Collison, pain management, and  
Lisa Dennis, Practice Development and  
Education



## Edith Cavell Award for outstanding leadership

**Winner:** Helen Copsey

Helen has transformed the care of patients with Motor Neuron Disease in Norfolk. She has gone beyond the coordinator role to undertake home visits to support people with MND, where necessary. She has also played a crucial role in fostering research for patients with MND.





## Volunteer Team of the Year

### Winner: Butterfly Volunteers

Butterfly Volunteers give their time every week to support patients and the families of patients in the final weeks, days and hours of life. They sit with patients, hold their hands, read to them and chat to them. They act as an advocate for the patients to their clinical care team and offer the families a listening ear and respite, knowing that their loved one will not be left alone.

### Silver awards:

The Emergency Dept Volunteers  
Patient Panel, Weybourne Unit



## Special Award for Innovation

**The Virtual Ward** team has shown sheer determination over the last 12 months. Virtual nursing is a completely new way of working and the whole team has been incredibly adaptable. The team provides high-level care to all patients using technology and new ways of caring. Patient feedback has been incredible and the team works autonomously across all patient groups, advancing their knowledge and keen to learn new skills.



## Volunteer of the Year

### Winner: Caroline Lemmon

is invaluable on the ward and in the Discharge Suite. She is amazing with the patients; they all love her, she has a very calming, caring and compassionate approach to anyone she is with, from brushing a lady's hair to sourcing 'special' sweets from the outlets.

**Peter Goddard** has received a special award for volunteering services. Peter started as a meet and greeter when he retired in 2002 which coincided with the opening of the new hospital. He later joined the volunteer reception team and has helped thousands of patients and their families over the years. Sadly, Peter's health has deteriorated in recent months and he is unable to volunteer. He is missing his volunteering immensely and we are missing him very much.





## Diversity Award

### Winner: Ryan Hogan, Admin Officer

Ryan is a regular contributor to meetings and an active and enthusiastic volunteer for tasks that allow the Network to educate and advocate for LGBT+ people. Ryan is always ready and willing to help spread the message of diversity at this Trust. The work and engagement Ryan has provided to the Trust has been exceptional. Ryan is always approachable and willing to help with events and to share lived experiences in order to educate our managers and staff

### Silver award:

Ekaette Eka,  
Governance and  
Support Facilitator and  
NNUH Together Staff  
Network co-chair



Staff Awards 2022

## Clinical Teacher of the Year

This award went to two winners:

**Faye Nelthorpe, Cath lab physiologist**, has a wealth of both academic, practical and clinical knowledge that she brings to the team. Her nomination said: "she has allowed me to develop my skills and knowledge as a student physiologist above and beyond where I thought possible. She is very patient and understanding and is able to explain the procedures at a level that aids my understanding."



**Dr Henry O'Connor, trainee in anaesthetics**, was described as "the best teacher" and a "fountain of knowledge". His nomination said: "Henry is the only physician I know who has a vast trove of powerpoints to teach on almost any subject, and is most certainly the only one who's invested enough in education to have physics models and even a working patient obs machine on his ipad, so he can offer an interactive patient simulation session on the fly in any moment of downtime."

### Silver award:

Mr Bhaskar Kumar,  
Consultant



Staff Awards 2022



## Clinical Supporter of the Year

**Winner:** Charlotte Murray-Smith, Lead Clinical Scientist

She fills the department with her energy, zest and enthusiasm. She is always supportive of her colleagues and is very encouraging towards students and trainees. She has created a very positive learning environment.

**Silver award:**

Michelle Frost, Specialist Biomedicine Scientist



Staff Awards 2022

## The Staff Fundraiser Award

**Winner:** Lynn Foughali, Healthcare Assistant

Lynn has gone above and beyond during the last two years to fundraise for our patients who are coming to the end of their life. She has raised well over £24,000 and is still pushing for more to help those most in need.



**Geoffrey Curran, Consultant Biomedical Scientist** fundraises for the Trust charities every year without fail. He participates in the London Landmarks half marathon and is dedicated to his training no matter what the weather. Geoffrey has worked for the NHS for over 40 years and in that time has regularly completed a number of charity runs for the hospital.



Staff Awards 2022

## Research Award

**Winner:** Imaging Research Team

The Imaging Research Team currently oversees more than 150 research trials at NNUH. They have also been essential in facilitating world-leading cardiac MRI research with UEA through our research radiographer expertise, catapulting NNUH and UEA to the forefront of global cardiovascular research.

**Silver awards:**

**AiDAPT team** who have pioneered revolutionary new technology to improve the care of pregnancy with Type One Diabetes and the  
**Rheumatology research team**



Staff Awards 2022



## First of its kind treatment for ovarian patients

Our Trust is marking the successful establishment of the UK's only gynaecology programme administering heated chemotherapy at the time of surgery (HIPEC- heated intraperitoneal chemotherapy) for patients with ovarian cancer.

Since establishing the service two years ago a multidisciplinary team has completed 40 cases, recording good outcomes for their patients.

HIPEC is a procedure carried out following the completion of complex surgery to remove all visible disease in the abdomen and pelvis. After the initial procedure has been completed, a 40-42°C solution is washed through the patient, in an attempt to kill off any remaining cells.

NNUH Consultant Gynaecology Surgeon, Nikos Burbos, has led on this programme with collaboration from NNUH Consultant Colorectal Surgeon, Adam Stearns, who already provides this service for colorectal cancer patients.

The experience at NNUH means the Trust is the only established centre in the UK to offer this service to ovarian cancer patients as part of the standard care.

Mr Burbos said: **"We have been carrying out this procedure for nearly two years and we are extremely pleased with the outcomes we have seen. Research data from Europe suggest this procedure is extending patient lives by a year on top of their expected survival rates."**

Mr Stearns added: **"This has been an enormous team effort with everyone involved invested in developing a service which is demonstrating real benefits to our patients. It could not have been possible without the generous support of the Norfolk and Norwich Hospitals Charity and the Friends of NNUH, who gave £50,000, as well as donations from Norfolk businesses, insurance specialists Alan Boswell, and charity supporter David Geiss."**



Annette Mills, 65 who lives in North Norfolk, pictured below, was the first patient at the Norfolk and Norwich to have the HIPEC treatment having been diagnosed first with breast cancer in 2019 and then ovarian cancer. The procedure was carried out while she underwent a 13-hour operation.



She said: **"It's an experience I would rather not have had, but when you are offered something that could save your life you've got to do it. Everyone went through everything with me before hand and, of course I don't remember anything. I was talking to the anaesthetist and the next thing I knew I woke up and I was really quite well. The doctors and everyone were astounded by how well I was doing."**

Annette was in hospital for just eight days before being allowed home. Her treatment continued with four chemotherapy sessions for the ovarian cancer and 15 radiotherapy sessions for the breast cancer.

Annette added: **"I am so grateful. I have not looked back. I wake up every day and think, great, here we go again with another day."**

## New campaign launches to support people to stay Warm and Well this winter

Local health and care organisations in Norfolk and Waveney have launched a new **"Warm and Well"** campaign to help residents stay as well as possible during the cold months ahead.

The campaign encourages Norfolk and Waveney residents to look after their health and wellbeing by preparing for winter illnesses and increase their confidence in knowing how to deal with any illnesses if they do fall ill.

Additionally, the campaign aims to support people to stay warm this winter by raising awareness of the wide range of winter hardship support that is available locally to help them keep warm. Created in partnership with the local NHS, county councils, district councils and the wider health and care system, the campaign will help people understand how they can best protect their health and support their mental wellbeing during this challenging time.



A new online portal [www.winterwellnorfolkwaveney.co.uk](http://www.winterwellnorfolkwaveney.co.uk) has been created where people will find key information and resources to help them stay warm and well this winter.



## New prostate biopsy service starts at Cromer

**A new procedure has begun at Cromer and District Hospital to help speed up tests for patients with suspected prostate cancer.**

State-of-the-art equipment is being used at the North Norfolk Macmillan Centre to enable prostate biopsies to take place for the first time at Cromer following fundraising support from Cromer Community and Hospital Friends, pictured right, who helped buy new equipment for the centre.

A prostate biopsy usually takes place to confirm or rule out cancer after a patient has had high or rising prostate specific antigen (PSA) blood test results and an MRI scan.

Mr Utsav Reddy, Consultant Urological Surgeon, said:

**"The technology is slightly different to that at NNUH and will be a new service for the patients of Cromer and the wider area. This ultrasound machine enables us to undertake biopsies under local anaesthetic and we can overlay the MRI image on the real time ultrasound scan to give a more precise biopsy for some men. This would not have been feasible without the support of the Cromer Community and Hospital Friends as well as colleagues in Urology, Radiology, Pathology and Cromer Hospital."**

**"The aim of the service is to take men through the whole diagnostic pathway in a matter of weeks or sooner, from GP referral to MRI scan and biopsy, which can all take place at Cromer."**

Since the opening of the North Norfolk Macmillan Centre just over a year ago, more than 1,200 chemotherapy sessions have taken place – a 55% increase in chemotherapy treatments at Cromer and District Hospital.

The centre has also held almost 3,000 outpatient sessions and performed more than 2,000 minor procedures.

**The £4.85million cancer centre was funded by Macmillan Cancer Support and the Norfolk & Norwich Hospitals Charity and received £665,000 to fund equipment, thanks to the Cromer Community and Hospital Friends.**



**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



*MP Duncan Baker at the Cromer Macmillan Coffee Morning*

The North Norfolk Macmillan Centre has provided information and support to more than 300 patients since it opened last year and hosted its first Macmillan Coffee Morning, which coincided with a new cancer support group that runs from 10am to midday on the last Friday of each month.

Rachel Hall, Macmillan Information Manager, said:

**"We have been supporting quite a few patients and families on an ongoing basis since we opened and we hope to help more people as we increase the number of support groups in the coming months."**

For more information, email [CromerMacInfoCentre@nnuh.nhs.uk](mailto:CromerMacInfoCentre@nnuh.nhs.uk) or call 01603 641559.