

# THE **Pulse**

Issue 109

December 2023



## In this edition:

Emergency nurses on national TV

Developing new stroke thrombectomy service

Staff Awards 2023 winners announced



Staff Awards 2023



**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

**The Mardle Café at Cromer Hospital:** 8am - 4pm Monday to Friday

## 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 recently underwent OGD and Colonoscopy procedures at the Quadram Institute, and from the moment I walked through the doors, I was greeted with warmth and professionalism. The entire staff, from the receptionists to the medical team, went above and beyond to ensure that I felt comfortable and well-cared for throughout the process.

What truly stood out to me was their dedication to patient care. They took the time to explain each step of the procedure, answered all my questions, and demonstrated a level of compassion that eased my nerves. Their expertise was evident, and their commitment to excellence was truly remarkable.

I believe that the quality of healthcare institution is defined not only by its state-of-the-art facilities but by the people who work within them. The Quadram Institute has certainly proven this to be true, and I wanted to personally commend our team for their outstanding work.

SC

I can say without doubt that Guist Ward staff worked tirelessly and efficiently under the most difficult of circumstances and often went beyond the call of duty to make patients feel comfortable, at ease and valued. Not only have I been most satisfied with the medical aspect of my treatment, but I was also extremely impressed with the kindly and cheerful manner in which all of you went about your very busy days and nights.

PL

Thank you for the exemplary care and kindness the staff on Mulbarton ward showed to our cousin who was able to die peacefully and pain free. I recognise good care when I see it and the kindness from the nursing team.

RB

I had my fourth baby at NNUH 12 weeks ago, I had my first three elsewhere and my experience antenatally, during my c-section and postpartum was by far the best I've had. Would definitely recommend the maternity services. My daughter had her appendix out a month ago too and again the staff on the children's ward, surgeons etc were all incredible.

PE

The Speech and Language Team were amazing with both my dad and husband in 2021. My dad had been on a ventilator for five weeks due to Covid so swallowing and eating was a slow process. My husband had neck cancer and had a feeding tube in his stomach so that took a long time to reverse and get him eating again. The team have our gratitude.

KM

Huge thank you to @NNUH Arthur South Day Procedure Unit. Had an ENT procedure and the care and treatment I received was second to none. Skilled, compassionate, caring, kind experienced staff throughout the unit can't thank everyone enough.

ZA



We are so proud to announce that we have launched a brand new Little Lifts Box.

Our Surgery Box will be available at the @norfolkandnorwichhospital for anyone undergoing lumpectomy or mastectomy surgery following a breast cancer diagnosis.

Little Lifts

”



As the weather becomes colder and days get shorter, the seasonal changes lead us to think about the different pressures we'll face over the next few months. Winter is a particularly busy time for the NHS with an increase in respiratory complications and seasonal illnesses putting pressure on our services.

One of our key priorities as we head into the winter months is improving flow across the hospital

to ensure that no patient has a long wait in the back of an ambulance outside our Emergency Department.

We know that the patients at the greatest risk are those who are undiagnosed waiting at home for an ambulance – so it's vitally important that we free ambulances as quickly as possible to respond to the people who may well be the sickest in our community.

We are working to improve ambulance handover times by making sure that more patients get 'Home for Lunch' when they are ready to leave hospital and go home.

As the evenings draw in, it's also incredibly important that we consider our patients, particularly our older ones, who don't want to return to a cold, dark house in the evening.

No one wants to be in hospital for longer than they need to be and if you do require hospital admission, we will discuss and plan soon after you arrive the expected date of discharge and we will involve your carers, family or friends in conversations about getting home.

If you are a friend or family member of someone on an in-patient ward, you can help by making sure their home is comfortable, warm and stocked with food and medicine provisions for when they are ready to be discharged.

Finally, I want to say a huge congratulations to all our winners and long service recipients who attended our annual Staff Awards on 2 November.

It was truly humbling to recognise the individuals and teams who go above and beyond on a daily basis to provide excellent care to the communities we serve.

I'm proud to serve as your Interim CEO and I'd like to wish everyone a happy and healthy Christmas and New Year.

**Nick Hulme, Interim Chief Executive**



## Breaking ground on new diagnostic centre

**Construction has started on a new Diagnostic Centre which is set to see up to 500 patients a day when it is fully up and running in 2025.**

The centre will provide patients with better access to modern imaging and scanning equipment, and earlier diagnoses of conditions.

The Norfolk and Norwich University Hospitals Diagnostic Centre will feature new equipment including five MRI and four CT scanners, two additional Ultrasound rooms and two X-ray rooms. These are used for diagnosis and monitoring of a wide range of conditions, including cancer, heart disease, stroke, respiratory diseases, trauma, musculoskeletal diseases, and neurological conditions.

This development will provide diagnostic facilities at each of the three hospitals in Norfolk and Waveney, funded through an £85.9 million capital investment from the Department of Health and Social Care. Each centre will recruit additional staff, including radiographers, radiologists and support staff, to deliver scans and support patients.

The Norfolk and Norwich Hospitals Charity is also supporting this project by pledging £1.6m for imaging equipment.



Richard Goodwin, NNUH Chief of Division for Clinical Support Services, said: **“Diagnostics plays a vital part in patient care and faster diagnosis. This exciting development will build on our existing imaging facilities which will help reduce waiting times for patients and improve health outcomes.”**

Construction partner Morgan Sindall is scheduled to complete the Diagnostic Centre by the end of 2024 with first patients seen in early 2025. The centre is located next to the Quadram Institute on Rosalind Franklyn Way, Norwich Research Park.

**To find out more about the N&N Hospitals Charity visit [www.nnhospitalscharity.org.uk](http://www.nnhospitalscharity.org.uk) or support the appeal at [www.justgiving.com/campaign/imagingappeal](http://www.justgiving.com/campaign/imagingappeal)**

## New CEO appointed

**Professor Lesley Dwyer has been announced as the new Chief Executive of our Trust.**



With 30 years healthcare management experience, Prof Dwyer has been the CEO of Central Adelaide Local Health Network over the last five years, the biggest health authority in South Australia with more than 18,000 staff.

Prof Dwyer was Chief Executive of Medway NHS Foundation Trust in Kent between 2015 and 2018 where she helped lift the organisation out of quality Special Measures and into a well-led ‘Good’ rating from the Care Quality Commission.

Tom Spink, NNUH Chair, said: **“Prof Dwyer is a very experienced leader with an exceptional record in the NHS and Australian healthcare system for putting patients and the community at the centre of all decisions.**

**She has an enviable track record of transforming organisations with a particular focus on culture change and enhanced performance.**

**We look forward to welcoming her to our hospitals and we are delighted that she’s joining us.”**

Prof Dwyer, who has a clinical background in nursing and midwifery, said: **“After years away from the NHS, during which health systems globally have been challenged like never before, I am delighted to be joining Norfolk and Norwich University Hospitals as CEO.**

**I am so looking forward to being part of this Trust, the wider Norfolk health system and to exploring this beautiful county which I will call home.**

**I’m looking forward to getting started to build on the Trust’s reputation as a leading academic health organisation and regional specialist centre with a focus on research, innovation and delivering excellent care for the local population.”**

Nick Hulme, who is also Chief Executive of East Suffolk and North East Essex NHS Foundation Trust (ESNETT), remains in post as our Interim Chief Executive until Prof Dwyer joins our Trust in early 2024.

# 

**Our emergency nursing teams have been featured on national television in the new series of Emergency Nurses: A&E Stories on ITV X.**

Film crews were in the Emergency Department of NNUH between March and June shadowing selected nursing staff working in Resus, Majors, Minors and Children's Emergency Department (CHED).

The series is the first TV documentary hosted at our Trust in almost 15 years and gives viewers a unique behind the scenes view of what it is like to work in one of the busiest Emergency Departments in the country.

The ten-episode series shows some of the major trauma, serious injuries and illnesses the ED team deal with every day and an insight into the lives of our emergency nurses and healthcare assistants.



**The entire series can be watched on ITV X.**

**If you are inspired by the nurses and the other NHS roles within this programme, search 'NHS careers' to find out more. There are over 350 different NHS careers and everyone makes a difference every day.**

## Children's nurse inspired by care given to her son

**Mum of four, Gemma Wright, recently appeared in Emergency Nurses: A&E stories sharing why she became a nurse.**

With a background working in mental health and care assistant roles, she was undecided about whether she wanted to move into nursing or midwifery until experiencing her youngest son, Theo, being rushed to intensive care after he was born.

**"I'd had three healthy babies, I never expected to have any neonatal stay, or a poorly baby," she said.**

**"It was seeing how the nurses were with Theo that totally made my mind up that I was more interested in looking after the babies than mums!"**

Gemma applied for an access to nursing course, even re-sitting a GCSE exam just 48 hours after Theo was born! Not one to shy away from the hard stuff, she achieved what she needed. Not only that, she finished her nursing degree in the middle of the pandemic, while also looking after four children as a single mum.

Fast forward to 2023 and Gemma has worked in the Children's Emergency Department (CHED) for three years. She says the joy of working in there is the variety of patients she gets to see, and her team.

**"I absolutely love it. We have the best team. We are like a little family. Sometimes it's chaos, but we have really good laughs as well, and working with children is very different from working on the adult side. We're always blowing bubbles, using toys and distractions, trying to keep it fun."**

Being a mum, she knows how parents can feel when they bring their little ones to CHED.



**"I've had that experience of having a very unwell child and my others have had bumps and breaks. In the job we do, it's very important that we treat the parents as well as the children. Sometimes it's more about treating the parents' anxiety. Their child's poorly and they're the most precious thing to them in the entire world. To try and explain to the parents that they are safe and they're going to be OK is sometimes half the battle."**

Find out more about a career in emergency nursing in our latest podcast episode of 'Behind the Hospital Curtain' on Spotify. You can also find it on Apple Podcasts, Google Podcasts and Amazon Music – just search for 'Behind the Hospital Curtain'.

Find out more about emergency nursing by scanning this QR code to see our latest recruitment video



## Staff Awards celebrate outstanding work

The outstanding work of teams and individuals across our hospitals was celebrated at the annual Staff Awards, held on 2 November at Norwich City Football Club.



**"We had a record number of more than 800 nominations this year, including entries from patients and families for the Patient Choice awards,"** said Tom Spink, Chair.

**"We're very proud of our excellent individuals and teams and are delighted to recognise those who go above and beyond to help patients and colleagues, along with those who have given so much of their lives to our hospitals and the NHS."**

Anna Haestier, Obstetrics and Gynaecology Consultant, won the individual Patient Choice Award.

The patient who nominated her said: **"Miss Haestier supported us through the process of losing a child and was incredibly compassionate and gentle. In my current pregnancy she has consistently shown kindness, compassion and empathy and has been a huge part of our journey as parents.**

**She is fully invested in the care of her women and their families and is an exceptional doctor, and a wonderful person."**

The team Patient Choice Award was won by the Acute Oncology Service.

The nominator said: **"A cancer diagnosis comes as a complete shock and leaves you needing the very best support.**

**I have been truly lucky to have received exceptional care from my Oncology Consultant and team at the N&N's Colney Centre.**

**When I had a severe reaction and called the Acute Oncology Service, words cannot express how exceptional the entire service and team were.**

**"They go out of their way to take the very best care of you and your family. I was able to access treatment daily instead of being an inpatient, which was unbelievably important for wellbeing and recovery.**

**It is an exceptional service given by an exceptional team."**



Anna Haestier, winner of the Individual Patient Choice Award



The Acute Oncology Service, winners of the team Patient Choice Award

**This year our Staff Awards were supported by the N&N Hospitals Charity, who sponsored two of the awards, Trainee of the Year and Team of the Year.**

This year's Edith Cavell Award for outstanding leadership went to Cherry King, Imaging Matron, and Lifetime Achievement Awards were won by John FitzGerald, Head of the Audiology Department; Kay Marrison, Quality Matron; Jackie Mulford, Consultant Secretary and Victoria Tuvey, Senior Phlebotomist.



To see all the winners, scan this QR code



## Special Award Winner: Marina Finney, Healthcare Assistant

Marina was walking along the Aylsham Road in Norwich when she saw a man who appeared very unwell at a bus stop. She stopped to investigate and found he had stopped breathing and was in a state of cardiac arrest. She commenced CPR while calling for an ambulance and continued CPR. The air ambulance attended and took him to hospital. The police rang Marina that night to report that she had saved his life. Marina showed bravery, dedication and excellence in her actions that day and thoroughly deserves to be applauded and recognised for this.



## Volunteer Team of the Year Award Winner: Pets as Therapy Dogs

This team bring so much joy and happiness to the people they visit, both staff and patients. The owners give up their time to attend training and to visit the hospital. Labrador Bacchus sadly passed away recently and will be truly missed on the wards. On meeting these dogs, to see the joy and delight on our patients' faces, especially the children, when they are feeling poorly, is very heart-warming, better than any medicine. They provide a great wellbeing therapy service to so many areas within the hospital.



## N&N Hospitals Charity Champion Staff Fundraiser Award Winner: Arron Drew, Pre Registration Nurse, Norfolk Centre for Interventional Radiology

Arron led a team of 16 fundraisers for their fourth fundraising event for the N&N Hospitals Charity, climbing Snowdon in June for IRU. In 2022, he led the Canoe Man Challenge for Radiology, in 2021 he led a team walking 27 miles from the James Paget to NNUH for the Mental Health Liaison team, and in 2020 he led a Nuclear Medicine team to climb the equivalent of Mount Everest in the NCIR stairwell. Arron's enthusiasm and support for our Charity has been incredible, along with the teams who have joined him for these challenges.



## Putting patients at the heart of our services

**Our Patient Panel plays a key role to ensure the patient and carer voice is heard at every level.**

The panel currently has 13 members who bring forward the experience of patients to help shape services across our hospitals.

Founded in 2019, the Patient Panel works with teams across the Trust on service redesign and ensuring the patient and carer voice is at the heart of everything we do. The Patient Panel volunteers have also been involved in PLACE (Patient Led Assessment of the Care Environment), where patient assessors inspect wards, clinics and public spaces. Some of the projects the panel have been involved in over the last year include a Muscular Skeletal personalisation project, shaping our dementia strategy, patient involvement in the Electronic Patient Record (EPR) rollout and supporting the development of the NNUH Clinical Strategy.

Rosemary Moore, Chair of the Patient Panel, said: **"I am so proud of all our members who are volunteers giving their time and expertise freely, willingly and with great enthusiasm. Without them we would not be able to engage in the work we do in striving to ensure a partnership with patients."**

Prof Nancy Fontaine, NNUH Chief Nurse, said: **"I have been bowled over by the breadth and depth of the work of the NNUH Patient Panel who are helping to make our culture patient-centred and one that involves partnership working. The panel members bring their experiences as patients, carers and life in a wide range of work and volunteering positions to bear on all aspects of their involvement here; proactively, kindly and robustly challenging us to stop and think, to listen and work with those who use our services to find and action improvements."**

The Panel will be key partners as we focus on reducing health inequalities and improving experiences of care for everyone, so we are actively encouraging individuals from Black, Asian and diverse communities, people with disabilities, people from the LGBTQ+ community and people from wider communities who can find accessing healthcare difficult, to get involved.

**If you are interested in becoming a member, please email [patient.experience@nnuh.nhs.uk](mailto:patient.experience@nnuh.nhs.uk)**



## Update from our Governors

**Every NHS Foundation Trust must have a Council of Governors who are elected and represent the interests of the members, including how services are developed and how the organisation is managed.**

Governors of the Trust have been busy taking part in various meetings and activities over the last few months in addition to our regular Council of Governors meetings.

Governors regularly observe several meetings held in the Trust, these include sub committees of the Trust Board, Patient Panel meetings, the Outpatient Forum and the Monthly Evidence Group meeting, which looks at CQC findings.

One of our Governors attends the monthly Digital Committee, which is currently focused on the delivery of the Electronic Patient Record (EPR) across the three Trusts in Norfolk and Waveney. Two other Governors have become involved with the hospital's Sustainability Group, which looks to improve the green agenda.

The two North Norfolk Governors have helped to set up a monthly Carers coffee morning in the new cafe at Cromer hospital.

Several Governors have taken part in care assurance visits to departments and wards, which includes talking to staff and patients about the quality of care in their area.



A team of Governors help to judge the annual Staff Awards, where we witness the wonderful work of our staff and volunteers.

In Breckland, a Governor has attended the Health & Wellbeing Roadshow in Swaffham to talk to those who attended about the services offered at NNUH.

There have been recent Governor visits to Oncology and the Maternity Department, where we gained valuable insight into how the departments are run and can talk to staff and patients about their experience and some of us attended two inspiring and informative talks on Spinal Surgery and Breast Cancer treatment.

**Erica Betts, Lead Governor**

## More than 30,000 patients benefit from personalised follow-ups

**A project to give patients and their carers more flexibility over their follow-up appointments is now benefitting over 30,000 patients.**

A partnership between digital suppliers, Infinity Health and DrDoctor, has enabled the trust to roll out the digital Patient Initiated Follow Up (PIFU) service, helping clinical teams to review patients remotely and enabling patients to book their appointments digitally.

One year into the project, 31,862 patients with chronic conditions or who have had surgery or treatment, are on a PIFU pathway.

Clinicians remotely monitor appropriate patients using digital assessment forms and patients are only attending hospital when necessary, freeing up appointments for those who need them the most.

Routine follow-up appointments can be inconvenient, stressful and an unnecessary expense for patients, including booking time off work, arranging someone to come with them and paying for travel. Through PIFU, patients can decide if they need an appointment and request it via the DrDoctor app at a convenient date and time. Patients have welcomed the changes, with an average of 4.2/5 patient feedback rating.

Clinicians across 30 specialties are able to monitor their patients on PIFU pathways, remotely. Infinity Health's task management platform integrates with NNUH's Patient Administration System (PAS) to send assessment

forms to appropriate patients, at regular intervals decided by each specialty, and clinicians can efficiently review these and prioritise patients safely. Patients who do not engage are identified to ensure that they are catered for, mitigating the clinical risk as no patients are lost to follow-up.

Chris Cobb, NNUH Chief Operating Officer, said: **"Our partnership with Infinity Health and DrDoctor is already having a positive impact on patients and clinicians. Patients tell us that they feel in control of their condition and can communicate with their clinical teams more easily. It is also releasing appointments in the hospital, while giving clinicians the tools to remotely monitor patients. We are working hard to ensure even more patients benefit from PIFU and I'm looking forward to seeing the impact brought about by integrating blood tests into the process."**

**We have also teamed up with DrDoctor so that patients can receive their appointment letters online via text message or email allowing them to view and download their letters on their mobile phone, tablet, or computer.**



## Behind the Hospital Curtain with the NNUH Virtual Ward

**More than 2,800 patients have now been cared for under our Virtual Ward.**

From freeing up beds, to helping patients recover in the comfort of their own homes, surrounded by their loved ones, there are many benefits to being cared for on our virtual ward. In our latest episode of the NNUH podcast, Behind the Hospital Curtain, we interview our virtual ward manager, Claire Beard, who explains which patients can be cared for virtually, how they are monitored, and how our medical teams stay in touch with them.

You can also find out how, as one of the first 24/7 virtual wards in the country, we're helping other hospitals establish their own virtual wards.

**Find out more in our latest podcast episode of 'Behind the Hospital Curtain' on Spotify. You can also find it on Apple Podcasts, Google Podcasts and Amazon Music – just search for 'Behind the Hospital Curtain'.**

NHS  
Norfolk and Norwich  
University Hospitals  
NHS Foundation Trust

"TRANSFORMING HEALTHCARE  
THROUGH THE VIRTUAL WARD"

Claire Beard - Virtual Ward Manager

Behind the Hospital Curtain

# Inside the big freeze that is supporting health research

**Hundreds of patients every year make a vital contribution to health research by allowing their tissue samples to be stored and frozen in one of the biggest human tissue banks in East Anglia.**

Just across from our hospital at the Bob Champion Research and Education building is the Norwich Research Park (NRP) Biorepository, which is home to thousands of samples to aid dozens of research projects to improve human health.

The Biorepository is part of our hospital's Research and Development Department and works closely with colleagues at Quadram Institute Bioscience (QIB) and the University of East Anglia (UEA) to provide donated samples of human tissue to health researchers.



If you are having an upcoming medical procedure, you may be asked if you'd like to have your surplus samples stored at the Biorepository.

Since its formation in 2016, around 700 patients a year consent to having samples and associated data collected by the Biorepository, which currently supports around 35 research studies on the NRP. It is home to a purpose-built environment to house dozens of -80C freezers, providing material for researchers locally, nationally, and internationally and long-term storage of tissue samples.

Dr Rachael Stanley, Biorepository Manager, said the service was the key resource for researchers and scientists looking for human samples to further their work.

**"We are part of the NNUH and an NHS-run facility so donors can be reassured that of all our processes are tightly controlled and are regulated by the relevant authorities and external bodies. Most Biorepositories are based in universities but being part of the hospital and holding our own national research ethics approval allows us to collect tissue and data from the hospital and anonymise it for researchers. The tissue we provide is used for translational research that**



*Rachael Stanley, Biorepository Manager*

**aims to help better understand human health and disease. It is pushing to make people's day-to-day lives better, whether they are suffering from acute disease or long-term chronic illnesses. Much of the tissue we collect goes on to help researchers in areas such as cancer and gut health. The tissue bank supplies the resource for scientists to answer the big questions and to find new treatments."**

The Biorepository is also home to a bank of hundreds of thousands of diagnostic archives that date back to the 1980s.

The facility has supported medical research by UEA and the NNUH, and several Quadram Institute studies, including the BAMBI study looking at improving the health of premature babies, we were part of the large 100,000 genome project and Covid-19 Genomics UK (COG-UK).

Dr Stanley added: **"We collect material that a researcher has asked us to collect and will be useful for research, rather than collect and store large quantities of samples that may be of limited use."**

**"We support a wide variety of projects; there is currently a lot of interest in gut health and microbiome research at Norwich Research Park. We also support research into cancer (breast, melanoma, colorectal), orthopaedic research, pathogens and infections and women's health amongst others."**

The team currently see patients in clinic or speak to them on the phone to get signed consent to have surplus or research samples and associated data stored in the Biorepository. There will be an option soon for participants to give online enduring consent via the biorepository website, meaning that donors will only have to give consent once. Patients can also consent if they have an interest in taking part in future research.

The unit fully complies with the Human Tissue Authority (HTA) and Health Research Authority (HRA).

**For more information visit [www.biorepository.org.uk/](http://www.biorepository.org.uk/)**

## World first for lung cancer detection study

**We have become the first hospital in the world to recruit patients to a clinical trial looking at developing a breath test for earlier diagnosis of lung cancer.**

Trevor Jackson, 70, from Cringleford, was the first patient to take part in the Phase 2 trial being run by Owlstone Medical. He was recruited by Professor Eleanor Mishra's team at the National Institute for Health and Care Research Norfolk Clinical Research Facility based at the Quadram Institute.

He will take part in the study which could help identify patients with lung cancer at a much earlier stage to increase the chances of curative therapies. This includes the identification of lung cancer in patients without symptoms and in those who have abnormal findings on radiological imaging such as CT scans.

Phase 2 of the EVOLUTION trial will assess the diagnostic performance of a probe for detection of lung cancer. In addition to acting as a screening tool for the early detection of lung cancer, there is potential for the test to be used to differentiate between benign and malignant lung nodules.

The study has also been designed to allow differentiation between individuals with lung cancer and relevant contrast groups such as patients with Chronic Obstructive Pulmonary Disease (COPD).

Trevor said: **"I had pneumonia at Christmas and ended up having a CT scan which showed something on my lung. Luckily, I've been given**



*Prof Eleanor Mishra, Trevor Jackson, Lisa Hudig, Clinical Research Nurse, Bethany Bridgwood, Clinical Trials Assistant*

**the all-clear, and they asked if I'd be interested in taking part in this research.**

**I was more than happy because you never know, it might help someone else."**

Prof Mishra, Respiratory Consultant and Principal Investigator, said: **"Lung cancer has the highest death rate for any cancer in the UK. The earlier we catch lung cancer, the more likely we are to be able to cure people. This study has the potential to enable much earlier lung cancer diagnosis, and therefore save many lives."**

**In total up to 350 people will take part in the study across three sites in Europe and six sites in the UK. Sites in the UK, including NNUH and Royal Papworth Hospital, Cambridge, are supported in delivering this study by NIHR the nation's largest funder of health and care research.**

## Artificial Intelligence (AI) recruitment success

**Our Imaging Research and MRI teams are third in the country for patient recruitment to a national Artificial Intelligence (AI) research study.**

The teams have recruited a total of 910 patients for the "MR Imaging Abnormality Deep Learning Identification" (MIDI) study since it started in October 2021.

**"In July 2023 alone we recruited 119 participants to the MIDI trial putting us third on the recruitment table out of all participating NHS Trusts,"** said Victoria Underwood, Imaging Research Administrator.

The aim of the study, led by the Department of Biomedical Engineering at King's College London, is to develop an Artificial Intelligence decision-making tool, that identifies abnormalities on brain MRI scans, which will in turn reduce patient waiting times and lower costs.

This is a radiology led research study with Dr Janak Saada, Consultant Radiologist, acting as the principal



investigator. The MIDI study looks at thousands of MRI scans, of participating patients who have been referred for MRI head or brain scans from GP clinics.

**"The hope is that the AI programme will be able to identify scans which require urgent reporting by radiologists, potentially reducing waiting time from scan to report. This would not be possible without the participation of the Neurology department, particularly the efforts of Dr Godwin Mamutse who has been enthusiastically responsible in recruiting patients from his neurology outpatient clinics,"** said Dr Saada.

**The study will continue to run until May 2025.**

## Developing new service to improve stroke care

**It is a sobering statistic that one third of all patients who suffer a stroke will have permanent disability and require long-term care.**

Most strokes are ischaemic caused by a blood clot blocking an artery in the brain, depriving the brain of its blood supply and nutrients resulting in brain damage.

Many of us will be aware of 'act FAST' when a someone displays one of the symptoms of stroke and how every second counts to treat and remove a clot in someone's brain.

Our stroke and radiology teams are in the advanced stages of launching a new treatment at NNUH, which will help to improve patient outcomes for people who suffer a stroke in Norfolk and Waveney.

The new treatment, described as a "game changer" for stroke, involves the removal of a clot from the blood vessel using catheters (small tubes) inserted from the patient's leg into the brain.

We have received approval and some funding from NHS England to offer mechanical thrombectomy at our Trust, which represents a major expansion for our Neurosciences services.

One in ten patients who have a clot in the main trunk of the brain would benefit from mechanical thrombectomy and there's a six-hour window to treat a stroke patient.

Currently, patients suitable for this treatment are transferred to Cambridge or London.

Mechanical thrombectomy is proven to reduce the risk of long-term disability with the majority of patients being able to live independent lives in their own homes following thrombectomy.



*The Neurosciences team are based on Heydon and Ingham wards*

Stroke Consultant, Joyce Balami, who has worked at NNUH for the last ten years, said:

**"We know that stroke is a leading cause of disability and an enormous economic burden to individuals and society. We know that with stroke for every minute that passes without treatment, two million brain cells are at risk of dying and a third of patients who have a stroke are permanently disabled and need long-term care."**

The recognised treatment for strokes is using clot busting medication to dissolve clots and return blood flow in the brain, but if this is in the main pipe in the brain, clot busting treatment may not dissolve the blood clot.

Dr Balami added: **"Thrombectomy is a game changer for stroke treatment and will significantly reduce disability, reduce length of stay in hospital and the amount of therapy required. 94% of patients who have thrombectomy are discharged back to their own home and do not require a community or care home bed."**

There are currently 24 specialist neurosciences centres in England resourced with the latest equipment and skilled staff to carry out mechanical thrombectomy. The procedure is performed by interventional radiologists.

We have the stroke team at NNUH to identify suitable patients and the radiology team to carry out imaging scans of the head.

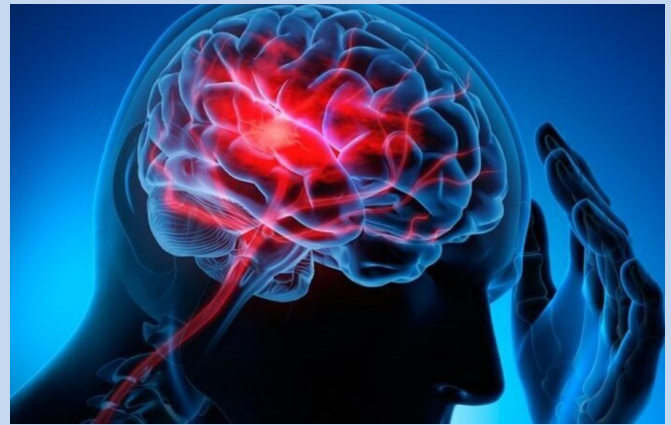
The next step is training and bringing in interventional neuroradiologists to NNUH and carrying out building work on level 3 of the hospital to get the service ready and running by the end of 2024.

**"I have been involved since 2016 and participated in research that helped make the case for stroke thrombectomy, which is now NICE recommended. It would be a dream come true for this to become a reality and would be a life achievement to see patients getting the treatment they need,"** said Dr Balami.

Fundraising for additional equipment by the N&N Hospitals Charity and Neurosciences team to prepare for the service at NNUH is taking place.

This is for the expansion of neurosciences at the Trust and to help our doctors, nurses, therapists and outreach teams with the latest technology, medical equipment and training so that they can provide even better care for Norfolk patients.

**To support the fundraising campaign, visit :  
[www.justgiving.com/campaign/neuroscience](http://www.justgiving.com/campaign/neuroscience)**



Worldwide

**15**  
million  
people are  
affected  
by stroke



at NNUH,  
we have

**1,200**  
admissions  
a year

**N&N**

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Hospitals Charity**

## Stay Warm and Well this winter

**Supported by local health and care organisations in Norfolk and Waveney, the latest Warm and Well campaign has been launched to help us all stay as well as possible during the cold months ahead.**

The campaign encourages Norfolk and Waveney residents to “winter proof” their health and wellbeing by preparing for winter illnesses and reminding people what to do if they do fall ill.

Additionally, the campaign aims to support people to who may be struggling to pay bills or heat their home this winter by raising awareness of the wide range of winter hardship support that is available locally.

**The Warm and Well campaign promotes some of the essential ways that residents can stay healthy, warm, and well this winter, including:**

- Getting their flu and Covid-19 vaccinations as soon as they're offered them.
- Keeping themselves well this winter by staying warm, keeping active, and keeping a well-stocked medicine cabinet so they are prepared for common winter illnesses.
- Advice for people who look after someone at home and how to set up an emergency carer plan.
- Signposting people to the hardship support that is available and providing tips on how to make homes more energy efficient.
- Encouraging use of the NHS 111 service, community pharmacies, Minor Injuries Units, and GP practice services instead of going to A&E.
- Supporting people to look after their mental health.

### Are you winter ready?

- ✓ Medicine cabinet stocked with ibuprofen, paracetamol, and cold and flu remedies
- ✓ Food cupboards stocked with tinned fruit, vegetables and pulses
- ✓ COVID-19 and flu vaccinations
- ✓ Check you home's heating and energy efficiency, and that you're getting all the help you're eligible for

Improving lives together  
Norfolk and Waveney Integrated Care System

warm  
well



Bill Borrett, Chair of Norfolk and Waveney Integrated Care Partnership, said: **“People can feel more isolated during winter months as they stay indoors and this can impact their mental health. We can all help by checking in regularly on friends, family and neighbours particularly during cold snaps. Connecting with your local community can make a difference for those living by themselves plus it can help lift your own mood as well.”**

### Get help in the right place this winter

Improving lives together  
Norfolk and Waveney Integrated Care System

warm  
well



#### Self Care

Care for yourself at home  
Minor cuts and grazes, minor burns, minor sprains, coughs and colds.



#### GP advice

Out of hours call 111  
Persistent symptoms, chronic pain, long-term conditions, new prescriptions.



#### Pharmacy

Local expert advice  
Minor illnesses, headaches, stomach upsets and sore throats.



#### Urgent Treatment Centres

Non-emergency help  
Breaks and sprains, X-Rays, cuts and grazes, fever and rashes.



#### NHS 111

Urgent help  
Feeling unwell? Unsure? Anxious? Need advice?



#### A&E or 999

For emergencies only  
Choking, chest pain, blacking out, serious blood loss.

**People can find all the information they need by visiting the online portal here:**  
**[www.winterwellnorfolkwaveney.co.uk](http://www.winterwellnorfolkwaveney.co.uk)**

## Leaving hospital and getting Home for Lunch

**No one wants to be in hospital for longer than they need to be. Leaving hospital before midday and as soon as patients are well enough, aims to reduce unnecessary delays, aid a speedier recovery and improve the patient experience.**

It also helps us to free up beds so staff can start treating more seriously ill patients.

If you do require hospital admission, we will discuss and plan soon after you arrive the expected date of discharge and we will involve your carers, family or friends in conversations about getting home.

We are working to get a higher proportion of patients 'Home for Lunch' to help reduce emergency ambulance delays.

**What family, friends and carers can do to help:**

- Make arrangements to be available at the time of discharge to help get a patient home.
- Make the home comfortable for the patient's return.
- Arrange help around the home and extra support to help their recovery.
- Arrange transport and clothes to leave hospital in.
- Put the heating on if needed.
- Stock the patient's home with basic food and any medicine they might need.

**Home For Lunch**



## Couple mark 40-year anniversary with charity abseil

A weekend away, dinner for two or a day out in the countryside are traditional ways to celebrate a Ruby wedding anniversary.

However, something a little different was on the cards for Mark Jeffries and wife Catherine who decided 40 years of marriage was best celebrated by taking the plunge off the side of The Forum in Norwich in support of the N&N Hospitals Charity.

Mark and Catherine were among 35 people who took part in the charity's third abseil, raising thousands of pounds to support projects to benefit patients and staff across the hospital.

Mark, who was a Non-Executive Director at NNUH for eight years and Chair of the N&N Hospitals Charity Committee, said: **"Having seen first-hand what a difference the N&N Hospital Charity makes, this was a great opportunity to raise funds and support its work. Catherine has been wanting to do an abseil for a long time so what better time than our 40th anniversary?"**

Catherine said: **"It was lovely to abseil to the accompaniment of the wonderful bells of St Peter Mancroft church. The equipment was first rate. A big thank you to Dave Talbot and his team for preparing us so well."**

Both were abseiling for the first time although they have previously undertaken parachute jumps.

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



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Hospitals Charity



Among those taking part were staff supporting NICU, the Boudicca Breast Cancer Appeal and a team from the hospital's phlebotomy department, while we also welcomed a young French exchange student in Norwich for the weekend and a 76-year-old daredevil, who made a last-minute decision to sign-up on the day.

## Race night raises funds for hospital cancer unit

The N&N Hospitals Charity team was delighted to welcome Owen Richards who handed over £1,410 raised at a race night and raffle at the Costessey Crown pub for our Weybourne Day Unit, part of our cancer service.

He was accompanied by George who has just come to the end of cancer treatment for neck and tongue cancer.

Owen and George are planning a sponsored walk next Easter from Hall Road to Aylsham along with some other events to be held at the Costessey Crown, also raising money for our cancer team.

George, left, is pictured with Owen and Sister Tina Shaughnessey.



## Half marathon in memory of baby Frank

**Hundreds of pounds have been raised for the NNUH baby bereavement team following a half marathon.**

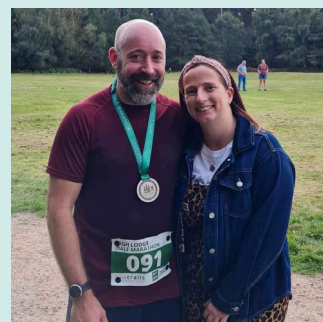
Collette and Justin Goddard's son Frank Jake was sadly born too early to survive on 24 October last year, weighing a tiny 110g, when Collette was 20 weeks and four days pregnant.

Since then, the couple, pictured right, have been raising money to support the work of the baby bereavement team at NNUH and Justin took part in the Thetford High Lodge Half Marathon, smashing his £500 target and raising almost £800.

The couple said: **"This money will go towards maintaining and improving a specific bereavement room, a quiet and private place for parents to deliver their precious, born sleeping babies and receive the support they need."**

The maternity department is supported by two bereavement midwives, Suzy Hankinson and Davina Bowen, who are involved in care after 18 weeks of pregnancy. They support staff providing clinical care while supporting families following pregnancy and baby loss while on delivery suite, and postnatally in the weeks following their bereavement. On the Delivery Suite there is a dedicated bereavement suite which provides a safe space for families to stay in for as long as required. This enables families to spend time with their baby and make memories in the short time they have.

Suzy said: **"The care provided following loss directly impacts families; how they cope as their world has shifted on its axis. Being able to provide dedicated time and space for these families affects every day of the rest of their lives and they get comfort having a dedicated contact available to help them through the mire of baby loss. It is a genuine privilege working in this role, seeing the difference we can make and supporting these families through subsequent pregnancies should they decide to walk that path again."**



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## Brothers complete epic charity mountain challenge

**Two brothers have completed an incredible mountain challenge, climbing the equivalent of Mount Everest for the N&N Hospitals Charity.**

Ben and Sam Brown scaled Snowdon in Wales eight times, starting their climb at 7.30am on 29 September and finishing the gruelling challenge four days later.

Ben, who works as a tree surgeon, and Sam, who is in the Royal Air Force, have raised almost £2,000 for the Early Pregnancy Assessment Unit and Neonatal Intensive Care Unit, a cause close to their hearts.

Ben said: **"My wife and I experienced the fabulous work of the EPAU after suffering a missed miscarriage which had a huge impact on our family so we decided to donate any money we raise to the hospital charity."**

The pair battled through all weathers to complete the equivalent elevation of Mount Everest, and around 64 miles.

Ben said: **"I personally had a lot of time to reflect whilst completing the challenge, reminding myself of why we were doing it and remembering the treatment my wife had received with the EPAU earlier this year."**

**"Our loss was heartbreaking, but the team at the EPAU made the difference to make my wife**

**feel cared for and safe, and for that I am forever grateful."**

The EPAU is a specialist unit which manages early pregnancy problems such as bleeding and pain, and cares for women who have had problems in previous pregnancies, including a previous ectopic pregnancy, molar pregnancy or recurrent miscarriage.



**For more information about the N&N Hospitals Charity, including how you fundraise, please contact [charity@nnuh.nhs.uk](mailto:charity@nnuh.nhs.uk)**