

THE Pulse



Issue 103

June 2022

In this edition:

Looking ahead with our
new five year strategy

Preview of 250th events

Celebrating our Mobile
Cancer Care Unit


250
YEARS

NHS

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

Food and drink

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

Feast@ the Deli: West Atruim, 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.

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

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



Letters and social media @NNUH



“ I would like to thank all the staff on Denton Ward for their dedicated care whilst recovering from major surgery. Nothing was too much trouble in these busy times and care was given with a smile and a little chat.

JH

A far from ideal weekend but I must say, the care I received from all of those I met at the @NNUH was absolutely exemplary, the staff are working their socks off with compassion and a smile on their faces at all times. Please do pass on all my thanks for their wonderful care and sense of humour to all the staff that were working in minor injuries.

BB

In the middle of the Covid lockdown I broke my hip and was treated at your hospital. Despite all the problems, I had such kind care from everyone and I am so grateful. I am 87 so I can remember the days before the NHS! I think you are all so wonderful.

JM

I have very recently had an operation carried out by your superb team in the dermatology and skin graft departments. From and including my meeting with Prof Moncrieff, who explained the procedure thoroughly, I have received nothing but first-class treatment, which couldn't be improved. Many people criticise the NHS but my own experiences have been excellent and I'm eternally grateful.

HG

I would like to thank Mr N Chirodian and all his team for giving me such a superb hip replacement. Because of this I am now able to have a better quality of life.

I would like to thank the nurses, physiotherapists and everyone else on the wards who were excellent and contributed to my wellbeing whilst I was in your care. Thank you to all those in the x-ray department and to anyone else I may have missed mentioning. All your staff are kind and professional and show a lot of empathy as well.

MH

I visited the cardiology department, feeling a bit apprehensive. I was greeted very warmly by Dr Sarev who wasted no time in informing me that the test results were excellent, my new valve was working perfectly and the next move would be to reduce or discontinue my current medication. I can't tell you how relieved I was to receive the wonderful confirmation from Dr Sarev that the operation was successful and I could now carry on living a normal life.

So I am sending my personal thanks to you for running such a fantastic hospital and for inspiring the whole staff to reach and maintain such very high standards of service and care to the patients.

WN

I want to extend my gratitude to all of the Rheumatology department, the consultant Dr Mukhtyar for his quick diagnosis and prompt treatment during this difficult time but more importantly to Georgina Ducker. She is the Vasculitis and CTD specialist nurse and Georgina played such a significant part in my recovery. I just wanted to express how important her role is to the patients that she comes into contact with. It certainly helped me in my recovery knowing she would respond to emails or call back if the need arose. Her professionalism is outstanding.

LL



Our plan for the future - Caring with PRIDE

We've launched our new corporate strategy, which sets out our vision for how, over the next five years, we will transform our services, improve care for our patients, deliver improvements alongside our partners and ensure that NNUH is a great place to work.

We've called it "Caring with PRIDE" to reflect the values that underpin everything we do, to describe the way we support our patients and their loved ones and how we all want to feel about the job we do.

It launches as we emerge from the most difficult time in our history and face unprecedented challenges - but this is about looking and moving forward and is an important and defining moment for us. Formed of five commitments – to our patients, our NNUH team and our partners as well as to developing our services and resources, Caring with PRIDE is a clear roadmap describing how, together, we will create the hospitals we all aspire to be part of, improving both patient and staff experience.

This new five-year strategy will support us through changes in the NHS as we move to closer working between health and social care organisations (GPs, community services, acute hospitals and social care) through the creation of an Integrated Care System on 1 July. It will also feed into the system's focus on population health and health inequalities to understand the needs of patients earlier on in their treatment, therefore providing more effective treatment. This is better for patients who may then not need acute care and it would help alleviate some pressure in the health and care system.

We plan to invest in key priorities for us such as our electronic patient record, clinical capacity and better staff facilities. Further development of our partnerships with UEA and Norwich Research Park is key, and as with our acute and other system partners, there'll be more working together on how we accelerate the redesign of care to improve services for patients.

One of the most positive things about our new strategy is how you've helped to develop it – our community of patients, families and carers, our Governors, hospital members, staff groups, our volunteers and our partners, have all been involved from the outset. We were overwhelmed with the amount of insightful and helpful feedback and ideas that came in. It was important to us that we reached out as far as we could through discussions, Q&As, online forums, surveys, social media, conversations and meetings – even though the majority of this was online, we spent more than six months working through this engagement programme to make sure it was as inclusive as possible. This process also helped us to recraft our Vision. You told us that the old vision had a positive and warm sentiment but needed to be updated and, with that in mind, we've arrived at a new Vision statement "The best care for every patient", which is accompanied by a new logo that came top in a staff poll.

Please take a look at Caring with PRIDE and you'll see how it sets out the details of our commitments and their supporting plans, and how they work together to positively develop all areas of our Trust. Key elements of Caring with PRIDE are on pages 12 to 15 in this issue or you can read the whole document on our website or scan the QR code below.

Thank you for giving us your views and feedback, you've helped us write our plan for the future and create a new vision for the Trust and this wouldn't have been possible without you.

Sam Higginson, Chief Executive, NNUH



 Our Vision
The best care for every patient

Historic yacht makes fundraising journey

A motor yacht used in 1940 to rescue British soldiers at Dunkirk is on a new mission to raise funds for the Jenny Lind Children's Hospital.

The yacht Estrallita is owned by Tony Billson, from Diss, who spent five years painstakingly restoring her and researching her history.

This month, Royal Navy veterans Tony, Tommy Morrison and Michael (Jack) Hawkins, who served on HMS Bulwark in the 1970s, are on a voyage from Lowestoft, taking in ports along their journey to Poole.



Members of the public will be invited to come on board and learn more about the history of the 'Little Ship' and donations can be made which will support the Jenny Lind Children's Hospital where Tony's daughter, Rachel Chaudhary, works, and the armed forces charity SSAFA.

Tony found the Estrallita in a poor state of repair in Ramsgate, with no idea about her history, which included tragedy, celebrity, name changes and a commendable wartime record in Poole. The journey will include a Dunkirk plaque-laying ceremony taking place in Portsmouth and a trip up the Thames to take part in the 40-year Falklands War commemorations. Between 1940 and 1945 the Estrallita was used by the Royal Navy as a harbour patrol boat in Poole, defending against invasion and to rescue downed pilots in the English Channel.

Tony said: **"Last year, we took her out for the first time and sailed to Ramsgate so now we are aiming to go even further, raising as much money as possible for the two charities."**

During his research, Tony discovered Estrallita had operated as a Harbour Patrol vessel at Poole during the Second World War.

Her duties were to protect the harbour channels, and specifically to block the channels if there was an invasion by sinking designated Block Ships or as a last resort to sacrifice herself to delay any advance. Estrallita was one of six vessels deployed for this purpose but was the only one that was retained throughout the war.

In the 1960s the vessel was owned by Hughie Green as a place to stay during the summer season going from resort to resort and it was on one of these excursions from Shoreham to Morecombe that Green became involved in a rescue off the coast of Cornwall after spotting red flares at sea.

No other ship responded to the call for help, believing the flares to be regular RAF flares which were regularly used. Green successfully campaigned for red flares to only be used at sea in distress which is the case today.

You can make a donation to the Jenny Lind Children's Hospital via the JustGiving page: <http://www.justgiving.com/estrallita>



Taking to the skies for Boudicca Breast Cancer Appeal

Emily Petch is preparing to take to the skies above Norfolk to raise money for the hospital which cared for her grandmother during her breast cancer treatment.

She will take part in the charity skydive on 9 July with money raised going to our Boudicca Breast Cancer Appeal. Emily, who is originally from Norwich but now living in London, said:

"My Nanny, Pat Petch, unfortunately passed away in November aged 79 after a 15-year battle with breast cancer, and she was always so thankful for the NHS and the staff at NNUH for their constant care and empathy. I am so grateful for how the staff supported my Nanny and I want to contribute towards the new breast cancer unit, so they can continue to help families just as they have helped mine."

The appeal has raised more than £500,000, which has been used to purchase a Stereotactic mammography system which uses low-dose x-rays to help locate a breast abnormality and remove a tissue and is less invasive than surgical biopsy.

You can sponsor Emily and her skydive via her JustGiving page <https://www.justgiving.com/fundraising/emilypetch> For more information about the N&N Hospitals Charity and how you can help please visit www.nnhospitalscharity.org.uk or follow us on social media @NNHospCharity



Celebrating our 250th anniversary events

Throughout this year we will be celebrating 250 years of providing healthcare to the people of Norfolk. As a way to mark this memorable milestone we have a series of events taking place and a wide variety of ways for you to get involved in our celebrations:

Come and join in the fun at our free **Open Day and Fete** at NNUH on Saturday 11 June from 11am - 3pm.

There will be lots of hands-on activities, a chance to step back in time and walk through our 250 years of history, take a tour of our new Interventional Radiology Unit and children's theatres, meet the team from Dermatology who have handy tips of keeping safe in the sun. Our Eye Clinic and Cardiology teams will also be on hand to answer your questions about eye health or heart conditions. Meet an inflatable poo and discover how our gut works with the team from the Quadram Institute or wander around vintage vehicles and take part in our traditional fete games - we guarantee that there will be something on offer for everyone of any age. Outdoor activities include traditional fete games, wartime and vintage vehicles, say hello to the therapy dogs, enjoy live music and a barbecue.

If you love gardens then, thanks to the Bishop of Norwich, there will be a chance to wander around the private four acre formal garden or enjoy an afternoon tea and cake on the lawn whilst listening to music from The Saxonettes at the **Bishop's Open Garden** on **Sunday 31 July** from 1pm - 4.30pm (last entry 4pm) - tickets are £5 on the gate.

There will be another chance to walk through **250 years of history of the N&N** between **9 - 18 September** at **The Forum, Norwich**. As part of the Heritage Open Day there will be a chance to see never before seen artifacts from the old hospital including an old x-ray machine and the innovating first ever hip replacement by Ken McKee and uniforms through the decades. Also on display will be details of how the NNUH will be treating patients in the future from our five year corporate strategy, latest research and our services now on offer.

Cathedral Service of Thanks and walk on 25 September at 3pm

A special service to celebrate the 250th anniversary and remember those who have served our community will be taking place at Norwich Cathedral – look out for further details to follow in the next edition of The Pulse.

On **Saturday 1 October** the first ever **Abseil of the NNUH** will be taking place in the East Atrium at the NNUH. If you fancy the opportunity to abseil inside the atrium from the 4th floor with our team of experts then register your interest now at fundraising@nnuh.nhs.uk You will be looking to pay a registration fee of £40 and then secure a minimum of £60 in sponsorship. There are limited places available.

Our **Annual AGM and Charity Champions Awards** will be making a return this year on Wednesday 5 October at 4.30pm. Taking place in the Benjamin Gooch Lecture Theatre at the NNUH there will be a chance for you to hear a review of the last 12 months, the latest clinical advances and our five year strategy. We will also be celebrating those who have made an outstanding contribution to raising funds for our hospitals during 2021/2022.

Meet your Governors

There will be a chance for you to come and talk to us about your care at the Open Day on Saturday 11 June and during the Heritage Open Days at The Forum between 9 - 18 September. This is your opportunity to not only meet your governor, but to also have your say on the services that our hospitals provide.

Sam Higginson, Chief Executive, said: **"There have been huge advances in technology since the inception of our hospital in 1772 and today we are at the forefront of developments just as our forebears were when the hospital was established. Caring for the sick remains our mission and we celebrate the 250th anniversary with pride for all the care we have provided down the generations."**



Enhancing our research profile

Our research strategy is based on our vision of us becoming a leading NHS Trust in applying research and adopting innovation to deliver the best patient care.

This vision has received a boost after we were named as one of 28 research institutions to receive funding from the Department of Health to expand the delivery of early phase clinical research in NHS hospitals across England.

The National Institute for Health Research (NIHR) has awarded us £1m, spread over the next five years, to drive forward innovation in experimental medicine and translational research. This will support research in our purpose-built Clinical Research Facility (CRF) in the Quadram Institute and in the main site including the Neonatal Intensive Care Unit.

CRFs support the delivery of early translational and experimental medicine research and provide dedicated purpose-built facilities and expertise for the delivery of high-intensity studies funded by the NIHR, the life sciences industry and other organisations. This current funding round will support 28 facilities across England, including new CRFs in Norfolk and Bristol, delivering towards the government's mission to level up domestic public investment in research and development.

Our state-of-the-art CRF is already home to a host of research initiatives to aid the development of new treatments and improve patient care and brings together researchers and scientists from our hospital, University of East Anglia (UEA), the Quadram Institute and across the Norwich Research Park.

Prof Kris Bowles, Associate Medical Director for Research and Dr Jenny Longmore, Director of Research Operations, said: **"We are thrilled to receive this funding from NIHR for the first time and we join a number of other successful and high-profile hospitals in winning this support."**



A spring clean of our research portfolio

Louise Coke, pictured right, has worked in research at our Trust for the last ten years, mainly in paediatrics, and has recently taken on the role of Lead Research Nurse for Strategic Partnerships and Commercial.



Her role involves supporting our Trust's research strategy to build on our partnerships with Quadram Institute Bioscience and University of East Anglia and to broaden our commercial research portfolio.

She said: **"I love working in research, it is a great job if you are an organised person and enjoy working with the whole multi-disciplinary team. You see what happens with patients after they go home and how their outcomes improve. Some of our patients have been in the research family for 15 to 20 years."**

"We already have a fantastic facility for research at the Clinical Research Facility and there is potential to expand the number of trials that involve outpatients and studies that do not need to take place in the main hospital building."

Louise said: **"Lots of research has been on hold over the last year and during the pandemic and clinical pathways have changed, which is the same across most Trusts. I would like to review the portfolio and it is a good opportunity to have a spring clean and where we need to focus our attentions. Everyone should have an opportunity to take part in research and we need to make access easy for all people."**

A soup-er way to reduce the risk of diabetes

A study has been launched to understand how eating broccoli can help normalise blood sugar levels in people with pre-diabetes.



More than 13 million people in the UK are thought to have a higher-than-normal level of sugar in their blood and are at high risk of developing Type 2 diabetes.

Broccoli has shown to normalise elevated blood sugars when eaten over a long period of time and the BETA Study aims to understand how eating broccoli over time affects the blood sugar levels of people with pre-diabetes.

The research team are recruiting people with pre-diabetes who live within 40 miles of Norwich to take part in the study, which is being conducted at the CRF, managed by our Trust.

To find out more about the BETA Study and for information about how to register to participate, please see <https://quadram.ac.uk/betastudy>

Our Regional Maternal Medicine Centre opens

We have officially opened our Maternal Medicines Centre for pregnant women with pre-existing medical conditions.

More than 120 guests attended a launch event to hear from speakers including Mark Andrews, our Obstetric Physician, who presented a case study of a pregnant woman with a kidney transplant that resulted in an Obstetric Medicine multi-disciplinary team involving a number of hospital centres.

The event was also attended by Cathy Nelson-Piercy, internationally renowned Professor of Obstetric Medicine, who has been instrumental in the concept of Maternal Medicine Centres and training Obstetric Physicians.



Fran Harlow, our Lead Maternal Medicine Obstetrician, said: **"It was a lifelong ambition to have a Maternal Medicine Centre at NNUH."**

Creation of the Regional Maternal Medicine Centres follows successive maternal death reports that show the majority of women dying during or after pregnancy have pre-existing conditions exacerbated by pregnancy rather than due to the pregnancy itself. Expert review suggests that many of these deaths might have been avoided had the women been referred to a multi-disciplinary team with specific training and experience in medical diseases in pregnancy. With a long-standing established maternal medicine service, Norwich was in an ideal position to provide a regional networked service.

As part of the National Strategy, NHS England funded training of 12 consultant physicians in Obstetric Medicine.

"At the hospital we are fortunate to have colleagues with National and International reputations and huge expertise in dealing with serious issues in pregnancy such as diabetes, heart conditions and blood disorders. We were always going to be well placed to provide a regional service and I hope I can bring some extra skills to the team and provide a 'helicopter view' when managing complex patients." said Mark

NICU trials new incubator

Our Neonatal Intensive Care Unit (NICU) is one of three in the UK to trial using an innovative and affordable incubator.

The mOm incubator aims to reduce the number of premature baby deaths globally by giving flexible neonatal care and making incubators accessible everywhere.

The cost-effective, compact, fold-away incubator aims to be an alternative to conventional incubators to keep premature and term babies in their thermoneutral zone.

The mOm incubator has been designed, developed and manufactured in Britain and is being trialled in clinical settings in the UK.

Amy Nichols, NNUH Neonatal Research Nurse, said: **"We are pleased to be involved in this important evaluation to help demonstrate the effectiveness of keeping babies warm in this new incubator. We are extremely grateful to their parents who have agreed to take part in this project."**

"Any project that can help save lives in places where conventional incubators are not universally used or feasible can only be a good thing."



Praise for our Virtual Ward

Since its launch at the start of 2021, our Virtual Ward has helped more than 1,000 patients to complete their hospital care at home whilst being monitored 24/7 using the latest technology.

The work of the team was praised by the Secretary of State for Health and Social Care in a major speech about digital health transformation and they also received a visit from England's Chief Nurse Ruth May.

The service has received patient satisfaction levels of more than 98 per cent and has helped to save more than 7,000 bed days. The Virtual Ward enables patients to remain fully under our care while recovering at home. They're constantly monitored via a small, easily-rechargeable device strapped to their arm and can receive treatments such as oxygen and IV drugs.

Patients are contacted via daily phone or video calls – virtual ward rounds – and given advice and support including remote temperature, pulse, blood pressure and oxygen saturation levels. If patients have questions, concerns or simply need reassurance, they have a number to call the Virtual Ward nursing team, and patients can receive urgent support 24/7 by pressing an alert button on a tablet.

Emily Wells, Chief Nursing Information Officer, said: **"We're making great strides in modernising our services across Norfolk and Waveney and embracing digital services with the advantages they bring to patients and colleagues."**

"Even though we started behind other health systems in terms of digital maturity, our Virtual Ward is performing exceptionally well with fantastic patient feedback."

Claire Beard, Virtual Ward Manager, said: **"The feedback we have had from patients has been overwhelming. Being able to be in their own bed makes such a huge difference and helps aides their recoveries."**

Scan this QR code for a video on the work of our Virtual Ward.



Mobile cancer unit celebrates first anniversary

A service that has brought cancer care closer to people's homes has celebrated its first anniversary.

The Mobile Cancer Care Unit (MCCU) hit the roads of Norfolk and Waveney last year, thanks to an innovative partnership between our Trust and cancer charity Hope for Tomorrow.

Since its launch, more than 1,000 patients have been treated in the mobile unit in Attleborough, Beccles, Dereham and Fakenham.

Both the unit and Nurses' Support Vehicle (NSV) are owned and maintained by Hope for Tomorrow and the NNUH staffing costs are covered by the Norfolk and Norwich Hospitals Charity for the first three years. The vehicle has space for four recliner treatment chairs, infusion pumps, a kitchen area and patient toilet.

Joanna Richardson, Lead Cancer Nurse, said: **"We are delighted to celebrate the anniversary of Amara, our MCCU, which has already made a huge difference to patients' lives. It has provided local services to patients during a time of great anxiety and disruption, enabling them to continue their cancer treatment in a safe environment."**

"It has been a fantastic achievement with huge enthusiasm from the nurses and clinicians. It enables the teams to work in a variety of settings, adapting skills and experience, but most importantly, meeting their patient needs and offering a first-class service."



Keeping families connected on inpatient wards

We have deployed a team of temporary Family Liaison Officers (FLOs) across our adult inpatient wards to provide a vital link between families and patients.

Boo Marshall and Helena Scott, pictured right, joined this new team and job-share the Family Liaison Co-ordinator role. They have been involved in recruiting and allocating FLOs to wards, ensuring their rotas work for them as well as the wards and supporting the FLOs with the necessary admin tools.

Family Liaison Officers are ward-based and are helping patients, families and staff by answering and making calls with families, enabling Skype and other ways to keep in touch, as well as welcoming and supporting patients' visitors.

Boo and Helena said: **"The FLOs are clearly filling a huge gap and the feedback so far has been extremely positive."**



Karen Smith, pictured left, has been a FLO on Dunston and Brundall wards since March after 24 years working in administration for a hotel.

"It is a really lovely role and I get to chat with the patients and relatives are very grateful to get updates because some live a long way away. I cannot give medical information to them, but having a chat with them and setting up a call with their family makes such a difference. If no one is on the reception desk, I'll also answer the phone and make myself as helpful as possible."

To get in touch, email familyliaisonservice@nnuh.nhs.uk

Hospital visiting restrictions have been eased as a result of declining Covid-19 infection rates. The latest information on visiting can be found at www.nnuh.nhs.uk

Improving dementia support on Dunston Ward

Our Dementia Support Team and Dunston Ward have been working on a project to improve the identification system for patients admitted to hospital who are living with dementia.

They have ensured that they have a named dementia champion in place for each shift and measures in place so every patient with dementia has a This Is Me booklet on display.

Packs have also been put together on the ward containing a forget-me-not flower poster, blue wristband and This Is Me booklet.

Jenny Woolgrove, Dementia Care Specialist Nurse, said: **"We wanted to make it as easy as possible for staff on the ward when someone is admitted with dementia and having all three things in one place makes it easier for ward staff."**

"We get referrals from across the wards and sometimes the This Is Me booklet is already completed. By understanding more about the person we can all offer a person-centred approach. If the booklet is already filled in, we can start person-centred activities straight away. Everyone living with dementia who is in hospital should have one to help safe and quality care."

Gavin Shiers, Deputy Charge Nurse, who coordinated the project on Dunston Ward, said:

"On Dunston, we are piloting the This Is Me booklets being filled out with the help of the Voluntary Services so anyone caring for them, better understands who they are and how they like to be looked after."



The Dementia Support Team



Work starts on state-of-the-art theatre complex

Our new stand-alone 21-bed Norfolk and Norwich Orthopaedic Centre (NANOC) is a significant part of our work to reduce the waiting times for people needing hip, knee, ankle, shoulder and foot operations.

Lead clinical consultant Jim Wimbhurst, pictured right, said: **"This really is an exciting development for our patients because this is a purpose-built facility in which we will be able to use new technology, new techniques and improve the patient and staff experience."**



The N&N Hospitals Charity has pledged to raise £2m – the largest donation in its history – for vital equipment including advanced imaging scanners and it is already half-way there.

As construction of the modules continues off-site, we are focusing on the bigger challenge of staffing the unit.

Jim said: **"The unit will be ring-fenced for elective orthopaedic surgery so that staff can have a higher level of assurance that they will be doing the job they applied to do. It can be very distressing for patients and stressful for staff when procedures have to be cancelled because there are no beds available within the main hospital due to seasonal pressures."**

Jim added that we will also be able to pick up our work on enhanced recovery, which is a process of using multi-disciplinary techniques to enable patients to get up and moving as soon as possible after their surgery. This aids their recovery and evidence shows they recover better and go home more quickly.

"When we started our Norwich Enhanced Recovery Programme (NERP) in 2010, average length of stay for hip and knee replacements



was eight days. We introduced new techniques around anaesthetics, surgery, mobilisation, and pain relief. In six months, we had brought the average length of stay down to four days."

"Focus will be brought back to this with the aim of driving down bed stays to just two days, with some routine knee and shoulder procedures being carried out as day-case procedures, allowing for efficient use of the unit because patients will not need to stay as long, so more people can be treated in a timely fashion."

"Use of robots for surgery has shown in other procedures that patient recovery can be faster as surgery is more precise, reducing damage to surrounding tissue. I am hoping this cutting-edge technology will also be a draw for potential applicants looking to expand their areas of expertise and work in an innovative unit."

For more info visit www.nnhospitalscharity.org.uk and to donate <https://www.justgiving.com/campaign/NANOC>

Diagnostic Assessment Centre

A planning application for a new Diagnostic Assessment Centre near NNUH has been submitted to South Norfolk Council.

The centre will support patients and healthcare staff in the rapid diagnosis of disease, with a view to reducing waiting lists, including cancer diagnosis.

The centre will be equipped with the latest imaging equipment which includes MRI and CT scanners, X-Ray and Ultrasound machines.

Applications for centres at James Paget University Hospital and Queen Elizabeth Hospital King's Lynn have also been submitted.

Director of Strategy and Major Projects Simon Hackwell, said: **"If fully approved, the centres would in time provide capacity to support patients and healthcare staff in the rapid diagnosis of disease, with a view to reducing waiting lists, including cancer diagnosis."**



Anti-spiking campaign expands

An anti-spiking campaign, which was the brainchild of NNUH Specialist Biomedical Scientist Michelle Frost, has gone from strength to strength.

Testing kits, which were first launched in Norwich are now available in many venues in Great Yarmouth and King's Lynn, thanks to funding from the Norfolk Police and Crime Commissioner.

The work of Michelle and the Biomedical Science team has also been included in a Home Affairs Select Committee report on spiking.

The aim of the campaign was to offer suspected victims an opportunity to address their fears by taking action almost immediately, as well as raising awareness that it is a criminal offence to spike drinks. Collecting data on the prevalence of the problem and the types of substances used was also vital as there is little to no data currently available.

Michelle said: **"It was such an honour for me to be able to contribute to the final report and it is a real feather in the Trust's cap as we have been cited in the report several times for the work we are doing to address the concerns that the report highlights."**

"Our work continues as we have created a website for members of the public to find out more www.antispiking.org. We are creating a number of training videos and working with the UEA and schools and colleges to raise awareness about spiking and that it is a criminal offence."



Welcoming our new nurses from overseas

Ninety-six new nurses have joined us from outside the UK, with the new recruits working in medicine and surgery to fill our vacancies and support teams that are expanding.

The first 27 nurses arrived in March, pictured below, and all new recruits have been working through the pre-registration programme which leads to the OSCE (Objective Structured Clinical Examination) that tests practical skills and competences.

Once they have passed the exam, they are registered by the Nursing and Midwifery Council and able to work in the UK.

Two of the first recruits to join were Ruth Ifezue, and Richard Aggrey, who will both be working in theatres.

Ruth was attracted to our hospital because it is a research centre and has a robotic surgery programme. **"I was surprised by the size of the hospital and I'm looking forward to meeting patients and learning more about local culture,"** she said.

Richard is from Ghana and started his training as a nurse six years ago. **"Everyone is looking forward to starting work as soon as we pass the exam,"** he said.

"As a group, we have good language skills and already hold BSc degree qualifications and diplomas."

"It's such a pleasure to teach these enthusiastic young recruits and support them as they adapt to life in Norfolk," said Lisa Dennis, Practice Development Nurse, who is one of the tutors for the international nurses.

"Once they start work, they will have a named person in their work area who will provide further mentoring through our preceptorship programme."



Our five-year strategy developed with you and for you

Caring with Pride, our plan for the next five years, has been inspired by the experiences, hopes and ideas of our NNUH Team, patients and carers, our community, and our partners.

Over a six-month period we asked 'what matters to you?', holding workshops, events and running wide ranging surveys.

More than one thousand people have shared their views with us and we are extremely grateful to all of you.

You have helped to shape our plan, recraft our hospital vision, 'The Best Care for Every Patient', and guide the actions we will take to progress from where we are today to where we need to be in five years' time.

We are one of the largest and busiest University Teaching Trusts in the country. NNUH is made up of the Norfolk and Norwich University Hospital and Jenny Lind Children's Hospital on our main site, and the Cromer and District Hospital in North Norfolk.

One of our biggest challenges is to treat the thousands of patients who are waiting too long to be seen due to the pandemic. Our plans include significantly expanding our surgical and diagnostic services to create more capacity for treating patients.

You can read our plans to improve patient experience on pages 14 and 15.

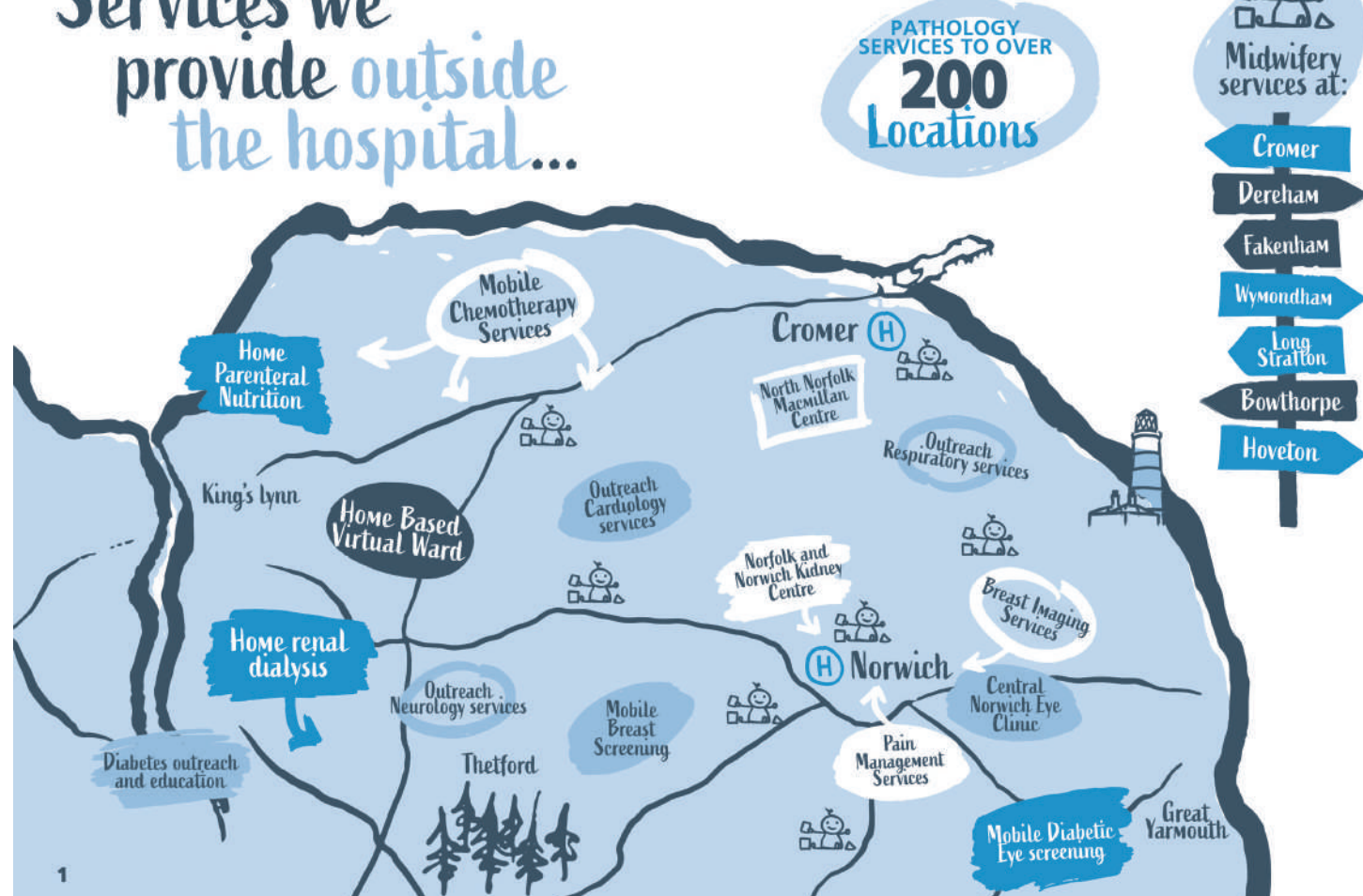
We will also shortly be opening two purpose built paediatric theatres and a standalone orthopaedic centre this year, see page 10.

In 2024 we plan to open a major new diagnostic and assessment centre. We continue to establish innovative services such as our Ambulatory Procedures Unit, which specialises in procedures for patients with hand trauma. We have also expanded our robotic assisted surgery programme which is on course to be recognised as a centre of excellence.

We also run many services in the community such as the Norfolk and Norwich Kidney Centre, mobile cancer treatments and Midwifery as you can see on this page.



Services we provide outside the hospital...



Our five Commitments

These are the areas that we are committed to developing over the next five years to achieve our Vision.

Our NNUH Team

Together, we will support each other to be the best that we can be, to be valued and proud of our hospital for all.



Our Services

Together, we will provide nationally-recognised, clinically-led services that are high quality, safe, and based on evidence and research.



Our Patients

Together, we will develop services so that everyone has the best experience of care and treatment.



Our Partners

Together, we will join up services to improve the health and wellbeing of our diverse communities.



Our Resources

Together, we will use public money to maximum effect.



To our Patients...

We will...

Hear your voice

Because...

By listening to what you, your families and carers tell us about your experience of our care our services will better meet your needs.

What will be different in the future

Patients, carers and service users will be involved from the start of any service change - all project initiation documents and processes will reflect this; it will be the norm for patient and carer representatives/leaders to be embedded in committees and divisions and work as 'equal partners' with colleagues to improve patient experience and safety.

Patient feedback and stories will drive our Quality Improvement projects. Improvements achieved will be measured in changes to feedback and identified themes, reductions in complaints, and increases in compliments.

Carers will be integral to the overall care of patients – involved in care planning and discharge – kept informed and updated and feel part of the 'team around the patient'.

We will maintain our Carers Tick Award (Health Accreditation).

Increased equity in service provision; better engagement from diverse people/communities in service improvements and redesign.

We will...

Plan your care with you

Because...

By making it easy for you to be involved in all aspects of your care, we will better understand you and reach your treatment goals together.

What will be different in the future

Patients and clinicians collaborate to reach joint decisions around care and treatment; they feel empowered to make the right decisions at the right time for them.

Both the commitment and plan to our patients are focused on how we put people and their experiences of our care and treatment first. They concentrate on how we best engage, listen, and learn to improve all aspects of our hospitals, our NNUH Team, and our processes.

We will...

Design our services with you

Because...

By working with you to review and design the services that we offer they will better meet your needs and expectations.

What will be different in the future

Patients and carers will have been involved with the redesign of services from the beginning - all project initiation documents and processes will reflect this.

Increased equity in service provision; better engagement from diverse people/communities in service improvements and redesign; and utilise positive feedback and patient stories.

We will...

Know your story

Because...

By ensuring that your health record is always with the person looking after you, you will not have to repeat yourself.

What will be different in the future

Improved health and experience outcomes of those who experience health inequalities.

We will...

Provide continuity and co-ordination

Because...

By having one named person who organises your care with you who you can easily contact, you will always be informed and understand your care.

What will be different in the future

Patients feel involved in the planning, delivery and ongoing assessment of their care and can have confidence that they know who to go to and where to gain support.

We will...

Reduce unfair and avoidable differences in care (known as health inequalities)

Because...

By working with seldom heard groups we will ensure that everyone has equitable care.

What will be different in the future

Increased equity in service provision, better engagement from diverse people/communities in service improvements and redesign.

To view the full copy of Caring with PRIDE, visit www.nnuh.nhs.uk/about-us/caring-with-pride

14

15

Free cookery classes for men living with cancer

A series of free cookery classes, run by Norfolk's top chefs, has been launched to help men who are living with cancer.

The North Norfolk Macmillan Cancer Support Centre at Cromer and District Hospital has joined forces with the Richard Hughes Cookery School in Norwich to provide the new opportunity for men who have received a cancer diagnosis.

Participants will learn how to cook new dishes under the direction of top local chefs and up to eight participants a month will benefit from the free sessions at the cookery school at The Assembly House.

Sessions are open to all men who are living with cancer, undergoing treatment or navigating life after cancer.

Food and wine writer Keith Reeves, who has been receiving cancer treatment for the last two years at NNUH and Cromer and District Hospital, has been instrumental in establishing the classes.

He said: **"A lot of men deal with their diagnosis on their own. I would not want to generalise, but amongst the men I know there's a sense of stoicism when they get a cancer diagnosis. I did not tell anyone at the beginning - I felt I was letting the family down and there was a big guilt complex."**

"The cookery classes will be creative and a social get-together with like-minded people and this is a great opportunity for men to give something back to their families by learning to cook or become better at cooking."

All of the chefs involved jumped at the chance and without hesitation, which is fantastic given how difficult the last two years has been for the restaurant industry."

Richard Hughes, pictured right, who ran the first class on 25 May, said:

"Good food is as essential to health, wellbeing and recovery as the treatment and care that patients receive in hospital and we want these classes to reflect that top-class treatment."

"We are delighted to be able to offer the use of the cookery school in order to welcome men who have received a cancer diagnosis and alongside them a truly stellar line-up of chefs to enjoy some great cooking together."

All sessions, which will take place at Richard Hughes Cookery School, are free of charge and complimentary wine will be supplied by Majestic Wines.

- **8 June** - Kevin Mangeolles, The Neptune
- **4 July** - Greg Anderson, Meadowsweet
- **10 August** - Oliver Boon, Benoli
- **14 September** - Andrew Jones, Farmyard and The Dial House
- **12 October** - Richard Bainbridge, Benedicts
- **2 November** - Andy Parle, Andy Parle Event Catering

For more information or to book onto the sessions, please contact the North Norfolk Macmillan Cancer Support Centre on 01603 641559 or email at CromerMacInfoCentre@nnuh.nhs.uk



Roses donated by renowned nursery

The gardens of Cromer and District Hospital will be looking even more blooming lovely following the donation of ten rose plants from a renowned nursery.

Peter Beales Roses in Attleborough generously donated ten Macmillan Nurse bare root shrub roses to Cromer, which is one of their most popular varieties.

Matron Anita Martins and Senior Sister Alexandra Parvin, pictured right, helped plant them in the Cromer Dialysis flower bed, next to the new North Norfolk Macmillan Centre.

The remainder are going in a bare piece of garden near the Minor Injuries Unit and the staff garden.

