

THE Pulse

Issue 102

March 2022



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Our lab team leading an anti-spiking campaign

Our theatres go green

Celebrating our 250th

New Cancer Support Hub

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

Services

Cash machines: East Atrium, Level 2, WHSmith and the main restaurant

Lost property: Call 01603 286803 or ext 2803

Patient Advice and Liaison Service (PALS): For confidential help and advice call 01603 289036

Chapel: Open to all. For details of services or to contact the Chaplains call 01603 287470 Cromer Hospital, call 01603 646200

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

Contact us

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Design: Medical Illustration

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

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Tel: 01603 286286; **Website:** nnuh.nhs.uk

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



“ The entire process from the colonoscopy through to the surgery for bowel cancer was dealt with quickly and professionally. I was kept informed of every stage and felt very supported and looked after.

My special thanks must go to Mr Irshad Shaikh and his theatre staff, the bowel cancer nursing team and the staff in Dilham ward. I must pay particular thanks to the HCAs working on Dilham ward, namely Edgar, Jo, Chloe and Eva. Their kindness and reassurance went such a long way to making my stay in hospital as pleasant as it could be. From moistening my lips immediately after surgery, emptying my catheter bag and the more unpleasant tasks of cleaning me up following uncontrollable bowel accidents, they were all absolutely amazing!

GE

I would like to thank you for the wonderful care and treatment I received at the hospital in December. My particular thanks to all the staff on the Easton and Cley wards who made me so welcome and attended to all my needs, I will never forget the loving care I received. I do hope your work pressure decreases so that the staff can enjoy the work and life they so deserve.

PF

On arrival at the hospital, the care was exemplary, the staff extraordinary in their speed of assessment and care. The whole team in ICU were amazing and I would like to thank them and Hazel, Skye, James, Joseph and Alison – if they could also pass on our sincere thanks to those whose names we do not remember. The NHS has always been at the brunt of criticism. However, in emergencies like ours and also

the pandemic – displays the skill, dedication and the wonderful kindness of individuals within an under-rated and under-appreciated service.

Without the swift response of the emergency services and the NNUH staff, it is unlikely my husband would have survived. Thank you all so very much!

BR

All the NNUH staff I met were exemplary in their approach despite the extreme demands on them. I am fully aware the NHS receives so many complaints, unfairly in my opinion, and that is why I felt the need to express my sincere thanks for their kindness and professionalism in the face of adversity.

CB

Thank you so much @littleliftsUK for my thoughtful gift box given by the wonderful team @ NNUH radiology unit. It made such a positive difference to my mood

VB

The staff in scanning dept next to A&E couldn't have been more helpful and considerate when my autistic son required a scan. They explained everything to him, took their time and at all times made sure he was at ease and comfortable with what was going on. They allowed me to stay in the scanning room with him which really helped him stay calm. They were a credit to the Trust and to people with hidden disabilities.

OD



Covid-19 antibody infusion service launched

An antibody infusion service is helping to neutralise Covid-19 and reduce hospital admissions for high-risk patients with the virus.

The Covid Medicines Delivery Unit (CMDU) has been established by our hospital to offer extra protection to clinically vulnerable patients if they have recently tested positive for coronavirus.

The use of neutralising monoclonal antibodies (nMABs) or antivirals for non-hospitalised patients was launched by the NHS in December and since its rollout around six patients a day have received an infusion treatment as part of a newly-established clinic on one of our Covid-19 wards.

The use of nMABs helps to neutralise Covid-19 by using synthetic monoclonal antibodies that bind to the spike protein of the virus and prevent it from replicating to significantly reduce the risk of serious illness.

Prof Jeremy Turner, Consultant in Diabetes and Endocrinology and Clinical Lead for the service at NNUH, said: **“Vaccination is the first line of defence against Covid-19 and is proving to be highly successful in reducing serious illness. Our second line of defence is therapeutics and we are really pleased to be offering this new service at NNUH to patients who are clinically extremely vulnerable.**

“On average the use of nMABs will reduce the chances of Covid-19 hospitalisation by about a third and the vast majority of patients are so grateful and so impressed by the service.”

Eligible patients will be contacted by the hospital to receive an intravenous treatment of the drug Sotrovimab if they have tested positive in the last five days. Where the administration of an nMAB is not possible, patients may be treated with a five-day course of Molnupiravir, which is an oral antiviral.



Concert for children’s hospital

To help us to celebrate the 250th anniversary of our hospital, a music event is being held at St Andrew’s Hall organised by the N&N Festival with proceeds going to the Jenny Lind Children’s Hospital.

It follows a rich history of philanthropy which sustained our hospitals before the start of the NHS in 1948. Today, many improvements are taken forward by the N&N Hospitals Charity which make a difference to patients.

The first N&N Festival music event is a children’s concert, “Billie and the Beast,” being held from 4pm on Friday 20 May at Blackfriars’ Hall, Norwich. The second event is “Fairytale and Nightingales”, based on the life of Swedish Nightingale Jenny Lind, at St Andrew’s Hall on Monday 23 May 2022.

For more information, go to: <https://nnfestival.org.uk/>



When the original Norfolk and Norwich Hospital first opened its doors to patients in 1772, a future 250 years ahead where the Norfolk and Norwich would become a University Hospital with world-class facilities in many specialties would have been impossible to conceive.

But with consistent commitment and support from its community and the dedication and quest for learning and improvement from our staff, our services have both expanded and gone from strength to strength. I’m sure you’ll enjoy reading about our history and journey on pages 14 and 15.

Our research projects are key to developing future new treatments for our patients and to building our reputation for innovation helping to attract and retain our highly-skilled staff.

Pages six and seven feature some fascinating work on Covid vaccines, an anti-spiking project and research into life debilitating dizziness – amazing and innovative work, and only a tiny percentage of the vast range of research and clinical trials we have currently under way.

Our teams have many projects ongoing (page 11) to tackle the climate challenge, from reducing the use of more polluting gases to better use of energy and reducing single use plastic. We have much more work to do on the green agenda and as one of the largest organisations and employers in the county, it’s our responsibility to do so.

I look forward to sharing our green plan with you soon.

Sam Higginson,
Chief Executive, NNUH

Thousands raised for new surgical centre appeal

An employee at Sainsbury's in Norwich has raised almost £4,500 for the N&N Hospitals Charity's appeal, by dressing up as Santa Claus throughout his shifts in December.

Simon Game, from Bowthorpe, who works as a personal shopper in the Longwater branch, collected donations from generous shoppers, while the store itself had charity buckets and information about the plan to create the Norfolk and Norwich Orthopaedic Centre (NANOC).

The £11.4m innovative orthopaedic elective centre will see the N&N Hospitals Charity investing £2m for equipment, £1m of which has already been raised.



The cause is close to Simon's heart after he underwent hip surgery a number of years ago following crippling arthritis, which had left him in unbearable pain.

He said: **"I waited 18 months for my new hip and the pain was horrendous at times. I had trouble walking, needed to use crutches or a frame to get around, and I often needed to sit down. I was unable to drive because of pain in even using the clutch. Just eight weeks after the operation, I was back at work, could start driving again and lead a normal life. I want to support the appeal because I know, firsthand, the difference this has made to me."**

You can support the NANOC appeal and find out more here: <https://www.justgiving.com/campaign/NANOC>



Latest development unveiled in breast cancer unit

A new waiting area and reception have been opened for patients attending the breast cancer unit at our hospital, thanks to donations to the N&N Hospitals Charity's Boudicca Breast Cancer Appeal.

The waiting area includes walls decorated with images produced by artist Gilly McCadden.

Gilly said her own breast cancer diagnosis more than 14 years ago was behind her decision to take on the project: **"I remember exactly what it was like being in a waiting area, you don't forget something like that, all that sitting around and waiting and the anxiety of not knowing what the news is going to be."**

"The brief was to create something with a very naturalistic feel and so, in early spring last year when I was thinking about this on walks in the village that I live, I thought the hedgerows were perfect inspiration. The spring shoots of our native wild rose was the obvious choice and the starting point for the image."

The breast cancer unit handles all referrals of suspected breast cancer from GPs, the number which has almost doubled in recent years.

The Boudicca Appeal has helped to purchase equipment to diagnose and treat breast cancer in a less invasive way and improve patient experience.



Dr Arne Juette, Consultant Radiologist and Director of Breast Screening at the Trust, said: **"It's wonderful to see the new waiting area in the expanded breast unit which gives patients a more holistic experience in a soothing environment."**

The next phase of the breast cancer unit development is the creation of patient counselling rooms.

250th anniversary events

- **Foundation Day (open day and fete)**
Saturday 11 June, 11am to 3pm
- **Bishop's Garden Open Day**
31 July 1pm to 4pm
- **Heritage event at Forum**
a week-long event starting on Thursday 8 September
- **AGM** - Wednesday 5 October
- **Cathedral Service**
Sunday 25 September 3pm to 5pm
- **Staff Awards** - November



Norfolk Cycle Challenge to celebrate 250 years of NNUH

A new cycle challenge has been set by the Norfolk & Norwich Hospitals Charity in celebration of our hospital's 250th anniversary.

The fitness fundraising challenge is part of the celebrations to mark the special anniversary in our county's healthcare history.

Work began on the original hospital in St Stephens in 1771 and opened for patients in 1772 with 100 beds, all of which could only happen with the generosity of donations.

Whether you are a beginner or a more experienced cyclist, the N&N Hospitals Charity wants you to get on your bike to fundraise or donate in multiples of £25 to represent the 250 years of charitable donations that has benefited our hospital.

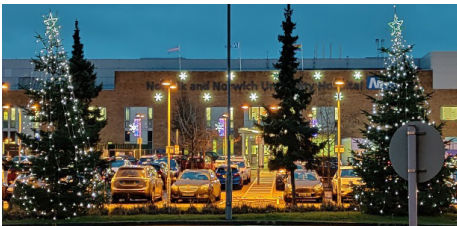
Among the challenges are to cycle to and around as many of Norfolk's villages and towns, choose to cycle 2.5, 25 or 250 miles to mark our anniversary or even tailor an option to suit your own specific requirements, ability and timelines.



To find out more and download your pack: fundraising@nnuh@nhs.uk or: www.nnhospitalscharity.org.uk/support-us/event-listings/

Charity grateful for festive support

Thank you to local businesses for your support for the annual Snowflake Appeal.



This was the third year we have had a display of 30 sparkling snowflakes on the front of the main NNUH building.

The businesses supporting the appeal were: AA Waste, Brewers, Check Your Security, Desira, Fire Works Protection, IQ Workspace, Meltemi and Alsico, The Hicks Group, Munro Building Services, RG Carter and The Stock Shop.

We are also grateful to the individuals and businesses who contributed money and gifts to our annual Send a Smile campaign enabling us to give every inpatient a gift on Christmas Day. Thanks to your donations, we were able to provide a festive meal to every staff member working on December 25.

Students from Wymondham High Academy raised hundreds of pounds after creating a downloadable Christmas single which was played throughout the school, on the N&N Hospital Radio station and other venues in the county.



To find out more about the N&N Hospital Charity and how you can get involved and support our hospital, please visit: <https://nnhospitalscharity.org.uk/>



Tackling spiking in Norfolk from the hospital lab

Specialist Biomedical Scientist Michelle Frost is leading an anti-spiking campaign, which has taken her all the way to the House of Commons.

Michelle and the NNUH lab team have joined forces with the police, the SOS Wellbeing bus, selected clubs and bars and the University of East Anglia (UEA) to offer anti-spiking kits to anyone who thinks they have been spiked. They can ask at the bar or in UEA dorms for a kit to provide a urine sample, which is submitted to the NNUH lab for testing.

All samples are anonymous, and tested for substances connected with spiking, with results sent out via encrypted barcodes linked to the sample.

The campaign aims to raise awareness that it is a criminal offence to spike drinks or inject someone without their knowledge or consent, and to gather data on what substances are being used.

Early signs are encouraging as the data seems to be backing up the claim that the campaign here in Norfolk has seen a reduction in the number of spiking incidents.

Michelle came up with the idea after a night out with a colleague when her drink “disappeared” within minutes of her arriving at a Norwich city centre venue, only for it to re-appear minutes later. As a Biomedical Scientist and aware of the dangers of spiking, Michelle refused to drink her cocktail.

“As I was leaving I asked the security team about spiking and they said it had been an issue years ago, less so now, and even if you did suspect you’d been spiked, you would never be able to find out. I thought: ‘well I could, because I have the privilege and technology to take a sample and run a test at work.’ This made me think that this test should be available to everyone and not just me because I happen to work in a hospital. If I could put a little test kit together then anyone thinking they had been spiked would be able to find out more.”

Michelle has submitted evidence, which has been published in the Home Affairs Select Committee’s inquiry into spiking, with multiple positive mentions of the NNUH campaign in the committee hearings.

She added: **“I can’t believe the campaign has led to this. This sort of thing isn’t supposed to happen to people like me so I think this is a really good way to encourage other people who think they want to do something but lack confidence to have a go. I hope it inspires people to work hard to do something good for patient care as well.”**



Michelle Frost in the lab



The lab team leading the anti-spiking campaign

Covid-19 vaccine trial concludes at CRF

One of our most high profile and fast-paced research studies has come to a conclusion with hundreds of Norfolk volunteers playing a role in Covid-19 vaccine research.

The Medicines and Healthcare products Regulatory Authority (MHRA) has approved the Novavax vaccine for use in the UK in the fight against Covid-19 after a clinical trial ended in December 2021.

The study is the largest ever double blind, placebo-controlled vaccine trial to be undertaken in the UK, recruiting more than 15,000 participants from 33 research UK sites in just eight weeks. The Novavax vaccine clinical trial began at the Clinical Research Facility (CRF) at the Quadram Institute in October 2020 with more than 500 participants taking part in the year-long study.

Prof Jeremy Turner, NNUH Consultant Endocrinologist and Clinical Director for the National Institute for Health Research’s (NIHR) Clinical Research Network (CRN) CRN Eastern, said:

“We are immensely grateful to the participants in the study who so generously gave up their time to be involved and who stuck with us through a long and, at times, arduous journey.”

“This was a massive team effort with nursing, Research and Development teams, medical, admin and other colleagues from across the Trust, as well as other hospitals in the region, primary care and the Clinical Research Network supporting the massive effort to get this large study delivered to very tight timelines.”

You can find out more about research happening locally by visiting bepartofresearch.uk.



Major funding for dizziness device research

A pioneering device, developed in Norfolk, to help patients with dizziness problems has received a major funding boost to be trialled nationally.



John Phillips

Researchers from our Trust and the University of East Anglia (UEA) have been awarded £1.25m by the National Institute for Health Research (NIHR) to further develop a device that monitors dizziness and diagnoses its causes.

The Continuous Ambulatory Vestibular Assessment (CAVA) aims to speed up the diagnosis of the most common causes of dizziness by analysing hours of eye and head movement data.

The lightweight and durable device has been developed over the past three years by a team led by ENT Consultant John Phillips at NNUH and Prof Stephen Cox in the School of Computing Sciences at UEA and funded by the Medical Research Council.

It is worn daily for many weeks by dizziness sufferers, and the data it records is then analysed by a computer to identify periods of dizziness and to suggest their possible cause.

The award from the NIHR is to fund a large-scale project that will involve the participation of ten hospitals across the UK.

For more information about this research project, visit: <https://www.uea.ac.uk/cava-project/home>

£1m funding boost for research

Our Trust has been announced 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 of Health Research has awarded £1m, spread over five years, to drive forward innovation in experimental medicine and translational research. This will support research in our purpose-built Clinical Research Facility in the Quadram Institute and in the main building including the Neonatal Intensive Care Unit.

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.

Patients and carers helping to shape our cancer services

Our Trust has had a patient and carer representative group - Together Against Cancer (TAC) - for the last 15 years working in partnership with clinical and non-clinical staff to improve patient experience.

We have welcomed six new members to the group who represent the patient and carer voice to help to redesign and make positive changes to our cancer services.

Two new members speak about their role:



Tracey Walford joined TAC after a callout for new members was made through our social media in September 2021.

She said: **"I was only 33 when I was diagnosed with breast cancer in September 2020, so it was important to me to make sure that**

younger people's views were represented in the group.

"I thought it was so important that the views of current patients were heard and I think it's great that the hospital are actively reaching out to patients and their carers to have their say."

Tracey has had three different types of chemotherapy, two surgeries, radiotherapy, immunotherapy and hormone therapy during her cancer treatment.

"Overall I can't praise the staff enough. Unfortunately, due to the pandemic I was alone at my appointment when I was first diagnosed. Thankfully, one of the wonderful breast care nurses was there to hold my hand, wipe my tears and make me feel like I could do this. I have known throughout my journey that there is always someone there to support me, answer my questions or give me advice if I need it.

"No system is perfect and I think some communication challenges remain especially when patients are moving between different departments for their care. There is also an opportunity to use technology more to make communication more effective. I know though that these are things the staff at the hospital are already taking significant steps to develop and improve."



Paul Dennis decided to join TAC at the end of 2021 after receiving treatment at NNUH for prostate cancer.

He said: **"The patient and carer should be at the centre of everything the cancer service does.**

"My reasons for joining the group are to try and enable more patients to access the services they need and to speed up diagnosis.

Paul said his experiences of treatment at NNUH have been "excellent", despite part of his treatment being delayed by the Covid-19 pandemic.

"I have absolutely no complaints about the Uro-Oncology nurses and the Oncology department whilst I waited for the delayed treatment and also during and after the delayed treatment. Post radiotherapy, some of the late side effects of radiotherapy have taken/are taking a very long time to be resolved."

"I am still very much at the start of the learning curve regarding TAC. If a project is started relating to prostate cancer, then I would be interested in becoming involved with that. I would also be interested in a project relating to post treatment support, dealing with late side effects of treatment."



New Cancer Support Hub launches

A virtual hub to provide support and information to anyone affected by cancer has been launched by our Cancer Services team.



CARE Hub, which stands for Cancer Advice, Resource and Enquiries, is an online hub for information and support on many cancer related topics, including advice about signs and symptoms, visiting your GP, information about treatments and provides information and videos from specialist teams at our hospital.

The project was the brainchild of Rachel Casey, Macmillan Personalised Care Lead, and Lynn Thomas, Macmillan Information Manager, who came up with the idea for the CARE hub during the start of the Covid-19 pandemic.

Rachel said: **"We are proud and excited to be launching the CARE Hub. This is the first phase of the CARE Hub and we are already working on future developments."**

The hub brings together information about treatments and support from teams that work across NNUH and Cromer and District Hospital.

Lynn added: **"We became acutely aware of a need for a designated area on our website for patients, their carers' and anyone with concerns about cancer to go to for information and support."**



Jo Richardson, Lead Cancer Nurse, said: **"This is a brilliant initiative to support our patients and carers, empowering them through their treatment and beyond."**

Information is also available at the new North Norfolk Macmillan Centre at Cromer and a new Macmillan Information Pod is due to be introduced in West Outpatients at NNUH in the spring.

The CARE Hub can be viewed on our website - scan the QR code on left.

To contact the team about cancer support and information, call 01603 641559 or email InformationPod@nnuh.nhs.uk

Get checked out if concerned about cancer symptoms

Our Cancer Services teams has experienced a surge in referrals compared to pre-pandemic levels, which has prompted calls for people to be aware of the symptoms and attend screening clinics.



Cancer Services at our Trust have been running throughout the Covid-19 pandemic with high standards of infection prevention and control in place.

Dr Gaurav Kapur, Consultant Clinical Oncologist and Service Director for Oncology, said:

"We are running the Oncology department as normal and Cancer Services have always been running with chemotherapy, radiotherapy and acute oncology services providing the same level of services as before the pandemic.

"Patients should see their GP as soon as possible if they are concerned about cancer symptoms so that they can be diagnosed early in a timely manner, as early diagnosis and treatment results in better outcomes and survival. We have definitely been seeing more patients with advanced malignancies and seeing a lot more complex cases coming to

hospital. The acute oncology service has also seen a significant increase in the numbers of patients attending, including for management of complex symptoms. Treating cancer is a priority and a lot of additional resources are being put in to facilitate early diagnosis and treatment," he said.

Local people are being urged to ensure that they get themselves checked and speak to their GP if worrying symptoms continue. Ongoing tummy troubles can be signs of a number of cancers, including bowel, ovarian or pancreatic cancer, and blood in pee - even just once, can be a sign of a urological cancer, such as bladder or kidney cancer.

Possible signs of these cancers include:

- Discomfort in the tummy area for three weeks or more
- Persistent diarrhoea
- Constantly feeling sick
- Blood in your urine.

Visit [nhs.uk/cancersymptoms](https://www.nhs.uk/cancersymptoms) for more information.

New hospital governors elected to represent you

Four new governors have been elected to represent patient and staff views when decisions are made about our hospitals.

The newly elected public governors are: Elaine Bailey for North Norfolk and Tim How for King's Lynn and West Norfolk.



Two new staff governors were elected: Bibin Baby, for Nursing and Midwifery, and Gemma Lynch, representing Admin and Clerical staff.



Three existing governors were also re-elected for a further three-year term and they were Erica Betts and Nina Duddleston for Breckland and Jackie Hammond for Broadland.

Chairman of NNUH, David White, said: **"We are delighted to welcome four new governors to our Council of Governors, as well as retaining some experienced governors who can offer valuable insights when we are making decisions about the future of our services. Governors have an important role in the organisation, ensuring that our hospitals are closely in tune with both our staff and the community we serve."**

All NHS Foundation Trusts have a Council of Governors and its role is to represent the interests of the members as services are shaped for the future.

Changing outpatient appointments

We are one of the first hospitals to be working with NHS England and Improvement on the Personalised Outpatient Programme, which will change the way we deliver outpatient care to better suit you



Across our outpatient services we will start to offer patient initiated follow-up outpatient (PIFU) appointments, which is where you arrange a follow-up appointment as and when you need it, rather than at routine intervals.

We will also introduce new digital platforms to make it easier for you to arrange a follow-up appointment, if you require one. Reducing the number of face-to-face outpatient appointments will help to free up our clinicians' time for other clinical work, such as new appointments, diagnostics and procedures and patients who need us the most.

Chris Cobb, Chief Operating Officer, said:

"This is an exciting change to the way we deliver outpatient care to better suit our patients' lives and empowers them to book follow-up appointments when they need them."

If you already have any outpatient appointments booked, please continue to attend. We will be in touch with you if we think you'd be suitable to go on the PIFU pathway and will let you know of any appointment cancellations.

Charity funds new programme to support cancer patients

Big C has been awarded a national NHS Charities Grant, supported by the N&N Hospitals Charity, to fund the 'Nourish & Nurture' Intervention.

Big C's grant of £49,752 will be used to pilot a 12 week patient-centred nutrition and wellness intervention programme for individuals living with cancer, aimed at educational lifestyle, behavioural change and psychological support.

The 'Nourish & Nurture' programme focuses on well-rounded, evidence based, holistic care, including education on healthy eating, weight management and 'mood and food', plus health walks for mental and physical wellbeing, 1:1 psychological support, cancer support groups, wellbeing complementary therapies and food and nutrition myth busting sessions. The team at Big C will work closely with oncology dieticians from our Trust.

Dr Melanie Pascale, Director of Charitable Operations at Big C, said: **"We are thrilled to receive this important grant so that we can embark on this innovative nutrition and wellness intervention. I believe this will be the first complete 360 holistic care package for patients following a cancer diagnosis, designed to complement and run alongside their clinical care."**

If you are interested in taking part in Big C's Nourish & Nurture programme, please contact the charity on 0800 092 7640 or email support@big-c.co.uk



Support
Research
Equipment
Education



Net zero heroes - how Team NNUH are reducing their carbon footprint



Teams working across our Trust have taken the net zero pledge to help reduce the carbon footprint of the NHS.

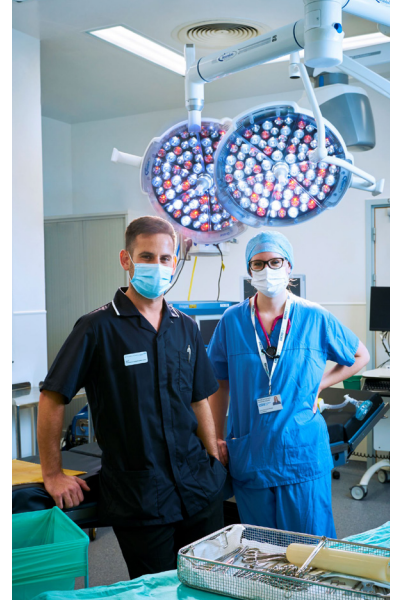
As part of the Greener NHS agenda, the health service aims to become net zero by 2040.

The NNUH surgical and anaesthetic teams have taken the net zero pledge by forming a sustainability committee involving Theatre Staff, Serco, Procurement, Infection Prevention and Control and Health and Safety colleagues.

The NNUH team has taken a significant step towards reducing greenhouse gases by removing desflurane – one of the worst polluting agents – from most of our operating theatres.

They have also switched to reusable trays for drawing up anaesthetic drugs and the team has plans to reduce non-clinical and clinical single-use plastic items, begin waste segregation and switch to reusable sharps bins.

The work of the Sustainability in Theatres committee has already received national and international recognition at the United Nations Climate Change Conference last year. Joel Fiddy, Matron for Theatres Governance, Risk and Education and Dr Amy Greengrass, Consultant Anaesthetist, pictured right, feature in a Greener NHS photography exhibition, which went on display at COP26.



Dr Greengrass said: **"Climate change is the single largest crisis facing us today and is also a health crisis. In order to start meeting the NHS net zero targets, change needs to start happening now and we have an opportunity to be at the forefront of this change. Our Sustainability within Theatres Committee has already made significant changes since April 2021 and we know there is much more work to be done."**

"There has been a really positive reaction in the department amongst anaesthetic and theatre staff and climate change is very much in the public consciousness."

"Inhalational anaesthetics are greenhouse gases and account for five per cent of all emissions from acute NHS hospitals. There's an ongoing national project to reduce nitrous oxide which is a big contributor to greenhouse gases and we are cutting non-clinical single use plastics from our department."



The Sustainability in Theatres committee

Helping to provide cleaner air on the NNUH estate

Our hospital estate has more than 16,000 trees with its own woodland around the perimeter of the site and more than 150 young trees have been planted to help create a second inner shelter belt.

This brings a number of benefits by offering protection from wind and heat as well as helping to lower carbon emissions and provide cleaner air.

Project lead and Environmental Arts Manager Emma Jarvis worked with South Norfolk Council, Easton and Otley College, the Woodland Trust and other specialists in arboriculture.

"We know how important trees are in our battle against global warming," she said.

"We've identified ample space for us to play our part in this fight and help reduce our carbon footprint."

"The tree species have been chosen specifically to cope with the rising temperatures of the planet."



Pupils create artwork for our children's hospital

Our £6.5m paediatric theatres complex is progressing and is expected to welcome its first patients by the summer.

As a child-centred development, project teams are keen to involve the very people who will benefit from treatment with us, therefore children from as young as five have been involved in the artwork project to make the centre by children for children.

The project is being delivered in two phases, providing a twin paediatric theatre suite, a recovery unit, as well as associated supporting facilities. The unit will also be fitted out with new clinical equipment to contemporary standards, helping to cement our position as a major provider of specialist paediatric care.

The new team will carry out theatre procedures initially over five days a week, including orthopaedics. The opening of this new complex will also provide additional capacity to theatres more generally as paediatric patients will move out of general theatres to be treated in these new facilities.

The N&N Hospitals Charity has granted the complex £60,000 to help fund an arts project which has seen a collaboration

between artist Toby Rampton and storyteller Amanda Smith.

While Toby's and Amanda's work will be displayed in the theatres complex, the work by the pupils will go up elsewhere in the hospital.

Our partners Serco will now take over the final stages of the development which should be welcoming its first patients through its doors later this year.



Mile Cross Primary School pupils with their artwork

Norfolk and Norwich Orthopaedic Centre

Our new £11m orthopaedic centre to increase elective surgical capacity is well underway.

The Norfolk and Norwich Orthopaedic Centre (NaNOC) will create a stand-alone and Covid-secure elective surgical



facility containing, two new laminar flow theatres and a 21-bedded ward for hip, knee, ankle, foot and shoulder surgeries.

Our Hospitals Charity has pledged £2m to this development - the largest donation in its history - and has already raised half that sum.

The NaNOC theatres will be a modular construction, meaning the bulk of the construction is carried out off site. Once built, the modular units are shipped to Norfolk and lifted by crane into position. They are then fitted together as well as connected to services such as water and power.

The ward section for the NaNOC will be a refurbishment of the existing Aylsham Suite, which has been redesigned to offer the 21-bed ward to the elective Orthopaedic patients.

Recruitment is already under way for new clinical, nursing and support staff.

You can support the NANOC appeal and find out more here: <https://www.justgiving.com/campaign/NANOC>



Emergency Department Extension opens

A new room for Emergency Department colleagues and changing facilities has been opened.

The much-needed facilities create a larger area, and the brand-new kitchen means staff can make their own snacks and meals, rather than having to try to make it to the staff canteen on the other side of the hospital during their 30-minute break.

Johnny Wells, ED Matron, said: **"The previous staff room was small and claustrophobic with no natural light. Our new one is light and airy with better kitchen provision, toilets, and showers. These new facilities will also be good for morale as we can get everyone together at the beginning of every shift."**



The new staff facilities are part of our £750,000 work to extend the Emergency Department which will be completed this summer.

The extension will also benefit our patients, as a planned partial reconfiguration of ED will aid patient flow through the department.

Expanding robotic-assisted surgery at NNUH

Our robotic-assisted surgery programme continues to expand with our Ear, Nose and Throat (ENT) team becoming the latest to use the new technology to carry out minimally-invasive surgery.

In December we launched our Head and Neck robotic surgery service to carry out Oropharyngeal (tonsil and base of tongue) cancer surgery.

Ramez Nassif completed the first two robotic procedures making him the first surgeon in East Anglia to do so and has since gone on to complete more trans-oral robotic surgical (TORS) procedures.

He said: **"TORS procedures provide a unique, world-class surgical service for our head and neck patients in Norfolk and for Suffolk, with patients from our sister hospitals, the James Paget, Ipswich (ESNEFT) and the QEH in King's Lynn. This should provide alternative options to cancer patients and allow us to make tailored decisions for each individual patient with the focus being on improved patient outcomes both therapeutically and functionally as well."**

"This was a team effort and it's a great development opportunity for a lot of our colleagues and is taking us into the next generation of technology at the hospital."

We became the first hospital in the region to carry out bowel cancer surgeries using robotic-assisted technology in 2017. Over the last four years we have carried out 200 colorectal surgeries using the minimally-invasive method.

The Sir Thomas Browne Academic Colorectal Unit now has three consultants who carry out robotic-assisted colorectal surgery and has piloted a project for trainee surgeons to develop their skills.

Irshad Shaikh, Consultant Colorectal and lead Robotic Surgeon, said: **"We are one of the pioneers in colorectal robotic-assisted surgery and we have all the technology to deliver high quality surgery that benefits the patient enormously with minimally invasive surgery which leads to faster recovery and faster discharge from hospital. Over the last four years we have performed in excess of 200 operations with really good outcomes."**

The Trust has two da Vinci robots in main theatres, which were funded by a £1m donation from the N&N Hospitals Charity. A video about our work can be viewed by scanning the QR code.



Augmented reality headsets purchased by the charity

State-of-the-art augmented reality headsets have been purchased by the Norfolk & Norwich Hospitals Charity to be used for interventional radiology research, training and surgical planning.

The HoloLens augmented reality headset works by overlaying digital images onto the clinician's field of view, allowing surgeons to easily access imaging and other data during surgery.

Two headsets and software were purchased thanks to a £35,000 grant from the charity.



Registrar Jordan Curl-Roper said the equipment was being used for teaching, training and research and has huge potential to benefit patients.

"A patient will have a CT scan before undergoing a procedure and the surgeon needs to memorise these images."

"The HoloLens headset enables the surgeon to have the scan images, heart rate and other observations directly in front of them and can be easily referenced, which helps enormously during surgery."

"This also speeds up the procedure which reduces the radiation dose, benefitting both patients and staff."

At the moment, the headsets are being used for training and research but it is hoped they will be used on patients in the near future once approval is granted.

If you would like to find out more about the work of the charity, visit our website at <https://nnhospitalscharity.org.uk/> or follow us on social media @nnhospcharity



From rhubarb to robotics - celebrating 250 years of our hospital

Before the N&N was established in the 1700s, leeches and homemade cures, using common ingredients such as rhubarb, were the order of the day and one highly significant medical advance had begun with early vaccination techniques for smallpox.

The 18th century saw many hospitals established in large cities and treatments improved and saw the beginnings of modern medicine. In Norfolk, public demand grew for a county hospital at a time when journeys to London could take several days by wooden cart.

The lead was taken by Thomas Hayter, Bishop of Norwich, who asked apothecary surgeon Benjamin Gooch to visit all the hospitals in London in 1758 to learn about their design and administration with a view to establishing a county hospital in Norwich. The designs were drawn up but in 1761 Hayter was transferred to London, where he died a few months later.

The subscription fund was taken forward by William Fellowes, who had set up the first cottage hospital in the country with Benjamin Gooch, known as "Shotesham Infirmary". Mr Fellowes called an open meeting at the Guildhall, Norwich, in August 1770, to discuss the project and a site for the hospital was leased.

Voluntary hospitals were characterised by their independent status and their reliance on philanthropy and other private sources of funding. The cost of the hospital was £13,323 and it had a medical staff, a matron and 20 beds were ordered. It started seeing its first outpatients on 11 July 1772 and first inpatients on 7 November 1772. The Norfolk and Norwich Hospital was ranked high in its design and standard of practice among the many new hospitals in London.

The N&N has always been a centre for the advancement of medical knowledge and the hospital's contributions to lithotomy in the 19th century and to orthopaedic surgery in the 20th are two examples.

Over time, a number of separate hospitals have been incorporated into the N&N including the eye infirmary, which was established in 1823 and joined the N&N in 1925. The Jenny Lind Children's Hospital opened on Pottergate in 1854 and became part of the N&N in 1975.

Today's hospital in Colney Lane has over 1,200 beds and 10,000 staff, treating more than one million patients every year. It is a centre for treating heart attacks and strokes and its maternity services care for over 5,000 patients each year, specialising in complex maternal care alongside a Neonatal Intensive Care Unit. Staff in theatres have developed expertise in minimally invasive robotic surgery which is used for urology, gynaecology, head and neck and colorectal operations.

David White, Chairman, said: **"There have been huge advances in technology since the inception of our hospital 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."**

"Our hospital has touched the lives of every local family and this year we want to celebrate our achievements and our history. We've reached a major milestone which will be celebrated throughout 2022 with our Norfolk and Waveney community."



More information on the 250th anniversary can be found on our website here by scanning the QR code

You can share your memories and photos of the hospital by emailing communications@nnuh.nhs.uk



250 YEARS



Jenny Lind

Timeline – key dates

March 1771 - Foundation stone laid by William Fellowes and Benjamin Gooch appointed first Consulting Surgeon

11 July 1772 - The first three outpatients attend

7 November 1772 - Seven inpatients admitted

1823 - Norfolk and Norwich Eye Infirmary opened for treatment of the poor

1848 - Building committee appointed to build two additional wards

1877 - Agreement to build new hospital

June 1879 - HRH Prince of Wales lays the Foundation Stone of the new hospital

July 1881 - First patients received on new wards

August 1883 - New hospital opened by RH Duke and Duchess of Connaught, accompanied by Prince Albert Victor

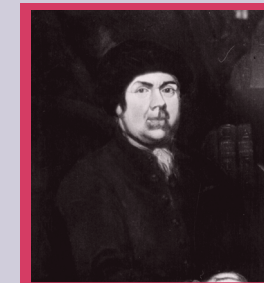
1904 - X-ray department opened

1907 - First pathology department opens October 1914 - NNUH becomes a military base hospital

1919 - A centre for the College of Nursing opens in Norwich

November 1925 - Maternity ward opens with seven beds

January 1925 - Foundation stone of new children's block laid by HRH Prince Henry



Benjamin Gooch



William Fellowes



1930 - Norfolk and Norwich old Nurses League founded

1933 - Preliminary nurse training school starts training cohorts of 12 every three months.

1935 - Orthopaedic department founded by Mr HA Brittain with Mr McKee as Registrar

1935 - New maternity block funded by parents of Captain Geoffrey Colman

1978 - The Sir Thomas Browne Library named

1998 - Prime Minister Tony Blair announces that the new hospital will go ahead

2001 - New hospital at Colney Lane becomes operational

2004 - Queen Elizabeth II officially opens the new hospital

2011 - Opening of the Midwifery-Led Birthing Unit

2014 - The Bob Champion Research and Education Building opens

2016 - A £1m robot is used to carry out prostate cancer surgery

2017 - The UK's first Older People's Emergency Department opens

2018 - The Quadram Institute opens with the largest endoscopy centre in Europe

2020 - New Norfolk Centre for Interventional Radiology opens.



250 YEARS

Getting a big help from our Friends for Cancer Centre

Just over two years' ago, the Cromer Community and Hospital Friends launched their fundraising campaign for £500,000 in a blaze of publicity. The group was also planning a Valentine's Day event in 2020 when the Covid-19 pandemic hit.

The Friends quickly adapted and began encouraging members to bake, sew and sell what they could to support the North Norfolk Macmillan Centre and fund the equipment needed once the centre opened in 2021.

Shirley Davies, Chair of Cromer Community and Hospital Friends, said: **"We used Facebook to promote the fundraising as well as the free papers that circulate in Cromer. As people started to see the success of the campaign, more and more came on board with online raffles, coffee mornings, quiz nights and an art sale."**

"The total quickly grew and was boosted by legacies from local people who wanted to see travel to Norwich reduced for cancer patients in North Norfolk. Our initial target was exceeded and we managed to raise £665,000 overall.

"What spurred us on when the pandemic started was the support from Friend's member Tricia Doidge who sadly died in May 2020. Tricia was exceptionally passionate about the fundraising because of her own cancer journey and we wanted to make the campaign a success in her memory."



The Cromer Community and Hospital Friends outside the North Norfolk Macmillan Centre.

Chris Grayston, Cromer's Operational Manager, said: **"There are specialist items of equipment, such as the prostate biopsy machine, that we will be using at the Macmillan Centre simply because of the outstanding efforts of the Friends and the extra money they raised. We're keen to keep developing the service and save even more patient journeys to Norwich. Over the next few months, we're planning to offer a wider range of chemotherapy treatments and begin offering prostate biopsies at the centre."**

The nurses-led unit helping patients with minor injuries

Cromer Minor Injuries Unit is staffed by nurse practitioners and senior healthcare assistants and is open seven days a week from 8am to 7.45pm for a range of minor injuries.

Kath Downes, Emergency Nurse Practitioner, said:

"This time of year, we see a lot of patients who have injured themselves as the nights get dark fast and when we get icy conditions, we get lots of slips and there are several fractures and dislocations that we can manipulate and can refer patients to plastics or orthopaedics if they require further treatment."

"We can treat children over the age of one and we usually see a rush of attendances after school and early evening for minor injuries."

"Any illnesses, major trauma and long-term conditions need to be seen elsewhere and we'd always recommend patients phoning ahead by calling 01603 646230."



For more information, visit <http://www.nnuh.nhs.uk/departments/minor-injuries-unit/>