

THE Pulse

Issue 106
March 2023



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Praise for maternity teams

Improving patient care
with genomics

Junior doctor records
NNUH life on canvas



Norfolk and Norwich
University Hospitals
NHS Foundation Trust

Food and drink

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

Feast@ the Deli: West Atrium, Level 1, open Monday – Friday, 7am-3pm

Feast@ Café Bar: Out-patients East, open Monday - Friday, 7.30am - 4.30pm

Coffee House: Plaza (West), open Monday - Friday, 7am - 6.30pm; Saturday, 9am - 4.30pm; Sunday, 9am - 3.30pm

Little Costa: Out-patients West, open Monday - Friday, 7am – 5.30pm

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

Charity Café: Car park G outside the Emergency Department, 7.30am - 4pm weekdays

Shopping

WRVS: East Atrium, open Monday – Friday, 8am - 8pm; weekends, 10am - 6pm

WH Smith, M&S Food: Plaza (West), open Monday – Friday, 7am - 7pm; Saturday, 9am - 5pm; Sunday, 9am - 4pm

The Stock Shop: West Atrium, Level 2, open Monday - Friday, 9am - 5.30pm; Saturday, 12pm - 4pm

Services

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

Lost property: Call 01603 286803 or ext 2803

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

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

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

Contact us

The Pulse Editorial team: call 01603 289821 or ext. 5821, email Communications@nnuh.nhs.uk

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Norfolk and Norwich University Hospital
Colney Lane, Norwich, Norfolk, NR4 7UY

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



“ I am writing to thank you after my wife received exemplary treatment, despite all the pressures facing the NHS.

I brought her to the NNUH after she collapsed at home with a dense stroke. She was assessed, seen by the stroke nurse, had a CT, was seen by the stroke consultant, transferred to Heydon Ward and started on thrombolysis within an hour of arrival. As a result she had a miraculous resolution of her symptoms and a near complete recovery and was discharged after two days. Not surprisingly, we are enormously grateful for the care and expertise displayed by all the NNUH staff involved in her care.

AG

My bowel cancer was unexpected, but my treatment was executed at pace. My recovery was spectacular. I am forever appreciative of Mr Shaikh and his skill with his new robotic friend, long may their partnership last! I continue to tell my story and urge men to come forward for screening.

JD

My husband was admitted to Cringleford ward for palliative care in December. The staff on the ward were all amazing. The cleaners, porters, receptionists, nurses and doctors made a very sad period truly wonderful. They looked after us both so well and their kindness and compassion was so welcome. I cannot speak highly enough of them.

They really eased my husband's passing and they exceeded all my expectations. So well done to all the Cringleford ward team for the highest possible standard of care they provided.

MP



Very special visit to Norfolk and Norwich University Hospital meeting the leadership team and also some of the 450 volunteers who help patients with their visits.

A very big thank you to all of them.

High Sheriff of Norfolk

The level of care I received at the hospital was absolutely outstanding. I must have encountered scores of staff on AMU, Cringleford and Dilham. The instinctive gifts of patience and kindness and diligence and skill which they all showed without exception will remain an inspiration to me for ever.

KM

My husband was admitted to Kilverstone ward as the seventh patient in a six-patient bay. I agree it was a tight fit between the beds on either side and maybe some dignity and privacy was lost.

We are not in a perfect world at the moment and with so many people needing hospital care I feel my husband was treated with every care and respect possible.

Following an examination with his consultant Dr O Abdul-Samad, Consultant Cardiologist, he was advised to have a pacemaker fitted, this procedure took place six days from being admitted. We should both like to thank you and all the team on the coronary care unit.

DW

”



We're entering a new era in how we care for patients as we embark on a journey to set up an Electronic Patient Record (EPR). In simple terms, the EPR will store and retrieve clinical information and everyone who works with patients will use it.

Although the concept is straightforward, the effect will be revolutionary in enabling us to carry out research and gain insights into the quality of care which simply isn't possible with paper records.

Patients will notice a big difference with the most up-to-date information available to all the clinicians they see. Telling your story once – one of the key aims across the Norfolk and Waveney Integrated Care System - will become a reality (see page six for more details).

To get there will be a challenge involving nearly all our staff who will have to standardise treatment pathways across their own clinical services and with our neighbouring hospitals James Paget University Hospital and Queen Elizabeth Hospital King's Lynn. There will be lots of opportunities for staff to get involved in shaping the EPR over the coming months and share their expertise as we plan the way ahead.

We've shown how improvements in technology can make a difference with the success of the Virtual Ward where 1,900 patients have been able to continue their recovery at home while being monitored remotely.

Wearable devices pinpoint any changes or deterioration in someone's condition and patients are contacted by the team on a daily basis. The feedback we have received from patients has been exceptional and the Virtual Ward team has won a national award for their innovation and contribution to patient care.

Using technology opens up new avenues of treatment and will make us more efficient as an organisation. We're determined to deliver those benefits for the patients of Norfolk and Waveney.

Sam Higginson, Chief Executive, NNUH

Launch of Staff Awards 2023 - who will you nominate?

We are launching our Staff Awards for 2023 to recognise the achievements of our staff.

More details will be on our website at www.nnuh.nhs.uk for a chance to nominate the teams and individuals who you think have gone the extra mile in providing your care this year.



Imaging appeal launched by hospital charity

An appeal to fund a state-of-the-art imaging service at our hospital has been launched by the N&N Hospitals Charity.

The appeal, to mark our 250th anniversary, is to raise vital funds to support the introduction of a thrombectomy service at NNUH, to enable the urgent removal of clots (thrombus) which cause strokes.

Scans enable doctors to accurately locate and remove the clots, restoring blood supply to the brain. The technique is a major advance in the treatment of stroke patients, saving lives and reducing disability.

Dr Richard Goodwin, NNUH Chief of Division for Clinical Support Services, said: **"Our Imaging Appeal aims to provide more equipment, more services and more facilities where they are most needed at NNUH. This could be another MRI or CT scanner or creating the associated facilities to accommodate a new thrombectomy service for stroke patients. This will bring benefit to a wide range of patients – people with cancer, stroke, cardiac and kidney disease."**

Research suggests that every minute saved in the time from stroke onset to treatment grants the patient an extra 4.2 days of extra healthy life. Currently, only 1% of patients are treated with thrombectomy compared with the recommended 10%, and people in the East of England have the least access to this life-saving treatment. Universal access to the service in England could result in 1,600 more people becoming independent after a stroke each year.



One former patient, Sarah said: **"I suffered a stroke in February 2019, while I was out running. I was brought into the N&N by ambulance, and after preliminary investigations including a CT scan, I was given thrombolysis and then transferred to Addenbrooke's Hospital for a mechanical thrombectomy.**

"I have absolutely no doubt that having this procedure saved me from sustaining severe and permanent disability, and certainly saved my career. I am now back in full-time work, and able to do everything I did prior to the stroke. I count myself incredibly lucky, and obviously feel very strongly that thrombectomy should be available to everyone who warrants it, in a timely fashion. Having a thrombectomy service locally is vital if this hospital is to provide the best possible care for stroke patients."

Visit www.nnhospitalscharity.org.uk to find out more or donate at <https://www.justgiving.com/campaign/imagingappeal>

Family surpasses £20,000 fundraising mark for NICU

The family of a boy who spent his first days on the Neonatal Intensive Care Unit (NICU) at NNUH have raised more than £20,000 for the N&N Hospitals Charity.



Jack Baker, from North Tuddenham, was born by emergency caesarean section in September 2009 after mum Lucy suffered a placental abruption which meant that his heartbeat had slowed considerably.

The delivery team spent eight minutes resuscitating Jack before he was taken to the NICU where he took part in what was then a pioneering programme called TOBY which involved cooling his body to reduce any damage to the brain following oxygen deprivation. Jack is now a happy, healthy 13-year-old, and to say thanks to the NICU team who cared for him, Lucy and husband Simon, and grandparents Jane and

Adrian, have held an annual coffee morning and crafts sale to raised thousands for the charity.

Jack's grandmother Jane, who hosts the hugely popular annual fundraiser in the garden of her North Tuddenham home, said: **"People are so generous and we don't charge for anything, just donations. Jack is 13 now and he loves the fundraising. Ever since he was little he has said thank you to everyone."**

To find out more about the N&N Hospitals Charity and our ongoing appeals, please visit the Charity's website <https://nnhospitalscharity.org.uk/> If you would like to support the N&N Hospitals Charity, contact us at charity@nnuh.nhs.uk



Patients to benefit from lasting legacy of 'amazing young man'

The father of a man who left £81,300 to the N&N Hospitals Charity has returned to the hospital to meet the team who treated his son and see the equipment purchased thanks to the legacy gift.



Nicholas (Nick) Fuller was diagnosed with muscular dystrophy at a very young age, and his condition developed as he got older.

His parents were initially told that his lifespan would be around 35 years. He was 54 when he died, after enjoying life to the full, travelling around the world with his parents and making friends wherever he went.

His legacy was shared between the Cancer Care and Respiratory departments and used to purchase a non-invasive mechanical ventilation system which helps improve symptoms and the quality of life and survival of patients with prolonged neuro-muscular conditions for which there is no cure. It also paid for a trans-cutaneous CO2 monitor which is non-invasive and suitable to be used at home.

Nick's father, George, said: **"Nick was an amazing young man who never let his disability affect his approach to life. He made us proud parents and for that we will be eternally grateful."**

After leaving school at 16, Nick worked for the Ministry of Defence and served in Germany at the same time as George who was serving in the Royal Air Force. On their return to the UK, Nick was stationed at an RAF base in Cambridgeshire until he died in 2020.

George said: "When the family moved to Norfolk in 2003, Nick was monitored by consultants from various departments at the N&N. Respiratory Consultant Philippe Grunstein was his favourite and he looked forward to his consultations. During his later years, Nick was hospitalised with pneumonia twice and it was the expertise and professionalism of Philippe that brought him through those traumatic times and to whom we will always be indebted."

Julie Cooper, Head of Grants at the N&N Hospitals Charity, said: **"Nick's family are, rightly, very proud of their son, and we were privileged to hear his story, and to be able to help create a lasting legacy from the gift he has given in his will. We thank the family for their generosity which will help improve the lives and treatment of many more patients in the future."**



Operations Manager Katrina Strak, Respiratory Consultants Prasanna Sankaran and Philippe Grunstein and George Fuller.

If you would like information about leaving a gift in your will, please contact legacy@nnuh.nhs.uk. To find out more about the Norfolk & Norwich Hospitals Charity please visit www.nnhospitalscharity.org.uk

N&N
Norfolk & Norwich
Hospitals Charity

500 miles of walking to support cancer services

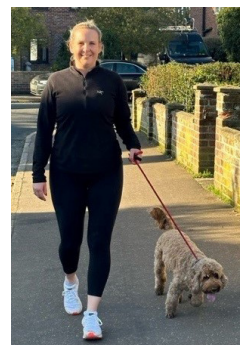
A Norwich mum is walking 500 miles to support the oncology team at NNUH where her parents were treated.

Louisa Dye, from Norwich, clocked up the miles in March in memory of her father Stuart Clarke, who died of pancreatic cancer in 2006, and her mother Christine who died in 2021 from breast cancer.

Alongside her will be Cockapoo, Stanley, with as many friends and family as she can to raise money for the N&N Hospitals Charity oncology fund.

Louisa said: **"In 2020, I started including walking into my fitness routine, anything from 5 miles to 24 miles. Since losing my mum, walking has kept me occupied and filled a gap in my life that mum filled. This supports patients at the Weybourne Day Unit where patients receive chemotherapy and Mulbarton ward - the focus is on the treatment and care of those suffering from and living with cancer, both close to my heart as both my mum and dad used these facilities."**

If you would like to support Louisa, visit her JustGiving page <https://justgiving.com/fundraising/louisa-dye500miles>



Helping patients to complete their hospital care at home

Our Virtual Ward has gone from strength-to-strength since it was launched two years ago. We are the largest provider of virtual beds across Norfolk and Waveney and we have one of the most successful Virtual Wards in the country.

Last year the team won a Delivering Value with Digital Technology Award from the Healthcare Finance Management Association (HFMA) and was Highly Commended in the Digitising Patient Care Award at the HSJ Awards.

Since the formation of the Virtual Ward in early 2021, more than 1,900 patients have been able to complete their hospital care from the comfort of their own home, whilst being remotely monitored and having regular contact with a clinician.

The Virtual Ward has saved more than 15,000 hospital bed days in a year and 98% of patients are satisfied with the service.

The team now has a clinical space so that patients can be moved and reviewed on the Hoveton unit while they are organised a transfer home.

Dr Ed Prosser-Snelling, Chief Digital Information Officer, said: **"I am immensely proud of the Virtual Ward team and delighted with the collaboration of the finance team. The success of the NNUH Virtual Ward has been a whole organisation effort and delivers safe care at the third of the cost of a typical inpatient ward."**

Please speak to the clinical team on your ward if you or a loved one is interested in getting home earlier under our Virtual Ward.



Green light for Electronic Patient Record

The financial plan to implement Norfolk and Waveney's three acute hospital Electronic Patient Record (EPR) has now been approved by the Department of Health and Social Care, as well as the three Trust Boards and NHS England.

The new digital patient record solution, which will improve staff and patient experience, is part of a national ambition to revolutionise how information is stored to provide better joined-up care.

The approval of the Outline Business Case gives the green light to start the procurement of a single EPR to be shared by NNUH, James Paget University Hospital and Queen Elizabeth Hospital, King's Lynn. The successful supplier should be selected by the Autumn.

Sam Higginson, NNUH Chief Executive and Senior Responsible Officer for the EPR Programme, said: **"The Electronic Patient Record programme is hugely exciting and a flagship project for the three acute hospitals in Norfolk and Waveney and we're delighted our outline business case has been approved at a national level."**

"A team of clinical staff, managers and Digital Health colleagues have been working hard in the background on this transformative project and we are looking forward to engaging further with staff, patients and stakeholders in the coming months."

"The EPR will improve patient care and allow us to manage clinical information to make it more easily available for hospital clinicians, other healthcare professionals and patients."



The EPR rollout will be the biggest piece of digital transformation work our three hospitals have undertaken.

The EPR will transform acute hospital healthcare by storing patient information electronically and making communication between patients and staff simpler. It will also introduce time-saving features and make it easier for health and care staff to provide safer, more personalised care.

For more information about Norfolk and Waveney's EPR please visit <https://improvinglivesnw.org.uk/EPR>.

NNUH Dementia Fayre to return on 15 May

The NNUH Dementia Fayre will be returning to the East Atrium and Benjamin Gooch Lecture Theatre on Monday 15 May.

For the first time since the Covid-19 pandemic, we will be hosting the event in person with a wealth of dementia information and support for patients, carers, members of the public and healthcare workers.

The free event will run from 10am to 3pm on 15 May, which marks the start of Dementia Action Week.

Liz Yaxley, NNUH Dementia Services Manager, said: **"We are so pleased to be bringing back the Dementia Fayre to the hospital after a couple of years of having virtual information and advice sessions. We are looking forward to welcoming a host of experts and organisations to the hospital on the day, including our very own Dementia Support Team and clinical team. We are also looking forward to welcoming a previous patient of NNUH who will be talking about his experiences of living with young-onset Alzheimer's disease."**

Prof Michael Hornberger, Professor of Applied Dementia Research at Norwich Medical School, will deliver a talk in the lecture theatre between midday and 1pm on 'Will upcoming techniques transform dementia diagnosis?'

Dr Jordan Tsigarides will also talk about how we are using Virtual Reality to revolutionise medical training. 'Stepping into Their Shoes: Use of Virtual Reality to support Dementia Education' will take place between 1.30pm and 3pm.

Free refreshments and cake will also be provided. More information will be available on the events section of the NNUH website nearer the time.



Recording NNUH life on canvas

Lena Ibrahim is representing life on the NNUH wards and the work of fellow junior doctors with a paint brush and canvas.

The 24-year-old from Hethersett, pictured right with her self-portrait below, is currently exhibiting her latest collection of paintings outside Dilham Ward, Centre block, Level 3.

"It was always my dream to leave a mark of my passion, painting, in my local hospital and where I work now," said Lena.



"Through my paintings I wanted to represent my colleagues and what we look like, I think not everybody is fully aware of our roles at the hospital.

"Some of the paintings show colleagues being happy working together after a long day, others portray the apprehension, exhaustion but also sense of reward and pride - all the range of emotions you go through in this job."



"The paintings also represent a visual diary for me, something I will look back in future to remember the friends I've made here."

Lena discovered her love for portrait painting while studying art at Wymondham College. Some of her work has been used by the University of East Anglia (UEA) to promote their new MA degree in Medical and Health Humanities and she has also received multiple accolades in the press and social media.

"When I was 18, I was really into pursuing art, but decided to study medicine. I knew if I became a doctor I'd still have the opportunity to paint on the side."

"Some of the colleagues who are in the portraits are being recognised in the corridors which amuses me - I hope the paintings will stay at NNUH for a long time."

Patients and carers help to transform services at NNUH

Services are being transformed by patients' expert advice and support at the Norfolk and Norwich University Hospitals.

Founded in 2019, the Patient Panel plays a key role at the Trust through its members working with hospital staff to get involved in a whole range of projects including service redesign, quality assurance and helping the patient and carer voice to be heard at every level.

Panel members have helped to draft wording for the Trust's corporate strategy 'Caring with PRIDE', contributed to divisional working groups and the ongoing development of the electronic patient record project.

Rosemary Moore, Patient Panel Chair, said:

"All the Panel are volunteers and give up their own time to help staff at both NNUH and Cromer and District Hospital because they want to make a difference. I find this both impressive and humbling. It's a pleasure and an honour to be the Chair and I have every confidence as a Panel we will continue to grow and develop in the years ahead."



Richard Drew, Deputy Chair of the Patient Panel, carrying out a care assurance check

Panel members have also been involved in policy improvements, such as digital transformation plans, giving feedback on patient and carer experience across many departments, and the new joint consent policy across the Norfolk and Norwich, James Paget University Hospital, in Gorleston, and Queen Elizabeth Hospital King's Lynn.

Sarah Higson, Associate Director of Patient Engagement and Experience, who helped Rosemary establish and grow the Panel to its current 14 members, feels that the hospital Trust has begun to build a partnership with patients.

"The Panel members are helping us by using their experience as patients and carers, and their life experience, to give us straight unvarnished feedback and advice that we can use to improve our services and processes in partnership with them to do everything we can to become even more patient-centred," said Sarah.

"Listening to our patients, carers and families is the key to how we improve our services and provide a much better experience for everyone who visits for an appointment or stays with us.

"We are now looking to expand the Panel and want to make sure that we truly represent the diversity of our community. As part of the way we work we meet once a month to check progress and we've built a very positive team culture, so I think that anyone who joins the Panel will feel supported and that they can contribute and really make a difference.

Our Vision
The best care
for every patient



"We've just published a short report on the hospital website which gives an overview of the Panel and just some of the amazing work that the Panel members have done and continue to do.

We hope that everyone who dips into the pages gets an insight into what can be achieved by working together and how rewarding being part of the Panel can be."



Amrita Kulkarni, Head of Patient Experience and Sarah Higson, Associate Director of Patient Engagement and Experience

Prof Nancy Fontaine, NNUH Chief Nurse, said: **"We can't thank the Patient Panel members enough for everything they do to make the patient and carer voice heard and in working with us to improve our services. They have made a huge impact already and I look forward to our continuing this successful partnership in the years ahead."**

If you are interested in becoming a Patient Panel member, please email patient.experience@nnuh.nhs.uk



The Patient Panel received a Silver Award in the annual NNUH Staff Awards in 2022. The Award was presented by Roy Clarke, NNUH Chief Finance Officer.

The Patient Panel report can be found on the NNUH website and by scanning this QR code:



Volunteering to champion health and care research

Are you passionate about health and care research and would like to be involved in promoting research?

We currently have four Public Research Champions (PRC) in our Trust who assist our research teams and we are looking for more people to volunteer for this rewarding role.

The PRC role involves talking about research at public events and visiting health services as well as promoting the Be Part of Research website. It also involves making sure the voice of patients and the public is incorporated in the co-design of posters and leaflets to raise public awareness.

Shahnaz Asghar, pictured right, has been a Public Research Champion for the last year and is also a NNUH volunteer and governor at the Trust.

"I love to support anything that will benefit patients. When I heard about the champions, I wanted to get involved and wanted to help more to promote the benefits of research. I'm particularly interested in dementia research and anything to do with arthritis."

Ron Brewer got involved in research 30 years ago after retiring and seeing an article in a local newspaper about public participation in research. He took part in EPIC-Norfolk and contributed information about diet, lifestyle and health through questionnaires and health checks for over 25 years.

He has also taken part in studies to establish the health benefits of eating chocolate every day for a year and took part in another which required a daily dose of fish oil.

He said: **"It is very satisfying and worthwhile. You feel you are doing your bit. I have suffered from rheumatoid**

arthritis for 20 years and you feel you are helping other people by doing simple things and sharing your experience."

There is no necessity to volunteer for regular hours. PRCs try to attend a 1.5 hour meeting usually four or five times a year and then can do as much promoting as they are able to.

For more information, email office.RD@nnuh.nhs.uk or call 01603 287062.



Research 'unique to Norwich' aims to reduce infections

A research project 'unique to Norwich' is underway that aims to reduce infection risk for patients with a chronic respiratory condition.

Experts from our hospital Trust and Quadram Institute Bioscience are working together to find out why patients with pleural disease develop infections from indwelling pleural catheters (IPC).

The project has received Quadram Institute Clinical Seedcorn funding and aims to improve understanding and help design an infection resistant catheter in the future.

Prof Eleanor Mishra, NNUH Consultant in Respiratory Medicine and Clinical Associate Professor, is leading the research with academic fellow Dr Dheeraj Sethi and Prof Mark Webber at Quadram Institute Bioscience, who specialises in antibiotic resistance and bacterial biofilms.

Patients with pleural conditions can get a build-up of fluid around the lungs that causes breathing problems.

The insertion of an IPC allows a patient to drain fluid around the lungs themselves from home.



Prof Mishra, pictured left, said: **"One in 20 patients can develop an infection with their catheter, which can be difficult to treat. We want to understand how infections can happen. We know biofilms can form on the catheter over time and layers of bacteria that are protected from antibiotics."**

"We are collecting old IPCs to see what is growing on them in the lab. We cannot do it without the expertise at the Quadram Institute and their particular expertise in biofilms and infections. It is unique to Norwich and Norfolk by bringing my expertise in pleural disease and their interest in infections."

Chocolate trial gets families into research at Norwich Science Festival

Our research teams took part in Norwich Science Festival to showcase the ground-breaking research and innovation associated with the city.

They took part in Norwich Research Park (NRP) day on Wednesday 15 February at The Forum in Norwich.

Families met our researchers and Patient Research Champions and took part in their first research study – by eating chocolate!

Our colleagues from the National Institute for Health and Care Research (NIHR) were also there with Rebo the NHS Research Robot.

Prof Eleanor Mishra, Respiratory Medicine Consultant, gave a talk on ‘balloons, buckets and breathlessness’ to explore why patients with advanced cancer feel short of breath, how we can help their symptoms and the research we are doing at Norwich Research Park to improve their care.

Emergency Medicine doctor Ian Pope also gave a talk on “E-cigarettes in the Emergency Department. A weapon in the battle against smoking?” which covered the facts around the harms of smoking, the evidence behind using e-cigarettes and why A&E might be the ideal place to promote them.



Older knee replacements as good as newer models, NNUH and UEA study shows

Older knee replacement designs are just as effective as newer models – according to new research from our orthopaedic research team and University of East Anglia.

A new study published in the journal BMJ Open compares the effectiveness of two established knee replacements.

Eighty osteoarthritis patients, who received total knee replacements in 2018 and 2019, took part in the CAPAbility study – a blinded randomised controlled trial run by researchers at NNUH and UEA.

The study found no difference in outcomes between the Genesis II and Journey II BCS knee implants six months after surgery.



Iain McNamara, pictured left, Consultant Orthopaedic Surgeon at NNUH and an honorary professor at UEA, led the research.

He said: **“The lack of difference between implant designs is important for patients, surgeons, healthcare providers and implant companies.**

“For the patient and surgeons, reassurance can be gained that older designs, with proven track record of function and survivorship, can provide the same patient reported and functional outcome as more modern designs.”

The study is the largest published total knee replacement comparison to date and patients will be reviewed three and five years after surgery.

The team are planning future research looking at the effectiveness of robotic technology in knee replacement surgery.

Improving healthcare in pregnancy with Maternal Medicine Centre of Excellence

Fran Harlow has dedicated her working life to improving healthcare in pregnancy culminating in setting up the multi-disciplinary East of England Maternal Medicine Centre of Excellence at our hospital.

The centre was set up in February last year to provide highly specialised multi-disciplinary care and treatment for women with long-term conditions or serious health issues who are pregnant or who want to start a family. This was a national initiative in response to successive reports illustrating that we could improve pregnancy outcomes for many of these women.

Two highly specialised obstetrics medicine clinics are held each week by Fran and centre Co-Lead Mark Andrews, who is the country's first Obstetric Physician to hold a Diploma in Obstetric Medicine, as well as with Lianne Elliott, Lead Midwife in Maternal Medicine.



Fran said: **"It has been hugely rewarding – and deeply challenging – to be able to see positive outcomes for women for whom pregnancy might have been merely a dream."**

"After initial assessment, most women can be cared for solely in their local hospital with the back-up of the centre if necessary. Other women will have 'shared' care between their local hospital and the Maternal Medicine Centre. Many of these consultations can be virtual which makes them more 'user-friendly'. A few of the very high-risk patients will have all their care at the hospital and deliver their babies here also."

"We see high risk patients who, years gone by, may never have been pregnant due to pre-existing serious conditions."

To read the full interview with Fran, scan this QR code or visit <https://www.nnuh.nhs.uk/news/spotlight-on-fran-harlow-consultant-in-obstetrics/>



Praise for our Maternity staff in national patient survey

Our Maternity staff have been praised for their care and dedication following the publication of a national patient survey.

Almost 200 women cared for by the NNUH maternity team took part in the 2022 Maternity Survey, which has been published by the Care Quality Commission (CQC).

The annual survey asks a range of questions to find out the women's experiences during their antenatal care, labour and postnatal care.

The latest survey, which took place in January and February 2022, saw improvements in scores to all questions about antenatal check-ups and nine out of ten respondents said they had confidence and trust in the staff caring for them during labour. A higher proportion of respondents said they were asked about their mental health at antenatal check-ups and knew who to contact if they needed mental health support after the birth.

Prof Nancy Fontaine, NNUH Chief Nurse, said: **"We are very grateful to all the women who took part in the 2022 Maternity Survey and the results show how highly they rate the care they receive from our maternity services and the staff working within them. It is really pleasing to see**

improvements in the experiences of the women and their partners cared for by our maternity team. We have a strong relationship with our Norfolk and Norwich Maternity Voices Partnership, Patient Panel and our community groups. We have been co-designing improvements across our maternity services and will continue to work to further improve the experience of our women and their partners."



The 2022 Maternity Survey results can be viewed on the CQC website.

'Sponge on a string' pilot launched by Endoscopy

A 'sponge on a string' pilot has started in our Endoscopy Unit as a new diagnostic test for patients referred from primary care with symptomatic gastro-oesophageal reflux disease.

The first Cytosponge clinic has taken place at the Quadram Institute, which is being offered as a less invasive alternative to endoscopy.

The Cytosponge consists of a spherical sponge within a dissolvable capsule attached to a string. The Cytosponge is swallowed, the capsule dissolves and the sponge expands within the stomach. Using the string, the sponge is retrieved and collects approximately one million cells lining the oesophagus. The sponge is then sent for histological and biomarker analysis, and with high accuracy can diagnose Barrett's oesophagus, which is a condition where some of the cells in the oesophagus grow abnormally and can lead to oesophageal cancer.

By offering Cytosponge to NNUH patients, it is hoped that most patients with reflux symptoms can safely avoid more invasive investigations and that endoscopy can be prioritised for those most in need.

Tracy McDonnell, Lead Nurse for Endoscopy Services, said: **"We are excited to be taking part in this NHS England funded pilot for the next 12 months, which is supported by Norfolk and Waveney ICB and we will initially carry out one clinic a week. It is less invasive than a gastroscopy procedure and can be done in a clinic room. The feedback during trials from patients who have endoscopy regularly is that they prefer Cytosponge to gastroscopy."**



Sarah Butler from Meditronic, Michelle Wright, lead cytosponge nurse and Tracy McDonnell, lead nurse for Endoscopy Services

Plastic surgeon appointed to national programme

Consultant plastic surgeon Martin Heaton has been appointed as clinical lead on a national improvement programme for patients with head and neck cancer.

Martin will lead the GIRFT (Getting It Right First Time) national programme to seek out best practice across the UK to assess whether it could be rolled out nationally.

He will now help lead a multi-disciplinary team which will take in performance data from hospitals all over the UK who specialise in treating patients with head and neck cancer.

Head and neck cancer treatment brings together a cast of many to provide an expert multidisciplinary team which includes, plastic surgeons, ear nose and throat specialists, maxillofacial experts, oncologists, radiotherapy specialists, chemotherapy experts, clinical nurse specialists, dieticians and speech and language therapists.

Martin, pictured right, has been a head and neck specialist at the hospital for 12 years having spent his career gaining experience and expertise in his field including working in Australia.

He said: **"Head and neck cancer is not like other more well-known cancers like breast cancer. I describe this as the visible and the invisible. Visible because patients may not be able to talk, breathe or eat properly.**

Invisible because they do not like to show that they dribble, can't breathe easily, or eat properly.

"For most of our patients it has a major and fundamental impact on their lives. These patients put up with massive amounts of disruption and disability in their lives so we need to find best practice wherever it might be and see that this is then rolled out across the country, so we get the best possible outcomes for them."



As with all cancers early diagnosis is key, however head and neck cancer can start with a simple mouth ulcer, a small lump on the neck or a hoarse voice.

"Lots of us get mouth ulcers and after one to four weeks it will go. Mouth cancer patients will have a painful ulcer which will get bigger, so at what point have they had enough and seek attention? Often it is a dentist who will have spotted the signs and refer them to us."

Harnessing the power of genomic testing to improve patient care



Our hospital Trust is playing a vital role in the delivery of genomic testing across the East to tailor treatments for patients according to their genetic makeup.

We are a key partner in the East Genomic Medicine Service Alliance (GMSA), which has been established to ensure eligible patients can benefit from appropriate genomic tests when required.

Genomics is the study of genetic information, which can help diagnose diseases earlier and more accurately. This can often reduce the need for some medical procedures and enables personalised treatments for some patients.

Emmanuel Ncube, Strategy Director, said one of the main aims of the GMSA was to make genomic testing more mainstream.

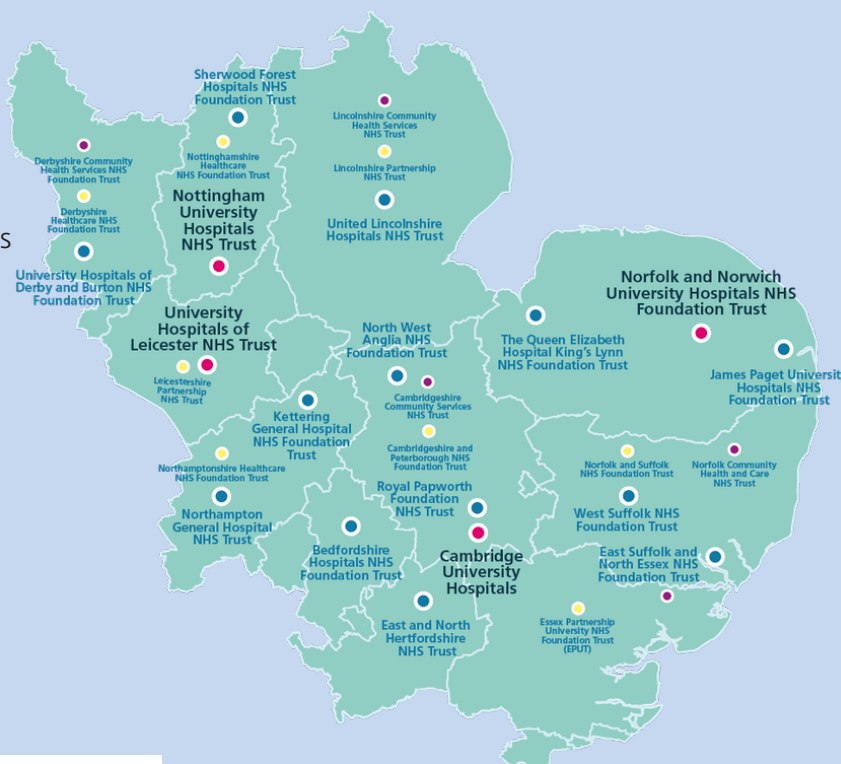
He said: **"In areas such as cancer, genomics can lead to earlier diagnosis and identify patients who would benefit from monitoring and more targeted drugs that can lead to better outcomes. Through our local transformation projects, and our support of national projects across cancer and rare diseases, we are building the evidence base to show the benefits for clinicians and patients of embracing genomic medicine."**

The regional genomics alliance works to ensure equal access to the nationally commissioned genomic tests set out in the National Genomics Test Directory, no matter where people live or which hospital they use.

Results from a genomic test can provide a specific diagnosis, for example a rare disease which is little known to clinicians, or the particular type of cancer that a patient has. Results may help provide accurate knowledge of how the condition might develop in the future and more targeted, effective treatments with fewer side-effects.

There are seven genomic alliances across the country and the East GMSA covers 29 NHS organisations across the East of England and East Midlands. NNUH is one of four hospital Trusts that have direct responsibility for delivering the service alongside Cambridge University Hospitals NHS Foundation Trust, Nottingham University Hospitals NHS Trust and University Hospitals of Leicester NHS Trust.

The alliance is an evolution of the 100,000 Genomes Project and is already helping patients with certain cancers and diseases. Our staff are involved in Genomics projects helping patients with Lynch Syndrome, Monogenic Diabetes and Familial Hypercholesterolaemia.



To read more, visit:

<https://www.nnuh.nhs.uk/news/harnessing-the-power-of-genetic-testing-to-improve-patient-care/>
or scan this code

For more information, visit <https://www.eastgenomics.nhs.uk/>

Living well with diabetes or pre-diabetes

There are almost five million people in the UK living with diabetes and another 13 million who are estimated to be at increased risk of type 2 diabetes.

If you are at risk of developing type 2 diabetes, it is not too late to turn things around. Research from our own Norfolk Diabetes Prevention Study shows that small changes to lifestyle, diet and physical activity can almost halve the risk of developing diabetes. The study found that support to make modest lifestyle changes, including losing two to three kilograms of weight and increased physical activity over two years, reduced the risk of type 2 diabetes by 40 to 47 per cent.



Complications with type 2 diabetes can begin five to six years before some people find out they have the condition.

Visit your GP as soon as possible if you experience the main symptoms of diabetes, which include:

- Feeling very thirsty
- Peeing more frequently than usual, particularly at night
- Feeling very tired
- Weight loss and loss of muscle bulk
- Itching around the penis or vagina, or frequent episodes of thrush
- Cuts or wounds that heal slowly
- Blurred vision

If you are diagnosed with diabetes, we urge patients to take these first steps with diet before they are invited to an appointment to see a specialist dietitian within the diabetes team:

- Avoid skipping meals and space them out through the day. This will help control your appetite and blood glucose levels.
- Carbohydrate is an important source of energy in the diet but the type and especially the amount directly affect your blood glucose levels. Choose slowly absorbed carbohydrate foods such as granary bread, porridge oats, waxy potatoes

(especially new potatoes and sweet potatoes), basmati or wild rice and brown pasta.

- Ensure your carbohydrate fill no more than a quarter of your plate.
- Eat plenty of vegetables and moderate amount of fruits. Aim for at least five portions per day of a mixture of fruits and vegetables to provide you with vitamins, minerals and fibre in your diet.
- Try to fill half your plate with vegetables.
- Try to eat more lentils and pulses such as red kidney beans and chickpeas. They are high fibre, low fat, provide slow-release carbohydrate and great for managing blood sugars and gut health.
- Cut back on foods and drinks with added sugar. Choose sugar-free drinks.
- Food that contains natural sugar such as fruit and milk and yoghurt are fine to have in moderate amounts.
- Try to eat 1-2 portions of oily fish a week. Oily fishes include sardines, pilchards and mackerel.
- Cut down on fatty foods. Fat is the greatest source of calories and eating less will help with weight loss if necessary.
- Do not use diabetic foods. These add no benefit to your diabetes control and contain fat and calories similar to the regular versions. They are also expensive and may have a laxative effect.

Healthy changes start with little changes. Whether you want to lose weight, get active or quit smoking, the Better Health website has lots of free tools and support at <https://www.nhs.uk/better-health/>

NHS

Better Health Let's do this

Lose weight, one healthy choice at a time

Download the app

Better Health Let's do this

Better Health Let's do this

NHS

Charity café opens at Cromer Hospital

A new café has opened at Cromer Hospital, funded by the Norfolk & Norwich Hospitals Charity, offering hot and cold food, to eat in or takeaway, and accessible without entering the main hospital building.



The café is called "Mardle", a name suggested by Sharon Grimwood, Cromer Minor Injuries Unit Receptionist, who has won a bottle of champagne.

It is run by the Balanced Food Co, with proceeds to be reinvested into further improvements at Cromer Hospital with staff offered a discount.

John Paul Garside, Charity Director, said:

"We are really excited to have been able to provide this wonderful facility for Cromer Hospital and are keen to see the proceeds from the café go towards further developments for NHS patients in North Norfolk".

To find out more about the N&N Hospitals Charity or to make a donation please visit: www.nnhospitalscharity.org.uk



John Paul Garside, Charity Director; Anita Martins, Matron; Richie, Café Manager; Carol Edwards, Public Governor for North Norfolk; Ian Summers, joint owner of Balanced Food, Sharon Grimwood who named the café and Sam Higginson, Chief Executive.

Hospital Administrator retires after 48 years' service

Forty-eight years after joining Cromer Hospital at the age of 17, Sue Hayward, pictured right, has retired from her role of Hospital Administrator.

Cromer born and bred, Sue started working at the hospital in 1974.

"My first job was as shorthand typist and then I became the secretary for the Building and Engineering Officers," said Sue.

"Cromer hospital was very different back in the 70s. There was A&E, a high dependency unit, two adult wards and a children's ward.

"A lot has changed and I'm very proud of how the hospital has evolved, especially with the recent creation of the North Norfolk Macmillan Centre and the development of all our out-patients services."



From Gestetner duplicating machines (the predecessor of photocopiers), typewriters and big desktop computers to mobile devices and remote working – when it comes to technology improvements, Sue has a lot to tell.

"It's amazing how things have changed in my work, but I always strived to give as much support as I can to the nursing and clinical staff," she added.

"I always took pride in doing all the paperwork for my colleagues so that they could spend time with the patients.

One of Sue's hobbies is crafting, sewing and selling items at local craft fairs. In 2020, with her daughter, she made face masks and face coverings for colleagues and raised over £1,000 which she donated to the North Norfolk Macmillan Centre via the Cromer Community and Hospital Friends 2020 Appeal.

In her spare time, she is secretary for Cromer Christmas Lights and volunteers with Cromer Carnival.