

# THE **Pulse**

Issue 110

Spring 2024



## In this edition:

Maternity services upgraded to 'Good' by inspectors

New Jenny Lind Children's Hospital theatres open

Meet our Emergency Department volunteers



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

## Food and drink

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

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

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

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

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

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

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

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

## Shopping

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

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

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

## Services

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

**Lost property:** Call 01603 286803 or ext 2803

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

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

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

## Contact us

**The Pulse Editorial team:** call 01603 289822 or ext. 5822, email [Communications@nnuh.nhs.uk](mailto:Communications@nnuh.nhs.uk)

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**Tel:** 01263 513571

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



## Letters and social media @NNUH

“

I feel, at this present time, when the NHS is being battered from pillar to post, I must write to thank you and your staff on the Day Procedure Unit. Like any patient, I was apprehensive about my visit but the welcome and care given to me by your staff was excellent.

From the receptionist to the nurse that gave me tea and toast after my procedure, everyone was so friendly and caring. They are a credit to the Trust.

JF

I was recently diagnosed with angina and referred to Dr Sawh at your Trust. As a result of that outpatient visit, I received a change in medication that reduced the painful symptoms of that disease. I was also put on the waiting list for a cardiograph which took place a few days ago.

The staff supporting my visit were amazing! Naturally I was nervous about coming in for an invasive coronary procedure and your friendly staff worked to put me at ease as we proceeded through the various stages of preparation for the procedure, the operation itself and the post-operative recovery.

At each stage the staff were well-trained, expert in the tasks to be performed and the environment was spotlessly clean, with well-maintained equipment to support the service. I was very impressed by your staff and facilities but also the overall efficient but caring way that the medical process was carried out.

WH

The cancer team are absolutely amazing. The treatment my husband received when he was diagnosed with squamous cell carcinoma in the throat was first class. The staff were just brilliant. Thank you for saving his life.

KM

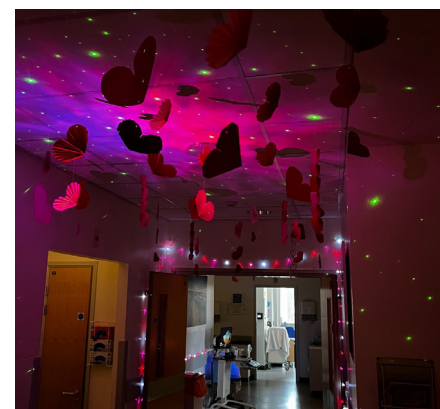
I want to thank you and numerous others who have dealt with me over the time of my diagnosis and treatment at NNUH. I failed miserably to remember names. Every single person who has dealt with me in any way has been so polite, cheerful and kind. What was a frightening experience was made a much better journey.

At a time when the NHS is open to criticism from various quarters, I just want to place on record that my experience has been so positive.

RB

Earlier this year, I was diagnosed with muscle invasive bladder cancer and opted for the combination of chemo and radiotherapy provided under the leadership of Dr Swannie. With her team of specialist nurses and technicians I have been very impressed at the levels of attention and care and their being so responsive to my requests for guidance and information. This 'best care for every patient' despite the many obvious pressures everyone works under, has real meaning here and has my utmost gratitude.

PS



**One of our Maternity Care Assistants, Elspeth Inglis, decorated our Midwife Led Birthing Unit (MLBU) for babies born on Valentine's Day. Well done Elspeth!**

”





I'm pleased to introduce you to the first NNUH Pulse magazine of 2024 and want to start by saying a huge thank you to all our staff for their huge efforts during a very busy start to the year.

Winter is always a hugely challenging time for our teams with an increase in respiratory illnesses and viruses doing the rounds and our teams have been going above and beyond each day to maintain our services. I also want to thank

our patients, carers and loved-ones for their support and understanding during a pressured time for the NHS.

Our focus has been to keep ambulance delays outside our hospital to a bare minimum so that emergencies such as heart attacks and strokes get initial assessment and treatment in the community as quickly as possible before coming to hospital for further care.

This is helping to save lives, but we recognise how difficult it is for our patients, visitors and our staff when we have beds in in-patient areas outside our usual practice. We are working hard to get a higher proportion of patients home before noon when they are ready for discharge.

Another top priority is our work to reduce waiting lists and long waits for treatment. I'm delighted that we opened two new theatres at the Jenny Lind Children's Hospital to increase surgical capacity at the start of this year.

We are a leading provider of specialist paediatric care in the East of England and it is fantastic to see new purpose-built facilities for our young patients on the year the Jenny Lind Children's Hospital celebrates its 170th birthday.

Finally, I'd like to say a very warm welcome to Prof Lesley Dwyer who has joined us as our Chief Executive. Lesley joins NNUH with 30 years of healthcare management experience, including running the biggest health authority in South Australia and was CEO of Medway NHS Foundation Trust in Kent between 2015 and 2018.

Lesley is looking forward to meeting our teams and key partners over the coming weeks and months.

**Tom Spink, NNUH Chair**

## Launch of Staff Awards 2024 - who will you nominate?



We are launching our Staff Awards for 2024 to recognise the achievements of our staff. See the details on our website at [www.nnuh.nhs.uk](http://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.





## World-first at NNUH with endometriosis drug trial

**A world-first has taken place at our hospital with the start of a new non-hormonal drug trial that will investigate whether it can reverse the debilitating symptoms of endometriosis and reduce the need for surgery.**

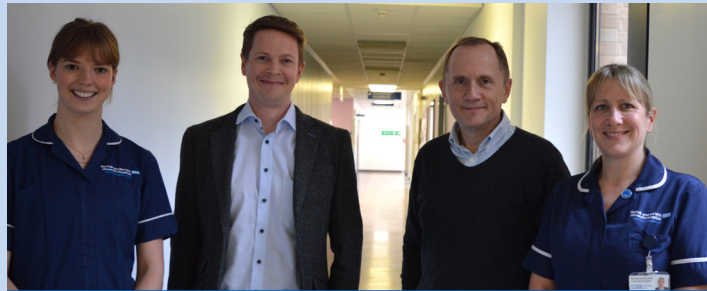
The chronic condition affects 1 in 10 women in the UK and occurs when cells similar to those lining the womb are found elsewhere in the body and can cause painful symptoms including heavy periods, pelvic pain and in extreme cases scarring and damage to the pelvic organs.

The Gynaecology and Research and Development team at NNUH are playing a key role in leading a Phase II research study, which will evaluate an antibody designed to reduce inflammation and endometriosis symptoms.

The first patient has taken part in the AMY109EU (ACERS; Assessing a new treatment Concept for EndometRioSis) study which is trialling the safety and effectiveness of an antibody called AMY109, which has been developed by scientists from Chugai Pharmaceutical Co Ltd.

The drug blocks a protein (interleukin-8) which promotes the body's inflammatory response to endometriosis.

Edward Morris, Consultant Gynaecologist and NHS East of England Medical Director is UK Chief Investigator on the study. He said: **"Patients with endometriosis have inflammation, which is a key component in disease progression and if it goes on long enough it damages tissues. Significant new drugs for endometriosis have not come along for decades and the ones we have in daily usage are largely**



*Matilda Matthews, Paul Simpson, Edward Morris and Amy Nichols who are running the endometriosis study*

**hormone based, which can have unpleasant side effects. The way that AMY109 works in reducing inflammation and potentially the destructive scarring of endometriosis could mean in the long-term that some women may avoid surgery for this debilitating disease."**

**"Whilst this is the first detailed study of a drug such as this on endometriosis, it is still early days and is likely to take several years from the realisation of a drug to it becoming readily available."**

Paul Simpson, Consultant Gynaecologist, who is the Principal Investigator at NNUH, added: **"Everything so far in the treatment of endometriosis has suppressed the disease symptoms, but this new drug addresses inflammation and potentially reverse the effects of endometriosis without the need for surgery. Antibody based treatments are widely used in healthcare for treating some cancers and chronic inflammatory conditions such as, rheumatoid arthritis and inflammatory bowel disease."**

Phase I trials of the antibody have involved healthy volunteers and patients in Japan and Taiwan.

**For more information, email [gynae.research@nnuh.nhs.uk](mailto:gynae.research@nnuh.nhs.uk)**

## The NNUH Dementia Fayre returns on 20 May

**The NNUH Dementia Fayre will be returning to the East Atrium and Benjamin Gooch Lecture Theatre on Monday 20 May 2024 between 10am and 3pm.**

The event is open to all staff, patients and carers to provide advice and support to people and families affected by dementia.

Liz Yaxley, NNUH Dementia Services Manager, said:

**"It was fantastic to bring the Dementia Fayre back to the hospital as an in-person event last year and we are looking forward to building on its success to provide as much information and support to people living with dementia, their carers and families. We are looking forward to welcoming a host of experts and organisations to the hospital on the day with a focus this year on support for carers."**

The event will be attended by Norfolk and Waveney Dementia Support Service, Age UK Norfolk, Carers Voice, Age UK Norwich, Caring Together, NNUH Dementia Support team and local dementia support groups on the day.

**Further details, including speakers and a programme for the event, will be shared on the NNUH events website.**



*The NNUH Dementia Support Team at last year's fayre*



## New Jenny Lind Paediatrics Theatres Complex opens

**A new £8.6m Paediatrics Theatre Complex has opened with a ribbon cutting ceremony supported by its very first patients.**

Ronnie Cooper and Henriette Johnson, held the ribbon for NNUH Clinical Lead Caroline Banson to cut, allowing everyone into the new complex on 9 January which consists of a twin paediatric theatre suite, a recovery unit and associated staff and patient supporting facilities.

Not only will this unit provide the very latest equipment, it will do so in an environment which is vibrant, engaging and welcoming for our younger patients and supports our ambition to be a leading provider of specialist paediatric care in the East of England.

Thanks to a £160,000 grant from N&N Hospitals Charity, both theatres have audio-visual equipment installed, ensuring that these new operating facilities can be used for training and education, recording, conferencing, improved digital documentation and improved visual clarity for the whole team.

Part of the grant has also paid for engaging artwork by Norfolk artist Toby Rampton and Norfolk storyteller Amanda Smith, who has provided a narrative to run alongside the artwork.

NNUH Clinical Lead Caroline said: **"I am really proud of the unit, which has been created very much with our younger patients at the heart of our decision-making. It also provides a much better working space for our teams. We are extremely grateful to the charity for this grant as artwork like this really transforms a unit which has a younger audience."**

Julie Cooper, N&N Hospitals Charity Head of Grants, added: **"We are extremely pleased to see how donations to our charity have made it possible**



**for enhancements to be made to the new surgical theatres for the Jenny Lind Children's Hospital. We hope that the installation of the wonderful artwork by Toby Rampton and words by Amanda Smith have made the hospital environment a friendlier place for children and families at what can be a very stressful time. We also look forward to seeing how the audio-visual equipment that we have funded for each of the new theatres will enhance the ability to train and develop NHS staff for many years to come."**

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 now move out of general theatres to be treated in these new facilities.

**Sustainability is also high on the agenda with Consultant Paediatric Anaesthetist Dr Amy Greengrass leading the way.**

**The team will be continuing with waste segregation to reduce emissions from waste and aim to use cylinders of nitrous oxide (gas and air) to avoid leakages and waste of a potent greenhouse gas known to be associated with piped nitrous oxide.**

## Young musicians to mark 170th anniversary of Jenny Lind Children's Hospital

**Young classical musicians from across Norfolk will be taking part in an orchestral gala to raise funds for the Jenny Lind Children's Hospital as part of the celebrations to mark its 170th Anniversary.**

The Gala will take place at St Peter Mancroft Church, Norwich, on Saturday 6 April at 7.30pm.

Norwich Sinfonietta - formed in 2021 to give young musicians the opportunity to develop their skills and play with a full orchestra - will perform children's favourites Prokofiev's Peter and the Wolf and Debussy's Children's Corner. The event will showcase professional sopranos Ella de Jongh and locally based Rebecca Kaznowski who will sing popular opera arias and oratorio, some written for Swedish Opera singer Jenny Lind herself and featuring composers such as Dvorak, Mozart and Mendelssohn.

To buy tickets at £15 per adult, £10 concession and £32 for a family ticket, visit [www.ticketsource.co.uk/norwich-sinfonietta](http://www.ticketsource.co.uk/norwich-sinfonietta)

**All money raised will go to the N&N Hospitals Charity to raise funds for the latest campaign for parental accommodation at the Jenny Lind Children's Hospital. To find out how to donate please visit [www.justgiving.com/campaign/children-families](http://www.justgiving.com/campaign/children-families)**





## New NNUH Youth Forum

**A new Youth Forum has been set up at NNUH and it's being led by Ian Savage, our new Children and Young Persons Engagement Facilitator.**

The forum, for 13 to 19-year-olds, aims to give younger patients a say in what happens in their health care and shape the development of services for children and young people.

Ian has extensive experience of working with young people, having worked as Head of Youth Work at RAF Marham for the last eight years. He has first-hand experience of setting up Youth Forums there and empowering young people to run groups. He is continuing that job alongside his new part time role here.

Ian, who joined the Trust five months ago, has been busy doing outreach work on wards and building relationships with specialist nurses in clinics across the hospital, as well as developing relationships with schools, local sports clubs and youth groups. Anyone who has ever used our services can join the Youth Forum, from patients who visit regularly with a long-term health condition, to their siblings, to those admitted as an emergency.

Kat Kitchener, Childrens and Young Persons Matron and Lead Transition Nurse, is also helping to advise patients about the Forum when they're in talks about moving from paediatric to adult services.

The Youth Forum met for the first time in December. Ian said: **"We're just at the beginning of setting this up and recruiting members so the first few meetings have been about getting to know each other and discussing their vision for the group. The projects we work on will depend on the**



*Kat Kitchener and Ian Savage who are leading the NNUH Youth Forum*

**young people and what skills they can offer. We will adapt the forum to what will suit them, rather than what will suit us. We'll be guided by the young people and the changes they want to see. Once established we hope they'll then bring projects to us that they want to work on. I want them to have their own chair, organise their own agendas and my role will become to empower them so that their voices are heard."**

**"We've already seen some of the members bond over their shared experiences, and I think the peer support they'll get will be a lovely by-product of the Forum. It's also great experience for young people and gives them an opportunity to add their involvement to their CVs and applications for study or jobs in the future."**

Kat added: **"We want to implement changes across the hospital that young people tell us they want. It's about making sure we can deliver the kind of the care that is based around their experiences, needs and wants."**

You can follow the Youth Forum on their new Instagram page @Nnuhyouthforum or email [youthforum@nnuh.nhs.uk](mailto:youthforum@nnuh.nhs.uk) to get involved.

## Providing quick and anonymous feedback on your care

**All NHS patients have the right to provide anonymous feedback quickly and easily and we value your feedback to help improve our services.**

The NHS Friends and Family Test (FFT) is designed to be a simple way for patients and other people who use NHS services to give feedback, which can then be used to identify what is working well and what could be improved.

At national level, the data from these surveys are used by the Care Quality Commission (CQC) during their inspections and by NHS England to influence improvements and produce data that informs the public about the quality of patient experience in local services.

Rosie Bloomfield, Patient Engagement and Experience Facilitator, said: **"The Friends and Family Test is specifically designed to be easier and less formal and patients don't need to be put off by having to go through an extensive process."**

**"There are many ways that you can take part including online, paper forms and we also have volunteers who call patients**

**once they are discharged to ask how their experience was while they were at the hospital.**

**We also have a small number of volunteers who support patients to give feedback while they are an in-patient."**

**For more information, visit [www.nnuh.nhs.uk/patients-visitors/give-us-your-feedback/complete-a-survey/](http://www.nnuh.nhs.uk/patients-visitors/give-us-your-feedback/complete-a-survey/)**

**To get involved as a NNUH volunteer, please email [volunteers@nnuh.nhs.uk](mailto:volunteers@nnuh.nhs.uk)**



Have your say to improve your healthcare

The NHS Friends and Family Test

Find out more: [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)







## Critical Care Complex marks research trial milestone



**The Critical Care team at NNUH have celebrated recruiting over 250 patients onto a clinical trial looking at the optimum level of oxygen to give to critically ill patients.**

The UK-ROX trial has been running at our hospital since September 2021 and the team have recruited 260 patients from the Critical Care Complex to look at comparisons in using the usual level of oxygen with conservative oxygen therapy.

The concentration of oxygen given is adjusted according to how much oxygen can be detected in a patient's blood, known as oxygen saturation. Some studies have shown that in unwell hospitalised patients having a lower oxygen saturation may be beneficial. The majority of patients usually require oxygen saturation levels between 94-98%, however, this trial is comparing this with giving critically ill patients enough oxygen to keep their oxygen saturation levels between 88-92%.

Critical Care Research Nurse Helen Bell said: **"We know that high levels of oxygen can be damaging to the lungs and other vital organs. This trial is trying to find out whether using a more conservative oxygen saturation target might lead to better**

**outcomes for critically ill patients when compared to the existing approach currently used in the NHS."**

Most intensive care units across the country are taking part in this large-scale randomised trial which is continuing until July 2024. The NNUH team is celebrating already exceeding its target for the number of participants it intended to recruit to the trial. The team is led by Research Senior Sister Georgina Randell and Principal Investigators Dr Steve Hutchinson and Dr Manu Naik, together with CCC Research Lead Dr Simon Fletcher, Research Sister Deirdre Fottrell-Gould and CCC Matron Keri Betts.

Helen added: **"It's extra work for the nurses because they have to constantly monitor patients to ensure the oxygen saturation levels fall in the range required for the trial. We wanted to say 'thank you' to all the staff in the Critical Care Complex team, who play a vital role in supporting this important research. We've been the top recruiting intensive care unit across all trials in the CRN East of England for the last two years."**

## Take part in the Harvest study

**Are you a vegan or vegetarian woman, at least 18 years old, live within 40 miles of Norwich and in good health?**

**Researchers at the Quadram Institute on Norwich Research Park are conducting a study to investigate the use of hydroponically-grown, biofortified salad greens, and use of a dietary app, on iron and vitamin B12 status.**

**The study will involve:**

- Collecting blood at visits to the NIHR Norfolk Clinical Research Facility in the Quadram Institute
- Consuming plants grown at home with a hydroponic unit that will be provided for free
- Use of a dietary app and questionnaires that will be provided

**If you are interested in taking part, visit <https://quadram.ac.uk/harvest-study/>**



## New service identifies people at highest risk from cholesterol condition

**A new pilot at our hospital is identifying local people at risk from a condition known as Familial Hypercholesterolemia (FH).**

FH is one of the most common treatable genetic disorders that increases the likelihood of premature heart disease and affects approximately 220,000 people nationally. An affected parent has a 1 in 2 chance of passing the condition on to each child they have.

Untreated, FH can lead to an increased risk of angina, heart attacks and strokes earlier in life because of high LDL, or 'bad cholesterol'. In FH the genes responsible for regulating cholesterol are not working effectively which, over time, causes a build-up of LDL in the arteries.

Despite the risks, nationally only 8% of people with FH have been identified. Across Norfolk and Waveney, around 4,300 people have FH, with just 300 diagnosed.

Shelina Rajan, Clinical Nurse Specialist and Consultant Dr Javier Gomez are running the pilot service from NNUH.

Shelina said: **"We are supporting GPs and other healthcare professionals to identify more people at high risk of FH. This means we can do a simple genetic blood test and treat people earlier to greatly reduce their risk of developing heart disease."**

The earlier someone with FH is identified, the sooner they can be started on lipid lowering treatment, which greatly improves their long-term health. The new service also offers people genetic counselling and support whilst waiting for their results.

To date the team have identified 43 people in the



Shelina Rajan and Dr Javier Gomez in the NNUH lab

highest risk group, and of those 30 have undergone genetic counselling and genetic testing. From this group, 23 have received their result which is a good outcome for them and the service.

Dr Gomez added: **"People we identify as being at higher risk are invited to view a patient information portal, which explains more about our service and FH. We are now rolling out the service to all 105 GP Practices across Norfolk and Waveney."**

You can find out more on the East Genomics website at [www.eastgenomics.nhs.uk](http://www.eastgenomics.nhs.uk) or scan this QR code



If you receive a text message from NHSConnect, please follow the link and help us to help you, and your family.

Information for patients can be found on the Heart UK website at [www.heartuk.org.uk/fh/what-is-fh](http://www.heartuk.org.uk/fh/what-is-fh) and British Heart Foundation website [www.bhf.org.uk/information-support/conditions/familial-hypercholesterolaemia](http://www.bhf.org.uk/information-support/conditions/familial-hypercholesterolaemia)

## Testing the benefits of Vitamin C supplements

**Are you 65 years or older, and have no major health conditions?**

**A study run by researchers from the University of East Anglia (UEA) and NNUH is testing the effect of a vitamin supplement on muscle health.**

Vitamin C is a substance found naturally in some foods, but it is also available as a dietary supplement. We are using Magnetic Resonance Imaging (MRI) to test whether the supplement can improve muscle function and strength in older people.

**The research team are looking for female participants 65 years or older who:**

- eat less than 3 portions of fruits or vegetables per day
- exercise less than 20 minutes a week
- do not take vitamin C supplements
- do not smoke
- have no chronic diseases, such as heart disease or diabetes

**If you are interested in taking part, call 01603 591074 or email [MED.VICS@uea.ac.uk](mailto:MED.VICS@uea.ac.uk)**





## Cardiologists perform procedures live to national conference

**Four cardiologists from our hospital have performed operations which were live streamed to hundreds of healthcare professionals meeting at a conference in London.**

The Advanced Cardiovascular Intervention conference is held in London over three days every January. It is run by the British Cardiovascular Intervention Society (BCIS) and is the largest training conference of its kind in the UK.

Throughout the conference healthcare professionals discussed heart procedures carried out by cardiologists, including angioplasty, which is a procedure used to widen blocked or narrowed blood vessels supplying the heart muscle. Traditionally these were carried out using metal stents to keep the blood vessels open. At NNUH patients are also offered the option of angioplasty using a drug coated balloon, without the need for a stent.

Consultant Cardiologist Simon Eccleshall explains: **"We've been slightly ahead of the game for about ten years with a particular way of doing angioplasty, using a drug coated balloon rather than inserting a metal stent into the blood vessel. Over the last few years there's been a lot of interest in it, and as experts in this field we were asked to be the centre to showcase this type of procedure. It's the first time we've been asked to perform operations live for a national meeting."**

The team transmitted operations on a number of patients from two of our catheter labs. Their information was kept anonymous, but the patients gave their informed consent for the drug coated balloon therapy and to having their cases viewed and discussed by the audience. Those in attendance included consultant and trainee cardiologists and other Allied Healthcare Professionals including physiologists, radiographers and nurses.

Dr Eccleshall added: **"The advantage of using the drug coated balloon is that you're not putting**



**something permanent into a patient long term. The procedure is also less complicated, and it may be safer because you don't need to give blood thinners for so long. It was great to showcase that you can have good outcomes without using complicated implants."**

Dr Bernard Brett, Interim Medical Director, said: **"It is good to see that our Cardiologists' work to help advance treatments for patients has been recognised with this request to demonstrate this technique to a national audience of specialists. I am also pleased to see the work they have done publishing outcome data in important medical journals and in improving consent for patients."**



## The importance of taking part in Cardiac Rehab

**Having a heart attack or being diagnosed with a heart condition is a life-changing event. Cardiac Rehab is a programme of education and physical activity that helps patients recover and gets them back to living an active life.**

After leaving hospital, it's a key part of a patient's long-term recovery and is as important as taking your medication. It can also lower the risk of having another heart attack and improves wellbeing.

Cardiac Rehab gives patients the confidence to better understand their heart condition whilst gradually restoring physical and psychological fitness within a supportive environment.

Cardiac Rehab is usually held weekly over a six to 12 week period.

**For more information and videos featuring our cardiology and rehab team at NNUH, visit [www.cardiacrehab-eastofengland.nhs.uk](http://www.cardiacrehab-eastofengland.nhs.uk)**

Have you recently had a **heart attack** or **heart operation**?

NHS

**Cardiac Rehab** helps speed-up your recovery and gets you back to active living



## Robotic-assisted surgery reaches 3,000th milestone

**Consultant surgeons have reached a significant milestone in the development of robotic surgery at our hospital.**

NNUH was the first hospital in East Anglia to perform robotic colorectal cancer surgery, in 2017 after robots were introduced into the Trust in 2016.

Since then, surgeons have carried out more than 3,000 robotic assisted procedures in urology, gynaecology, thoracic, ENT and colorectal surgery. The Colorectal Surgery department welcomes visiting surgeons from across Europe.

Consultant Irshad Shaikh, who has been instrumental in developing the use of robots in surgery, said: **"We have been steadfast in our ambition to become a centre of excellence in terms of carrying out robotic procedures and in teaching other surgeons, from all over Europe and the world. Robotic surgery has helped us improve our outcomes and provide a better experience for patients. As patients come back to clinic for review, they tell us that they are able to get back to their normal day-to-day lives more quickly. The dexterity of the instruments is unparalleled and a significant number of patients are able to go home after two days and recently we started a 23-hour discharge programme for selected patients with the support of the Virtual Ward."**

Development of robotic assisted surgery at the Trust has been supported by the N&N Hospitals Charity which provided a £1 million grant, enabling the purchase of a second robot.



*Oluwakemi Aleshinloye, Irshad Shaikh and Mhelgrace Bangse-il in NNUH theatres*

Julie Cooper, Head of Grants at the Charity said: **"We were really pleased to be able to support the development of our robotic surgery with a grant for one of the state-of the art robots. Learning that more than 3,000 procedures have been performed at the Trust is wonderful news. Thank you to everyone who donated and made it possible for us to support better care for our patients."**

To find out more about the N&N Hospitals Charity or to make a donation please visit: [www.nnhospitalscharity.org.uk](http://www.nnhospitalscharity.org.uk)

You can follow the charity on social media @nnhospcharity

**N&N**

Norfolk & Norwich Hospitals Charity

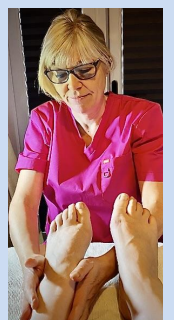
## Complementary therapies support for patients living with cancer

**A new complementary therapy service is being offered to cancer patients, carers and staff on Mulbarton ward, thanks to a new project funded by the Norfolk and Norwich Hospitals Charity.**

The charity is providing £45,000 to fund the project on Mulbarton ward for 18 months. A team of two therapists and a co-ordinator offer a range of complementary services including massage, reiki, aromatherapy, reflexology, and M technique – a type of massage which works on the sensory skin receptors, initiating deep relaxation within the body. Therapies will be given in adherence to NICE guidelines to patients who are living with cancer.

Complementary therapies are therapies which are used alongside and in support of medical health care treatment.

Dani Ayre, Specialist Palliative care Nurse and Educator at NNUH, said: **"This is an amazing development for our patients living with cancer. This is a holistic approach looking at the emotional and psychological needs of patients, as well as the physical. These services have been proven to be beneficial for wellbeing. They have been proven to reduce anxiety, improve quality of life, and may contribute to prolonging life."**



**N&N**

Norfolk & Norwich Hospitals Charity



## Cancer team receive prestigious award

**Our haematology department has scooped a national award for its commitment to patients living with incurable blood cancer.**

Members of the team were presented with the Myeloma UK Clinical Service Excellence Programme (CSEP) Award, in recognition of its outstanding care and dedication to patients with myeloma, an incurable blood cancer which claims the lives of 3,000 people in the UK each year.

This is the second time we've received the award, which is only handed to a select few hospitals every four years. Staff were praised for their efforts to improve patients' quality of life and eagerness to adapt and listen to their needs.

Dr Cesar Gomez, Consultant Haematologist, said: **"On behalf of the myeloma team, we are immensely proud and delighted to receive this award. It not only validates our dedication but also invigorates our commitment to providing the best possible care. This honour inspires us to keep improving our patient services, striving in all we do."**

Myeloma is especially hard to spot as the symptoms are often vague and dismissed as ageing or other minor conditions. By the time many patients are diagnosed, their cancer has often advanced and they require urgent treatment. This can significantly impact their chances of survival and quality of life.



*Matthew Lawes, Joel Cunningham, Victoria Taylor, Amanda Hutchings, Cesar Gomez, Chinchu Kuriakose and Victoria Willimott with the Myeloma UK award*

Victoria Taylor was diagnosed with myeloma in 2009 after a year of increasingly debilitating symptoms and back-to-back infections. She's now thanked the team for giving her a chance to see her grandchildren grow up.

**"They've got your back,"** said Victoria, a grandmother-of-five from Norwich. **"I had never heard of myeloma and nobody I knew had ever heard of it. It all got worrying at the beginning. You look on Google and frighten yourself to death. My husband took it as being terminal instead of incurable. The first time I met my doctor, I asked what the prognosis was. He said, 'It could be six months or it could be 20 years, so let's push for the 20 years'."**

The 71-year-old added: **"I wanted to be around for my grandchildren – they're the light of my life. And 14 years on I'm still here and that's all down to the Norfolk and Norwich, they've been wonderful."**

**Myeloma occurs in the bone marrow and currently affects over 24,000 people in the UK. For more information, visit [www.myeloma.org.uk](http://www.myeloma.org.uk)**

## Maternity team achieves Baby Friendly Initiative award

**Our maternity team is celebrating being fully re-accredited by UNICEF UK with the prestigious Baby Friendly Initiative (BFI) award. The initiative supports breastfeeding and developing close and loving parent infant relationships so that all babies get the best possible start in life.**

The re-accreditation, which assesses standards of infant feeding and relationship building amongst staff, pregnant people, and new families, was carried out in July over two days of thorough assessments. The maternity unit had previously been given full accreditation in 2017 and was due to be reassessed in 2020, before being postponed due to the Covid-19 pandemic.

Trusts which implement the Baby Friendly standards receive the prestigious Baby Friendly award, a nationally recognised mark of quality care. Most maternity units and health visiting services across the UK are now working towards Baby Friendly accreditation. New neonatal standards have been introduced to help services improve care and the



*The Infant feeding team with Stephanie Pease and Nancy Fontaine*

Neonatal Intensive Care Unit (NICU) at NNUH passed stage one of the accreditation process in October last year.

Stephanie Pease, Divisional Midwifery Director at NNUH, said: **"We're delighted to have received this re-accreditation. I would like to thank the entire maternity team for their continuous hard work. We have a fantastic infant feeding team in place at NNUH and achieving this re-accreditation means that our service users can be confident they will receive the best possible care."**

**We will be reassessed in three years to ensure we continue to provide the highest level of care, and so that we can give the babies born here the best possible start in life."**

## Spotlight on our Emergency Department volunteers

For many, the journey into volunteering begins with a simple realisation of the profound impact it can have on patients and staff. With up to 400 attendances a day to the Emergency Department, many volunteers lend their hand helping with day-to-day tasks of keeping one of our busiest departments flowing smoothly.

Debbie Calver, Emergency Department volunteer, found herself drawn to the world of volunteering during the Covid-19 pandemic. She said: **"I saw the immense strain on essential services, I felt compelled to lend a helping hand, despite never considering it before I feel a sense of purpose in my volunteer work."**

Similarly, Ben Cronin, who seeks a career in medicine, seamlessly transitioned into volunteering. He said: **"I feel like I am gaining so much experience for my career path while providing much-needed support for the patients and their families. All of the staff are so helpful and willing to answer any questions I have. I really feel like I am part of the team."**

Maria Williams and Colin Cowan, support individuals seeking comfort and assistance. **"When lending a helping hand with tasks such as bed portering and organising medical devices, everyone is always so appreciative of the work we do. I volunteer for three hours a week, so the flexible schedule suits my needs perfectly,"** said Colin, Emergency Department Volunteer.

**"Despite the high-intensity nature of our work, it's nice knowing that we are part of a supportive community providing care to those who need it."**



**Hardly a shift goes by where people don't say thank you."**

Victoria Warren-Potter, Emergency Department Co-ordinator, said: **"One of the most compelling aspects of volunteering in an Emergency Department is the diversity of opportunities available to make a meaningful impact. Whether it's greeting and directing visitors, serving refreshments on the department, or simply engaging in friendly conversation with patients, there's a role suited to every individual's interest and ability. No contribution is too small when it comes to spreading kindness and compassion."**

Volunteers at NNUH play a crucial role in accompanying patients throughout their journey within the Emergency Department, ensuring they feel supported and reassured every step of the way. No two days are ever the same in the ED and whether it's guiding them to different areas, offering a listening ear, or simply providing companionship during wait times, our team of volunteers strive to make each patient's experience as smooth and comfortable as possible.

**If you would like to volunteer, visit [www.nnuh.nhs.uk/getting-involved/volunteer-with-us/become-a-volunteer/](http://www.nnuh.nhs.uk/getting-involved/volunteer-with-us/become-a-volunteer/)**

## Butterfly Volunteer service expands at NNUH

**The service offered by Butterfly Volunteers at our hospital is expanding, with more volunteers reaching more patients.**

The team of more than 50 specially trained volunteers will not only support patients at the end of life on wards, but also in the Emergency Department as well as other patients receiving palliative care.

The hospital first introduced Butterfly Volunteers in collaboration with the Anne Robson Trust in 2019. Butterfly Volunteers give their time to provide comfort to patients who are identified as being in their last days, weeks, or hours of their lives. They provide invaluable support and companionship to patients and relatives at this difficult time.

Caroline Stevens, Butterfly Volunteer Co-ordinator, said: **"Offering mouth care which cleans and cleanses the mouth is a priority in end-of-life care, to help keep the mouth moist, hydrated and comfortable. It's an important addition to the Butterfly Volunteer role, giving patients dignity in their last few days, and it's also a lot nicer for families and loved ones. Our Butterfly Volunteers do an amazing job at talking and listening to patients who are at the end of life, so we thought why not offer the service to palliative care patients who may have similar worries or questions."**



Butterfly Volunteer Co-ordinator Caroline Stevens with Butterfly Volunteers Chris Blazeby and Leila Stubbs and ED Matron Helen Attwell



# The importance of taking part in bowel cancer screening

## The very early stages of bowel cancer may not display any symptoms.

The NHS Bowel Cancer Screening Programme offers screening to detect cancer at an early stage when treatment is most likely to be effective. Our hospital was one of the first sites in the country in 2006 to offer this screening service.

Bowel screening is offered to people registered with a GP between the ages of 56-74 years and work is ongoing to offer this screening from the age of 50 by the end of 2025. The Norwich bowel cancer Screening Centre catchment area covers close to one million people, including Great Yarmouth and King's Lynn.

Eligible individuals are sent an easy-to-use stool kit called a Faecal Immunochemical Test kit (FIT) in the post every two years. This involves collecting a small sample of poo and returning it by post to the laboratory using a specially designed prepaid envelope. The laboratory analyses the samples, looking for tiny traces of blood that may be invisible to the naked eye. If the sample is positive for blood, an appointment will be made to speak to a Specialist Screening Practitioner (SSP) to explain what the test result may indicate, and assess if the person is fit for, and agrees to have a colonoscopy.

## Bowel Screening procedures

A colonoscopy is a safe and well tolerated test which uses a thin flexible scope with a camera at the end, inserted into the bottom to look at the lining of the large bowel. For this reason, the bowel needs to be completely empty, so the individual will need to have a low fibre diet for a few days, based on their bowel habit, and drink a strong laxative which will empty the bowel. Nine out of every ten colonoscopies following a positive FIT kit do not show any evidence of cancer.

**A video, which was filmed at our screening centre, provides an explanation of what an individual attending for a colonoscopy can expect. View by scanning this QR code:**



All colonoscopy procedures offered by the Norwich Bowel Cancer Screening Programme take place at the Endoscopy Unit, which is in the Quadram Institute on Norwich Research Park, across the road from NNUH.



## Attending for a Colonoscopy

The average time from arriving for the appointment to discharge home is approximately 90 minutes. Polyps may be found, most of which can be removed on the same visit using a snare which the individual won't feel because there are no pain receptors or nerve endings in the bowel.

Polyps are very common, affecting 15-20% of the UK population, but have the potential to develop into bowel cancer over 10-15 years.

The samples are sent to the laboratory to be examined under the microscope and the results are given to the patient within seven to 10 days on the telephone by the SSP.

Diverticular disease (normal wear and tear on the bowel lining), haemorrhoids (piles), or inflammation may also cause an individual to have a positive FIT result.

If you are aged 75 and over and would still like to take part in bowel cancer screening, or if you would like any information regarding the test kits, you can call the Freephone Helpline on **0800 707 60 60**.

For queries regarding your bowel cancer screening appointments and procedures please contact the Norwich Bowel Cancer Screening Programme on 01603 286166.

If you are concerned about symptoms of bowel cancer, please contact your GP.

Do not wait until your next bowel screening test.



# Navigating Cancer Care podcast

## Our latest NNUH podcast episode focuses on our cancer and guidance on navigating services.

In 'Behind the Hospital Curtain': Navigating Cancer Care, Bethan Phillips, Macmillan Information Manager, talks about the cancer services we provide to over 6,000 patients every year, and the support available to patients and their loved ones in Norwich and Cromer.

The podcast was recorded ahead of World Cancer Day, which aims to raise awareness of cancer and to encourage its prevention, detection and treatment.

**To look back at previous episodes, visit [www.nnuh.nhs.uk/news-and-events/podcast/](http://www.nnuh.nhs.uk/news-and-events/podcast/)**



## Supermarket support for parents of young patients

**Hundreds of parents each year are faced with the worry and stress of having a child in hospital.**

Our hospital, supported by the N&N Hospitals Charity, offers parental accommodation at McKee House which provides ensuite rooms for those whose children are having treatment.

During 2024, we are hoping to raise funds to provide further accommodation for family members.

This has been boosted after we received items from Tesco store at Harford Bridge in Norwich, as well as from staff member Julie Miles, for our parents at McKee House. This included pillows, toiletries and water and were given just a few weeks after Julie gave us another batch of toiletry bags.



Jackie Ellis and Lee Woods from the Accommodation Office with the items for McKee House

Lynn Crombie, from the N&N Hospitals Charity, said: **"We are so grateful to Tesco for their continued support of our charity. It's impossible to plan when a child is going to end up staying in hospital, particularly our NICU babies who can be brought in from other counties after being born prematurely."**



**"We recently spoke to Hannah Whiteley and partner Fraiser, from Essex whose baby, Teddie, was brought to the Neonatal Intensive Care Unit after being born with a rare genetic disorder."**

**"The couple spent 71 days at hospital while Teddie was being treated, arriving with nothing but the clothes they were wearing."**

**"So having support from businesses like Tesco helps us to make things a little easier during the most difficult times."**

If you would like to support our parental accommodation appeal, please contact [charity@nnuh.nhs.uk](mailto:charity@nnuh.nhs.uk) for more information.

**N&N**  
Norfolk & Norwich  
Hospitals Charity

## In a dash to raise hospital charity funds

**This year our supporters are taking place in a fabulous calendar of events, raising money for our charity.**

We have runners taking part in the ever-popular Blickling Half Marathons in Spring and Autumn with the multi-terrain Spring event starting and finishing in front of Blickling Hall itself while the Autumn race is 100% on the road and starts and finishes in Aylsham and takes runners through the villages around Aylsham and Blickling.

**On 7 April**, the Charity team travels down to London to support our 25 runners taking part in the London Landmarks Half Marathon. Staff and supporters will be taking on this iconic run, raising money for departments across the hospital.

**On 28 April**, we return home for the Norfolk Marathon a road event, which has a stunning finish line overlooking Cromer Pier with a view of the sea.

**Pictured are Carrie Tranfield and Lucy Oliver, just two of our staff members who have taken part in the LLHM for our charity in recent years.**





## New Cromer support group for carers

**A new support group has been established at Cromer and District Hospital to provide more support to carers**



The Mardle Café, funded by the N&N Hospitals Charity, was opened last year and has been designed as a community space for members of the public and groups to gather.

The Carer Coffee and Chat sessions run on the first Wednesday of the month between 10am and midday.

The support group is open to all carers and no booking is required.

The support group has support from Cromer Community and Hospital Friends committee and is run by Mary Russell, who is a Carers Ambassador with Carers Voice, and Carol Edwards, who is a NNUH Public Governor and retired Deputy Director of Nursing and Education.



*The Cromer Carer Coffee and Chat meetings run on the first Wednesday of each month*

Dozens of people have received advice and support following the first three months of the group running. Carol said: **"The group was established after it was raised that it can be difficult reaching and engaging carers in rural North Norfolk and has been set-up with the support of the N&N Hospitals Charity, hospital Trust and Friends group. The first three months have built the team's experience of the needs of local people and supports our future planning. More engagement is planned to help the many hidden carers in North Norfolk."**

Carers Voice also support the group and provide information and resources for carers.

**To get in touch with the group, email [granvillewhite@btinternet.com](mailto:granvillewhite@btinternet.com) and [carol.nickedwards@btinternet.com](mailto:carol.nickedwards@btinternet.com)**

**To find out more about the N&N Hospitals Charity or to make a donation, visit [www.nnhospitalscharity.org.uk](http://www.nnhospitalscharity.org.uk)**

## Books boost for charity

**Did you know, we now have second-hand books available in The Pod café and outside the Charity Hub at NNUH?**

Early last year, we received a donation of good-quality second-hand books. Our library at NNUH very kindly loaned us a bookcase and we have been recycling books ever since, raising hundreds of pounds for our charity to support patients and staff.



Patients, visitors and staff are invited to choose a book in return for a donation and we have been so successful, we are in need of more good-quality books.

**Please drop off any books you no longer want to the Charity Hub, East Atrium Level 2, and someone else can enjoy a good read.**

## Palliative care conference

**Our palliative care team will be running an Advance Care Planning event on Wednesday 8 May, which will involve partners from across palliative and end of life care in Norfolk.**



The 'Getting your House in Order' conference will take place at the John Innes Centre and involves hospices across Norfolk and will also be live streamed.

It is sponsored by the N&N Hospitals Charity.

The free event is open to all for groups, organisations, teams of healthcare professionals and the general public. Email [PCBookings@nnuh.nhs.uk](mailto:PCBookings@nnuh.nhs.uk) to find out more.

**The agenda for the conference and a link to book your place or access a live stream of the conference can be found by visiting: [www.nnuh.nhs.uk/event/advance-care-planning-conference-on-8-may](http://www.nnuh.nhs.uk/event/advance-care-planning-conference-on-8-may)**