

THE Pulse

Issue 101
November 2021



In this edition:

Staff Awards 2021 winners,
including recognition of
Outstanding Leadership in
our vaccination programme
AGM round-up



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.

Shopping

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

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

The Stock Shop: West Atrium, Level 2, open Monday – Friday, 9am - 5pm; Saturday, 10am - 3.30pm.

Services

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

Lost property: Call 01603 286803 or ext 2803

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

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

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

Contact us

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

Design: Medical Illustration

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

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



“ My brother and I would like to say a huge thank you to everyone on ED, OPED, AMUI and Dunston Ward, that has looked after mum right to the end.

We are so lucky to have the Butterfly Volunteers, they really have helped and have been so supportive.

Lindsey, the Palliative Care Sister, was just brilliant, so patient and understanding. And Jo, one of the doctors on Dunston Ward, her understanding, care and compassion has just been exceptional.

You hear of so much criticism about the hospital. I just think that given these exceptionally horrible times we should value and appreciate the time and care given.

S

Been a really difficult couple of weeks. Big thank you to @NNUH, especially Heydon Ward, for looking after my Grandad, who sadly suffered a stroke, so well. We are so grateful!

HW

Thank you to the wonderful staff @ NNUH. Particularly RN Karen on ED Reception last night and all the staff on Cley Ward today, who all looked after me for the past 24 hours. You're all so kind.

DB

Huge shout out to the truly exceptional staff @NNUH today! Such compassion, kindness and excellent care in the most testing of times! You have all made a difference today. #NHSHeroes.

AW

Just want to say massive respect to the girls and guys in the Rapid Assessment and Treatment unit at A&E, especially Sam and Sarah. Eight hours felt like two and all staff were amazing.

D

Everyone I've dealt with either on the phone or face to face @NNUH has been first class.

Cannot fault in any way, shape or form the assistance I am getting from all the staff connected with Plastics dept at @NNUH.

IW



One of the paintings by the children of staff chosen to brighten up the walls of Hoveton Ward in a competition organised by Ward Sister Sarah Low.

I would like to thank you for the excellent treatment and care that I have received. Two departments in particular deserve a special mention – the Breast Care Unit and General Surgery Outpatients.

I had breast cancer several years ago and was impressed then with the courtesy, concern and care from all of the staff. I have since found the same on all subsequent visits.

More recently, I had to attend the General Surgery Outpatients department. Again, all of the staff were courteous, concerned and friendly. I feel that I could not have had better treatment.

I know that there are many challenges in the hospital, particularly at the present time, but I and several friends are very grateful for the treatment we have had.

PD

Please continue to support our N&N Hospitals Charity

Covid has changed our lives in ways we could never have imagined - but one thing that hasn't changed is the kindness and generosity of our supporters.

“From maternity to wards looking after our older patients, people in the community are helping to transform care for thousands of our patients and service users – thank you for making a difference with us,” said Louise Cook, Head of Fundraising. “We need you more than ever to continue to raise money by holding a coffee morning, remembering us in your will, asking your school to hold a “dress down day” or doing whatever you can to help us continue to improve care and the environment for our patients and staff.”

Here's how some of the money you've raised in the past few months has helped us:

- **£716 to buy contents for activity boxes for dementia patients**
- **£5,000 to buy donor breast milk for NICU babies for one year**
- **£7,000 to fund patient information videos for the Colney Centre**
- **£2,385 to buy an ECG machine for Cromer Hospital Dialysis Unit.**

“We've also funded the artwork created by local artist Beverley Coraldean for the newly-refurbished Nuclear Medicine service and a series of short videos of the Maternity department to reassure women and their partners who may be feeling anxious and unsure,” said Louise. “They received great feedback and really helped put people at ease.”



www.nnhospitalscharity.org.uk
@nnhospcharity
nnhospcharity@nnuh.nhs.uk
01603 287107

N&N
Norfolk & Norwich
Hospitals Charity



Our staff here at NNUH are an amazing team of dedicated, skilled and caring people and it's this time of year when we have the great pleasure of reading about those who have been shortlisted and won Staff Awards.

I always find this humbling, particularly the stories in the Patient Choice award categories which are nominated by our community.

We've also just held our Annual General Meeting where we discussed our draft Corporate Strategy which will set out our plans for the next five years ahead.

We're reaching the final stages of our engagement discussions and feedback-gathering for the Corporate Strategy where a huge range of groups and individuals took part and helped to answer the question “Healthcare at NNUH, what matters to you?”

A big thank you to everyone who took part. We're in the process of analysing and incorporating your feedback and will be sharing with you early next year how our five year plan has developed with your help.

Sam Higgison,
Chief Executive, NNUH

Thanks for your support in another hugely challenging year

For the second year, our Annual General Meeting took place virtually in October. CEO Sam Higginson spoke about the huge challenges we faced again this year, thanking staff for everything they're doing to keep everyone safe and deliver the highest quality care and the community for their support. While much time was spent dealing with Covid, we're also focused on our patients who are waiting for treatment.



"We're working very hard to meet this challenge," he said. This includes operating for additional hours and investing in new infrastructure, such as two new paediatric theatres, an orthopaedic elective surgical centre and redesigned services using digital technology, such as our Virtual Ward, virtual outpatients appointments and a new electronic observations system.

He also looked ahead, as we create our strategy for the next five years. "This gives us a real opportunity to think about shaping the future development of the hospital," he said.

"We've been working on our plan for a number of months, gathering feedback on what matters to people. So far, more than 2,500 staff, patients and partners have responded and feedback is being collated ahead of the new strategy being published early next year. Chairman David White also thanked staff, on behalf of the board, and Governors for their "steadfast support", as well as the community for the support we see "day in and day out" in letters of thanks and charitable giving.

Scan the QR code to watch videos of the presentations...



Financial review and innovations behind the figures

Chief Finance Officer Roy Clarke highlighted some of the stories behind the figures, with digital innovation enabling our experts to care for patients in their homes.



This year, for example, 47% of outpatient appointments were virtual, compared with 9.2% in 2019-20, saving £127 per new patient and £67 for each follow-up appointment. And our Virtual Ward, launched last March, enables suitable patients to recover at home, freeing hospital beds for others and saving £288 for each virtual bed per patient, per day.

Other developments include Urology's virtual surgery school, which provides extra support to prostate cancer patients ahead of surgery, and Rheumatology's use of technology to improve patient experience, including interactive training sessions.

Financial highlights

We continue to work under the Covid financial framework, with additional funds to help deal with the pandemic and the recovery after the second spike.

- **Patient care income:** £675.5m (13.8% increase)
- **Total income:** £804m (19.6% increase)
- **Net surplus:** £7.2m (2019/20: £(54.8)m)
- **Public Dividend Capital:** £38.4m (20.5% increase)
- **Net assets:** £(64.8)m (140.4% decrease).
- **Reported Cost Improvement Programme delivery:** £7.6m
- **Cash:** £68.9m (514% increase)
- **Net assets:** £189.8m (393% increase)
- **Public dividend capital:** £290.7m (757% increase).

A culture of continuous improvement

Our Midwifery team, led by Stephanie Pease, Divisional Director of Midwifery, has worked tirelessly to create a safe environment throughout the pandemic.



A new Digital Midwife and a Fetal Surveillance Midwife are now in post, and the team is being strengthened by the recruitment of 44 more midwives.

"Everyone wants a positive birth experience, and every member of staff wants to provide safe, high quality care," said Stephanie.



"Continuous quality improvement is essential in achieving the best outcomes and ensuring patient safety, and our team is dedicated to providing a safe and effective service."

Our Emergency Department team also demonstrated their commitment to a culture of patient safety by describing the robust process of reporting and investigating any incidents, learning from them, taking action and implementing change.

Congratulations to our 2021 Staff Award winners

While Covid meant we couldn't hold a big celebratory event to mark our annual Staff Awards, this year we were able to hold a series of socially-distanced red carpet presentations.

Our winners - out of more than 500 nominees - received their certificates from Chairman David White, CEO Sam Higginson or a member of the Executive team.

"During a difficult year, we'd like to say a big 'thank you' to all staff for supporting our services and contributing to the team effort of keeping our patients safe," said David White.

"These awards provide an insight into the achievements of many staff and teams across our hospitals. Everyone has worked exceptionally hard through the pandemic and it is a privilege to honour our outstanding colleagues."



Patient Choice Hero Team Award winners

Denton Ward

"This team is second to none in my opinion. I had a large plastics operation and this was very daunting, but being on Denton I was in for a smooth ride with my recovery.

The team are full of compassion, caring and know how to be a team by helping each other day shift and night shift, but most of all they LISTENED and knew when to have a serious moment with me and also when to laugh.

To me Denton Ward is the dream team ward at NNUH. Carry on Denton doing what you do best, there are so many words to describe the ward but two words that stand out for me are 'DENTON LISTENS'."



Gynaecology Outpatients and Oncology

"In February this year I was referred to gynae outpatients. Everyone that I met, Vikki who did my initial scans and made a potentially unpleasant experience absolutely fine, Mr Nieto who made me laugh so much during the consultation which I would never have imagined was possible when receiving a cancer diagnosis, Lucy the Oncology nurse who answered my endless questions and then checked in on me the following day and, last but not least, the kind calmness of Mr Duncan who carried out my robotic surgery.

I felt listened to, and that my views were very important and I felt that I was getting the best possible care from a wonderful team of people. Thank you."



Silver Award winner:



Urology Continence Advisers.



Look out for all the details on our winners at: www.nnuh.nhs.uk



Patient Choice Hero Award winners

Priya Muthukumar, Neonatal Intensive Care Unit Consultant

"My daughter Lilly Rae was born in December 2019, at just 22 weeks and two days gestation, at the N&N Hospital.

Weighing just over a pound, Lilly was the most pre-term baby the Neonatal Intensive Care Unit had cared for and one of the youngest babies to be born in Britain!

Lilly required five months of care in NICU before returning home for the first time in April 2020. The Neonatal team and Priya have given me the biggest gift in life and one I get to love and cherish each and every day. Priya was the first to see Lilly, the first to treat Lilly and the first to believe she could become the happy, hilarious little girl she is today!"



Silver Award winners:



Lisa Sant, Neurology Specialist Headache Nurse.



Karen Welham, Assistant Practitioner, Haematology OPD.

Hero Ward Award winners

Elsing Ward

"Elsing ward is a truly exceptional and outstanding team. In the first wave of Covid-19, 'Team Red Elsing' stepped up to the demands of being a yellow testing ward. This was a big change from their usual practice of looking after older people, many of whom have dementia or delirium. They switched to looking after patients from all age groups, many of whom were acutely unwell with Covid-19.

Then the ward team went briefly back to their usual roles before being asked to become the first red ward in the next wave. The team members always go above and beyond in providing an outstanding service with care and compassion for their patients and families, as well as supporting each other."

Buxton Ward

"Buxton ward has seen a significant increase in the number of young children admitted for complex mental health and eating disorders. They have been faced with unprecedented levels of acuity and have had to learn how to adapt their nursing skills and ward environment to support these young people.

The staff on Buxton have developed both their knowledge and skills around mental health and, through working collaboratively with other Trusts and disciplines, have enabled a number of children to be discharged home. Patient and feedback from families has been overwhelmingly positive and the work of staff on Buxton ward has been recognised and acknowledged across the wider system."



Hero Team - Non-clinical Award winners

Bereavement Team

"The members of the Bereavement team are the unsung heroes of the hospital and the pandemic was a particularly testing time for the team. Dealing with families as they say their goodbyes to their loved ones has been especially difficult during this period because of the restrictions in place to manage the virus.

More than ever, the team has been a listening ear at all times for families, seeing the tears and comforting bereaved people who did not know where to turn to during the pandemic. The team has worked diligently, compassionately and empathetically with relatives to support them through a difficult time."

Chaplaincy Team

"During the Covid pandemic, the Chaplaincy team was depleted and called on a number of temporary staff, linking with the UEA Chaplaincy, to sustain its service and provide comfort and support for all patients and staff. Many of the Covid patients who died experienced the ministry of the Chaplaincy, in what has been a cruel time for many patients and relatives.

The Chaplaincy have held the hands of loved ones where families have been unable to do so. The Chaplaincy team have been red 'front line' workers throughout the pandemic, which hospital staff and families have valued. We are all very proud that we have such an amazing Chaplaincy team."



Hero Team - Clinical Award winner

Mortuary Team

"This year has been a testing 12 months for all staff, being pushed to new limits both mentally and physically.

They are a very small team providing a very specialist role in a very specialised department and it is not an area you can readily redeploy staff into because of these reasons.

They really are the unsung heroes working at the back end of the patients' journey but still treating every patient as an individual and providing support to those viewing their loved ones for the last time."



Silver Award winners:



Physio Respiratory team.



Buxton Ward.

CEO's Special Award for Services to the Community

Natalie Ashley, Senior Nurse, Organ Donation

"Natalie is one of the most energetic and committed organ donation nurses, focused on raising public awareness, engaging families and ensuring the organ and tissue donation campaign amplifies. She flies the banner for organ donation across all spheres of our community in order that we can save more lives together.

She radiates passion for growing the following for organ donation. She is a natural organiser and utilises her charm and zeal to engage VIPs, gain sponsorship and ensure the NNUH Organ and Tissue Donation team can profile the campaign. Moreover, she gives up her own time to organise and participate in multiple events through the year. This year, she has excelled in engaging Norwich and the wider community in our campaign 'Leave them Certain'.

Natalie is exceptional in her role, always delivering exemplary end-of-life support to families regardless of donation decisions. She always goes the extra mile to support families in these difficult times and her dedication to organ donation has helped our Trust being rated as 11th out of 235 Trusts in the UK for donors in 2020. She, with the whole team, has ensured we are the top-performing Trust for organ donation that's not a Major Trauma Centre."



Edith Cavell Award for Outstanding Leadership

Helen Lloyd, Vaccination Hub Lead

"Helen is a transformational and charismatic leader who delights in a challenge and never baulks at the toughest requests. When asked to be the Operational Lead for the Covid Vaccination Hub, starting from scratch, Helen's exuberance and positivity brought the required momentum to get our NNUH Hub operational in record time.

Helen has an incredible ability to draw in followers, and quickly colleagues, ex-members of staff, reservists, and anyone who knew her, came forward to be part of Helen's platoon. Helen led the assault on Covid with drive, with flair and an indefatigable spirit. Helen is one of the kindest, gentlest of nurses, but has a core of steel and will never be defeated."



Hilary Winch, Head of Workplace Health and Wellbeing

"Hilary's contribution to nursing this year has been phenomenal. She has led a team of committed nurses through the pandemic and developed and managed the Trust Covid vaccination programme which saw 60,000 patients and staff receive their Covid-19 vaccinations. This was an enormous task and has required calm and efficient planning, rapid response to changing advice, workforce planning, risk and patient safety management and many, many hours of hard work.

Hilary is the epitome of excellent, compassionate nursing. She is kind, thoughtful, cares about her patients and her team and has carried out her role this year with those qualities shining brightly always."



Lifetime Achievement Award winners



Chris Paul, Serco Corporate Social Responsibility Manager

"Chris has been working for the NNUH for 46 years. Once you have met Chris Paul, you will never forget him. He is a one-of-a-kind gentleman, whose commitment and dedication to Serco and the NHS shines through.

He is the backbone of the NNUH contract, understanding the history, the people, and always pushing forward to improve the support we give to patients and staff."



Alison Evans, Antenatal and Newborn Screening Lead

"Alison has been our rock in Fetal Medicine for almost 20 years. As lead midwife supporting women and families through difficult news, invasive procedures and life-changing decisions, she combines kindness and empathy for our families with common sense and efficiency in running our service.

Alison has always been a patient advocate and has a wonderful manner and kindness in supporting our patients. We think of her as the 'mother' of the service."



Dee Searle, Senior Medical Secretary (retired)

"Dee has been a core member of the Oral Health Department for 27 years and has just retired. She has dedicated her time to the Trust and on many, many occasions has gone beyond her job requirements and expectations.

Her very vast experience and knowledge has supported many colleagues along the way and she has always been there in times of great need. Dee is the most lovely, friendly and approachable person that anyone could ever meet. We will miss her sense of humour, giggles and conversations."



Alison Vinall, Head of Radiotherapy Physics (retired)

"Alison has been Head of Radiotherapy Physics for over 20 years, and has been in the NHS as a Clinical Scientist for almost 40, retiring this summer. During that time, Alison has been an exemplary professional.

Leading by example and with a cool head of calm, Alison always knows the way out of a challenging situation.

Alison has been a powerful advocate for ensuring the radiation safety of patients and has been a vital pillar for the Radiation Protection Committee since she joined the Trust."



Unsung Hero - Non-clinical Award winners

Cosette Wright, Housekeeper for Dunston Ward

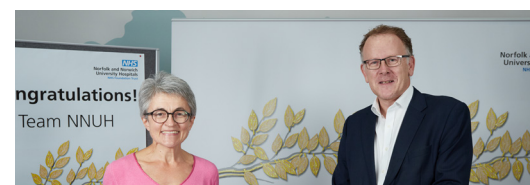
"It is difficult for one person to put into words the exceptional person she is, so we have collected comments from the Dunston Ward team. You will never see Cos with a frown. Nothing is too much bother for her, she is always thinking of better ways to help the service that we deliver. Cos is an enthusiastic, highly-motivated and responsible person, with the ability to inspire staff, especially other housekeepers, to be the best that they can be. A truly great role model to other housekeepers as they often approach her for help or advice. Cos is a true example of the PRIDE values in action."



Silver Award winners:



Petra Szabo, Medical Secretary for the Liver Specialist Nurses.



Mary Phillips, Medical Secretary, Neurology.

Unsung Hero - Clinical Award winners

Claudia Cole, Senior Dementia Worker

"Claudia is so cheerful and really brings joy and happiness to staff and patients when she arrives on the ward. She always does her best to provide excellent care and thinks outside the box when visiting patients on the ward who are living with dementia, whether it be simply sitting with a patient and talking about past times if they are unsettled or bringing an aspect of their home routine into the hospital. Claudia is an all-round hard worker and is a real asset to our team and brings an immense amount of happiness to the people she works with and patients that she supports."



Silver Award winners:



Sarah Lister, Physiotherapist.



Rachel Appleton, Lead Fetal Medicine Midwife.

Hero Employee Award winners

Samantha Raspin-Vallis, Receptionist Gastroenterology

"Sam is kind-hearted and supportive to every person in the department, she is truly a loved member of the team. During both waves of Covid she was redeployed. Sam had no experience working as a housekeeper which terrified her at the start. But as soon as she went and got involved in the team they loved her and she loved helping them through the pandemic. Sam is dedicated to her job and shows every patient and staff member the respect and kindness they deserve. Overall, Sam is a hero employee and a true asset to the Trust."



Silver Award winners:



Denise Yeomans, Healthcare Assistant, ENT Outpatients.



Antal Gyurian, Domestic, Serco.

Hero Leader Award winners



Rosie Goodsell, Professional Midwifery Advocate

"Rosie has been part of creating a new service for midwives, the Professional Midwifery Advocates. She has created a Standard Operating Procedure, guidelines, recruited staff, assisted with training and supported us all throughout this process."

She works tirelessly in the service, providing support with career development and other needs. Rosie has been instrumental in supporting the general nursing side in implementing a similar service.

She always goes above and beyond what is required of her in her clinical role, ensuring the emotional wellbeing of all staff is addressed and support services are in place."



Silver Award winners:



Paul McDermott, Occupational Therapy Service Lead.



Julie Noble, Lead Nurse, Specialist Palliative Care.

Hero Clinical Teacher Award winners

Nikki Walker, Senior Physiotherapist

"Nikki always goes above and beyond for the Physiotherapy department. She always takes time out of her day to aid the development of more junior staff and creates learning opportunities."

An example of this is when I received a call for a complex respiratory situation as a newly established band 5 on the on call rota. Nikki saw that there was a learning opportunity and decided to stay late on the bank holiday weekend to help me.

We provided an extremely effective treatment and the patient did really well. I felt so much more confident going forwards and learnt so much. She really takes time with every individual member of the team."

Kate Spacey, Orthopaedic Registrar

"Kate is an exceptional clinical teacher. She goes out of her way to create learning opportunities, often in clinical scenarios that others may feel uncomfortable teaching: the operating room, busy on calls and trauma calls."

She does this all while providing a training safety net where we feel well supported and able to ask questions. Operating theatres can be busy, pressured working environments but Kate will go out of her way to reassure the team that she can train while maintaining theatres status quo.

I can say whole heartedly Kate has positively impacted my training more than any teacher, and for this I'm very grateful!"



Silver Award winner:



Shailesh Shah, ITU/AMU Consultant.

Volunteer Hero Award winners

Phil Rickard-Beech

"Phil has encountered some really difficult-to-solve situations with patients after returning home and demonstrates care, initiative, practicality and resilience. From shopping for a patient, sorting out further community support and no electricity, even calling out emergency services and checking back and calling on patients over a weekend, he always goes the extra mile with no complaints.

For patients going home alone and frightened, he is a knight in shining armour with a listening ear! We are lucky to have him supporting our patients and I am so grateful to have him as part of our team."



Sharon Kelvie

"Sharon has given up a full day every Tuesday to support the Cardiac team at Clover Hill, Bowthorpe, for the last three years. She is always one of the first there early in the morning and last to leave at the end of the day. She always remains calm and never gets ruffled and everyone enjoys working with her.

Sharon's sense of humour and positive outlook are greatly appreciated by our patients, whom she helps to put at ease and is an excellent motivator keeping patients spirits up. Sharon deserves recognition for her selflessness and tenacious attitude. She is a role model for us all and we greatly appreciate the time that she gives up to be with us."



Volunteer Drivers team

"The Volunteer Drivers have worked throughout the majority of the pandemic period and deserve our praise for their hard work and reliability. They operated a brilliant service under difficult circumstances.

Examples include transporting chemotherapy medicines to the Spire Hospital, delivering medicines to outpatients throughout Norfolk and Waveney - covering over 4,000 miles, delivering equipment to patients' homes to enable a quicker discharge, picking up patients' belongings to bring into hospital and delivering them after discharge, and delivering equipment and notes to consultants when working off site."



Hero Apprentice - Clinical Award winner

Harold Foster, Apprentice Healthcare Assistant, Denton Ward

"Harold is one of our older apprentices and we think he is absolutely fantastic - everyone loves Harold. He always comes into work with a positive attitude and is keen to develop his knowledge and understanding.

Harold regularly goes above and beyond for his patients and receives positive feedback from them in multiple thank you cards. He completes all of his work to a high standard and puts the patient at the centre of everything he does.

Harold has been a pleasure to work alongside and I believe he will go far in his career in healthcare."



Hero Apprentice - Non-clinical Award winner

Courtney Leggett, Apprentice Receptionist, Oncology

"Courtney has been incredible as an apprentice, from the word go she has got stuck in, supported her team and has been great with the patients. She is a joy to work with, and has secured a substantive post in the Oncology team.

Courtney joined our team as an apprentice during Covid-19 and when the team was very short-staffed and in a difficult position. Right from the start, she showed a great work ethic, shows initiative and completes all her tasks in a timely manner.

Courtney is a great asset to our teams, always polite and she is valued by all of her colleagues."



Hero Fundraiser Award winner

Reece Durrant, Biomedical Support Worker

"Reece is a huge part of the team in Cytology and always comes to work with a smile on his face.

Over the last couple of months, he's arranged many fundraising events for the N&N Hospitals Charity. He does all of this in his own time and gets great pleasure in raising money.

Recently he gathered together some colleagues and walked around the hospital 100 times to raise money for the charity in memory of Captain Sir Tom Moore. He got lots of staff involved and raised over double his original target. Reece really deserves this for all his hard work and dedication."



Silver Award winner:



Arron Drew, Assistant Practitioner.

Diversity Hero Award winners

Han Gillies, Radiology Admin & Clerical Team Lead

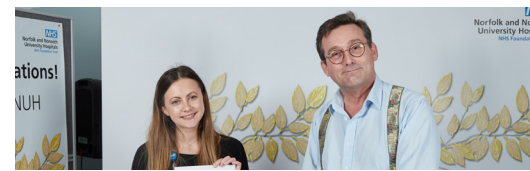
"I have heard Han speak and read their diversity blog and I think they have really opened up the conversation and raised awareness of the importance of the issues facing some of our trans colleagues.

They speak bravely about the challenges they have faced in their own journey. Inspired by Han, I changed my email signature to include the pronouns I wished people to use when referring to me - I really think Han deserves this award as they have brought the trans agenda to the fore in the organisation, exploded some myths for people and opened up the conversation massively.

Well done Han - huge support for you across the organisation and I am pretty sure this will not be your only nomination!"



Silver Award winners:



Emma Clark, HR Operations.



Mercy Kaggwa, Fundraising Co-ordinator.



Helen Francis, Senior Nurse Clinical Skills Facilitator.



Alex Jackson, Biomedical Support Worker.



Nicholas Rennie, Patient Experience Equalities Officer.

Hero Research Team Award winners

Novavax vaccine trial

"This important Covid-19 study, which started in October 2020 and continues until December 2021, recruited 500 participants in just over seven weeks, having screened 617 people during that time. This was a collaborative effort, involving all specialties across the NNUH Clinical Trials and Research Unit, along with nurses from the James Paget University Hospital assisting with the delivery of the study, administrators, data managers, nurses, trials practitioners and Healthcare Assistants all coming together as a united team, having never worked together before. We have had excellent feedback from the participants for the care, support and advice, as well as the professionalism and kindness, shown by the team throughout the course of the study, to ensure that the experience of being a participant in a clinical trial is a pleasant one."



Silver Award winner:



The Orthopaedic Research Team for the CAPAbility trial.



Are you ready for winter?

As we enter the winter months, this year it's more important than ever to protect our own health and that of those around us by ensuring we're protected against Covid-19 and, if eligible, have had our annual flu jab.

Anyone who meets the criteria will be offered a flu jab and a Covid-19 booster to give longer-term protection against falling seriously ill. If you're offered both vaccines, it's safe to have them at the same time.

Most people will be invited to book an appointment online at a vaccination centre, pharmacy or GP surgery, with NHS and care home staff usually receiving theirs through their employer.

For the latest information, visit: nhs.uk/wintervaccinations



Check your eligibility for a Covid-19 booster

Booster doses are available on the NHS for people most at risk from Covid-19, including:

- People aged 40 and over
- People who live and work in care homes
- Frontline health and social care workers
- People aged 16 and over with a health condition that puts them at high risk of getting seriously ill from Covid-19
- People aged 16 and over who are a main carer for someone at high risk from Covid-19
- People aged 16 and over who live with someone who is more likely to get infections (such as someone who has HIV, has had a transplant or is having certain treatments for cancer, lupus or rheumatoid arthritis)
- People who are pregnant and in one of the eligible groups can also get a booster dose.

Third primary doses

Anyone eligible for a third primary dose of vaccine will be contacted by the NHS. This includes people who are being treated for conditions such as cancer or who have long-term chronic conditions where their immunity is significantly affected by regular medication.

A third primary dose is different from a booster dose and is usually given at least eight weeks after the second dose.

Appointments are still available for anyone who is eligible but hasn't yet had their first dose of vaccine – you can check your eligibility on the NHS website and book online, call 119 or find a local walk-in clinic.

Are you eligible for a flu vaccine?

Most people who can get a Covid-19 booster vaccine are also eligible for the annual flu vaccine, which is offered annually to help protect anyone at risk of getting seriously ill from flu.

It's important because:

- More people are likely to get flu this winter as fewer will have built up natural immunity during the pandemic
- If you get flu and Covid-19 at the same time, research shows you're more likely to be seriously ill
- Getting vaccinated against flu and Covid-19 will protect you and those around you.

The flu vaccine is given to people who:

- Are 50 and over (including those who'll be 50 by 31 March 2022)
- Have certain serious long-term health conditions, including diabetes, asthma, COPD, coronary heart disease and heart failure
- Are pregnant
- Are in long-stay residential care
- Receive a carer's allowance or are the main carer for an older or disabled person who may be at risk if you get sick
- Live with someone who is more likely to get infections (such as someone who has HIV, has had a transplant or is having certain treatments for cancer, lupus or rheumatoid arthritis)
- Frontline health or social care workers.

It's safe to have the flu vaccine at any stage of pregnancy, and you should be offered the vaccine by your employer if you're a frontline health or social care worker.

North Norfolk Macmillan Centre officially opened

The North Norfolk Macmillan Centre at Cromer Hospital officially opened in mid-October. It marks the culmination of many years of hard work and planning between our hospital, the Norfolk & Norwich Hospitals Charity, Macmillan Cancer Support and local patients, plus the Cromer Community and Hospital Friends, who funded the equipment.

Sam Higginson, Chief Executive, said: **"We'd like to say thank you to our charity partners and the local community for all the support we have received in making this cancer centre come to fruition in the teeth of a pandemic. It's a remarkable achievement by all concerned and will benefit patients in North Norfolk for years to come."**

"We would also like to thank the family of Douglas de Bootman. Mr de Bootman left £1m in his estate to the N&N Hospitals Charity, and to mark his generous donation, we have plans to develop the garden area behind the centre which will become the de Bootman Garden.

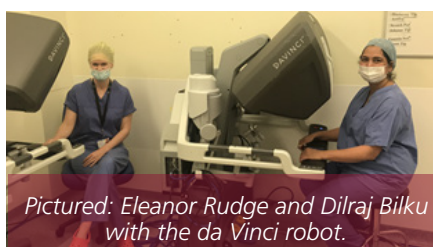
John Paul Garside, Norfolk & Norwich Hospitals Charity Director, said: 'When we started working on this project we wanted to ensure that the monies donated by the public to the charity went to build something we could all be proud of, and where local people would be able to receive their cancer treatment closer to home.

"The Macmillan Cancer Information and Support Centre at the heart of the facility will complement the high-quality medical support available, helping people to navigate the practical, emotional and financial challenges that can arise following a diagnosis.



Robotic surgery first will benefit more patients

A group of our registrars are first in the UK to benefit from a new robotic surgery training programme – helping us to achieve our vision of becoming a centre of excellence in robotic-assisted surgery.



Pictured: Eleanor Rudge and Dilraj Bilku with the da Vinci robot.

Back in 2017, we were the first hospital in East Anglia to perform robotic colorectal surgery, offering increased precision and a shorter hospital stay, but only consultants received training. The new pilot, devised by our NNUH Sir Thomas Browne Colorectal Unit and robotic systems company Intuitive Surgical, means that now surgical registrars can also train to carry out bowel cancer operations using our two da Vinci® robots.

Irshad Shaikh, Consultant Colorectal and lead Robotic Surgeon, who teaches robotic surgery nationally and has helped the robotic colorectal programme in 10 UK hospitals, championed the training.

"I worked in partnership with Intuitive to devise this training programme," he said. "I am very proud of the surgical registrars for successfully completing the first phase of robotic colorectal surgical training and delivering this first national pilot programme at NNUH."

Eleanor Rudge, who took part in the pilot, said: "We feel that we are in an extremely privileged position to be some of the first surgical registrars in the country, if not Europe, to have access to this type of training.

Composting coffee grounds to make us greener

We're reducing the amount of waste going to landfill by turning our coffee grounds into compost.



Abbie Downes, Retail Supervisor for the Pod and Green Ambassador for Serco Health, said: **"On the first morning, we collected 10kg of coffee grounds and have been collecting 24kg-25kg daily from the Pod alone."**

The aim is to extend the initiative across all hospital cafes and restaurants, as well as enable staff to save the coffee grounds they use.

Mark Campbell, Serco's Health and Safety Manager, said: "The results are incredible and the potential is huge. Coffee grounds won't be going into general waste so that reduces the amount of waste we produce, which cuts the number of trucks having to come on site to remove it and that reduces our waste management costs.

"We're also creating our own compost for our planting programme so we're not buying in as much compost, which also has positive financial benefits."



Pictured: Abbie Downes (left) and Hannah Woodward, Serco Administration and Governance Facilitator.