

THE Pulse

Issue 100
October 2021



Meet Team NNUH:

Our diversity makes us stronger
Read how our Patient Panel
champions patients and carers
Make a difference after your
death through organ donation



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

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Cromer and District Hospital, Mill Road, Cromer, NR27 0BQ

Tel: 01263 513571.

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



Letters and social media

@NNUH



“ Whilst visiting the family, found myself needing the services of @NNUH. I want to thank all the wonderful @NHS staff who were not only incredibly professional but also so wonderfully lovely, kind and caring. They work long hours and deserve more than just thanks and appreciation.

DB

My daughter was born at @NNUH. I just wanted to thank the incredible midwifery team there whose professionalism, care and support was outstanding. I was overwhelmed by the care that we received. Thank you.

TG

I attended general surgical outpatients for my appointment with the breast clinic.

I attended alone as advised and all I can say was I didn't need to worry. Every single person from the nurses, consultant and sonographer were all totally amazing.

They were kind, reassuring and went above and beyond to make me feel relaxed and looked after. With the stress they must be under themselves trying to work during a pandemic they never let it show. They are amazing!

LB

I came in today for an MRI after having a complete meltdown on my first attempt. I came back today and the guys that carried out my MRI were the kindest most incredible people I have ever met.

I still cried and had a panic attack but they were so kind and supportive and talked me through my anxiety and managed to get me through the procedure.

A truly incredible couple of guys, a true credit to the NHS.

TK

Thank you @NNUH. I've just been in for an appointment. I felt completely safe and confident about your procedures. As ever, all of the staff were fabulous. #NHS.

EO

From the moment you arrive at Cromer Hospital Reception to when you leave, one is treated in an efficient, courteous and kind manner. The staff take the time to answer any questions you may have and put one at ease, especially the hand-holding nurses. Thank you.

D



The children of Heartsease Primary Academy did a sponsored walk and held a tea party to raise money for the NHS, then they wrote us thank you letters for the work we do.

Just a quick message to say thank you so much to the wonderful staff in the children's A&E (ChED) last night/this morning.

My little boy was brought in by ambulance suffering with very bad croup.

The staff there were brilliant, so kind looking after my little boy and my partner. My little boy can be a bit funny with new people but as soon as the medication kicked in and he started to feel better, he was smiling and giggling with the staff, telling them he was "all better now."

It was very quiet in the department that night and they took such good care of him, not just his health but making sure he had some crayons and bits to keep him entertained. Really cannot praise them enough.

MF

Help us recruit more members

If you receive a copy of the Pulse, you're one of our 16,000 members who take a keen interest in our hospitals. We're looking for your help in recruiting new people - they'll receive invitations to events, have a say in how we run our hospitals and can vote in Governor elections and even stand as Governors.

"We're always looking for new members and would like to encourage people to join from a wide range of backgrounds, as we need to reflect the local community," said Lead Governor Erica Betts.



Erica is one of 16 Governors, each representing a different local authority area across Norfolk and Waveney, together with a Governor for "Rest of England" as some patients come from further afield.

"All the Governors take a keen interest in the hospital, attend Council meetings, receive regular briefings, take part in activities, tours and visits and get involved in various hospital committees," she said. "They look at what's working well and where services need to improve.

"Sometimes that involves asking questions and being a critical friend to the Trust. We represent the interests of patients and staff, adding our ideas when plans are made for the future."

If you'd like to join as a member or stand for election as a Governor, please contact the Membership Office by emailing membership@nnuh.nhs.uk.

Meet one of our Governors

Nina Duddleston, Public Governor for Breckland



Nina was a nurse for more than 40 years, after working as a clerk at Coutts bank in London. She spent 24 years as a GP Practice Nurse in Swaffham. Prior to that, she was the Matron of a residential home and spent time in Germany, as her husband served in the Royal Air Force.

Now she supports veterans and their families through SSAFA, the Armed Forces charity, and has been the Norfolk Branch Secretary for eight years.

"SSAFA works in partnership with other military charities and specialist organisations to ensure that those who request assistance get the support they need," she said. "We've seen a rise in younger families struggling during the past 18 months."

As a Governor, Nina has a particular interest in the services we provide outpatients. **"Outpatients services are changing, with the option of virtual appointments, either by video or phone, which has huge benefits both for patients and the Trust,"** she said.

"My role representing patients is helped by my membership of a patient participation group at my local surgery, enabling me to gather feedback from a wide range of people who are also using the services of other Trusts."



Twenty years ago, the N&N was moving into its new home in Colney and the Pulse magazine was launched and began chronicling our hospitals' news and events to share with our community.

From the N&N's official opening by the Queen, and the first patients to be treated in the new Cromer and District hospital, to the present day announcements of a new elective orthopaedic centre and a new cancer centre in Cromer, the last 20 years have seen our services grow and advance to serve our community.

You can read all about these new and exciting developments for our patients in this, our 100th issue of the Pulse.

Also in these pages and on the front cover, we celebrate our diversity, recognising that this is what makes Team NNUH stronger.

Our diversity means that we benefit from a wide range of skills, a plurality of views that encourage professional curiosity to find the best solutions and a variety of lived experiences that bring fresh insights and innovation to the work place.

Also bringing their knowledge, experience and support to our hospitals are, of course, our amazing community – Governors, Patient Panel members, volunteers and fundraisers.

My thanks to all our staff for their commitment to patient care and to our community for your support.

**Sam Higginson,
Chief Executive, NNUH**



New orthopaedic centre will cut waiting times

A new £11.4m Norfolk and Norwich Orthopaedic Centre will see the creation of two new operating theatres and a 21-bedded ward to increase our elective surgery capacity. £2m of the funds will come from the N&N Hospitals Charity for equipment – the largest grant it has ever made.

The pandemic has had a huge impact on the number of patients waiting for routine and elective care and our orthopaedics service has one of the largest waiting lists in the UK. The new development will provide us with a much-needed standalone and Covid-secure elective surgical facility to carry out around 2,500 cases a year for patients who need ankle, foot, hip, knee or shoulder operations.

Subject to successful planning approval, groundworks are due to begin later this autumn, with plans to start treating the first patients next summer.

Tim Leary, Chief of Surgery, said: **“This is an extremely exciting development, which will increase our elective bed base and reduce waiting times through a dedicated and specialised orthopaedic facility. Trust pressures have resulted in the cancellation of orthopaedic procedures in the past and this new centre will mean that we can reduce cancellations and continue elective work throughout winter and pandemic pressures.”**



Marathon effort from staff raises £3,500 for the charity

Eight staff members have completed the London Landmarks Half Marathon, raising more than £3,500 for the N&N Hospitals Charity. Some of the funds will go to the charity’s general fund, while others will go to areas chosen by the individual runner.

One of the team, Helen Duke, Senior Outpatient Physiotherapist, (pictured) said: **“I’ve raised more than £600 and I hope the money can be put towards improving everyone’s experience of the Physiotherapy department.”**



Suzanne Nurse, Deputy Divisional Nursing Director (Medicine) said: “It was an unforgettable experience, being cheered by my husband and complete strangers in the crowd. Those words of support saw me through the last few miles. I hope that the support that my friends and family gave me to raise £390 will have a direct impact of improving patient and staff welfare.”

You can support us by making a will

October is Make a Will Month, when will writers will donate the basic fee (£75 for a single person or £150 for a couple) to the N&N Hospitals Charity as your charity of choice.



Louise Cook, Head of Fundraising, said: **“A huge amount of our income comes from legacies, for example an extremely generous donation helped us build the North Norfolk Macmillan Cancer Centre at Cromer Hospital.”**

“So not only does Make A Will Month highlight the importance of having an up-to-date will, it also raises awareness of our charity and how a gift left to us, however large or small, can make a huge difference to the work we do caring for the Norfolk community.”

Anyone leaving a gift to the charity can specify the department or area they’d like to benefit, so it can be used to buy new equipment or enhance an environment. **If you’d like to support our charity, please to <https://nnhospitalscharity.org.uk/>.**

Annual Service of Remembrance

The annual N&N Hospitals Charity “In Memory and Never Forgotten” service was held in our Chapel in September, led by Adrian Woodhouse, Head of Spiritual Care.

Bereaved families and friends of all faiths and none were invited to attend online.

Mercy Kaggwa, N&N Hospitals Charity Co-ordinator, said: **“This event is an opportunity for people to remember their loved ones who have passed away at the hospital, not just in the past year but at any time.”**



We join Parkinson’s research study to help reduce falls

We’re taking part in research that aims to improve the lives of people living with Parkinson’s disease by reducing their risk of falls.

Around 1 in 500 people are affected by Parkinson’s disease, with most developing symptoms when they are over the age of 50.

The condition leads to parts of the brain becoming progressively damaged over many years. Now we’re the first hospital in the East of England to join Cholinesterase Inhibitors to Prevent Falls in Parkinson’s Trial (CHIEF-PD).

The trial is sponsored by the University of Bristol and funded by the National Institute for Health Research (NIHR) and aims to determine whether cholinesterase inhibitors can prevent falls and whether this treatment is cost effective.

Dr Alagaratnam Niruban, Consultant in Older People’s Medicine, is leading the trial at NNUH along with Consultant Neurologist Dr Vaclav Dostal, and we are aiming to recruit patients into the study.

“It’s great to join this trial and we hope to start seeing results from it later next year,” said Dr Niruban. **“There are specific criteria to be involved in this study and, at the moment, the patient needs to have a diagnosis of Idiopathic Parkinson’s disease, have had a fall in the last year and have no prior diagnosis of dementia.”**

“In primary studies, they found that they could reduce the risk of falls by 30 per cent in people with Parkinson’s disease. This is a bigger study and would be hugely successful if it significantly reduced the risk of falls.”

Dr Niruban said that while there was no cure yet for Parkinson’s disease, early diagnosis can help patients to manage their condition. “There is lots of ongoing research across the world, but still no breakthrough. Early diagnosis can help so that we can help to maintain patients to be physically well for as long as possible, which definitely helps to maintain a better quality of life.



“Exercise is the best thing any Parkinson’s patient can do to help keep as fit and active as possible.

“We have a dedicated Physiotherapist in our clinic who gives patients exercises to help their condition and an Occupational Therapist who looks at the patient’s care needs, right from the time of diagnosis.”

For more information about the study, visit: <https://chiefpd.blogs.bristol.ac.uk/>

See your GP if you are concerned that you may have symptoms of Parkinson’s disease.

The three main symptoms are:

- Involuntary shaking of particular parts of the body
- Slow movement
- Stiff and inflexible muscles.

New scanners improve patient care

A £2.5m project to improve our diagnostics capacity and patient experience has been completed with the refurbishment of our Nuclear Medicine service.

We’ve increased the number of SPECT-CT scanners from one to three, ensuring that urgent and cancer scans are faster, and the new technology enables us to carry out new procedures and therapies.

The department has also been given a new look, including artwork by Norfolk artist Beverley Coraldean, funded by the N&N Hospitals Charity.

Matthew Gray, Clinical Scientist, said: “This investment makes a huge difference to our Nuclear Medicine service and for local patients, providing high-quality imaging for a range of conditions. We’re in the process of trying to expand our therapeutic portfolio to provide diagnostic imaging and therapeutic action to target neuro-endocrine and prostate cancers. The expansion will enable the treatment and imaging to take place in Norfolk for more cancer cases, removing the need for patients to travel long distances.

“The department has also purchased a machine that’s capable of generating radioactive gas to perform lung ventilation studies with the intention of expanding the lung imaging service and improved diagnostic imaging for patients with suspected pulmonary embolism.”



Pictured: CEO Sam Higginson and Jill Goulding, Radiology Project Delivery Manager, open the new-look Nuclear Medicine department.



Pictured: One of the new SPECT-CT scanners in Nuclear Medicine.

Team NNUH: Our diversity makes us stronger

I'm incredibly proud of our staff, we're fortunate to have a diverse workforce, and it's that diversity that makes us a stronger team.

Diversity and inclusion are fundamental foundation stones of our culture and "the way we do things here". Our approach to diversity and inclusion underpins our patients' experience of our care, which is given with respect and kindness, and underpins our expectation that our patients return that respect to our staff.



The benefits of a diverse workforce are well known. For our patients, it means more effective care with better outcomes – an analysis of the Care Quality Commission's ratings and NHS staff survey results found clear links between the quality of care and staff experience of discrimination.

We have a lot of work under way to improve staff experience and grow our reputation as a good employer. But we do have a great deal more to do. For example, the percentage of black, Asian and minority ethnic staff who've experienced bullying or abuse from patients or service users in the last 12 months is 28.3%. This is a significant figure and compelling evidence that change is necessary - we don't want anyone to be treated in this way.

Our improvements include supporting our staff networks to mature, our recruitment panels for senior managers are now more diverse and we've joined an NHS scheme to support people from diverse backgrounds who want to become non-executive directors.

Our new reverse mentoring programme paired staff from different backgrounds with members of the Executive team and directors, so that through listening to others' experiences, we'd understand better the changes needed to make our hospitals more inclusive.

Colleagues from a black, Asian or minority ethnic background, those with disabilities or long-term health conditions or from our lesbian, gay, bisexual, transgender, + community became mentors, and we're incredibly grateful to them for their honesty and their time. It was a humbling experience and I gained many insights.

I feel privileged to have done this, my mentor has worked here for more than 20 years and the history about how some people have behaved was shocking. Things have got better but there's still an awfully long way to go.

Improving any aspect of culture in a large organisation is a journey that can take time, but I am committed to making the changes we need to improve diversity and inclusion here. I'm really pleased that we were able to work with other NHS partners in the East of England to produce an anti-racism strategy this year.

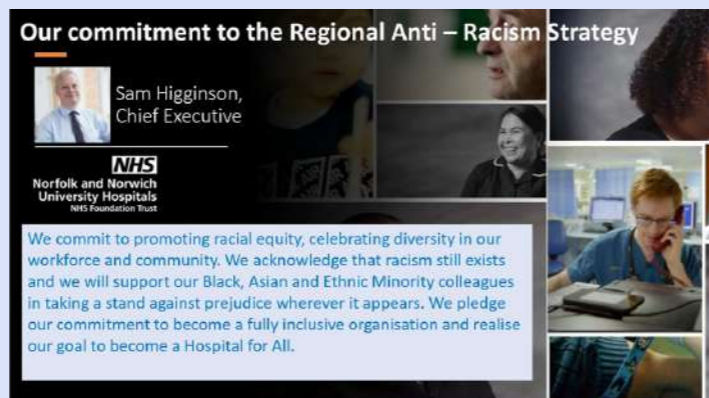
We've made a commitment to take action through an anti-racism pledge in recognition of inequalities we know are present within the Trust. For example, white candidates are 1.56 times more likely to be appointed from shortlisting compared with candidates from a black, Asian or minority ethnic background, and 18.4% of black, Asian or minority ethnic colleagues said they'd experienced discrimination from a manager or colleague in the last 12 months.

We'll address these issues as an Executive team by working with our NNUH Together Staff Network and senior managers.

We must continue to focus on improving our staff's experience to enable them to thrive in a positive culture where they feel included, valued and confident to speak up. Because we have a diverse workforce we are benefitting from a wide range of skills, a plurality of views that encourage professional curiosity to find the best solutions and a variety of lived experiences that bring fresh insights and innovation to the work place.

I'm extremely grateful to all my colleagues at Team NNUH for everything they do for our patients and I'm committed to doing everything I can to ensure we improve staff's experience at work and the vital thread of diversity and inclusion that runs through our values.

Sam Higginson, Chief Executive



Anish Sanghrajka, Consultant Paediatric Orthopaedic Surgeon

Anish joined NNUH in 2012 as a consultant, having completed his training at the Royal London then as a Fellow in Sydney, Great Ormond Street and Sheffield Children's Hospitals.

"When I came to the N&N, I was looking for a good hospital where there were opportunities in the paediatric section of Trauma and Orthopaedics to help grow the service and somewhere good for family-friendly work-life balance," he said.

"I love the ethos we work by in the department, prioritising the patient's needs at all times, which reflects why I wanted to become a doctor."

"The ethos is also one of innovation. We've expanded what we offer patients. We established specialist clinics around the region, offering a much better service as families don't have to travel so far to see a specialist - N&N consultants travel to see them."

Another fundamentally important part of Anish's role is as Training Programme Director for Health Education East of England for Trauma and Orthopaedics, overseeing 70 trainees in the region.

"What I really enjoy seeing is talented surgeons coming through – it's always inspiring.

"It's a really exciting time at the N&N, some amazing things have been set in train.

"We'll soon have two purpose-built rooms for children in the Orthopaedic clinic and two dedicated operating theatres. We also have a virtual paediatric fracture clinic so families who don't need to come back to the hospital for follow-up are saved unnecessary journeys.

"What I love about working at the N&N is the team, the combination of all the innovation and development and the fact that at our Trust it's not about what you look like, it's about your work."



Vicky Braide, Integrated Discharge Team Service Lead

As our Integrated Discharge Team Service Lead, Vicky Braide is responsible for managing the team helping to make patients' return home as smooth as possible.

After four years at the College of Medicine, part of the teaching hospital at the University of Lagos in Nigeria, and a year's internship, she worked as a physiotherapist in military hospitals, the private sector and district general hospitals in Lagos before coming to the UK.

"I wanted to grow more and have opportunities for professional development so I came to work at the N&N in 2006," she said. "It looked such a great place to live – rural and the near the coast.

"It was a bit of a cultural shock when I first arrived - I was the only black Physio and felt there weren't many people who looked like me at the hospital."

"From the beginning, the teams and departments I worked in gave me a lot of support and that helped me to adjust."

"I'm motivated to be the best I can be - I'm studying for a Master's in Business Administration at the moment. I've always wanted to make a difference, and I'm passionate about quality of care, including discharge, a very important part of our patients' journey with us.

"It's about collaboration, the hospital can't stand on its own, and we work with teams across the Trust, our partners in the community and patients, families and carers.

"Planning someone's discharge home at the point of admission is crucial so that it's well thought through and as positive and smooth a process as possible.

"There's a lot of work being done in diversity and inclusion here and that's great to see - I feel included and valued. Everyone is welcome here and it's a great place to work."



How our overseas nurses contribute to our community

Here at NNUH, we're fortunate in that we not only attract high-calibre healthcare professionals from Norfolk and across the UK, but also from overseas.

Over the past five years, more than 240 internationally-trained nurses have joined us from places as far afield as the Philippines, India, the Caribbean, Australia, the USA, Iran, Nigeria and Ghana.

"I'm delighted that so many nurses choose to move to the UK to develop their careers with us," said Prof Nancy Fontaine, Chief Nurse.



"As a busy acute teaching Trust, we need their expertise and the cultural enrichment that they bring. They are a huge part of our hospital community and make a massive contribution to the Norfolk community as whole."

"We're steadily growing a strong community network for our overseas colleagues and, last May, we all celebrated our growing multi-cultural workforce by proudly flying 96 flags from our represented NNUH nations when we marked the International Days for Nursing and Midwifery."

In addition to their nursing qualifications, which must be equivalent to those in the UK, nurses applying to work here need at least a year's experience in an acute setting - and both their training and experience must satisfy the requirements of the Nursing and Midwifery Council.

After that, they go through our usual rigorous recruitment process, but with additional tests such as language skills. "Successful candidates join us here for a further four-week practical training programme, to prepare the nurses for clinical practice and their OSCE,

which they must pass to gain their NMC registration before they begin working as a registered nurse," said Lisa Dennis, Practice Development Nurse and Overseas OSCE Programme Lead. "This ensures that they can confidently and professionally build a relationship with patients, undertake investigations, make accurate assessments and care plans as well as make correct referrals and understand where to seek appropriate advice when needed.

"It's a huge upheaval to move to a different country to pursue your career, so we offer continuing support to help them settle in, both in and out of work, and colleagues from their home country and the hospital as a whole make them feel welcome. I'm delighted that 94% of those who have joined us in the past five years are still with us - and that many have been here for much longer and moved into senior roles. It's wonderful that they chose to come here because of the opportunities we can offer them."



Kudzai Nyamupfukudza, Clinical Educator

"The N&N is the perfect environment – it's more than I ever thought it would be," said Clinical Educator Kudzai Nyamupfukudza, who joined us nearly three years ago.

He graduated from university in Zimbabwe in 2006, moving to Namibia in 2009 before coming to England in 2018 to train Healthcare Assistants (HCAs) and Registered Nurses when they join the Bank, which provides temporary staff.

"We give HCAs full clinical training, and Registered Nurses with our clinical induction, introducing them to our systems and processes," he said. "My favourite part of my job is making a member of staff feel comfortable. Whenever I'm offering guidance or training, I want them to feel at ease and ready to learn. Knowing that they feel welcome and at home brings me great joy."

His own experience of joining the Trust helps him achieve this. **"The journey here from overseas was seamless,"** he said. **"There was someone waiting for me at the airport, someone to show me to my accommodation and help me settle in. When I started, my colleagues shared their experiences with me and my manager explained that my worries were what all overseas nurses experienced. I was made to feel at home."**

"Coming from a black African country to a country that is predominantly white, I was worried. However, I don't know what I was worried about. All the opportunities are there. The N&N is the perfect place to come no matter your skin colour, ethnicity or personal beliefs."



Anna Liwag, Emergency Department Nurse

Anna came to England as a fully-qualified Emergency Department nurse, having completed her training in the Philippines followed by seven years working in Singapore.

"Singapore is a very busy, vibrant place with a tropical climate, so Norfolk's countryside in the winter was the complete opposite of my previous experience!" she said.

"When I arrived in February 2020, everything felt very different, and then the pandemic happened.

"It was a very difficult time and meant that our induction and the preparation we needed as a group of overseas nurses was disrupted.

"The Practice Development and Education team was amazing - they were so supportive, making sure we had the right learning materials, keeping us on track so we could prepare for our OSCE, an exam assessing your ability to competently apply your professional nursing or midwifery skills and knowledge in the UK if you've come from overseas."

"Everyone was friendly and it was lovely to meet so many colleagues from the Philippines, this made a big difference and they were so supportive, helping us with learning tips and testing our knowledge to help us prepare for the exam.

"Once I had passed the exam and was working in ED, with guidance from colleagues I was able to settle in well. I enjoy working in ED a great deal, I like the fast-paced environment.



"We're given appropriate responsibility to use our own decision-making and critical thinking abilities, determining which intervention would be appropriate for each patient and who to prioritise, and there's always senior support on hand.

"I have found the hospital helpful and really accommodating, everyone is friendly and willing to help and my colleagues and patients are very polite. I'm really proud to work at the N&N."



Tarandeep Dhillon-Smith, Head of Digital Hospital

As Head of Digital Hospital, Tarandeep Dhillon-Smith leads our ambitious Digital Transformation programme, which contributes towards delivery of our vision to support patient care with state-of-the-art technology.

"The programme includes rolling out a system allowing easier access to patient records, an electronic observations system, clinical messaging tools and automating admin tasks," she said.

"We also aim to deliver an electronic patient record, where patients tell their story only once as there will be greater information sharing across health partners."

Tarandeep joined NNUH in February, having worked in programme management and the housing and retail sectors.

Originally from Hyderabad in southern India, she graduated from university there in 2004 and worked for a US offshoring company before moving to the UK to study for an MBA at the University of Leeds. "I then worked for Morrison's on a transformation programme where we had people from every continent working

together, towards a single goal," she said.

"It helped me understand how essential it is to be part of a diverse community – and how necessary it is for success in our work and personal lives to be inclusive.

"When I came to Norwich I found it very different from Leeds and London, as it's much less diverse – but everyone was so welcoming."

"I'm impressed with the way NNUH is working towards making us an inclusive hospital for both staff and patients and look forward to playing my part in creating the NNUH Together Community."



Championing the voice of patients and carers

Following the last issue's feature about the Patient Panel's hopes for the future, we talk to the panel members and hear about their work.

Prof Nancy Fontaine, Chief Nurse, said: **"I am truly indebted to this group of dedicated individuals who give their time freely to help us champion the patient and carer voice."**

"Now that we've established such a good foundation we're looking to expand the group to 20 members, making sure that we continue to keep diversity and inclusion at the forefront."

"The members work alongside our clinical colleagues to co-design service improvement and help to embed the patient and carer voice across our hospitals - we, as an organisation are better for it. A very well-deserved big thank you from me to our Patient Panel members."

Rosemary Moore - Chair



"I wanted to join the Panel to give something back to the NHS that I've worked in for over 30 years. I know a great deal about primary care but was interested in expanding my knowledge of the secondary care sector. I was also looking for a voluntary role where I could make a difference to patients, carers and staff. I'm so proud of the Panel and all our members. We're all volunteers and everyone gives their time so freely, it is a pleasure and an honour to be their Chair."

Richard Drew - Deputy Chair



"I worked at the N&N in complaints and litigation so I thought my experience might be helpful in understanding how we can improve services for patients. I'd sum up my approach as listen, learn and contribute. I was pleased to be involved in the evolution of the new Consent Policy, Procedures and Training, a project for all three acute hospitals in Norfolk. This co-operation will be a first step in more collaborative endeavours."

Fred Hayhurst



"I was drawn to helping through volunteer charity admin work and, as my background is in corporate and legal governance, including health and safety, I thought I might have something to offer as a Panel member. I'm involved in the N&N Health & Safety Committee, which has resulted in projects looking at violence and aggression towards staff and improving the discharge process. I'm very happy to be able to contribute to the health and safety of patients, visitors and staff in some positive way."

Eva Zaprel



"I was a dentist in Hungary and my husband works for the NHS, so I've some understanding of two healthcare systems which I thought might be an asset for the Panel's work. I've worked as part of the Transforming Outpatients Committee and think this department is one of the most important parts of the healthcare system and probably one of the busiest. A lot of patients are cared for within a time limit and this creates pressure, so it's good to be able to help with improvements for patients and staff."

Alan Stephens



"Having been Chair of Together Against Cancer, I wanted to have wider vision of the workings of NNUH while still keeping a cancer viewpoint. One of the projects I'm involved in is bringing the patient view to the new Diagnostic Assessment Centre, a big project that it's great to be a part of it from the beginning."

"I very much like being part of a group of like-minded people aiming to do their bit to promote patient input to the hospital."

Michael James



"I've been a patient at NNUH and decided that once retired I'd try to give something back for the great support given to me. I saw an article about the Panel and offered any support they needed."

"I'm now involved in a few projects such as the Diagnostic Assessment Centre."

"The ongoing desire from NNUH to get the patient input at all levels of activity really makes you feel this is worthwhile."

Barry Capon



"Having had much to do with the NHS in the past as a patient and a Board member of two Trusts, I felt I might be of some use as Patient Panel member. I've recently joined the Nutrition Steering Group."

"I've been learning so much about the very wide range of services the NHS gives and the enormous list of skills that staff have to enable those services to be safely and effectively delivered."

Caroline Price



"The patient voice has a place in our healthcare organisations and must be heard - complaints, praise and mistakes that are made and learned from - because patients can add value to the health and social care system."

"I like the expression used by the Kings Fund some years back 'nothing about me without me' and I feel that, as part of the Panel, maybe I can sometimes be that patient voice."

Chris Hind



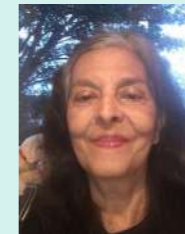
"I joined the Panel as I wanted to help and give something back to the NHS. I've particularly enjoyed the Digital Transformation board, which is really making a difference to work practices and ultimately patient care by adopting digital technology such as electronic patient records. By being a member of the Panel, I feel involved in helping the Trust move forwards in the right direction with the many challenges it faces, and making sure any changes are always patient focused."

Colin Jones



"I've always believed that feedback, both positive and negative, can help organisations develop better practice. I find my work on the Infection Control Committee particularly interesting. I've had to get to grips with a plethora of acronyms, a whole new world of infections and reporting structures. I am heartened that this subject is taken very seriously. It's pleasing to experience staff actively seeking and welcoming the views of the Panel and that these are acted upon."

Lilian Hodgson



"I joined the Patient Panel with first-hand experience of NNUH departments, where treatment and support varied from excellent to disappointing from the patient and their family's experience and perspective. I enjoy working with staff, who are always friendly, professional, open, honest and dedicated. They are very welcoming and listen to our opinions and suggestions to make improvements for patients with respect."

Judith Eley



"We are all from very different backgrounds and professions, which means we can all add our varied input to the discussions. We have input at our meetings from various representatives of other groups at the hospital, clinical and administrative, which gives us insights into its workings. We all have the same aim, to put the patient first, and to make their hospital experience as seamless and positive as possible."

John Patman



"I've had much experience as a cancer survivor after over 32 operations and have a good understanding of what it's like to be on the receiving end of simple to radical high-tech surgery. My survival is much due to the expertise and care of the N&N, so hopefully both my patient experience and my business experience will help me make a contribution, and give something back."

If you'd like to become a Patient Panel member please email: patient.experience@nuh.nhs.uk

Have you had that important conversation?

In September, we marked Organ Donor Week 2021 by paying tribute to everyone who has helped save or improve the lives of others following their death, raising awareness of the importance of talking to family members about your wishes.



In the last 12 months, 29 families at NNUH have said yes to organ donation, with 19 patients going on to donate a total of 56 organs following their death.

Prof Erika Denton, Medical Director, said: **"We are always grateful to the families and loved ones of donors who, at the most challenging of times and with immense generosity, give another family a new chance at life."**

To mark the week, we lit up the city landmarks of Norwich Cathedral, Norwich Castle, the hospital, the ski slope and the entry to the Chantry Place shopping centre in pink.

Donor families attended a special event in the city centre, organised by the Specialist Nurses for Organ Donation, with performances from Michala Jane School of Dance, Avian Dance School and the UEA Choir.

The Lord Mayor of Norwich, Dr Kevin Maguire, thanked donor families, saying: "In your generosity, you have saved another family from having to grieve as you are grieving. One of the points of the evening must be that if we all make plans now, we can save another family from having to make that hard decision should the situation arise."

Prof Nancy Fontaine, Chief Nurse and Chair of the Norfolk Organ Donor Committee, added: **"A huge thank you to our donor families, who supported the very important message that it's vital that families have these conversations so we can continue to help you."**

Donor families have taken part in a film highlighting the importance and impact organ donation has had on them, which you can see by scanning this QR code:



A husband's moving story

Nick Hext's favourite subject is talking about his wife Joanne – not least because of the enormous impact she has had on five perfect strangers.



Joanne had chosen to be an organ donor and, in 2018, Nick was faced with making sure the whole family was in agreement with her wishes. They did agree, and Joanne was able to help five families, having donated her lungs, liver, both kidneys and her heart.

Nick, an organ recipient himself, said: "I knew it was important to Jo, but this had to be a family decision. I didn't want any recriminations further down the line. It is really important that everyone is heard and I wanted to talk to her three sons and her parents.

"It never is as simple as the person having a donor card. It is such an emotive issue and you are being asked to make such important decisions when you are at the very lowest point of your life."

Nick met Jo when he worked here at NNUH as a nurse in the Fracture Clinic and she joined the Admin team. Just 10 days after their third anniversary, Jo mentioned a headache. In the morning Nick kissed her goodbye and left for work. His day came to a sudden stop when he was called by the hospital and told to come.

"They did all they could for her," said Nick. "The team was superb - the care they gave to both of us was fantastic."

He has received a poignant letter from the person who received Jo's heart describing how her selfless gift gave her a second life – one in which she was able to contemplate marriage.

Nick said: "It's a letter I have read many, many times. You cannot find meaning in sudden death, but you can have solace in the knowledge that such a selfless gift means so much to so many people."



Leave them certain Organ Donation

Something positive from sadness

Leave them certain Organ Donation

Herminio Astorga, Pogs to his family, suffered a cardiac arrest while on a video call with friends last September. He was resuscitated and taken to NNUH but sadly could not be saved - but he was able to save and improve the lives of three others by donating his kidneys and liver.

His wife Maida and daughter Katrina, both nurses here at NNUH, were grateful for the care and support from staff and the Specialist Nurses for Organ Donation.

Maida said she knew Herminio's wishes were to donate his organs. "We had a passing conversation about organ donation but did not realise he signed up twice to be on the organ donor register," she said. "It has been really fulfilling for our family to know that he saved another life and from our sadness something positive came from it. It has got our whole community talking about the issue which could go on to save further lives in the future.

"To know he is still continuing his life in a different person has eased the sadness and the loneliness. I always think about the recipients and I keep them in my prayers."

Katrina added that it had made a huge difference to the family to receive a letter from one of the organ recipients telling of his gift's life-changing impact.

"I'm so grateful that we talked about organ donation as a family so it was a planned decision and was not a rushed one. We felt so supported by the Trust and the ambulance service and everyone has been amazing. We never felt we were alone and we were involved in all aspects of his care. They made sure it was mum's decision and that she felt comfortable with the decision to donate his organs. It is incredible to see the change it has made."



Giving the precious gift of life to others

Lucy Hornby wears her organ donation badge and "My dad is a super hero" t-shirt with pride.

Her father Andy, a keen cyclist, was training for a triathlon when he was involved in a serious collision last May – sadly, his injuries were so severe that a joint decision was made by doctors and his family to withdraw treatment. His family is proud that he was able to save and improve lives by donating his kidneys, liver, heart valves, eyes, bone and tendons.



"My daddy was very special to me," said Lucy. "He was always very fun and treated me to pizza every Thursday."

Lucy's mother Charlotte, an Ultrasound Deputy Operations Manager here at NNUH, said:

"We did not expect Andy's life to come to a sudden end, but I am so grateful that we had that conversation because it made it easier and I could not think of a reason to say no."

"To give the gift of life is one of the most precious things anyone can do."

Did you know?

- We were a top-20 donor hospital in England last year
- Nationally, 69% of families give their consent to organ donation when asked
- Last year, 1,180 people in the UK donated their organs, saving or improving the lives of 3,391 transplant recipients
- Only one in 100 people who die have organs suitable for donation
- All major religions are open to the idea of organ donation
- One organ donor can transform up to eight lives
- Currently 5,829 people are waiting for a transplant in the UK. Since April 2021, 1,013 people have received transplants
- Healthcare professionals have a duty of care to save your life first.

An opt-out system of organ donation came into effect in England on 20 May 2020. Families will always be involved before donation takes place, so it's really important to discuss what you want to happen with your family, so your decision is clear and they can have peace of mind knowing that your decision is being honoured.

Find out more and register your decision by visiting NHS Organ Donor Register at www.organdonation.nhs.uk and share your decision with your family.

Building trust and confidence

Everyone has different backgrounds, needs and experiences, and valuing these differences and helping us provide equitable care to all our patients sits at the heart of everything the Patient Experience team does.

“A crucial part of our work has been building connections with the diverse community groups in Norfolk,” said Amrita Kulkarni, Head of Patient Experience. **“We already have strong links with many groups, including voluntary sector organisations and groups representing those from black, Asian and minority ethnic or LGBT+ backgrounds, those with diverse abilities, dementia and carers (young and adult).”**

“Understanding people’s experiences of healthcare and learning from them is vital in transforming how we work in the future. Our approach reflects our ambition to provide outstanding and excellent care - our work is informed by listening to patient and carer groups, especially those who find it harder to be heard and who may struggle to access services easily.

“We’re working hard to build and improve trust with communities, including by recruiting people from diverse backgrounds to our Engagement team and by supporting our colleagues in providing care that meets the needs of our diverse patients.

“Staff already provide personalised care which takes into consideration language and communication needs, and ensure that carers get the right support, including the Carers’ Passport.

“Building trust and confidence with our communities is a continuous conversation. We’ve built our Patient Experience team over the last year or so and, although there’s a lot to do and we are just out of the starting blocks, I think we’re making progress.

“We’d be delighted to speak to anyone who is interested in the work we do and would like to be involved. Please contact us by emailing patient.experience@nuuh.nhs.uk or calling 01603 288295.”



Our Chaplaincy team offers comfort and support for everyone

Our Chaplaincy team is here to support every patient and family member as well as all staff whenever they need help or comfort, whatever their creed or culture.

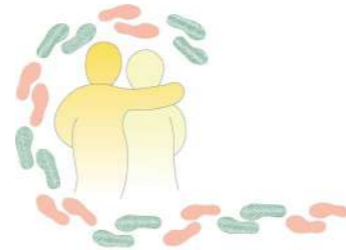
“Our staff and patients come from many different faiths or may have no belief at all,” said Adrian Woodbridge, Head of Spiritual Health Care. **“The one thing we all share is a need for care in difficult and anxious times, and that’s what we provide.”**

“Our chapel is a space where everyone is welcome for quiet contemplation away from the noise and stresses of our busy hospital, to talk to us about their concerns and worries, or to attend a religious service. And if patients can’t get to us, we visit them at their bedside or can arrange for someone of their own faith to see them.

“Someone from overseas may have no family or friends here and feel very isolated and the Chapel can be a point of connection with a friendly face and a cuppa. We offer anything from practical help for patients like providing clothes and putting them in touch with support groups, to explaining treatment they might be concerned about.

“We also run a foodbank for staff who are experiencing tough times.

“We’re here for everyone and celebrate all the main cultural and religious festivals in our chapel, helping colleagues to recognise and understand what’s important to each other and our patients.”



Spotting signs of endocrine disorders

Our endocrine glands secrete hormones that influence our bodily functions, such as our metabolism, mood, libido and reproduction. But sometimes they make too much or too little hormone, or our body doesn’t react the way it should, leading to endocrine disorders. Prof Ketan Dhatariya, Consultant in Diabetes, Endocrinology and General Medicine, explains three of the most common conditions and how to recognise them.



Polycystic ovarian syndrome

Polycystic ovarian syndrome (PCOS) occurs when ovulation is disturbed. Around 8% of women have the condition and symptoms usually become apparent during the late teens or early 20s, although there can be no symptoms at all.

The exact cause isn’t known, but it often runs in families. It’s related to abnormal hormone levels, including high levels of insulin, which contributes to the increased production and activity of male hormones. The result is polycystic ovaries, which are enlarged with multiple fluid-filled sacs that are often unable to release an egg.

Spot the signs

- Weight gain
- Difficulty in getting pregnant
- Oily skin or acne
- Irregular or no periods
- Male pattern hair loss or thinning hair
- Excessive hair growth where men usually have hair but women don’t.



Along with losing weight, treatments include contraceptive pills and drugs to help weight loss and reduce male hormone levels.

Find out more: nhs.uk/conditions/polycystic-ovary-syndrome-pcos/

“Anyone with these symptoms, or generally feeling unwell, should go to their GP for a simple blood test,” said Prof Dhatariya. **“Untreated, the effects can become severe but are manageable after a diagnosis. A healthy lifestyle is key to potentially avoiding these conditions as well as being as healthy as possible after diagnosis – so my advice is to stay a healthy weight through exercise and a good diet and don’t smoke.”**

Diabetes

Diabetes is associated with high blood glucose (sugar) levels and affects almost 1 in 25 people in the UK - in Norfolk, the incidence is increasing by almost 2,000 people a year. There are two main types. Type 1 is caused by the immune system destroying insulin-producing cells in the pancreas. Insulin lowers blood glucose levels, so they require insulin treatment. Over 90% of people with diabetes have type 2, when cells don’t respond to the insulin that’s produced. Being overweight is a key factor, as well as a genetic susceptibility, and it often gets worse over time, so the tablets used to control it have to increase and, ultimately, insulin may be necessary. If left untreated or not properly monitored, complications can occur.

Spot the signs (the “4 Ts”)

- Toilet: Going to the toilet frequently
- Thirst: Unable to quench thirst
- Tired: Feeling more tired than usual
- Thinner: Weight loss

Find out more: diabetes.org.uk/

Thyroid conditions

The thyroid is a small, butterfly-shaped gland in the neck that produces the hormone thyroxine (T4) which helps regulate the metabolism.

Overactive thyroid

An overactive thyroid (hyperthyroidism) is a common condition where the thyroid secretes too much hormone. The symptoms may develop gradually or suddenly and can be mild or severe. It’s usually treatable by medicine, radioactive iodine treatment (to reduce the amount of hormone produced) or surgery (to remove all or part of the thyroid).

Spot the signs

- Nervousness, anxiety and irritability
- Palpitations
- Difficulty sleeping / feeling tired all the time
- Muscle weakness
- Unintentional weight loss
- Eye problems.

Underactive thyroid

An underactive thyroid (hypothyroidism) occurs when the thyroid doesn’t produce enough hormones. The condition is common in both sexes but more frequent in women, affecting around one in 20 in the UK.

Usually caused by the immune system attacking the thyroid gland, it can’t be prevented but is usually treated successfully with daily hormone tablets.

Spot the signs

- Tiredness
- Weight gain
- Depression
- Sensitivity to cold
- Dry skin and hair
- Muscle aches.

Find out more: btf-thyroid.org/

First patient treated in North Norfolk Macmillan Centre

Jane Ducker, from Aylsham, is delighted to be the first patient receiving care at the new North Norfolk Macmillan Centre at Cromer Hospital. She has immunotherapy treatment every three weeks as part of a long-term cancer management plan and visiting Cromer is much easier for her than travelling to Norwich.

“The new unit is light and bright - what a wonderful environment for patients and staff,” she said. **“From the window, we can even see the birds and squirrels playing in the garden.”**



Jane Ducker was the first patient treated.

“I’ve been treated regularly for about four years and was able to transfer from Norwich to Cromer last year for my immunotherapy, where I received treatment in the main Cromer building and now in this new centre. The Weybourne Unit at the N&N Hospital is marvellous but the whole Norwich site is so much busier and more difficult to get to from my home.”

The opening of the centre gives accessible cancer care to local people living with a cancer diagnosis, with five

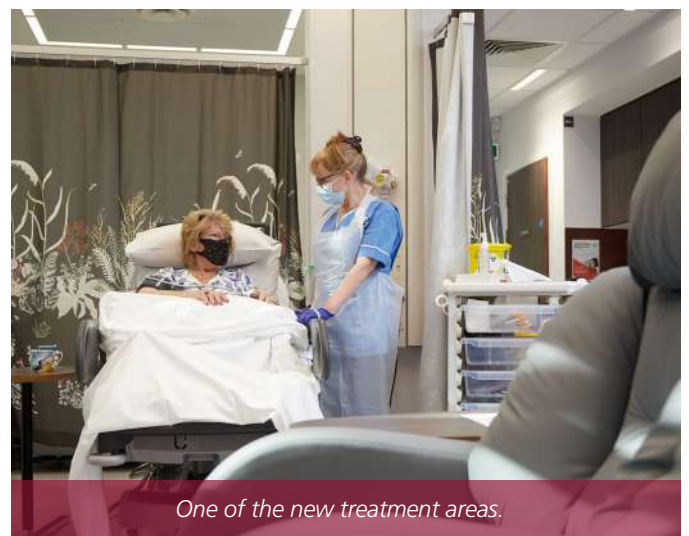
treatment chairs providing space to administer life saving cancer medication for up to 30 patients a day, plus a chair for the Acute Oncology Service which supports patients with cancer who have complications or symptoms related to their cancer or its treatment.

The Macmillan Cancer Information and Support Centre complements the high-quality medical support available, helping people navigate the practical, emotional and financial challenges that can arise following a diagnosis.

The opening marks the culmination of many years of hard work and planning between NNUH, the Norfolk & Norwich Hospitals Charity, Macmillan Cancer Support and the Cromer Community and Hospital Friends, who raised more than £600,000 towards equipment.



Some of the team at the North Norfolk Macmillan Centre.



One of the new treatment areas.

Carol is a champion for Cromer patients

Carol Edwards, Public Governor for North Norfolk, is passionate about supporting Cromer Hospital and giving a voice to people with learning difficulties.

She spent her career as a nurse, moving to Norfolk from Wales in 1991, and became an expert in nursing education as Deputy Director of Nursing at NNUH. She pioneered nurse-led services at Cromer, developing a long-term relationship with the hospital and its community.

“Whenever there are service changes at Cromer, I can guarantee that my phone will be red hot with calls from concerned patients,” she said. **“My Governor role is about raising issues which affect patients and I did this recently in relation to maternity services after feedback from local families. As Governors, we want to see the best possible care for local people and we give people a voice.”**

Carol has a son with learning disabilities and is a former trustee and chair of About with Friends, a Cromer-based support group for people with learning disabilities. “I never miss an opportunity to ask questions and to push for improvements in the care provided to vulnerable patients,” she said.

