

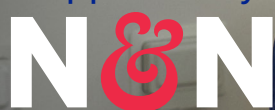
THE Pulse

Issue 111

Summer 2024



Supported by



Norfolk & Norwich
Hospitals Charity



Norfolk and Norwich
University Hospitals
NHS Foundation Trust

In this edition:

Spotlight on our Anaesthetists

Celebrating 170 years of the Jenny
Lind Children's Hospital

Dementia information and support



Food and drink

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

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

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

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

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

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

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

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

Shopping

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

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

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

Services

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

Lost property: Call 01603 286803 or ext 2803

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

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

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

Contact us

The Pulse Editorial team: call 01603 289822 or ext. 5822, email Communications@nnuh.nhs.uk

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

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

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

Tel: 01263 513571

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



Letters and social media
@NNUH

“

I recently had cause to be admitted to hospital instead of the A&E department. I was whisked into OPED [Older People’s Emergency Department] and a bed was prepared and ready for me. The whole experience was one of being looked after promptly and professionally. This new way of treating old people in OPED is a great improvement, let’s hope other hospitals follow.

DN

My whole experience was positive from the arrival of the ambulance through the A&E procedure to the arrival on the ward. In particular, the staff of bay 1 AMU who looked after me. They were quietly efficient and nothing was too much bother. All were a credit to the service they serve. They made my stay more palatable because of that.

RB

This letter is in recognition of my gratitude for your kindness, patience and proficiency when I had a gastroscope and colonoscopy at the Quadram Institute.

The whole process from booking to discharge was seamless, with results discussed at the end of the visit – an example of an excellent standard of wrap around care.

As four members of the family have worked at NNUH, in one way or another over the last 30 years, it is gratifying to see that putting patients first and high standards of professionalism, are still evident even in these challenging times.

JW

The standard of care on Hethel ward is outstanding from the top down, it is no less busy than any other unit in fact the only thing they don’t do is ventilation, but everything is calm, unrushed, staff are happy and cheerful and know exactly what they are

doing. Medical care was also excellent with all patients kept fully informed at all times of their treatment and any changes.

I must also praise all the ancillary staff cleaners who kept the unit spotless, people who delivered meals and drinks, ward clerks everything done with a smile. This has restored my faith in the NHS, Hethel is like an oasis of calm and care in difficult times.

MT

I was in for squint surgery on my left eye at the DPU and the team were nothing short of fantastic.

From the male nurse who kept me updated regularly and provided a friendly smile and itinerary of the day, to staff who booked me in with a laugh and joke to the whole smooth running of the day and considerate care after waking from general anaesthesia in getting pain relief and checking all was OK, I cannot thank the team enough.

The anaesthetist and surgeon too were absolutely fantastic and have, for the time being at least as it is never guaranteed, made my eye much, much straighter, improving my confidence no end.

JS



We welcomed the Trustees of the Brundall Cancer Community Chest who donated £15,000 to our Boudicca Breast Cancer Appeal. This provides a £25 M&S voucher for women having breast cancer treatment @nnuh to purchase a special post-surgery bra.

N&N Hospitals Charity

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Welcome to the summer edition of the Pulse magazine and the first since I started as new Chief Executive in March.

In my first few months at the Trust, I have been visiting and meeting as many departments and teams as possible and I'm looking forward to speaking with more of our staff, patients, carers and visitors as I get to know this big organisation.

I am delighted to be leading this wonderful organisation and I am hugely optimistic about the future of this Trust. I'm used to running big, complex healthcare organisations in the NHS and Australia and I can already see how deeply our staff and volunteers care about their work and are working incredibly hard to provide the care our patients need.

I particularly want to thank our more than 400 volunteers who dedicate thousands of hours every year to support staff, patients, carers and visitors and are an integral and valued part of our Trust.

I've also seen the important role our services play in Norfolk and Waveney and I am extremely grateful for the feedback I receive from patients, carers and family members every day.

As your new Chief Executive, I want to continue to improve our performance and reduce waiting lists as well as defining our medium to long-term objectives.

This Trust runs more than 60 specialist services as a tertiary centre, including more than a dozen specialist cancer and radiotherapy treatments. As Chief Executive, I am very keen to build on our specialist track record and our position as partners on the Norwich Research Park.

I'm pleased to introduce this summer edition of the Pulse, which includes features on the work of our anaesthetics department, a round-up of the Jenny Lind Children's Hospital 170th anniversary celebrations, the latest on research and how the N&N Hospitals Charity continues to make a difference to patient care and staff experience.

Prof Lesley Dwyer,
NNUH Chief Executive



One day old premature baby's life saved by complex operation

A premature baby successfully underwent an emergency lifesaving operation in our Neonatal Intensive Care Unit (NICU) at one day old, after deteriorating rapidly with a congenital surgical condition.

Amelie Dewbery was born prematurely by emergency caesarean on 3 March 2024. Her parents Matthew and Sarah had already had to come to terms with complications in the pregnancy with referrals to Great Ormond Street Hospital to look at variations to Amelie's heart, identified during her routine 20 week scan.

Within a few hours of her birth, she became so unwell that Sarah and Matthew were given the horrendous news that their baby did not have long to live. They were given some options, one of which included attempting an emergency thoracotomy to deal with the condition but due to Amelie's prematurity and rapid deterioration, this was extremely risky.

Amelie was too sick to be transferred to the operating theatre. Consultant Neonatal Surgeon Mr Ashok Daya Ram, supported by surgical, anaesthetic and neonatal teams, decided to open her chest in NICU itself, to save not only her life, but her vital organs.

Amelie's dad Matthew said: **"We were told that the operation was very, very, risky and there was a low chance of survival, but we wanted to try, knowing that whatever happened we'd given our baby the best chance of living a normal life."**



Amelie Dewbery and family with NICU team who cared for her

The operation went well. We feel like someone was looking down on us that day. It has been an incredibly emotional few weeks but Mr Ram and the whole team have all played a part in helping us get through this."

Mr Ram said: **"Opening the chest of a one-day old premature baby who is on oscillator, lots of drugs and too sick to move to theatre and deteriorating rapidly is not a procedure that is usually undertaken and successful, but she has made a remarkable recovery. The team expects a full recovery and for Amelie to have a normal life."**

"I am extremely grateful to the parents for putting all their faith and trust in me to undertake the procedure. The anaesthesia in these procedures is also extremely challenging and it was made possible by the brilliance of our Paediatric Anaesthetists Dr Eric Stickles, Dr Inga Van Rooven and Dr Jonathan Payne."

After the initial lifesaving operation Amelie was operated on for a second time a few days later, this time in theatre, for a definitive procedure which went very well. She has now been discharged.

NNUH part of world-first skin cancer vaccine

Our hospital is taking part in a world-first to develop a personalised vaccine against the deadliest form of skin cancer.

The NNUH oncology department is one of eight in the UK trialling a personalised mRNA vaccine which is designed to recognise and wipe out any remaining cancerous cells for patients with melanoma.

The vaccine uses the same technology as current Covid vaccines and is being tested in final-stage Phase III trials.

The treatment, made by Moderna and Merck Sharp and Dohme (MSD), is not yet available routinely on the NHS outside of clinical trials. The vaccine is created to match the unique genetic signature of a patient's tumour and works by instructing the body to make proteins or antibodies that attack markers or antigens found only on those cancer cells. In the trial, it is combined with the standard-of-care immunotherapy drug, Pembrolizumab.

Consultant Oncologist Dr Jenny Nobes, who is the Principal Investigator on the trial at NNUH, said: **"We are delighted to be taking part in this exciting research to deliver personalised cancer vaccines. It is very much the future of cancer care to develop personalised treatment for the individual patient. The success of this trial depends very much on multidisciplinary teamwork, and so I am very grateful to my skin cancer team colleagues in plastics and dermatology for their collaboration."**

The UK part of the international trial aims to recruit at around 70 cancer patients who have had their high-risk melanoma surgically removed in the last 12 weeks to ensure the best result.



Dr Jenny Nobes, who is leading the research study at NNUH

Dementia friendly garden appeal launched

An appeal has been launched to create a dementia friendly garden at our hospital.

Staff who work in Older People's Medicine have begun fundraising for the N&N Hospitals Charity appeal to convert a courtyard between two wards into a garden for patients, carers and visitors.

The proposed garden is between Elsing and Dunston wards at NNUH, which care for high numbers of people living with dementia.

Staff are looking to raise £100,000 for the project to carry out groundworks and widen doors to enable patients in wheelchairs and hospital beds to enjoy the garden. They aim to create raised flower beds and walkways to provide a safe area where patients can walk outside and sit with their relatives and carers to enjoy light exercise in the fresh air as well as stimulating the senses.

Sharon Wrath, Older People's Medicine Matron, said:

"Some of our patients can be on our in-patient wards for an extended period of time and can get frustrated if they are stuck inside. There are many health benefits for patients who are living with dementia if they have access to a garden. Getting outside and active is great at avoiding deconditioning and getting some natural light helps improve sleep quality."

"Elsing and Dunston wards are both Older People's wards and the garden, which is currently an unused space, would create a safe space for patients to go for a walk and meet with their loved-ones and pets."

Staff have been carrying out cake sales in the hospital and are planning further fundraising events.

Julie Cooper, Head of Charity at the N&N Hospitals Charity, said: **"We are delighted to support this appeal to make sure patients with dementia and their families or carers can experience the very best care, in the very best environment."**

A dementia friendly garden will be a peaceful outdoor space that can be safely and securely accessed by patients and their families."



A charity raffle was held for the dementia-friendly garden at the NNUH Dementia Fayre on 20 May

People can support the appeal by donating to a Just Giving page <https://www.justgiving.com/campaign/dementiacomfort>

For more information about the N&N Hospitals Charity and to support the work they do, email charity@nnuh.nhs.uk

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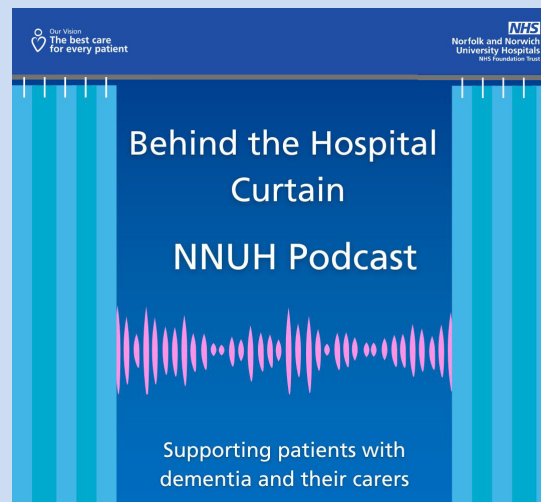
New podcast on Dementia Support

Our latest podcast episode has been released and is all about the additional support we provide to patients living with dementia, and their carers.

In episode 10 of 'Behind the Hospital Curtain' you can hear from Liz Yaxley, our Dementia Services Manager, and Jamie Artherton-Howlett, one of our Senior Dementia Support Workers.

They talk about how the team helps our staff to provide additional specialist support for patients and their carers or relatives.

You can listen on Spotify or search for 'Behind the Hospital Curtain' on your favourite podcast provider.



Meet the Mental Health Volunteers

Mental Health Volunteers are playing a crucial role in providing support, comfort, and companionship to patients in our Emergency Department.

The role was launched in November 2022 to support patients coming to ED and has expanded to include our Acute Medical Units.

"We designed a role profile that aimed to meet a set of identified needs to patients presenting with a mental health need in the department.

"After an initial successful pilot of the role in ED we have expanded to provide in-reach support across the Acute Medical Unit wards too. Here, the volunteers perform tasks such as checking in on patients to see if they have settled in from ED," said Kieron Loane, Deputy Service Manager for Complex Health and Reducing Restrictive Intervention Lead.

Currently, six volunteers carry out this role with four more anticipated to join soon.

The diverse range of tasks undertaken by the volunteers, from providing orientation to therapeutic interventions, demonstrates their versatility and adaptability to meet the varied needs of patients. Volunteers also help source books to keep our patients entertained, iPads and other pastimes such as knitting.

Volunteers receive training in conflict resolution and mental health, as well as a thorough induction. Reflective supervision sessions are conducted to support volunteer well-being and ensure high-quality care. To date, the volunteers have supported 125 patients and their families.

Victoria Warren-Potter, ED Volunteer Co-ordinator, said: **"Tasks the volunteers undertake range from orientating patients and their families/carers around the department, identifying where the facilities are, to providing therapeutic interventions such as games or offering a listening ear and someone to talk to."**

The role of the co-ordinator is to check for patients on a risk



*Kieron Loane, Sarah Thompson, Ana Payne and Victoria Warren-Potter
Mental Health Volunteers*

appropriate basis, provide hand over for each patient to the volunteers at the start of their shifts, due to the complexity around this role, the co-ordinator provides enhanced supervision during and at the end of their session.

"I have thoroughly enjoyed working on developing this role along the way and will continue to adapt our services to meet the needs of our patients and staff. It continues to be a privilege to lead such a dedicated team to support our patients in what can be a very critical time in their lives."

"The feedback from patients highlights the significant impact of the volunteers, with comments expressing gratitude for their kindness, companionship, and the positive help they provide during challenging times."

If you would like to volunteer at NNUH, visit www.nnuh.nhs.uk/getting-involved/volunteer-with-us/become-a-volunteer/

Digital letters project cuts three tonnes of CO2 from our carbon footprint

Since the launch of our digital letters project last summer, more than 45,000 letters are being read online every month.

This is a saving of almost three tonnes of CO2, which is the equivalent of boiling 200,000 kettles or 20 flights to Spain. More than 70 percent of patients have accessed their letters digitally via the DrDoctor platform, which also works with the NHS App, helping to cut our carbon footprint.

The project, which is being run by our Digital Health, Administration and Transformation and Efficiency teams has been rolled out across the Trust and enables patients to view their appointments in one place and to request, change or cancel appointments using the online DrDoctor portal.

Patients can opt out if they choose to by replying PRINT to the DrDoctor notification and if they do not open their notification within three days, a hard copy is sent.

NHS App users can also view hospital referrals and appointments in one place and see a single point of contact and supporting information for appointments. They can also view estimated waiting times and receive notifications via the NHS App. For more information including how to download the NHS App, please visit www.nhs.uk/nhs-app.



Restoring sight with innovative transplant surgery

A Norfolk man who has been registered blind for a year has become the first patient to undergo a new type of cornea transplant which has started to restore his sight.

Mr Chrishan Gunasekera, Consultant Ophthalmologist, pictured right, is now offering a new type of corneal transplant called a two-piece mushroom keratoplasty, which has a higher success rate of restoring vision.

Paul Mainwaring, 65, from Dersingham, has been registered blind for the last year due to scarring in both of his cornea's (the clear window of the eye). He has not been able to walk without assistance because of his loss of vision.

In April he was the first patient to undergo the new type of two layered corneal transplant, which has the benefits of improved vision and a reduced risk of transplant rejection. With this type of transplant 75% of the patient's cells in their inner cornea are left, which reduces the risk of transplant rejection to around 5% compared to 40% in other procedures.

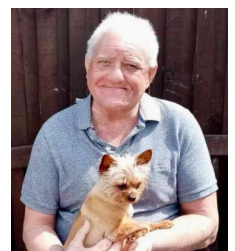
This is the first time the operation has been performed here and Mr Chrishan Gunasekera is one of only a few surgeons in the UK to perform this specialist operation, after learning the procedure from the pioneering surgeon Professor Massimo Busin in Italy.

Mr Gunasekera said: **"The operation, which typically takes a couple of hours, involves splitting the donor cornea into two layers, maximising the chances of good vision and transplant survival. The mushroom configuration of the surgical wound results in faster healing and preserves the structural integrity of the eye. The technique is particularly beneficial for patients previously considered high risk of corneal transplant rejection and failure. The results are fantastic and the improvement in the quality of life for patients is huge.**



It's brilliant that we can now offer this type of surgery to people across Norfolk and Waveney."

Paul, pictured right, said: **"I am in awe of Mr Gunasekera because last week I came to hospital and walked from the waiting area to the clinic room unaided, which I haven't been able to do for 12 months.**



He's also instilled in me so much confidence. He told me I will see again, so I've set myself a target to get back driving.

"My right eye is healing well. My left eye is a bit smoky and grey but I can pick out colours and shapes and I can see things when they are up close. I can now see my wife's face again, and she's lost six stone over the last year, so it's like I have a new wife as well as my sight again!

"When I lost my vision life changed so much. It's been a considerable journey for us both, not just me. My wife has had to do everything for me. She became my carer. I am so thankful to Mr Gunasekera and absolutely delighted with how things are going so far after my operation."

How was your maternity care? 2024 Maternity Survey Opens

At NNUH, we believe in providing the highest quality maternity care for you and your baby. The NHS is launching a major survey on experiences of using maternity services.

If you gave birth in January or February 2024, you may be invited to give feedback on the quality of care and support you received during your pregnancy, labour and birth, and after birth. Last year, we received more than 150 responses from others who told us what is working well and what we can improve. We listened to your feedback.

If you are invited to take part, you will receive a letter with information on how to complete the survey online or on your phone. If you prefer to complete the survey on paper, a paper questionnaire will be sent in a later mailing.

The survey is confidential, and your responses will not be shared with our staff.

The results will be published in January 2025. For more information about the survey, please visit www.cqc.org.uk/



Pip Noble and Verity Cole carrying out a scan

The crucial role of anaesthetists

Anaesthetists form the largest single hospital medical specialty in the NHS and play a crucial role in thousands of planned and emergency surgeries at NNUH every year.

They are specialist doctors responsible for providing anaesthesia and pain management to patients across the Trust, before, during and after operations and surgical procedures.

Dr Manasi Bhagwat, Consultant Anaesthetist and Dr Rachel Morris, Chief of Service for Anaesthesia, give an insight into their work.

“Our responsibility with a patient starts with preoperative assessment that can either be in a consultant anaesthetist clinic, or we will see them on the day of the procedure,” said Rachel.

“We ask relevant questions including of their general health, what medicines they take, or whether they’ve had any operations before. We explain what we are going to do from an anaesthetic point of view and encourage a patient to ask questions.

Of course, when patients leave the preoperative assessment and in advance of surgery, it’s very important that they understand the risks of anaesthesia and the procedure ahead.



“Depending on the procedure there are different ways of providing anaesthesia that don’t necessarily mean the patient is asleep.

For some procedures and in some circumstances regional anaesthesia may be beneficial - this is where a local anaesthetic is injected around nerves to numb a specific part of the body. We discuss with the patient which would be better and which they would prefer. It’s shared decision making, though of course, patient safety is the priority and this frames how we guide the patient.”

Tailoring anaesthetics for our patients

“People’s perception might be that we give the same anaesthetic to everybody, but in fact we carefully tailor anaesthetics for our patients. The range of patients we see varies hugely, from the quite old and frail to potentially a six foot four, second row rugby player. So, tailoring our anaesthetic to each individual is crucial and looks at many factors.”

“It’s helpful to patients to give information early so that they can digest what it is being discussed with them and what they need to do”, said Manasi.

“That is particularly important for day surgery. Patients need to know in advance that their procedure is appropriate as a day procedure, with the benefit of going home the same day which patients much prefer.

“When it’s a major operation and there’s a lot of information for the patient to consider, they need to actually have time to be able to digest what’s been discussed and then they can come back with different questions at different times. It’s a perfectly normal response. When we are patients,



we focus on some details and need more time to think about others.

“People don’t always know a lot about us. Most patients won’t remember you, which is part of the job – in a typical week I may look after 20 patients.

“We quickly build a relationship of trust with the patient when we first see them, even if only in a few minutes. It’s important that the patient feels comfortable enough and confident enough for their procedure and that we’re totally focused on looking after them during that time and carefully helping them recover from the anaesthetic.

“I think this is one of the biggest responsibilities you could have as a doctor and we take it extremely seriously.”

The importance of team work

Rachel said: **"Providing a safe service for our patients is very satisfying – busy, challenging, but satisfying. It's important that we work in a safe, comfortable and friendly environment and team working is part of this. Everybody has their own individual skills and is a crucial part of the team."**

"Within a team you will have an Anaesthetist, Surgeons, an Operating Department Practitioner, a Theatre Support Worker and the Theatre Nurses."

"As anaesthetists we all have the same generic skills. However, we all specialise in different areas similar to surgeons. For example, you can have a vascular anaesthetist or a specific regional anaesthetist."

"Aligned to many surgical specialties, head and neck cancer, thoracic surgery, or colorectal for example, there's a requirement for anaesthesia with unique skills."

"I like doing a busy list seeing several patients and also the more complex cases. Manasi and I both provide anaesthesia for HIPEC procedures - hyperthermic intraperitoneal chemotherapy. We are one of only a very small number of hospitals able to deliver this therapy."



Hyperthermic intraperitoneal chemotherapy

HIPEC is a procedure carried out following the completion of complex surgery to remove all visible cancer in the abdomen and pelvis.

After the initial procedure has been completed, a 40-42°C solution is washed through the patient, in an attempt to kill off any cancer cells that are not visible to the surgeons. Patients must meet very strict criteria to be eligible; they need to be assessed fit enough to undergo this extensive surgery.

"It's very difficult, but very rewarding," said Manasi. **"A patient can be anxious at the start, but then at the end of it you see them a few days later and they're going home."**

"It's a privilege to be part of a medical profession where the progress and development of technology now is absolutely mind-blowing. It's also a privilege to look after patients and play our part in keeping them safe day in and day out."

The HIPEC equipment was purchased thanks to a grant from the N&N Hospitals Charity as well as donations from Norfolk businesses, insurance specialists Alan Boswell and charity supporter David Geiss.



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Research aimed at reducing prostate cancer treatment complications

Our oncology and research teams are one of the top recruiting hospitals in the world to a study that aims to reduce the risk of complications for patients receiving radiotherapy for prostate cancer.

More than 20 patients at NNUH have so far taken part in the SABRE clinical trial, which is sponsored by Boston Scientific and is supported by the National Institute for Health and Care Research (NIHR).

The research study is testing the effectiveness of SpaceOAR Hydrogel, which creates a temporary barrier between the prostate and rectum, aiming to reduce the radiation dose and the potential side effects from radiotherapy treatment.

Our hospital is the second highest recruiter to this study and we are still actively recruiting.

Dr Jenny Nobes, Consultant Oncologist, is Principal Investigator on the SABRE study at NNUH. She said: **"We are pleased to be running this important study at NNUH and welcomed Boston Scientific to our Trust recently."**



Jamini Patel and Julie Schweich, from Boston Scientific, Mark Harmer, Clinical Trials Practitioner, Dr Jenny Nobbs, Clinical Oncologist, Sam Worster, Trainee.

"Radiotherapy is very effective in targeting and treating localised prostate cancer and because of the proximity of the prostate to the rectum, there is a recognised risk of short-term and long-term gastrointestinal complications from this kind of treatment."

"We are delighted to be playing an important role in trialling this hydrogel rectal spacer for patients to reduce the risk of radiation complications for patients receiving stereotactic body radiotherapy (SBRT), which involves using fewer, larger doses of radiotherapy, delivered over a shorter period."

Joint NNUH and UEA cardiac research published in prestigious journal

A major study by our hospital and University of East Anglia (UEA) that could revolutionise the diagnosis of heart disease has been published in a prestigious health journal – Open Heart.



Cardiology and Imaging experts from NNUH and UEA have been running the international research since July 2022, which uses a widely available MRI technique to examine blood flow in addition to the standard ultrasound of the heart.

The results from the study, which involved 15 patients and was led by Consultant Cardiologist Dr Pankaj Garg, have been published in the March edition of the Open Heart, published by British Medical Journal.

Healthy blood flow in the aorta – the largest artery in the body - has a specific swirling pattern. But in various heart diseases, this swirling pattern is disturbed, causing the artery to become stiffer and inefficient, which can lead to breathlessness.

Dr Garg, who is an Associate Professor in Cardiovascular Medicine at UEA's Norwich Medical School is also studying aortic flow patterns using four-dimensional flow cardiac MRI at NNUH. However, this latest technology is not widely accessible and therefore restricts research and understanding of how aortic flow is impacted in various heart diseases in the wider population.

Dr Zia Mehmood, Clinical and Research Cardiology

Fellow at NNUH, said it is tricky to study the complex three-dimensional swirling blood flow accurately with ultrasound of the heart (echocardiography).

"For the first time, in this study led by Dr Garg, we introduced a simpler method for examining blood flow in the aorta using the widely available MRI technique called two-dimensional phase-contrast cardiac MRI."

"Our research team collaborated with colleagues from several countries including the UK, Italy, Singapore, the United States, and the Netherlands. We discovered that the two-dimensional phase-contrast cardiac MRI reliably and accurately measures aortic flow patterns and detects abnormalities - comparable to the more sophisticated four-dimensional cardiac MRI. We hope that adopting this method will potentially lead to research at a much larger scale to gain further insights into how aortic flow relates to various heart conditions. Ultimately, this could lead to improved care for patients living with heart conditions."

Dr Garg was awarded funding from the Wellcome Trust fund for this research.

Celebrating 170 years of the Jenny Lind Children's Hospital

The 170th anniversary of the Jenny Lind Children's Hospital was celebrated on 3 April.

170 years 1854 - 2024



JENNY LIND
CHILDREN'S HOSPITAL



There were clown doctors, PAT (Pets as Therapy) Dogs, Read for Good Storyteller Amanda Smith, balloons, and cake as the celebrations got underway. In the afternoon staff and visitors packed into the East Atrium to view some of the work we do, as showcased by teams on their stands.

We were joined by the NNUH Nurses' League and the N&N Hospitals Charity which has been a staunch supporter of the children's hospital.

Later in the Benjamin Gooch Lecture Theatre attendees were taken through a brief history of the hospital from its inception in 1854 with money from Swedish Opera sensation Jenny Lind right up to the present day with talks on our vital research programme, developments in children's medicine and care and into the future with a brief outline of our new Paediatrics five-year plan.

Tom Spink, NNUH Chair, said: **"The Jenny Lind Children's Hospital has grown into a renowned specialist centre with services dedicated purely to children and young people. It is now massive with dedicated paediatric physiotherapy, occupational therapy, psychology and dietetic teams providing a holistic approach to paediatric care. Our paediatric team is also involved in international collaborations, with established strong links to the UEA, and the Quadram Institute, which further enables us to provide that specialist care."**

Event organiser Paediatric Consultant Surgeon Richard England, said: **"It was an amazing atmosphere across the hospital as we celebrated the 170th**

anniversary of the opening of the Jenny Lind Children's Hospital. It was really nice to be able to meet so many different members of our Children's Hospital team – we are a huge big family all trying to give the best care possible to our young patients and their families. The story of Jenny Lind and of the staff at the earlier Jenny Lind hospitals remain inspirational today – but we also heard from our staff about the rapid pace of improvements in care, current research and how a career at The Jenny can be so rewarding."

A glittering orchestral gala took place on 6 April at St Peter Mancroft Church, Norwich, where Norwich Sinfonietta performed children's favourites Prokofiev's Peter and the Wolf and Debussy's Children's Corner.

The event showcased professional sopranos Ella de Jongh and locally-based Rebecca Kaznowski. Actress, Emma Laird Craig, who is a direct descendent of Jenny Lind, was the narrator for the concert.

A 24-page magazine celebrating the history and work of the children's hospital can be viewed by scanning this QR code.



All money raised from the event will go to the N&N Hospitals Charity to support even better care for patients of the Jenny Lind Children's Hospital.

To support the hospital, visit www.justgiving.com/campaign/children-families



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Supporting career development at NNUH

Our Trust has run a successful apprenticeships programme since 2010 and provides opportunities for new employees and current staff to develop their skills and learning to support their careers in the NHS.

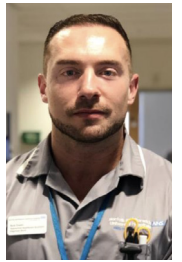
We currently have 73 new apprentices and 289 staff currently undertaking an apprenticeship ranging from Level 2 (GCSE equivalent) to Level 7 (Master's Degree equivalent) - this includes a wide range of clinical and non-clinical qualifications.

We have a retention rate of 93% for new apprentices and many have gone onto further learning and career progression with us.

The pathways created by apprenticeships have allowed staff to progress within the Trust into registered positions (Registered Nursing Associate and Registered Nurse) and senior job roles such as the Admin and Operational Manager.

Nick Owen joined our hospital in 2019 as an apprentice healthcare assistant on Edgefield Ward and completed a nursing associate apprenticeship last year. He is currently undertaking a nursing degree apprenticeship to become a registered nurse.

"For me, choosing an apprenticeship route was the best way to build the foundations I had no previous experience in. Learning alongside working has enabled me to put theory straight into practice and continuously build on my knowledge and confidence," he said.



Freya Ferguson is a physiotherapy assistant in the respiratory team after completing an apprenticeship.

She said: **"My apprenticeship benefited me hugely as it allowed me to experience working in a variety of wards and specialities and gain an understanding of an array of careers available in healthcare. It is an amazing opportunity for anyone interested in healthcare to learn and understand more about different careers."**



Success at Apprenticeships Norfolk Awards

James Bradshaw, Associate Practitioner, won the Higher Apprentice of the Year award at the Apprenticeships Norfolk Awards earlier this year.



Freya Ferguson received Highly Commended for Apprentice of the Year – Intermediate and Advance Level (Level 2-3) and Martyn Hammond was Highly Commended for the Mentor or Manager of the Year Award.

James said: **"Throughout my apprenticeship, I have tried to gain as much knowledge and experience as possible. I have trained new staff and attended CPD talks on relevant subjects and made staff suggestions which have helped to make some improvements."**

"I was so happy when I won the award, especially as there were so many brilliant nominees for each category. It was nice to represent the hospital and my department at the ceremony. It made me proud of the work I had done to win the award."

"My current plan when I qualify is to be a biomedical scientist in blood sciences. The Healthcare Science Practitioner Apprenticeship enables apprentices to go from being unqualified to being a registered biomedical scientist in four years, which is an amazing opportunity."

Employability and Access to Work Programmes

Our Trust manages and is involved with a number of programmes which look to support the wider community with routes into employment within health by supporting widening access and participation and building a diverse and inclusive workforce.

The Trust leads on 'Step into Health' within the Norfolk and Waveney Integrated Care System to support Armed Forces veterans and their families in pursuing a career within health. We also work closely with City College Norwich to provide and host placements for their Work Matters programme which supports young people between the ages of 18 and 25 who have a learning disability and/or difficulty.

We have successfully implemented health T-Level placements, working with colleges and sixth forms across Norfolk and have plans to increase numbers for health placements.

For further details about the apprenticeships at the NNUH, you can contact the Career Development team by emailing nnuhapprenticeships@nnuh.nhs.uk, [nhs.uk](https://www.nhs.uk) or for enquiries regarding work experience and employability programmes please contact the team via skillsacademy@nnuh.nhs.uk

You can find them on the NNUH Skills Academy social media on Facebook, Instagram and X.



Topping out ceremony for new Diagnostic Centre

A topping out ceremony took place to celebrate the completion of the main structure of our new diagnostic centre on Norwich Research Park.

Chair Tom Spink was joined by Chief Executive Lesley Dwyer and Simon Hackwell, Director of Strategy and Major Projects, who marked the occasion by keeping with tradition and pouring beer on the roof of the building.

The new centre, which is due to open in Spring 2025, will be able to see 500 patients a day. It will be staffed by 120 people who will be able to take 152,000 images annually. This means people across Norfolk and Waveney will have access to faster imaging and hence earlier diagnoses. Two other centres are being built at the James Paget University Hospital and The Queen Elizabeth Hospital King's Lynn.

All three centres will feature new equipment, including five MRI and four CT scanners, two additional ultrasound rooms and two X-ray rooms. These are used for diagnosis and monitoring a wide range of conditions, including cancer, heart disease, stroke, respiratory diseases, trauma, musculoskeletal diseases and neurological conditions.

This development across the three sites has been funded through an £85.9 million capital investment from the Department of Health and Social Care – the largest investment in the region for over 20 years.



Each centre will recruit additional staff, including radiographers, radiologists and support staff, to deliver scans and support patients.

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The Norfolk and Norwich Hospitals Charity is also supporting this project by pledging £1.6m for imaging equipment.

"We were last here in September and what a difference in a relatively short space of time," said Tom. **"When this centre is fully operational the impact on our population in Norfolk and Waveney is going to be phenomenal."**

Find out more about N&N Hospitals Charity and how to support this campaign at <https://www.justgiving.com/campaign/imagingappeal>

NNUH team performs life-changing surgeries for children in India

A scoliosis team from our Trust, led by Girish Swamy, Consultant Orthopaedic and Spinal Surgeon, has returned from a trip to India where, for the second year running, they performed corrective surgery on children with complex scoliosis.

Girish was joined by two other surgeons from Italy and Palestine. They were invited by Operation Straight Spine Trust, a charity which funds surgical and medical care for underprivileged children with musculoskeletal diseases in India.

The Norwich team included Charlotte El-Labany, Scoliosis Co-ordinator and Advanced Nurse Practitioner at NNUH; Emmanuel Gavan, Theatre Team Leader in Orthopaedic Surgery, and Sergio Cecchelli, Surgical Care Practitioner at Spire hospital in Norwich.

"Scoliosis is a condition where the spine twists and curves," said Girish. **"Without corrective surgery, patients can live in severe pain, disability and can suffer from recurrent chest infections and heart problems. It also leads to severe psychological and social distress. Within the rural parts of India, this can be a significant taboo."**

The team spent a week in Kolkata and operated on eight children aged 5-17 from India and Bangladesh. They've operated on 19 children in total, including 11 surgeries last year.

The operations were observed by over 20 other surgeons from the sub-continent and nursing staff from Kolkata were also given specialist training in managing these complex patients.

On the last day, the team also lectured at the Kolkata Spine Deformity Conference at the Jagannath Gupta Institute of Medical Sciences and Hospital (JIMSH).



Caring for loved ones with dementia

by Sarah Clark, Older People's Medicine Consultant

If you have a loved one who's been diagnosed with dementia and find yourself as carer, here's a brief look at some common things you may experience.



I think the most important thing for any carer to remember is that to look after someone else well you need to look after yourself. There's financial support for carers which should be applied for. Look around locally for dementia cafes and groups you can attend to get out of the house. Try to organise cover from family or NHS services for a few hours a week to get your own space.

Sometimes it is helpful to look at care giving in stages – early, middle and late (based on which part of the disease your loved one is in). Dementia is a life-limiting illness.

In early stages, most people are functionally independent and your role as carer is more to provide support and start planning for the future. Try to involve your relative in daily tasks and encourage them to take an active roll that is suitable to their abilities. This could be laying the table, walking the dog with you, or going shopping. Remember safety first – is there an immediate risk to allowing a person to complete a task? If so, step in; if not, encourage and support.

Encourage eating and drinking as sometimes people with dementia experience a reduced or changed appetite and thirst. You might find them tending towards sweet foods or foods they have not wanted previously – this is common. Try to encourage a healthy diet where possible. As the disease progresses, it may be more realistic to let them eat or drink what they like. Big meals become harder and smaller finger foods tend to be preferred. Swallow can deteriorate, so try to ensure they are sitting upright, take their time and remember to chew. It is common to get dehydrated as the disease progresses for a multitude of reasons, so try to encourage and support regular drinks. This may mean investing in straws or sippy cups to make things easier. The Alzheimer's Society have a good webpage on this at www.alzheimers.org.uk/get-support/daily-living/eating-drinking which you might find helpful.

People with dementia can develop problems with both urinary and faecal incontinence. There are sometimes medical causes that can be investigated so if there is a new acute change do see your GP. For those with progressive incontinence, you can consider loose fitting clothing, regular toileting and recognising signs before they have an accident. Constipation can be common so laxatives or diet changes may be needed. Ensure water intake is good. There is a huge array of aids like pads, sheaths, commodes etc that may help. Discussion with a GP, practice nurse or occupational therapist is a good place to start.

Sleep patterns can change and this can often put a great pressure on the carer. Sometimes people end up sleeping during the day and being awake at night. Try to encourage activities to keep them awake during the day and avoid caffeine and alcohol in the afternoon and evenings. In rare cases, medication can help but these come with side effects which are often detrimental to health and overall are best avoided.

It is common for people with dementia to develop low mood and go through the stages of grief (denial, anger, bargaining, depression and acceptance) following the diagnosis. You may feel these too as their carer. Talk to each other and get support from one of the numbers below, your family and friends or your GP. They can help signpost you to what you should be thinking about or doing first.



Charities and voluntary organisations provide valuable support and advice on their websites and via their helplines:

- Alzheimer's Society's Dementia Connect support line on 0333 150 3456
- Age UK Advice Line on 0800 678 1602 (free)
- Independent Age Helpline on 0800 319 6789 (free)
- Dementia UK's Admiral Nurse Dementia Helpline on 0800 888 6678 (free)
- Carers Direct helpline on 0300 123 1053 (free)
- Carers UK Helpline on 0800 808 7777 (free)
- An NHS webpage covers topics related to looking after someone with dementia: www.nhs.uk/conditions/dementia/living-with-dementia/looking-after-someone/

How a donation transformed dementia care

A charitable donation more than ten years ago has helped to transform dementia care for thousands of patients at our hospital.



The Dementia Support Team was set up at the hospital in 2013 thanks to a very generous donation to the N&N Hospitals Charity for five years, before the team was funded by the Trust.

The donor has also contributed in the past to funding a dementia palliative care nurse and an older people's medicine volunteer coordinator post.

The team has grown to now have three nurses, an occupational therapist, five dementia support workers and the dementia services manager.

Liz Yaxley, Dementia Services Manager, said: **"One of the most important aspects of this charity funding has been to give us the freedom to create the team in a way which works best for the patient and allows us not to just focus on the medical, but also the holistic aspects of their care and support."**

"Providing personalised care to patients living with dementia is at the heart of the work we do at the hospital."

"It is a very individual process. We make sure we can address each patient's personal needs and be a voice for them which in turn helps the whole ward team. This can be advising if there are particular ways the patient should take their medicine or being there though a difficult procedure or deescalating the situation if a person is in distress."

"From playing a patient's favourite music, taking part in arts and crafts, or watching a television programme about a subject that really interests them – the Dementia Support Team has a range of activities to help enhance wellbeing."

It is not just the patients who benefit from the team's work, families also feel listened to.

Liz said: **"We look at the small details and can be a voice for the family because the patient is our focus and we can convey the messages which the family tells us, for example the patient's routine and what works best for them which can make a huge difference to the quality of life of the patient."**

"We stay with the patients throughout and the team is involved in creating dementia care plans and advising future care providers if additional support or health care is needed even in cases where the patient is well supported by their family."

The team also delivers an education programme for the trust and have already reached 1,500 staff to raise awareness and understanding of dementia to help improve the care they deliver.



If you would like to find out more about how you can support the Dementia Support Team and the work they do, please contact charity@nnuh.nhs.uk

Research team step up to fundraising challenge

A Research and Development team from the Quadram Institute has completed a half marathon Norfolk Coastal walk, raising £1,080 for the N&N Hospitals Charity.

The team completed the 13.1 miles on 20 April, which follows from their 2023 Mount Snowdon climb, bringing the rolling total of money raised to £2,786.

All the donations will go to support research which benefits patients at the Trust.

Becky Woodcock, Research Study Administrator, and the adventurous research team are now planning their 2025 fundraising challenge so watch this space.



Boxing mum smashes NICU fundraising

A mum has smashed her fundraising target after taking part in her first ever boxing match to raise money for the Neonatal Intensive Care Unit (NICU) which saved the life of her baby three years ago.

Isla Tobias was born at just 24 weeks and spent the first five months of her life in NICU at our hospital. She was given only a 10% chance of survival after being born by Caesarean at 24 weeks weighing just 1lb 4oz before undergoing surgery for a gut and bowel perforation.

Now Jasmine Tobias, from Coltishall, has raised £1,125 from an event at Epic Studios in Norwich on April 13 in her first ever fight.

She said: **"It was a brilliant experience. A big build-up of 11 hard weeks' training, changing my diet, pushing myself way out of my comfort zone, putting every ounce of effort and energy I had into training with the fight ending with a brilliant draw against a tough opponent in Natalie Jane who was fighting for the third time.**

"Doing this was a huge thing for me, being so unfit, hating exercise and the most self-conscious person you could ever meet.



"I'm so proud. Proud of myself for finally doing this after joking about it so many times and doing it. Proud for going all the way with training. Proud for stepping out of that ring and feeling so happy that I gave it my all. I honestly don't know what I was worried about. But most of all proud of myself to be fighting for the babies fighting for their lives in NICU and currently sitting on £1,225.

"NICU did so much for us as a family and without them our little fighter wouldn't be here today."

Jasmine's boxing match came two years after husband Troy also took part in a charity fight, also in support of the NICU.

You still have time to support Jasmine and the NICU by making a donation
www.justgiving.com/page/jt2414

For more information about the N&N Hospitals Charity and to support the work we do, contact charity@nnuh.nhs.uk

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Shortlist success at prestigious awards

Congratulations to Jane Steward who was shortlisted for the prestigious Fortnum & Mason Food and Drink Awards 2024 for her book "Medlars: Growing and Cooking" in the Debut Food Book category.

Jane has donated royalties from her book sales and medlar fruit harvested at Flint Vineyard last autumn to our gastroenterology department.

Jane said: **"In 2015, I was be diagnosed with an early-stage bowel cancer, following my invitation to attend a flexible sigmoidoscope screening offered by the NNUH gastroenterology department to 55 year olds. I was quickly and successfully treated. As a direct result of the experience I changed my life, and decided to close down my previous business as a leadership coach working in London three days a week.**

"I evolved, through therapeutic gardening at home and preserves making in my kitchen, and in 2016 I decided to set up a small business growing medlar trees and making preserves with the fruit. The orchard of 115 trees is now a Plant Heritage National Collection, the first arboreal one in Norfolk."

Jane's experience is the focus of her book Medlars, Growing and Cooking - which is published by Prospect Books which specialises in food, culinary history and related subjects.

