

THE **Pulse**

Issue Number 68
Spring 2014



Our Vision

To provide every patient
with the care we want
for those we love the most

Norfolk and Norwich University Hospitals



NHS Foundation Trust



**Chemotherapy now
available in Cromer, p12**

**Plus, meet our new Dementia Support
Workers, p7**

**The latest improvements in A&E, p8
& supporting children on our wards, p10**

Photo by Antony Kelly/EDP

NORFOLK AND NORWICH UNIVERSITY HOSPITAL (NNUH)

Colney Lane, Norwich, Norfolk NR4 7UY

Tel: 01603 286286 www.nnuh.nhs.uk

Restaurant West Atrium, Level 1, open 7am–1am

Serco cafe bars Out-patients West and East
Cafe Pure (inside WH Smith, Plaza West) open Mon–Fri 7.30am–6pm, Sat 9am–4pm and Sun 10am–3pm

The Pod Plaza (East), open Mon–Fri, 7am–1am, weekends 11am–1am

WRVS shop East Atrium: open Mon–Fri 8am–8pm and weekends 10am–6pm

WH Smith Plaza (West) – see Cafe Pure, above

The Stock Shop (ladies' fashions) open Mon–Fri 9am–5.30pm and Saturdays 12–5pm

Cash Machine can be found in the East Atrium, Level 2, WH Smith and the Restaurant

Lost property 01603 287468 or ext 3468

Patient Advice and Liaison Service (PALS)

For confidential help and advice call 01603 289036 / 289045

Chapel Open to all. For details of services or to contact the Chaplains, call ext. 3470

CROMER HOSPITAL

Mill Road, Cromer NR27 0BQ, Tel: 01263 513571

OTHER HOSPITAL DEPARTMENTS

• **Cotman Centre**, Norwich Research Park: Cellular Pathology, Radiology Academy

• **Innovation Centre**, Norwich Research Park: Microbiology

• **Francis Centre**, Bowthorpe Industrial Estate, Norwich NR5 9JA, ext. 4652: Health Records

• **Norwich Community Hospital**, Bowthorpe Road, Norwich NR2 3TU: Breast Screening, Pain Management

• **20 Rouen Road**, Norwich, NR1 1QQ, ext. 6954: HR, IT services, recruitment, payroll, training, finance, data quality, health and wellbeing, out-patient appointments, cancer management, procurement, clinical effectiveness, commissioning team and information services

• **Norwich Contraception and Sexual Health Clinic**, Grove Road, Norwich NR1 3RH. Tel: 01603 287345

THE PULSE

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LETTERS

Dear Sir,

Our experience with the NHS has always been excellent. We have lived in Norfolk for the last 17 years, I had treatments at Norwich and Cromer which have been superb. Treatments include Glaucoma clinic, Fracture clinic and prostate removal (Mr Webb for Mr Rayner)... We consider the service has been excellent.

Yours sincerely,

Mrs J. Rayner.

Please send your contributions, comments and suggestions to communications@nnuh.nhs.uk or to Communications, NNUH, Colney Lane, Norwich, NR4 7UY.

To whom it may concern,

I would like to express my sincere thanks for the prompt and excellent attention I received when I was admitted to A&E at the Norfolk and Norwich University Hospital. My sister and me were on holiday when I was taken ill. The prompt care and attention I received

was absolutely fantastic, from the first responder to the ambulance crew, nursing staff and consultant Mr Keith Walters.

I can't speak too highly about this hospital. Your help was very much appreciated. Many thanks.

Yours sincerely,

Mr Albert Biggs & Mrs Dorothy Shendon

Dear Sir or Madam,

I was admitted to the NNUH on 9th December 2013 for emergency surgery.

My thanks go to the Consultant, doctors and nurses also the operating team who gave me so much attention.

Easton ward were very kind and took very good care of my wife while I was waiting for the operation.

Gissing ward who looked after me for a week after surgery were also excellent.

I would like to thank all the staff for their professionalism, care, attention and kindness to myself and my wife.

Thank you once again to the NNUH for such good care.

Yours faithfully,

Mr J. C. Richardson.

Tackling Childhood Obesity

Norwich City Football Club's Community Sports Foundation (CFS) provides various health services, including Fit4it.

Fit4it is a free 10 week healthy lifestyle programme, designed in conjunction with Public Health, for those aged 7–16 years old. There are two groups, juniors (7–12 year olds) and a senior group (12–16 year olds).

Fit4it is designed to help participants reduce their BMI and improve their self-esteem. Over the 10 weeks, participants discuss various health and nutritional topics and have the opportunity to take part in a variety of sports such as football, basketball, netball, dodgeball,

handball and many more!

Fit4it will be launching in a variety of different locations around Norfolk. Entry onto the Fit4it programme is via:

- Self-referral (Please contact the CSF office for an application form or visit their website)
- GP, Health Practitioner or Nurse referral (All professional referrals should be made direct to the CSF Health Department).

For more information please contact either Toby Nickerson (Health Development Officer) or Tessa Beecroft (Youth Health Trainer) in the CSF office on 01603 761122 or visit their website www.communitysportsfoundation.org.uk



As I write this, we have just received the results of the 2013 National NHS Staff Survey and I am delighted that our staff have rated us highly for recommending us as a place to work or be treated. NNUH scored 3.74/5 for this question compared to the average acute trust score of

3.68/5. It is important that we know how our staff feel and it makes me really proud of our teams who make NNUH a great place to work.

We have also recently been given the best rating in the CQC's intelligent monitoring assessment which groups acute NHS trusts into six bands based on risk assessment regarding safe, effective, high quality care. Our challenge is now to maintain this level.

We continue to monitor our patients' experience using the 'Friends and Family Test'. We are now consistently scoring over 80 across our wards compared to 67 when we started. We are now using the test in A&E and nine out-patient clinics. On page 6 you will see we are rolling it out to even more clinics to get a greater understanding of our patients' experience.

So all in all we are performing well across a whole series of measures

of our day to day work. A theme coming through complaints, PALs inquiries and CQC inspections is communication. Good communication is challenging but we know that great communication can transform our patients' experience. What is our daily work, are to our patients, those moments that define their lives. In the words of Maya Angelou

'I have learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel'.

Great communication is all of our responsibility all of the time and anyone of us has the opportunity to make a difference, through our individual and combined effort, we all make up this hospital.

You are this hospital

You are what people see when they arrive here.
Yours are the eyes they look into when they're frightened and lonely.
Yours are the voices people hear when they are in the lifts and when they try to sleep and when they try to forget their problems.
Yours are the faces they see on their way to appointments that could affect their destinies and the voices they hear after they leave those appointments.
Yours are the comments people hear when you think they can't.
Yours is the intelligence and caring that people hope they'll find here. If you're noisy, so is the hospital. If you're rude, so is the hospital. And if you're wonderful – so is the hospital.
Thank you for all you are doing to ensure that we provide every patient with the care we want for those we love the most.

ANNA DUGDALE

Chief Executive,

Norfolk and Norwich University Hospitals NHS Foundation Trust

Staff Awards nominations open 1st April

NOMINATIONS OPEN

FOR our annual Staff Awards on 1st April.

This year there is a shorter deadline so you have until 31st May to nominate individuals or teams who you think deserve to be

rewarded for going above and beyond their role to help their patients or colleagues. This year there are 10 categories including a new 'Ward of the Year' award as well as the much loved 'Patient Choice' individual and team awards supported by the

Eastern Daily Press. The Patient Choice awards are nominated by patients and relatives for those members of staff who go the extra mile to provide exceptional patient care.

Fundraising events coming up:

- 18th May: Worst Dog Show. Contact Tricia Baker on 01603 278013
- 22nd May: LGBT 'Night of Amazing People' sponsored by 1st Energy Solar Specialists. See Trust News page for details
- 23rd May: B&B Ball at Sprowston Manor to raise funds for the Colney Centre. Tickets cost £20pp. Contact Julie Sapey on 07713 421193 or e-mail sapeyofhird@btinternet.com
- 1st June: Norwich Classic Vehicle Club Fun Day at Anglian Windows Social Club. Contact Lewis on 07901590806
- 21st June: Summer Fete at NNUH. Contact Louise Cook on 01603 287107
- 31st August: 99.9km Circular South Norfolk Bike Ride raising money for the hospital charity

Donation for CCU

Emma Eadle raised £1,650 for the Coronary Care Unit, by shaving her hair off in memory of her friend Janyne Durrant-Pratt who was cared for by the Cardiology department for 10 years.



Our thanks to...

We would like to say thank you to a few of our corporate supporters which include Waitrose, Cromer Co-Op Travel, N&P, Admin RE, Durrants, Disney, Hays Recruitment, Norfolk Police & Sprowston Manor for their support given to various wards and departments. Also thanks to Andrew Hannant; Tracey Godwin; Daniel Harrison; Seajacks 'Kracken'; Nicola and the Long Stratton NICU fundraisers; and a special thank you for the £4,000 donation to Weybourne Day Unit from family and friends of Martin Broom, MBE.

Finally a massive thanks on behalf of the Friends of the Norfolk & Norwich University Hospital to the Norfolk and Norwich Liver Group who presented Chairman John Fry with a cheque for £1,000.

We are sorry we are unable to include everyone who has supported us.

Lions Community Event

Norwich Lions Club is going the extra furlong to raise money for our Targeted Radiotherapy Appeal by organising a charity race night at the main restaurant at NNUH.

Martin Langdon, Lion and one of the event organisers said: "When we heard about the Targeted Radiotherapy Appeal we really wanted to get involved with fundraising as we know this is something which can make a difference to the lives of people living with cancer in the local community. We have the skills and the expertise in holding really successful fun evenings of race nights. We are so excited that we are holding a community event at the hospital to raise money for the hospital charity."

The event is supported by Serco and will be held on 26th April 2014 at 7pm in the restaurant, Level 1, West Atrium. Entrance is by ticket only. Tickets cost £6.50 and includes supper. There are opportunities for companies to get involved with this community event by sponsoring a race. For more information or to purchase a ticket please contact: Martin Langdon, West Norwich Lions, 19 Merrow Gardens, Norwich NR4 6HH; Tel: 07988 842 774 or email m.langdon2@ntlworld.com



Friends: Art at the Forum

The Friends of the Norfolk and Norwich University Hospital will again be hosting an exhibition and sale of original artwork by local East Anglian artists at The Forum, Norwich, from 6th to 9th July 2014, from 9am to 7pm daily. All profits will be used to support the work of the Hospital. For more information email patlarter@btinternet.com

Christmas Fayre & TRA Update



Thank you to everyone involved in the Christmas Fayre which raised over £6,000 in aid of the Targeted Radiotherapy Appeal. The appeal goes from strength to strength and we have now raised over £321,000 in pledges and donations.

We really need your help in order to provide new facilities and equipment for local cancer patients so please do consider donating or holding an event to raise money.

For more information about the hospital charity or fundraising contact Louise Cook, Fundraising Manager, on fundraising@nnuh.nhs.uk or call 01603 287107.

Donation helps patients with diabetes

A new system for managing the health of patients with diabetes has been introduced at NNUH thanks to a generous donation by the Norfolk Diabetes Trust.

The Diabeta 3 system is a specially designed database to help medical staff manage the care of patients with diabetes by recording all the relevant information in one place including their medicines, blood sugar readings, and footcare.

Dr Ketan Dhatariya, Consultant in diabetes and endocrinology, says: "We can use the information from the system as a motivational tool for patients. For example, we can show improvements in blood sugar control over a period of time."

Kip Bertram, founder of the Norfolk Diabetes Trust, says: "This system makes the patient's health better and the doctor's job easier."

The charity also funded a number of glucose monitors for paediatric patients.

NNUH beats stiff competition to win national award for Apprenticeship scheme

NNUH has won a national award for the Best Apprenticeship Programme in the Training Journal Awards, beating well known organisations including WM Morrison Supermarkets Plc, the Forestry Commission, and Seddon Construction.

Since 2010, 81 new apprentices have been appointed across a variety of clinical and non-clinical roles. 39 new staff have completed the educational element of their apprenticeship and have secured permanent posts or gone on to higher education and 42 are still on programme.

Professor Martyn Sloman, one of the judges for this award said: "We were most impressed with the Trust's articulation of the business case for apprenticeship which revolves around the goal of reducing the age profile of the workforce and a recognition of the value of growing your own staff. The Trust has strong links to local community including schools and is conscious of the important social and economic position it holds as a major local employer."

Julia Watling, NNUH Learning and Development Manager, said: "To win such a prestigious national award is a great credit to the Trust. Apprenticeships have transformed the way we recruit and are at the heart of its succession planning allowing the organisation to 'grow our own' workforce. This exciting new talent stream helps us to create a highly trained, sustainable workforce offering outstanding patient care."



Left to right, Julia Watling with Rachel Glen and Annie Cook from the Apprenticeship Team

NNUH works alongside local education training providers to ensure that new apprentices and existing staff are supported within an apprenticeship plan to enable them to understand the theory behind their roles, and then provide evidence of their practical skills through the NVQ Diploma. The Training Journal Awards promote excellence, best practice and innovation in training, learning and development.



New Learning Disability Nurse

Tara Webster has joined the hospital as a new Learning Disability Nurse to help patients with learning disabilities and/or autism.

Tara will work alongside Tristan Johnson, Learning Disability Acute Liaison Nurse, with in-patients and out-patients, ensuring staff are given advice and support so that reasonable adjustments can be made for patients with learning disabilities and/or autism.

Tara said: "I am really excited to have joined the NNUH Learning Disability Team and to be given the opportunity to make a difference to the care of people with learning disabilities in hospital."

Emma McKay, Director of Nursing, added: "It's fantastic to have Tara on board to help us build on the work already taking place, to ensure patients with learning disabilities and/or autism have good health outcomes and to make their hospital experience as good as possible."

Dates for your diary

Council of Governors meetings

- 2pm to 4pm on 24th April 2014
- 2pm to 4pm on 26th June 2014
- 12pm to 2pm on 25th September 2014 followed by AGM
- 10am to 12pm on 16th October 2014

Public board meetings

- 23rd May at 9am
- 25th July at 9am
- 26th September at 9am
- 28th November at 9am

Both the Council of Governors meetings and the Board meetings are held in the Boardroom, West Out-patients, Level 4 at NNUH. Space is limited, so please call Communications if you wish to attend on 01603 287634.

Public meeting

Members of the public are welcome to attend a meeting at 6.30pm on 25th March on "How good is your hospital and what changes can you expect over the next five years". This event will be taking place in the Benjamin Gooch Lecture Theatre. Call 01603 287634 to book a place.

Medicine for Members

Members are invited to:

- A talk on respiratory conditions planned for 1st May
- A talk on testicular cancer on 5th June linked to the 'It's on the Ball' charity at NNUH

These events will be taking place from 6pm to 8pm in the Benjamin Gooch Lecture Theatre. To book a place, call 01603 287634 or e-mail membership@nnuh.nhs.uk

An evening with amazing people

For the second year running, NNUH is holding "An Evening with Amazing People" from 6.30pm to 8.30pm on Thursday 22nd May in the Hospital's Benjamin Gooch Lecture Theatre. The event is being supported by 1st Energy Solar Specialists and has been organised by the LGBT Staff Forum at NNUH to celebrate IDAHO (IDAHO) Day – International Day Against Homophobia.

"An Evening with Amazing People" celebrates diversity and builds on the work undertaken by the hospital in making services welcoming for LGBT patients. For more information call 01603 287634.

New digital breast screening service



The Breast Screening service run by NNUH has become fully digital and the existing screening unit based at the Norwich Community Hospital has been expanded and refurbished.

Women aged from 47 upwards are screened at static sites in Norwich and Cromer and on two mobile units which travel around the county. Previously all screening mammograms were performed using analogue mammography units producing images on film. As a result, women attending on mobile units had the risk of being recalled as the quality of image had to be processed and checked at a later date. All the analogue units have been replaced with fully digital units so that image quality can be assessed as soon as the examination has been performed.

Yvonne Pointer, Deputy Superintendent Radiographer, Breast Imaging said: "The benefit of being fully digital means that all women are able to have their screening mammograms checked immediately following their examination. This new equipment also means that fewer women will have to be recalled because their mammography was inconclusive, thus reducing anxiety in well women."

She added: "Now that we are inviting women aged 47 and over our screening population has increased to in excess of 30,000 women per year. The new digital equipment will enable us to cope with this extra capacity and enables the breast tissue in the younger women to be seen more clearly."

Volunteers wanted to test the health benefits of blueberries

Scientists at UEA are seeking 50 to 75 year old men and postmenopausal women to help investigate if six months of freeze-dried blueberries can improve aspects of health linked to heart disease and diabetes. Participants should be overweight, non-smokers



and not currently taking blood pressure lowering medication or hormone replacement therapies. For more information on the study and eligibility, call 01603 592424 or email circles-study@uea.ac.uk. A reimbursement for travel, time and level of involvement is included. Some dietary restrictions (such as avoiding blueberries) will be required during the study. Full instructions will be provided.

Serco award



Congratulations to Terry Davies who has won a Global Serco Pulse Award in the 'Best Impact' category. The awards recognise the achievements of Serco individuals and teams who have performed in an exceptional and inspirational manner, made a positive impact, built relationships and strengthened Serco's reputation.

Terry is a full time union representative for Unison employed by Serco. He was nominated for the partnership work he has done in helping to resolve any issues for his members and helping find solutions which benefit the Trust, Serco and Unison members. Terry is one of 20 winners from across the international company to receive an award.

More patients asked about their experience

The out-patient feedback programme currently covers eleven clinics and is set to be implemented and will be in all clinics by the end of September.

The Friends and Family Test survey was originally piloted in five out-patient clinics (Eye, Diabetes, Older People's Medicine, Fracture and Stroke) and the Accident and Emergency Department, and six further clinics (Cardiology, Dermatology, Neurology, Radiology, Rheumatology and Respiratory) went live at the end of 2013.

Patients visiting these clinics have a choice of completing the survey through an App, or online or a postcard which can be dropped in a branded white postbox at the relevant clinic onsite or completed later and posted back using Freepost.

The Friends and Family Test question asks, "How likely are you to recommend our clinic to friends and family if they needed similar care or treatment?", and can choose from a feedback scale from "Extremely likely" and "Likely", through to "Neither", "Unlikely", "Extremely Unlikely" and "Don't Know".



Introducing our Dementia Support Workers

Thanks to the generous support of a local charity, the Norfolk and Norwich University Hospital (NNUH) has introduced a new innovative service to provide more support for patients with dementia as well as their families and carers.

Three new Dementia Support Workers are working across the hospital to enhance the experience of patients with dementia and offer specialist advice and support to their relatives and carers. The new posts have been funded by a charitable donation to the Trust.

Dr Martyn Patel, Consultant Geriatrician and lead for Dementia, said: "Dementia or delirium affects around a third of our in-patients, so we are delighted to have this service up and running. If you have dementia, being away from home and the people who usually care for you can be distressing and lonely. Not all patients with dementia will need this service but clinical teams or social services can refer patients they think could benefit

Pictured above, Dementia Support Worker Angela Hodge with 92 year old Rona Heir. Below, Dementia Support Worker Adele McCrory with Ann Saunders and the 'This is Me' book about her father. Photos by EDP/Bill Smith.



The Dementia Support Workers offer extra non-clinical support including:

- Emotional support for families and carers – signposting to services which provide advocacy, benefit advice, befriending as well as information on carers groups, charities and voluntary organisations
- 1:1 activities with patients to promote wellbeing and cognitive stimulation, such as reminiscence, reading aloud and gentle touch massage of the hands
- Helping patients and relatives or carers complete the 'This is Me' booklets which record a patient's likes, dislikes, interests and routines

from any of the areas of support the team offers." Liz Yaxley, Dementia Project Manager added: "The Dementia Support Workers are on hand to support patients with an existing or new diagnosis of dementia, seven days a week. Their

shifts cover evenings and weekends so that they can speak to families and carers during visiting times. We hope to be able to roll out the service to patients with dementia attending out-patient appointments by the summer."



Aspiring & Efficient

Accident and Emergency Departments across the country are under increasing pressure, but a new, ambitious, way of working is helping to make A&E at the NNUH more efficient and ultimately better for patients.



Initial Assessment Unit

At NNUH the introduction of an Initial Assessment Unit, or IAU, is helping patients receive lifesaving treatment faster, improving their overall experience and significantly reducing ambulance turnaround times.

IAU has changed the way doctors, nurses and the A&E reception team work and how patients are admitted and assessed.

Dr Jon Baldry, Consultant in Emergency Medicine, explains: "Our team of A&E nurses, doctors and support staff have designed and implemented the new Initial Assessment Unit so that they can make a rapid assessment of patients on arrival. The clinical team can order early tests, make earlier decisions about discharge or directly triage patients onto other

specialities within the hospital."

The initial assessment in IAU should take no longer than 20 minutes.

Dr Baldry adds: "If further investigation or assessment in A&E is needed the patient is moved to another cubicle to be reviewed by another A&E clinician, freeing up the space in IAU so that we can assess the next patient. This system is more efficient and means we are able to see more patients and make faster decisions early on, which is better for patients and means their visit to A&E should be as short as possible."

In addition to improving the quality of care patients receive, IAU has also helped to improve ambulance turnaround times, which is the time it takes for an

ambulance crew to handover their patient to our care and be ready to get back on the road. A receptionist now works in A&E trolley bay to specifically register patients arriving by ambulance.

IAU was introduced last summer, after a pilot demonstrated that it had potential. It was implemented at the end of June 2013 and after a gradual introduction is now running from 9am until 9pm every weekday.

"although it's still in its early stages, it is having a positive impact on patient care"

**KIRSTY ROWDEN,
A&E SENIOR MATRON**

Pictured above, IAU in operation. Left to right: Tanya Loynes, Health Care Assistant, Anne Herring, Deputy Sister, and Dr Jon Baldry with patient Emily Watson. And right, Kirsty Rowden, A&E Senior Matron





Senior Matron of A&E Kirsty Rowden, said: "Putting IAU into place has taken a lot of hard work by the nursing, medical and support staff and although it's still in its early stages, it is having a positive impact on patient care. The improvements we have seen in ambulance turnaround times is fantastic considering we are seeing around 10% more ambulances arriving at the hospital than this time last year."

In order to run IAU, there has been an investment of an additional 40 whole time equivalent nursing posts.

The long term aim is to develop a more nurse led system which will enable IAU to run 24 hours a day, seven days a week.

Kirsty added: "It's a really exciting time to be working in the department. As a team we are constantly seeking ways to improve the care of all of our patients and this is a great example of our nursing and clinical team designing and driving the changes needed to achieve better care."

Other significant improvements in patient care since IAU was introduced include:

- The time taken to be seen by a doctor has been reduced
- Five times as many patients are being reviewed by a consultant during their A&E visit
- Average time to analgesia being administered has improved by 30 minutes
- Average time to antibiotic administration has improved by 60 minutes
- Eight patients a day are being discharged directly from IAU
- Around five patients a day are being referred directly onto a ward
- In January 2,949 ambulances attended A&E and no ambulance crew waited over 60 minutes to hand over their patient

Urgent Care Unit



Between January and March a temporary Urgent Care Unit was set up outside the entrance of A&E to help deal with rising demand of patients needing urgent care during the winter. The unit was funded by three GP-led Clinical Commissioning Groups in central Norfolk and was staffed by nurses and therapists from Norfolk Community Health and Care NHS Trust (NCH&C). GPs also worked with hospital colleagues, mental health workers from Norfolk and Suffolk NHS Foundation Trust and social workers from Norfolk County Council.

During the pilot, community matrons and senior A&E nurses met patients at the front door of A&E and directed those who did not need to be seen by a hospital specialist, to the unit's GPs and nurses. Community nurses and therapists also worked alongside A&E staff to look after patients brought to hospital by ambulance, but who were fit and able to safely return home with the right community support.

The trial is still being evaluated but initial reports show that around 25–30 patients a day were treated in the unit.

Clinical Decision Unit

A&E is continuing to work closely with the Acute Medical Units (AMU) where a new Clinical Decision Unit (CDU) is being piloted two days a week. The CDU aims to reduce length of stay of patients on the unit by using rapid diagnostics and decision making. Clinicians are using new technology to help process a number of blood tests results within minutes and CDU aims to treat each patient within 4 hours of arrival.

The CDU was implemented after successful trials cut the average length of stay from 25 to 12 hours and four patients did not need to be admitted. IAU nurses are able to triage patients to AMU directly from IAU if suitable.

Since November 2013, a new Acute Medicine Clinic has operated three times a week as an emergency out-patient clinic. It provides care to patients referred from a GP for hospital assessment. Initial results are very encouraging with over 90% of patients being discharged straight home. More evidence will be gathered over the coming months.

Making children's hospital stays more "bearable"!

For any parent, seeing their child in hospital can be a worrying and anxious time. On NNUH's children's ward, one person is helping to provide light relief to patients and families in an unusual way.

Karyn Roe is a self-employed Storyteller and Puppet Therapist but to many of our younger patients and their relatives, she's a lady with a special gift. Karyn and her group of puppet friends spend three mornings a week visiting babies, toddlers and older children on Buxton ward, offering well needed distractions and fun for patients.

After volunteering as a story teller at a local school around six years ago, Karyn had the idea of using puppets to communicate with youngsters. "I quickly found how rewarding it was," says Karyn, who had previously stopped working after going through a difficult time in her life.

"It started with one puppet who was a cat called

Mr Rochester," says Karyn, "I found that the children just really responded to him. We did all sorts of things, we played musical instruments, cooked, did sewing, painted, we even dug on the allotment."

Through a friend, Karyn got in touch with the hospital's Voluntary Services department and started volunteering on Buxton ward a couple of years ago. In November 2012, the Friends of NNUH agreed to fund Karyn's sessions on Buxton ward for two years. The Friends fundraise in order to help support the work of the hospital and give out grants to departments or wards for initiatives which will help to improve the experience of patients and their families.



“Without doubt Karyn has helped Skylar get better and taught her life isn't all pain”

**RICHARD KNIGHT,
FATHER OF SKYLAR**



Pictured left, Richard and Caroline Knight with Karyn at Skylar's Christening, above Skylar having fun with Presley and right, Karyn with Skylar on Buxton ward.



“Her use of puppets and story telling distracts children from whatever treatment they are undergoing”

EMMA DOLMAN, MATRON OF BUXTON WARD

Without doubt Karyn has helped Skylar get better and taught her life isn't all pain as prior to Karyn that's all little Skylar had experienced."

Emma Dolman, Matron of Children's Services, said: "Karyn is very popular with our patients, especially the younger ones. Her enthusiasm for what she does is palpable. She has a growing fan base especially amongst patients who stay in hospital on a long term basis. Her use of puppets and story telling provides the opportunity for patients to use their imaginations and distracts them from whatever treatment they are undergoing. She has been a great addition to the team on Buxton."

Thanks to the care of the medical and nursing

teams Skylar was able to go home for the first time at Christmas. The family have kept in touch with Karyn and even invited her to Skylar's Christening in January.

Karyn feels privileged to be able to help children when they are in hospital, even if it's just in a small way. "I understand what it's like for people being in a hospital," she says, "so I just try to make this experience better, even if people don't get what I'm doing, even if they just go home and say there was this funny person there today, it's a different experience within the hospital, something positive to talk about. I'm glad I'm able to help these children and their families."

Serco have also funded her since November 2013.

Now Karyn has around 30 puppets, all of which are animals and many of them are characters who work in the hospital. From Dr Collie to Nurse Ewe and even some made up roles like Miss Potter the Otterpath, Karyn conjures up the characters and finds them suitable uniforms.

Karyn says: "I see children individually and I try and offer them whatever they need, sometimes that's a story, sometimes that's just interacting with them, their family, or their teddy bear. Sometimes, it's just listening, perhaps to the older children."

Karyn is a hit with not only the children but with ward staff and very grateful parents, many of whom she has built up a relationship with, especially if their child has had to spend a lot of time in hospital.

Richard Knight's daughter Skylar was cared for in the Neonatal Intensive Care Unit for four months and then Buxton ward for four months. He said: "Karyn is truly inspirational to us, she provides positive vibes for the soul. We have experienced the happiness she brings to our daughter Skylar. Her calming nature has brought a smile to Skylar's face which means the world to us as parents.



Friends thanked for equipment donation

The Friends of Cromer and District Hospital have donated a new flexible cystoscope to Cromer Hospital. The flexible cystoscope is a thin tube used to look inside the bladder to detect abnormal cells and help with an early diagnosis of cancer.

Anita Martins, Matron at Cromer Hospital, said: "We are very grateful to the Friends for this donation which means we can treat more patients in the one-stop setting with patients seeing the doctor, having a cystoscopy, ultrasound and diagnosis in one afternoon rather than having several trips to the hospital."

Mary Northway, Chair of the Friends, said: "The Friends are able to provide items of equipment for the hospital thanks to the generosity of local people."



Photo by Antony Kelly/Eastern Daily Press

New sexual health clinics

A joint Contraception and Sexual Health (CASH) and Genito Urinary Medicine (GUM) clinic is now being held at Cromer Hospital on the second and fourth Friday of every month. The nurse-led services are available to patients by appointment only.

The CASH clinic provides a range of free and confidential services including all methods of contraception (except the fitting of IUDs) and pregnancy testing.

The GUM services available include free, expert and confidential advice and treatment for most sexually transmitted infections.

Dr Catherine Schunmann, Consultant in Sexual and Reproductive Health, said: "We are really pleased we can offer these important services to people closer to their home."

To book an appointment at the Cromer GUM Clinic please telephone 01603 286307. To book an appointment at the Cromer CASH Clinic please telephone 01603 287345.

Chemotherapy services now available in Cromer

Patients can now opt to receive some chemotherapy treatments at Cromer Hospital. Chemotherapy sessions are being offered on Thursday mornings in the Muriel Thoms Unit to patients who need treatments which can be given at weekly or three weekly appointments. Patients previously had to travel to Norwich to receive this treatment.

Consultant Oncologist Dr Daniel Epurescu has been involved in setting up the service and said: "We are delighted that our patients who live in North Norfolk now have a choice to have their simple chemotherapy closer to home. We hope to be able to eventually expand the service so that more complex chemotherapy may also be offered. All the staff have worked very hard to enable this service to be offered."

Anita Martins, Matron of Cromer Hospital, said: "Being able to expand the services at Cromer Hospital to include simple chemotherapy treatments closer to home for patients is a very exciting development for all the team involved."

Lead Chemotherapy Nurse, Debra Blackstone, said: "Many patients receiving chemotherapy say their lives revolve around treatment and they struggle to maintain any semblance of normality. Chemotherapy provided closer to home at Cromer Hospital will alleviate some of the stress and anxiety experienced by patients at this time, improving the experience of our patients and maintaining the highest standard of care."

WELCOME

...to the following consultants who recently joined the Trust: **Dr Frank Sutherland** (A&E); **Dr Tarek Ahmed** (A&E); **Mr George Henry Smith** (Trauma and Orthopaedics) and **Dr Dinos Geropantas** (Oncology).

FAREWELL

...to the following long-serving staff who have recently left the Trust: **Lan Whittle**; Staff Nurse (20 yrs); **Vivian McCarthy**, HCA (20 yrs); **Deborah McCoy**, Midwife (20 yrs); **Dr John Hodgson**, Associate Specialist (22

yrs); **Sheena London**, Senior IT Project Manager (24 yrs); **Jean Bacon**, Telephonist (26 yrs); **Gillian Gardner**, CSSD Team Leader (25 yrs); **Sandra Shearing**, HCA (30 yrs); **Jane Cox**, Staff Nurse (33 yrs); **Carol March**, Staff Nurse (34 yrs); **Gillian Keys**, Staff Nurse (35 yrs); **Kathy Shaw**, Deputy Sister, Eye Clinic after 40 years service.