

# THE Pulse

Issue Number 81  
Spring 2017



## 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



Hear from our Gastroenterology  
team on their exciting move  
to the Quadram Institute



## NORFOLK AND NORWICH UNIVERSITY HOSPITAL

Colney Lane, Norwich, Norfolk NR4 7UY

Tel: 01603 286286 [www.nnuh.nhs.uk](http://www.nnuh.nhs.uk)

**Hospital Radio Norwich** Request line (to request a song or a bedside visit) call 01603 454585 or from your Hospedia bedside unit dial \*800

**Main Restaurant West Atrium, level 1** open Daily from 8am to 1am

**Café Bar** Outpatients East. Monday to Friday open from 7:30am to 4:30pm

**Little Costa** Outpatients West Monday to Friday open from 7am to 6pm

**POD:** Plaza East open Monday to Friday from 7am to 8pm, Saturday 9am to 6pm

**Cafe Pure** (inside WH Smith, Plaza West) open Mon–Fri 7.30am–6pm, Sat 9am–4pm and Sun 10am–3pm

**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: 01603 646200

## 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:

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# Letters

Dear Mr Davies,

I am writing with positive (and grateful) feedback on my recent personal experiences at the Norfolk and Norwich Department of Urological Surgery.

I was a consultant physician at NNUH for 25 years, initially appointed as a general and chest physician in 1982 before moving laterally to lead the Acute Medical Unit in 1995. I provide this personal background simply to illustrate that the comments and observations that follow are tempered by considerable personal experience of health services

Each professional I have met could not have been more helpful, informed, professional or (crucially) kind. I learnt a long time ago that the ability to balance empathy and professionalism when dealing with patients is as pivotal a skill as it is difficult to achieve - yet this is what I have received (without exception) and it has made a huge difference to us.

Very best wishes,

Paul Jenkins



I felt that I just had to pass on my thanks to NNUH following my visit to your hospital yesterday.

I had three scheduled appointments in Radiology, Orthopaedics and Urology Outpatients and also made an unscheduled visit to Respiratory Medicine Outpatients. In all four departments I was seen within a few minutes of my arrival/appointment time and was dealt with by friendly and efficient staff.

Thanks again to all your teams.

Best wishes,

L. Hipperson

# Social media @NNUH



Nurses, doctors and every other staff member were fantastic. Food was nice and staff not only were professional but also made me feel comfortable. Proud of our NHS.

Karen Fisher, Facebook

Thank you so much @NNUH A&E staff for caring and efficient relocation of my jaw in the early hours of this morning. Hurrah for NHS!

@idlevic, Twitter

NHS working superbly on Dilham Ward @NNUH. Great staff, great care #thankyou

@carolbundock, Twitter

I've said it before but I will gladly say it again. The doctors and nurses @NNUH are truly wonderful people. #ThankYou #SuperHeroes

@showes3

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

# Nurses Day 2017

NNUH will be hosting a service of thanksgiving held at Norwich Cathedral on Thursday 11th May to celebrate the contribution of nurses and healthcare staff.

The evening celebration, which will take place in the Cathedral Nave from 7.30pm, will see health service staff from across the region join together to acknowledge the positive difference they make to their communities.

Members of the public are very welcome to attend the service, which will provide an opportunity to give thanks for the hard work of these valued teams and individuals.

The service will commence with a procession of healthcare staff from services across the county. Music will be provided by the NNUH hospital choir and the Norwich Salvation Army band.

National and regional leaders and representatives in nursing will be present at the event, where NNUH Director of Nursing, Emma McKay

and colleagues will be sharing their thoughts on the positive difference made by nurses.

Emma McKay said: "We hope that the local community will join us to celebrate and reflect on the positive impact that nurses and the wider NHS makes to lives across Norfolk every day. I'm very proud to be a nurse and am constantly reminded in my daily role that the dedication and expertise of my colleagues changes lives for the better."



Norwich Cathedral, credit: Paul Hurst

## State-of-the-art microscope

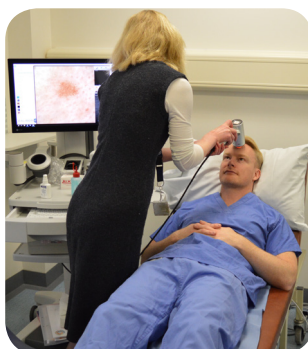
The new Confocal Microscope enables dermatologists to view detailed images of the upper layers of skin allowing cancer to be diagnosed without the need for obtaining a sample of skin under local anaesthetic which then has to be sent to the laboratory for analysis. The microscope will be used for research purposes in the first few months before being used to detect skin cancer in dermatology clinics once staff training has been completed.

Dr Jennifer Garioch, NNUH Consultant Dermatologist, said: "We are one of the leading skin cancer centres in the country and every year we screen over 6,000 people of all ages and backgrounds for possible skin cancer.

"This new equipment is revolutionary and will have huge benefits for patients, providing on-the-spot diagnosis and reducing the numbers of biopsies which are needed."

The machine uses low-power laser beams that shine through the skin and reflect off tissues below the surface, illuminating the skin cells in question and allowing the doctor to determine if the patient has cancer without surgical removal of skin samples.

Most of the funding for the £170,000 Confocal Microscope has come from a fundraising campaign run by NNUH with donations from local people and organisations to the Skin Cancer Research Fund which is part of the hospital charity.



Dr Jennifer Garioch using the Confocal Microscope

In this edition of the Pulse you will see a range of articles featuring the dedication and innovation of our staff and the continued generosity of our community who support us through tireless fundraising.



New cancer services through the Survivorship Team, funded by Macmillan Cancer Support (page 8) and the revolutionary Confocal Microscope (this page), generously funded by charitable donations, which allows our dermatologists to provide on-the-spot diagnosis and reduce the numbers of biopsies, will both have huge benefits for our patients.

We take a look at some of the vital services provided to patients by the Clinical Support Services Division in the second part of this fascinating feature (pages 10 and 11) and look forward to the N&N's Open Day and Fete on 10th June and Cromer Hospital's Open Day on 24th June – I also warmly congratulate Cromer Hospital on treating its millionth patient, a marvellous milestone which you can read about on page 12.

I would also like to highlight the feature (cover and pages 6, 7 and 8) on the NNUH role at the Quadram Institute which is due to open in Summer 2018. This amazing building is the result of great partnership working between the Institute of Food Research, the UEA, Norfolk and Norwich University Hospital and the Biotechnology and Biological Sciences Research Council (BBSRC). It will enable us to provide services to our patients in a new state of the art Endoscopy Unit and be part of the Institute's pioneering food and health research helping to develop solutions to worldwide challenges in food-related disease and human health.

**Mark Davies**  
Chief Executive  
Norfolk and Norwich University  
Hospitals NHS Foundation Trust

Here are just a few of the many generous people who have given and supported different areas of the hospital charity over the last few months.

## Our thanks to...



Julia Fisher and her daughter Emma Manning for supporting Oncology



RBS for raising more than £7,000 for our NICU fund



M&S at Longwater, Norwich for raising more than £5,000 for Jenny Lind



Paul, Sarah and Maisie for raising more than £400 for Jenny Lind

If you would like to support the hospital charity, please contact Louise Cook on **01603 287107** or email [fundraising@nnuh.nhs.uk](mailto:fundraising@nnuh.nhs.uk)

## NNUH Bike Ride 2017

Entries are now open for our annual cycling event which takes place this year on Sunday 16th July. The NNUH Tour Sportive is a non competitive, inclusive cycle sportive for all abilities offering a choice of three circular routes (30 miles, 60 miles or 100 miles). Each entry will directly support the hospital charity with up to £9 per rider going directly to NNUH. The event will also help to promote awareness of organ donation. Riders have the option of raising additional funds through

individual sponsorship. The ride offers fully signposted routes, well stocked feed stations, mechanical support and first aid. More information and entries can be made here:

[www.nnuhtoursportive.co.uk](http://www.nnuhtoursportive.co.uk)

[www.organdonation.nhs.uk/](http://www.organdonation.nhs.uk/)



## Dinner dance for HANC patients

Rod and Eve Bridger put on a fundraising entertainment event held at The New Beach Hotel, Gt Yarmouth on 19th March. It was a fabulous evening with all performers offering their services for free. The event raised a total of £1,295 for Head and Neck Cancer patients (HANC) at the hospital.

## Jenny's wing walking challenge

Jenny Holland will be taking part in an extreme 'wing walk' on 23rd July to raise money for an operating chair at the NNUH eye clinic.

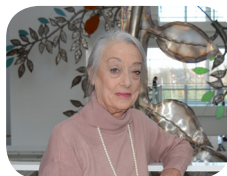
She will be secured standing up on the top wing of a 1940s Boeing Stearman Biplane and flown at speeds of up to 135mph. The trip will involve

a variety of flypasts and a terrifying drop dive of 500ft.

Jenny, 70, who has an extreme fear of heights, has been a patient at the NNUH eye clinic for nine years.

"It will be an exhilarating experience and I'm looking forward to and dreading it in equal measures."

You can sponsor Jenny at: [www.justgiving.com/Jenny-Holland](http://www.justgiving.com/Jenny-Holland)



## Join in the fun...

Here are some more examples of fundraising activities being undertaken by our supporters over the next few months to raise awareness and support our hospital charity.



Chris Hamlin will be cycling to five capital cities over seven days: [www.justgiving.com/auwheels](http://www.justgiving.com/auwheels)

Emily and Oz Wilson are holding a 1950s inspired ball on 1st July 2017 to raise money for the Jenny Lind. Book your ticket via **07856704910**



The 5th Annual Onesie Walk around Norwich will take place on 3rd June. More information can be found at: [www.justgiving.com/fundraising/OnesieWalk5](http://www.justgiving.com/fundraising/OnesieWalk5)

We are sorry not to be able to mention everyone who has helped or supported the hospital charity but we are truly grateful for all your support.



## Free Health checks at Open Day

Visitors can have an NHS health check when they visit the Open Day and Fete at NNUH from 11am to 4pm on 10th June 2017.

The check will be completed by an Occupational Health Professional and includes height and weight measurements, blood pressure measurement, lifestyle assessments, gathering information on family medical history and a simple blood test to check cholesterol and/or blood sugar levels if required.



Hilary Winch, Head of Workplace Health and Wellbeing at NNUH, says: "Checks should take no longer than 20-30 minutes and will provide you with specific health advice if there are indications you are at higher risk of developing a health problem in future."

Additionally in the East Atrium, there will be a careers fair which is open to anyone looking to begin or continue their hospital career in Nursing, Allied Health Professions (AHP) or associated medical professions such as the Ambulance Trust or with the medical reservists.

Other attractions at the Open Day include finding out what goes on in an operating theatre, visiting the new skin cancer microscope, making a plaster mould of your hand, taking part in traditional fete games, browsing the cake and craft stalls, listening to live music or taking your teddy for an X-ray. Visitors on the day will be able to follow a special 'sea creature' trail around the hospital to collect stamps in their passport.

## Nominations open for Staff Awards 2017

Patients from across Norfolk are being asked to nominate the health professional or hospital team who has gone the extra mile in providing their care at the Norfolk and Norwich University Hospital or Cromer Hospital.

The annual patient choice award supported by the Eastern Daily Press enables us to recognise those staff who provide exceptional patient care, kindness or outstanding professional expertise. Patients can nominate any nurse, doctor, midwife, therapist, receptionist or other member of staff who looked after them during an outpatient visit, day treatment or hospital stay.

Jane Scarfe, NNUH deputy lead public governor said: "This is a fantastic opportunity for patients to nominate those truly exceptional individuals or teams who have made a difference to their lives."

Closing date for nominations is 31st May 2017. To make a nomination visit [www.nnuh.nhs.uk](http://www.nnuh.nhs.uk). The awards are sponsored by Serco which provides a range of services at the Norfolk and Norwich University Hospital, including catering and cleaning.



### Dates for your diary

#### Medicine for Members talks

- A talk on dementia takes place on **Monday 15th May, 6pm to 7.30pm** during Dementia Awareness Week.
- A talk about the diagnosis and treatment for head and neck cancer will be taking place on **Thursday 25th May, 6pm to 7.30pm**.

All talks are being held in the Benjamin Gooch Lecture Theatre at NNUH.

#### Council of Governors

The meetings for the Council of Governors are held quarterly in public from 10am to 12pm on the following dates:

- 26th July
- 12th October

#### Trust Board

The following Trust Board meetings are also held in public from 9am to 11am on the following dates:

- 26th May
- 28th July
- 29th September

As space is limited at these meetings, please contact the Communications Team to book a place via [communications@nnuh.nhs.uk](mailto:communications@nnuh.nhs.uk)

#### Fundraising Events

**The Friends of NNUH** Bollywood Night will be held on Saturday 1st July at Namaste Village Restaurant in Norwich. Please visit [www.friendsofnnuh.org.uk](http://www.friendsofnnuh.org.uk) for more information.

# NNUH Quadram

**When the Quadram Institute** opens in 2018, it will be at the forefront of combined research into food science, gut biology and health. Co-location with the John Innes Centre, world leaders in plant, crop and microbial science, makes the Quadram Institute unique not just in the UK but in the world. This combination of features has helped secure £75m of funding, with the bulk of the money coming centrally through the Biotechnology and Biological Sciences Research Council (BBSRC) and the Quadram Institute partners, Institute of Food Research, the University of East Anglia and the Norfolk and Norwich University Hospitals (NNUH). NNUH staff will be part of an institute which will develop solutions to worldwide challenges in food-related disease and human health.

## New Endoscopy Unit

NNUH needs to double its capacity for bowel screening due to population expansion, people living longer, and the need to screen a broader age range for diagnostic and potential preventative reasons.

The new Endoscopy Unit at the Quadram, will provide state of the art facilities, a dedicated unit with enough space for this expansion to provide a service for approximately 40,000 patients per year, juxtaposed with world leading research facilities.

NNUH provides a highly regarded gastroenterology and hepatology service through a team of specialist doctors, nurses and the administrative team. The service includes: outpatient services; therapeutic and diagnostic day case services; bowel cancer screening; endoscopy training and inpatient services

Inpatient endoscopy services and some specialised therapeutic work will remain at NNUH on the current site when the endoscopy unit moves to Quadram next year.

The main procedures undertaken in the unit are: Gastrosopies; Flexible Sigmoidoscopies; Colonoscopies; ERCPs (Endoscopic Retrograde Cholangio - Pancreatography); EUS (Endoscopic Ultrasound) and Capsule Endoscopy. For more information on these procedures, please visit the Gastroenterology department pages

on the hospital website at [www.nnuh.nhs.uk](http://www.nnuh.nhs.uk).

The Unit is regularly audited and consistently achieves high scores for quality of care against the Endoscopy Global Rating Scale. The Unit is a national centre of excellence and is home to the East of England Bowel Cancer Screening Programme.

A range of high quality training courses accredited by the Joint Advisory Group on GI Endoscopy are provided in the Unit, and collaborative work also takes place at the Institute of Food Research.

Procedures are undertaken by gastroenterology consultants, specialty registrars or nurse endoscopists.



*Health Care Assistants Carol Macdonald and Jayne Gilman prepare sanitised endoscopes ready for procedures*



**Dr Simon Rushbrook, NNUH Clinical Lead for Gastroenterology said:**

The planned opening of the Quadram Institute in 2018 is clearly causing a large wave of excitement within the NNUH's Gastroenterology department. Not only will it be at the forefront of endoscopic delivery, teaching and innovation, but it will also allow for future proofing the endoscopic delivery of care for the population of Norfolk and beyond. This means rapid access to endoscopic diagnostics for patients and rapid access for the diagnosis or exclusion of gastrointestinal cancer. It will also allow us to cope with the predicted

# at the n Institute

## World-leading research

The Clinical Research and Trials Unit run by NNUH, which is currently based in the Medical School at the University of East Anglia (UEA), will transfer to the Quadram Institute, alongside researchers from the Institute of Food Research (IFR). They will also be joined by the endoscopy service at NNUH. This will mean there will be a wide range of professions, including genome scientists, microbiologists, immunologists, gut biologists, mathematicians, clinicians, food scientists and nutritionists who will link with each other in a new single purpose-built, state-of-the-art building. The Quadram Institute will become an international hub for food and health research working across four themes: the gut and the

microbiome; healthy ageing; food innovation; and population health.

Professor Alastair Forbes, Joint Director of Research for NNUH and UEA, said: "The move to the Quadram Institute will create a research pipeline. It is a major step forward, providing us with significant potential for growth in the number and complexity of research studies we can undertake, which even now number over 300 active projects.

rise in referrals expected for endoscopy over the next 10 years.

The benefits predicted for patients will of course also extend to the staff who work at NNUH.

For the nursing staff it offers an opportunity to work in a dedicated institute in a brand new facility. The increase in space and capacity will no doubt lead to a real sense of pride for our endoscopic staff and allow our screening programme for GI cancer to grow as well.

The interaction of scientific staff and clinical staff will also help shape and underpin the future research strategy at NNUH. The unit will hopefully become a powerhouse for the study of the interaction of the environment and the gut through research studies and the collection of tissue samples through coordination with the NNUH biorepository.

The gut lining (mucosa) throughout is a complicated structure and is surrounded by bacteria, viruses and fungi and has a very powerful immune system within it. Changes that occur here may underpin some of the very key aspects in the development of disease. The ability to interrogate this site to a scale never seen before will be fundamental in evolving our scientific discovery and the new endoscopic unit will be at the heart of this.

As the clinical lead for gastroenterology it is both an honour and a pleasure to lead our experienced clinical team forward over the next year to take up our new position in what is perhaps the most exciting step for gastroenterology and hepatology services to date.

"We have deliberately created shared staff areas in the new building to encourage collaboration between scientists and clinical staff. There is an extraordinary appetite for research at all levels within the hospital and university and we expect this will grow stronger. There will also be purpose-built clinical trials and assessment rooms, participants' lounge, kitchen and dining space alongside a clinical laboratory."

There will still be a Clinical Research and Trials Unit based within the hospital for patient safety reasons as some trials, such as those in cardiology, need to take place with the immediate medical back-up available in the hospital.

Professor Forbes added: "Once the Quadram Institute is fully operational, there will be some adjustment in terms of what trials are best run in the Quadram and which should be carried out in hospital, but we anticipate a smooth transition and ever more productive working into the future."

There will be a governing body for the Quadram Institute Clinical Research Facility, with equal representation from the three organisations with staff based there: Norfolk and Norwich University



*An artist's impression of the new Quadram Institute, set to open Summer 2018*

**Continued on page 8...**



## Quadram Institute continued...

### Clinical trials facilities

Hospital, University of East Anglia, and the Institute of Food Research which is transforming into the Quadram Institute Bioscience. Clinical Governance will still be the responsibility of the NHS to take advantage of the well-established mechanisms for maintaining patient safety.

"This is an exciting time for medical research in Norwich," said Professor Forbes. "As well as the development of the Quadram Institute, we are about to appoint 10 new senior posts for research and teaching which will be jointly funded by UEA and NNUH."

"We are very fortunate to have the Quadram Institute on our doorstep and to be part of it. We feel confident that the research carried out there will bring great benefits to patients worldwide."

### Benefits of moving to Quadram

- State of the art laboratories
- Well-equipped facilities for staff and patients
- Within walking distance of the hospital
- Improved networking between staff
- Easy delivery of clinical samples within the building
- Improved nursing cover so that studies can run continuously
- Research trials pharmacist and study supplies on site
- Specialist diet cook available for nutritional studies

## Survivorship team to benefit cancer patients

Cancer patients at NNUH are benefitting from the Macmillan Recovery Package, a new project to improve the support and information they receive.

A new Survivorship Team, funded by Macmillan Cancer Support, has been established at NNUH to assess a patient's individual needs and signpost them to support at key points in their cancer journey.

The team, which is made up of four assistant practitioners and a project manager, contact patients shortly after their diagnosis and carry out an Holistic Needs Assessment. This involves looking at all aspects of the patient's life and working with them to ensure their physical, emotional and social needs are met.

A further assessment is carried out near the end of the patient's treatment. An End of Treatment Summary is then completed and sent to the patient's GP, highlighting possible side effects following treatment and warning signs to look

out for that require referral back into hospital.

Sally Legge, Macmillan's Quality Lead for Norfolk, said: "No one should have to face cancer alone. The Macmillan Recovery Package is a series of key interventions which we know can greatly improve outcomes for people living with cancer. This brand new programme is being rolled out across the country and we're thrilled to be working with NNUH to ensure people in Norfolk receive the support they need, when they need it."

Mr Vivekanandan Kumar, Urology Consultant and Cancer Lead for NNUH, said: "Nationally there is evidence that patients who receive extra help to manage the impact of cancer on their lives have a better experience and may achieve better long term health outcomes. We treat 6,000 cancer patients each year who can potentially benefit from this extra support and we are delighted to be working in partnership with Macmillan Cancer Support."

The Survivorship Team's work is in addition to the support provided to patients during their treatment by the clinical team and specialist nurses who are in regular contact with patients about aspects of their treatment and wellbeing. The two-year project is being rolled out across twelve cancer sites at NNUH during 2017 and 2018. At the end of the project, the results will be evaluated with a view to integrating the project as part of the NNUH Cancer Strategy in the longer term.



*Survivorship Team, L-R: Bethan Harvey, Jo Richardson, Livia Wilson, Melissa Child and Matt Keeling*



# NNUH Dementia Fayre

Anyone living with dementia and their families and carers are invited to a dementia information and advice fayre at the Norfolk and Norwich University Hospital on Monday 15th May to mark the start of Dementia Awareness Week 2017.

There will be information stands from a range of public and charity sector community providers including: Alzheimer's Society, Age UK Norfolk, Age UK Norwich, Norfolk County Council, Wymondham Support Group, Norfolk Carers Support, Equal Lives and many more. There will also be information stands to highlight the dementia support services which are available within the Trust.

The event will be held in the East Atrium on levels one and two from 10am, and in the afternoon there will be talks for the public from 2pm to 7pm in the Benjamin Gooch Lecture Theatre. These talks will feature a variety of information, guidance and practical tips about dementia support.

Liz Yaxley, Dementia Services Manager at NNUH said: "NNUH makes sure to mark Dementia Awareness Week every year, and this year we wanted to do something a little different. Inviting external providers into the Trust is a great opportunity for people living with dementia and their families and carers to see how much dementia support there is on offer in the Norfolk area.

"The NNUH Dementia Fayre is going to be a really great event and we're hoping to see as many people as possible on the day."

Martyn Patel, NNUH Lead Consultant for Dementia said: "Norfolk has a higher than average older population and dementia is a subject which will be very important to many people in the community. The event is a fantastic opportunity for those living with dementia and their carers to find out about support which they may not know is available to them."

#NNUHDAW2017

Norfolk and Norwich University Hospitals   
NHS Foundation Trust

Join us at the NNUH Dementia Fayre on  
Monday 15th May!

Information and advice stands open to the public  
from 10am-5pm including:

- Alzheimer's Society
- Age UK Norfolk
- NorseCare
- Norfolk Carers Support
- South Norfolk Council
- Age UK Norwich
- Norfolk Adult Social Care
- Age Concern Swaffham & District
- Sprowston Dementia Friendly Community
- Carers Trust Norfolk
- NNUH dementia support
- Wymondham Dementia Support Group
- Equal Lives
- Sprowston Dementia Friendly Community
- Norfolk County Council
- Dementia UK
- ... and many more!

Talks for the public in the  
Benjamin Gooch Lecture Theatre:

**2pm-2.30pm**-Motor neurone disease and frontotemporal dementia.

**3pm-4.30pm**-Music mirrors: Capturing the sound of memories. Come and learn how to make a toolkit for the dementia journey.

**5pm-5.50pm**-Become a Dementia Friend: Learn more about what it's like to live with dementia.

**6pm-7pm**-Communicating with compassion: Practical ideas on communicating effectively and with dignity.

East Atrium, Norfolk and Norwich University Hospital,  
Colney Lane, Norwich, NR4 7UY.

Emma McKay, NNUH Director of Nursing said: "Ensuring those living with dementia and their carers receive the support they need is very important to us, and we are always looking at different ways to promote what support is available. The information stands at the fayre will highlight the key services offered inside and outside of the Trust, and it will be a great opportunity to show how important it is to work together when supporting those affected by dementia."

The information stands will be running from 10am with the talks running from 2pm to 7pm.

There will be musical entertainment throughout the day, including a performance from the NNUH choir, with refreshments available in a dedicated pop-up café which will be situated in the East Atrium.

For further information  
on the Dementia Fayre,  
please contact  
**communications@  
nnuh.nhs.uk**

# Clinical Support

In the previous edition of The Pulse, we took a look at four departments within the Clinical Support Services Division. In this edition, we focus on four further teams in the Division who provide a diverse and specialised range of skills

and services that are invaluable to the Trust.

Chief of Division, Professor Carol Farrow said: "I am so grateful for the professional and dedicated work carried out by all the departments within the Clinical

Support Services Division. These are just a few of the excellent teams providing first class patient care, and I would like to say thank you for all the work you do for the Trust."

## Clinical Psychology

The Clinical Psychology team specialises in assessing and treating adults and children with complex medical needs and long-term conditions. The team works from a range of therapeutic models and as part of the multidisciplinary team within departments across the hospital.

The areas in which they provide a service within paediatrics include: diabetes, oncology, gastroenterology, rheumatology and cystic fibrosis. When treating adults, the team provides a service for pain management, diabetes, cystic fibrosis, weight management and breast cancer.

NNUH Head of Clinical Psychology, Dr Jo Derisley said: "When people are diagnosed with a long term condition, it can really change the way they think about themselves,

their relationships, how they function and their quality of life. Our focus is to explore with people how they can live with their condition or illness, make and stick to difficult choices regarding treatment and still engage with a life that they value".

Dr Derisley added: "The work we do in the hospital plays a key part in treating patients and we believe that a holistic approach is important, and psychological intervention should often go hand in hand with medical care."

Research and teaching also play a big part of the team's role and they work in partnership with the UEA on their Clinical Psychology Doctorate Training Programme. Dr Derisley said: "Research and teaching is an important part of our role. We share our experience and knowledge with psychologists of the future, and



*Dr Jo Derisley, Clinical Psychologist*

this is essential for a big teaching hospital such as ours."

Dr Derisley added: "From a recent audit carried out in February 2017, patients described our service as a 'lifeline' and an opportunity to speak about their distress with someone outside the family, which reflects our invaluable work."

## Medical Illustration

The Medical Illustration team specialises in photography, graphic design, medical art and videography. Using their skills, the team members produce resource materials for use in patient care, education and teaching.

Medical Illustration offers a complete Clinical and Ophthalmic Photography service, photographing more than 40,000 patients a year, and they also provide graphics, illustration design and multi-media services.

Clinical photographers record clinical conditions presented by patients, working in a photographic studio, clinic, ward or operating

theatre environment. The images can be used for diagnosis or recording a condition during the stages of treatment.

Recently retired and long-standing Head of Medical Illustration, Simon Dove explains how beneficial the services provided by the team are.

"Our photographers produce accurate and objective images that record injuries and diseases, as well as the progress of operations and medical procedures. The images are used for measurement and analysis, and

to accompany medical or scientific reports, articles or research papers. Patients can be assured that the clinician will have the highest quality images to make valid judgements regarding their conditions enabling patients to receive the best care."



*The Medical Illustration team*



# Services: Part 2

## Physiotherapy

The team provides support to all inpatient specialties and to patients of all ages with both planned and emergency admissions, as well as a musculoskeletal self-referral service for staff.

They support those affected by injury, illness or disability, through movement and exercise, management of respiratory conditions and complications, education and advice, and identify where movement deviates from normal and the reasons for this.

Their clinical specialties include: Paediatrics; Women's Health; Orthopaedics; Neurology; Stroke; Plastic and Reconstructive Surgery; Older People's Medicine; Surgery; Respiratory Medicine; Cardiology; Critical Care; Oncology; Haematology and Palliative Care.

Physiotherapy outpatient services are provided for Musculoskeletal;

Women's Health, including continence management; Neurology; Respiratory; Cardiology, Plastics; and Paediatric patients. This may be to individuals or rehabilitation groups e.g. cardiac, vascular, pulmonary and musculoskeletal.

Penny Tilbury, NNUH Physiotherapy Service Manager explains how extensive the services are which the team provides. "In addition to these physiotherapy-specific services, we also work in integrated teams with our Occupational Therapy colleagues in hand therapy clinics, as well as with the wider multidisciplinary team in pain management clinics. We support the Home-Based Therapy programme, which facilitates early discharge from hospital by providing ongoing assessment and input to patients at home."

Penny added: "The team is also involved with discharge planning, including the assessment of risk, and collaborate with colleagues in other professions and agencies,



*Amy Mortishire, Senior Physiotherapist. pictured with a patient in the hydrotherapy pool*

both within and outside the Trust, to facilitate timely discharge from hospital."

Further to these services, the team provides aquatic therapy for both children and adults in their hydrotherapy pool.

Penny said: "With the dedicated work of the Physiotherapy team, we are able to provide an excellent service of care to our patients by planning individual rehabilitation goals and identifying the most appropriate place for this to be provided."

## Chaplaincy

The team provides spiritual, pastoral and religious care to patients, carers and staff within the hospital. Its care is particularly needed when life changes for someone, and the team are there to listen and offer compassion to both patients and staff.

Eleanor Langan, NNUH Lead Chaplain explains that as chaplains they have the necessary skills and experience to fulfil the role and are present in the hospital 365 days a year, with a chaplain on call every night.

"As chaplains, we don't bring medicines or meals, scalpels or exercises to the patients, but we bring our learning and experience and our presence. We are used to meeting people in highly charged, stressful situations and we can

bring peace and understanding to people whose lives have undergone traumatic physical or emotional pain."

The chaplains offer their services to people of all faiths or no faith at all, and can organise alternative appropriate faith leaders to come in to hospital too. They offer their time to any patient or family who needs their support due to worry, stress or bereavement, and they are part of various groups including the bereavements forums, the ethics committee and the palliative care meeting.

The Chaplaincy team encourages people to visit the chapel and chapel garden. "Some people come and find strength in saying a prayer, writing a name on our board or lighting a candle. Others simply

value the peace and quiet and leave feeling strengthened and restored," explains Eleanor.

"As chaplains we are thankful to work at the NNUH and we are glad to be part of this hospital team which offers professional, dedicated and compassionate care."



*The NNUH Chaplaincy Team*

# Cromer Hospital treats its 1,000,000th patient

Cromer Hospital is delighted to be celebrating a big milestone by treating its 1,000,000th patient. This celebration also coincides with the 150th anniversary of the hospital opening in 1867.

The newly developed Cromer Hospital opened its doors to the public in March 2012 replacing the 1930s founded hospital. The £15 million development was made possible by two generous legacies; Sagle Bernstein left £11.4 million and Phyllis Cox left £1.3 million.

Mark Smith, 58, from Trunch near North Walsham has been attending Cromer Hospital for just over two years to receive chemotherapy once a week and is the 1,000,000th patient. He said: "The care that I have received over the years has been so friendly and professional and everyone has always gone the extra mile in making sure that I am as relaxed as possible. They have made everything more manageable for my family and I and I can't thank them enough."

In addition to Mark's chemotherapy appointments, he also



Pictured L-R: Paul Bencowe, Clinical Lead MIU, 1,000,000th patient Mark Smith, Jill Smith and Matron Anita Martins

receives weekly tele clinic support relating to his chemotherapy with Muriel Thoms staff.

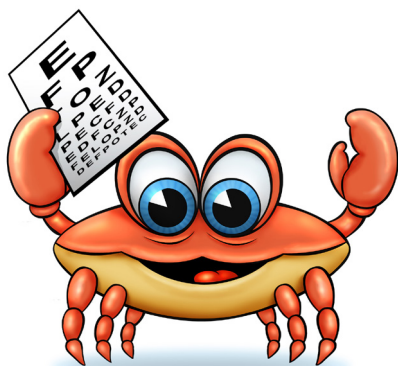
Mark added: "Cromer hospital is such an important part of the north Norfolk community and it's fantastic that it is celebrating 150 years of providing care."

Anita Martins, Matron for Cromer Hospital said: "It's been a fantastic few years in the new hospital and we're absolutely delighted to be celebrating Mark as our 1,000,000 patient!"

"We've got so many amazing services on offer at Cromer, and it's important to celebrate how important they are for our patients."

Iain Young, Cromer Hospital Operational Manager said: "Cromer Hospital is such a cherished facility in the local community and this year we are thrilled to be celebrating both the 1,000,000th patient in the newly developed hospital, and the 150th anniversary!"

## Cromer Hospital Fete 2017



The 'Great Cromer Bake Off', a display of medieval armour and a children's tombola are just some of the activities on offer at this year's Cromer Hospital Fete. The event takes place on Saturday 24th June between 10am and 3pm and there'll be lots of fun activities for all the family to enjoy. There will also be cake and other birthday treats on offer as Cromer Hospital celebrates its 150th anniversary. Hospital Radio will be providing musical entertainment throughout

the day and visitors can also enjoy hearing more about the history of the hospital with photographs and information on display.



**The Pulse Special Edition:**  
150 Years of  
Cromer Hospital  
Coming soon...

