

THE **Pulse**

Issue Number 65
Summer 2013



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



**Brand new
heart suite
is officially
unveiled, p8**

**Plus,
The new face of
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host clinic in Cromer,
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NORFOLK AND NORWICH UNIVERSITY HOSPITAL

Colney Lane, Norwich, Norfolk NR4 7UY

Tel: 01603 286286 www.nnuh.nhs.uk

Restaurant West Atrium, Level 1, open 7am–8pm

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

Deli food2go 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

Serco helpdesk (for housekeeping, porters, catering and maintenance): ext. 3333

Security ext. 5156 or 5656

Lost property 01603 287468 or ext 3468

Reception desks

East Atrium Level 1: ext. 5457 or 5458 (open 24hrs)

West Atrium Level 1: ext. 5462 or 5463

Out-patients East Level 2: ext. 5474 or 5475

Out-patients West Level 2: ext. 5472

Patient Advice and Liaison Service (PALS)

For confidential help and advice call 01603 289036 / 289045

Travel Office for car parking permits, ID badges, keys to cycle sheds, use of pool cars and Trust bicycle, public transport information: ext. 3666

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

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

Sir Thomas Browne Library open Mon–Thurs: 8.30am–5.30pm, Fri: 8.30am–5pm

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, 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

Open Day & Fete a hit with families

Over four thousand people came along to the Norfolk and Norwich University Hospital (NNUH) at the Open Day and Fete at the end of June.

The day had a sporting and healthy lifestyle theme and kicked off with a 5km fun run in aid of the hospital's Targeted Radiotherapy Appeal.

Families enjoyed seeing behind the scenes of an operating theatre and getting hands on with attempting key hole surgery. A careers fair was also held and was extremely popular with members of the public who wanted to find out about the range of jobs available at NNUH.

Anna Dugdale, Chief Executive of NNUH said: "Our open day and fete is a great opportunity for us to welcome in the local community. The weather held out and we raised several thousand pounds for our Targeted Radiotherapy Appeal including a number of generous donations for which we are extremely grateful. It was great to be able to show case some of the fantastic facilities we have at NNUH. I'd like to thank all of our staff and volunteers who made the day possible."



LETTERS

Dear *Pulse*,

The staff of Hethel ward have been more than excellent in their care for my wife before and after her death. They treated her with skill, compassion and respect.

They also kept my daughters and I informed about all that was happening and looked after and

comforted us when my wife died.

Yours sincerely,
J. Neilson.

Anna Dugdale,

Thank you so much for *The Pulse*. I find it instructive and a real pleasure to read.

Yours sincerely,
James Davis.

Dear Madam,

I would like to say thank you so much for all the wonderful care I received in the Norfolk and Norwich Hospital during my stay in January.

In the accident and emergency department I received consideration and care from Mr Hingham and the orthopaedic team,

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



Our hospitals provide a very important service for the people of Norfolk and Suffolk. Fellow citizens are greatly reassured to know that we are here to help them



when they, or their families, need it. We all have an interest in health and the standards of care in our local hospitals. My father, wife and children have all been treated here and we've been delighted with the care we have received. I'm proud to be part of the team whose role it is to make sure we deliver excellent care for patients and their relatives when they need it most.

The world of healthcare is moving rapidly driven by new technologies and techniques that are having a huge impact on what we can do. Particularly surprising to me is the development and expansion of day care procedures. I was lucky enough to officially open the new cardiac suite a few weeks ago, which enables us to treat people with complex heart rhythm problems, closer to home. Particular thanks goes to the generous fundraisers behind the Norfolk Heart Trust and best wishes to our team of highly skilled experts who have already started to use the new equipment. It's fantastic that people from Norfolk and Suffolk can now come here for the procedure and be home again a few hours later.

Being treated in hospital can be a disorientating experience for many people, so the psychological wellbeing of our patients and their relatives is also of upmost importance. The new, beautiful, Chapel Garden is a calm and comforting place for patients and relatives to sit and reflect, in sadness and in happiness. Congratulations to all involved in creating such a wonderful space for everyone to share.

I look forward to meeting more of you over the coming months and finding out more about the great services you provide.

JOHN FRY

Chairman, Norfolk and Norwich University Hospitals NHS Foundation Trust

doctors and nurses and x-ray staff.

On the wards, mainly Gateley ward, I was so wonderfully looked after, with kindness and care by the ward sister, the nurses and everyone. I cannot speak too highly of everyone.

Thank you so very much, with good wishes,

Betty Pickering, a "rusty" nurse.

Fete baby!



Congratulations to Diane Smith, Discharge Operational Lead, and her husband Dan, on the arrival of baby George who was born on 29th June weighing 5lb, 4oz.

Diane unexpectedly went into labour six weeks early, as she was getting ready to help out at the fete, and George arrived before the fete even ended! Congratulations and best wishes from all at NNUH.

Our thanks to...



- **Sean Aldred and Chris Pembroke**, who successfully completed an 800 mile bike ride from Norwich to Paris and back raising almost £4,000 for the Neonatal Intensive Care Unit (NICU), where Sean's son spent 12 weeks after being born three months prematurely.
- **The Racecourse Quilters**, who raised over £3,500 in memory of their founding member and late president Karen Mortimer, to buy equipment for the Stroke Unit.



- **Peter Jackson and Broadland MG Owners Club**, who donated £1,500 to the Weybourne Day Unit in memory of Peter's wife, Judith. Peter and club Chairman David Johnson, presented £1,000 raised by the club to Dr Epurescu (right) and Deputy Sister Harriet Andrews (left) whose teams, along with staff on Mulbarton ward, cared for Judith.



Pedal power for NNUH

Victoria Williamson, local Norwich girl and bronze medallist in the 2013 World Track Championships has got behind our Targeted Radiotherapy Appeal (TRA) by launching our fundraising Cambridge to Norwich bike ride.



The 77 mile ride is taking place on 29 September and takes in the stunning countryside of Cambridgeshire and Norfolk.

Money raised will go towards our £600,000 appeal so that we can provide facilities for a new type of radiotherapy called Brachytherapy, for patients with gynaecological and prostate cancers.

Brachytherapy reduces the number of treatments needed and will mean patients can have treatment locally rather than travelling to Cambridge or London.

Victoria said: "Having had personal experience of someone in the family with cancer I am really proud to be supporting my local hospital with this event and hope to take part in the ride myself."

To register for this year's Cambridge to Norwich Bike Ride visit www.bike-events.co.uk and or call Fundraising Manager, Louise Cook on 01603 287107 or email fundraising@nnuh.nhs.uk



Paul Thompson from Norwich has already taken on the Cambridge 100, the Tour de Tendring and the Essex County Ride this year, all in aid of the TRA, and he's topping it off with the Cambridge to Norwich Bike Ride.

Paul said: "Four members of our family have suffered from varying forms of cancer and have attended the radiotherapy suite at both the old N&N and the new one. My mother attended through 1974, and thanks to the team there she is still alive and well today. I am a keen cyclist and

wanted to do something to help the appeal and let people know why it is so important we get the new facilities at the NNUH."

To sponsor Paul visit www.justgiving.com/Paul-Thompson23

Special pain relief gadget fitted

An NNUH patient has become the first person in the East of England to have a new spinal cord stimulation system fitted, that is MRI compatible. Dr Michael Sidery, Pain Management consultant performed the operation on Hayley Waller (pictured below) by using a 'SureScan' technology system developed by Medtronic.

Photo courtesy of Eastern Daily Press / Antony Kelly



In the past, patients with spinal cord stimulators haven't been able to have MRI scans due to the high magnetic forces used in the scan and concerns about device safety. This new system is MRI compatible by turning the device into a 'SureScan' mode, similar to turning a mobile phone to 'airplane mode'.

Dr Sidery said: "MRI scans are becoming the imaging investigation of choice in many illnesses; the fact that patients had to choose between long term pain relief or having MRI scans made these stimulators an imperfect solution for many patients. With the SureScan system patients no longer have to compromise particularly those with long term conditions requiring MRI scan surveillance."

Hayley said: "I have previously had MRI scans to try and find out the cause of my leg pain so it's great that I have had this implant fitted and can still have MRI scans. I'm really impressed with the relief this procedure has given me. I now rate my pain much less than it was before I had the implant and I have already stopped taking some of my pain killers."

Gastroenterology training to be offered nationally

The Endoscopy training centre at NNUH recently ran its first ever practical hands-on colonoscopic polypectomy course. Trainees learnt the complex skills required to remove polyps from colons on realistic models. This provides a safer and more controlled environment to practice techniques that can result in injury if not done correctly. The first course was facilitated by the training centre leads Drs Richard Tighe and Ian Beales and nurse training lead Jane Cook. Additional courses are planned for later in the year and will be open to all endoscopy trainees nationally.

Part of the funding for the course came from the award of "Prize for Innovative Teaching" by the East of England Deanery. It's the fourth consecutive year the Norwich Endoscopy Training Team have won the award.

Dr Beales has also recently been elected to take over the prestigious role of Chair of the Trainees section of the National Endoscopy Training Body, where he will help lead further initiatives and oversee the governance and implementation of Endoscopy training nationally.

Dr Beales said: "These recent developments highlight the continued excellence of Norwich as a centre for both teaching and service in Endoscopy."

Dates for your diary:

Council of Governors

Council of Governors meetings will be held in the Boardroom, Level 4, West Out-patients, at the Norfolk and Norwich University Hospital, Colney Lane, Norwich, NR4 7UY.

- 2pm to 4pm on 25th July 2013
- 12:30pm to 2:30pm on 19th September 2013

Space is limited at Council of Governors meetings, please contact the Membership Office to book a place on membership@nnuh.nhs.uk or 01603 287634.

Annual General Meeting

Our AGM will be held at 3:30pm on 19th September in the Benjamin Gooch Lecture Theatre.

Medicine for Members

There will be a Medicine for Members talk on organ donation from 6pm to 8pm on Thursday 14th November in the Benjamin Gooch Lecture Theatre at NNUH. The speaker will be Marie Garside, Specialist Nurse Organ Donation, who will explain what is involved and help to bust the myths around organ donation.

Art Exhibition

The Friends of the Norfolk and Norwich University Hospital will be holding an art exhibition and sale at The Forum in Norwich from 21–25 August 2013. All proceeds will go to support the work of NNUH.

Tell us your opinion

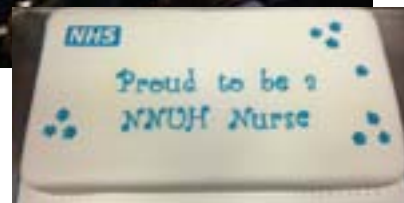
We are encouraging patients to share their experiences about their care at Norfolk and Norwich University Hospital and Cromer Hospital. Patient Opinion is an impartial online service which enables patients and carers to share their experiences anonymously. Go to www.patientopinion.org.uk and click on "Tell Your Story".

Best Research Paper

Congratulations to Dr Zafar Ahmad in Orthopaedic Surgery who has won the Benjamin Gooch Prize for the best research paper submitted by a member of Junior Medical Staff.

Nurses Day celebration

The amazing roles of our Nurses and Midwives were celebrated at the Trust's first ever Nurses Day event in May. Ruth May, Regional Chief Nurse gave a talk on nursing values and David Prior, former Chairman of the Trust, now Chairman for the Care Quality Commission also spoke about the changing role of nursing in our hospitals. There were also lots of displays about career opportunities and continuous professional development. Plus, three nurses each won £30 for their Best Nursing Tip:



- **Top inspirational tip** by Lauren Andrews, Student Nurse: "Watch people on your ward and see who inspires you. Ask them if you can shadow them or talk to them about their experiences and their advice. Particularly if you think they show compassion – I believe compassion can be learned if modelled!"
- **Top tip to get you through your shift** by Ellen Ballentyne, Sister, Genito-Urinary Medicine: "If you suffer from static on your dress against your lycra tights, rub hand cream on your tights (on your thighs) – stops static! Also, cold fruit salad gets you through that 4 o'clock in the night dip."
- **Top feel good tip** by Sylvia Webster, Venous Thrombo-Embolism Nurse: "Catch yourself a smile – it's contagious! It will lift your spirits and those around you and also cheer up patients and relatives. Smile if you can, throughout your shift and see what happens!"

Planning is already underway for next year's event!

Congratulations Lynn!

Ninety year old Lynn Turner who has volunteered at NNUH for 24 years has been presented with a Community Volunteering Award which honours people across Norfolk who give up their time to help services within the community.

Sally Knights, Voluntary Services Manager at NNUH nominated Lynn, and said: "Lynn offers an extremely professional and informative front of house service and always greets our patients with good humour and a smile!"

"Her commitment and reliability is inspiring. She always puts our patients

first and reflects perfectly the special caring ethos that the NNUH strives so hard to provide. She is an amazing lady! And... she makes a real difference!"



Lynn attended a special ceremony and said: "Many of the guests, when they learned I was a hospital volunteer, expressed their thanks and wholehearted

appreciation for the wide-ranging contributions made by us all.

"I was again reminded of what it means in terms of heightened anxiety and apprehension for many people when they walk through our doors. As volunteers we are probably not viewed by most as having a 'medical tag' and thus possibly are seen by patients and visitors when they are in hospital as being more like them. Perhaps one of the contributions volunteers do make within the hospital is providing degrees of reassurance for our concerned patients."

Sexual health clinic is young people friendly

The Contraception and Sexual Health Clinic run by NNUH has been presented with a 'You're Welcome' award which shows its services are young people friendly.

The clinic, based at Grove Road in Norwich, offers a range of confidential services including offering all methods of contraception and counselling about unwanted pregnancy and sexual health problems.

The Sexual Health Promotion Unit gave training to the clinic's receptionists and front line staff.

Dr Catherine Schunmann, Consultant in Sexual and Reproductive Health, said: "The training made us think about how we do things, and we've objectively looked at how we respond to our patients' needs. It's important that our patients feel comfortable talking to us about their health care needs, especially when they are feeling vulnerable and sensitive."

'Champion' Dawn wins award

Assistant Director of Nursing, Dawn Collins, has won the NHS Employers Personal Fair and Diverse individual award for her commitment and that of the Trust, to equality and diversity in the care of patients and in the workplace. Dawn worked closely with Stonewall last year on a programme to improve health services for lesbian, gay, bisexual and transgender (LGBT) people. She was also behind the development of the Trust LGBT support network which was set up in 2012 by staff.

Emma McKay, Director of Nursing, said: "It's great for Dawn's work to be recognised. A vibrant and committed network has been established at the Trust now for the benefit of both patients and staff."



New Chapel Garden offers peace and tranquillity

A new courtyard garden has opened at the NNUH thanks to a charitable donation which has been facilitated by Nick and Kim Brighthouse. The garden has been created in memory of Kim's late husband Stephen and her son Alexander Kirby who both died tragically following a fire in 1994 when the family was on holiday.

Kim volunteers at the hospital and realised how much a Chapel Garden would be valued and appreciated. She said: "I wanted to create a sanctuary out in the fresh air where people could take time out to relax, reflect and find some calm." Eleanor Langan, lead Chaplain at NNUH, said: "This beautiful garden is a quiet, tranquil place in the heart of the hospital where patients, visitors and staff can spend time reflecting and may find strength, hope and peace."

The design, build and opening of the Chapel Garden was organised by the Hospital Arts Project. Emma Jarvis, Hospital Arts Co-ordinator, says: "The focal point of the garden is a large Wish Tree sculpture surrounded by the words Faith, Hope and Love."

"The presence of water in the garden symbolises eternal life and circles the garden which is planted in restful colours.

There were so many people who contributed to the garden and the result of their work is truly stunning."



Local garden design and landscaping company, Plan to Garden, designed the Chapel Garden last summer and started construction in November 2012 with extensive groundworks being carried out through the winter. The tree was designed by Emma Jarvis, the Hospital Arts Coordinator and made by local blacksmiths at Fransham Forge.

Photos by M.Robinson Photography
www.mrobinsonphotography.co.uk

Above, from left to right, Emma Jarvis, Kim Brighthouse and Rev Eleanor Langan.

Above left, guests at the official opening were invited to tie ribbons to the Wish Tree to represent any private prayers or wishes.

A new service which treats around 160 patients with abnormal rapid heart rhythms every year has been marked with the official opening of the new Cardiac Electrophysiology (EP) catheter lab suite at the Norfolk and Norwich University Hospital.

Normally our hearts automatically speed up and slow down according to our bodies' needs, but some people have an electrical short circuit in their heart which causes it to race quickly. These abnormal heart rhythms are known as arrhythmias.

Until recently, patients with these types of conditions had to travel to Cambridge or London for specialist treatment. That's why in November 2010, the Norfolk Heart Trust (NHT) charity launched the Sparks4Hearts appeal to raise £400,000 to purchase the equipment needed to treat heart rhythm disorders.

As the funds started to come in the following year, the NNUH started to slowly introduce the new service. Now the lab is fully kitted out with all the state of the art equipment for electrical testing and ablation, and we are now offering a more comprehensive service and can treat patients with more complex issues.

Sixty-four year old David Spooner didn't know anything about his heart condition until he fell ill in March this year. After collapsing, he was brought to A&E and following an ECG, doctors told him his heart rate was 130 beats

per minute, substantially higher than a normal resting heart rate of around 60–70 beats per minute.

David says: "I've been told it was like I was running a marathon 24 hours a day! I felt horrendous, I was hot and sweaty and I was worried because I didn't know what was happening."

Initially David was given medication to keep his heart rate under control, but it had little impact, and over the next few months after several bad episodes, he had five cardioversions, where electrical pads are used to shock the heart back into a normal rhythm. Unfortunately they only worked for a couple of days and again David's heart would go back to 130 beats per minute and his symptoms of feeling hot, sweaty and waking up in the night with a racing heart, would come back.

With the advice of Consultant Electrophysiologist Dr Julian Boullin, David had a two hour ablation operation in the new Cardiac EP operating suite last month. The key-hole procedure has been developed to identify the short circuits within the heart responsible

for abnormal rhythms and then to permanently stop them.

Dr Boullin says: "The procedure involves using a combination of x-rays and electrical information from electrodes on the end of a fine wire which we insert through a blood vessel

New heart



suite opens



can no longer pass through it, which in turn stops the difficult symptoms for patients.”

For David, the procedure couldn't have been more of a success. “I was awake throughout and they told me all that was happening. Dr Boullin was absolutely brilliant. Jayne, the nurse was fantastic; she explained what was happening and was with me throughout,” says David. “I was home about five hours after the operation. I've also been so well looked after by Simon in Cardiology out-patients. I can't thank them all enough. If every operation that took place was like that, no one would ever need to be scared!”

The procedure is fairly low risk and treats a broad range of ages from young to old. David now feels much better and except for regular blood tests and a few follow-up appointments, he says he's enjoying getting his life back,

“I really feel a difference. For three months I went through hell. It's lovely to feel normal again.”

Dr Boullin is pleased with David's results, “90–95% of patients with Supraventricular Tachycardia (SVT) who have the procedure are cured and

won't then need to take medication for the rest of their lives. It's rewarding for patients and for myself, by getting rid of difficult symptoms that affect their quality of life.”

Dr Boullin is hoping the new suite will also mean patients with even more complex heart conditions like Atrial Fibrillation will be able to have treatment at NNUH in the near future. He says: “Now that we have this equipment, we can do more complex procedures and we're looking to broaden the scope of work that we can do and the number of patients we can treat.”

Members of the NHT attended the official opening of the suite on 6th June. Dr Iain Brooksby, chairman of NHT, says: “More equipment will still be needed in the near future to continue to develop the EP service so we have decided to keep the Sparks4Hearts appeal open and the Norfolk Heart Trust will continue its long-term commitment to provide financial support for all aspects of the treatment of heart disease in Norfolk.”

Dr Tim Gilbert, clinical director and consultant cardiologist at NNUH thanked the NHT and said: “We are very grateful to the NHT who had already raised an incredible £1million so that NNUH could offer angioplasty and stenting, and for raising nearly £400,000 so that we can now also offer EP. We couldn't offer these services without their continued support.”

in the groin. We then carry out a series of electrical tests to see what's causing an abnormal heart rhythm.”

He adds: “The ablation involves heating up a small part of tissue in the heart so that we damage that point, so that the abnormal electrical signal



Left, NNUH Chairman John Fry and Chairman of the NHT, Dr Iain Brooksby officially open the new suite.

Far left, David Spooner with his wife and daughter.

Right, David Spooner with the team who have cared for him, Dr Boullin, Jayne Woods and Simon Bowles.



Photos by Keiron Tovell

The new face of

Famous local chef, Richard Hughes, owner of The Lavender House restaurant and award winning cookery school in Brundall, has teamed up with Serco and NNUH to improve hospital food.

Serco, who run the hospital's catering service, launched the project, after feedback from the Trust's patient experience surveys highlighted food as something which could be improved. Richard's expertise is helping shape new menus for patients on the wards, as well as for visitors and staff who use the hospital's restaurant.

In June, Richard and two of his chefs took over the kitchen for lunch service, serving up three beautiful dishes you would usually find in his top restaurant. On the menu, seared salmon with new potato tartare, Norfolk asparagus and a basil dressing, spiced coriander chicken with Moroccan flat bread and cous cous with yoghurt and mint, and sage and roasted garlic gnocchi with tomato and red pepper fondue, spinach and

“food is an essential part of getting better, both physically and emotionally”

roasted onions. The event was a huge success!

Over the next few months, Richard will be training up the Serco teams, using techniques from his cookery school and Serco is also having customer service training.



Above, Richard gets to work in the kitchen cooking the chicken.

Left, the Lavender House and Serco team at the end of service.

Above right, Richard's Lavender House chef plates up.

Right, the new menu.

hospital food



Patient experience update

The changes to hospital food have been inspired by patient comments collected through the Friends and Family survey. Each month our volunteers speak to more than 1000 patients as they are discharged from hospital and their views are collected on an electronic tablet. We also carry out telephone interviews after patients have left hospital. The feedback helps the hospital to improve our services.

As part of our patient feedback programme, nine more out-patient clinics will begin using the Friends and Family survey from September. Postcards will be available for patients to complete. There is also an online survey and App available to give patients a choice about how they respond.

A new 28 dish menu, which Richard had input in, is being trialled on a small number of wards before it will be rolled out across the hospital. The changes you will notice include more focus on local ingredients and more in-house production, for example, of soups, salads, sandwiches and cold desserts. There are also more hot meal options, of a higher quality and the menu caters for different diets and provides different textures for patients with swallowing difficulties.

Nayab Haider, Serco Contract Director at NNUH, said: "We are delighted to be working with Richard who shares our passion for food," while Richard Hughes added: "This is a fantastic opportunity and I'm really excited to work with such a great team and to be part of a project that could really make a difference to lots of people."

Director of Nursing, Emma McKay, has also welcomed the move and said: "The food served at hospital is hugely important. When you're feeling ill and trying to recover, food is an essential part of getting better, both physically and emotionally. We often have to tempt people to eat and the challenge is for the menu to do that. The changes are very positive and it's exciting for everyone involved from the kitchen staff to the patients."



London hospitals hold Cromer outreach clinic



Great Ormond Street Hospital (GOSH) and Guy's St Thomas' Hospital (GSTT) held their first ever outreach clinic for young patients with a rare skin condition at Cromer Hospital in May.

The clinic was for young people with Epidermolysis Bullosa (EB), sometimes known as 'butterfly children' because of their very fragile skin. Consultant Dermatologist Dr Jemima Mellerio from GSTT and Consultant Paediatrician Dr Anna Martinez from GOSH liaised with the NNUH dermatology clinical director, Dr Nick Levell, to set up the clinic in Cromer. It was also supported by EB charity DEBRA which provided additional funding.

Patients with this rare skin condition can find travelling difficult because long journeys can cause friction leading to blistering and sores on their delicate skin on the hands and feet. The outreach clinic gave patients the opportunity to see London specialists close to home and the dermatology team a chance to share experiences and learn from national experts.

Specialists at GOSH see children with EB and adult patients are seen at GSTT. The hospitals hope to set up further outreach clinics in other areas of the UK. After the success of this clinic, plans are in place to hold further clinics in Cromer.

Dr Nick Levell said: "We were thrilled to have the opportunity to bring this service and these experts up from London for our local patients. We look forward to working closely with our GOSH and GSTT colleagues in the future."

Watch this space...

We are pleased to announce extra out-patient clinics will be offered at Cromer this summer in general surgery, vascular surgery and upper GI and dermatology. Additional endocrinology and pain management clinics have already been introduced. We also hope to be able to offer some simple chemotherapy treatments and new treatment for some forms of macular degeneration, and continue the roll out of our static mammography and bone density scanning services.

THE PULSE

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Please send your contributions for the next issue to:

communications@nnuh.nhs.uk

• **THE PULSE** is funded entirely from donations and not from NHS funds.

WELCOME

...to the following consultants who recently joined the Trust: **Dr John Baldry** (Accident and Emergency); **Dr Michael Irvine** (Anaesthetics Consultant); and **Mr Nuwan Niyadurupola** (Ophthalmology) and **Mr Richard England** (Paediatric Surgery).

FAREWELL

...to the following long-serving staff who have recently left the Trust: **Dr Mary Roche**, Associate Specialist, (20yrs); **Christine Marr**, Biomedical Support Worker, (21yrs); **Les Samuels**, Advanced Specialist Radiographer and **Rachel Hall**, Biomedical Scientist, (22 yrs); **Janet Alison**, Senior Healthcare

Cromer Hospital scoops two awards

Cromer Hospital has won two Local Authority Building Control (LABC) East Anglia Building Excellence Awards.

The awards recognise projects that have been built to high standards and demonstrate innovation and sustainability in design. The hospital won in the technical innovation and community project categories.

Helen Lloyd, Operations Manager at Cromer and District Hospital said: "Our contractor Mansells and the Trust are delighted and we'll be putting copies of the winners certificate on display in the building."

The building will now be entered into the national finals in the Autumn.



Assistant and **Kathrin Arthur**, Medical Secretary, (23 yrs); **Hilary Brown**, Medical Secretary and **Glynis Wivell**, Radiology Academy Manager, (24 yrs); **Maureen Irvine**, Sister in CCC **Joan Cairnes**, Staff Nurse, and **Bonita Wood**, Staff Nurse, (26 yrs); **Jane Earl**, Staff Nurse, (30 yrs); **Anne Long**, Assistant Practitioner, (31 yrs); **Margaret Clements**, Coding Manager, (33 yrs); **Lee Woodhouse**, Staff Nurse and **Liz Hughes**, Deputy Head of Radiotherapy, (37 yrs); and **Linda Alderton**, Sister, (39 yrs).