

# THE PULSE

Issue Number 82  
Summer 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



**NORFOLK AND NORWICH UNIVERSITY HOSPITAL**

Colney Lane, Norwich, Norfolk NR4 7UY  
Tel: 01603 286286 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

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For confidential help and advice call 01603 286808 / 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,

Over the last nine months I have attended a myriad of appointments at the Norfolk and Norwich University Hospital.

I want you to know that I am most impressed with all the treatment I have received from the many departments and specialist teams.

I have been comforted by the consistently high standard of care I have received from the following departments, specifically: respiratory; rheumatology; gastroenterology; thoracics and x-ray.

All the hospital porters - whose good humour as I was transported around the hospital took my mind off my discomfort.

Same Day Admissions Unit - an excellent integrated process that lessened my concerns at the thought of being operated on.

Coltishall Ward - all members of the team who work long

hours but provide consistency and individual care, which is very important especially in the post-operative recovery phase. Their positive attitude was in evidence as much towards the end of their shift as it was at the beginning.

Every member of your team I came into contact with gave me time, answered questions, treated me as if I was their only patient at that time and were knowledgeable and informative.

Please pass on my thanks and gratitude to the various teams for a job well done. They do your hospital proud.

Kind regards,  
Anne Good



**Social media @NNUH**



Been taking my dad to radiotherapy appointments all week, a truly humbling experience, @NNUH do a fantastic job, thank you so much #NHS

@I\_Scott\_Macleod, Twitter

Massive #thankyou to the @NNUH drs and nurses, superb treatment when I was taken ill with my heart condition on holiday.

@KtMiller25, Twitter

Massive thank you to all the staff at the N&N today. Assessed, x-rayed and looked after very quickly. They could not have been more helpful.

Simon Taylor, Facebook

Big thanks to the wonderful team of drs, nurses and volunteers on Buxton @NNUH for taking such good care of my daughter and I this week

@angelicangie, Twitter

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

## Fun in the sun at NNUH Open Day and Fete



More than 5,000 visitors attended the NNUH open day and fete in June. Visitors were able to see what goes on behind the scenes at the hospital, browse the fete stalls for cakes and crafts, enjoy the live music, and look around the careers fair.

Fundraising Manager Louise Cook, said: "We love to welcome visitors to the hospital site to find out more about what we do and help us to raise thousands of pounds for the hospital charity at the same time. This year we're delighted to have raised more than £4,000 and would like to thank

everyone who attended for their generosity."

Key attractions at the event included the offer of a free NHS health check, seeing the skin cancer microscope in action, making a plaster mould of your hand, taking your Teddy for an X-ray and meeting the Scratby Donkeys. There was also an opportunity to meet FRED the pharmacy robot and tour the cancer treatment centre. The Army Reservists provided visitors with the chance to test their climbing skills with a mobile climbing wall.



*Bertie Bishop enjoying the Teddy X-ray*

One of my key objectives on joining the Trust a little under two years ago, was to give more emphasis to our academic mission as one of the country's leading teaching hospitals. This edition of the Pulse highlights the progress we are making.

We take a look at research on treatments for patients and some examples of the work of our talented staff here at Norfolk and Norwich University Hospitals.

The cover and pages 6 and 7 feature a well-attended community event we held here at the N&N to mark Dementia Awareness Week in May. It provided the public with information, access to help from relevant organisations and guidance to support people with dementia and their families and carers.

It was a tremendous day – there were staffed information stands from 20 different organisations, interesting talks for the public and a Pop-Up Café with free tea and cake and a chance to have a chat with friends and family. It was such a success with so many people asking us to run a similar event in 2018 that we are already planning the next one!

On pages 8 and 9 you can read all about the ground-breaking Norfolk Diabetes Prevention Study which is one of the largest diabetes prevention research studies in the world. It has just finished recruiting having screened more than 13,000 participants at risk of diabetes in Norfolk, Suffolk and North East Essex. Benefits are already being enjoyed by those taking part and I'm sure the study will have a wealth of insightful and beneficial findings as it progresses.

Finally I want to mention our PRIDE Awards which we celebrate on page 13 with an article marking the first year of the awards since they were launched. Every month I never fail to be impressed by our staff when I see the heart-warming and compelling nominations for staff who embody our PRIDE values: People-focused, Respect, Integrity, Dedication and Excellence. I am honoured to be the CEO of this hospital.



**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...



BRIAN COTTRELL



SUNSHINE LADIES



CLLR MIKE BARDWELL



DISS & DISTRICT ROTARY



BRANDBANK

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

Sensory Room

We are delighted to have opened a new therapeutic sensory room, which will provide a relaxing environment for young patients undergoing intensive treatment.

The facility has been made possible by a £8,750 donation from the Lions Club, who this year, will be



celebrating 100 years of voluntary service.

Chris Hamlin's Cycle Tour



Chris Hamlin and Mark Colman arrived safely back at NNUH after

cycling to five capital cities over seven days, taking in London, Paris, Luxembourg City, Brussels, Amsterdam.

The pair raised more than £3,000 for the Jenny Lind Children's department and the funds raised will be used to purchase additional vapotherm units which provide support for patients with breathing difficulties.

Onesie Walk 5

2017 was the most successful year ever for Onesie Walk 5 raising £2,841.69! We have now raised £10,000 over five years. Thanks to Phil, Adam, Stretch, Lu and the many others who organise and take part in this event.



Amazon Wish List

Our Amazon Wish List can be found at: [amzn.to/2tZ8PBu](https://amzn.to/2tZ8PBu)  
Here is a selection of some of the gifts we have received so far



Thanks to everyone who supported the Angela Amies Memorial Bike Ride, all monies and items donated will go towards our Weybourne Day Unit; Mr Ford from Long Stratton; Godrics Cycle group; B&B Ball organised by Julie Sapey; Morrisons at Riverside; Jean Hoy; Eve & Rod Bridger; Sunshine & Stars Holiday Club; Wendy Smith; Jayne Lindsay; Chris Spinks, from one of Norfolk's Masonic Lodges; Stephanie Anderson; Mr Goodall.

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.

## Outdoor gym installed at NNUH

Staff at NNUH have recently celebrated the opening of a new outdoor gym facility on the hospital site.

The gym has five exercise machines, including an air walker and a workout cycle, and was designed to be accessible to all adults. It is situated near to the perimeter tarmac path which circles the hospital

This facility is free for staff, patients and visitors and has been funded by charitable donations. The new gym forms part of the Trust's commitment to the wellbeing of staff and public.

Emma McKay, NNUH Director of Nursing said: "We are delighted to be able to provide this free outdoor facility which can be accessed by staff and members of the communities we serve. In doing this we can promote the importance of physical activity and the wellbeing of those who use it."



## Farewell to longstanding NNUH staff

**Chris Parfitt**, Matron for Respiratory Medicine, has just retired from the Trust after 33 years of service. She was joined by many colleagues in a surprise farewell event at the end of June.

Karen Hall, Hethel Ward Sister, who has worked with Chris for 25 years, said: "After qualifying, Chris has dedicated the last 33 years of her career to respiratory medicine and to NNUH and we will miss her greatly."



Theatre Technician **Julian Gant**, 65, is retiring from the NHS after 46 years' service. Julian, who lives in Aylsham and has two daughters, joined the N&N in 1970 and has a good knowledge of all the hospitals in Norfolk. He said: "Early on in my career, I worked at all the small hospitals in Norfolk including Kelling, Cromer, North Walsham, Aylsham and the West Norwich. Later on I was based at the old N&N before transferring to the new site."

Justin Warr, clinical leader in orthopaedic theatres said: "Generations of surgical staff owe a big thank you to Julian for all the knowledge he has shared over the years. He has made a huge

contribution to this hospital and it has been a great pleasure to work with him."

Julian, pictured below, is planning a series of trips across the world in his retirement starting with Holland, followed by a cruise, a trip to Africa and then Barbados.



## Dates for your diary

### AGM

This year's AGM will be held on **Monday 25th September 2017 at 4.30pm** and will focus on cancer services and an update on Cromer Hospital.

### Council of Governors

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

- **12th October**

### Trust Board

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

- **29th September**
- **24th November**

As space is limited at these meetings, please contact the Communications Team to book a place via

**communications@nuh.nhs.uk**



# Organisations come to to highlight support at N

More than twenty public sector and community providers joined the Norfolk and Norwich University Hospital on Monday 15th May to mark Dementia Awareness Week 2017 at the NNUH Dementia Information Fayre.

Organisations held information stands to highlight what dementia support they have to offer in Norfolk to those living with dementia and their families and carers. Teams from NNUH were also on hand to show what dementia support the hospital offers including stands hosted by the NNUH Library, Allied Health Professionals (AHP), Nursing, Research and Dementia Support.

As part of the day, those visiting the fayre also attended various talks for the public hosted by Dr Muhammad Rafiq, Consultant Neurologist and Honorary Senior Lecturer at NNUH, Heather Edwards, Lead of Come Singing and Music Mirrors, Lorna Wilson, NNUH Head Librarian, Dr Jay Foden, NNUH Older

People's Medicine Speciality Registrar and Dr Sarah Housden, Senior Lecturer, School of Health Sciences, UEA.

Those living with dementia and their families and carers were also able to enjoy complimentary teas, coffees and cakes at the pop-up café in the centre of the fayre all whilst enjoying musical entertainment provided by Jeremy Over, NNUH Director of Workforce and Heather Edwards on the piano and a performance by the hospital choir too.

Dianne Fernee from Wymondham Dementia Support Group said: "We have really enjoyed taking part in the NNUH information fayre. Dementia affects so many people in Norfolk and the event has been a great opportunity to speak with people about what dementia support our group offers."



The dementia support team showcasing the bun project, where patients and staff came together



Consultant Neurologist, Dr Muhammad Rafiq gives a public lecture for visitors



NNUH Dementia Services Manager, Liz Yaxley, f

# isations ogether ht dementia NNUH fayre



The bunting made as part of the community bunting project to promote dementia awareness



Liz Yaxley, far right, enjoys tea with visitors to the fayre

Liz Yaxley, Dementia Services Manager said: "The fayre really highlighted just how much is going on in Norfolk when it comes to supporting those living with dementia. NNUH has the largest Older People's Medicine department in the country and we wanted to hold an event that gave those affected by dementia access to information about the projects and initiatives going on in the local area.

"The talks for the public held in the Benjamin Gooch Lecture Theatre were very informative and featured guidance and practical tips about dementia support. I'd like to thank all our speakers who gave up their spare time to support the event."

Liz added: "The musical entertainment and pop-up dementia café added to the event atmosphere and I would like to thank all those who have made it such a wonderful event: to Claudia Rumford, NNUH Dementia Support Worker who organised the dementia bunting project. The project showed just how much everyone came together to promote dementia awareness, and Claudia's amazing efforts made it all work so well! Thanks to Serco for providing teas and coffees, to Morrisons for providing delicious cakes, and to our NNUH volunteers who helped with the smooth running of the day."

Emma McKay, NNUH Director of Nursing said: "The information fayre has been a true example of why it is so important to work together to make services and information accessible to those affected by dementia. I want to thank all those teams involved for making it such a big success."



Amelia Worley from Age UK Norfolk talks to visitors

Special thanks go to all the external organisations and providers who came in to hold information stands and highlighted why dementia awareness and support is so important to those living in Norfolk.

These organisations include: NorseCare, Norfolk County Council, Age UK Norfolk, Norfolk Carers Support, CRN Eastern, South Norfolk Council Independent Living Team, Age UK Norwich, Alzheimer's Society, Norfolk Adult Social Care, Age Concern Swaffham & District, Dementia UK, Carers Trust Norfolk, Wymondham Dementia Support Group, Equal Lives, Sprowston Dementia Friendly Community, Parkinsons UK, Health Watch, Independence Matters, Phoenix Futures, Andrew Frederick Adult Support, Home Instead and Voluntary Norfolk.

One of the largest diabetes prevention research studies in the world has just finished recruiting after screening over 13,000 participants at risk of diabetes in Norfolk, Suffolk and North East Essex.

The Norfolk Diabetes Prevention Study (NDPS) has been successfully recruiting volunteers through 135 GP practices in the three counties for five years. The team has written to more than 144,000 people asking them to take part in the programme.

To date the programme has provided substantial data on; patient recruitment and retention methods, the effectiveness of lay trainers, GP practice engagement, research staff training and development, glycaemic categories, research IT and database development, study materials development, and delivery of new clinical interventions. The full results will be known early next year.

Participants at highest risk of developing Type 2 Diabetes were invited to take part in a three and a half year lifestyle intervention programme run at seven centres throughout Norfolk and Suffolk. Currently there are more than 1600

people taking part in this lifestyle intervention trial throughout the East of England. The trials involve group sessions to help people increase their physical activity, eat healthily and lose weight if needed. Some of the participants receive additional support between sessions from Diabetes Prevention Mentors (DPM)

A key element of the programme is the recruitment and training of these volunteer DPMs who have T2D themselves to act as mentors for the participants in the study. The role involves making telephone calls to support and motivate participants to make healthy changes to their lifestyle. The Mentors are not there to judge, nor offer advice, but to offer help and positivity to participants along the way.

The intervention involves participant empowerment, increasing motivation, self regulation

and making specific action plans to overcome barriers and make sustainable healthy lifestyle changes. The research team includes Diabetes Prevention Facilitators, Research Associates, Fitness Facilitators, nutritionists, psychologists, physiotherapists, registered research nurses, Research Healthcare Assistants and diabetes consultants.



Study participants enjoy a pilates session

Professor Mike Sampson, NNUH consultant and the programme's Chief Investigator, said "We are very pleased to get to the 13,000 mark which exceeded our original goal, and are very grateful to the more than 135 GP practices who have worked with us on this project. I think it's a good example of joint working between the Norfolk and Norwich University Hospital, the CRN, local CCGs and the University of East Anglia.

Senior Programme Manager and Principal Investigator Dr Melanie Pascale said: "The programme has been a huge success and I'm very proud of the team's hard work throughout Norfolk, Suffolk and NE Essex. The NDPS collaborative working on this programme is a great example of health care innovation within the Trust and a

good example of research as vital in providing the evidence we need to transform services, improve patient outcomes and provide value for money healthcare. Overall the feedback from participants has been very positive."

Professor Sampson and Dr Pascale would also like to thank our colleagues at the JPUH, Cromer Hospital, Ipswich Hospital Trust and within the CCGs. But most importantly a huge thank you to all the participants, volunteers and mentors who have taken part in this research programme.

The study has been sponsored by the Norfolk and Norwich University Hospitals NHS Foundation Trust and funded with around £3m from the National Institute for Health Research (NIHR).



Professor Mike Sampson



Dr Melanie Pascale



# Diabetes ion Study

“ My diet has  
changed  
completely ”

Joining the programme changed Patrick Thirkettle's way of life. Patrick (pictured below), who lives near Poringland, joined the diabetes course just over a year ago on the advice of his GP because his blood sugars were above normal. Aged 51, Patrick works as a Property Maintenance Supervisor and attends group education sessions every two months where he joins about 10 other patients for a session covering exercise and healthy eating.

Patrick says: “My diet has changed completely since I joined the programme and now I know far more about food labelling and how to look for sugar and salt content. This is something that everyone should learn at school. I enjoy my food just as much as I used to but I have cut down on biscuits and cakes. The knowledge I've gained means that I buy the right things when I go to the supermarket.” Patrick's blood sugars had returned to the normal range following a recent blood test and he is determined to maintain his healthy lifestyle changes on a permanent basis.



“ I've learnt such a lot ”

Vivien Parr (pictured right) is another participant in the study. Vivien has a family history of diabetes but was surprised to receive a letter from her local GP surgery notifying her of the NDPS and asking if she would like to consider having some tests with the NDPS team, with a view to participating. Being generally fit and healthy, Vivien was sceptical about whether she was susceptible to diabetes but decided to go for blood tests to confirm that there was no need for her to make any diet or lifestyle changes.

When the results of her blood tests came back with raised blood glucose level in a prediabetes range, Vivien was extremely shocked. She said: “I decided to go originally just to help out the clinical researchers at the NNUHFT, so when the tests came back showing that I was eligible to take part in the study and that I was at risk of diabetes I really couldn't believe it.”

Vivien, who is 66, went on to join the study in May 2016 alongside a group of 12 other participants starting the programme at the same time. “I've learnt such a lot so far on the programme,” she said. “What's been particularly interesting is learning about what Prediabetes and Diabetes really is in a language you can understand, and being able to positively change your habits.”



Since joining the study, Vivien has lost around two stone. Completing regular three-day food diaries has helped Vivien to identify where she could improve her diet and she has removed all snacks between meals as a result.

Vivien said: “I didn't feel unhealthy in the first place but members of my family have said that I look brighter and my mood has improved.

“I'm really grateful to have participated in the study; I've met some lovely people and I've learnt a lot. To know that I've made positive changes which will help to prevent my health from declining in the future is a great thing.”

At the time of Vivien's last monitoring clinic appointment, her blood glucose levels had reduced to those of a healthy adult. She's committed to continuing her new healthy lifestyle and is enjoying putting into practice everything she has learned during the programme.



*A classroom session on healthy lifestyle changes*

# Two wards officially reopen as part of NNUH refurbishment programme

Easton Ward and Mattishall Ward are the first two wards at the Norfolk and Norwich University Hospital to be officially reopened as part of a multi-million pound project which is refurbishing eight wards across the hospital. The refurbishment project is introducing a range of new features

on hospital wards to enhance patient care at NNUH, and is being carried out by Serco.

As part of the refurbishment programme, six more wards across the hospital will be refurbished and officially reopened during the rest of the year.

## Easton Ward

Easton Ward was officially reopened on Wednesday 28th June and was attended by Director of Nursing, Emma McKay, Divisional Operations Director for Surgery, Jo Segasby, Divisional Nursing Director for Surgery, Heather Watts and NNUH Public Governors. Easton Ward Sister, Amanda Cook hosted a tour of the ward for Mark Davies, John Fry and NNUH Public Governors, highlighting the new features and refurbishments of the ward and their benefits.

The Ward is a surgical emergency assessment unit and accepts referrals for emergency surgical patients from GPs, A&E, outpatient clinics and other hospitals.

Linda Page, Divisional Senior Matron for Surgery said: "We are delighted to be officially reopening Easton Ward. The team provides an outstanding service and the refurbishment will allow our clinical staff to continue to deliver a high standard of care to our patients and their families."



## Mattishall Ward

Mattishall Ward, which specialises in treating patients with respiratory conditions, was officially reopened on Thursday 6th July and was attended by Dr Frankie Swords, Chief of Medical Division, Emma McKay, Director of Nursing and NNUH Public Governors. As part of the opening, Melanie Griggs, Mattishall Ward Sister highlighted the refurbished facilities on a tour of the ward for Mark Davies, John Fry and Governors.

Melanie said: "The enhancement of the facilities on Mattishall Ward is tremendous. Both staff and patients are seeing real benefits to their

hospital experience and I'd like to thank all those teams involved in the refurbishment programme for making it possible. The introduction of the new facilities supports the excellent care carried out on the ward."



### Features introduced as part of the refurbishment include:

- A state-of-the-art digital IP nurse call system with handsets or call assistance in every room throughout the patient areas, allowing calls to be monitored centrally and helping clinical staff to respond as quickly as possible to patient needs.
- Installation of energy efficient LED lighting and controls linked to a range of sensors ensuring the optimum balance of artificial and natural light. This will enable the Trust to save around £3,000 per year on energy costs for each ward.
- Brand new bathrooms and wash basins designed ensure the highest standards of safety, comfort and dignity for patients.
- New partition doors and fittings coated with antimicrobial materials to support infection control.
- New paintwork giving the wards an attractive, calm and modern feel. The design was developed with the Trust's specialist nursing care leads to provide a relaxing environment for recovery and aid navigation for patients with specialist needs such as dementia.

# Expansion of Ambulatory Emergency Care at NNUH enhances patient experience

An expansion of the Ambulatory Emergency Care (AEC) service at NNUH has enhanced patient experience and helped to reduce the number of patients requiring admission to hospital by around 5%.

Ambulatory Emergency Care is offered to patients who require further investigations, procedures or treatment following a referral from their GP or from A&E. The service offers same-day emergency care and helps patients avoid an unnecessary admission into hospital.

NNUH started this service in 2014, and since July 2016 the service has significantly expanded with the introduction of nine new treatment areas and a quiet room for patients and families.

Marie Hodge, NNUH Matron said: "Since the expansion, we've seen significant improvements to the experience patients receive. No patient wants to be admitted to hospital unnecessarily and having the Ambulatory Emergency Care

service in place at the Trust means that our patients are able to receive the care they need and return home on the same day."

James Edwards, NNUH Consultant Physician and Chief of Service for Emergency Medicine has been leading the way for the implementation of AEC. He is passionate about ambulatory care and explained: "Evidence shows that 10 days in hospital for a patient aged over 80 leads to the equivalent of 10 years ageing in the muscles. Having the ambulatory emergency care service in place means that patients can get the tests and treatment they need just as quickly but without needing to be admitted to hospital at all in many cases. This is better for the patient and their family, and helps us treat more patients."



L-R: Kirsty Lewis, Marie Hodge, Lauren Cutter, James Edwards, Terri Read, Sharon Dewing and Jon Harrowven

Richard Parker, NNUH Chief Operating Officer said: "The Trust is continuing to utilise innovative pathways to treat patients. With the dedicated work from our AEC team, we are able to provide fantastic same-day emergency care for our patients enabling them to get home safer and quicker."

Plans are in place to expand the AEC service further.

## A patient perspective: Jane White

Jane White was at home on the evening of Friday 24th Feb when she decided she couldn't ignore the unbearable pain in her side any longer.

The 55 year-old, who is from Stratton Strawless, was accompanied by her neighbour to the NNUH A&E department that evening where she received blood tests and was seen by a doctor.

Jane, who works for a local housing group, said: "It was an evidently busy evening in A&E, however all staff I saw were calm, professional and were able to assure me on my direction of care."

Jane was referred to Ambulatory Emergency Care from A&E, where she then started to feel dizzy. She was immediately assessed and further investigations were made, with potential conditions ruled out



Jane White

including a suspected small heart attack.

She said: "The care I received on the Ambulatory Emergency Care unit was fantastic. I was reassured throughout my time there, and I was able to receive the care I needed on the same day without having to be admitted into hospital as an inpatient. This was obviously a huge relief."

She was discharged from AEC on Saturday afternoon with an appointment to come back in on the Monday where she was given antibiotics.

Jane added: "The doctors were very clear that if the pain became unbearable again, I should come back in again."

Having moved to Norfolk from Lincolnshire in 2014, Jane explained how positive her experience was at the hospital. "NNUH is one of the best hospitals I have been treated at and the Ambulatory Emergency Care unit was a great pathway to receive care most suited to my needs. It enabled me to be assessed thoroughly without being admitted as an inpatient, and I would like to thank all those staff involved with my care."

# NNUH is first hospital in region to offer new option for pain relief in labour

NNUH will be the first in the region to offer a new choice of pain relief for women in labour.

Remifentanyl is a potent, very short-acting drug which can be used as an alternative to Pethidine. With Remifentanyl Patient Controlled Analgesia (PCA) women in labour can control when and how much pain relief they receive, by pressing a button. The button is connected to a specifically designed pump which will deliver a small dose of pain relief. Unlike Pethidine, Remifentanyl does not accumulate in mother or baby and breastfeeding is not affected.

Remifentanyl PCA will be available to women giving birth within the hospital's Delivery Suite.

Janay Heavey, from Queen's Hills in Norwich gave birth to her son Bobbie Alexander Heavey on 22nd June, having been induced two days previously. Janay selected Remifentanyl as her preferred form of pain relief knowing that she didn't want an epidural or Pethidine.

"It was great to be able to control the pain relief I had; it really was as simple as pressing a button," said Janay. "After you had pressed the button to deliver some relief, the button would go red for two minutes until you could then press the device again. Having my family helping me countdown during contractions until more relief was

available was really encouraging."

Janay, 29, used gas and air throughout the labour for additional pain relief and also used Remifentanyl during the pushing part of her labour.

She said: "I would definitely recommend Remifentanyl PCA. It gave me lots of flexibility, comfort and the confidence that I was in control of the pain of my labour. I'd definitely use this as an option if we decided to have more children."

Janay's mum Erica, who was present during her labour, added: "It was like a miracle thing! They certainly didn't have anything like that when I was in labour but if they had, I'd have jumped at the chance to use it."

Sophie Kelly, from Long Stratton, also took advantage of the newly-offered pain relief during the labour of her daughter Florence, who was born on the 8th June.

Sophie, 23, said: "I'd first read about Remifentanyl as an option for pain relief at one of my clinic appointments. I knew that I didn't want an epidural due to a pre-existing back problem, so thought that this might be a good option for me."

Sophie's labour lasted around three hours and she was pleased with the positive impact of being able to control when pain relief was administered.

"I was so relaxed throughout my labour and I think this was, in large part, due to being able to control my pain so easily and

the fast-acting nature of the relief. I'm sure that how comfortable I felt contributed to the speed at which my labour progressed."

Sophie added: "It was so calm in the room; we could have even had our two year-old daughter, Darcy, with us!"

Dr Jeremy Corfe, Consultant Anaesthetist at NNUH said: "This is a fantastic expansion in the range of pain relief options we can offer expectant mothers during labour. We know from having taken part in previous studies that patients enjoy the fact that they can control their pain relief themselves and that its effects wear off very quickly so it doesn't cause any problems with the baby. It's a great alternative for those women who don't want to have Pethidine and who also don't necessarily want an epidural."

Frances Bolger, NNUH Head of Midwifery said: "We're excited to be the first maternity unit in the East of England to offer this new service to women in labour. At NNUH we pride ourselves on providing excellent maternity care which gives expectant mothers a range of choices with regards to their birthing experience."

More information on Remifentanyl PCA and the range of other pain relief options in labour can be provided by your midwife.



Sophie Kelly and baby Florence



Joseph and Janay Heavey with baby Bobbie



## Celebrating a year of our PRIDE Awards

We launched our PRIDE Awards a year ago with the aim of recognising and celebrating outstanding examples of where individuals and teams have made a special difference to the lives of patients and colleagues through living our PRIDE values - People-focused, Respect, Integrity, Dedication and Excellence.

Jeremy Over, NNUH Director of Workforce said: "It's been wonderful to meet our PRIDE award winners over the past year, and it's been humbling to read the nominations. I'm truly proud to be their colleague and I look forward to celebrating more members of our team in the coming year." This nomination from a patient sums it all up:

*"I was extremely afraid that I had breast cancer as I had found a lump and although thankfully it was just a cyst, I actually thought at one point during my appointment that if this is bad news, I know that it will be okay with this team looking after me. Very grateful to a lot of professional people who knew exactly what they were doing, making me feel confident and who went over and beyond, noticing me as an afraid patient and caring for my wellbeing."*

Anyone can nominate a member of staff for a PRIDE award by filling out the nomination form on the NNUH website at: [www.nnuh.nhs.uk/get-involved/pride-awards-form/](http://www.nnuh.nhs.uk/get-involved/pride-awards-form/)

Finally, our sincere thanks go to Serco and Barnham Broom, sponsors of the PRIDE awards, for their continued support in making the first year of PRIDE Awards such a success.



# Clinical research changing for N

Teams at the Norfolk and Norwich University Hospital are designing innovative patient pathways which are helping to reduce the time to diagnosis for a little-known chronic back condition.

Axial Spondyloarthritis (AS) is a condition which causes severe spinal pain due to inflammation and structural damage. It affects approximately one in 200 people in the UK and usually begins in late teens or early adult life. Many patients also experience arthritis in other areas and there is a strong genetic link which is associated with the HLA-B27 gene.

As more than 20% of adults in the UK suffer from chronic back pain, it can be challenging to identify AS patients from this pool and the average time to diagnosis of the condition is around eight to 10 years.

As understanding of the condition develops, clinicians are making links between combinations of symptoms indicative of Ankylosing

Spondylitis. Eye inflammation (anterior uveitis) affects up to 40% of patients with AS and may indeed be one of the first features of the condition. Other related symptoms can include tendon problems and inflammation of other organs including the bowels and skin.

Dr Karl Gaffney, Consultant Rheumatologist at NNUH said: "We are very proud of the services we offer AS patients in Norfolk.

"We are at the forefront of clinical research in collaboration with many national and international centres of excellence and have developed an extensive clinical trials programme which enables patients to have access to new therapies long before they come to market."



Dr Karl Gaffney, pictured above right, received an 'Undercover Hero' award from the National Ankylosing Spondylitis Society (NASS) in 2016

## Lloyd Chafer



In late 2013, at the age of only 23, Lloyd Chafer was experiencing severe back pain and was becoming increasingly lethargic.

During a consultation with an orthopaedic specialist, Lloyd, pictured above, had an MRI scan which proved inconclusive. Lloyd's consultant suggested that AS should be considered and he was referred for further tests.

Blood samples and a detailed MRI scan of the whole back provided a positive diagnosis for AS. Unlike many others, only six weeks after his first appointment, Lloyd's AS had been diagnosed and he was prescribed a course of anti-inflammatory medication.

"It was good to know that there was a specific reason for my back pain," said Lloyd. "The fact that we had identified it early meant that we could discuss the best treatment options for the future."

By June 2014, despite being prescribed medication, Lloyd's symptoms were worsening and simple tasks like getting out of bed had become challenging.

Having contacted the rheumatology team at NNUH, Lloyd was offered the opportunity to participate in a clinical trial at the hospital. The trial was investigating a new treatment for AS which had not yet been licenced.

"You hear medical trial and you think about things going on in a lab," said Lloyd. "But once we'd

discussed what the trial actually involved, I realised that this might be a great opportunity to help myself feel better and to potentially help others."

Lloyd began the trial in August that year and by that time his range of movement had severely diminished.

"I was holding on to doorframes to help me walk to the shower," said Lloyd. "My foot had swollen and normal activities were difficult; it was only after 20 minutes in a hot shower that movement began to get easier."

The trial involved a fortnightly injection into Lloyd's thigh which was administered at the hospital. Once he became familiar with the process, Lloyd was able to inject himself at home.

"Within six weeks, I was back to my old self," said Lloyd. "I realised I hadn't felt this good for at least 18 months."

The trial lasted for 18 months, throughout which Lloyd continued to respond extremely well to the

# Research proving life- changing for NNUH patients

## Carol Weyman

Carol Weyman, pictured top right, had suffered from back pain for more than 20 years. Although Carol had been to see her GP on many occasions about her ongoing pain, she had only been offered painkillers and no further investigations were undertaken. She arranged private physiotherapy and acupuncture but none of these treatments helped Carol in the long-term.

When her husband retired three years ago, Carol and her family decided to find a quieter life in Norfolk. Having moved to Holt, and despite the slower pace of living in rural Norfolk, Carol's back pain became increasingly severe. On many occasions, Carol woke up in the middle of the night in extreme pain.

treatment. Although the medication had not yet been licensed or funded for provision on the NHS, given his positive progress, the pharmaceutical company agreed to continue to supply Lloyd with the treatment. This treatment is now licenced and available for Lloyd to continue his treatment on a long-term basis.

Lloyd added: "This process has made such a difference to my daily life; I understand that people are wary when they are first approached about a trial, but if I'd have known about the positive impact it would have on my life, I wouldn't have hesitated for a second.

"I'm really grateful for the opportunity provided by the team at NNUH, it was a completely life changing journey."

Lloyd's journey has inspired him to raise awareness of the condition for the benefit of others and he is now a member of the National Ankylosing Spondylitis Society.

"It had got so bad that we called the 111 service, who referred us to the out-of-hours GP service," said Carol. "By this point I was getting so frustrated and couldn't help feeling that life wasn't going to get better."

Carol had also experienced episodes of sensitivity to light and blurred vision. An eye hospital in London had diagnosed this as recurrent uveitis, an inflammation of the middle layer of the eye causing pain, sensitivity and poor vision. Having moved to Norfolk, Carol's uveitis resurfaced and she was referred to the eye clinic at NNUH.

At her eye appointment, Carol was asked if she had experienced back problems and whether she was interested in participating in research.

"Of course, I said yes," said Carol, "and a little seed of hope was planted in my mind that someone might finally be able to identify what had been going on all this time."

Close links between the ophthalmology and rheumatology departments at NNUH meant that Carol's symptoms were identified as being suggestive of AS. She was sent for further tests which showed that she was positive for the HLA-B27 gene and an MRI showed widespread inflammation of the spine. In fact, Carol was one of 17 patients from 73 referred via the study who were identified as having AS. These patients had been suffering from back pain for an average duration of 20 years but none were aware they had the condition.

After a 20 year search for an explanation for her back pain, Carol is delighted to have found an answer. She has recently started a new biological treatment which is

self-administered as a fortnightly injection.

Carol said: "The new treatment has been working its magic and I feel better than I have done in years. The team at NNUH have changed my life for the better and I'm truly grateful to have benefited from their unrivalled expertise."

Dr Karl Gaffney, Consultant Rheumatologist at NNUH added: "Carol's story is so typical of what we hear from patients – enduring years of pain, concerns about being believed and the delight at having an explanation for symptoms. Early diagnosis is so important as there are very effective new treatments which work best in early disease. The importance and benefits of collaboration between different specialties within our hospital are also highlighted by Carol's experience."

Carol is passionate about raising awareness of AS and has recently given presentations to junior doctor forums on the subject.

She added: "It has been great to finally get a diagnosis but it's been a long journey. If I can help even one more person reach their destination a little quicker by sharing my experiences, that would be a great achievement."



*Carol is now able to ride horses for the first time in 20 years*

## Cromer hospital celebrates 150 years at special anniversary fete



The sun shone through on Saturday 24th June as Cromer Hospital staff, patients and visitors joined together to celebrate 150 years of delivering excellent patient care at their special anniversary fete.

Entertainment and activities ran from 10am-3pm, where the local North Norfolk community enjoyed a performance by Marlene's School of Dance, Razz the Clown, NNUH Hospital Radio, a fantastic carousel ride, the 'Great Cromer Bake Off', a display of interactive medieval armour and much more.

The fete rounded off a week of celebratory events, which included a drop-in information evening on Wednesday 21st June and the Cromer to Crest cycle ride which ran from Monday 19th June to Friday 23rd June. The cycle ride raised £1,000.

Iain Young, Operational Manager at Cromer Hospital said: "This year marks a really special year for Cromer Hospital. Teams past and present have delivered an excellent service to the North Norfolk community and the anniversary events have been a great way to celebrate. I want to thank all those involved in making the events such a success including our hospital staff, Mary Northway and the Cromer Community and Hospital Friends and to all those visitors who came and enjoyed all the fantastic entertainment!"

In total, the anniversary celebratory events raised more than £6,500, and the funds raised will go towards the Cromer and District Hospital charitable fund.

Louise Cook, Fundraising Manager at NNUH said: "I want to thank Iain and all the team at Cromer Hospital

for making the fete and week of events such a success. Cromer Hospital is so dear to many people in the community, and the money raised will go towards enhancing care for our patients here."

Mark Davies, Chief Executive at NNUH said: "I would like to thank everyone who was involved in making the anniversary celebrations such a success. Cromer Hospital has provided a fantastic service for 150 years and it is very important that we celebrate all that the hospital has to offer."

If you would like to show your support to the Cromer to Crest challenge, please visit the JustGiving page here:

**[uk.virginmoneygiving.com/thebigcromercycle](http://uk.virginmoneygiving.com/thebigcromercycle)**