

# THE Pulse

Issue Number 67  
Winter 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

## Recognising our stars at our Staff Awards



Plus a focus on our  
Eye Department, p14  
and new clinics at  
Cromer, p16

## NORFOLK AND NORWICH UNIVERSITY HOSPITAL

Colney Lane, Norwich, Norfolk NR4 7UY

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

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

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

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

**The Stock Shop** (ladies' fashions) open

Mon–Fri 9am–5.30pm and Saturdays 12–5pm

**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

West Atrium Level 1: ext. 5462/5463 (open 24hrs)

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 9am–5.30pm, Fri 9am–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

## Introducing our new HR Director



Stephen Taylor joined the Trust as the new Human Resources (HR) Director in October. Stephen has worked for a number of international organisations including Diageo, Harrods, Barclays, British Telecoms and the BBC. Stephen said: "I'm delighted to join a successful Foundation Trust where its employees are passionate about delivering great care."

Since his appointment, Stephen together with Emma McKay, Director of Nursing, has been involved in the Trust signing up to the Nursing Times' Speak Out Safely campaign which encourages staff to speak out if they have any concerns about patient care. Whether they are doctors, nurses, support staff or managers, they will be supported if they speak out and their concerns will be treated constructively and investigated if required.

Stephen said: "I'm really pleased to be signing up to this campaign. It's something I care passionately about and I have encouraged staff in previous organisations to speak out if they feel there is anything untoward or they feel is not right. It keeps the organisation honest and true to its values."

Emma McKay added: "We actively encourage our staff, through our Speak Up Policy, to come forward if they have concerns. We are committed to achieving the highest possible standards of service and the highest ethical standards for our patients, and one of the best ways of doing this is by encouraging our people to come forward to tell us about their concerns."



## Appeal for your help!

The University of East Anglia (UEA) and Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUH) are developing new facilities to expand research and bio-medical expertise in musculo-skeletal disorders, prostate cancer and diseases of the gut.

The Norfolk Bone and Joint Centre research will be sited in the new £19m Medical Research Building under construction next to the hospital, and will be led by Professor Bill Fraser, a world expert on bone and other connective tissues.

Keith Tucker, Consultant Orthopaedic Surgeon said: "Most of the funding is coming from UEA, NNUH and a £3m fundraising campaign seeks support from charities, Trusts and individuals. We are seeking support from patients who have benefitted from orthopaedic surgery in Norwich, or who have interest with prostate and gut diseases, which will also feature in the research planned for the centre. This is why several of us have volunteered to try and fundraise at least £1m for the project. We need to raise the funds by this time next year, so we need everybody's help!

"All contributions however large or small will be welcome. We hope that with as many people as possible knowing about this huge and significant development, we will be able to attract the funds we urgently need. This is a massive step for patients with crippling disease, for the hospital and will also create jobs for the local economy."

Visit [www.uea.ac.uk/boneandjoint](http://www.uea.ac.uk/boneandjoint) or email Keith Tucker, [ktucker77@aol.com](mailto:ktucker77@aol.com) or David Ellis, [d.ellis1@uea.ac.uk](mailto:d.ellis1@uea.ac.uk) for further details.

# LETTERS

Dear *Pulse*,

Today we hear of so many negative comments about our NHS, but I would like to say that over the past 9/10 years I have been a patient of Mr Simon Pain, breast cancer surgeon, but recently discharged "due to good behaviour!" ...

My real reason for writing this letter is to say we have wonderful surgeons at the N&N, Mr Pain being one of them, but the surgery goes beyond that in respect of Mr Pain.

He is such a lovely human being first, in every way. Being told the word cancer is not nice, but he

put my mind at rest from the word go. I remember saying "I don't want to die before Christmas." His remarks were "who said anything about dying" – from then on I was positive. I cannot express enough, his compassion, kindness, and understanding was excellent. Never did I feel anxious going to see him...

*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*

He would say it is team work, and he is right. His secretary Doreen Randall was always helpful and approachable.

So, I don't just want to say thank you for my surgery, but an enormous thank you for being a wonderful human being, and putting minds at ease.

*Sincerely,  
Mrs Sandra Rudd*

Dear *Pulse*,

I was admitted into AMU on 30th August, and transferred to Langley Ward the next day. Although I was poorly I wish to say what a wonderful experience it was. All the staff (medical and non medical) treated me with great care, kindness and respect, and help always on hand despite their extremely busy shifts and always happy faces. I have thanked them personally but wanted to acknowledge them publicly as they deserve lots of praise in these difficult times.

I did however come for an X-ray the other week and I along with

other patients did object to becoming a number in the dept. We found it very impersonal.

Thank you once again to the Norfolk and Norwich for such good care.

*Mrs Barbara Chew*

## Our reply

Thank you for your feedback which we take very seriously in order to ensure that we provide the best service possible to our patients.

Giving patients a number rather than calling out a name is a pilot that we are currently trialling to support patient confidentiality and also to support our patients in respect

of changing for an examination. During the pilot we are capturing the feedback from both patients and staff and once the pilot is finished we will review and evaluate the feedback received which will inform our decision as to whether the number system should be implemented. Noting your comments, I have therefore taken the liberty of including your feedback as part of our analysis. If you have any further suggestions as to how we can improve our service, please do not hesitate to contact us.

*Myra Knight,  
Radiology Service  
Manager*

It is a pleasure to look back on this year's Staff Awards in this issue of *The Pulse*. As my first year attending the event I really enjoyed the evening. It was fantastic to see the great range

of winners covering many different roles, always accompanied by huge amounts of enthusiasm from those nominated, the winners and their colleagues who were there to support them. I particularly appreciated the people on the balcony who came along for a night out to support their colleagues at the event. The wonderful atmosphere is both formal and informal at the same time. People dress up and there is a sense of formality to it, but it's also fun. There was a really positive atmosphere with people who were proud to be there creating something that I was proud to be part of. Particularly uplifting is the team award where whole teams who have achieved something exceptional are recognised by their colleagues. For me, that award is a really special part of the ceremony.

The feature on our eye department is also well worth a read. The Eye departments in Norwich and Cromer do huge volumes of treatments for our patients. As I come into and out of the West Out-patient entrance at NNUH I am always staggered at how many people are walking in and out of the Eye Clinic. The department is extremely effective in changing the quality of patients' lives enabling them to live a fuller life with increased possibilities. This is all achieved largely through patients' attending the hospital but for a short time.

Looking back on this year, I think it has been a year of great achievements and real success in transforming so many lives from within our communities and it's good to celebrate that in this issue of *The Pulse*.

Finally, I would like to wish you all a Happy Christmas and New Year.

**JOHN FRY**

*Chairman, Norfolk and Norwich University  
Hospitals NHS Foundation Trust*





## Fundraising Volunteers

A big thank you to all our volunteers who help with all aspects of fundraising including Ken, Sandi, Christine, Steve and Terry. If you would like to become a fundraising volunteer please call the Volunteers Office on 01603 286060.

## Sky dive for NICU

Thank you so much to Amy Huggins and Craig Beal for their most recent donation to the hospital chaplaincy. Amy's sister Emily Huggins successfully completed a sponsored sky dive in April. The couple's family and close friends have now raised around £1000 for the chaplaincy to say thank you for helping support them through a devastating time when Amy and Craig's baby Scarlett sadly passed away in September 2011. Pictured from left to right, Emily Huggins, Amy Huggins and Craig Beal with their daughter Jasmine, presenting the cheque to Eleanor Langham, lead Chaplain.



## Our thanks also to...

We would also like to say thank you to the following people and organisations for all their help and support to various funds of the hospital charity: Kathy, Carla and Bethany Knight; Adrian Neil and Michael Green; Norfolk Ploughing Society; Sarah Coughlan; Mrs Brunton; Claire Snell and family and the many people who have contributed in so many ways.

Amazing supporters have been working very hard to raise money for the TRA including: Bob and Linda Wilson, the staff and regulars of the Kings Head, Laxfield; New Taverham Players; Jodie Medd-Sygrove and Terry Chappelle and his Deja Revue at Sheringham theatre and the many people who have contributed in so many ways.

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

## Senior figures back our campaign



The Lord Bishop of Norwich and other senior figures from across Norfolk have backed our Targeted Radiotherapy Appeal (TRA) and have signed a pledge to support the cancer fundraising campaign.

Those who have signed the TRA pledge are the Right Reverend Graham James, Lord Bishop of Norwich; Richard Jewson, the Lord Lieutenant of Norfolk; the Right Reverend Alan Hopes, Bishop of East Anglia; Philip Blanchflower, Chairman of Big C; Daniel Williams, Chief Executive of Big C; Simon Bailey, Chief Constable of Norfolk; Noel Warner, Chair of Norfolk and Waveney Prostate Cancer Support Group, Provincial Grand Mason John Rushmer and Wendy Adams, Vice Chairman of the Norfolk Federation of WIs. The group was joined by Martin Bell OBE, the broadcaster and former MP, who is also supporting the campaign in his role as patron of the Norfolk and Waveney Prostate Cancer Support Group.

The Right Reverend Graham James, Lord Bishop of Norwich, says: "By bringing together public figures I hope we will encourage others to raise money for the appeal and to get the message out to a wider audience."

The TRA aims to raise £600,000 to provide state-of-the-art facilities at NNUH for people undergoing internal radiotherapy, known as brachytherapy which is used to treat prostate and other cancers, reducing treatment times and meaning some patients can be treated closer to home. For more information or to donate go to: <http://www.justgiving.com/NNUH-TargetedRadiotherapyAppeal>

## Bike Ride Update

The Cambridge to Norwich bike ride has so far raised over £13,000 towards the TRA. We are incredibly grateful to everyone who supported us and braved the very windy conditions. Our thanks to the medal sponsors into Chapelfield and Cycles UK for goody bag contributions.

## GoGoGorilla donation

Thank you to Liam Betts, MD of Gasway Ltd, who donated the GoGoGorilla "Catch Me While You Can" to the Jenny Lind Children's Department as a gesture of appreciation for the treatment his son Issac, 7, has received.



*Pictured right from top to bottom, Carol Bundock, guest presenter; the Forum in Norwich, the venue of the Awards ceremony; Emma Jarvis, our Hospital Arts Co-ordinator who provided this year's entertainment, and Anna Dugdale, Chief Executive, with colleagues during the event.*

# A night for hospital heroes

Every year the Norfolk and Norwich University Hospitals NHS Foundation Trust recognises those individuals and teams who go the extra mile to help patients and their colleagues, as well as those who have given so much of their lives to working for our hospitals, at the annual Staff Awards. Nominations this year reached record levels, with nearly 700 nominations received from patients and staff, giving the judging panel a tough challenge to reach their decisions!

We would like to thank Serco for sponsoring the awards ceremony and Carol Bundock, our fantastic guest presenter, as well as Emma Jarvis from Hospital Arts for providing the entertainment, and the volunteers who helped out on the night.

In this supplement you can find out who the finalists and winners were and read some of the heartwarming stories and moving nominations that led to our winners being chosen.





## 40 years' service

Every year we recognise those individuals who have given 25 or 40 years' service to our hospitals. Unfortunately we can't list all 76 members of staff here!

However, congratulations to Paul Chapman, Biomedical Scientist, Pathology; June Downs, Receptionist, General Medical Out-patients; Stephen Drane, Technical Manager, Clinical Engineering; Andrew Fiddy, Post Room; Georgina Hicks, Receptionist, A&E; Michael Stehr, Biochemist,

Clinical Biochemistry and Patricia Stockwin, Registered Nurse, Children's Assessment Unit who all received their 40 years' service this year. Those who attended the ceremony are pictured above with Anna Dugdale, Chief Executive (back left) and John Fry, Chairman (back right).



## Lifetime Achievement: Rosemary Temple

Consultant in Diabetes and Endocrinology, Rosemary Temple, has worked for the Trust for 24 years. Her family has links with Norwich and, after listening to her father's stories about his spending six months as a patient in the old N&N in the 1930s, she decided to study medicine. She even worked as a ward orderly at the old West Norwich Hospital during her vacations while at medical school – “an invaluable experience for becoming a doctor”.

Rosemary trained in Cambridge, London and Oxford and was invited to come to Norwich in 1989 to work in endocrinology and develop the medical side of the endocrinology in pregnancy service. Rosemary says: “My research in Cambridge in the late 1980s really contributed to a change in the way we manage type 2 diabetes – I developed very specific measurements of insulin and insulin precursors that are still used today, so I was very lucky that it ended up being very important work with positive patient benefits.” Rosemary's experience in research led to her developing clinical studies looking at glucose control and pre-pregnancy care in relation to pregnancy outcomes. These have contributed to the Trust developing an international reputation in the area of diabetes and pregnancy.

The mother of four, who lives in Cambridge with her husband who is a GP, has dedicated her working life to improving quality of care and patient outcomes. In addition to her highly acclaimed research and her contribution to the endocrine and diabetes clinical services in Norwich, Rosemary is also the department lead for teaching and says she “really relishes” teaching and supervising research projects. She also recently spent two years working as the clinical lead for diabetes in pregnancy for NHS Diabetes and set up



a diabetes in pregnancy network across much of England.

For Rosemary though, her passion lies with helping her patients. She even turned down a role to become a Director of Medicine at one of Cambridge University's Colleges some years ago because she wanted to continue her clinical work.

Reflecting on how things have changed during her time here, Rosemary said: “I've seen a lot of change. Medicine was very different in the 1980s. There were very few women in senior posts in medicine and it was harder to make your mark, but I never questioned it.” She added: “I love working in Norwich and I love patient care. It's why I went into medicine. I've always been driven by patients and patient outcomes.”

Rosemary says she's been blessed by working in a fascinating field and with such good teams of clinicians in all aspects of her work, but her commitment and outstanding contribution to her patients and the Trust shine through, so we were delighted to present her with this year's Lifetime Achievement Award.



## Serco Award

**Winner:** Daniel Betts, Porter, Health Records Library (pictured with Chairman John Fry)

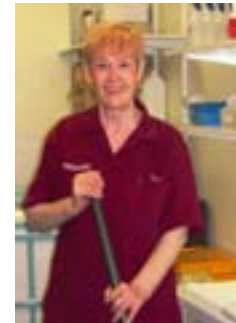
**Finalists:** Ruth Edwards, Domestic, NICU and the Refurbishment team (pictured left to right below)

Twenty-one year old Daniel Betts first started at the Trust through Project Search 18 months ago. During his first year he spent time rotating around various departments. He now works as a full time porter in the collection point at NNUH and clocks up around 11 miles every day delivering notes all over the hospital.

His colleagues say they'd be lost without him. One said: "Daniel is quietly spoken and shy but incredibly polite. He instinctively recognises when someone needs help and instantly offers it. He comes in early for his shift every single day and will go the extra mile to ensure that urgent notes are delivered beyond the end

of his shift. Daniel is a credit to the department, Project Search and himself."

Daniel loves his job and says: "You're on your feet all the time, there are always things to do and people to help. I like talking to the patients... I normally give them directions if they're not sure where they are." On winning the award he told us "I feel proud of myself" and so you should Daniel. Congratulations!



## Team of the Year

**Winner:** Gastroenterology (pictured with Director of Nursing Emma McKay)

**Finalists:** Acute Medical Unit and Guist ward (pictured left to right below)

Up to 20,000 procedures are carried out in the Gastroenterology Unit every year with five rooms in operation, running three sessions a day, Monday to Friday, as well as from 8am until 1pm on Saturdays. Kay Morrison, Matron for Gastroenterology, nominated the team and said: "The staff have positively and professionally embraced service level changes in the last two years. These changes include the opening of a 5th endoscopy room, increased endoscopy unit opening hours, the closure of Cromer endoscopy unit and the amalgamation of the Cromer team into the NNUH team."

Kay says the team is full of conscientious and considerate people who work as a supportive team that go the extra mile for their patients. She said: "They went through a rapid period of change in regards to the service over a short period of time, and they have embraced that really well. Every patient who comes through this unit has to be cared for in a personalised manner and that's what the team is doing. They've managed a very different way of working, very well. In this area, I have noticed the fastest amount



of change in the shortest time. When I stand back I can see what has been achieved to get to where we are now. I'm very proud of them."





## Employee of the Year

**Winner:** Samantha Dack, Waiting List Co-ordinator, Gastroenterology (pictured with Chief Executive Anna Dugdale)

**Finalists:** Sarah McDermott, Trainee Clinical Scientist and Kathy Shaw, Staff Nurse (pictured left to right below)

Samantha works in the Gastroenterology unit as a waiting list co-ordinator and has a busy job, adding out-patients and in-patients to the waiting list, dealing with requests from GPs and consultants. Sam's strength is her supportive, reassuring nature when she speaks to patients. One colleague who nominated her said: "If a patient should express any concerns Sam will talk them through the procedure for however long it should take to ease their stress and always offer to be there on the other end of the phone should they have any questions they might need

answers to." Another added: "Sam is the most caring and cheerful colleague that I have ever come across. She is unbelievably friendly to all patients, who are so impressed with her attitude they often ask her to go in the procedure room with them as they are too nervous" (and she often does!)

Sam is definitely a people person and says: "I love working with the public. I love my job and helping people out and people are really grateful for it, which is lovely." Her colleague and friend said: "I'm glad to say I have the pleasure of working with Sam everyday and she is most definitely the perfect candidate for Employee of the Year."



## Volunteer of the year

**Winner:** Tim Howson (pictured with John Fry and Anna Dugdale)

**Finalists:** Robert Stiles, Tony Denton and Duncan MacInnes (pictured left to right below)

Tim Howson has been volunteering at the hospital for seven years and says although he had always found hospitals scary, he now feels like it's his second home. Tim began as a meet and greet volunteer but now helps in the Elsie Bertram Diabetes Centre for up to four and a half hours, four days a week, helping request and collect patient notes and assisting the reception team in whatever way he can. Tim also volunteers with the Chaplaincy on Wednesdays and speaks to patients on the wards.

Tim received several nominations from the diabetes team. One said: "Tim is a complete credit to the volunteer service and we consider ourselves incredibly lucky to have his support and help." Another added: "Tim is universally liked by everyone...he is unendingly cheerful with a brilliant sense of humour and a permanent twinkle in his eye... he's an absolute diamond...if anyone deserves recognition as a volunteer it's Tim."



Tim said he was "gobsmacked" to be nominated let alone win, and said: "It's all about helping and not expecting any rewards. This is lovely, but I'd still do it regardless."



## Unsung Hero – non clinical

**Winner:** Sharon Wallace, MDT Co-ordinator (pictured with Dave and John Batchelor, sponsors of this award)

**Finalists:** Marion Hardingham, Orthopaedic Pre-assessment Co-ordinator and Karen Wale, Admin Manager, Radiology (pictured left to right below)

Sharon is obviously highly thought of by her colleagues and received several nominations from members of the hospital's breast care nurses. Sharon organises Multi-Disciplinary Team meetings where treatment plans for breast cancer patients are discussed, and carries out additional admin work to support the breast care nurses – something above and beyond what is asked of her. With around 600 newly diagnosed cancers every year, she has a very busy role, yet still finds time to go the extra mile to support her colleagues.

One of her colleagues said: "Sharon is one of the most conscientious, thorough and caring members of our administration team. She works tirelessly to support the running of the breast care service... We would be lost without her ability to oversee the daily running of the team."

Another wrote: "Through her work we have been able to meet measures and targets which has been solely down to her own work and competence." While another added: "Sharon always gives 110%... She is definitely an unsung Hero!"

Sharon, who describes herself as quite a shy person, was surprised to be nominated and selflessly said: "As far as I'm concerned I'm doing my job".



## Unsung Hero – clinical

**Winner:** Katherine Mackintosh, Acting Deputy Sister, Fracture Clinic (pictured with Medical Director Krishna Sethia)

**Finalists:** Caroline Ferrari, Sister, Rheumatology and Jemma Alexander, Assistant Practitioner, DPU (pictured left to right below)

Katherine was asked to take over the day to day running of the fracture clinic, Orthopaedic Out-patients and plaster room last October and became acting deputy sister in June this year.

One said: "She has brought the team together, and worked tirelessly to improve the service provided to consultants and patients alike. She has responded to the challenge of increasing capacity at a difficult time, and has created extra clinic capacity, without any fuss."

Another said: "The staff who work with her are all very appreciative and think she deserves this award due to the selfless hard work she puts in 24/7."

Kath says: "I always look at the waiting area as if there could be a member of my family sat out there, and that's the way I've motivated the team" On winning the award, Kath was clearly surprised. She said: "It's really humbling. It's amazing."





## Leadership Award

**Winner:** Suzanne Nurse, Matron, Acute Medical Unit (AMU) (pictured with Director of Resources Julie Cave)

**Finalists:** Alison Smith, Deputy Sister, Gunthorpe ward and Katie Symonds, Sister, Gately ward (pictured left to right below)

Suzanne moved to AMU, a very busy unit with between 70–100 admissions every day, in May 2012 and is described by her colleagues as an exceptional team leader.

One nomination said: “Suzanne is always willing to go the extra mile for her staff. Her leadership skills stretch way beyond what is expected of her role.” Another colleague added: “She has a special interest in developing her staff and bringing the best out in them. Despite the difficult environment she is working under she always appears calm and clear in her management of difficult situations. She’s an excellent role model for other nurses and is a greatly

respected senior nurse.”

Suzanne has brought in fresh ideas and has undertaken a big recruitment drive. She works alongside nurses on clinical shifts and says: “It’s the only way to gain staff respect; they need to see that you know what it’s like for them.” Suzanne added: “I hope people think I’m easy to talk to and supportive but know that there are expectations and standards required. I want people to think they are supported and strive to give the best care and know that it will be recognised and is appreciated.”



## Best suggestion/innovation

**Winner:** David Chapman, Web Services Manager (pictured with Development Director, Serco Health, Abigail Tierney)

**Finalist:** Occupational Therapy and Norfolk First Support (pictured below right)

David developed and introduced a live emergency pressure dashboard that has been rolled out across Central Norfolk, initially for bank holiday periods. He was given a time line of less than 24 hours from concept to go live and produced a web-based dashboard which provides hourly updates on the pressures within the whole emergency care system. The idea is to forewarn the Trust of peaks in demand on the 999 and 111 services, in advance of increased numbers of patients arriving at A&E. The dashboard is viewable and editable by all of the partners online.

Chris Cobb, Director of Medicine, and Emergency Services, who nominated David, said: “The web-based innovation is widely acclaimed by all participating stakeholders including the CCGs, EEAST and NCH&C. It has undoubtedly made a significant contribution to the management of emergency care activity across Norfolk.”



On hearing he’d been short listed for his work on the project, David said: “I recognised the importance around the issues the Trust was having at the time, and it wasn’t something I felt I could give to any of the team members because I knew there would be teething problems possibly at the weekend. I supported it because I could see the value in being able to enable people to identify issues that are starting to go wrong before they go wrong.”



## Research Award

**Winner:** The Leukaemia Research Team (pictured with Prof David Richardson, UEA Pro-Vice Chacellor)

**Finalists:** Paediatric Research Team and the Colorectal Surgery Research Team (pictured left to right below)

The Leukaemia Research team (Dr Kris Bowles and scientists at the University of East Anglia) are undertaking ground breaking work in the field of blood based cancers including multiple myeloma and acute myeloid leukaemia. This team has looked at how acute myeloid leukaemia cells protect themselves against chemotherapy, hypothesising that if this protective mechanism can be altered, the leukaemia cells would be more amenable to standard treatments.

Stuart Rushworth, Clinical Scientist at the University of East Anglia and member of the research team, said: "We're testing new chemotherapies that come onto the market to see if they break the interaction between the bone marrow and leukaemia cells. We're trying to break the interaction, get them out of the bone marrow, and then treat them with a broad spectrum chemotherapy that would kill the cells."

The research team receives funding from the Big C, National Institute of Health Research Sustainability and Flexibility Fund and the Association of International Cancer Research.



## Clinical Teacher of the Year

**Winner:** Medha Sule, Consultant, Obstetrics and Gynaecology (pictured with Prof David Richardson)

**Finalists:** Kerrie Fox, Senior Radiographer and Dr Santosh Nair, Consultant, Cardiology (pictured left to right below)

Medha Sule takes pride in teaching post graduate students on the job amongst her full time clinical work in theatres, on the wards and out-patient clinics. She's also clinical skills co-ordinator for the University of East Anglia and is also actively involved in research.

One of her trainees said: "She is very supportive and very much oriented towards training. She is always enthusiastic to teach and supervise both theoretical and practical aspects and is always ready to pass on her skills to students... She is always willing to learn herself by teaching

and is a role model to any trainee."

On reading her nomination, Miss Sule said: "I love teaching. I believe personally that I'm better at teaching practical skills because I simplify them, because that's how I learn them... Another reason I like teaching is that I like learning, and in medicine things are changing every day....There are times when the registrar knows more than you on a particular thing, and you learn from them."





## Patient Choice – Individual

**Winner:** Mr Ben Davis, Consultant Orthopaedic Surgeon (pictured with EDP health correspondent Adam Gretton)

**Finalists:** Simon Bowles, Arrhythmia Specialist Nurse; Dr Daniel Epurescu, Consultant, Oncology; and Claire Gatenby, Chief Hearing Therapist, Audiology (pictured left to right below)

Mr Davis specialises in limb reconstruction and complex trauma cases and as a result treats lots of patients from outside the normal catchment area. Luke Salmon, from Essex nominated his surgeon and said: “Ben is clearly an outstanding doctor and will take on challenges that other orthopaedic doctors wouldn’t. However I feel his greatest trait is his communication with his patients. Ben has kept me positive throughout my treatment and this is because of the faith I have in him as a doctor. He goes above and beyond what is expected of him and he deserves

recognition for this. He makes the challenges ahead slightly easier to deal with.”

Ben was short listed in this category last year and says to finally win is a “great honour...I’m very grateful to have great patients.”



## Patient Choice –Team

**Winner:** MOHS surgery team: Dr Jennifer Garioch, Dr Eumice Tan, Dr Shah, Mr Marc Moncrieff, Dee Brteen, Paul Gibson, Laslo Igali, Arjum Ramaiya, Geoffrey Waters, Fred Leggett (pictured with Adam Gretton)

**Finalists:** Elsie Bertram Diabetes Centre and Gateley ward (pictured left to right below)

MOHS is a type of surgery mainly used on the face for certain skin cancers, predominantly basal cell carcinoma. Small sections of skin are removed and examined under the microscope to make sure all of the tumour has been removed. If it hasn’t, more skin is removed layer by layer until the whole tumour has been removed. Most procedures can be done during one day and patients have a greater than 99% chance of a cure. If necessary, patients will have repair work carried out by consultant plastic surgeon Marc Moncrieff.

One patient said: “Having read about the procedure, I knew it would be potentially traumatic. At every stage in the treatment everyone put me at ease, ensuring I was comfortable and the procedure was as stress free as possible... throughout they were very professional yet gentle, caring and friendly.”

Dr Garioch says the service is growing: “We started off doing around 150 cases a year, we’re now doing

250 plus cases a year and the numbers are still going up.” On winning the Patient Choice award she said: “We are really proud and delighted... You couldn’t really ask for anything that was more team orientated than MOHS, it is very much a team effort.”





## Newly expanded delivery suite now open

The Delivery Suite at NNUH has re-opened after a three month refurbishment and redesign. NNUH was successful in gaining £272,000 of funding from the Department of Health to improve the environment for patients. The money was used to create en-suite facilities for all birthing rooms and increase the recovery area from one bed to two. Three new delivery rooms have also been added, bringing the total to 15 rooms, which will help the service to cope with the predicted increase in birth rate over the next five years.

NNUH Head of Midwifery Glynis Moore, said: "We're delighted that the extra funding has enabled us to provide more en-suite facilities so that our patients will have more privacy and a better experience when they give birth."

In October Anna Dugdale, Chief Executive and David Fraser, Clinical Director of Obstetrics and Gynaecology (pictured below) officially opened the new unit.



## Volunteers wanted for stroke and depression study

NNUH and UEA are appealing for families living with the effects of a stroke to take part in a clinical trial that provides some families, who are experiencing low mood, with extra support. Other families will follow the standard treatment path, to explore whether families who follow the programme show improved mood. The study is looking for people who have suffered a stroke between one month and five years ago and have someone who they consider to be a 'main carer' (e.g. a relative, partner or friend). Either or both may be experiencing low mood or depression. Participants will need to be living at home and both would need to agree to take part in the research. Those who are interested in taking part can find out more about the study by contacting Helen Sutherland on 01603 597057 or email [helen.sutherland@nnuh.nhs.uk](mailto:helen.sutherland@nnuh.nhs.uk)

## Osteoporosis info day a success

Nearly 150 people attended an Osteoporosis Information Day in October. The event, organised by the Rheumatology department and the National Osteoporosis Society was aimed at patients, carers and health professionals working with people who have or are at risk of developing Osteoporosis and/or fragility fracture.

Guest host, BBC Radio Norfolk presenter Helen McDermott, helped raise the profile of the event.

Feedback showed the majority of people who attended the event increased their knowledge of the disease and diagnosis.

Pictured below, Dr Gaffney presenting on the day.



## Pharmacy raises almost £2k in memory of colleague

The Pharmacy department has raised £1800 for the Motor Neurone Disease Association in memory of their colleague Karen Williamson who sadly died from the disease earlier this year. Karen's family attended a quiz night and raffle on 1st November. The team were hoping to raise £500 but surpassed themselves and raised an incredible £1825.

## UEA unveils high-tech bungalow

The University of East Anglia's School of Rehabilitation Sciences has created a fully-furnished bungalow as a showcase for assistive technology – assistive, adaptive and rehabilitative products designed to provide greater independence for older people and people with disabilities.

The home will help provide innovative and interactive training for healthcare and care home professionals. The home is fitted with the best assistive technology equipment and will be used not only to help students in their studies but to ensure products coming to the market are fit for purpose.

The centre has been created with the assistance of funding from the Norfolk & Suffolk Dementia Alliance.



# Sight saving service





*The Eye Department is the largest department in the Norfolk and Norwich University Hospitals NHS Foundation Trust with between 80,000 to 100,000 people attending out-patient appointments in Norwich and Cromer every year. Here, one of our surgeons tells us more about their sight saving services.*

Over the last decade, improvements in technologies have transformed how patients are treated for eye conditions with 99% of eye surgery carried out as a day case using local anaesthetic.

The most common condition our surgeons treat is cataract but the other types of eye surgery include surgery to the eye lids, cornea, retina and surgery for glaucoma and squint. All of the surgeons perform cataract operations in addition to their own sub speciality.

Retinal surgery is most commonly carried out for retinal detachment but is also required for diseases of the macula, bleeding in the back of the eye from diabetes and trauma.

Mr Ted Burton and Miss Shohista Saidkasimova are vitreo-retinal consultants at the Norfolk and Norwich University Hospital and carry out over 500 procedures for retinal diseases every year.

Retinal detachment causes sudden loss of vision and requires emergency surgery to bring a patient's sight back. The operation is called a vitrectomy and is carried out by removing the vitreous jelly from the back of the eye and filling the eye with a gas bubble. Three small holes are made in the white of the eye to allow instruments to enter the vitreous cavity behind the lens. Initially the small incisions needed to be sutured but in 2006 a new machine was developed that used much smaller instruments that meant that no stitches were required. Norwich was one of the first centres in the country to pioneer this new technique which reduced the procedure time from 35 to 25 minutes.

"Patients are aware of a shadow that comes over their eye, that comes in from the edge," explains Mr Burton, "ideally we want to operate before that shadow reaches the centre part of their vision." If the operation is done in time, sight can be restored, but not always to the same level as it was before.

Mr Burton adds: "At the end of the operation we fill the eye with a gas bubble which holds the retina in place while the retina sticks back into place. The gas bubble can last for two to four weeks and during this time patients won't be able to see. The gas is slowly absorbed away and the back of

the eye fills with salt solution the same as is in the front of the eye."

For patients it's a strange experience to go through, but one that means they can see again at the end of the ordeal: "The patients can actually see a bubble in their eye – they are like a human spirit level, they see a circle and it gets smaller and smaller until it disappears." Patients are discharged home and given some drops to use before they see their consultant for a check-up two weeks later.

## Cataracts

In addition to this sight saving operation, the Trust also runs one of the highest volume cataract operation lists in the country and carries out 5000 cataract procedures every year. In Norwich up to 14 cases can be carried out in a morning compared to a national average of seven. A third of the work is done at the new cataract clinic in Cromer, with the remaining carried out in the two eye theatres at the Norfolk and Norwich University Hospital.

Mr Colin Jones set up a new "one stop" clinic in Cromer which allows patients to have surgery on the same day if they meet certain criteria. They have a consultation in the morning and surgery in the afternoon. The service has been piloted over the last year and 450 patients have been treated in this way. The Norfolk and Norwich University Hospital (NNUH) has just started its pilot "one-stop" cataract service.

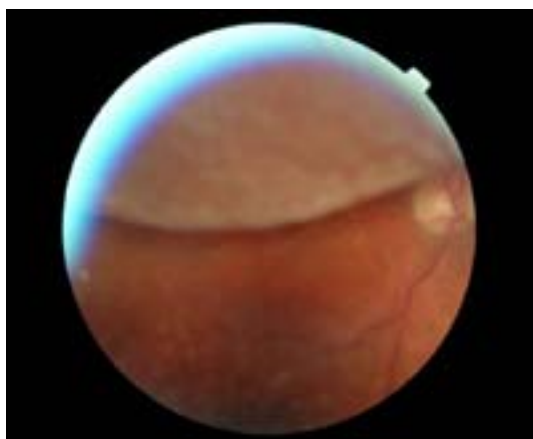
Mr Burton says: "The cataract operation, to me, is the best operation in medicine, because it takes 10 minutes and you transform someone's sight and they are seeing well by the next day. No other surgery can come close to that in terms of altering peoples'

lives so quickly with no pain."

With technologies improving, Mr Burton is expecting there to be even more advances in the treatment of eye problems. There have already been huge amounts of progress in recent years. New treatments are coming up all the time that were not there before.

"Our biggest change that's come in the last five years has been in the treatment of macular degeneration, which was untreatable until then," Mr Burton adds. "We now have thousands of patients who have an injection of a drug into their eye that blocks the growth of blood vessels underneath the retina." The Eye Clinic in Norwich is also adapting to this increased demand by extending the role of nurses. Initially there will be nurse led follow up clinics for age related macula degeneration patients and hopefully soon there will be a nurse led intraocular injection service.

The Eye Department's ability to treat thousands of patients is down to the will of the surgeons and the "wonderful nursing staff" who play such an important reassuring role, according to Mr Burton, who feels privileged to be part of the department; "it's the ultimate job for job satisfaction. I get letters every week from grateful patients" he said.



*Pictured left. Mr Ted Burton, Consultant in Ophthalmology (photo by Eastern Daily Press/Denise Bradley).*

*Above centre, an image of a damaged eye.*

## New Cardiology clinics at Cromer



Cardiology services at Cromer and District Hospital are being expanded, with the introduction of a new out-patient clinic and additional echocardiography clinics.

A new fortnightly cardiology out-patient clinic will start on 19th November. This clinic is aimed at patients who have been referred to a hospital specialist by their GP for further investigations and for patients who require follow-up appointments after they have had treatment or a procedure for cardiac problems.

The additional echocardiography clinics led by Charles Graham mean patients from North Norfolk referred from their GP for ultra-sound scans of the heart will be seen at

Cromer. Patients who need more complex investigations and procedures such as angiograms and angioplasties will continue to be seen at the Norfolk and Norwich University Hospital.

Dr Tim Gilbert, Clinical Director and Cardiology Consultant will be running the new general cardiology out-patient clinic.

He said: "This is an enormous step for the Trust and means more patients from North Norfolk will be able to see hospital specialists closer to their homes. We've recognised that there is the demand to have these cardiac services in North Norfolk and we have been able to introduce these extra clinics because of the improved facilities that are now available at Cromer."

MP for North Norfolk, Norman Lamb, said: "This is really good news for North Norfolk. It will make a real difference for patients. This means that more people will be able to avoid a long trip to the Norfolk and Norwich and instead attend a clinic in Cromer. The new hospital in Cromer is a fantastic local facility. It's great that having the new hospital is enabling the NNUH to do more work closer to home."

In addition to these cardiology clinics, Cromer Hospital also offers a pre-assessment clinic for patients who are due to have a routine or elective cardiac procedures, a pacemaker clinic and a rehabilitation clinic for patients who are recovering after treatment.

## New equipment for the Eye Unit

A new £60,000 camera is due to be installed in the Allies Eye Unit at Cromer and District Hospital.



The new camera is used for diagnostic tests to show the circulation of the blood vessels at the back of the eye to see if there is any leakage, blockage or swelling. Images can also be taken to monitor glaucoma and to provide important information in conditions where a layer of the retina plays a key role. It can document changes within the eye to enable clinicians to monitor the condition to see if it is stable, improving or declining.

Sue Peacock, Sister of Allies Eye Unit said: "This is a great new piece of up to date equipment that will help us diagnose and monitor our patients more effectively and bring us in line with the Ophthalmology Department at the NNUH."

### THE PULSE

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

### WELCOME

...to the following consultants who recently joined the Trust: **Dr Victoria Ames** (Radiology); **Mr Samuel Norton** (Plastic Surgery); **Dr Heidelinde Damian** (Neurology).

### FAREWELL

...to the following long-serving staff who have recently left the Trust: **Jennifer Williams**, Midwife, after 24 years; **Pauline Corbould**, Sister (theatres), after 27 years; **Susan Wicks**, Phlebotomist, after 27 years and **Angela Holloway**, staff nurse after 33 years.

### ELECTION UPDATE:

Terry Nye has been confirmed as the public governor for Broadland.

An election will take place in December for the Norwich governor post.

Terry Davies, Unison Branch Officer, has been confirmed as the governor for volunteers and contractor staff.

An election will take place in December for the nursing and midwifery governor.