

THE **Pulse**

Issue Number 75
Winter 2015



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

**Introducing the
workforce of the
future p 7**

**World Diabetes Day
Celebrations p 8**

**New 1950s day
room p 10**

*Photo of Norwich Castle Museum lit up blue to mark
World Diabetes Day, credit Georgia Dawson*

NORFOLK AND NORWICH UNIVERSITY HOSPITAL

Colney Lane, Norwich, Norfolk NR4 7UY
Tel: 01603 286286 www.nnuh.nhs.uk

Main Restaurant West Atrium, level 1 open
Daily from 8:00 to 1:00

Café Bar Outpatients East. Mon- Fri open from
7:30am to 16:30

Little Costa Outpatients West Mon - Fri open
from 7:00 to 18:00

POD: Plaza east open Mon - Fri from 7:00 -
20:00 Sat 9:00 - 18:00

Cafe Pure (inside WH Smith, Plaza West) open
Mon-Fri 7:30-18:00, Sat 9:00 - 16:00 and Sun
10:00 -15:00

WRVS shop East Atrium: open Mon-Fri
8am-8pm and weekends 10:00 - 18:00

WH Smith Plaza (West) – see Cafe Pure, above
The Stock Shop (ladies' fashions) open
Mon-Fri 9:00 -17:30 and Sat 12:00-17:00

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

Lost property 01603 287468 or ext 3468

Patient Advice and Liaison Service (PALS)

For confidential help and advice call 01603
289036 / 289045

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

CROMER HOSPITAL

Mill Road, Cromer NR27 0BQ, Tel: 01603
646200

OTHER HOSPITAL DEPARTMENTS

- **Cotman Centre**, Norwich Research Park:
- **Innovation Centre**, Norwich Research Park:
- **Norwich Community Hospital**, Bowthorpe Road, Norwich NR2 3TU
- **20 Rouen Road**, Norwich, NR1 1QQ, ext. 6954

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LETTERS

Dear Sir

The reason for this letter is to congratulate you not only for a 'state of the art' hospital - but for your excellent service.

The people we met could not have been kinder or more considerate. From the two young men from the cleaning team who did a marvellous job (and also helped me with two soccer clues on my crossword) to the 'dinner ladies', staff nurses, doctors etc. There is too much

criticism of the NHS and those running it that I felt strongly that I wanted to give thanks where it is due.

Wishing you and all the staff and patients at the N&N Hospital a happy and peaceful Christmas.

With my great gratitude

M D
Norfolk

Dear Sir / Madam

On 26 November 2015 I attended the Same Day Admissions Unit at your hospital, for a small procedure, which included a general anaesthetic.

I am 75 years old, and have never attended hospital during my life, I haven't even visited.

I was very frightened, terrified, to say the least, having read and heard about the condition of our NHS.

However, I just felt I must write to you, to congratulate you all on my treatment. From, reception, nurses, anaesthetist,

and of course Mr Wharton. They were all so kind, caring and considerate and made me feel so comfortable, during my stay with you. such a relaxed and friendly visit, no fear.

It was faultless, as you may be able to tell, I was so surprised and relieved.

I will no longer believe what I read and see of our NHS, you are wonderful.

Yours faithfully
Pauline Clemas
Southwold

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

Richard Parker appointed as Chief Operating Officer



Pictured above: Richard Parker, Chief Operating Officer

After a nationwide recruitment search, Richard Parker has been appointed to the role of permanent Chief Operating Officer at NNUH.

Richard has been interim Chief Operating Officer at NNUH since March this year. He has more than twenty-five years' experience working at NHS trusts including the Heart of England NHS

Foundation Trust, Croydon Health Services NHS Trust and the Royal Free London NHS Trust.

Richard originally trained as a nurse and became a Registered General Nurse in 1990 when he worked at Leicester Royal Infirmary.

Mark Davies, Chief Executive said: "I am delighted that Richard will remain with us as our substantive Chief Operating Officer. His in-depth experience of the NHS working with staff at all levels and patients, both as a senior nurse and a senior manager have brought great insight and understanding to the role of Chief Operating Officer."

Richard Parker said: "The care given by our nurses, doctors and other clinicians here supported by the admin and other staff, is outstanding. I am very glad to have joined a team where everyone is working hard to give our patients the best quality service possible."

Tribute to hospital governor



Pictured left: Evelyn Hinks

Hospital governor Evelyn Hinks, who served four years with NNUH, has sadly died.

First elected in 2011, Evelyn was an active governor and supported the Trust in many activities including the quality assurance audit programme.

John Fry, Chairman of NNUH, said: "Evelyn was much loved and respected by her colleagues at the NNUH. We will all miss Evelyn and her 'can do' attitude. She was a very loyal supporter and an ideal governor, always thinking of others and what she could do to help."

Evelyn, 68, was born in Johannesburg and spent her working life in advertising as a senior creative writer - working for the South African offices of some of the World's leading advertising agencies. Evelyn and her husband William eventually retired to Shipdham in Norfolk.

In 2007, Evelyn was diagnosed with cancer and underwent extensive radiotherapy and chemotherapy at NNUH.

William Hinks, her husband of 44 years, said: "Evelyn wanted to give something back to the hospital which saved her life and she stood for and was elected as public governor for Breckland which she found stimulating and rewarding. In October 2015 she was diagnosed with cancer again."

Evelyn passed away peacefully at Lincoln House hospice, Swanton Morley in the early hours of Sunday 13 December.

Mark Davies

Chief Executive, Norfolk and Norwich University Hospitals NHS Foundation Trust



In this issue of the Pulse you will see articles featuring a number of remarkable people - some of whom work at NNUH, and some of those who support NNUH through volunteering or fundraising.

The commitment of those who fundraise for the Norfolk and Norwich University Hospital is amazing, and on several pages you can read about just some of the kind members of our community, including staff, who have made generous contributions to departments through the Hospital Charity.

Also we have just marked even more generosity to our hospitals, (Pages 6 and 12) this time through the dedication of our volunteer red army! Twenty-seven kind volunteers have just reached a total of more than 170 years' service to the Trust, which is a fantastic support to our patients and staff. Thank you to each and everyone of our 674 volunteers.

Our magazine also features some super initiatives by staff here including the paediatric diabetes department's educational activity event on World Diabetes Day (cover photograph) and the #iCan awareness campaign to support its patients, and the innovative work experience programme to encourage the NNUH workforce of the future.

Finally I would like to say that the Chairman's words on this page about Evelyn Hinks are echoed by all here at NNUH who knew her. The NNUH valued and appreciated her support greatly. Our thoughts are with her family.

Our thanks to...

Fundraising by Staff

Just one of the events organised by staff to help our charity was a cake bake by our Paediatric X-ray Team to raise money to buy toys for the area and raised just under £200.

Cancer



There have been some amazing events to raise money for our cancer patients. Thank you to all involved including Nanna Lay, Julie and Glen Lock and Mr Sid Walpole.

Gifts in Kind

Thank you Morrison's for supporting our tea parties for patients with dementia with cakes; donation of books for our Jenny Lind Children's Hospital from Usborne Books (Jemima Tash) and games from Orchard Toys of Wymondham.

Fetal Medicine

Thank you to Lara Lacey who asked for donations at the christening of five-month-old Kitty-Lily for our Fetal Medicine Unit.

Fun for Children

Following successful fundraising by Holding Hands With Our Courageous Children there will be new entertainment, by FunForce, in the Jenny Lind Hospital organised under Hospital Arts.



NICU

Amongst the many generous donations we have received for our NICU department our thanks goes to:

- Dad Ben Simmonds who 'biked Wales in a day'
- Persimmon Homes whose staff fundraised throughout the year to raise money for the unit and;
- Kerry Durrant who cycled to France to give something back after his daughter was a NICU baby over a decade ago!

Premature Baby Walk

On 15 December 2015, 50 parents and children took part in our annual premature baby walk around the hospital ending at the Chapel. Thanks to everyone who helped and supported the walk.

Emergency Washbags

Thank you to the Taverham Lions who purchased emergency washbags for our Older People's Medicine patients containing essential toiletries for those who have an emergency admission.

Washbags containing a comb, flannel, sponge, shampoo, soap, tooth brush and toothpaste, will be given to people who need an overnight stay in hospital and do not have the means to purchase items or family members who can help.



Pictured above: Taverham Lions with Older Persons Medicine Matron Jane Douglas and Elsing Ward Charge Nurse Siji Sebastian

Help make our Jenny Lind Playground better

We need your help to make our playground better. We are aiming to completely refurbish our outdoor play area by April 2016 and we need your donations to buy new play equipment. Any donation both big or small will help.

We are incredibly grateful for the support we have received so far but we need to raise just under £50,000. We know this is a lot of money but this new play area will be really appreciated by both patients and visitors. Contact louise.cook@nnuh.nhs.uk if you can help.

Thank you to NICU Families



Throughout 2015 Claire and Simon Nicholl have held a series of events including Harrison's Ball and Walk in memory of their son Harrison to raise money for NICU.

Claire and Simon recently met with Dr Roy to see a new piece of equipment for the unit which their fundraising helped to purchase.



Cromer couple Rachael Cherry and Adam Babbage, whose son Theo was born on the neonatal ward, have raised more than £16,000 for the unit. Dr Paul Clarke was on hand to say thank you to the family for all their hard work.

Pictured: Claire and Simon Nicholl with Dr Roy (top) and Rachael Cherry and Adam Babbage with Dr Clarke with Jane Bennett, NICU Matron (above)

Maternity Donations

We have recently received several donations towards our Maternity Department..

One was a Cuddle Cot donated by the Goreham Family, in memory of their daughter Jessica. This means that the unit now has two cots which can be used at the hospital or in the community.

We have also had two very kind donations of equipment from Laura Munford and SANDS



Pictured above: The Goreham family with NNUH Chaplain Eleanor Langdon

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 over 2015.

New website is world's first to offer tailored advice to women about the menopause



Pictured above: Website logo

For the first time women will be able to receive individual advice about the best options for managing their menopause thanks to a new website developed by NNUH supported by the British Menopause Society.

The development of the website at www.manageymenopause.co.uk has been led by Mr Edward Morris, consultant in obstetrics and gynaecology at NNUH who was also Chairman of the British Menopause Society in 2013-15.

Mr Morris explains: "This website provides tailored menopausal advice for women, provided by experts. We aim to educate and support women with their healthcare by providing unbiased, accurate information.

"Life expectancy has increased significantly over the last century but the age of the menopause has stayed about the same. This means that women spend as much as a third of their life after the menopause. This means it is increasingly important to follow a healthy lifestyle and reduce any risk factors for major illnesses such as heart disease and cancer."

New Governors elected

Five new governors have elected to the Trust's Council of Governors which helps to shape the future of hospital services. The governors are as follows:

Public Governor for Breckland - Erica Betts

Public Governor for Breckland - Nina Duddlestone

Public Governor for Broadland - Janet King

Public Governor for Norwich - Peter Kemp

Staff Governor for Clinical Support - Ed Aldus, NNUH Superintendent Radiographer

Chairman of NNUH John Fry said: "We are delighted to welcome such experienced people onto our Council of Governors; our governors make a very helpful contribution to the successful leadership of the Trust and help us to engage effectively with the community we serve."

Patient Choice Team of the Year 2015



In the October edition of *The Pulse* the photo used for the winners of the Patient Choice Team of the Year award was incorrect.

We apologise to Dilham Ward and congratulate them once again on being the winners of the Patient Choice - Team of the Year award in the 2015 Staff Awards.

Dates for your diary:

Council of Governor

The Council of Governor meetings are held in public in the Board Room at NNUH. As space is limited, if you wish to attend please contact the membership office on 01603 287634.

The meetings take place on:

- 24 February 10am-12pm
- 26 April 3pm-5pm

Trust Board meetings: in public

29 January 2016 9am-11am - Board Room

24th March 2016 9am - 11am - Board Room

NNUH Fete

Saturday 18 June 2016

Cromer Open Day and Fete

2 July 2016

NNUH Christmas Fayre

Thursday 8 December 2016

Two donations for Weybourne Day Unit

• Grateful patient Kevin Allen has raised £1,350 for the Weybourne Day Unit, which provides chemotherapy and other cancer treatments at NNUH. Harriet Andrews, Sister on the Weybourne Unit, said: "We are really grateful for Kevin's help in raising this money to fund equipment which will help us to improve the experience of other patients." Mr Allen raised the money with the support of the Duke of Wellington public house in Norwich and Kay Edwards of Wolf Brewery.

• Mancroft Lodge has kindly donated £2,000 to support the Weybourne Day Unit. Louise Cook, fundraising manager at NNUH, said: "We are delighted with this generous donation which will go towards making patients more comfortable when they come in for treatment. Our patients can spend many hours having their chemotherapy and the funds will go towards comfy chairs, and entertainment equipment such as ipads."

If you would like to become a trustee of the hospital or raise funds for a particular department, team or ward please contact our Fundraising Manager, Louise Cook on Louise.Cook@nnuh.nhs.uk or 01603 287107

Hospital volunteers honoured for long service



Pictured above: Volunteers honoured for their long service

Twenty-seven volunteers at the NNUH have just received awards in recognition of their long service, a combined total of more than 170 years!

The awards were presented by NNUH Chairman John Fry and Chief Executive Mark Davies at the Volunteers' Christmas Party held at the hospital.

Twenty-two volunteers received five-year long service awards, four volunteers received ten-year long service awards, and one volunteer

received their 20-year long service award.

Mark Davies, NNUH Chief Executive says: "We are very pleased to be able to recognise our volunteers and their dedication to our hospitals. Their support enriches the lives of patients and staff across both hospitals and we are very grateful to them."

There are 674 volunteers at NNUH who fulfil a variety of roles, such as meeting and greeting patients as they arrive at hospital, supporting patients

and staff in the wards and clinics, and providing support to patients at mealtimes. Dementia support volunteers have been introduced to the Older People's Medicine wards and some specialist roles have also been established such as Reading Aloud, Reminiscence, Breast Feeding Support and Music Therapy.

Five-year service awards:

Anne Brown, Anne Loy, Chris Wiltshire, Deborah Lawrence, Ellen Robinson, Emily Burkitt, Evelyn Blewitt, Frieda Christa, Helen Wade, Judith Harber, Julie Foulger, Ted Searle, Lesley Slater, Lindy Button, Margaret Leggatt, Marion Andrews, Paul Burgess, Richard Hannant, Robert Stiles, Sheila Birch, Sandra Ballester, Trevor Smith.

Ten-year service awards:

Janice Beck, Myra Bealey, Carol Bishop and Michael Bishop

Twenty-year service award:

Marjorie Dingle.

Help needed for patients settling back at home



Pictured above: The original cohort of Settle in Service volunteers

NNUH is appealing for more volunteers to join their 'settle in service' programme.

The service, launched during volunteering week in June, has had a busy start and more volunteers are needed.

"Settle in" volunteers meet patients as they return home and carry out some simple checks around the home. They can also

arrange for patients to be helped or referred to other services where necessary including the Red Cross Support at Home service which can offer on-going support for discharged patients. The volunteering role can be ad hoc and slot

in around an individual's work or other commitments.

Sally Knights, NNUH Volunteering Manager said: "There are some really exciting opportunities available as part of the NNUH volunteers team, particularly the 'Settle in' project with a network of volunteers across the county meeting patients as they return home and carry out some simple checks around the house, such as making a cup of

tea or making sure the central heating is on and working. Many of our patients do not have family members living locally and need extra help to regain their confidence after leaving hospital."

Lisa Amer, NNUH Settle in Service Discharge Co-ordinator added: "The service has grown from strength to strength since it was launched and has helped many people. We are looking for those special people who want to help and make a real difference to someone who has just returned home from hospital."

To register your interest or to find out more information please contact the volunteers office by emailing volunteers@nnuh.nhs.uk or telephone 01603 286060.

NNUH introduces the workforce of the future



Students with Mr Rai at the end of their work placement week

The potential NHS workforce of the future has been experiencing first-hand what it is like to work in a hospital during a sixth form work experience week at NNUH.

Twenty students from Norfolk sixth forms have been playing the role of nurse, medical, pharmacy and midwife students as they learnt about team work, the process of patient consent, observing live operations and benefited from listening to a range of medical experts, which all gave a flavour of the career ahead of them.

The NNUH is the only hospital in the region which offers this programme and it received more than 300 applications. The scheme was originally started by Mr Am Rai, NNUH Consultant Spinal Surgeon, and is now in its third year. After taking part in the NNUH programme previous students have benefited from the experience using it as part of their university applications and progressed to studying medicine at university.

The NNUH provides several career events which highlight different career options available within the NHS.

Mr Rai said: "The sixth form students fully embrace the experience and we find it a fantastic way to inspire future NHS colleagues. As President of the British Association of Spinal

Surgeons, I was keen to develop a scheme which would be accessible to all students where they could learn together, and inspire them to continue into the NHS as a career."

Francesca Lockyer, 17 year old 2nd year sixth form student from Notre Dame commented: "I have found the whole experience amazing. I have applied to do medicine at university and this has allowed me to think of specific areas of interest that I can specialise in. The week has really brought the whole thing to life, shows you the reality of a career in medicine rather than just misconceptions and makes everything so exciting – this could be me in a few years' time!"

Alexander Law in his first year of sixth form at Wymondham College was interested in a career in the NHS and is considering applying for a degree in medicine added: "My favourite part of the week has been observing in the operating theatre, which was amazing. The week has made me realise that

“The week has really brought the whole thing to life, and makes everything so exciting – this could be me in a few years' time!”

Francesca Lockyer, 17 year old 2nd year sixth form student from Notre Dame

I definitely want to do it in the future."

Luke Wilkinson and Hazel Williamson, both in their first year of Sixth Form at Taverham High School commented: "This week has opened our eyes to the many specialist roles in the hospital. Witnessing first-hand the relationship between patients and doctors has been a rewarding and privileged experience. It has shown us the great responsibility and determination required to study and practise medicine and other healthcare professions. We would recommend the programme to others hoping to study medicine as it provides a realistic insight into working for the NHS."

The scheme will be carried out again in November 2016 and all potential applicants are advised to speak to their careers advisor at their school or college.

Below pictured left to right: Bethany, Josie, Alex, Francesca and Alex





Jenny Lind Diabetes Team marks World Diabetes Day

To mark World Diabetes Day the Jenny Lind Children's Diabetes team planned a day of activities on Saturday 14 November.

The team exclusively invited NNUH paediatric patients with Type 1 Diabetes and their families to enjoy the activity day at UEA Sportspark and a finale of watching Norwich Castle light up in blue.

Activities such as sports, family yoga and craft sessions were available. Children and families had fun whilst learning about the positive impact physical exercise can have on diabetes and the effect on insulin.

The finale of the day was the Norwich Castle being lit up blue to mark World Diabetes Day in Norwich. The Empire State Building in New York was the first building to join the World Diabetes Day campaign and agree to light up in blue. Since then the campaign has been joined by some of the world's most famous landmarks, including the London Eye, Leaning Tower of Pisa, Tokyo Tower, Niagara Falls, the Burj Al Arab in



Pictured above: Children enjoying the climbing wall

Dubai, the Sears Tower in Chicago, Christ the Redeemer in Brazil, and the building currently considered the world's tallest: the Taipei 101 Tower in Taiwan.

Paul Hill Children's Diabetes Specialist nurse commented: "Our children and families are incredibly resilient to the many demands that having Type 1 Diabetes puts

on them. We suggest that to maintain a normal blood glucose level, our patient's do 4 to 7 blood checks and give insulin at least 4 times per day. Insulin pumps rather than injections are used by half of our patients to give insulin. Routines of daily care affect the whole family and as children grow, their needs change but family support remains vital in managing a life-long condition. I feel proud of all the hard work our patients and their

Pictured below: Norwich Castle lit up blue to mark World Diabetes Day



DID YOU KNOW?

- It is estimated that about 70,000 people in Norfolk will have diabetes by 2030.
- A healthy lifestyle could prevent up to 85% of Type 2 diabetes. Healthy eating and exercise can help reduce risks.
- About 10% of the diabetes population have Type 1 and 90% have Type 2 diabetes. It is estimated that there are more than 3 million people in the UK with Diabetes.

families put in to managing their diabetes and I felt the event showed them how it can be incorporated into their everyday life."

NNUH also showed its support to encourage the public of Norfolk to think about diabetes to mark World Diabetes Day by launching the #iCan social media campaign.

Christmas Fayre 2015



Pictured above: Chris Paul, Serco serving turkey baps

The annual Christmas Fayre was held on 10 December and proved highly popular with both staff and



Pictured above: Lauren meets Father Christmas

Send a Smile with Santa Appeal Success

This year the hospital called on local people and businesses to donate more than 900 gifts so that every patient at NNUH could wake up to a present from Santa on Christmas Day.

Thanks to visitors, staff and local companies we were able to reach our target and deliver a present to each patient on Christmas Day.

Our Chief Executive also made an appearance to play Santa and deliver some of the presents along with our ward staff.

The appeal was incredibly important, because while many people, young and old, are lucky enough to celebrate at home with

visitors to the hospital.

Santa arrived at 4pm and as Rudolph was keeping his strength up for Christmas Day the Norwich Lions were kind enough to supply a motorised sleigh for his arrival. Santa and his elves were busy all evening and children had fun 'pointing to the nose' on the Alpaca game. Outside, both young and old, enjoyed seeing Horace 'The Christmas Alpaca' along with his friends from Burnt Fen Alpacas.

Norwich Dandies, a Norwich art group, led by the Winter Snow Queen provided fun and madness for visitors with their painting and live art and our own Norwich Hospital Radio provided live coverage of the event to patients. Food and crafts stalls were in abundance ranging from Dr Urvi's Dermatology Team's stall, the NICU knitting stall as well as the cake stall kindly provided by Serco and manned by volunteers.

Live music entertainment was provided by Shades of Pink Choir, the hospital choir, Little Red Shoes and children from Busybodies Stage School. Traditional hand bells were rung by the Bellfolk Handbell Ringers before the wonderful firework display closed the evening.



Pictured above: Horace the Alpaca

Our thanks go to all our volunteers, staff and colleagues across the Trust, Serco and Octagon for making the event happen, hospital radio, Burnt Fen Alpacas, Norwich Lions, Norwich Fireworks, Busybodies Stage School, Little Red Shoes, Shades of Pink Choir, Bellfolk Handbell Ringers, and the Norwich Dandies.

Date for our next Christmas Fayre is 8 December 2016!



Pictured above: NNUH Choir

their families, some were spending their Christmas Day with the staff at the N&N instead. The gifts brighten not only the patient's hospital stay but also add some Christmas cheer for the ward staff too.

Thank you once again as we would not be able to complete the appeal without all the public support and we look forward to Christmas 2016.



1950s Sitting Room will Help Patients with Dementia



Pictured above and below: Holt ward day room

A hospital day room has been completely transformed into a 1950s sitting room to help patients with dementia at the NNUH.

A retro tv, clock, mirror, wireless, sideboard and other furniture from the era when Elvis and Cliff ruled the pop charts have taken the room back to a time that will help all the patients on Holt ward relax and reminisce.

The £12,000 transformation was the idea of staff who set about fundraising and have been helped by a £10,000 donation from David Mackie of Norfolk's Ivy Child Trust.

Welcoming fifties style turquoise wallpaper that meets strict infection control guidelines is topped with a mock picture rail. Three birds fly on a wall in formation and a pin board shows Norfolk photos from the era, there is even an effect that looks like a real fire. The room also has books, football programmes, catalogues and leaflets from the era as well as games like draughts, dominoes and the Beetle game.

A dvd player means patients can watch old news reels and historic events from when Princess Elizabeth became Queen, Churchill was Prime Minister,

James Dean died and Lego bricks were invented. And there's lots of old tunes to listen to.

The hope is that those with dementia will feel that the room

“I am so glad that all the hard work has paid off and that our patients will get joy from being in this dayroom.”

Emma Jarvis, NNUH Hospital Arts Co-ordinator



“The patients love it. It's the only room like it in the hospital and we're so proud of it.”

Julie Payne, NNUH Holt Ward Deputy Sister

looks familiar and will help spark memories and conversations. Already patients in their 80s and 90s have enjoyed stepping back in time and it has provided a relaxing place for relatives to talk to staff or patients.

The project was managed and designed by Hospital Arts Co-ordinator Emma Jarvis working with Sally Andrews and Joe Tayler at Accent Design

Emma Jarvis said, “We really wanted to create a 1950s feel to the room but had to ensure it met all the correct regulations and was able to provide up to date facilities with the look of the 1950'. I am so glad that all the hard work has paid off and that our patients will get joy from being in this dayroom.”

Deputy Sister Julie Payne who started the fundraising said, “For patients with dementia familiarity makes their stay better. The patients love it. It's the only room like it in the hospital and we're so proud of it.”

Paper Drugs Charts at NNUH Will Soon Be a Thing of the Past



Pictured above: EPMA being used on the wards

hospital means doctors, nurses, pharmacists, physios and occupational therapists will all be able to access a patient's drug chart without having to see a physical copy.

Specialist Pharmacist James Hipperson who has been working on The Electronic Prescribing and Medication Administration system (EPMA) project said “A lot of people need to look at drug charts and now they are electronic it will save a lot of time as they can be accessed from offices and other parts of the hospital. This is particularly useful for the pharmacy as the chart used to be taken to them.”

The charts are now available on special laptop trolleys which nurses take around the ward and administer the correct medicine at the patient's bedside. It also prevents any mistakes being made as

A new electronic prescribing system has now been rolled out to all the medical wards at NNUH, making huge paper charts a thing of the past and allowing medical staff to access charts from anywhere in the hospital.

The biggest change in an electronic system affecting patient care at the

the chart has to be filled in properly, and there is no chance of misreading someone's writing.

Drugs can also be ordered electronically and remotely from the chart and the order will then appear in the pharmacy.

Helen Wilimott, EPMA project manager, explained that drugs charts were about 28 pages long, under the new system some patients still had a chart that was just four pages and that is expected to vanish following an adjustment next year.

The NNUH and James Paget University Hospital were successful in a bid for £1.743m of funding from the Safer Hospitals, Safer Wards technology Fund sponsored by the Department of Health to implement the system.

Brundall, Elsing, Holt and Knapton wards were the first to go live with the new system then it was rolled out across the rest of the 19 medical wards. The eight surgical wards are due to get the system early next year.

Deputy Sister Joanne Ward on Brundall ward has been using the system for several months. “It's, quicker, simpler, more efficient and straightforward. The new system makes sure patients don't miss a dose and it's very secure”

Current developments include automatically printing discharge letters to GPs that will include the prescribed medicine a patient needs when they leave hospital.

Norwich Doctor Changes Lives in Pakistan



Pictured above: Mr Hanif with a selection of equipment

Carrying his child in his arms a man in Pakistan walked several miles in searing heat to see if Mr Junaid Hanif, a consultant from the Norfolk and Norwich University Hospital, could help his daughter's two diseased ears.

It was Mr Hanif's first charitable visit to carry out ear surgery in a poor part of Pakistan six years ago. He operated on her ears and made a huge difference to her life. The Otologist which is a subspecialist in ear diseases has just made a seventh trip with a

team of ear surgeons and several pieces of equipment including old hearing aids.

They usually see poor people of all ages with the ear disease cholesteatoma, an uncommon, abnormal collection of skin cells inside your ear.

“It follows on from a middle ear infection with dead skin growing inward. If it isn't treated you can get paralysis of the face and lose your hearing. We remove the disease and that often improves the hearing,” he explained.

The surgeons forged a link with a charitable hospital in a poor area of Karachi. On the first visit they also took out £60,000 worth of equipment and they have been training a local doctor to use it.

“Over three days we did 38 major ear operations. There were two theatres running concurrently from 9am to 9pm operating on all ages. Eleven patients had major ear procedures. In this country I would do about 35 to 40 of those operations a year. It's a very specialist operation.”

“Karachi is the second most populated city in the world with 29million people and just about 9 ear surgeons there. We have 7 in Norwich for 900,000 residents.”

“Despite the security concerns it's a week I look forward to as soon as I return. Professionally speaking it's the best week of my year.”

Cromer and District Hospital Volunteers



Pictured above: Cromer and District Hospital Volunteers

Cromer are on a recruitment drive for Volunteers to assist our busy teams in the hospital.

We are looking for individuals who are happy to talk to patients and help them with filling in surveys and to meet and greet patients whilst assisting them in finding their way around the hospital.

If you feel that you could provide support to Cromer please give Sue Hayward a call on 01603 646263.

Cromer Fete

The date for the Annual Cromer Fete has been set for the 2 July 2016.

Planning is already underway to further improve on the day of fundraising which, at last year's event, raised more than £3,000. Please check future editions of *The Pulse* to see exactly what we will have available on the day.



Pictured above: Mary Northway and her sons

Full steam ahead for Cromer Hospital fundraiser

It was all aboard a Norfolk Broads Mississippi boat as fundraisers remembered a friend and boosted the coffers for Cromer Hospital patients.

The event in aid of the Friends of Cromer Hospital, which is called the David Northway Special, is held annually in memory of Mr Northway, who died in 2013.

He was a popular north Norfolk publican and hotelier and ran the Overstrand Cliff Top Café for 20 years.

His wife Mary, chairman of the Friends of Cromer Hospital, said she was delighted with the turnout, adding: "The monies raised so far will benefit the hospital and patients in providing additional equipment and amenities. To be able to do this while remembering David, with family and friends, is an added bonus."

More than £4,300 was raised in 2015 by the Friends.

WELCOME

...to the following who recently joined the Trust: **Dr Ali Afsar** (Clinical Fellow);

Bethany Alcock (Radiographer);

Dr Shibani Banerjee (Speciality

Doctor Stroke Medicine); **Alan Bell**

(Emergency Care Nurse / Paramedic);

Rachel Braithwaite (Nurse Specialist);

Christine Brown (Nurse Specialist);

Jane Day (Nurse Specialist); **Cecile**

Jandet (Speciality Registrar); **Dr Amani**

Kheir (Speciality Training Registrar);

Dr Saadia Naem (Consultant);

Kerry Norman (Midwife); **Jane**

Radziszewski (Deputy Sister); **Dr**

Nimish Shah (Consultant); **Dr**

Alexandra Smith (Speciality Registrar);

Dr Robert Spooner (Speciality

Registrar); **Samantha Sweeney**

(Emergency Care Nurse / Paramedic)

and **Mr David Yeoh** (Consultant)

FAREWELL

...to the following long-serving staff who have recently left the Trust:

Brenda Chapman, Telephonist (21

yrs); **Adrian Jennis**, Technician (21

yrs); **Julie Moody**, Assistant (23 yrs);

Susan Abbot, Clerical Worker (24

yrs); **Kathryn Newis**, Staff Nurse

(25 yrs); **Jan Wilkins**, Specialist

Nurse Practitioner (26 yrs); **Mandy**

Wood, Receptionist (27 yrs); **Sandra**

Stevenson, Staff Nurse (27 yrs);

Dawn St Quintin, Staff Nurse (29 yrs);

Judith Palmer, Sister (34 yrs); **Denise**

Cowan, Clerical Worker (34 yrs); **Joy**

Askham, Healthcare Assistant (35 yrs);

Janeatte Ely, Clerical Worker (40 yrs)

and **Maureen Hunton**, Sister after 41 year's service.