



NNUH Easy Read Quality Account 2023 - 2024

Words you may not have heard before

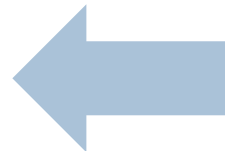
In this document, you may see words that you have not seen or heard before. These words will be in a different colour and look like 'this'. When you see them, you can come back to this page to see what they mean.

Word	Meaning
On page 6 you will see	
NNUH	Norfolk and Norwich University Hospitals NHS Foundation Trust
Quality	This means that something is safe and good
On page 7 you will see	
Chair	This is someone who makes sure the people in charge of the hospital are doing their jobs well.
Clinical Professionals	A Clinical Professional is someone who looks after you at the hospital. They are different to a Doctor, Junior Doctor, Dentist, Nurse, Midwife or someone who works in Administration
Midwives/ Midwife	This is someone who looks after people who are having a baby.
Interim	This means someone else is helping to do a job until the other person comes back

On page 8 you will see	
NHS	The National Health Service is made up by Doctors, Nurses, Surgeons, Clinical Professionals, Midwives and administration support
On page 9 you will see	
Emergency Department	This is the part of the hospital where poorly people who need to be seen straight away go
Delivery Suite	This is where Doctors and Midwives look after people who are having a baby
Midwifery Led Birthing Unit	This is where Midwives look after people who are having a baby
Volunteers - you will also find this on page 10	Volunteers are people who help us by working at the hospital without getting paid
On page 10 you will see	
Healthwatch	Healthwatch are a group of people working together who help to make care better. They speak up for people who use health and social care services.

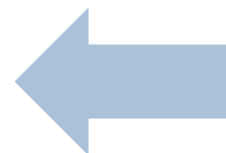
Operating Theatre	This is where a poorly person goes for surgery .
Surgery	Surgery is often used to make poorly people better. It is when a special doctor called a surgeon cuts into your body to fix something, take something out or put something in your body.
On page 11 you will see	
Black History Month	A month where everybody comes together to learn about how important black people have been through history.
Organ Donation	Organs can include heart, liver, lungs, kidneys and more. Some poorly people need new organs to help them get better. Some people let poorly people have their organs after they have died.
On page 12 you will see	
PSIRF	<i>The Patient Safety Incident Response Framework is the NHS's way of making sure that we learn lessons when things go wrong.</i>

CQC	The Care Quality Commission make sure we are caring and do things well. They want us to be the best we can.
On page 13 you will see	
EPR	The Electronic Patient Record will store all patients details on a computer.

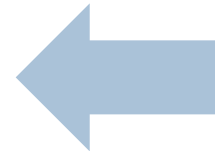
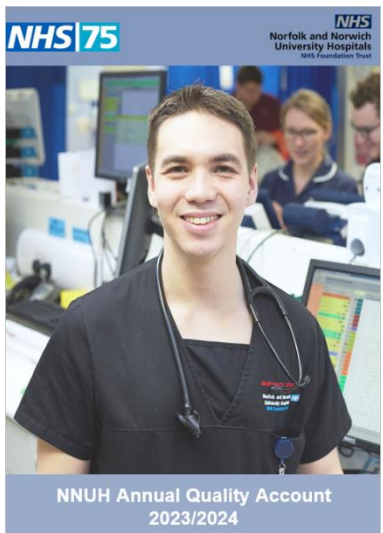


This is the Norfolk and Norwich University Hospitals NHS Foundation Trust. It has a very long name so we often say '**NNUH**' instead.

The NNUH find out why people are poorly and look after them.



This is Cromer District Hospital. They treat poorly patients during the day.



What is a **Quality** Account?

This is our Quality Account. We write this report every year.

The report is about what we did last year to make sure we care for patients in a safe way.

It is also about what we want to do this year to get better.



My name is Lesley Dwyer and I am in charge of the hospital.



My name is Tom Spink and I am the **Chair**.



My name is Rachael Cocker and I am the **Interim** Chief Nurse. I look after the Nurses, **Midwives** and other **Clinical Professionals** in the hospital.



My name is Bernard Brett and I am the **Interim** Medical Director. I look after the Doctors in the hospital.

In 2023 the country cheered because the **NHS** turned 75 years old

Each day there are a lot of poorly people looked after in England by the NHS. We do not pay for this thanks to the NHS.



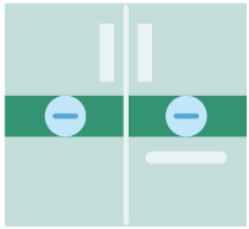
At the NNUH, we celebrated by baking and eating cakes.



Some of our staff were asked why they love working for the hospital and NHS. A lot of staff said they love caring for our poorly patients and enjoy what they do every day.

What happened at our Hospitals in the years 2023 to 2024?

EMERGENCY



There were 148,832 **Emergency Department** visits at the NNUH and Cromer Hospitals.

We have 11,466 people work for us at our two hospitals.

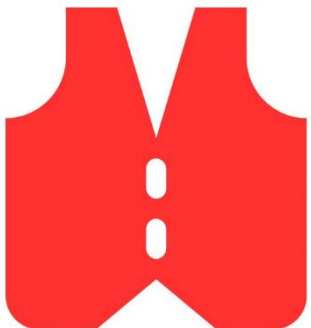


There were 4,833 babies born: 65 of them were sets of twins.

185 were born at home

1,877 were born in the **Delivery Suite**

540 were born in the **Midwifery Led Birthing Unit**



Volunteers gave 83 thousand 2 hundred hours of their time to help the hospital.



Our Butterfly **Volunteers** help to care for poorly patients in hospital by talking to them, reading to them or playing music. The volunteers even sit with the poorly patients, so they are not alone.

A patient's husband nominated the volunteers for a special award called 'Who Cares Wins'



MACMILLAN
CANCER SUPPORT

Healthwatch came to see The North Norfolk Macmillan Centre and spoke to some of the poorly patients who go there. Those patients said really good things about the Centre.



N&N
Norfolk & Norwich
Hospitals Charity

Our hospital opened a new **operating theatre** for children. This means more children can be looked after and have the **surgery** that they need.

The hospital charity gave lots of money so the theatre can have lovely drawings for children to look at.

What we did well



Our Rainbow Maternity Team have been doing a brilliant job at supporting parents who sadly lost a baby but are having another baby. This can be really scary for parents but they get looked after so well by the Rainbow team.



Our hospital celebrated '**Black History Month**'. Our wonderful staff came together to look at the beauty of Africa by wearing gorgeous clothes, listening to music and eating food.



Our **Organ Donation** team has been told they are one of the top 20 Organ Donation teams in the country.



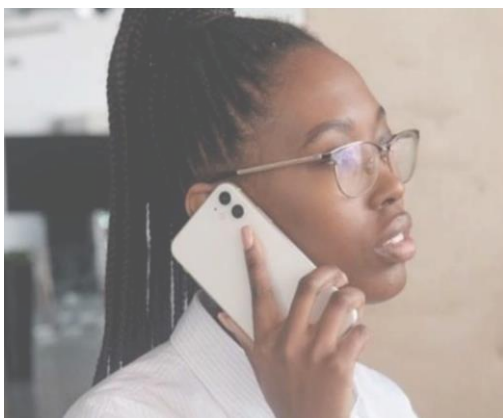
Part 3 - What we hope to make better during 2024/2025

Inspected and rated

Good



The **Care Quality Commission** check our hospitals and have just told us that our Maternity Services are **good**. We will still look at things we can make better.



Virtual ward - The NNUH Virtual Ward helps patients to get better at home. Staff contact them by telephone to make sure they are doing okay.



PSIRF - The Patient Safety Incident Response Framework is the NHS's way of making sure that we learn lessons when things go wrong. It does this by making sure we ask the right people the right questions. We have a Patient Safety Incident Response Plan

What we hope to make better during 2024/2025

Learning disabilities - We continue to work so that people with learning disabilities and autism do not have to come back into hospital if it is not necessary. We are making sure once people have been into hospital all that is needed is ready before they go home.



Home for Lunch - We know that patients can have more problems if they cannot get into hospital when they need it. They can also have problems if when they leave hospital it is later in the day. We are getting patients into hospital quicker and sending them home earlier in the day.

EPR - This will help to have all your health records in one place together on a computer. You will be able to look at it and so can staff needing to give you care.

Contact us if you would like this Quality Account in:

- Big Letters
- Braille
- Another Language



Our contact email address is: q-s.team@nuh.nhs.uk

Our address is:

Norfolk and Norwich University Hospitals NHS Foundation
Trust

Colney Lane

Norwich

NR4 7UY



If you are worried about your care or your families care, you can speak to our Patient Advice Liaison Service and Complaints Team. They would also like to hear what you were happy about. Their details are:

Phone Number: 01603 289036

Email: palsandcomplaints@nuh.nhs.uk