

# Making Waves

## Improving our Hospital

Free Wi-Fi



Ambulatory unit



Endoscopy



Early Intervention  
Vehicle



New  
e-system



**Inside: New catering facilities** - page 6

**Our Remarkable People 2018** - centre pages

**How your local NHS is preparing  
for winter** - pull-out supplement



Where You come first

# Editorial

Welcome to Making Waves, and my apologies that it has been such a long wait since the previous edition.

There has been lots happening in recent months so this is a real bumper issue, catching up on the great news about our staff and the significant Trust developments. We are also celebrating our award winners and staff recognition – NHS70, Remarkable People, Long Service and several national successes – whilst the word on many people's lips now is WINTER. This is being managed across the Norfolk & Waveney STP area and a handy booklet is included for you to read and share. It covers the work that is being done across the area to effectively manage our patients and support our staff at what we know can be a really difficult time.

Please let us know what you think and keep those articles coming – our newsletter is nothing without your news.

**Ann Filby**  
Head of  
Communications  
and Corporate  
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# Improving our hospital



## Have you noticed the changes recently at your hospital?

We've spent the last few months making further improvements for patients, visitors and staff including new facilities for care and treatment, enhanced catering outlets and upgraded IT.

Our new Ambulatory Care Unit offers assessment and treatment for a range of conditions, with the aim of keeping patients in hospital for as little time as possible and to prevent unnecessary admissions.

It's more than twice the size of our old unit and can cater for three times as many patients – additional capacity which we believe will be important when the hospital gets busier in the winter months.

On the catering front, there is now more choice for all. In the foyer, our outdated café has been replaced by a new M&S Food to Go outlet, serving a variety of sandwiches, salads, coffees with its own air conditioned seating area.

Upstairs, our Aubergine Restaurant has been completely refurbished – and is now open to patients and visitors as well as staff, offering a range of hot and cold meals, freshly prepared by our in-house catering staff.

And, whether you are in one of our restaurants, in a waiting room or on a ward, you can access the internet 24/7 thanks to our new, free guest Wi-Fi service.

You can find out more about these changes in this edition of Making Waves. There's more to come – we'll keep you updated.

**Christine Allen, Chief Executive** Twitter: @callen\_JPUH

# Prepare for Winter



## The changes at our hospital underline our ambition as a Trust to deliver the best possible care for our patients.

It's an ambition that's shared with our health and social care partners across Norfolk and Waveney – so, while we have been improving our hospital, our colleagues across the area have been making their improvements too.

These improvements aren't just in bricks and mortar but involve the systems and processes that enable us, together, to deliver a healthcare service for our patients.

As part of the Norfolk and Waveney Sustainability and Transformation Partnership (STP), this collaborative work is particularly important as we move toward what we think will be another busy winter.

So, together, we've been looking at ways of preventing hospital admissions by keeping people well in their own homes, improving flow of patients through our hospitals - and then getting them home as quickly as possible, with appropriate support as required.

But we need your help. Help Us Help You is the title of this year's NHS Winter campaign. It highlights the steps people can take to stay in good health, such as getting a flu jab, taking prompt action when you feel unwell, knowing which health service to access and when – and being prepared.

Inside this edition you will see some of the campaign adverts, which contain important information. So, please take note and help us to help you stay well this winter.

**Anna Davidson, Trust Chair** Twitter: @ealdavidson

## SEE INSIDE



**Pull-out supplement**

**Don't wait until you feel worse**

Even if it's just a cough or cold, consult your pharmacist before it gets more serious.

**HELP US HELP YOU**  
STAY WELL THIS WINTER

**nhs.uk/staywell**

**Prameet Shah, Pharmacist**



# Free Wi-Fi now available

Look up health information, download health apps and browse the internet



Mental Health Trust



Community Trust



Acute Trust



# Wi-Fi...at your service

**A guest Wi-Fi service is now operating across the James Paget University Hospital.**

The new service went live earlier this autumn and allows patients, visitors and staff to access free Wi-Fi in areas of the hospital including wards, waiting areas and restaurants.

Its introduction is aimed at improving patient experience at our Trust by allowing people attending our hospital to continue with their digital lives – such as communicating with friends and family, accessing entertainment and working remotely.

The new service can also help clinicians who can use mobile devices at the bedside to show patients information about their treatment.

Director of Transformation Andrew Palmer said the introduction of the new Wi-Fi was both welcome – and essential.

“People expect Wi-Fi to be available – and we have met that expectation by introducing a free service which will allow our patients to keep in touch with their families and friends, stay up-to-date with the news and stream entertainment while they visit or stay in our hospital.”

Accessing the service is simple – and we’ve produced a step-by-step guide to help you (see right).

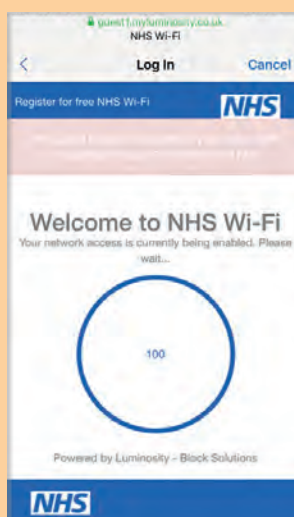
Our IT team has overseen an upgrade of the hospital’s wireless infrastructure, which means that Guest Wi-Fi traffic is completely separate from corporate traffic – so it does not affect the speed of the hospital’s clinical systems.

The introduction of Guest Wi-Fi at our Trust is part of a national roll out, which will see all secondary care organisations offering the service by the end of December 2018 – and is part of the government’s commitment to a paperless health service by 2020.

## Accessing FREE Wi-Fi

- 1 First, go to the settings menu on your device and select Wi-Fi. Then select NHS Wi-Fi. Then complete the registration by filling in your e-mail address, first name and last name – and then tick the box at the bottom of the page, if you agree to accept the terms and conditions and abide by the Trust’s ‘Acceptable Use’ policy. ▶

- 2 Your device will connect to NHS Wi-Fi.



- 3 After your network access is enabled, you will see the screen below – and you are then free to start browsing.



Users will have to re-register after 24 hours, for security purposes.

The service is being managed by an external company – Block Solutions – who have their own 24/7 helpdesk which is available on 0844 9671650.

# 'Ambulatory care expands to meet demand'



## Prompt treatment prevents admission

**Our hospital has just opened an enhanced and expanded facility which is helping patients receive care quickly, reducing pressure in A&E while preventing unnecessary admissions.**

The new Ambulatory Care Unit opened its doors on 19 September – and saw more than 1000 patients in its first four weeks of operation.

Ambulatory care is an outpatient service which brings healthcare teams to the patient and is nationally recognised as an effective way of delivering safe care for an increasing number of conditions, while improving patient experience. It allows patients to receive diagnosis, observation, consultation, treatment services in one area of the hospital and is designed to be a 'one stop shop' for patients, improving the efficiency of their care, reducing their time in hospital and preventing admissions.

An Ambulatory Care Unit was established in the hospital in 2015. The unit saw a huge increase in activity – a 37% rise in one year alone.

It was designed to support 20 patients per day but sometimes had to cater for double the number it was designed for.

Now, Ambulatory Care is being delivered from a brand-new, purpose-built facility which is double the size of the old unit – and can see three times as many patients.

It was created with input from Trust staff, including Ambulatory Nurse Practitioner Karen Foden (pictured left), who said that the enhanced facilities were already having a positive impact.







"It's going really well," she said. "In the old unit, we were seeing approximately 30 patients per day – more than it was designed for – but at our new facility, we are seeing up to 45 patients per day and activity is steadily growing."

"As we move into winter, these numbers will increase further – and this is positive as it means more patients will have a better experience as they are seen more quickly, by the right staff in the right place – and, in some cases, won't be putting additional pressure on A&E or our bed capacity."

In the first four weeks of operation, the new-look unit saw more than 1000 patients. In addition, 123 patients were referred direct to the unit by local GPs - whereas previously they would have had to report to A&E. After treatment, 29 of these patients (approximately a quarter) were discharged home rather than placed in a hospital bed.

The creation of the new unit is part of a multi-phase plan to transform the hospital's Emergency Department, to help meet patient demand. Other work completed includes the provision of GP streaming consultation rooms in A&E and a new children's waiting area as well as the creation of a new Operations Room and Discharge Hub.



## Our new Ambulatory Care unit consists of:

- Six single treatment rooms
- An IV room
- GP referral assessment area
- Point of Care Testing (POCT) room\*
- Reception area/nurses station
- Waiting area (accommodates up to 30 people)



\*includes equipment which can provide diagnostic blood test results within five minutes – a significantly quicker turnaround than 90 minutes required by a pathology lab.

# Catering improvements create more choice

Renowned Norfolk Chef Galton Blackiston officially opened the James Paget's new-look restaurant earlier this autumn after it was given an extensive make-over.

Mr Blackiston, who owns the Michelin-starred Morston Hall restaurant in North Norfolk, also toured the hospital's kitchen during his visit – and declared: "I'm impressed."

Formerly only open to staff, Aubergine restaurant now welcomes patients and visitors too and serves a range of hot and cold food prepared on the premises by the hospital's in-house catering team.

The catering team prepare more than 2000 meals per day, including over 400 meals, three times per day, for patients – with a budget of £3 per patient per day.

Mr Blackiston chatted with catering staff as they prepared the day's lunch menu before he was invited by Chief Executive Christine Allen to officially open the restaurant by cutting a ribbon.

"I have just been through to the kitchen - and I am impressed," said Mr Blackiston. "What impresses me is there is a massive ethos in the team to use fresh ingredients, locally sourced and seasonal wherever they can, under such financial constraints."

"I love the principle of cooking in-house in hospitals because, in some places, it's all bought in. To have it in-house and be able to provide hot, varied meals on a daily basis has to aid recovery and I am really supportive of that."

Head of Facilities Management Nichola Hicks said: "We are delighted that Galton could find the time to open our restaurant and see our kitchens, where our catering team work so hard to provide freshly-prepared dishes and a varied menu for our patients, visitors and staff."

"We are also pleased that he has endorsed our approach, which is to use fresh, local ingredients in our dishes wherever we can."



The official opening of the restaurant came just a week after a new M&S Food to Go outlet opened in the foyer.

The outlet offers visitors, patients and hospital staff a range of food and drink including freshly baked, filled baguettes made on site, a range of salads and barista-served coffee.

The store, which was formally opened by hospital chief executive Christine Allen, has a 70-seater café for customers to relax and enjoy their meals – and replaces Paget's Café and its seating area, which served people well for more than a decade, but was cramped and in need of refurbishment. The creation of the store has cost the JPUH nothing and will provide a significant regular income stream in the future, which will be used to support healthcare at the hospital.

Together, the new facilities provide patients, visitors and staff greater choice when they want to eat or drink while in the hospital.

## Food on the agenda at AGM

An opportunity to taste freshly-prepared dishes from across the world was one of the highlights of this year's Annual General Meeting.

The Trust's in-house catering team prepared samples of some of the culinary creations cooked for both patients and staff at the hospital – and served them to guests at the AGM, which took place on 19 September.

On the menu were home-made vegetable and lentil soup, beef casserole, pasta Napolitana, chicken curry and mushroom stroganoff – followed by jam sponge and custard, and apple cake.

The food sampling followed an agenda which included a keynote speech from Consultant Ophthalmologist Tom Butler, focussing on the expansion of eye clinic facilities so that more patients can receive sight-saving procedures.

Also on the agenda was a video presentation about the Trust's performance during 2017/18. The video – along with the Annual Report and Accounts for 2017/18 – are available on the Trust's website at [www.jpaget.nhs.uk](http://www.jpaget.nhs.uk)





# Less Paper, Better Service for mums

**A new e-system has revolutionised the way in which our maternity team works – and drastically reduced paperwork.**

The Electronic Maternity Record system went live in the summer and, for the first time, creates an electronic record for mum and baby, from the point of booking with the midwife, until post-natal discharge.

This means that midwives, midwifery support nurses, nursery nurses, doctors and support staff can access information about the mums and babies in their care via a laptop, whether they are in the hospital or out in the community – and eliminates the need to carry around reams of paper.

The system has had the biggest impact on the Community Midwives who work remotely in GP surgeries and visit women in their own homes to provide care. The midwives have been allocated laptops which allow them to access the live system and an offline module in areas where the signal is poor.

Community Midwifery Team Leader Alex Gray said: "The new IT system has been a huge asset to Community Midwifery.

"The biggest change has been the time we save not having to duplicate records which allows us more time to provide care to women and their babies. We have better communication with our obstetric colleagues as we can see in real time the care they have given, referral pathways are also simpler."

Benefits of the system include not only a 70% reduction in paperwork at booking for new referrals but also compatibility with other hospital computer systems, such as the neonatal system.

Data is available at the point of need to all involved in the care of mums and babies – and not just the named midwife, which helps with continuity of care should a mum contact another part of the maternity service.

The system will continue to be developed in the months ahead.



## Hi Tech Cleaning

**A new hi-tech decontamination unit which ensures that all the hospital's endoscopes are safe and clean is now operating in our Sterilisation and Decontamination Unit (HSDU).**

Endoscopes – which cost up to £40,000 – are used to examine patients' digestive tracts and so must be thoroughly cleaned between uses.

The new unit features state-of-the-art washers positioned between two areas to keep them separate.

One area receives the used endoscopes; staff then place them in the washers, which use a combination of hoses, to thoroughly clean the scopes inside and out.

Staff then retrieve the decontaminated scopes from the other side of the washers and either send them to Endoscopy for immediate use or store them in special driers.

The new hi-tech driers mean that, once decontaminated, the endoscopes can be stored ready-for-use for up to 14 days before needing to be cleaned again. Computerised displays show the hours remaining for each scope, before cleaning is required once more.

The new unit replaces a single-room facility and has brought processes in line with national best practice, as well as supporting the Endoscopy team in securing the coveted JAG accreditation (see page 20).

Its creation was part of a significant investment of £3.9 million which has included building work, equipment and buying new scopes.



# Helping patients stay at home

An innovative scheme which helps keep patients at home and out of hospital has been expanded following a successful pilot – with the James Paget University Hospital playing a key role.

The Early Intervention Vehicle (EIV) is now running between 7am and 7pm, 365 days a year, from October thanks to an investment of more than half a million pounds.

It follows a successful trial during which it operated for four days a week. The expansion will allow crews to help even more patients by putting the right help and support in place so that they can remain at home rather than be taken to an acute hospital.

The EIV is staffed by an East of England Ambulance Service NHS Trust (EEAST) senior emergency medical technician, together with a physio or occupational therapist from the James Paget, East Coast Community Healthcare (ECCH) or Norfolk or Suffolk County Council.

Wherever possible, they provide a one-stop service, assessing the patient, reviewing their medication, making onward referrals for additional health and social support where necessary and providing equipment to help them stay safe, such as walking aids, slippers or alarms.



Senior Occupational Therapist Deb Mills, from the James Paget, is a member of the EIV's crew – and said the extended service would be welcomed by patients.

"People don't want to go to hospital unless it's absolutely necessary. The aim of our service is to keep patients safely in their own home – and keep them independent, with support as necessary," she said.

Working with the emergency medical technician, Deb looks to provide patients with an 'holistic' assessment, looking not just at their physical condition and whether they are injured but also the environment in which they live and their support network.

"When we attend a patient who has fallen, if they are not injured we have the equipment to be able to get them off the floor. We then need to assess their circumstances – can they get to their kitchen and prepare a meal? Can they make their own way to the toilet? Can they get into bed unassisted? If not, we can provide them with some equipment to help or can arrange for them to have a package of care," she said.

Deb has a laptop which she can use to connect directly to GPs and community teams to make e-referrals – and carries a phone so that she can contact social care to make any urgent home care requests.

"The patients are extremely grateful for the service. Not only are we helping them keep out of hospital – which helps reduce pressure on our A&E department – but also, where necessary, we are getting them any support they need," said Deb. "It's also reassuring for their families to see that everything is being done to keep their loved ones in their own homes, in familiar surroundings."

The expansion to the service was secured after NHS Great Yarmouth and Waveney Clinical Commissioning Group (CCG) agreed to fund the service permanently, investing £540,000 a year.

Graham Wilde, Chief Operating Officer at JPUH, said: "We are really pleased to be a part of this service and to see the benefits it has delivered to individuals by enabling them to stay in their own homes rather than being admitted to an acute hospital bed. It is a great example of partnership working."



## EQUIPMENT ON BOARD

The EIV's equipment includes:

- Blood pressure/pulse monitor
- Battery-powered emergency lifting cushion, to help patients get off the floor safely
- Raised toilet seats
- Walking frames
- Transfer equipment, to help patients move from chair to toilet
- Oxygen
- Drugs safe
- Dressings
- Urinary tract infection testing kits

## Facts and figures

During a seven-month trial, the EIV:

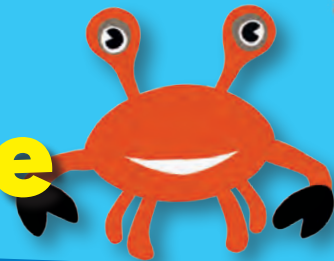
- assisted 256 people who had suffered falls
- went to 51 category 1 calls
- gave advice and guidance to other crews on 158 occasions.

Less than a quarter had to be taken to hospital following a visit from the EIV, compared with three in every four treated by an ambulance crew.

As a result, the EIV is estimated to have saved 370 ambulance attendances, 285 conveyances to hospital, 255 emergency department attendances, 78 unplanned admissions to an acute hospital and 708 bed days during the seven months of the trial.



# Mischief making storytime at The Cove



Young people visiting The Cove – our Childrens' Clinic – enjoyed a special Mischief Makers storytime to encourage them to sign up for a national summer reading challenge.

In conjunction with the Norfolk Library & Information service, Sir James Paget Library Manager Peter Ransome and hospital play assistant Claire Watkins ran story-reading sessions to entertain children and their families in the clinic waiting room on Wednesday 15 August. As well as entertaining young visitors, the aim was also to sign up new participants for the Mischief Makers Summer Reading Challenge, presented by The Reading Agency and public libraries.

Children were encouraged to sign up to the challenge at their local library and then to collect special stickers by reading books from the library over the summer holiday period.

Among the stories included was *Superhero Hotel* by Abie Longstaff and Migy Blanco, read by Peter, who said; "We wanted to support Norfolk Libraries and encourage children to discover the benefits and joys of reading, while also brightening up the wait for young patients."

Pictured are Claire and visitor Ava Carter listening as Peter reads *Superhero Hotel*.



## Flu jab: are you eligible?

Our doctors and nurses are preparing for the winter season by getting their flu jabs.

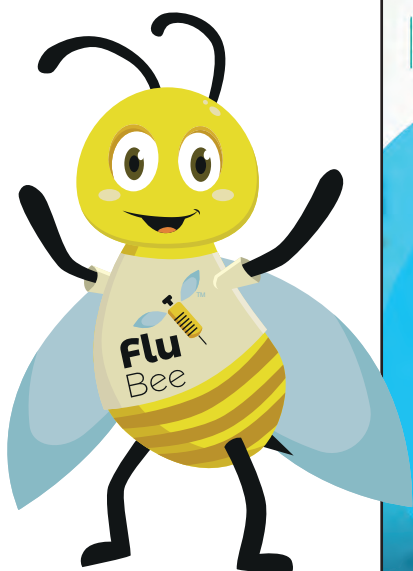
As Making Waves went to press, we were in the midst of our annual staff flu vaccination programme – with more than 60% receiving their jab in the first few weeks to help protect themselves, their patients, family and friends.

The flu vaccine is the single best protection against flu - and to help our staff protect themselves, we've got 'flu champions' across the hospital who are vaccinating their colleagues. We've also got a team of 'flu bees' who are helping us promote the vaccination campaign.

Public Health England estimate that an average of 8,000 people die from flu in England each year – in some years it can be as many as 14,000. This is not just older vulnerable people – up to one third of influenza deaths are in healthy individuals.

The flu vaccine is available free of charge from the NHS for adults and children who are in "eligible groups" – such as those aged 65 or over, those with long-term conditions such as heart disease or asthma as well as children aged 2 to 9 years old on August 31 2018.

For more information about the flu vaccine, visit [www.nhs.uk](http://www.nhs.uk)





**Do you have heart disease, kidney disease, liver disease, diabetes or COPD?**

You are eligible for a free flu jab. Speak to your GP or pharmacist today.

**nhs.uk/flu vaccine**

This is not a full list of conditions. If you have a long-term health condition, talk to the reception team to see if you are eligible for a flu jab.



**STAY WELL THIS WINTER**



**Cheril Sowell,**  
Registered Nurse

# Education innovation leads to national recognition

Our Education team have been busy working on a number of projects over the past six months.

Here we showcase some of the exciting developments, which are contributing to national recognition for the hospital and ensuring the James Paget is in a strong and sustainable position when it comes to recruiting new employees and developing our existing staff.



## Paget is winner of national award



The James Paget team has won the 'Best workplace for learning and development - up to 1,500 nursing staff' category of the Nursing Times Workforce Awards 2018.

Our entry – 'Developing the Future Workforce' – focused on some of the innovations at the James Paget including our new Health Academy, which gives school and college students the opportunity to get an insight into health careers, and our nursing scholarship programme, as well as our ongoing commitment to staff development and training.

Recruiting and retaining staff is a national issue and the Paget has put a number of things in place to encourage individuals to consider a career in health care, including apprenticeships and nursing associates roles.

Sharon Crowle, Head of Education and Practice Development at the James Paget, said; "We are trying to give young people, those considering a career change, and those looking to join us and progress, the opportunity to see what the James Paget can offer. We know that nurturing staff through education and training is crucial and being shortlisted is an acknowledgement that our efforts are being recognised at a national level."

The winner was announced at the Nursing Times Workforce Awards in London on Thursday 4 October.

## Health Academy

You may have heard about our Health Academy, which was announced earlier this year.

The Academy aims to give school pupils and college students the opportunity to find out more about a career in healthcare through visits to the hospital for special sessions which will look at different roles and career paths, and teach a variety of useful skills.

The Junior Health Academy – for school pupils – has already seen groups of around 40 students come into our Education and Training Centre to learn more.

Meanwhile more than 30 young people, studying at East Norfolk Sixth Form College, Lowestoft Sixth Form College and East Coast College, who successfully made it through an application and interview selection process, started the Senior Health Academy programme in September. Students who were successful attended a 'meet and greet' welcome afternoon introduced by James Paget Head of Education and Practice

Development Sharon Crowle, with ice-breaker and information sessions to give students a chance to get to know each other and to get more information about the Academy programme being presented by Practice Development Nurse Cherry Townsend.

The Senior Academy students will now visit the hospital on a regular basis over a six-month period to take part in sessions designed to give more information about potential careers, opportunities to progress and what working in a busy hospital is like, while learning life skills, resilience and communication techniques.

Sharon Crowle says the Academy is another way the hospital is looking to encourage more people into nursing and associated careers.

"We want to attract people into health care, which can be a rewarding profession in itself but which also offers lots of opportunities to progress. There are many routes you can take, whatever educational level you are at or whichever type of learning suits you best – for example you could start a nursing degree or an apprenticeship, start as a health care assistant or join our support team, become a doctor or a physician associate.

"The Academy will give an insight into careers available at the hospital but will also teach skills that are valuable whatever the students choose to do."

In addition to the colleges, the James Paget is also working closely with the Network for East Anglian Collaborative Outreach (Neaco). Neaco is a unique collaboration of all the higher education providers in East Anglia and operates under the 'Take Your Place' campaign, which supports young people in years 9-13 to plan their future education.





## New Nursing Associates – and new nurses – as training programme looks to the future

Eight new Nursing Associates started their training in September – and all were eight existing members of our staff who have chosen to progress their career in nursing.

Nursing Associates are a new support role that will sit alongside existing health care support workers - including Health Care Assistants and Nursing Assistant Practitioners - and fully-qualified Registered Nurses to deliver hands-on care for patients.

Work-based learning will enable trainee Nursing Associates to gain technical knowledge and practical experience, along with the functional and personal skills required, through a mixture of taught days in an education setting, practice days and placement days where they will become part of a multi-disciplinary team to deliver patient-centred care.



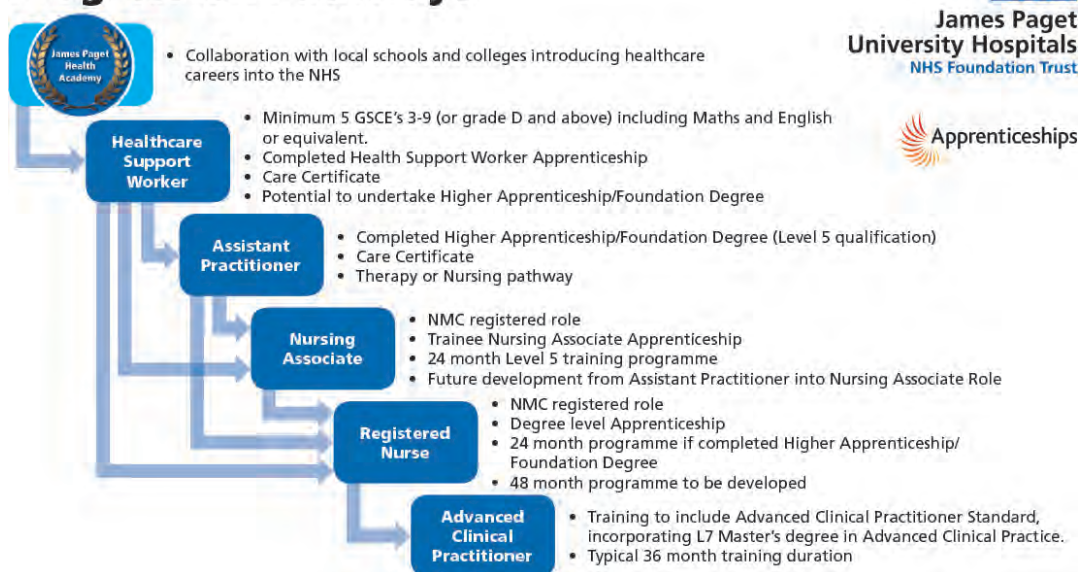
One of the other routes into nursing is the two-year apprenticeship and seven people started on this programme in February 2018, while interviews for the next cohort have taken place.

We also have around 50 nursing assistant practitioners in training or recently qualified, more than 50 overseas nurses as part of the team and since 2014 more than 200 people have completed their Care Certificate, setting them on the path to a variety of careers within the hospital.

Sharon Crowle says; "We are taking forward a number of initiatives to try to ensure each individual has the opportunity to progress – whether they are a school leaver or an experienced professional – and so that we can ensure high quality, safe and sustainable care for our patients now and in years to come."

To find out more about any of the initiatives you can email [EducationTraining@jpaget.nhs.uk](mailto:EducationTraining@jpaget.nhs.uk) or follow the latest education updates on Twitter @JPUHED.

## Progression Pathways



Around the same time that Nursing Associates start their training at the Paget, eight individuals also started their nursing foundation degrees, including our first two new scholarship students.

Earlier in the year we offered the opportunity of funding through the new 'Paget Nursing Scholarship' scheme, set up by the hospital and the University of East Anglia, where the students will study when not on placement at the James Paget.

The scholarship will initially provide financial support to two students so they can complete the three-year course to qualify as registered nurses.

Our two successful students were Rhiannon Forder and Gabrielle Massey, who were selected from more than 170 people who showed an interest in the programme when it was advertised in January.

Head of Education and Practice Development Sharon Crowle said that the new scholarship presented a unique opportunity. "We're really excited about the new scholarship. It is aimed at people from the Great Yarmouth and Waveney area who have always harboured an ambition to become a nurse at their local hospital but may have been put off from going onto the three-year course because of the tuition fees. The scholarship will provide the financial support that will make their dream a reality."

James Paget University Hospital Director of Nursing Julia Hunt said: "This latest initiative demonstrates how we are constantly looking at new ways of developing routes into the nursing profession for the local community, so that we can grow our workforce for the future."

## Sage & Thyme workshops

The James Paget is running more workshops to support our staff to talk to patients and families who are worried or distressed.

The Sage & Thyme foundation level workshop aims to increase skills to notice distress, hear concerns and respond in a helpful and constructive way, in order to deal with a variety of situations and encourage staff to provide a sympathetic and understanding ear.

Director of Nursing Julia Hunt says; "Listening and responding to the concerns of people are fundamental to all roles within the NHS and we are committed to supporting staff to develop their knowledge to enable them to have effective and compassionate conversations with patients, families, carers and colleagues. The three-hour workshop aims to strengthen skills to provide support in times of need."







**Outstanding achievements, dedication and quality care were celebrated at this year's James Paget University Hospitals' Remarkable People awards.**

Some 200 guests attended a glittering awards ceremony, held at the Wherry Hotel, Oulton Broad, on Friday 5 October.

This year saw more than 300 nominations from both patients and staff.

**TRUST  
AWARDS  
2018**

See our  
Remarkable  
winners on  
the back page

NHS  
James Paget  
University Hospitals  
NHS Foundation Trust

NHS  
James Paget  
University Hospitals  
NHS Foundation Trust

**NHS**  
James Paget  
University Hospitals  
NHS Foundation Trust



Team of the Year – Clinical went to the Community Midwifery Team, who were praised for their outstanding commitment to their patients. This included getting out to appointments across the area during the heavy snowfall caused by the 'beast from the east' thanks to the support of local 4x4 drivers.

Community Midwifery Manager Joanna Keable said she was delighted that her team had been recognised at this year's awards.

"They are all stars," said Joanna. "It is brilliant to lead such a hard-working, dedicated team which always puts mums and mums-to-be first, come rain or shine – or snow and ice! I am so pleased for them."

Non-Clinical Team of the Year went to the Discharge Hub, which is a multi-agency team focusing on helping medically-fit patients leave hospital as soon as possible.

Team leader Ola Finch said: "I'm both surprised and thrilled that we have won! It's only a year since we began our work so to receive this award demonstrates that we are having a positive impact – and that we are helping reduce delays so that patients can get home more quickly."

The Inspiration Award – presented for the first time – went to Emergency Department Consultant Dr Jim Crawford. Jim was nominated by colleagues, who described him as a "true leader", "positive and supportive" and "one of the most committed, hard-working, caring, compassionate and patient-focussed doctors I have had the honour to work with."

"I am overwhelmed" said Jim. "I feel privileged to work with some exceptional colleagues in the department. It has been an extremely busy year for us. But the strength of teamwork and the support with give each other means we have been able to remain focused on delivering care for our patients, despite the pressures – and I am very proud of that."

All the awards were presented by Trust Chair Anna Davidson and Chief Executive Christine Allen, with the exception of the EDP 'Patients' Choice' Award which was presented by EDP Health Correspondent Geraldine Scott, and the Governors' Award which was presented by Lead Governor Jane Harvey.

Christine said: "Once again, the Remarkable People Awards has given us the perfect opportunity to celebrate our fantastic staff, who time-and-again show their commitment to providing quality care for our patients."

"The hard work and achievements of all our finalists demonstrate why the James Paget is a great place to work - and I would like to congratulate them all."

Anna added: "The Remarkable People Awards really showcase the breadth of talent we have in the Trust – and all of our finalists should be extremely proud of their achievements."

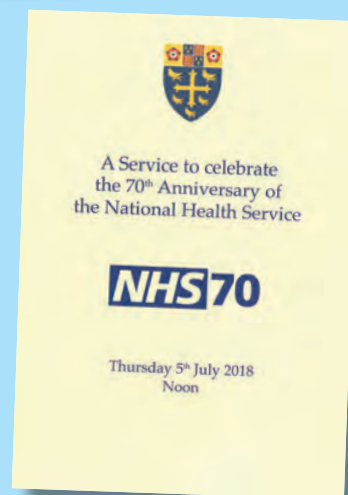
The ceremony included a three course meal for guests and a disco and for the first time over 9,000 people watched it live..



  
**Paget's  
Remarkable  
People** ✓



# JPUH sisters celebrate



**Two sisters who have together clocked up 70 years' service in local healthcare were recently invited to join national celebrations in the summer as the NHS reached an historic milestone.**

Angela Meadows and her sister Marian Hunt, who both work at the James Paget, received invitations to two prestigious events to mark the NHS' 70th birthday.

Pharmacy technician Angela headed to Westminster Abbey with hospital Chief Executive Christine Allen on Thursday 5 July for a celebration service.

Before that, on Tuesday 3 July, Marian, who is a clinical educator in practice development, attended an event celebrating innovation in nursing and midwifery in Nottingham.

The sisters, both from Lowestoft, said they were delighted to be representing the James Paget at the national celebrations.

"I feel very honoured and proud," said Marian, who started her career at the James Paget's Broadland School of Nursing in 1983 before spending 25 years at Lowestoft Hospital where she was a staff nurse. In 2010, Marian moved to the James Paget as a urology specialist nurse before joining the clinical education team in 2013.

"I love working for the NHS. Nursing is very hard work but it is so rewarding – and it's great to be working at a hospital where we are very much a team," added Marian.

"Things have progressed so much since I started work. Years ago, as a nurse you were simply told what to do. Now you are encouraged to be innovative, work as part of team and can make a real difference for patients."

Angela also began her career at Lowestoft Hospital, starting work in 1976 as one of three pharmacy staff at a time when it was a small general hospital, dispensing medicines to both inpatients and outpatients.

At that time, tablets came in bulk containers, had to be counted out by hand – and labels for bottles were created on a typewriter. There were also just half-a-dozen or so types of antibiotics compared with more than 35 today.

In 1981, Angela moved to the brand new James Paget Hospital – and became part of a 50 strong pharmacy team.

Since then, she has performed a number of roles in the team and currently works as a pharmacy home care technician, overseeing the delivery of drugs to patients' homes.

"I have really enjoyed my career in pharmacy," said Angela. "The developments over the years have been quite remarkable, particularly the increase in the number of drugs available which helps improve the lives of so many patients, and I've always felt it is a privilege to serve the community."

The sisters have a combined total of 70 years' service, with Angela currently on 37 years as she took five years off to look after her children, with Marian on 33 years after doing the same for two years.

Angela and Marian were not the only James Paget representatives who travelled to the two celebrations – junior doctor Amy Reynolds joined Angela and Christine at Westminster Abbey while nurse Natalie Brooks, who works in the hospital's Emergency Assessment and Discharge Unit, went to Nottingham with Marian.



**"I love working for the NHS. Nursing is very hard work but it is so rewarding – and it's great to be working at a hospital where we are very much a team"**



# BBQ 2018

**NHS**

**70**  
YEARS  
OF THE NHS  
1948 - 2018

James Paget  
University Hospitals  
NHS Foundation Trust



Our annual staff barbecue was held on Wednesday 4 July and the lunchtime event had a celebratory theme to mark the 70th birthday of the NHS.

Burgers, sausages, vegetable skewers, fruit and ice-cream were on the menu – all provided to staff free of charge as thanks for their hard work.

The sun shone for the barbecue and after a lot of preparation work from the catering team hundreds of staff headed out of the hospital for a break on a rota basis, while more than 400 of those who couldn't leave the building had food delivered.

For next year the team are looking at how the event could include staff who may be on nightshifts, who might normally miss the daytime celebration.



**"The developments over the years have been quite remarkable, particularly the increase in the number of drugs available which helps improve the lives of so many patients, and I've always felt it is a privilege to serve the community."**

**NHS70**





# Paget Spotlight

## Dietetics team

### Focus on Dietitians

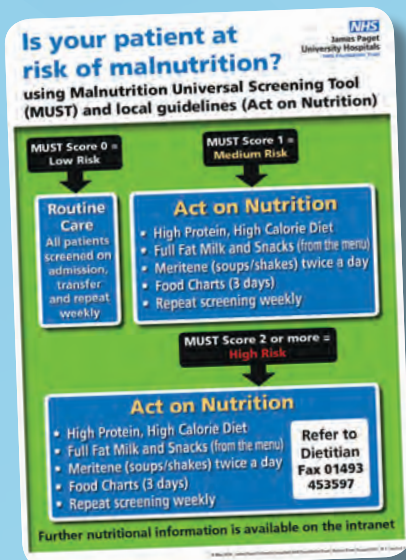
Dietitians are the only degree qualified health professionals that assess, diagnose and treat diet and nutrition problems in a variety of settings. The Trust has a team of Dietitians based at JPUH. We provide practical, safe advice, based on current scientific evidence following a standardised nutrition care process, and which is patient centred and accessible.

The acute team covers specialities such as (but not limited to); Paediatrics, Renal, Critical Care and Surgery, Gastroenterology, Respiratory Medicine, Stroke, Oncology and a mix of elderly care wards. Alongside the medical teams, we are responsible for the nutritional assessment, treatment planning and monitoring of patients, including enteral and parenteral nutrition. They also coordinate and deliver general outpatient clinics, group education programmes and in house staff training.

Debbie Rawling, Primary Care - Food First Specialist Dietitian, says; "There are a variety of outpatient clinics provided in the community. We work with other health care professionals, for example; with respiratory nurses at pulmonary rehabilitation talks, with the Nutrition Nurse and nursing staff for home enteral feeding patients and nutrition support services for patients in nursing, residential or in their own homes. We provide training in the community on the use of Malnutrition Universal Screening Tool (MUST)."

For further information and to contact a Dietitian telephone 01493 452381.

### Malnutrition



It's estimated that malnutrition affects over three million people in the UK – with those aged over 65 accounting for more than a third.

When coming into hospital nutritional screening is essential to ensure that malnourished individuals or those at risk of developing malnutrition are identified and treated. While malnutrition is usually associated with being underweight including those with significant weight loss and having an

imbalance of nutrient intake - it can affect patients who are obese.

Malnutrition is described as a state of nutrition in which a deficiency, excess or imbalance of energy, protein and other nutrients causes measurable adverse effects on tissue or body shape, size and composition, body function or clinical outcome. Between 10% and 60% of people admitted into hospital are at risk of malnutrition and the cost of disease-related malnutrition was estimated to be more than £18 billion in 2013.

Malnutrition can increase the risk of pressure ulcers and blood clots when bedbound, hypothermia, delayed wound



healing and bone repair, depression and vitamin and mineral deficiencies, and can decrease resistance to infections, muscle strength and energy levels - all leading to more hospital admissions, longer stays in hospital and greater healthcare needs in the community.

For patients at James Paget University Hospitals NHS Foundation Trust the risk of malnutrition is identified using the Malnutrition Universal Screening Tool (MUST).

This is a five step validated screening tool to identify patients at a low, medium or high risk of malnutrition. Patients will have their risk of malnutrition assessed on admission and then weekly.

Using MUST will help to fulfil the nutrition requirements of the Care Quality Commission (CQC) 'Essential Standards of Quality and Safety' and National Institute for Health and Care Excellence (NICE) Guidelines 'Nutrition support in Adults'.

MUST training for James Paget staff has become part of the mandatory training programme. For your annual refresher please book onto day 4 of the corporate induction (Quality Care Improvement day) via corporate training.

The first line intervention for treating malnutrition is using the 'Food First' approach by encouraging a high protein, high calorie diet for weight gain / maintenance. This can be achieved through the use of food fortification, nourishing drinks and by eating 'little and often' of energy dense meals and snacks.

When required the 'Food First' approach can be continued on discharge from hospital and monitored in the community by GP surgeries and other healthcare professionals. Therefore it is essential for weight / height / body mass index / MUST scores to be documented on the discharge summaries.

In depth information regarding MUST can be found at [www.bapen.org.uk/](http://www.bapen.org.uk/) and 'the MUST' explanatory booklet' [www.bapen.org.uk/pdfs/must/must\\_explan.pdf](http://www.bapen.org.uk/pdfs/must/must_explan.pdf).

The Trust's intranet pages for dietetics give further information for staff and [www.heron.nhs.uk/](http://www.heron.nhs.uk/) has valuable resources for members of the public.

### The basis of MUST

All findings should be recorded in the 'Essential Assessment and Care Booklet'.

#### Steps 1 and 2

Gather the measurements - i.e. height, weight, body mass index (BMI) and recent unplanned weight loss. Alternative measurements can be used if it is not possible to obtain height and weight.

#### Step 3

Consider the effect of acute disease.

#### Step 4

Determine the overall risk score or category of malnutrition by adding steps 1 to 3.

#### Step 5

Formulate an appropriate care plan using the management guidelines 'Act on Nutrition'.



# Long service awards



Pictured are some of the long service staff with Anna Davidson, Chair and Christine Allen, Chief Executive.



Long serving James Paget staff have been recognised for years of dedicated service at a special awards ceremony. Staff who have served 25 years or 40 years with the hospital, its predecessors, or the wider NHS were all recognised at the ceremony, held in the Conservatory at the Burrage Centre earlier this year.

Among those receiving recognition were Jan McKirdy, Lead Nurse, Division of Surgery and Women's & Children's Services, with 40 years NHS service, and nine other staff members who have 25 years service.

Each was presented with a certificate, a specially engraved paperweight and a badge and they were thanked by Chair Anna Davidson and Chief Executive Christine Allen.

Anna said; "One of the things that has struck me about the Paget is the people – we couldn't do what we do without your skill and dedication."

Christine said; "In my time in the NHS we have seen a huge amount of change, and we recognise that at times it can be challenging, so it is important to take a minute and say thank you to our hard-working and long serving staff."



## Think you need medical help right now? Call 111

You can help us help you get the right medical attention urgently.

**HELP US HELP YOU**  
KNOW WHAT TO DO



## Quick Witter We want to know about you!

**Name:** Eve Shipton

**Job title:** Temporary Staffing Administrator

**Brief description of role:** Our team is responsible for the placement of short and long term Bank and Agency placements to cover staffing shortfalls within the organisation.

**Years at James Paget University Hospital:** Two years

**What three items would you take to a desert island – and why:**

- **My kindle** - I already have Lord of the Flies downloaded.
- **A parasol** - As I hate the sun
- **David Attenborough** - To narrate.

**Which three people would you like to go out to dinner with – and why:**

- **Evanna Lynch** - I am a massive Harry Potter fan with Luna Lovegood being my favourite character!
- **Emilia Clarke** - she is an hilarious person and is amazing

in Game of Thrones.

- **David Attenborough** - he would probably be pretty miffed that I took him to a desert island, so I ought to at least treat him to dinner.

**Top holiday destination:** Germany at Christmas time for the Christmas Markets.

**What's on your iPod:** This can vary from anything from Balance and Composure to The 1975 to Milo Greene. If the song has good lyrics and is catchy, it's probably on there.

**Favourite day out:** A day in.

**What makes you Proud of the Paget:** How friendly staff are. It is so lovely to walk down the corridor and being greeted and smiled at by a member of staff who you may have spoken to maybe once or twice, it can really brighten your day.

**Want to nominate someone for Quick Witter?**

Contact the Communications team on ext. 2269 or 3656 or email [communications@jpaget.nhs.uk](mailto:communications@jpaget.nhs.uk)





# Ward 15 nursing opportunities

Ward 15 are giving nursing staff the opportunity to find out more about life on a busy respiratory ward to encourage them to consider a new specialism.

Senior Sister Gillian Macgregor says that while respiratory nursing is not always seen as the glamorous option, the Ward is a rewarding place to be, with plenty of opportunities to gain skills and to be part of a friendly team.



consider staff rotation to provide further opportunities to enhance skills if individuals would like this opportunity.

"We also support the Collaborative Learning in Practice (CLiP) coaching model for student nurses to be exposed to our speciality.

"Respiratory is not often a speciality that staff consider becoming part of but we provide a host of opportunities and support to our staff to progress and we are a strong team that work to provide exceptional care."

The team also go out of their way to do all they can for those they are caring for, recently facilitating a wedding on the ward for an end-of-life patient and working with the local Breathe Easy group to encourage patients to help support each other.

Gillian welcomes the opportunity to show potential new recruits the Ward and to explain more about their work. If you already work at the hospital please contact her directly



if you would like to see what they can offer.



"We care for acutely unwell patients with chronic respiratory conditions and we offer plenty of opportunities for staff to make a real difference to our patients.

"We have a good relationship with the education team, and we are currently in the process of developing regular study sessions on the ward focussing on subjects such as COPD, Asthma, chest drains, inhalers, etc, which gives the chance to learn new things and become more confident with them.

"We have close working relationships with both the Respiratory Nursing team and Ward 7, and would like to

## Breathe Easy donate comfort packs

In Breathe Easy Week, Great Yarmouth and Waveney Breathe Easy Group generously donated patient comfort packs to the James Paget.

The packs, which contain a range of toiletries and other useful items, will be given to patients on the hospital's two respiratory wards.

Our photograph shows matrons and nurses from the wards with Breathe Easy Group chair Ann Cable and her husband Richard. The group meets every second Monday afternoon in the month at the King's Centre in Great Yarmouth. For more information about the group please call 01502 588638.

Breathe Easy Week is overseen by the British Lung Foundation and raises awareness of lung conditions and helps to fund life-changing research.



The hospital also welcomes applications from anyone considering a career in nursing - including those looking to return to the profession, those considering a move to the area, college and schools leavers and those thinking about a career change. You can get more information on our website at [www.jpaget.nhs.uk/work-for-us/a-remarkable-place-to-work/nurse-recruitment/](http://www.jpaget.nhs.uk/work-for-us/a-remarkable-place-to-work/nurse-recruitment/) or by clicking the blue 'Nurse recruitment' box on the website home page.



# Donation to JPUH ICU in Lauren's memory



**Family and friends of a Caister woman who died from a rare and devastating disease have raised more than £1000 for the James Paget's Intensive Care Unit (ICU).**

Lauren Beckett died aged 28 earlier this year from Scleroderma, a disease which results in the body's immune system becoming overactive so that it attacks

healthy tissue.

The disease is hard to detect, meaning that Lauren and her family were unaware that she was suffering from it when she was admitted to hospital on 2 April. Her condition worsened rapidly as the disease attacked her internal organs including her kidneys, causing acute renal failure - she died in hospital less than four weeks later.

Family and friends have already donated £1100 which will be used to buy equipment for the hospital's ICU.

Lauren's father Philip said that staff on the unit had shown exceptional care for his daughter, who worked for a number of companies in both Great Yarmouth and Norwich after studying at Caister High School and East Norfolk Sixth Form College.

"The staff on the unit did everything they could for Lauren and I can't thank them enough - and I know they were completely devastated when she died," said Philip.

"We miss Lauren every day - she was a lovely, kind-hearted girl who really helped her friends and family. The

world has lost a beautiful and fantastic girl who we all miss greatly."

Philip has pledged to raise awareness of Scleroderma - as well as generate funds for research into the disease.

"Scleroderma is known as an 'orphan disease' because it affects so few people - just 12,000 in the UK," said Philip.

"It's not only rare but is random too - there appears to be no reason why someone should suddenly develop it. That's why I want to raise money to fund more research into this devastating condition." Philip is now raising money for the Scleroderma and Raynaud's UK (SRUK) charity and has a target of £10,000.

Already, he has a number of fund-raising events in the pipeline.

**To find out more and support Philip, contact him on 01493 234846, mobile 07990622926 or e-mail philipbeckett62@gmail.com**

**For information on scleroderma, visit [www.sruk.co.uk](http://www.sruk.co.uk)**

## Clinical Audit & Quality Improvement Symposium 2018

**This year's Clinical Audit & Quality Improvement Symposium was held on Thursday 21 June in the Lecture Theatre of the Burrage Centre.**

This is an annual event where clinicians can showcase quality improvements achieved through Clinical Audit, and other methodologies in the Trust, to a wide audience.

The awards for the oral presentations were decided by Anna Hills (Deputy Chief Executive/Director of Governance), Dr Hazel Stuart (Medical Director) and Jacky Copping (Deputy Director of Nursing), and for the poster displays the panel was Julie Smith (Head of Compliance and Quality Improvement) and Dr Damodar Makkuni (Director of PGMDE).

Dr Aamir Saleem, Divisional Audit Lead for the Division of Medicine, Diagnostics and Clinical Support, chaired the event and announced the winners:

**1st Place:** Acute Kidney Injury: Prevention, Assessment, Identification and Management Re-Audit, Dr Shaun Trussell & Dr James Talbot-Ponsonby

**2nd Place:** Audit on Management of Pneumothorax, Dr Toozy Nanda

**3rd Place:** Audit on referrals and outcomes of coronary CT angiogram, Dr Shenbagaram Kasivisvanathan

The first place poster display award went to the Insulin Pump Audit, by Dr Piotr Plichta, Belinda Leighton, Dr Leena Krishnan, Dr Sanjeeban Ahmad and Dr Justin Dupey.

For information or advice on Clinical Audit, the department can be contacted by email at [clinicalaudit@jpaget.nhs.uk](mailto:clinicalaudit@jpaget.nhs.uk)



Photo shows, left to right, Dr Aamir Saleem, Dr Shaun Trussell and Dr James Talbot-Ponsonby

## Research project is published

**A senior nurse at the James Paget University Hospital has published a report which aims to help hospitals nationwide develop their research and midwifery teams.**

Claire Whitehouse, who is Lead Nurse for Research at the hospital, wrote the report after completing a year-long project funded by the Florence Nightingale Foundation. The scholarship saw Claire visit 43 hospitals, healthcare organisations and even government departments in the United Kingdom and Republic of Ireland to investigate research nursing and midwifery structures and strategies across adult, mental health, community, secondary care and paediatric services.

This extensive research has resulted in the publication of the Whitehouse Report, which contains the first model for developing clinical research nursing and midwifery teams - the Whitehouse/Smith model 2018.

"It has been a fascinating but challenging project to be involved in," said Claire. "Clinical research is the basis of so much continuous improvement in healthcare - so it is essential to have the right structures in place to maximise opportunities in this important field."



# Endoscopy unit secures JAG accreditation for second time

The Endoscopy Unit at the James Paget Hospital had a peer review JAG accreditation site visit in May 2018 and was successfully passed on the day.

JAG is the Joint Advisory Group for Endoscopy and is the governing and accreditation body for Endoscopy Units in England, Scotland and Wales. JAG accreditation provides patients and commissioners with assurance about the quality and safety record of an Endoscopy provider.

Endoscopy Units are inspected on a five yearly cycle and in 2013 the Unit at the James Paget Hospital was also successfully accredited on the day.

To be granted JAG accreditation on the day, on two consecutive JAG Inspections, is a great achievement for the Unit and is a testament to the dedication and commitment of our endoscopy team. To put it in context, across the nation only 10%-15% of Endoscopy units are accredited on the day, so to do it twice is truly remarkable.

The inspectors made no key recommendation but highlighted a number of areas of notable achievement, congratulating the unit on;

- providing a comprehensive 24/7 GI Bleed service.
- their management of patient privacy and dignity within the constraints of an ageing environment, providing attentive and supportive care to patients at every stage of their journey through the unit.
- their rigorous management of both active and surveillance waits over a sustained period of time.
- the excellent monthly dashboard report which supports timely management response to any pressures on capacity and demand.
- the variety of formats for patient feedback, particularly the innovative Patient Participation Group which offers the opportunity for patients to directly contribute in a meaningful way.
- their leadership team for their supportive and visible management with a genuine open-door policy.
- providing an excellent on-call service with good staffing levels and positive engagement from all involved.

The Endoscopy Unit was initially opened in 1986 adjacent to the then Intensive Care Unit. It comprised of one procedure room and one recovery area, with only two consultants performing endoscopy. The Unit today is located on the ground floor and has four procedure rooms and separate male and female recovery and preparation rooms.

The unit supports a range of Gastrointestinal endoscopic procedures, including Cystoscopy, Bronchoscopy, Transoesophageal Echo and Endobronchial Ultrasound and has a team of over 30 Endoscopists including Consultant Gastroenterologists, Consultant Surgeons from different disciplines, Consultant Physicians and Nurse Endoscopists.



Clinical Director Dr Rawya Badreldin said; "Timely access to endoscopic procedures is important, as it forms part of many clinical pathways. The Unit's strong waiting time management contributes favourably to the Trust's compliance with national cancer targets. Since its introduction in October 2017, uptake of the national Bowel Scope Screening has exceeded our expectations and is expected to reduce the incidence of bowel cancer by 30% in the screened population."

The Endoscopy department has a strong training record with a 'grow our own' workforce ethos, intended to address the national shortage of trained endoscopists and challenging consultant recruitment. Over the last five years, four Nurse Endoscopists have been trained in the department and have successfully been accredited in four separate endoscopic procedures between them. Two of those nurses were recruited to and successfully completed the Health Education England (HEE) Clinical Endoscopist Programme. The significant contribution of our Nurse Endoscopists underpins the strong, consistent performance of the department."

"The department is particularly proud of our clinical and administration staff for the patient focussed care they provide day in and day out. Our multiple annual patient surveys demonstrate the high regard our patients have for the staff, the department and the care received. Our staff have gone further and launched the 'Endoscopy Patient Participation Group' in October last year, a live patient and staff forum to get even more patient engagement in shaping and contributing to our service."

"Over the last few weeks we have been asked many times 'How do you do it?' The answer is really quite simple; it is first and foremost a team effort. The department has a clear strategy and service development trajectory with an effective governance and compliance structure with engagement of all staff through the monthly Endoscopy Users Group. "

"We are fortunate in that our staff are well trained, motivated and compassionate. The challenge facing Endoscopy Units across the country is unlikely to abate any time soon, but the future for the Endoscopy Unit at the James Paget looks promising."



# Silver Award presented to the Paget

The James Paget University Hospital's commitment to supporting the defence community via the employment of ex-armed forces service personnel has been recognised at a ceremony held in Cambridge.



Head Of Medical Staffing and Resourcing Sharon Spicer and Head of Workforce Operations Rachel Nudd attended the ceremony at Fitzwilliam College in Cambridge where they were presented with the 2017 Silver Employer Recognition Award by the Ministry of Defence.

The hospital was among more than 60 employers across East Anglia – including businesses and education establishments – to be acknowledged at the ceremony, thanks to work by Sharon, Rachel and their teams.

Commodore Matt Harrison OBE Royal Navy, on behalf of the Ministry of Defence, presented six East Anglian businesses with an Armed Forces Covenant Silver Employer Recognition Scheme Award while 61 other organisations from across the region – including the James Paget - had their status as Silver Award winners re-validated, highlighting their continued commitment to defence personnel since 2014.

The Employer Recognition Scheme was launched in 2014 by the Prime Minister to recognise and reward UK employers for their support and commitment to Defence. The scheme encompasses bronze, silver and gold awards for employers that pledge, demonstrate or advocate support to Defence and the Armed Forces community. This includes the reserves, service leavers, armed forces veterans, the wounded, injured and sick, cadets, military spouses or partners and their families.

Silver award holders demonstrate support for Defence by employing at least one person from the Defence community and actively communicating and projecting a positive image of Defence to their employees via established HR policies and procedures. They also support Reservists by giving them the flexibility needed to plan and fulfil their annual training and mobilisation commitments.

Commodore Harrison said: "After 30 years in the Royal Navy, I understand, more than most, how essential forces-friendly employers are in supporting our Armed Forces to protect their nation, our nation. The relationship is mutually beneficial. Those who serve or have served offer employers a wealth of knowledge, skills and fresh perspectives and, in turn, many employers are prepared to offer a nurturing, supportive and rewarding work environment. My thanks and congratulations go to all of the East Anglian employers for the work they have done and continue to do in supporting the Defence community."

## Library and Dementia team highlighted

The James Paget has featured in the Health Libraries Group newsletter following an innovative collaboration between our hospital library and the Dementia Care team at the Trust.

Peter Ransome, manager of the Sir James Paget Library, and Ali Thayne, Dementia Care Lead for the Trust, were invited to speak at the joint International Congress of Medical Librarianship (ICML) & European Association for Health Information and Libraries (EAHIL) in Dublin last year and spoke about a number of initiatives, including the use of primary coloured walking frames for patients and reminiscence aids, alongside mandatory training for all staff within the Trust, which have all led to improvements in patient care.

The article 'Embedded library services within the specialist dementia care team' featured in the 'spotlight' section of the newsletter and also highlighted external partnership working with groups such as the Alzheimer's Society and Norfolk Library & Information Service.



Pictured are Peter Ransome and Ali Thayne in front of their stand.

## Sue scores top marks



One of our Diagnostic Radiographers has been presented with an award after scoring top marks in a national examination which highlights expertise in the use of X-ray scans to diagnose patients with osteoporosis.

Sue Lowther won the 2018 Hilary Noakes Award for outstanding achievement, which is presented by the

National Osteoporosis Society to the candidate with the highest overall mark in the examination for Certification in Bone Densitometry.

Bone Densitometry, also called dual-energy x-ray absorptiometry or DXA, uses a very low dose of ionizing radiation to produce images of the spine and hip, to measure bone density. DXA is quick and non-invasive and provides information essential in diagnosing osteoporosis and assessing an individual's risk for developing fractures.

Sue has been a Diagnostic Radiographer at the hospital for 15 years. She scored the highest overall examination mark and passed a portfolio on the first attempt.



## New eye clinic facilities open

New eye clinic facilities which offer a sight-saving treatment have been officially opened at Beccles Hospital.

The James Paget ophthalmology team are using the facilities to offer patients a range of services, including a procedure to combat the effects of wet Age-related Macular Degeneration (AMD), which is the most common cause of blindness.

Wet AMD affects the macula, which is the central part of the retina that allows people to see by detecting light. It is caused by scar tissue which is created as part of an out of control healing process when tiny blood vessels grow and leak at the back of the eye. Symptoms include distortion of vision, which means that straight lines look bent, and leads to blindness within five years without an injection treatment, which only became available 10 years ago.

The injections are helping save patients' sight when previously they would have gone blind – and rates of blindness have halved since they were introduced.

The Eye Clinic facilities at Beccles Hospital will help meet growing demand while providing a service closer to home for residents in Beccles, Bungay, Halesworth and the villages of the Waveney Valley.

They have been created by JPUH working in partnership with NHS Great Yarmouth and Waveney Clinical Commissioning Group, with support from the Friends of Beccles Hospital.

## Runners' 5K success



A new James Paget running club has helped a group of staff raise their fitness – and complete their first 5K run.

After weekly training sessions, the JPUH Runners completed their 5K run on 16 October at Gorleston seafront.

Among those receiving a medal for successfully finishing the run was admin manager Sharon Hollis, who had not done any running since her school days.

"If I can do it, anyone can!" she said. "I felt completely support from the beginning, with the 'couch to 5K ethos' and improving a little each week. The encouragement from the leaders and other participants was invaluable."

Also receiving a medal was medical secretary Theresa Mace, who decided to give running a try to get fitter.

"Each time I went running, I could run for a little bit longer or further. It's a great feeling when you and other people can see an improvement. I have found that I actually enjoy running, which is something I never thought I would say."

Staff interested in finding out more about the JPUH Runners should contact Irene Brown on ext 3306.

## New machines for Radiology

As part of an update of equipment, our Radiology department has taken delivery of a pair of Samsung's GM85 mobile machines to assist with the production of digital scans and diagnostic images of patients.

The compact and light machines are easy to move at the touch of a button and produce high quality detailed images. As they are mobile they can be used anywhere in the hospital – making it easier to image patients who may be immobile – and are electronically assisted to make the process easier for staff too.

The machine charges from empty to full in around 2 hours and will go on to cover 20Km or to carry out some 220 exposures. The Trust has also installed Samsung's GR40 retrofit DR system which allows one of our older rooms to benefit from digital imaging.

Dorothy Wheatman, James Paget's Lead Radiographer, says: "From our initial contact with Samsung through to our go-live everything has gone brilliantly. We are very impressed with our new equipment and everyone is very happy with its ease of use and the superb quality of the images".



Pictured L to R: Maria Sutherland - Student Radiographer, Valerie Dean - Reporting Radiographer, Tony Rogers - Samsung's Account Manager and Jordan Buckingham - Senior Radiographer.



# New look for Ward 10

Ward 10, the Childrens' Ward at the James Paget University Hospital, has a bright new welcoming look after work by the Paget in-house painting team.

The team of three have been hard at work giving a colourful re-vamp to the walls of the unit, on the first floor of the hospital. Now, rather than the standard magnolia, there's a blue sky and lower yellow, green, orange and purple stripe border, which has been decorated with other little touches as the work continues.

Senior Sister Lisa King, who initiated the change, said the project aimed to brighten the stay of young patients.

"We have taken inspiration from other childrens' wards to try to make Ward 10 more attractive and child friendly, and the painting work has given the unit a fantastic new lease of life."



## ...and new equipment too

Two new motion-activated projection systems are being put to good use in the Childrens Ward and the Cove Children's Clinic at the James Paget, thanks to fundraising by the Ward 10 team and donations from local businesses.

The equipment – the omiVista mobile system – projects images onto the floor which are interactive. Children can choose from a variety of backdrops and then can chase balloons, bubbles, disco balls and a range of other items from the image simply by walking or tapping on them. The activity is entertaining and fun and also helps with movement during recovery. The mobile unit can be moved wherever it is required on the ward and creates the interactive surface on any floor at the touch of a button.

Money for the equipment came thanks to a Ward 10 quiz night, a raffle where a number of local businesses kindly donated prizes, and a donation from the Top Body Gym, Gorleston.



## Specialist nurse raises more than £1,500 for charity

**James Paget Heart Failure Nurse Specialist Mickey Cox has raised more than £1,500 for local charity Heart 2 Heart Norfolk after completing a 200 mile cycle ride around Norfolk.**

Mickey smashed his own fund-raising target of £350, eventually collecting £1,538 for the charity, which aims to save lives by providing defibrillators in accessible locations.

Heart 2 Heart was set up by local woman Jayne Biggs after her seven-year-old daughter suffered a sudden cardiac arrest. The little girl was saved by the fact that her parents knew CPR and that paramedics got to her with a defibrillator in seven minutes. Following her experience Jayne realised how crucial it was that such equipment was immediately accessible – and she wanted to make sure as many people as possible were trained in resuscitation techniques.

Since then 72 Automated External Defibrillators (AEDs) have been placed in locations around the UK – with more than 20 in Great Yarmouth and Waveney. All of those placed locally are registered with the East of England Ambulance Service so, in the event of an emergency, the defibrillators can be quickly accessed.

Jayne says; "You never know when you're going to need one. Just a few weeks ago a man was saved thanks to one of the defibrillators we've placed in Gorleston and we're trying to ensure they are in as many public places as possible. We do rely on people raising money and

businesses supporting us – so thank you to Mickey and all those who contributed."

Mickey, who is an Advanced Life Support Instructor, also supports the charity by providing free teaching sessions on how to perform CPR and how to safely use the Automated External Defibrillator (AED). He says; "Heart 2 Heart is also about providing free training to give people the confidence to do CPR and to use the defibrillator. It's better to do something rather than nothing – you could save someone's life – and, while anyone can use the defibrillator as it does give instructions, having some training will allow you to get more familiar with what to do if you have to use the equipment."

The fund-raising doesn't stop there – Mickey's colleague and fellow Specialist Cardiac/Heart Failure Nurse Helen Scott is taking part in a sponsored sky-dive to raise more funds for the charity. If you would like to find out more about Heart 2 Heart and lend your support to Jayne and her campaign for more life-saving equipment please email [support@heart2heartnorfolk.co.uk](mailto:support@heart2heartnorfolk.co.uk) or call 07585 604125. Alternatively you can find them on Facebook - search Heart 2 Heart Norfolk.



Helen Scott and Mickey Cox, Specialist Cardiac/Heart Failure Nurses with Jayne Biggs from the Heart 2 Heart charity.

# TRUST AWARDS 2018 Winners



James Paget  
University Hospitals  
NHS Foundation Trust

## Ward of the Year



Ward 16

## Team of the Year - Clinical



Community Midwifery Team

## Team of the Year - Non-Clinical



Discharge Hub

## Inspiration Award



Jim Crawford

## Employee of the Year



Jade Rawlinson

## Volunteer of the Year



Dementia Befrienders

## Apprentice of the Year



Lucy Chapman

## Non-Clinical Individual of the Year



Susan Hood

## Eastern Daily Press Gold 'Patient's Choice' Award



Mickey Cox

## Clinical Individual of the Year



Dorothy Wheatman



## Governors' Award for Outstanding Service



Glenda Turner

## Chair and Chief Executive Commendation



Andrew Barratt



Steve Savage

This and past editions of Making Waves can be found on the James Paget University Hospitals' website in 'PDF' or paper copies are available from the Communications Team. The next edition is due in early 2019.

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