



Inside: Memory wall opens in hospital - centre pages

Tackling the 'flu - page 7

First 'Paget Health Academy' students graduate - page 13



Anna's Update



Welcome to this Spring Edition of Making Waves – and welcome to my very first editorial as Chief Executive.

As an avid reader of Making Waves, to suddenly find myself writing its editorial will take some getting used to!

I want to start by saying that it is a real privilege to be the Chief Executive of this fantastic organisation. I never imagined that I would be in this position – and am really excited about getting on with the job.

I was born in Lowestoft and still live in the area. So, the 'Paget' is my local hospital. All my children were born here and my family are 'service users' so I have a vested interest in making sure our organisation continues to offer a top quality service to patients and their families and carers.

While I have spent a substantial amount of my career working at the Paget, I really want to get to know every unit, team and department across the hospital. I am making it my priority to meet as many staff, in as many different areas, as possible over the coming weeks - so, if any team wants me to attend their briefing or just pop in, please get in touch.

In addition, I am looking forward to developing and strengthening my relationships with senior leaders of our partner health and care organisations across Norfolk and Waveney. It is important that the Paget continues to play a key role in this partnership as, together, we design sustainable services for tomorrow's patients.

Inside this edition of Making Waves, there is the usual breadth of developments and achievements by our hard working staff.

There's a centrespread about our new Memory Walk, which has brought bright colour to a previously drab hospital corridor – and is aimed at sparking memories for some of our older patients who have dementia.

Also, there's a story about how we are using technology to tackle flu – and a feature on how our IT experts are helping provide us with up-to-the-minute information about every bed on every ward in the hospital.

On the next page there is some news that didn't make the deadline for our winter edition. In December we achieved a 'good' rating for our services from the Care Quality Commission (CQC) for the third time in a row - a 'hat-trick' that we are all very proud of.

As I write this, it looks like we are heading into spring after another challenging winter. It's been tough once again, with huge demand on our services.

But a lot of pre-planning with our partners in the Norfolk and Waveney healthcare systems has helped - as has, once again, the dedication of our amazing staff.

I hope you enjoy this edition of Making Waves.

Anna Hills Chief Executive

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 Summer 2019.

Contact us with your feedback, suggestions or future content:

Head of Communications and Corporate Affairs Simon Stevens Communications Manager

01493 452162 email ann.filby@jpaget.nhs.uk 01493 452269 email simon.stevens@jpaget.nhs.uk

Page 2 Making Waves Newsletter Spring 2019 www.jpaget.nhs.uk



Paget scores a GOOD' hat-trick



The James Paget University Hospital (JPUH) has achieved a 'Good' rating for the quality of care it provides for patients, following an inspection by the Care Quality Commission (CQC).

The CQC is the independent regulator of health and social care services in England and carries out regular inspections of hospitals and other care providers to ensure they are meeting fundamental standards of quality and safety.

A team of inspectors visited the hospital in July last year as part of their ongoing national inspection programme.

They inspected three clinical areas - medical care, maternity and end of life care - and assessed whether services were safe, effective, caring, responsive and well-led.

As a result of their inspection, the inspectors released a report just before Christmas, which concluded that the JPUH should retain its overall grade of 'Good' - the third time it has been awarded such a grading in as many inspections.

Former Trust Chief Executive Christine Allen said:

"This is a tremendous achievement and once again underlines how dedicated our fantastic staff are to the care of their patients.

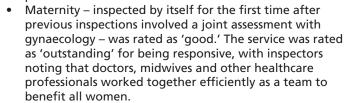
"It is all the more impressive bearing in mind the challenges that the NHS has faced both locally and nationally over the last year, with huge increases in demand and pressure on bed capacity exacerbated by extreme winter weather and a long, hot summer."

"Throughout the report, there are references to the compassion, dignity and kindness shown to patients by staff across the hospital - and I am extremely proud of everyone who has helped us maintain our position as a 'Good'

Among the key findings in the report were:

Medical care was rated as 'good.' Inspectors found that staff were proud of team working across services and 'cared for people with dignity, respect and kindness.' They also noted that patient feedback was consistently

positive around care.



Of the

End of Life Care was rated as 'requires improvement.' Inspectors found that the service did not hit training compliance targets and in some cases plans of care paperwork had not been completed. However, the service retained its 'outstanding' grade for the caring element, with inspectors stating that 'on all the wards we visited, staff displayed a culture of compassion and positivity and had a genuine desire to want to provide the best possible care to patients at the end of life."

"I am really pleased that we have increased the number of 'outstanding' grades for individual service areas from two to three," said Christine.

"However, there are areas where we need to improve and the report is useful in showing us where we need to focus our efforts. As an organisation committed to continuous improvement I am confident we will further enhance our service in the months ahead."

Work is progressing on improving those elements of service highlighted by the inspectors.

You can view the full report by clicking on the CQC button on the home page of our website: www.jpaget.nhs.uk

Planning for the future

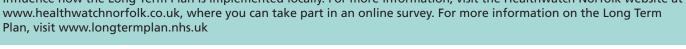
Health and care leaders have come together to develop a Long Term Plan to make the NHS fit for the future. The NHS Long Term Plan has been drawn up by those who know the NHS best, including frontline health and care staff, patient groups and other experts.

It sets out how the NHS will improve care for patients over the next 10

- Making sure everyone gets the best start in life through;
- Delivering world-class care for major health problems; and
- Supporting people to age well.

in good health

Locally, the Norfolk and Waveney Sustainability and Transformation Partnership (STP) is developing its own plan which will set out how the Long Term Plan's ambitions will be taken forward in our area. The James Paget is a key partner in the STP, which has brought together local health and care organisations to create sustainable services for tomorrow's patients. Staff, patients and the public will have the opportunity to shape the STP's plan – and therefore influence how the Long Term Plan is implemented locally. For more information, visit the Healthwatch Norfolk website at www.healthwatchnorfolk.co.uk, where you can take part in an online survey. For more information on the Long Term Plan, visit www.longtermplan.nhs.uk





CEO leaves after 'Triple' Success



Chief Executive Christine Allen has taken up a new challenge – after steering the James Paget University Hospital to three consecutive 'Good' Care Quality Commission (CQC) ratings

Christine joined the Trust as Chief Executive in 2013 after the hospital had experienced a difficult period in which CQC inspectors had criticised its standard of care for patients.

However, within two years, the hospital underwent a significant turnaround – culminating in a 'Good' CQC rating in 2015 – a feat which was repeated again following inspections in 2017 and 2018.

"For me, achieving that first 'Good' rating has to be the proudest moment of my time at the Paget," said Christine. "It was a remarkable achievement by the staff and reflects the spirit of the Paget – which is that everyone works together for the good of patients."

Christine joined the Paget from Northampton General Hospital, where she was Deputy Chief Executive. In her first few years at the Paget, she worked closely with former Chairman David Wright, describing him as "a huge influencing factor who had a real ambition to improve care for patients and the reputation of the organisation."

The immediate priorities were developing the Trust's clinical leadership and management teams; and looking at the workforce to ensure the Trust had the right staff in the right place delivering safe care to patients every hour of the day.

Longer term, there were plans to develop the site and its facilities, resulting in improvements over the last five years including the new Day Case theatres, enhancements to the Emergency Department and Ambulatory Care and catering facilities.

In other words, a great deal of change – but change that was welcomed, said Christine.

"The staff had been through a difficult time – and were ready for change. They just wanted support, belief and some investment in parts of the estate," she said.

Christine's tenure as Chief Executive included several unexpected events, including a lightning strike that disabled the electrics in large parts of the hospital, spring tide floods which threatened the whole coastal community – and, more positively, part of the hospital and many of its staff taking a starring role in a major feature film directed by Danny Boyle.

Now, she faces a new challenge as Chief Executive of West Hertfordshire NHS Trust, which oversees three hospitals and is far closer to her home in Northamptonshire.

But she will miss the Paget and hopes that it can build on its recent success and continue to improve through a 'relentless' focus on patient safety and quality.

"I shall miss the people," she said. "There is a warmth and a friendliness at the Paget that is second to none. The hospital is made by its staff and they are very much part of the community and are supported by their patients. 'Proud of the Paget' sums it up in one phrase."

Page 4 Making Waves Newsletter Spring 2019 www.jpaget.nhs.uk



Going 'The Extra Mile'

A hospital cashier supervisor who delivered a baby and a doctor who ensured that a dying patient could speak with his family are among the latest recipients of the Trust's **Employee of the Month award.**

The scheme, which has been running since autumn 2017, sees a member of staff or team selected by the Chief Executive each month from all those who have been put forward for recognition by either patients, the public or colleagues.

In November, cashier supervisor Rosie Tinn, who is based in the Patients' Travel/Cash office in the main foyer received the award for delivering a baby - in the hospital's main fover.

The drama started when an expectant mother walked into the hospital through the main doors - but at that moment, her baby decided it was time to arrive in the world before mum had made it to the maternity department.

Rosie sprang into action and, while another member of staff rang the emergency line, she assisted the mother and held the baby as it was born.

She remained holding the baby and comforting mum until they were both safely on a trolley to be taken to the maternity ward.

December's employee of the month went to the entire A&E department for their dedication in providing effective care to patients, despite a high volume of patients coming through the door, needing treatment.

This dedication was evidenced by numerous complimentary letters and e-mails from patients and their families, thanking staff members for all their help, compassion and professionalism.

In January, the certificate went to Dr Alex Pawsey, who showed exceptional compassion for an elderly patient whose condition suddenly deteriorated.



When it became apparent that the patient was dying, Dr Pawsey personally rang the patient's daughter, who lives in Spain, to inform her of the situation. He then rang her back, placing his phone on loudspeaker next to the patient's ear so that she could speak to her father. When he deteriorated further, he again rang the daughter and placed his phone by the dying man's ear so that she could say her last goodbyes.

The Employee of the Month is selected by the Chief Executive - and is kept a closely-guarded secret so that it is a total surprise to the winner when they receive their certificate.

Our photos show Rosie and representatives of the A&E team receiving their certificates from Chief Executive Anna Hills.



Our Trust Values

The Trust's staff values and behaviours which are expected by patients and colleagues.

Recognising that everybody counts

Courtesy and respect

- A welcoming and positive attitude
- · Polite, friendly and interested in people
- Value and respect people as individuals

So people feel welcome

Putting patients first

- Attentively kind and helpful
- Look out for dignity, privacy and humanity
- Attentive, responsive and take time
- Visible presence of staff to provide care

So people feel cared for

Doing everything openly and honestly

- Responsive communication • Listen to people and answer their auestions
- Keep people clearly informed
- Involve people

So people feel in control

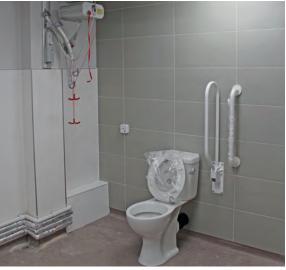
Aiming to get it right

Effective and professional

- Safe, knowledgeable and reassuring
- Effective care / services from joined up
- · Organised and timely, looking to

So people feel safe







Facilities improved for all

The latest phase of improvement work in our hospital foyer has just been completed.

As Making Waves went to press, the estates team was overseeing the finishing touches to new, improved public toilet facilities.

The new toilets have been constructed in a courtyard area opposite the M&S food store.

They provide modern facilities which meet the requirements of latest legislation – and replace ageing toilets which were in need of refurbishment.

The new facilities consist of:

- Male/female toilets with more cubicles
- Three accessible toilets for patients/carers with disabilities, one of which will be gender neutral
- A 'Changing Places' accessible toilet.

Director of Finance Mark Flynn said:

"A great deal of thought and planning has gone into creating these new facilities, which are modern and suitable for all visitors to our hospital.

"We've made sure that the project has delivered good value for money – and have achieved this by financing it through the income stream generated by lease arrangements for the M&S outlet."

"We're particularly pleased that we've been able to

incorporate a 'Changing Places' toilet into the scheme, as we know that standard accessible toilets do not meet the needs of all people with a disability."

People with profound and multiple learning disabilities, as well people with other physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis often need extra equipment and space to allow them to use toilets safely and comfortably.

These needs are met by Changing Places toilets, which provide facilities including a height adjustable adult-sized changing bench, a hoist system, enough space for a disabled person and their carers and a non-slip floor.

The Changing Places toilet at our hospital will feature on the Changing Places Consortium website – and is available not only to disabled people and their carers who are visiting the hospital – but those who may be passing en-route elsewhere and need to use the facility.

Access to the Changing Places toilet requires a 'radar' key, which is only issued to those eligible to use such facilities.

For more information about the Changing Places Consortium, visit www.changing-places.org

Busy staff get chance to relax



Hard-working staff at our hospital got the chance to relax and unwind at a special event held on 14 February.

The 'Love Yourself This Valentine' event saw staff

offered 30 minute taster sessions in a range of holistic therapies

including Indian head massage and sports massage.

The sessions were part of a weeklong series of health and wellbeing events put on for staff in recognition of their dedication to patient care during the busy winter period.





Page 6 Making Waves Newsletter Spring 2019 www.jpaget.nhs.uk

Detecting flu in minutes

A hi-tech piece of diagnostic equipment which is smaller than a shoe box is having a big impact on tackling flu at the James Paget University Hospital.

The new cobas Liat analyser tests patients arriving at hospital for influenza type A and B –

providing the results in just 20 minutes.

Patients suspected of having the flu provide a sample by placing a cotton-bud sized swab up their nose. Their sample is then placed in a testing cartridge, which is inserted in the top of the analyser, which is the latest piece of 'Point-of-Care Testing' (PoCT) equipment purchased by the hospital.

The analyser then conducts tests to see if flu A or flu B is present before providing the operator with a result.

Divisional Operational Manager Phil Weihser explained that the system saved valuable time as previously, samples had to be sent for testing at the Norfolk and Norwich University Hospital on a similar system, with results available in approximately 24 hours.

"Now, if we have a patient who needs to be admitted and has suspected flu, we can quickly take a sample, wait a few minutes for the result and then

take appropriate action. In the case of a positive result, this would mean placing the patient in a side room, rather than on a main ward, to prevent the spread of infection which can have such a detrimental effect on patient flow," said Phil, who is pictured above with Belinda Davies, Pointof-Care Testing Co-ordinator (left), and Anna Blackburn, Clinical Director for Emergency Care.

Funding for the new analyser came from the Innovation Fund, funded by the Trust's Charity which also covered the cost of purchasing the testing cartridges, at £35 each.





Protecting patients

More of our staff helped protect themselves and their patients by taking advantage of a free flu vaccination.

Just over 76% of all our frontline staff had the jab – up 5% on last year's total. This significant achievement was made possible thanks to a team of Flu Champions from wards and departments across the hospital, who made sure that their colleagues had ample opportunity to have the vaccination.

uick Witter We want to know about you!

Name: Gemma Lister Job title: Senior Sister

Brief description of role: Ward manager of a 32 bed Older persons medicine ward. To provide clinical and managerial support to the staff and patients under my care. Working closely alongside a fabulous team ensuring our patients receive excellence in healthcare.

the JPUH as a Health Care Assistant for 10 years and then returned as a registered nurse now for 7 years. 17 years in total.

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

- My son Herbie although he's not an item: he is so funny and loving he would keep me amused forever and I would miss him dearly if he wasn't attached to my side like he always is.
- A never ending supply of gin and tonic (who doesn't love a G&T).

I didn't want to say it in a public forum but obviously a razor. Why?... well its obvious: no girl likes hairy legs!

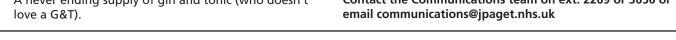
Which three people would you like to go out to dinner with - and why:

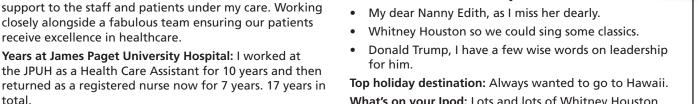
What's on your Ipod: Lots and lots of Whitney Houston. Favourite day out: Disneyland with my beautiful family.

What makes you Proud of the Paget: The passion and drive that our staff have for the patients under our care. Everyone works so so hard every day and it's great to be part of that family.

Want to nominate someone for Quick Witter?

Contact the Communications team on ext. 2269 or 3656 or





Down Memory Lane

A bland hospital corridor has been transformed by an array of colourful images and montages in a project aimed at sparking memories for patients living with dementia.

The new Memory Walk at the James Paget University Hospital features images of items from yesteryear, colourful adverts from the 1950s, 60s and 70s as well as photographs of Lowestoft and Great Yarmouth from days gone by.

The images have been printed on a special wallpaper which has been hung on panels between the windows along the corridor leading to Ward 12, where care is provided for elderly patients.

Photographs featured in the walk were donated by the Eastern Daily Press, while the History of Advertising Trust provided the advert images for the project.

The creation of the walk was funded by a legacy left to the hospital by the late Winifred and Arnold Everson, whose family hoped that the bequest could be used to help patients with dementia.

On 20 February, former JPUH Chief Executive Christine Allen officially opened the Memory Walk, with invited guests given the opportunity to view the 50-plus panels along the corridor.

"I am delighted to open the Memory Walk, which has been a real collaborative effort – and I would like to thank the EDP, the History of Advertising Trust and the family of Winifred and Arnold Everson for helping us make this happen.



"Together, we've transformed blank sections of hospital wall into something colourful and bright for our patients – and I hope it sparks many happy memories for them."

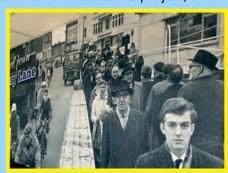


Hospital dementia lead nurse Ali Thayne said that walk would help provide patients with 'reminiscence therapy' which has had positive results in dementia care.

"Because the walk features local scenery, as well as colourful images and familiar objects from the past, it can transport patients – as well as visitors – back to a place or time that they know, and facilitate the reminiscing process. We hope it will bring joyful memories to many patients."

EDP Coastal Editor Andrew Fitchett added: "We were delighted to be able to contribute to the project, and

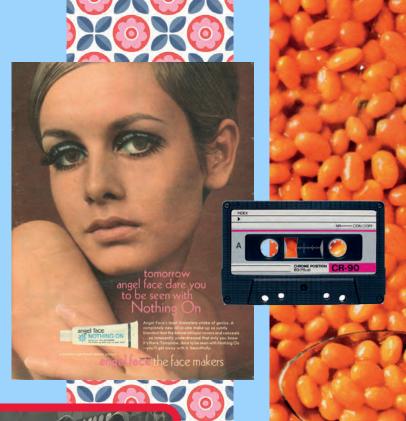
it's fantastic to see our images put to such wonderful use. We see every day how powerful pictures can be, and hopefully these ones will bring back some fond memories for patients."



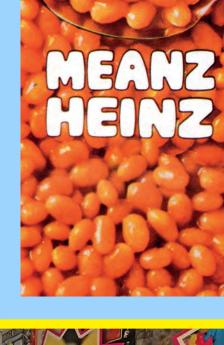


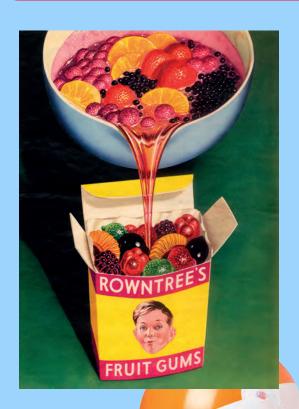
Page 8 Making Waves Newsletter Spring 2019 www.jpaget.nhs.uk















Celebrating – and promoting – apprenticeships

Our Apprenticeship team celebrated National Apprenticeship Week with a series of activities including careers events and away days.

At the start of the week, which ran from 4 to 8 March, apprentices from the Paget visited the Kingswood outdoor activity centre in Overstrand, Norfolk, for a day focusing on teamwork.

The day aimed to explore what it means to be a supportive team and to highlight the Trust's values of providing professional and effective services, to treat everyone with courtesy and respect, to give responsive communication and be attentively kind and helpful.

The following day, the team was at the East Coast College Apprenticeship Fair, and then later in the week, they spent two days at the Norfolk Skills and Careers Festival at the Norfolk Showground, one of the largest skills and careers events in the county. Aimed at 14 to 24-year-olds, the festival highlights what employers have to offer and opportunities available.

On the last day of the week, the team headed to Beccles to talk to students at the Sir John Leman High School about apprenticeships and what our hospital has to offer.

The week's activities were designed to raise awareness of apprenticeships and how beneficial they can be for organisations and individuals. Many James Paget apprentices go on to careers at the hospital, with apprenticeships giving an insight into the different roles available and plenty of opportunities for career progression.





We offer apprenticeships in many different departments and these are advertised via our website and NHS jobs when they become available throughout the year.



Awareness event

Patients and carers attended a special event organised by the James Paget's stoma care team.

The Bladder and Bowel 'Love Your Life' Open Day took place on 14 February at the Wherry Hotel in Oulton Broad. The health and wellbeing information event raised awareness of the support available for those with bowel and bladder conditions, and provided advice on how to maintain a healthy lifestyle.

Paget helps surgeon skills

Surgeons from across East Anglia visited the James Paget for a one day Non-Technical Skills course.

The NOTSS (Non-Technical Skills for Surgeons) Masterclass is designed to give an insight into enhancing the non-technical skills that underpin good surgical performance, such as decision making, leadership, situation awareness, communication and teamwork.

It is recognised that what are now commonly termed 'non-technical' skills are as important in ensuring the optimum outcome for the patient undergoing surgery.

The course aims to strengthen these skills, providing the opportunity to undertake exercises and scenarios as well as discuss how to overcome barriers to get to 'good behaviours' in operating theatres.

The course, held on 11 March, was co-ordinated by Consultant Surgeon Kamal Aryal and attended by 14 delegates from across the region.



Page 10 Making Waves Newsletter Spring 2019 www.jpaget.nhs.uk

Early diagnosis investment drives cancer improvements

The James Paget University Hospital is playing its part in a national drive to further improve survival rates for cancer patients.

Cancer survival is now the highest it has ever been – but rates can improve further still through earlier diagnosis of the disease.

In recognition of this, the NHS Long Term Plan has set out a new ambition that by 2028, 75% of patients with cancer will be diagnosed early (at stages 1 and 2) – up from 50% today. This will result in 55,000 more people each year surviving their cancer for at least five years after diagnosis.

There are a number of initiatives that will make this ambition a reality, including:

- Introducing a new faster diagnosis standard, which will ensure that patients receive a definitive diagnosis or ruling out of cancer within 28 days of referral from a GP or screening appointment.
- lowering the age of bowel screening from 60 to 50, rolling out an enhanced screening test for cervical cancer and extending lung health checks.
- creating 'rapid diagnostic centres' across the country so patients displaying symptoms of cancer can be assessed and diagnosed in as little as a day.
- delivering personalised cancer care which gives patients more say over the care they receive, a care plan and health and wellbeing information and support.

Locally, work has already started on improving our cancer services in line with the Long Term Plan. This work is being led by the East of England Cancer Alliance and the Norfolk and Waveney Sustainability and Transformation Partnership (STP).

The James Paget is a key member of both the Alliance and Partnership - and, already, improvements are being seen at the hospital, thanks to £1 million of national funding over three years.

The improvements are being implemented in three phases, with the first phase focussing on increasing early diagnosis of both lung and prostate cancers.

As part of this work, new specialist equipment has been purchased. This includes Endobronchial Ultrasound (EBUS) probes which allow doctors to look into a patient's lungs and take tissue samples at the same time, and computer software to help with prostate biopsies.

There has also been investment in staff, including a new Survivorship Lead post (see story below).

James Paget Cancer Services Lead Angie Fenn said: "These are exciting times as collaborative working, additional investment and service improvement come together to produce significantly better outcomes for patients.

"Quicker diagnoses will not only improve survival rates but also the experience of our patients; those who are diagnosed with the disease will begin their treatment earlier while those who are clear will have their minds put at ease more quickly."

Karen's supportive role



A new senior nursing role dedicated to helping our cancer patients receive the support they need to plan their lives for the future has just been created at the James Paget University Hospital.

In a joint initiative with Macmillan Cancer Support, the JPUH has just appointed Karen Flores as its first Survivorship Lead.

Karen, who has nearly 40 years' experience as a nurse, will be helping both patients living with cancer and those who have completed their treatment by providing them with tailored support

and guidance so they can plan ahead and live their lives to the full.

The new role is funded by Macmillan as part of their Living With and Beyond Cancer Programme – and is part of a wider programme of cancer care transformation both at the hospital and our wider healthcare system in Norfolk and Waveney (see separate story).

Living With and Beyond Cancer recognises that more people than ever are surviving after a cancer diagnosis - but the impact of the disease does not suddenly stop when treatment ends. The programme has been developed by Macmillan as part of a multi-million pound partnership with the NHS to improve cancer services.

Karen said she was delighted to be working in her new role. "The survivorship project has always interested me and when the role came up for the Survivorship Lead post here at the James Paget, I jumped at the chance."

"I am really looking forward to taking this project forward and working with colleagues in this new role."

Karen's nursing experience over the last 10 years has included being team leader for the hospital's breast care nurses, who were responsible for introducing an innovative support programme called Rejuvenate.

"As a small team, we wanted to develop a programme for our patients which would assist them back to their 'new normal' lives after cancer treatments.

"We were awarded funding for a small research project, with the aim of measuring the effectiveness of wellbeing interventions after cancer treatments.

"We then enlisted the help of a local gym and designed a programme to promote physical and psychological health and wellbeing after cancer treatment and called it Rejuvenate - and it is still going strong."

In her new role, Karen is already busy organising a cancer information event for patients and the local community (see advert), which is being supported by guest speakers, clinical nurse specialists and local charities.



Paget's AWARENESS DAY LAUNCH Paget's

The James Paget hosted the first ever international awareness day highlighting a disease named after the man whose name adorns the hospital.

On the 205th anniversary of the birth of Sir James Paget – who was surgeon to Queen Victoria, and one of the most respected surgeons and pathologists of his time - the hospital hosted the Paget's Association during the first ever International Paget's Disease of the Bone Awareness Day.

The Association held an information event on 11 January

in the hospital's Burrage Centre – including an hour-long webinar which attracted participants from as far away as Australia and the USA.

Paget's Disease affects the bone's normal metabolism, which can result in severe pain, fractures and disability. Although there has been progress in alleviating the effects of Paget's disease, much more remains to be done – and the Association believes that correct diagnosis is the key, as the condition often goes undetected until complications such as fracture, deafness and bone deformity have already occurred.

To help ensure that Paget's is diagnosed and treated in a timely manner, the charity is launching a new clinical guideline that will help raise awareness of the disease amongst health care professionals and facilitate effective treatment.

Speakers at the Association's meeting included Professor Mike Stone, Professor Roger Francis and Sir James' great great grandson Sir Henry Paget, who is a patron.

To find out more about the Paget's Association, visit www.paget.org.uk

Thank you tea

Hard-working Midwifery Support Workers were the special guests at a special tea party put on by their colleagues. The Maternity Department organised the tea as a 'thank you' for all the MSVs hard work in supporting midwives and doctors to provide safe care to local women.

Studying together benefits all

Maternity staff from the James Paget University Hospital (JPUH) are working more closely with their colleagues from other Norfolk hospitals to share best practice and conduct joint training.

Since autumn last year, the JPUH, Norfolk and Norwich University Hospital and Queen Elizabeth Hospital, King's Lynn have held a series of Local Maternity System (LMS) study days to help increase safety of babies by looking at four elements of care including helping reduce smoking in pregnancy and effective foetal monitoring during labour.

Future LMS study days are being planned to continue this exciting collaborative work with different staff groups to continue the culture of multi-discipling learning.

Surgeon honoured by colleagues



Orthopaedic surgeon Shafat Gangoo has received a prestigious accolade from his peers.

Mr Gangoo was given the best paper award at the regional Orthopaedic meeting held in Bury St Edmunds on 16 November.

The meeting was attended by orthopaedic surgeons and trainees from hospitals across East Anglia including Addenbrooke's, Norwich and Ipswich.

Mr Gangoo presented a paper on quality improvement activity to help reduce the return of orthopaedic patients to theatres for further surgery, having studied the various causes. He was mentored

for the presentation by Paget consultants Sunil Garg and Devender Khurana.

Hands-on training for tomorrow's surgeons

Surgical trainees from across East Anglia visited the James Paget University Hospital to take part in our 'Paget Laparoscopic Skills Course'.

Laparoscopic surgery, also known as minimally invasive surgery or keyhole surgery, is a modern surgical technique in which operations are performed through small incisions.

The course, held in the Wet Lab in our Education and Training Centre on 13 November, was the third organised at our hospital by Consultant Surgeon and Surgical Tutor Kamal Aryal and his Postgraduate Medical Education colleagues, with support from Johnson & Johnson, Storz and Applied Medical.

In the morning the course covered hands-on training in porcine tissue – including gall bladder removal and the joining of intestine – while the afternoon saw the 10 students learn via the live streaming of keyhole surgery performed by Mr Aryal and his colleagues Roshan Lal and Vamsi Velchuru.



Mr Aryal said: "The aim is to make the students competent key hole surgeons in removing gall bladder, perform hernia operations and intestinal surgeries as they continue their training to become consultant surgeons."



Page 12 Making Waves Newsletter Spring 2019 www.jpaget.nhs.uk



James Paget Health Academy

First Paget Health Academy graduates celebrate success

The first group of students to successfully complete the James Paget University Hospital Health Academy programme have graduated – with some now set to start their careers in health care.

The students took part in an awards ceremony on 13 March, marking completion of the Academy programme and highlighting their work since September last year.



The Health Academy was announced in February 2018 as a new initiative to provide students at local schools and colleges with an introduction to roles in the NHS.

The aim was to give young people the chance to learn more about the different jobs available and to give a path from education into working at the hospital, to boost recruitment to the variety of roles in health care.

The James Paget's Education and Practice Development team approached three local colleges - East Norfolk Sixth Form College, Lowestoft Sixth Form College and East Coast College – who all signed up to the initiative.

Local schools followed – with the college students becoming the 'Senior Academy' and school pupils the 'Junior Academy'.

The hospital team then went into schools and colleges to talk to students about the initiative and what it could offer them. Anyone interested in a future career in healthcare, whether as a nurse, doctor or other health professional, was then invited to apply for the Academy.



Those successful in their applications for the Senior Academy continue their studies at their College but are released for a few days over a six month period, from September, to take part in sessions at the hospital's on-site Education and Training Centre. The sessions are designed to give more information about potential careers and an insight into what working in a busy hospital is like.

Junior Academy students from different schools are invited to special days at the Education and Training Centre covering similar topics in a more relaxed format.

Sharon Crowle, Head of Education and Practice Development at the James Paget, said the Academy was just one of the ways in which the hospital was looking to encourage more people into nursing and associated careers.

"We aimed to show the students what opportunities they could have within the NHS and hoped that some would go on to apply for health related courses. The students are now applying and many are choosing careers such as nursing and in their evaluations are stating that the academy has influenced their decisions.

"I have watched the students' confidence grow over the months and the skills they have gained will be beneficial throughout their lives."



In addition to the partnership with schools and colleges, the hospital is working 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. The programme supports young people in years 9-13 to plan their future education.

Tom Levinson, neaco Project Manager, said; "The James Paget Health Academy has been supported with funding through our grants scheme, part of the Take Your Place programme, and sits alongside a range of other activity across the region, led by our Higher Education Champions' work in schools.

"This project is a localised and targeted way to meet the needs of the local community, supporting the aspiration and progression of young people to higher education, and we are delighted to have been able to support it."

The selection process for Academy students to start in June 2019 is currently underway.

New team improves data efficiency

A new team is working behind the scenes to produce IT systems which help our hospital run even more smoothly, for the benefit of patients.

The Health Intelligence team was formed last summer, bringing together expert personnel from several departments including IT and Information Services.

Already, the team has been instrumental in setting up systems which not only provide the latest operational information but also help eliminate inefficient and time-consuming practices, such as filling in paper charts and using white boards.

Health Intelligence Manager James Tate said that the prime focus of the team was to develop e-systems which helped fill any gaps in data provision for frontline teams.

"In simple terms, we are working with operational teams which are currently relying on manual systems by making data accessible in real time to help them with decision making," he said.

"And, because the team brings together key personnel including information analysts and software developers, we have the expertise in-house to develop these bespoke solutions at nil cost."

A prime example of the team's work is the new WardBoard system, which is web-based and allows hospital managers to see in real-time, the hospital's current bed occupancy on each ward/area as well as information relating to patients occupying the beds, such as predicted discharge dates (see images top right).

The system was developed after senior staff on the hospital's Emergency Assessment and Discharge Unit (EADU) trialled a stand-alone system which kept track of bed occupancy in their area of the hospital.



Staff in the Health Intelligence team then developed the system and rolled it out across ward areas, allowing staff to update the bed status of their particular area.

Ward data is then fed into the Operations Centre, giving site managers an overview of the bed occupancy levels across the entire hospital on wall-mounted monitors – replacing white boards which needed to be updated by hand.

"Feedback from staff has been very positive – and that's because the system is giving them the information they need," added James.

The formation of the new Health Intelligence team is just one of the projects which has involved our Information Centre team over the past year (see below).

A busy year for the Information Centre

Our team is busy year in, year out – and 2018 was no exception:

150 clinical and non-clinical systems kept safe, secure and available.

25,000 calls to the IT helpdesk dealt with, of which 70% were resolved immediately.

300,000 patient discharge documents sent electronically to GPs

More than 30 change projects completed or initiated during 2018/19 including the completion of new Wi-Fi that includes free patient internet access, new Maternity system, upgraded Pharmacy and e-Prescribing systems, new email and Office365 service, and continuing major improvements to Pathology, e-discharge and IT security. The teams have been busy creating web 'dashboards' to display performance for A&E and theatres. They have also been focussing on improving data quality across the Trust.

Page 14 Making Waves Newsletter Spring 2019 www.jpaget.nhs.uk

Surgeon's 'historic' first marathon

Paget surgeon Sandeep Joglekar has completed his first marathon - on a course where the distance was run for the first time over 2500 years ago.

Rather than opt for a local race, Sandeep made his long distance running debut after flying to Greece with five friends to compete in the historic Athens Marathon.

He followed in the footsteps of a Greek soldier who ran 25 miles from the battlefield at the ancient village of Marathon – from where the event gets its name - to tell his commanders in Athens about their army's victory over Persian invaders.

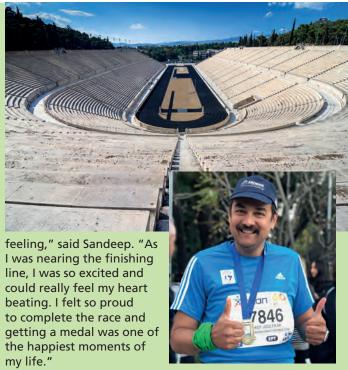
"We chose the Athens Marathon for several reasons," said Sandeep, who has worked at the Paget since 2006.

"Firstly, it was the first ever marathon in history, run by a soldier in 490BC. Secondly, it was easy to book, and did not have a ballot process like the London Marathon. And finally, it's considered one of the most difficult races, with a course which is uphill for more than 20 kilometres," he

The marathon took place on 9 November last year - and Sandeep found the first 21 kilometres fairly easy. However, gradually the tough course began to take its toll - and a painful blister made the last few kilometres a real

But the cheering crowd and the sight of the finish line at the Panathinaikon Stadium kept him going.

"Finally, when I entered the stadium, it was a great



Sandeep, who completed the marathon in six hours and 41 minutes, had never run before but was inspired to take it up after exercising to prepare for a trip to the Himalayas in 2017.

He was supported throughout his training by his wife and colleagues at the hospital - and is now happy to share his experience with any other members of staff who want to compete in a marathon.

Fundraising runners

Our stroke therapy team have tackled a daunting five kilometre obstacle course to raise more than £1000 for charity.

Team members completed the course at the Norfolk Showground near Norwich in October last year to raise money for the Stroke Association, as a way of thanking the charity which has supported many local patients over the years.

The team is based both on the Stroke Unit (Ward



1) and out in the community where they support patients who have been discharged early from hospital.

Jo Symington, of the Ward 1 team, said; "We had an amazing morning jogging, diving and taking a big leap of faith all in aid of the Stroke Association.

"As occupational therapists, physiotherapists, therapy assistant practitioners and speech and language therapists, we all work with stroke patients and we know how vital the Stroke Association can be supporting and rebuilding their lives after a stroke. The charity have a huge range of support services and groups, including a dedicated 24/7 helpline," she added.

TRUST AWARDS 2019

James Paget
University Hospitals
NHS Foundation Trust

NOMINATE NOW!

Recognising the exceptional achievements of our staff

- Ward of the Year
- Team of the Year Clinical
- Team of the Year Non-Clinical
- Employee of the Year
- Individual of the Year Clinical
- Individual of the Year Non-Clinical
- Inspiration Award
- Volunteer of the Year
- Apprentice of the Year
- EDP Gold 'Patient Choice' Award

Nominations invited from Monday 8 April 2019



Nomination forms are available at main reception or online at www.jpaget.nhs. uk/remarkablepeople-2019



Scan with your smartphone