

# Making Waves

## Latest x-ray technology arrives at the Paget

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Where You come first



# Anna's Update

#Proud  
of the  
Paget

“ Winter is with us – and we know that we will be extremely busy for the next few months.

Once again, we have used our experience of last winter to make further improvements to our plans so that we can meet anticipated demand through the doors.

Our hospital is just one part of the local healthcare system – and so close working with our health and care partners across our area has been central to our plans.

You can read more about our preparations for this winter inside this edition of Making Waves. As part of this feature, there is a page focussing on what local people can do this winter, by making the right healthcare choices to ease pressure on our services.

In this edition, there is a centre spread on the Remarkable People awards – the annual celebration of all that's great about the Paget.

I have attended the event on many occasions but this was my first ceremony as Chief Executive – and it was a real privilege to present the awards, alongside our Chair Anna Davidson, to so many talented, innovative and hard-working teams and individuals.

You will also notice a double-page spread on staff health and well-being. This is a new feature for Making Waves – and an important one, as it reflects a concerted effort by the Trust to ensure that our staff have access to advice, help and support for both their physical and mental health.

A healthy lifestyle has so many benefits – and, as a responsible employer, we want our staff to feel good as they go about their business of caring for patients. While this feature is primarily aimed at staff, hopefully visitors who read it will pick up some useful well-being tips too.

I hope you enjoy this edition of Making Waves. If you feel we can improve it – or there is some information you would like to see in its pages – please get in touch. ”

**Anna Hills**  
Chief Executive



## Volunteers create colourful gardens

**Green-fingered hospital volunteers are giving the Paget a bloomin' marvellous makeover.**

The hospital is constructed with ward and clinical areas surrounding several courtyards, which are being enhanced through a programme of planting.

Volunteers have already improved the garden area in the courtyard near Ward 18 – and are now busy working on the courtyard near the hospital chapel.

To help with this work, we are appealing for donations of bulbs or plants and are particularly keen to get winter and spring flowering plants that will help our gardens look great year-round for our patients and staff.

If you can help please contact Cath Cook on 01493 453290 or email [catherine.cook@jpaget.nhs.uk](mailto:catherine.cook@jpaget.nhs.uk) or you can simply drop off any items at our front reception. We welcome any donation, however big or small, so even if you donate a few small bulbs they will be put to good use.

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 Spring 2020. Let us know if there is anyone you would like to see featured.

Contact us with your feedback, suggestions or future content:

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# Swan symbolises enhanced care

The James Paget is adopting a new initiative - the Swan Model – to enhance care at our hospital for people approaching the end of life and their families.

Originally developed at The Pennine Acute Hospitals NHS Trust, the Swan Model offers dedicated support to patients in the last days of life, and to their families before and after their loved one has died.

It is recognised that end of life care is difficult for patients and their relatives and there are many choices to be made. The Swan Model aims to give support to understand the choices, as well as giving patients options on how and where they wish to be cared for as they approach the end of their lives.

The model is designed to give a personalised approach that is all about the little things that can make a patient's stay more comfortable, in a way that is important to them. The model also supports our staff by giving them permission to do things differently, such as enabling patients to have their pet visit them in the hospital.

The initiative was launched in November and our staff will now use the model, which is underpinned by empathetic, sensitive and open communication.

There will be a recognition that this supports end of life care in the widest sense and will include things such as comfort packs for patients and relatives.

The Swan scheme uses the swan symbol to represent end of life and bereavement care. Where the swan sign is displayed it acts as a reminder to staff to provide additional support to relatives and friends whose loved ones are in the last stages of life and in their greatest time of need.



Signs Words Action Needs

AnneRobson Trust®

# Volunteer Scheme launched

A new initiative aimed at supporting patients who are in the last days or hours of their lives has been launched at the James Paget.

The hospital is introducing a team of 'Butterfly Volunteers' whose role will be to provide company and companionship to patients approaching the end of their lives.

Recruitment of the volunteers is underway – and more than 50 people attended an information and awareness event.

Butterfly Volunteers can support in a number of ways. They can provide a regular visitor for those who may not have close family or friends, or give family members the opportunity to have a break.

The scheme is already well established at several other hospitals; it was started by the Anne Robson Trust, a charity set up by Liz Pryor in memory of her mum Anne Robson, who died in 2010.

Volunteers are of all ages and backgrounds, but have a caring nature and will receive training before undertaking the role.

You can read more about Butterfly Volunteers at [www.annerobsontrust.org.uk](http://www.annerobsontrust.org.uk) or, if you're interested in finding out more about joining our volunteer team, please contact John Gilligan by calling 01493 453546 or emailing John. [Gilligan@jpaget.nhs.uk](mailto:Gilligan@jpaget.nhs.uk)



## No one should die alone

Butterfly Volunteers providing Compassionate Care at the end of life  
[annerobsontrust.org.uk](http://annerobsontrust.org.uk)

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# New screen comforts patients

A TV screen with a difference is helping entertain patients on a ward at the James Paget University Hospital.

The new digital display shows an aquarium full of gently moving but brightly coloured fish – and is designed to be calming and comforting for patients.

It was officially unveiled on Ward 12, where staff care for older patients, some of whom have dementia.

The purchase of the screen was made possible thanks to the family of the late Rod Roper, of Broome, near Bungay, who died earlier this year.

Mr Roper was cared for on Ward 12 – and his family raised £2700 so staff could purchase the screen. Donations came from friends including members of the Waveney Model Flying Club – and daughter Laura Dean boosted the funds by successfully completing the London Marathon.

The unveiling was attended by members of Mr Roper's family including wife Karen and daughter Sue Cleveland, who is a senior sister at the hospital. Karen is photographed with Ward 12 senior sister Gemma Lister by the new screen at its unveiling earlier this autumn.



# Hidden cost of missed appointments

A drive to highlight the importance of keeping hospital appointments has been launched.

Last year, more than 20,000 people did not turn up for their out-patient appointments at the James Paget - and failed to contact the hospital to say that they could not attend.

Amazingly, also last year, 250 patients did not attend hospital for scheduled surgery – and again did not let the hospital know.

Now, posters have been put up in public waiting areas across the hospital to spell out the implications for the NHS when patients do not attend scheduled appointments and procedures.

The posters ask patients to give the hospital at least three days' notice if they have no alternative but to cancel an appointment or procedure.

The idea for the posters came from Senior Transformation Managers Robbie Woods and Mark Rundle.

"Getting a theatre ready for a surgical procedure - and then conducting the surgery itself - involves a team of people coordinating theatres and equipment, sterile sets, surgeons, anaesthetists, X-ray and of course theatre staff," said Robbie.

"If a patient doesn't turn up for their procedure, then all of this planning is for nothing which is a waste of both time and money and equally importantly another patient could have received the treatment they need."

Those who did not attend their surgery or outpatient appointments cost the hospital over £4 million last year – and also affected other patients.

"If a patient simply doesn't turn up for an outpatient appointment, it's too late to be able to offer it to another patient," said Mark.

"That's why the posters are quite clear: if you can't attend, give us at least three days' notice so we can allocate your slot to someone else who needs our care."

Our photograph shows Robbie (left) and Mark with their posters.



## Quick Witter We want to know about you!

**Name:** Emilia Shurmur

**Job title:** Staff Engagement and Wellbeing Practitioner (new role)

**Brief description of role:** Staff Engagement is about giving our staff a voice and making sure it is heard by the people making decisions. I am grateful to have the help of our amazing Engagement Ambassadors in doing so. Staff Wellbeing is linked to staff engagement, because evidence shows that engaged staff are healthier and provide better patient outcomes. So, I am proud to also look after the wellbeing of our staff, with the help of our fantastic wellbeing champions.

**Years at James Paget University Hospital:** Five.

**What three items would you take to a desert island – and why:** A picture of my children (I would miss them so much) a warm duvet (in case it got cold) and food (so I could survive until I rescued myself).

**Which three people would you like to go out to dinner with – and why:** Barack Obama, I would love to hear what it was like to be the first African American president. Nick Vujicic, who has no arms and no legs but inspires the world

on how to be healthy and happy and my Portuguese family, because I miss them.

**Top holiday destination:** I dream of seeing the aurora borealis, of attending Holi, the festival of colours in India, the Lantern Festival in Thailand, so many dreams (can't choose one).

**What's on your Ipod:** I don't have an Ipod but I love all music from classical, to jazz, gospel, pop, rock, 80's, 60's, it just depends what mood I am in.

**Favourite day out:** A scenic stroll with a good conversation with someone I love.

**What makes you Proud of the Paget:** Paget's People for sure. After our online conversation with our staff, I was inspired to see some managers making changes to improve things, without me even asking them to. Every single day, I meet people who go the extra mile to help their patients and colleagues. Our workforce is our biggest treasure and I am determined to look after them, to the best of my ability.

**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)



# Latest x-ray technology introduced

A new hi-tech x ray machine at the James Paget University Hospital is producing 'superb' images to help with patient diagnosis.

The Philips Azurion 7 has been installed as part of a six-month project which has seen an existing x-ray room totally re-built so that clinicians can maximise use of the new unit.

The Azurion replaces a 15-year-old machine which was coming to the end of its working life.

It is what is known as a 'fluoroscopy' machine – which means that it not only takes static x-ray images, but can also capture 'real-time' moving imagery.



Images are captured by the unit's C-Arm which can move in various directions and can be angled to get specific images. These images are displayed on a screen, which can be split to show previous images as well as information such as vessel pressures.

The screen can also be used to show various colourful screensavers, to help relax nervous patients, including children.

Lead Radiographer Dorothy Wheatman said: "The public probably think of an x-ray as a still image that is developed and looked at on a light box.

"Advances in technology mean that x-ray images are now available immediately they are taken, on a screen, in high quality digital format – and can capture movement too."

The re-design of the x-ray room has been extensive, bringing it up to the right specifications to allow clinicians to use the new machine to help perform a range of procedures, including renal stents.

A new ventilation system changes the air in the room 15 times per hour, so it is suitable for sterile procedures and is compliant with infection prevention controls.

"In effect, the x ray room now doubles as an operating theatre," said Dorothy. "The image quality provided by the new equipment is superb, helping us make accurate diagnoses and perform delicate intervention procedures.

"It really is an excellent investment which will benefit our patients both now and in the future."



## Challenging project

Our estates team worked closely with constructors Morgan Sindall to complete the £1.2 million project to construct the new facilities and install the new Azurion 7.

The location of the x-ray room – right at the heart of the hospital – meant that the project team faced a logistical challenge to get materials to and from the site. Much of the work was done by hand, including:

- transporting four tonnes of steel beams, to create a ceiling from which to suspend the new x-ray equipment.
- digging out 37 tonnes of spoil from the adjoining courtyard, to create a flat area for the room's ventilation system.

The construction team also had to ensure that their work did not disrupt hospital services and that noise was kept to a minimum so that patients were not disturbed.

This included sawing the floor of the room into blocks and then lifting them out to install the drainage system, rather than using noisy pneumatic drills.



# Working together, meeting demand



## Winter is a busy time for the NHS – particularly for acute hospitals such as the James Paget.

Our hospital has seen increases in the number of people attending A&E over winter for the last three years.

To meet this increased demand, we plan extensively throughout the year, working closely with our NHS and social care partners in Norfolk and Waveney.



Chief Operating Officer Joanne Segasby (pictured left), who oversees the hospital's winter planning, said: "An increase in the number of people attending A&E is felt throughout the hospital as it often leads to more admissions; this in turn

means more patients needing beds, diagnostic services, treatment and care.

"In situations like this, we need to ensure that we have what we call "flow" in the hospital. Flow is achieved by having a steady stream of patients who no longer need our care being discharged back home, freeing up capacity so that others who need to be in hospital can have a bed.

"But we can't achieve flow by ourselves. We need to work closely with our health and social care partners to ensure that patients receive the right support in the community to enable their discharge from hospital.

"At the same time, we also need to make sure that these services are available to help patients receive on-going care in their homes, to prevent them from having to return to hospital – or even attend in the first place."



Outside the hospital, our healthcare partners have several initiatives aimed at supporting people in their own homes, to prevent them from having to attend hospital. These include:

- The Early Intervention Vehicle (pictured above and below), which is an ambulance crewed by a medical technician and therapist. The team attends patients who may, for example, have had a fall at home and assesses them and puts in place support so they do not have to come to hospital.
- A High Intensity Users service will be introduced in the New Year, where two dedicated practitioners will provide tailored support to a small group of patients locally, to reduce their demand on a range of healthcare services.



## PREPARING FOR WINTER



**Here is a brief  
overview of our plans to meet  
demand this winter:**

We will continue to 'stream' patients to the most appropriate service when they attend our A&E – including GPs based at the hospital.

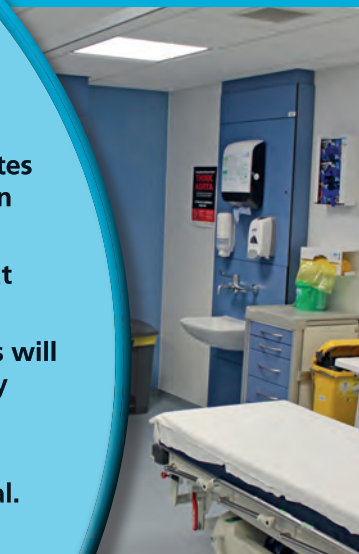
Our expanded Ambulatory Care Unit, which opened last year and operates seven days a week, will help us maximise the number of patients who can receive 'same day emergency care' without being admitted to hospital.

There will be an extended pharmacy service, helping prepare medicines that patients need so they can be discharged and return home.

Our Early Intervention Team of physiotherapists and occupational therapists will also be offering an extended service, liaising with patients in the Emergency Department, with the aim of helping them get home more quickly.

Staff in our Operations Centre will be using a new IT system, developed in-house, which shows real-time bed occupancy on every ward of the hospital. It also shows information relating to every patient, including predicted discharge dates, to help manage bed capacity.

Our Integrated Discharge Hub will be working from a new building, funded by the Department of Health and Social Care, which opened earlier this year on the hospital site. The hub brings together staff from the hospital, social care, mental health, community healthcare and voluntary groups. They work together to help patients, who may require ongoing support in the community, leave hospital as quickly as possible.



NHS



Stay well this winter

**PREPARING FOR WINTER**

# How YOU can help

NHS

## Not sure what to do?

### Local people have an important role to play this winter.

Once again, the NHS is running a winter campaign aimed at helping you make the right choices this winter.

The campaign highlights the steps you can take to stay in good health and be prepared. It also gives advice on which health service to access and when, which is essential for ensuring that you are seen by the right people in the right place - and helps reduce unnecessary demand.

### *Here are some top winter healthcare tips:*

**Call NHS 111** if you need help choosing the right healthcare service for your needs. Trained staff can help you – and can also refer you to out-of-hours/weekend/bank holiday GP appointments.

**Make use of your local pharmacy**, which can advise on a range of illnesses, from coughs and colds to stomach upsets. Don't wait until you feel worse, seek advice before it gets more serious. There will always be a duty pharmacist locally open every evening and at weekends/bank holidays.

**Avoid A&E unless it is a genuine emergency.** Remember, the most urgent cases are always seen first - so if your condition is not serious and it's busy, you will have to wait.



**Get your flu jab.** The flu vaccination is available every year on the NHS to help protect adults and children at risk of the illness and its complications. It is free for certain groups such as those aged 65 and over and children and adults with an underlying health condition. It is also free for frontline healthcare workers, including staff here at the James Paget. More than 76% of our team had the jab last year, to protect themselves, their families - and their patients.



## PREPARING FOR WINTER





James Paget  
University Hospitals  
NHS Foundation Trust

# TRUST AWARDS 2019

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

Some 250 guests attended a glittering awards ceremony, held at the Ocean Room, Gorleston, on 4 October.  
This year saw more than 480 nominations from both patients and staff.

*A night of  
celebration*



# TRUST AWARDS

## Ward of the Year



**Acute Cardiac Unit**

## Team of the Year - Clinical



**Emergency Theatres**

## Inspiration Award



**Phil Weihser**

## Employee of the Year



**Belinda Burroughes**

## Apprentice of the Year



**Jade Roberts**

## Non-Clinical Individual of the Year



**Darren Clarke**

# WINNERS 2019

**Team of the Year - Non-Clinical**



**Chaplaincy**

**Clinical Individual  
of the Year**



**Pieter Bothma**

**Volunteer of the Year**



**Pat Carter**

**Chair and Chief Executive Commendation**



**Tom Williams**



**Karen Durrant**

**Eastern Daily Press**

**Gold 'Patient's Choice' Award**



**Ward 4**

**Governors' Award for  
Outstanding Service**



**Sue  
Davis**

**Senior Sister, Renal Unit, Belinda Burroughes said she was 'absolutely delighted' to win the prestigious Employee of the Year award.**

"It's a big celebration for the whole team tonight as my colleagues in the Renal Unit were also finalists in the Team of the Year category.

"While they weren't successful, they are a big reason why I was able to win tonight as they are such a fantastic group of people, who are not only totally focused on providing great patient care but also great to work with."

**Divisional Operational Manager Phil Weihser said he was 'shocked but proud' to have won the Inspiration Award, which was presented for only the second time having been introduced last year.**

"To have been nominated for the Inspiration Award by my colleagues – and then to actually win it – is quite overwhelming," said Phil. "I am part of a brilliant team at the James Paget, which delivers great patient care often against a backdrop of high demand. I draw my inspiration from their determination, focus and compassion on a daily basis so I think this award is as much for them as it is for me."



All the awards were presented by Trust Chair Anna Davidson and Chief Executive Anna Hills, with the exception of the Governors' Award which was presented by lead governor Jane Harvey.

Anna Hills said: *"This was my first time presenting awards at Remarkable People as Chief Executive – and it was absolutely amazing.*

*"I am in awe of all the finalists. Each and every one of them demonstrates not only their dedication to patient care but also their commitment to teamwork and going the extra mile to support each other.*

*"I feel really proud to lead such a fantastic organisation – and would like to congratulate all the individuals and teams who made it through to the finals."*

Anna Davidson added: *"Every year, the Remarkable People Awards gives us the chance to celebrate the achievements of our staff – and once again, we've enjoyed a ceremony which has shown what a talented and caring workforce we have at the James Paget."*



# "Home First" campaign launched

The benefits of recovering in your own bed after surgery or other hospital treatment are being promoted in a new campaign being launched across Norfolk and Waveney.

The colourful 'Home First' campaign uses bright images, animation and positive messages to explain why patients and their families or carers should make sure they can leave hospital on their Expected Discharge Date (EDD), rather than spending a prolonged spell in a hospital bed.

It is known that most patients recover faster and better in their own home, where they are in a familiar environment and can get back into their normal daily routines. It is also known that patients would rather be in their own bed than a hospital bed – and the campaign aims to make them aware of what they, their family or carers can do to avoid unnecessary delays when they are ready to return home.

The 'Home First' campaign has been developed by the Norfolk and Waveney Health and Care Partnership which includes the James Paget and the county's two other acute hospitals, the area's five NHS clinical commissioning groups (CCGs) and Norfolk County Council.

Rt Hon Patricia Hewitt, who chairs the partnership, said; "We involved NHS and social care staff, patients, carers and members of the voluntary sector to help design the campaign, and it became clear they wanted it to be positive and upbeat, promoting the benefits for patients of leaving hospital on time and recovering at home. It has been a great example of partnership working involving a broad range of stakeholders to deliver a public campaign."

The campaign includes the use of animation across digital channels including social media and screens in NHS waiting rooms.

homefirst



Hospital is where you are treated  
**Home is where you get well**

When you are admitted to hospital, ask staff for your **Expected Discharge Date (EDD)**.

And start to make plans with staff, your family or carers to ensure **you can return home on that day.**

**Your own bed is the best bed for your recovery.**

in good health

The Norfolk and Waveney Health and Care Partnership

**HELP US  
HELP YOU**

**STAY WELL THIS WINTER**

NHS



Stay well this winter

## PREPARING FOR WINTER

# Staff Health & Wellbeing



## Red Lentil and Chick Pea soup

A hearty and filling vegan soup, ideal for autumnal evenings

Serves 4

### Ingredients

- 2 tsp cumin seeds
- Large pinch chilli flakes
- 1 tbsp olive oil
- 1 red onion, chopped
- 140g red split lentils
- 850ml vegetable stock or water
- 400g can tomatoes
- 200g can chickpeas, drained and rinsed.
- Small bunch coriander, roughly chopped (save a few leaves, to serve)
- 4 tbsp 0% Greek yogurt, to serve

### Method

- Heat a large saucepan and dry-fry 2 tsp cumin seeds and a large pinch of chilli flakes for 1 min, or until they start to jump around the pan and release their aromas.
- Add 1 tbsp olive oil and 1 chopped red onion, and cook for 5 mins.
- Stir in 140g red split lentils, 850ml vegetable stock or water and a 400g can tomatoes, then bring to the boil. Simmer for 15 mins until the lentils have softened.
- Whizz the soup with a stick blender or in a food processor until it is a rough puree, pour back into the pan and add a 200g can of drained and rinsed chickpeas.
- Heat gently, season well and stir in a small bunch of chopped coriander, reserving a few leaves to serve. Finish with 4 tbsp 0% Greek yogurt (or vegan alternative) and extra coriander leaves.

Great with Irish soda bread.

## Event is huge success

Our staff were encouraged to think about their health and wellbeing at a special event which took place at the hospital.

The all-day event was organised by the Trust's Wellbeing Champions, who were selected earlier this year from departments across the hospital to help promote healthy lifestyle choices to staff.

It took place on 26 September in the hospital's Burrage Centre and included:

- Advice on healthy eating – including free smoothies
- Demonstrations of relaxation techniques
- Mini health 'MoTs'
- Information on sports, including running
- Bicycle servicing.

Fresh fruit was on offer for all those attending – and was also distributed to staff on ward areas.

The event - which was the first in an on-going series - was supported by a number of local organisations including Aldi, Tandem Steve's Bikes and Hughes, who donated blenders which were used to make smoothies.

Two of the smoothie makers were the top prizes in a raffle – and were won by Paige Marsh, a housekeeper on the Neonatal Unit, and Jessica Buck, a physiotherapist.





## De-stress 'sesh'

with Isobel Le Grice

**We all suffer from varying degrees of stress in our lives. At its most extreme, it can cause physical changes in the body designed to help you take on threats or difficulties.**

You may notice that your heart pounds, your breathing quickens, your muscles tense, and you start to sweat. This is sometimes known as the fight or flight response.

Once the threat or difficulty passes, these physical effects usually fade. But if you're constantly stressed, your body stays in a state of high alert and you may develop stress-related symptoms.

This is the first in a series of short articles in which I will be going through the top 10 stress-busting tips, as suggested by occupational health expert Professor Cary Cooper and promoted on the NHS website.

Here are the first three top tips – more will follow in subsequent editions of Making Waves:

### Be active

Exercise won't make your stress disappear, but it will reduce some of the emotional intensity that you're feeling, clearing your thoughts and letting you deal with your problems more calmly.

### Take control

There's a solution to any problem. If you remain passive, thinking, 'I can't do anything about my problem', your stress will get worse. That feeling of loss of control is one of the main causes of stress and lack of wellbeing.

The act of taking control is in itself empowering, and it's a crucial part of finding a solution that satisfies you and not someone else.

### Connect with people

A good support network of colleagues, friends and family can ease your work troubles and help you see things in a different way.

If you don't connect with people, you won't have support to turn to when you need help.

The activities we do with friends help us relax. We often have a good laugh with them, which is an excellent stress reliever.



A team of runners from the James Paget has successfully completed a 10km race – with many achieving the distance just a few months after taking up the sport.

The nine-strong team took part in the Great Yarmouth 10k on 13 October, running for the PCRC Runsters to raise money for the Prostate Cancer Research Centre.

Their efforts raised some £400 for the centre – and came just a few weeks after they completed a 5k challenge as part of their training.

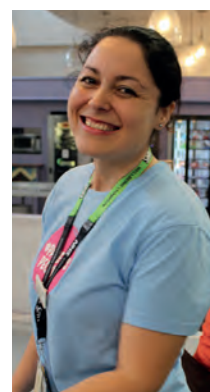
Our photograph shows team members at the finish line. Pictured are (from left to right) Susan Deag; Linda Page; Glenda Barnes, Gillian MacGregor-Linnett, and Christine Nightingale (all James Paget), Susan Bond, Steve Brown (run leaders), Irene Brown (James Paget and run leader), and Sharon Hollis (James Paget)

James Paget staff who also successfully completed the 5k challenge were Theresa Mace, Julie Berry, Caron Truelove, Kim Hartwell and Tracey Haylock.

The Paget running team continues to go from strength-to-strength, with a further 24 members of staff signing up. Anyone interested in joining them should contact Irene Brown on ext 3306.



Any staff member interested in promoting Health and Wellbeing activities should contact Emilia Shurmur on ext 2660



## Mitch's Meditations

**"Wellness is the complete integration of body, mind, and spirit - the realisation that everything we do, think, feel, and believe has an effect on our state of well-being."**

Greg Anderson

# Major study open to all

The James Paget is taking part in the world's largest study looking at depression and anxiety.

The hospital is one of the recruitment centres for the Genetic Links to Anxiety and Depression (GLAD) Study, led by the National Institute of Health Research (NIHR) Mental Health BioResource and researchers at King's College London.

Depression and anxiety are the most common mental health disorders worldwide. In the UK, 1 in 3 people will experience symptoms during their lifetime.

The GLAD Study aims to better understand depression and anxiety in order to find effective treatments and improve the lives of people experiencing these disorders.

The study is seeking to recruit 40,000 people. It is 100% confidential and open to everyone, so both patients and staff at the Paget can take part.

There are four simple steps to signing up to the GLAD Study:

1. Register for the website and read the information sheet
2. Provide consent
3. Complete a 30 minute questionnaire to see if you are eligible
4. Send a saliva DNA sample through the post

Once you have signed up to the GLAD Study, you will be able to see information on the website about a number of optional questionnaires or other research studies that are being carried out. You will be able to choose to take part in these studies should you wish to.

For more information, visit [www.gladstudy.org.uk](http://www.gladstudy.org.uk)



## Paper cuts costs

As part of its commitment to reducing unnecessary spending while, wherever possible, selecting environmentally-friendly products, the James Paget has changed the type of paper used in its photocopiers.

In November, the hospital switched to using recycled A4 paper in a move which will generate £4000 in savings per year.

The paper is 100% recycled and unbleached – and its production requires less water and energy and produces less carbon dioxide than standard non-recycled copier paper.

By introducing the new paper the Paget joins hospitals across the country which are making savings through a national procurement initiative overseen by the Department of Health and Social Care.

## Surgeon Vamsi fronts campaign

James Paget Bowel Cancer Surgeon Vamsi Velchuru managed to raise more than £4,000 for Bowel Cancer UK last year by gathering support from family, friends, patients, colleagues and wellwishers for his Decembeard efforts.

Now he's being featured in the charity's 2019 campaign to encourage others to do the same.

Decembeard sees the charity encouraging men to grow a beard or, if they already have a beard, to dye or decorate it to raise funds for the cause.



Last year Vamsi managed to encourage colleagues across the hospital to join in, with our endoscopy, colorectal and theatres teams just some of those who supported his efforts through growing and decorating their own beards and making a financial donation. Vamsi was also overwhelmed by the support of family, friends, patients and everyone who donated via collecting buckets and an online giving page.



Bowel cancer is the fourth most common cancer in the UK and the second biggest cancer killer. Over 42,000 people are diagnosed with bowel cancer every year in the UK, with one in 15 men and one in 18 women being diagnosed during their lifetime. Bowel cancer can affect anyone of any age, but 94% of those diagnosed are over the age of 50.

Bowel cancer is treatable and curable especially if diagnosed early. Nearly everyone survives if diagnosed at the earliest stage. However this drops significantly as the disease develops. Early diagnosis really does save lives

Bowel Cancer UK works to raise awareness, to provide support to anyone affected by bowel cancer and to fund research and training.

Find out more about their work and Vamsi's fundraising at; <https://www.bowelcanceruk.org.uk/news-and-blogs/this-is-bowel-cancer-blog/why-a-bowel-cancer-surgeon-dyed-his-beard/>

# Highlighting organ donation

Staff from the Paget took part in a number of events to mark this year's Organ Donation Week, which ran from 2 September.

Dozens of runners signed the organ donation register – and then proudly sported pink Organ Donation tops – at the Gorleston Park Run, held on 7 September.



Those who signed up also received drinks bottles and bags, which featured both the Organ Donation and James Paget logos.

The week was also marked with the planting of a cherry blossom tree – kindly donated by CGM group – in one of the hospital's courtyards.

The tree planting ceremony was attended by staff and board members, including Chief Executive Anna Hills.

The tree celebrates the brave decisions of patients at the James Paget who have donated their organs to help save and improve the lives of desperately ill people.

Director of Nursing Julia Hunt gave a speech at the ceremony. She said: "When a patient receives a life-changing transplant, it not only transforms their life; it also transforms the lives of those who love and care for them. Transplant recipients rightly view organ donors and their families as heroes."



## Systems increase efficiency

A dedicated team is overseeing an e-project which is helping patient care, saving staff time – and replacing inefficient paper-based systems.

The e-Roster Team is introducing new electronic systems which are helping our medical staff manage duty rotas, book leave and record sickness.

Together, the systems ensure safe staffing for our patients – and that the hospital has the right people in the right place at the right time.

Working together, the systems give hospital managers a full overview of the medical workforce which was not available previously, particularly as some were on paper.

For example, one system allows users to see who is working where and when and identify any rota gaps, while another allows the deployment of staff to specific clinical activities.

Pictured right are the e-Roster team responsible for delivery of the new systems.



# James Paget 2020 Nurse Award Programme



## Incentive to study nursing locally

**A new scheme to encourage students to embark on a career in nursing at their local hospital has been launched.**

The James Paget 2020 Future Nurse Award programme gives students from Great Yarmouth and Waveney an exclusive financial incentive to train locally as a nurse, studying for a BSc Adult Nursing degree.

The award scheme is a joint initiative between the James Paget University Hospital (JPUH) and the University of Suffolk – and also brings with it the guarantee of a job at the hospital, once students have qualified.

It has been developed with support from Health Education England and the first successful applicants will start studying for the degree, with a placement at the James Paget in January.

Sharon Crowle, Head of Education and Practice Development at JPUH, said: “The James Paget is an organisation committed to continuous improvement, innovation and is rated ‘Good’ by the Care Quality Commission for the care it provides for its patients.

“It’s also at the heart of a great community in a fantastic part of the country – and we know that there are people in Great Yarmouth and Waveney who want to embark on a career in nursing but don’t want to travel out of the area to complete their studies.

“This new scheme is a win-win. It will give local students the chance to study locally, with financial assistance; it will give them a job at their local hospital once they have completed their studies – and it will help the James Paget grow its workforce for the future.”

Dr Sam Chenery-Morris, Head of Nursing and Midwifery at the University of Suffolk, said, “The James Paget University Hospitals NHS Foundation Trust and University of Suffolk have worked closely together for a number of years to educate students, in theory and practice, to deliver high quality nursing care to patients. This exciting initiative has been designed to attract a cohort of local nursing students from the Yarmouth and Waveney area. Prospective students will be well supported to reach their potential and make a difference to members of their community.”

Currently the University of Suffolk runs two intakes for nursing, in September and January.

Our photograph, taken at the launch of the James Paget 2020 Future Nurse Award scheme, shows (from left to right):- Dr Sam Chenery-Morris, Head of Nursing and Midwifery at the University of Suffolk; Julia Hunt, Director of Nursing, James Paget University Hospital; and Sharon Crowle, Head of Education and Practice Development at the James Paget University Hospital.

## Ben’s Medibears donated to Children’s Ward

**We’ve had some amazing donations of Medibears over the past year or so and our Children’s Ward patients are loving them.**

Thanks to the generosity of individuals and groups who have donated money to purchase the bears, they have been giving some of our young seriously ill patients a real boost during their stay with us.

Ben’s Medibears are bespoke custom made cuddly teddy bears who reflect some of the conditions and medical procedures that our young patients have – everything from tracheostomies to feeding tubes. They provide a way of explaining to children and adults what is involved in medical procedures and provide comfort during a hospital stay. We’d like to thank everyone who has made a donation of the bears, or funding towards buying the bears – it is really appreciated.



# Pink day fundraiser

Over the years our staff have come up with lots of great ways of fundraising for a host of causes and one of our regular events is the Pink Day Breast Care Awareness cake sale, hosted by our financial services team.

For the past 13 years, Louise Hazell has organised the event with the support of her colleagues and, in the process, has raised nearly £5,000 for the cause.

She started the fundraising at a time when a friend was going through treatment for breast cancer and she wanted to show her support.

Louise said; "It seemed a fun way to



raise money for a good cause. The first year I raised £120, and each year after that I raised more and more money.

"In the last three years we've managed to raise around £500 each time thanks to the big team from finance that bake amazing cakes each year.

"Husbands, wives, parents and other family members of my colleagues contribute too. We have lots of fun on the day, meeting and chatting to those who attend, and are planning our next event in October 2020.

"I would like to say a huge thank you to everyone that has either baked cakes, arranged prizes for our raffle, bought on the day or contributed in other ways over the years."



## littlelifts boxes bring comfort

**Primary and secondary breast cancer patients undergoing chemotherapy at the James Paget University Hospital are now receiving 'comfort boxes' to help them through their treatment thanks to local charity littlelifts.**

More than 60 boxes have been given out since the initiative started in autumn 2018. The comfort boxes contain a variety of products - some donated by local companies - which can alleviate some of the side effects of chemotherapy treatment. Products can include a washbag; a water bottle; a soft toothbrush; books and puzzles; herbal tea, a pedometer; sweets; lip balm and face and body lotion.

The James Paget is the latest hospital to benefit from the littlelifts initiative, which was started by Oa Hackett, from Norwich, who underwent chemotherapy several years ago after being diagnosed with primary breast cancer.

Oa came up with the idea of the comfort box after receiving support throughout her treatment from family and friends who helped her through the experience by bringing her little treats in the form of beauty products, reading material and essential items.

"The NHS saved my life and I wanted to give something back - and I hope that receiving the comfort boxes will help women undergoing chemotherapy for breast

cancer to alleviate some of the side effects while at the same time giving them a 'little lift' when they might be feeling down. It is important to remember that everyone's experience of treatment is different."

Each product has been chosen with support from a focus group, which ensures that they are beneficial to patients undergoing chemotherapy treatment.

James Paget breast care team leader Sharon Thain said: "The comfort boxes are such a lovely idea and give the patients something non-medical to support them through their treatment. We have given out 69 littlelift boxes over the past year and, having started by just offering to primary breast cancer patients, we have now been able to open this up to ladies with secondary breast cancer who are receiving oral or intravenous chemotherapy."

Littlelifts has received support from the Art for Cure, which stages events to raise money for breast cancer research and to support organisations involved in caring for patients affected by the disease.

**For more information about littlelifts, please visit [www.littlelifts.org.uk](http://www.littlelifts.org.uk) and Art for Cure please see [www.artforcure.org.uk](http://www.artforcure.org.uk)**

# Who's missing?



James Paget  
University Hospitals  
NHS Foundation Trust

**Last year, over 250 operations were lost when patients failed to attend, costing this hospital more than £500,000.**



**Need to cancel?**

**Please give us at least three days' notice  
and ring **01493 452176****