

Making Waves

Autumn 2013

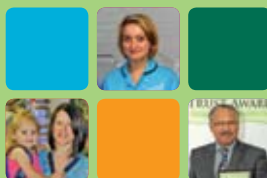


**Paget's
Remarkable
People** ✓

Shortlisted for the
CIPR
PRide Awards (East Anglia)
BEST EVENT
Remarkable People Award



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



**Five year strategy
2013-18**



Where you come first



Where you come first

**CIPR PRIDE AWARDS
2012 GOLD WINNER**

CIPR

Internal Publication of the year (East Anglia)

Editorial

Another three months has gone by and what a three months it has been.

As part of our In Your Shoes/In Our Shoes work early in 2012 staff told us that they wanted to know where the Trust was going. In July, the five year strategy was published, giving a clear vision and direction of travel for us. The strategy was developed over several months, with clinicians, the management team, our Governors and Board of Directors. What is now available is a clear, and we're told by others, easy to understand document that sets out our direction over the next few years. David Hill started its preparation, ably supported by Karen Hansed, Head of Business Transformation. Our new Chief Executive was involved as she prepared to join us in July.

What we now need to work on is its implementation and preparation of the supporting strategies that will make it possible – site/estates, IT, workforce, and setting out our communications responsibilities. As the work we need to do, and the timescales, becomes clear, I would welcome your thoughts on the information you need, and how you would like to receive it. If it would be helpful to set up some staff drop in sessions, or arrange meetings for you to find out more, do let me know.

As we go to print, the Governors Council has just approved new Non Executive Director appointments. These will be announced once all the employment checks have been made. Hopefully from October the full Board of Directors will be in place with the three new appointees undertaking an extensive induction programme. You will see them around the Trust learning about the services we provide, what we do well and what we could improve.

Finally, a big thank you to the last flurry of entries for the Remarkable People Awards this year. As a member of the judging panel, I can say it was a very difficult task to come up with the finalists. But we are all looking forward to another successful event in October – the details of the winners and photos from the event will be included in the next issue.

Ann Filby
Head of Communications
and Trust Secretary

Welcome from the Chief Executive



Christine Allen

This is my first introductory piece for Making Waves as your new CEO and I must begin by saying how delighted I am to be here.

In my first few weeks, I have already been out and about visiting many wards and departments, getting to know staff and coming to understand what we do well and where we could improve our services and environment.

I want us to strive to provide safe care, with good patient experience and a reputation for research and innovation.

Whilst I have clear expectations of staff, I want JPUH to be an attractive place to work and train, with a culture that is open and supportive.

We face significant challenges, but we have a track record of sound financial planning and a transformation project that with focus and support, will help us deliver the savings we need to enable us to invest in our services.

We have recently launched our five year strategy and a lot has been said in the media about this, particularly speculation about job losses. The figure of 600 posts quoted is used to illustrate the size of the challenge we face if we were to achieve the £20 million savings purely from staff cost reduction, but this is not the case. The main purpose of the strategy is to focus on doing things differently and preparing our services for the challenges of the future. Further information can be found on the opposite page.

Looking through this edition of Making Waves, there is a lot to celebrate with success stories and updates from across the Trust, in particular, the recent symposiums and awards for the Stroke team and the nurse mentor achievements.

Finally, congratulations to all those nominated and shortlisted for the Remarkable People Awards. The ceremony is just a few weeks away and I am looking forward to meeting the nominees at this year's ceremony.

Christine Allen, Chief Executive

Chairman's Chatter



David Wright

Sometimes so much happens between issues of Making Waves, that it is difficult to know where to start.

We have welcomed Christine Allen, Chief Executive and Liz Libiszewski, Director of Nursing, both of whom have hit the ground running and are making a real difference already.

By the time you read this, Kirk Lower Director of Workforce, will have commenced a secondment to the Health Education East of England. Mike Field and Liz Delacave have both resigned as Non Executive Directors and we are in the process of recruiting replacements. We wish them all well and thank them for their contributions to the Trust.

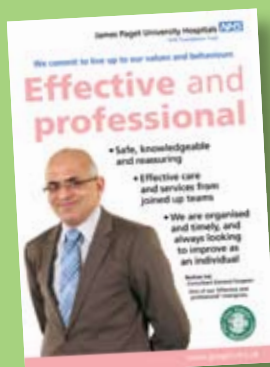
On 5 July we saw the reopening of the Burrage Centre and the library. The first public event was the prestigious Paget Lecture. This was given by David Prior, former Chairman of the Norfolk and Norwich University Hospital, now Chairman of the Care Quality Commission. David highlighted the incredible challenges that we face in the next years to improve care whilst making significant savings. He talked about the new inspection regime, describing how it will be more thorough but relying at the same time on the quality information coming from Trusts.

We were very grateful to Jo Shand, the manager of the Centre, and Nichola Hicks and her team for the amazing catering and organisation of the event. Also huge thanks to the Library staff, led by Peter Ransome, for all their work in making the move to this fantastic resource.

I want to put on record my thanks to Mike Field, who used his considerable grasp of the two disciplines of architecture and higher education to inform the project.

The five year strategy has been launched. It is a thorough piece of work. However that was the easy bit! (I suspect though those who put it together would not agree.) The challenge now is to turn the aspirations into action. This will require some very tight project management to ensure that we do turn the outline plans into services that over the period will make a real difference to our patients and their families.

David Wright, Chairman



Five Year Strategy

The Board of the James Paget University Hospitals NHS Foundation Trust has approved its strategic plan to meet the challenges of the next five years.

The strategy has been developed by the Board of Directors with the support of the Governors and the NHS Great Yarmouth and Waveney Clinical Commissioning Group (CCG) - HealthEast.

The NHS faces huge challenges over the next five years as a growing elderly population, with more complex medical needs, coincides with a need to save billions of pounds.

Between 2013 and 2018, the plan includes the following strategic aims:

- Putting our patients first – providing exceptional high quality care
- Being the best provider caring for our growing population of older people
- Developing closer working arrangements with our partners in health, social care and education.

Chief Executive Christine Allen said: "We need to make sure our care for patients is safer and more efficient and we need to work closely with our partners to move the right care closer to home. We will need to save at least £20 million by 2018. This means that we need to cut our costs, redesign our services, get the best out of our staff and develop a strong culture of openness and accountability."

Chairman David Wright said: "We cannot hide from the fact that the entire NHS is facing what some have called a 'perfect storm' – rising demand from a growing older population at a time when billions of pounds needs to be saved. This is the challenge that faces all of us and, as a Board, we have to plan for tough times."

The strategy sets out the following priorities to be achieved by 2018:

Quality and Safety - Deliver exceptionally high levels of quality and safety – with no avoidable harm to our patients

Efficiency - Redesign services to radically improve efficiency and develop sustainable new services

Finance - Become the best performing Trust in the country for financial performance

Workforce - Become renowned for developing our own staff and having a culture of excellence.

The Trust's full strategy and a shorter summary is available on the website at www.jpaget.nhs.uk. Printed copies of the summary are also available on request from the Communications team, together with the full document.





Award win for Stroke team at the JPUH

A team of doctors, nurses and therapists at the James Paget University Hospital has won an award for their work supporting stroke patients to get home.

The Early Supported Discharge (ESD) team won the East of England Stroke Forum Conference award for best poster presentation.

Early supported discharge is about helping stroke patients to get the intensive rehabilitation they need

to get back home as quickly as they can. ESD focuses on rehabilitation at home; the ESD team visits people in their homes to give them intensive rehab there as an alternative to staying in hospital. Early supported discharge, however, is not suitable for all patients.

Around 50 per cent of patients do benefit from ESD and for some that even means having therapists helping them with their rehab at home. It was launched at the hospital in May 2011 and the award-winning poster evaluated ESD over an 18-month period since it started.

Patient feedback was overwhelmingly positive with 100% of ESD patients saying they were very satisfied, 100% would recommend it to other patients, and nine out of ten patients (89%) were satisfied with the level of therapy they received.

Other benefits of ESD include faster recovery times for stroke patients and shorter lengths of stay in hospital. The average length of stay fell from 17.3 days before ESD was introduced to 13.7 days 18 months later.

Lead stroke physician at the James Paget University Hospital, Dr Hilary Wyllie, said: "We are delighted to have won the regional award. It's a credit to all the staff involved that Early Supported Discharge has worked even better than we thought it would for our stroke patients."

A lower length of stay has benefits for the hospital but the most important thing is that patients get home more quickly, they get better rehabilitation and we can see from the patient feedback that their satisfaction is very high".

Pictured left to right: Stroke physician Dr Hilary Wyllie and Stroke Therapy Team Leader Evie Cooper with their East of England winners award for the Early Supported Discharge poster.

Hospital team shortlisted for top PR awards

The James Paget University Hospital's Communications team has been shortlisted for a top communications award once again.

The hospital has been shortlisted in the Chartered Institute of Public Relations (CIPR) PRide awards for East Anglia 2013, in the category of Best Event for the Remarkable People staff awards.

Last year the team won the CIPR PRide East Anglia award for Best Publication for this hospital magazine.

This year's CIPR PRide East Anglia award finals are being held on 6 November at Trinity Park, Ipswich.

The new palliative care information and supportive care centre at the James Paget University Hospital has also been shortlisted for a CIPR award in the category of Best Issues Management for palliative care. The £1.5 million centre opened in March this year.

Hospital chairman David Wright said: "Communicating well with our staff, our patients, and the public is vital and I would like to offer my congratulations to the team. I'm delighted to see some of the communications work we have been doing has been judged of a very high standard."

Commenting on this year's shortlist announcement, CIPR President Sue Wolstenhome FCIPR, said: "The CIPR PRide Awards celebrate the very best in public relations from across the UK's regions and nations. This year's entries were all of an incredibly high standard, highlighting the industry-leading work that is taking place right across the UK. I would like to congratulate all of those who have been shortlisted for an award."



Norwich Medical School volunteers gift to Hospital

The volunteer patients that attend the hospital to help with student teaching have been donating their expenses throughout the year to make a difference at the hospital.

This year, the team decided to use part of the donations to provide 15 fans for the respiratory ward, to help make the patients comfortable during the predicted heat wave this summer. Dr Cotter, who is Module 5 respiratory lead for the Norwich Medical School said "fans are very useful for some patients that are breathless as a means of relieving symptoms. In addition fans are very helpful for patients who have fevers related to infections. Please pass on my thanks on my behalf and on behalf of ward 15".

The fans were presented to Dr Cotter by Norwich Medical School Admin team, Fiona Peat, Carol Beamish, Linda Turner and Stacey Smith.

AGM Update

The JPUH Annual General Meeting/Annual Members' Meeting was held on Monday 16 September in the Lecture Theatre. The evening opened with a marketplace of displays representing departments and initiatives from across the Trust.

Chairman David Wright welcomed attendees and spoke of his pride at being Chairman and his belief that patients must always come first.

Chief Executive, Christine Allen, gave an overview of 2012/13 and in particular highlighted the impressive turnaround in performance.

Director of Nursing, Quality and Patient Experience, Liz Libiszewski and Medical Director, Nick Oligbo presented an overview of the Quality Account. Director of Finance, Mark Madden, gave an overview of the finances and performance of the Trust. Lead Governor, Hugh Sturzaker, presented a review of the Governors' activities followed by a presentation from Auditors, Grant Thornton.

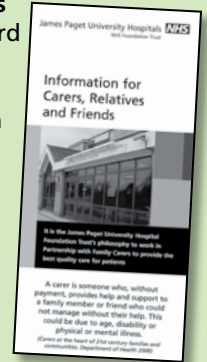
The keynote presentation focused on dementia and the impact this will have on the hospital in future. It also featured a patient story which was well received by the audience.

The Trust's annual report is available to download from the Trust's website at www.jpahet.nhs.uk or from the Communications department on 01493 452162.

JPUH working in partnership with patients and their families

Did you know this Trust provides the following resources to help you support Family Carers?

1. **Information leaflets for family carers** – available on the Trust's website Hard copies available from Sarah Hay Ext. 3731. Information for the Patient's family and friends is also available in the new Patient and Family bedside folder.
2. **A section in the multidisciplinary notes to record the patient's important support people / family carers and patient consent to share information with them.** Page 2
3. **A section on iPM for recording a patient's personal carers** – on patient details page.
4. **A "Working in partnership with Family Carers" policy, contract & charter** – available on the intranet under policies. Type "carers"
5. **An "Improving the Patient & Family Carer experience" committee (PACE)**
6. **Flexible visiting for family carers.** Posters available from Sarah Hay.
7. **Concessionary car parking for Family Carers.** Forms available from louise.griffin@jpahet.nhs.uk
8. **Access to Family Carer support agencies:-** Contact Sue Francis (Family Carer services) on Ext 3100 or send a completed referral form to her via internal post to Louise Hamilton Centre.



Family Carer information drop-in sessions will also be held every Thursday 2pm - 4.30pm in the meet & greet area of the hospital foyer (all welcome).

Family Carers

Flexible Visiting Times

If you look after a vulnerable person and would like to continue to do so while they are in hospital, we are happy for you to visit them more flexibly in response to their individual needs.

A vulnerable person may be a child or they may be older, they may have a physical difficulty or mental health issue, they may have a learning disability or be affected by dementia.

Contact a member of staff to discuss what visiting times you think would work best for you and the person you care for.

For more information contact	
Family Carer Lead	01493 453100
Dementia Liaison Nurse	01493 453731
Learning Disability Lead	01493 453732
Palliative Care Team	01493 452804

It is the James Paget University Hospital Trust's philosophy to work in partnership with Family Carers to provide the best quality of care for patients.

0800 760 0800
www.ageuk.org.uk

0800 400 7777
www.carersuk.org

0800 400 0000
www.dementiacare.org.uk

0800 400 0000
www.marpilan.org.uk

0800 776 140
www.markdavis.org.uk

0800 400 0000
www.msuk.org.uk

0800 400 0000
www.barnardos.org.uk

0800 400 0000
www.jy.org.uk

0800 400 0000
www.dementiacare.org.uk

0800 400 0000
www.alzheimers.org.uk

Paget Memorial Lecture

The Chairman of the Care Quality Commission (CQC), David Prior, delivered the Sir James Paget Memorial Lecture 2013 to an invited audience on 5 July.

The lecture used to be an integral part of the hospital events calendar



until 2008 and this was the first lecture to be held since then.

Mr Prior's lecture, titled 'Squaring the Circle of Health' focused on the challenges ahead for the NHS and the changing face of the CQC itself.

The address highlighted how finances, demography, life expectancy and technology will continue to have a significant impact on hospitals and health providers. Increased demand, patient expectation and lifestyle choices will add further pressures to the system.

So how does the NHS, hospitals and care providers 'square the circle' to manage the challenges? Mr Prior said that in order to do things differently and to become sustainable, further integration of health and social care, more community care, specialisation and more competition and choice is needed.

Chairman, David Wright said: "We are very grateful to David for giving us his time and sharing his views on what is a very challenging time for all hospitals and the NHS. His lecture was thought provoking and generated a great deal of debate amongst the audience and highlighted just how difficult the next five to ten years will be."

making changes

Issue 4

News from the Transformation Board

Transforming JPUH – the way forward

The recently published five year strategy clearly sets out the challenges we all face in the future and our priority is to continuously improve the quality, safety and services we offer to our patients.

Over the next five years, we are expected to make savings of £20m and in order to deliver this, we must embrace change and transforming the way we work to make year on year savings. The challenge ahead is £7.6m this year and £6m in each subsequent year thereafter.

It is each and everyone's responsibility to help us identify different ways of working or ideas to make saving however small. This could include switching off lights or unused equipment.

If we are unable to make these savings, this will have a direct result on how much we can reinvest in service developments, refurbishments of the wards or other initiatives planned to improve our environment for patients and staff.

Progress with the 2013/15 savings programme

We are currently on track to deliver savings of £6.1m this year. However, there is still a gap with our savings programme of approximately £1.5m. Work is on-going to find new schemes to close this gap and examples include:

- Reducing the number of small local printers used by staff to ensure we obtained the best value for money on each page printed by using the large Cannon printers;
- Reducing the amount of colour printing which can cost up to 68p for each page; and
- Increasing the amount of translators using latest technology rather than using expensive face to face appointments.

All of these small changes can make a big difference. They will deliver better value for money and at the same time, reduce our environmental impact and will speed up the access to other services for our patients. Other initiatives are being introduced over the next few months, including a full suite of staff flexible benefits such as computers, technology, cycle to work and car parking schemes. This follows the successful introduction of the car scheme earlier this year. Since the car scheme was launched at the end of July, we have had a total of 21 cars ordered, three of which have been delivered already.

Developing the next two year savings plan

We are also starting to develop our two year savings programme for 2014/15 and 2015/16, which will be completed by the end of December 2013 and we will need your help to complete this.

How can you get involved?

There are also three trust wide transformation reviews, which have recently commenced:

1. Outpatients;
2. Maternity services; and
3. Theatres.

We are looking to obtain views from staff, service users and their families as an integral part of the review process, so please contact us if you would like to get involved.

As always, we welcome any suggestions to make the hospital more efficient and saving money in the process. Please contact us by phoning or emailing us with your ideas (ideas@jpaget.nhs.uk), however large or small, or please feel free to pop into our office, which is located next to the Boardroom.

Karen Hansed, Head of Business Transformation

Who to contact

If you have an idea you would like to put forward or would like some help to embrace change and do things differently, then please email: ideas@jpaget.nhs.uk or contact one of the following members of the Transformation team:

Head of Business Transformation:

Karen Hansed
Extn 3124

Project Managers:

Robbie Woods
Kate Emery
Extn 3662

Accountant:

Tim Bunting
Extn 3194

Office apprentice:
Helen Chrisostomou
Extn 3192

Positive Patient Feedback

I have just returned home after spending a week with your good selves (bay 5 s/r 2). I would like to take the opportunity to sincerely thank you all (from cleaners to consultants) and in particular the nurses for providing such a demanding service with such efficiency, good humour and professionalism!!

To all the doctors and staff who have helped my little boy, thank you so much. You are all great at what you do and I'm so grateful. I'll never forget any of you.

The whole team of care, doctors, nurses and ward workers treat me with compassion and good humour. At no point was the care given to me anything less than first class.

I was admitted on Ward 4 and then moved to Ward 2. I would like to convey my thanks to staff on both wards for the excellent service, consideration and humour.

I am indebted to you and the NHS in many ways. My considerations go to the excellent pre and post care I received. Many thanks for all you have done.

From arrival at A&E through to assessment, the level of care and attention received was purely excellent. Please extend my thanks to all staff involved in this care.

Trust in the Media

Images reproduced by kind permission of Archant.

JPH to invest in A&E dept

ADAM GRETTON
The James Paget University Hospital (JPH) has announced a major investment in its Accident and Emergency (A&E) department. The hospital's board of directors has approved a £500,000 investment to upgrade the A&E department, which will include the purchase of new medical equipment and the recruitment of additional staff. The investment is part of a larger plan to improve the hospital's services and facilities. The A&E department is one of the busiest in the region, and the investment is expected to improve the quality of care for patients. The hospital's board of directors is committed to providing the best possible care for its patients, and this investment is a key part of that commitment.

Bone bank gets seal of approval

The bone bank at the James Paget University Hospital has passed a quality assurance inspection by the Human Tissue Authority (HTA). The bank is used to store hip joints donated by patients who have had theirs replaced – making them available for hip repair operations. It was first licensed by the HTA in 2008 and is inspected every two years. The latest inspection looked at quality management, contingency planning, risk management and premises facilities and equipment standards. It highlighted good practice such as quality reference cards for staff, standard operating procedures that used colour-coded highlight key information.

Hospital awards have become great success

TRUST AWARDS
The James Paget University Hospital (JPH) has been awarded the Trust Awards for the second year running. The awards recognise the hospital's commitment to excellence in patient care, staff development, and community engagement. The hospital's board of directors is proud to receive these awards, which are a testament to the hard work and dedication of the hospital's staff. The awards are presented by the Archant Trust, a local charity that supports the hospital's work. The hospital's board of directors is committed to providing the best possible care for its patients, and these awards are a key part of that commitment.

Festival marks Paget's birth

LIU COATES
The James Paget University Hospital (JPH) has celebrated the birth of the hospital with a festival. The festival was held on the hospital's grounds and featured a variety of activities, including a quiz, a raffle, and a performance by a local band. The festival was a great success and raised money for the hospital's charity. The hospital's board of directors is proud to have organized the festival, which was a great way to celebrate the hospital's birth. The festival was a testament to the hard work and dedication of the hospital's staff. The hospital's board of directors is committed to providing the best possible care for its patients, and the festival is a key part of that commitment.



Ironman Jonathan lines up for appeal

DAN RUSSELL
Jonathan, a 40-year-old man from the James Paget University Hospital (JPH), is preparing for an appeal. Jonathan has been diagnosed with a rare condition and is seeking a second opinion. He has been at the hospital for several months and has received a lot of support from the staff. Jonathan is a very determined man and is determined to fight for his health. He has been very grateful for the care he has received at the hospital. The hospital's board of directors is committed to providing the best possible care for its patients, and Jonathan's case is a testament to that commitment.

Couple so grateful for their special girl

LIU COATES
A couple from the James Paget University Hospital (JPH) are expressing their gratitude for their special girl. The couple's daughter was born at the hospital and has been very healthy. The couple is very grateful for the care they received at the hospital. The hospital's board of directors is committed to providing the best possible care for its patients, and the couple's daughter is a testament to that commitment. The couple is very grateful for the care they received at the hospital. The hospital's board of directors is committed to providing the best possible care for its patients, and the couple's daughter is a testament to that commitment.

\$50,000 cash boost for staff and students

A £50,000 investment has upgraded education and training facilities for staff and students at the James Paget University Hospital (JPH) in Gorleston. The money spent on upgrading the Burrage Centre was used to relocate the library, update the lecture theatre, create a study area with wi-fi access, extra teaching rooms, e-learning facilities and clinical simulation facilities. Mark Madden, JPH director of finance, said the improved facilities will benefit not only NHS staff, but University of East Anglia and University College Suffolk students. Kirk Lower, director of Workforce said: "The trust is committed to providing high quality education to James Paget staff and students and has invested in the Burrage Centre to provide a new facility for staff to study and become leaders in their field."

Just a sample of the results of the Communication team's work to highlight our services



Burrage Centre transformation

The aim of the Burrage Centre refurbishment is to give our staff and students the academic and training facilities they need to develop and maintain their knowledge and skills whilst providing the highest quality healthcare.

Under the direction of the Academic Board and led by Arthur Harris (Capital Planning Manager) and Joanne Shand (Training Manager), the six major improvements planned and delivered were:

- relocating the existing library and upgrading the resource
- upgrading the current lecture theatre
- learning café with Wi-Fi access for students and staff
- provision of additional teaching rooms
- incorporation of e-learning facilities
- additional clinical simulation facilities

In addition, the refurbishment was able to provide a new home for the Research and Development team, the Apprenticeships team and the Corporate Training team in a building where they can assist research colleagues, apprentices and staff with easy access to learning and development spaces and resources. The relocation of staff has meant that the Vulnerable Adults services have accommodation better located for the patients using those services.

The project team were delighted to be able to assist our medical colleagues; Mr Chitre oversaw the set-up of a new Laparoscopic Skills Lab and Dr Ail has created a new Simulation Suite to accommodate the SimMan. Both new facilities are located in the existing Education and Training Centre. And the E&TC reception team are pleased to welcome our new Simulation Technician/Receptionist, Mark Stace, to the team.

Training sessions are being booked into the Burrage Centre, so the next few months will see an increase in usage of the Centre. All staff are welcome to come and use the facilities. Rooms will be available to pre-book through the online room booking system in the same way as the E&TC.

Joanne Shand, Training and Vocational Qualifications Manager
(extn. 3031)

Sir James Paget Library Open Day

A very successful Open Day was held at the newly opened Burrage Centre on Friday 5th July, where the recently relocated Sir James Paget Library (for all healthcare staff and students), the Research & Development team, Apprenticeship team, and Corporate training team held displays explaining about their field of work. The Open Day attracted many visitors, indeed, the new Sir James Paget Library was especially busy with 145 visitors during a 4 hour opening period.

The Library is investing in newer computers to provide up to date access to IT facilities. Access to online resources



including NHS Evidence, online journals and databases are available through access through your Athens password at both home and at work. The Library team wish to improve library facilities for all staff and departments, to support professional development for all. The Library has an extensive collection of textbooks covering both clinical and non-clinical topics for loan and journals for reference too. The Library provides a request service for articles and books both on and off site. Literature searches and current awareness journal contents service is also available for staff.

New Library Manager - Peter Ransome



Peter Ransome started at the Trust as the New Library Manager on 17th June. Peter has over 25 years experience working in Libraries as diverse as Norfolk Libraries, London Borough of Hounslow Libraries & Suffolk Libraries in the public sector and at the special collections of the Botanical Libraries at the Natural History Museum (London), Royal Botanic Gardens and Mycological

Institute, Kew.

Peter is really proud of the new Library (now based in the Burrage Centre just a few metres west at the back of the main hospital building) and wishes to thank the library staff Debbie and Teresa for all their hard work during the move.

He is keen to promote the brand new Library facilities and extensive services it provides to all staff, departments and students at the Trust/local healthcare sector. In particular, he wants to develop better relationships with all departments within the hospital, clinical and non-clinical, to help support their information needs and provide a focused service for students.

Research & Development

Research within the NHS is very high on the government's agenda as part of their 'Health & Wealth of the Nation' initiative. At JPUH we have seen a huge growth in the amount of research taking place in the Trust and also in the number of patients being recruited into studies, almost 1200 in 2012/13.

The Trust Research Management Office relocated to the Burrage Centre to support our growing research portfolio. The office processes applications to undertake research studies within the Trust, including



studies initiated by other Trusts, Universities and the Pharmaceutical Industry. There is also expertise to guide students undertaking research as part of primary or post graduate qualifications.

Clinicians with an interest in developing their own studies are also welcome to drop by – we can offer advice on:

- Protocol development
- Grant funding applications
- Applications for research ethics and to other regulatory bodies
- Intellectual property
- Study management.

Our Research Facilitators help with the set up and initiation of studies and track progress, offering advice and assistance to ensure that studies run smoothly.



Burrage Centre

The Burrage Centre Open Day was an opportunity for us to showcase what we had achieved over the past year, our highest number of recruits yet, as well as provide information on our services. It also gave us a chance to show off our new office and meeting facilities! Having our own dedicated meeting space has meant that we could free up training rooms and it provides us with a professional space where we can meet and 'win over' potential customers (representatives from pharmaceutical companies) to ensure that we increase the income that the Trust receives from carrying out research.

The Burrage Centre provides apprenticeship opportunities for staff who meets the criteria and who wish to do apprenticeship qualifications levels 2 to 3 in Pharmacy, Pathology, clinical healthcare, Perioperative Care, support services, customer services, business administration, information technology and management. As well as providing Apprenticeship opportunities around the hospital/Trust for school leavers aged 18 to 24 who wish to receive a level 2 or 3 Apprenticeship qualification.

Finally, our other colleagues in the Corporate Training Department team are now settled in the Burrage Centre with new training facilities. Much of the Corporate Induction and Mandatory Training is carried out in either the seminar room or the large lecture theatre where we can accommodate over 100 members of staff. We also have the e-learning room with 22 computers available for your mandatory e-learning training.

Useful telephone numbers:

Burrage Centre and Room Booking Queries –
Sarah Glasby and Tina Rowles – extn. 3750

E&TC Reception, Simulation and Technical Queries
(including MDT queries) – John King and Mark Stace – extn. 3369

Library – Peter Ransome, Debbie Reade and
Teresa Ellis – extn. 2409

Corporate Training Team – Gloria Branch, Tim Hills
and Rebecca Lawler – extn. 2127 (answerphone)

Apprenticeships and Work Experience Team – Jill
Elsworthy, Sarah Mann, Lauren Spratling and Maz Lott – extn. 3021

Research and Development Team – Karen Reavell,
Basia Brown, Jamie Preece and Tammy George –
extn. 3738

Syringe Drivers

April 2013 saw the introduction across the Trust of new syringe drivers (the McKinley T34) that have improved safety features. This work has been carried out by the specialist palliative care team with the kind help and support of the quality and safety team.

Syringe drivers are small battery operated devices that are used to administer symptom control medications in palliative care, when the patient is unable to take oral medication.

In 2010 the National Patient Safety Agency issued a report which highlighted the need to replace older style syringe drivers with easier to use devices, that have additional safety features. This needed to be implemented by 2015.

One of the first steps involved looking at the devices that are available and choosing a device that meets current safety standards. This included a short trial of the CME McKinley T34 syringe driver on wards 1 and 17 prior to their purchase.

Having decided which device to use the next stage involved a longer pilot on ward 17, which allowed us to look at how we would then need to roll the new syringe drivers out to the rest of the hospital and to look at potential issues that might be involved. This has also included updating the syringe driver documentation and policies to make sure they are compatible for use with the new syringe drivers.

Next came devising a training programme to ensure staff were confident in using the new syringe drivers. This was done in two phases – the first phase gave us the opportunity to look at the theory behind using syringe drivers, medications used, and ongoing care of patients, and to ensure a good foundation of knowledge to build upon. The second phase was a more practical session on how the new syringe driver works and how they are used.

Training was provided by Beth Flatt, End of Life Care Clinical Educator, Helen Ashby and Cherrell Taylor, Quality and Safety improvement facilitators.

100% of staff identified as needing training (over 260 nurses) have received phase 1 and phase 2 training, The New syringe drivers have now been in use since 29 April.

Thanks go to all those involved in helping to achieve a smooth transition.



Sun safety promotion

The school nursing team based at the James Paget University Hospital provide education and resources to all local schools for any topic of Health Promotion as part of their role in promoting and protecting the health of our younger generations.

Pupils at Peterhouse Primary School have taken part in a sun safety assembly and a competition to 'design your own suncream label', organised by the School Nursing team. It was a difficult task, choosing the winners as the standard of entries was fantastic. There were two lucky winners, Romany Le'Clerk in Year 3 and Daniel Gouldman in Year 5. Boots Chemist on Garton Hall Industrial Estate, Great Yarmouth, kindly donated two family packs of suncream and aftersun as prizes and we would like to thank them for their support and contribution. The school nursing team are available for all aspects of health promotion and can be contacted on 01493 452144"

Pictured Left to Right - Amy Jackson School Staff Nurse, Romany Le'Clerk, Daniel Gouldman and Maria Postle, School Nurse.

Governors' thanks

A long serving appointed governor has been recognised for his outstanding service.

Dennis Cave represents the voluntary sector and is himself a volunteer.

Dennis was presented with a certificate in recognition of his achievements.

Chairman David Wright said: "The contribution Dennis makes to the Trust in almost every dimension is phenomenal. He is a role model of how effective people can be when making a contribution and he is totally patient centred. Dennis is never frightened to represent the needs of others and he works hard on their behalf by speaking up and making his views heard."

Lead Governor, Hugh Sturzaker, said: "Dennis has been an outstanding volunteer at the hospital and has been an enthusiastic and hard working governor representing the volunteer sector since we became a Foundation Trust seven years ago. Spending so many hours each week at the hospital and visiting different parts of it he soon learns if there is a problem and is able to take action. His advice, help and sense of humour will be sadly missed."



Sandra Chapman donation

A patient who has been receiving treatment at the Sandra Chapman centre and was grateful for the care she received, decided to raise some money by holding a disco.

Karen Friend and her sister Sandra Leech organised the event and raised £1720 and presented the cheque on 21 June.



The James Paget University Hospitals has
shortlisted the finalists for the annual
Remarkable People awards

FINALISTS 2013

Ward of the Year

Day Care Unit, Ward 5, Ward 17

Department of the Year

Post Room, Endoscopy, Pain Clinic

Team of the Year

Gynaecology Secretaries, Ward 2, Mortuary Team

Employee of the Year

Belinda Leighton, Chris Duram Sylvester, Sharon Boatwright, Kevin Mason

Volunteer of the Year

David Alger, Maureen Miller (Dusty), Vivian Cooper

Apprentice of the Year

Riannon Murray, Helen Chrisostomou, Courtney Collins

Non - Clinical Individual of the Year

Ross Pearce, Sarah Stannard, Christine Burgess

Clinical Individual of the Year

Dr Anna Blackburn, Dr Ulrika Darnedde, Sheila Ives

Governors' Award for Outstanding Service

Ward 5, Windsor Suite, Christine Burgess

Sir James Paget Award for Innovation

Special recognition award – recipient to be announced at the dinner

Winners to be announced on Friday 25 October.



Walk the Journey Event

A team of six walkers, led by Alice Denham, made the 103 mile journey from Great Yarmouth to Addenbrooke's raising money for James Paget A&E and Addenbrooke's Neuro Critical Care Unit.

Alice and two of her fellow walkers have survived brain aneurysms and the journey they made was the one they took by ambulance from JPUH to Addenbrooke's. It was a journey that saved their lives.

The team set off from Great Yarmouth with a send off from the Mayor (pictured).

It was an amazing achievement for the team, Trevor Payne, Alice Denham, Linda Bridgland, Leanne Jones, Charles Allen and Sheba Farmiloe. They had fantastic support from family and friends to keep them going. To date, they have raised £9,000 which will be split between the two hospitals.



Paediatric Symposium

On Thursday 27 June, the Burrage Centre hosted a Paediatric Symposium aimed at providing education on the care of sick children to local GPs. In fact there were GPs from as far away as King's Lynn and the day was very well attended.

The meeting was launched with a joint welcome from David Wright (JPUH Chairman) and David Hill (former JPUH CEO) the day before his retirement.

The speakers covered a wide range of topics drawing on the expertise of the local Paediatric team. Everything from Allergies and Immunisation in babies, through squints in childhood to life threatening conditions such as Acute Severe Asthma, Meningitis, Child Abuse and the modern phenomenon of Childhood Obesity.

The event organisation was very slick (thanks to Irene Walker and her team) and the JPUH Catering staff provided an excellent lunch.

Dr Priyadarshan Ambadkar, the JPUH Consultant Paediatrician who organised the event said "This has been an excellent event. I hope that the GPs have learned something that will help them to deal with sick children in a better way. The feedback has been excellent and 100% of those attending said that the Symposium had fulfilled their objectives. We are hoping to do it all again sometime soon, with different speakers."

Clinical Audit Symposium 2013

This years' Clinical Audit & Effectiveness Symposium was held on Thursday 4th July in the recently refurbished Sandford Suite, Burrage Centre and what an excellent venue this proved to be.

This annual occasion, which was once again exceptionally well attended, provides an opportunity for staff to showcase the quality driven audit projects which have been undertaken around the Trust.

The event opened at with an impressive and varied display of posters on view.

Dr John Chapman (JPUH Trust Clinical Audit Lead) opened proceedings with a welcome address to all and the five oral presentations then followed, with the results, as selected by the judging panel of Christine Allen (CEO), Dr Justin Zaman (Consultant Cardiologist) and Tracy Mclean (Deputy Director of Nursing), being:

1st: Audit looking at the practice of feeding NG tubes, Dr D Sritheran

2nd: Consent forms in Orthopaedics: Are we consenting correctly? Dr R Talboys

3rd: Venous Thromboembolism Audit, Dr F Amoakwa-Adu

The presentations were all to a high standard with the interest shown in the subject matter being evidenced by the lively questions and answer sessions which followed each abstract

The results of the poster competition were:

1st: "Working differently: using a recipe can help" – Heather Matthews

2nd: Audit of Pathology Report Findings in Cases of Appendicectomies – Dr V Bonatsos, Dr A Koulouris, Dr G Georgiadis

Joint 3rd: Therapeutic hypothermia post cardiac arrest – Dr B Hicken

Joint 3rd: Implementing early supported discharge in the real world - expectations, targets and bed days saved – Dr H Wyllie

Check out the Clinical Audit & Effectiveness Department homepage on the Intranet for links to view the winning presentations and you will also soon be able to see a selection of the posters which were displayed at the symposium on this same page.

Congratulations to the winners and sincere thanks to everyone who attended, presented and submitted posters for this year's event, making it a successful and enjoyable day. Also, we would like to say a big thank you to the Medical Illustration Department for their help in producing this year's impressive selection of posters.

For more information and assistance with Clinical Audit & Effectiveness, why not visit our homepage found under Departments on the Intranet. We can also be contacted on extensions 2752 and 3103, by email: clinicalaudit@jpaget.nhs.uk or visit us in Southside.



Radiographers' Exam Success

The radiology department at the JPUH has four radiography students each year on clinical placement from The University Campus Suffolk where they are studying for a BSc in Diagnostic Radiography.

This year, the class qualifying in 2013 celebrated a 100% pass rate with one student, Stephen Wright, achieving a first class honours degree and a prize from the Society of Radiographers for being in the top three highest marks for his dissertation. The other three students all obtained a 2:2 classification or above.

These results demonstrate the hard work and dedication that each student has shown; it is also a tribute to the efforts of the staff in all areas of the radiology department and the hard work and support of their clinical lecturer Jenny Kingsland. We wish the graduating students all the best as they begin their journeys as qualified diagnostic radiographers who should be proud that they come from the James Paget.

Masters Degree

The radiology department would also like to congratulate Jane Platt on being accepted to study for an MSc in Clinical Research at UEA. The knowledge which Jane will gain through this course will be beneficial to both radiology and the Trust and will hopefully be able to add to the magnificent work that the Trust's Research and Development Team are already doing.

A new voice for local communities

Healthwatch Norfolk and Healthwatch Suffolk are local voices influencing and shaping local health and social care services.

They find out what you think about your services and then uses those views to shape and improve them because the best services are built around the needs and experiences of the people that use them. It will also provide information and signposting to help you navigate the health and social care system and understand what to do when things go wrong.

As a powerful and independent consumer champion, Healthwatch has the strength of the law and the national influence of Healthwatch England behind it. The people who run and pay for health and care services must respond to its concerns explaining what action they will take, or why they are not taking action.

You can become a member for free and receive the newsletter. Most importantly you can tell Healthwatch about your experiences of health and social care services so that it can challenge them or encourage continued good service. It is independent which means you can have confidence and be honest when sharing your views. You do not have to be a member to comment.

Gets your voice heard where it matters; where decisions are made.

Healthwatch Norfolk
The Business Base Ltd
Rowan House
28 Queens Road
Hethersett
Norwich NR9 3DB
Tel: 01603 813904
Email: enquiries@healthwatchnorfolk.co.uk

Healthwatch Suffolk
Freepost RTEC-ZGLG-GYLE
Healthwatch Suffolk
12&13 Norfolk House
Williamsport Way
Needham Market
Suffolk IP6 8RW
Tel: 01449 703949
Email: info@healthwatchsuffolk.co.uk
Twitter (@hwsuffolk)www.healthwatchsuffolk.co.uk

healthwatch

Suffolk Cycle Challenge

The James Paget University Hospital signed up to the Suffolk Cycle Challenge to promote health and wellbeing at work.

The Suffolk Cycle Challenge is a fun, free competition competing against other organisations in the county to see which workplace can get the most staff to try cycling.

On Thursday 11 July, the cycle challenge took place on the former bowling green outside the Burrage Centre, hosted by Adam Williams, Outdoor Activities. Several staff rose to the challenge, with varying degrees of success!





Starlight Summer Panto

The Starlight Summer Pantomime came to perform *Sleeping Beauty* during a very hot Friday afternoon in August.

Everyone seemed to enjoy the Panto (adults and staff included) and there was a lot of laughter and shouting which could be heard throughout the ward. We look forward to the Christmas panto.



Peter Maleczek, Manual Handling and Back Care Advisor Retirement



After 30 plus years Peter has hung up his patient slide sheets and slings for the last time, he retired at the end of June.

Peter has worked for many years at the Paget in the role as Manual Handling/Back Care Advisor

and has been instrumental in gaining new equipment for the Trust in relation to manual handling and helping to change practices. His unique style of training and amazing knowledge of the history of the nursing profession will be greatly missed.

At Peter's retirement lunch Julia Hunt, Deputy Director of Nursing, presented Peter with his leaving gifts of Amazon and John Lewis Vouchers."

The Trust thanked Peter for all his hard work and wished him a healthy and relaxing retirement.

Celebrating JPUH Nurse Mentors

Mentorship in this current climate can be challenging and yet rewarding. As a Trust we have around 400 nurse mentors who are devoted to developing the skills and knowledge base of the nurses of the future.

Marian Hunt (clinical educator) developed a study day on 22 July 2013 that not only looked at the educational needs of the mentors but celebrated their achievements. The mentor development and celebration day began with Sharon Crowle (Head of Education), Jane Thomas (Ward Manager) and Emma Ling (student nurse) giving perspectives of their roles which lead to audience participation/discussion. This highlighted the value the students put on their training with this Trust and the enthusiasm of the educators.

The day was supported

by The University of East Anglia (UEA), The University Campus Suffolk (UCS) and Practice Educator Facilitator (PEF) who provided the majority of the educational content.

The highlight was the presentation of the Mentor of the Year award. Student nurses, ward managers and ward staff were asked to nominate mentors who are:-

- Kind and helpful
- Has good communication skills
- Effective and professional
- Good role model
- Good motivator
- Facilitates learning

The response from the student nurses was outstanding and the comments were wonderful. They included phrases such as "I aim to emulate her standards", "they helped prepare me for the transition to staff nurse", "a supported and enjoyable placement", "I think my mentor is a credit to the James Paget University Hospital" and many more.

The nominees were:-

- Anna Breech – Ward 9
- Jane Thomas - EADU
- Helen Webb – Ward 17
- Jenny Harwood – A & E
- Kayleigh Lanham – Ward 18

Lucy White – Ward 17
Rachael Smith – Ward 10
Sarah Burroughs - ACU

After much deliberation (due to the high standard of the nominees) between Julia Hunt (Acting Director of Nursing), Sharon Crowle and Marian Hunt it was decided that Jane Thomas was the winner of the Mentor of the Year award and Helen Webb was the runner up.



The patients' perspective – B.E.E.T

The B.E.E.T (Breathing Exercise and Education Therapy) is a programme of ten exercise and four education sessions for patients with a lung condition. This is more commonly known as Pulmonary Rehabilitation.

The programme is held at community based gyms in two locations, BWell Gym at Harfrey's Industrial Estate, Great Yarmouth and Waveney Sports Centre, Water Lane, Lowestoft.

Working closely with the trained gym instructors from the local gyms the Respiratory Nurse Specialist also liaises with many different disciplines to provide a wide based educational programme. This has led to excellent results in those who undertake the programme.



Both the gym and education sessions are based on a rolling programme. This means that if a patient has to cancel either an exercise or an education session they can be rebooked onto the next available session.

Planned by the gym instructors, the ten gym sessions include an initial meeting with the gym instructor, and are designed to meet the individual needs of the patient. At the initial meeting the patient goals are set and concerns discussed.

The education sessions consist of four two hour sessions of instruction discussion/presentation addressing:

- Lung Disease and medications.
- Self Management
- Use of medications and relaxation.
- Local Breathe Easy Group
- Dietitian
- Red Cross
- Social Worker
- Breathlessness management presented by a Physiotherapist/ Occupational Therapist.



*Carol Nicholls
Respiratory Nurse
Specialist*

Question and answer time is always given and a social atmosphere is encouraged to promote conversation between those attending the sessions.

To gain information from those who had been referred onto the programme, a survey of the service is carried out annually and this has recently been completed. Outcomes included:-

- The numbers of sessions attended
- Were their needs met by the education sessions?
- Importantly, how former participants were keeping exercise as part of their normal life.

We also asked if there were any ways in which the service could be improved.

Most were extremely positive about both their experience and the results achieved. Several mentioned needing more on-going support.

Therefore, a follow-up session was put forward as a possible way to improve the service. This has been acted on and we have arranged the first for patients who had completed earlier in the year.

Further surveys will be undertaken in the years to come to ensure the programme continues to expand and improve. We would like to thank the Audit Department for their help in this survey.

More information of the B.E.E.T service can be obtained at
www.heron.nhs.uk (Patients)
www.knowledgenorfolk.nhs.uk (Professional)
 B.E.E.T Co-ordinator – Lesley Barber 01493 452169.

Sandra Chapman donation



Julie Goldspink is pictured handing over her cheque for £3,000 to Senior Sister Liz Aylward, accompanied by staff from the Sandra Chapman Centre.

Julie said, "I felt I needed to give something back after the marvellous care I have received at the JPUH, the Broadland Suite and especially the Sandra Chapman Centre. The money has been raised with the support and generosity of friends and relatives so a big thank you to everyone."



Movable Feast 2014



If this photo of the previous Movable Feast is anything to go by...2014 will be fabulous!

On Tuesday 17 June 2014 all are invited to dine with a 3 course meal in 3 different settings - all in Great Yarmouth. It starts at 6.30pm at the Town Hall with pre-dinner drinks, returning there after the meal in the evening for the raffle.

Tickets are available at the LHC Charity Ball at the Ocean Rooms on October 12th or contact Maxine or Helen to book your place on this fun-filled event!

We are in urgent need of raffle prizes – if you have any spare gifts or unwanted presents please contact us.

Forthcoming events

October 12th

Charity Ball at the Ocean Rooms £30 a ticket, get your tickets quick as tables are going fast!

November 9th

Wrentham Brass band are performing a concert with songs from the shows and maybe a hint of Christmas, this is happening at St Marks Church in Oulton Broad, 7.30-9.30.

Shine a light, remember your loved one by lighting a bulb on our Christmas tree.

Tickets or more information can be obtained from Maxine or Helen at the fundraising office based in the Louise Hamilton Centre.

Anyone wanting to organise a fundraising event is asked to contact Maxine on 01493 453348 or via email: maxine.taylor@jpaget.nhs.uk



We still need your help

...fundraising

...volunteering

...meet and greet

The centre is about making the end of life worth living for patients and families whose lives are affected by cancer and other incurable illnesses.

Find out more on

www.palliative-care-east.org.uk or phone

Maxine or Helen on 01493 453348 or

www.facebook.com/LouiseHamiltonCentre

You can now donate by Text PCEA01 to 70070



Mobile Phones

If you have any unwanted phones we can recycle them and receive up to £30 per phone – Please drop them in at the Louise Hamilton Centre.

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 & Foundation Team. The next edition is due Winter 2013.

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