

# Making Waves

Spring 2014

## I pledge to

keep our newly  
validated waiting  
lists up to date  
& relevant



## I pledge to

Come to work with  
a positive attitude,  
and do my job  
to the best of my  
ability



## I pledge to

Support colleagues  
during extreme  
pressures!



**NHS**

**NHS  
CHANGE  
DAY**

Do something better together

**3.03.2014**

James Paget  
University Hospitals  
NHS Foundation Trust

**Main Entrance**

Where you come first

# Editorial

Welcome to another full edition showcasing some of the great news that we want to be known for as a hospital that puts its patients first.

My team, and our Board, are keen to highlight all our positive news, but we do need to know about it before it happens ideally so we can get some interest from local journalists. On occasion we do a lot of work with journalists and it doesn't always get printed which is frustrating, but we absolutely do want to make sure our patients and the wider public know about all the good work going on here. Sometimes our staff only see the negative headlines, but I report every month to the Board on all the work we have done, so if you want more information, please check out the Communications update on our website. We also include some of the headlines in the monthly leadership briefing.

Please discuss this in your teams and continue to let me, or Jon Dack, have the details of anything in your service that we can highlight. I am currently working on a new Communications Strategy and getting our good news out is definitely one of our priorities – it would be great to get some more regional/national recognition.

The other issue I did want to focus on is the Governor elections coming up, that I lead in the Trust Secretary part of my role (see page 15). Governors are a really important part of being a Foundation Trust. They work with our Board of Directors to make improvements and to bring our member and public voice to the hospital – the view of our patients, their families and carers. They appoint over half of the Board (the Chairman and Non Executive Directors) and work with them on developing the future direction of our hospital and our services. We are looking for members of staff to stand as a Staff Governor, for a three year term from 1 August 2014. There is more about this in the leadership briefing, but if you are interested, please give me a call.

Ann Filby  
Head of Communications  
and Trust Secretary

## Welcome from the Chief Executive



Christine Allen

The beginning of 2014 has certainly been very busy. The Trust has coped well with the winter pressures, due largely to considerable planning, both internally and with our local healthcare community, and of course the commitment and hard work of our staff. Everyone has risen to the challenge to ensure we have managed this busy time in an effective and professional manner.

The latest Care Quality Commission (CQC) report for the James Paget University Hospital highlights our patients continue to receive safe and appropriate care and are treated with dignity and respect. The CQC carried out an unannounced inspection in November 2013. Overall we received a positive report that noted high standards of patient care and that we are compliant for most of the standards inspected. Where there are areas of concern, we are already taking action to make improvements.

The past few months have been especially challenging for some staff whose roles have been subject to a management review. We have made it clear that quality of services and the safety of our patients will not be compromised by the changes. Despite this period of uncertainty, the staff involved have been professional and well supported by their colleagues and I am sure this will continue as we begin to implement the new structure.

Set against the backdrop of these challenges, we could be forgiven for being uncertain about how the results of the NHS staff survey would look. However, I am delighted to report that staff at JPUH feel valued and committed to providing a high standard of care. The Trust was amongst the top 20 per cent of acute trust's in the country in 14 areas surveyed. We will continue to study the findings in detail and look to see where further improvements can be made, including encouraging more staff to take part.

Finally, nominations are now open for the 2014 Remarkable People Awards so please think about those individuals that go 'above and beyond' their normal practice to provide high standards of patient care and support to their colleagues. Submit your form before 27 June to ensure your nominees are considered and be part of the biggest annual celebration of staff achievement.

Christine Allen, Chief Executive

## Chairman's Chatter



David Wright

**My computer crashed a month ago! I took it into the wonderful Apple shop in Norwich and was greeted by the consistently cheery staff. Somehow they make you feel good however angry, in my case about having potentially lost all my photos!! Now retrieved thankfully.**

The point of this story is that in the waiting for data to be found, I asked the guy who served me how they manage to have such excellent customer service. He somewhat surprisingly said that their recruitment process is extensive and focussed almost entirely on personality and people handling skills.

Equally they of course invest a huge amount in the standard of the premises and products and charge a premium. So with Apple there is a globally recognised high quality brand.

My aspiration is that we reach the Apple standard of care. It is after all more important for us to be patient focussed and to help them deal with their health crises than customer care is in a computer store. But if we continue to major on our behaviours and are consistent in our attention to the detail of the experience of the patient while in our care, and not just on dealing with their illness, then we will be second to none as a hospital.

You will all be seeing changes to the building in the next few months as we improve the physical environment. We are also investing in more nurses and a modified divisional structure. All this should help support our ability to do an excellent job and improved feel of the Trust.

We will not of course ever be quite able to hit the design standards or presentation of the Apple brand, as we do not control how much we can charge, but we can learn the lessons and do our best to care about the total experience of all our patients.

David Wright, Chairman



## New Primary Care Respiratory Society (PCRS) Educational Group for Great Yarmouth & Waveney

The Respiratory Team has forged links with the Primary Care Respiratory Society UK (PCRS-UK) and now offers respiratory education to clinicians.



PCRS-UK is the voice of respiratory primary care, supporting the development and delivery of optimal respiratory health and committed to providing quality respiratory information and support to clinicians working in primary care throughout the UK.

Although the PCRS is aimed primarily at primary care clinicians, this group is hoping that clinicians from all sectors (hospital and community) will attend, so that communication may be enhanced and patient care improved.

We have held three meetings so far. The topics have included Asthma, Obstructive Sleep Apnoea and Interstitial Lung disease (ILD).

We have had fabulous speakers including Dr Mike Noble (GP from Acle); Dr Anna Blackburn and Dr Venkat Mahadevan (Respiratory physicians JPUH); Jay Lingwood and his team from the Lung Physiology, and Louise Halls, who spoke very eloquently about looking after her husband with ILD. Feedback from all the meetings so far has been positive.

The programme is in place for the remainder of the year, looking at the appropriate provision of oxygen in the community.

For more information please contact the respiratory nurse specialist office on 01493 453423.

**Heather Matthews, Team Leader Respiratory Nursing**

## IOSH Managing Safety Award

**Employees at the JPUH are proud to have been awarded with their IOSH Health and Safety certificates.**

The IOSH Managing Safety certificate course aims to ensure that health and safety requirements are appreciated by line managers, and will enable successful candidates to review their own departmental systems for safety, introduce new controls or implement changes as appropriate to ensure health and safety in the workplace.

Jennifer Alfonso, Health and Safety Manager who organised the training said: "The Trust is thrilled to have so many staff get through these testing exams and it is a step further to our goal of enhancing health and safety awareness within the Trust. Our thanks to all candidates for all of their hard work in making this course a great success."



## Trust Objectives 2014/15

**Strategic Aim 1: Be an excellent healthcare provider delivering local acute care and other patient services of the highest quality to the residents of and visitors to Great Yarmouth and Waveney**

- 1 Implement the first year's objectives of the Trust's Quality Strategy
- 2 With our partners, implement the first year's objectives of the Trust's Seven Day Services transformation programme

**Strategic Aim 2: Ensure our patients receive the best possible experience**

- 3 Develop and implement the first year's objectives of the Trust's new Patient Experience & Engagement Strategy, closely linking with the statutory role of our Governors and the requirements of the NHS Constitution

**Strategic Aim 3: To remain a financially viable and strategically sustainable organisation**

- 4 Fully embed strategic planning within the organisation, with Integrated Business Plans produced and actively managed at Trust and Divisional level
- 5 Achieve all financial and performance requirements and comply with all governance and regulatory requirements
- 6 Continue to progress the site development strategy in consultation with our partners to enable an improved care environment for patients

**Strategic Aim 4: Further develop strategic partnerships and integrated care across the Local Health Economy**

- 7 Continue to build strategic partnerships, focusing on the further development of clinical and community networks to improve the care for our patients and the support and development of our staff

**Strategic Aim 5: Develop our staff, ensuring they are supported to meet their objectives and to provide innovative and sustainable services for our patients**

- 8 Develop and implement a leadership, management and transformation skills programme for our staff
- 9 Develop and implement a recruitment and workforce strategy to support achievement of the Trust's strategic objectives
- 10 Review our approach to training to ensure all our staff receive the mandatory and developmental training they need, supported through regular appraisal
- 11 Further develop the role of the Academic Committee to ensure our research and teaching supports innovative and sustainable services for our patients
- 12 Further embed the Values and Behaviours Framework as part of the Organisational Development Strategy to achieve a Culture of Excellence.

## Lowestoft Hospital Update

The Trust is funding a £50,000 refurbishment of the North Wing of Lowestoft Hospital as a temporary arrangement whilst Waveney's health and social care organisations work together to agree a permanent solution for the site.

HealthEast, the Clinical Commissioning Group for Great Yarmouth and Lowestoft will be working with the JPUH on the refurbishment project, as well as joining with East Coast Community Healthcare (ECCH) and Suffolk County Council to develop an innovative new out of hospital team providing care for Lowestoft people, closer to home.

These changes were part of a public consultation held last year into a raft of improvements to healthcare in Lowestoft, which includes closing the inpatient unit at Lowestoft Hospital.

Christine Allen, Chief Executive said: "As part of the local healthcare system, it is very exciting to be working together to deliver modern and innovative services to patients in Lowestoft.

"Our investment in refurbishing the North Wing of Lowestoft Hospital will also enable patients to continue to access phlebotomy and a range of outpatient services, including children's services, at the hospital until a permanent solution for the site is agreed. Patients who need to be under the care of a consultant within an acute hospital setting will be admitted to the James Paget University Hospital."

## Pre-Nursing Pilot

**The JPUH is providing young people with the practical skills and knowledge to help them gain a future career in nursing, as part of a new one year pre-nursing programme.**

The Pre-Nursing Care Experience programme was created by Health Education England (HEE) and partners across the NHS and higher education. The piloted scheme allows aspirant student nurses to spend up to a year on the frontline prior to receiving NHS funding for their degree.

The JPUH falls within one of just six areas of the country taking part in the pilots.

Lauren Corbitt, Sophie Jellis and Rachel Smith joined the Trust in November 2013 for a one-year paid contract as Healthcare Assistants (HCAs). During this time, they have gained vital hands-on experience of caring for patients as well as studying to earn two extra diplomas in health and clinical care.

Rachel said: "When applying for nursing courses at university we all found that we needed previous experience, which was extremely hard to gain. The Pre-Nursing pilot has allowed us to achieve this first-hand understanding without any prior knowledge of the healthcare sector."

The three HCAs attended a regional launch event for the East of England on 27 January 2014, where they gave a presentation on what they have gained from the pilot so far. In their speech, they described how the Pre-nursing programme has allowed them to partake in clinical work and learn basic skills such as inserting cannulas – an opportunity they would have missed as volunteers within the Trust.

"We've studied and gained experience in areas such as infection control and dementia care, which already gives us a brilliant advantage when it comes to studying nursing at university level," they said.

Although only halfway through their placement at the Trust, the HCAs have already decided that a career in nursing is definitely for them. As part of the programme, HEE hope to touch base with the nurses during each year of their university study and clinical placements.

## Apprentice of the Year award



Many congratulations to Abby Greaves, Research & Development Apprentice Administrator, for winning Great Yarmouth College's 'Apprentice of the Year' award in March.

Karen Reavell, Research & Development Manager, said: "Abby joined R&D in August of last year and quickly became one of the team.

We are extremely proud of her achievements and the fact that they have been recognised in this award is fantastic. We are told that Abby is the first apprentice nationally to be placed in an NHS R&D Office, it is a testament to her hard work and commitment that she has performed so well in what is a hugely complex area. It's also great to know that JPUH has achieved a national first! Well done Abby!"

Rachel said: "Initially I wanted to be a midwife, but my experience so far has made me want to focus more on patients with Learning Disabilities and Autism. They are so appreciative of the care they receive. Working at the JPUH so far has been difficult at times, but once you meet the patients it's worth it."

Rachel and Sophie plan to study locally at the University of East Anglia, and the Pre-nursing pilot guarantees them an interview on their chosen course. The JPUH hopes that their positive experience will persuade them to consider a future career within the Trust.

Liz Libiszewski, Director of Nursing, Quality & Patient Experience, said: "The Trust is really pleased to participate in the Pre-Nursing Care Experience pilot. Lauren, Rachel and Sophie have already been able to demonstrate the benefit of the programme, particularly with regards to their understanding of the 6Cs of nursing; compassion, care, commitment, courage, competence and communication. They are already an integral part of the James Paget family."



Rachel Smith, Sophie Jellis and Lauren Corbitt joined the Trust in November 2013 for a one-year paid contract as Healthcare Assistants (HCAs).





## Paget's Remarkable People ✓

Do you know an individual or  
team who go the extra mile on  
behalf of the Trust?  
Then don't keep it to yourself!



# TRUST AWARDS

## Recognition of Unique Staff & Teams 2014

The James Paget University Hospitals is inviting patients and visitors to nominate staff and volunteers for the Trust's annual Remarkable People awards.

The awards are recognition for those people who consistently go the extra mile in their daily work and really make a difference, whether it is through individual or team achievements. All the nominees must also demonstrate the Trust's behavioural standards: Courtesy and respect, Attentively kind and helpful, Responsive communication and Effective and professional.

The Trust is keen to fully reflect the importance of our staff, from the frontline to support staff, and showcase the tremendous work they do for our patients. The awards ceremony at Zest, Potters Leisure Resort, will take place on Friday 3 October. This year, there are ten award categories:

- Ward of the Year
- Department of the Year
- Team of the Year
- Employee of the Year
- Volunteer of the Year
- Non – Clinical individual of the Year
- Clinical individual of the Year
- Apprentice of the Year
- Governors' award for Outstanding Service
- Sir James Paget Award for Innovation

Chairman David Wright said

*"It's really important for our local community to get involved in the awards. Please take the time to nominate the members of staff who have made a difference to your care and experiences over the last year."*

The nomination forms are available from the main reception desk at the hospital and can be completed online at [www.jpaget.nhs.uk](http://www.jpaget.nhs.uk)

You can also download and print the forms and send to:

**Jonathan Dack**  
Communications and Media Manager  
Communications Office  
James Paget University Hospitals  
Gorleston  
Norfolk NR31 6LA  
or email: [jonathan.dack@jpaget.nhs.uk](mailto:jonathan.dack@jpaget.nhs.uk)

The  
deadline for  
nominations is  
Friday 27 June,  
5pm

Book your  
tables early  
to avoid  
disappointment



For staff who really make a difference

# making changes

Issue 6

News from the Transformation Board

**By the time you all read this article of the Trust's Making Changes April edition, I will have left the Trust.**

I have thoroughly enjoyed the last two years working with everyone to meet our transformation plan savings targets. Together we have achieved significant progress and along the way I have seen many examples of the changes we have made. This has not only shown it has been possible to achieve more for less, but we have improved services and the experience of our patients, carers and families.

Further improvements are planned on the central delivery suite following our successful bid for capital money from the Department of Health. The £285,000 capital funding will be spent on a purpose built bereavement suite and the purchase of some new and up to date equipment.

The Trust's two year Transformation Plan is currently being ratified by the Board and will be communicated to staff shortly. Our two year plan will guide the organisation through the difficult financial challenges in the years ahead.

We are now coming close to the end of this financial year. At the time of writing this article, we are forecasting in year savings of £7.1m compared to the original target of £7.6m. However, we have fallen short of our savings this year, which means we will expect to carry forward £1.9m savings into next year. This is an improvement of approximately £1m on the previous year.

I would like to thank everyone who has participated in this year's transformation programme for their hard work to enable us to achieve the level of savings this year.

The Trust held a Transformation Technology Day on 6 January 2014 for interested staff members to showcase new innovative software solutions which could assist doctors, nurses and admin staff in their daily work. There were six presentations, starting with the Trust's own Head of IT, John Gash, talking about the future of IT at the James Paget, in particular plans to enable staff to access IT systems remotely and use their own devices to work on. Other presentations were made by Orion Healthcare on a clinical portal, Nervecentre on a tool to assist nurses on the ward, Asterol with a proposal for radiology, M\*Modal on digital dictation software and Euroking showcasing their maternity system. The day was well attended by over 80 staff from a range of roles and specialties. The Transformation Team are hoping to make this kind of event a regular fixture across the year to keep showcasing ideas which can help the Trust release more time to care for patients and create safer, more efficient ways of working.

## Did you know?

Colour printing costs ten times more than printing in black and white. Even if it is only a small area or spot of colour on a page, we are still charged the full costs. The costs breakdown of using either a Canon or local printer is as follows:

	Canon printers	Local printers
<b>Colour copies</b> (per sheet)	5p	Up to 50p
<b>Black and white</b> (per sheet)	0.4p	4p

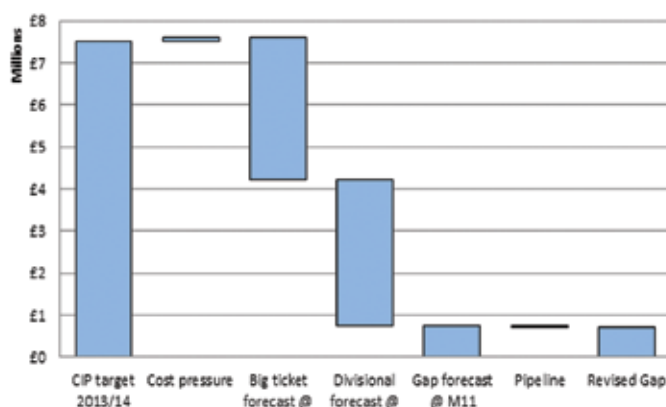
Please think twice before printing anything out in colour to enable us to make further savings.

We are heavily reliant on each and every one of you helping us achieve our savings target. If you are interested in getting involved, please feel free to pop down and see one of the Transformation Team as we would love to see you. It's not all about cutting budgets but looking at innovative ways of new working or flexible benefit schemes we can offer to our staff to saving money. It is essential that we transform the way we currently work, so that the Trust runs efficiently and is it both sustainable and successful for years to come.

**We should not underestimate the significant scale of the challenge we all face in the coming years. To be able to invest in front line services, we will need to increase the level of saving at pace to be successful.**

**Wishing you all every success in the future,  
Karen Hansed, Head of Business Transformation**

**Waterfall diagram of CYE position - 2013/14**





# Positive Patient Feedback

Starting with the Eye Clinic, A&E, then Ward 1, the care and kindness was impressive.

Special praise for your catering department. Their cooking was excellent – almost worth having an operation for!

The information, advice, provision of equipment and care was amazing. It was so welcome at a very stressful time. Well done the NHS!

Despite the pressure of work on a very busy trauma ward [...] I found his care to be faultless. Every member of the staff was friendly, kind, caring and competent.

Once again, the attention, care and compassion from all the relevant staff was first class and the sense of teamwork in all departments was palpable.

From reception onwards they were all wonderful, and millionaires could not have had better treatment.

## Trust in the Media



Images reproduced by kind permission of Archant.

## Awards launch for JPH champs

By LIZ COATES  
liz.coates@archant.co.uk



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



# CQC Inspections

The latest Care Quality Commission (CQC) report for the James Paget University Hospital and Lowestoft Hospital highlights patients continue to receive safe and appropriate care and are treated with dignity and respect.

The CQC carried out unannounced inspections at both Hospitals on 27/28 November 2013.

The James Paget was compliant in five of the seven standards inspected but some concerns were highlighted around Medicines Management and Records. Lowestoft Hospital was fully compliant in the three areas checked.

Chief Executive, Christine Allen, said: "I am pleased that overall we received a positive report from the CQC who noted high standards of patient care at the James Paget and Lowestoft Hospitals. We are compliant for most of the standards inspected and where there are areas of concern, we are already taking action to make further improvements."

"The moderate concerns relating to Medicines Management confirmed our own awareness of issues around pharmacy and the support they provide to our clinical teams. We had received comments from our Governors and patients in relation to this area, which we listened and responded to. In September 2013, we began to make changes to the leadership of our pharmacy services and a number of actions have already been taken to address the areas highlighted in the report."

Minor concerns have been raised in relation to Records and although inspectors found that most were completed appropriately, this was not consistent in all areas.

Mrs Allen added: "We shall continue to monitor progress against those actions to ensure we achieve compliance with those standards swiftly."



## Christmas fundraising at the Burrage Centre

Staff at the Burrage Centre (the Research & Development, Library, Apprenticeships, Corporate Training and Reception teams) wore an array of colourful Christmas jumpers on Friday 13 December and baked a range of delicious cakes and biscuits, all in aid of Palliative care.

The event was very well organised by Tammy George, Research & Development Administrator, and a total of £129 was raised and donated to the Louise Hamilton Centre. We are grateful for the generosity and support of the Trust staff and visiting students who gave for such a worthwhile cause.



## Staff and public pledge towards improvement for NHS Change Day

In March, staff, patients and visitors were encouraged to challenge the status quo and make a positive improvement to patient care for NHS Change Day.

On Monday 3 March, the JPUH pledge tree went on display in the main entrance of the hospital and passers-by were asked to write down a pledge – however big or small – to make changes happen within the NHS over the next 12 months.

NHS Change Day is a national 'call to action' movement which first took place on 13 March 2013 and saw 189,000 NHS staff from around the country submit their pledges. This year the goal is 500,000 pledges – with momentum already gathering towards reaching this target.

Last year, 167 members of staff at the JPUH made their pledges. This year, the Trust also asked patients and visitors to make their own pledge of support towards the NHS, to ensure that the service is as efficient and welcoming as possible.

Submissions fixed to the pledge tree 2014 include:

- "I pledge to provide the best care possible for each patient, as I would like to be treated."
- "I pledge to welcome all patients with a friendly and happy attitude."
- "I pledge to appreciate the hard work my team continue to do for safe discharges."
- "I pledge to telephone if I am unable to attend my appointment." (patient)

Chief Executive Christine Allen made a visit to the pledge tree and made her own pledge 'to support our staff to improve patient safety'.

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



# Effective and Professional

As outlined in the previous edition of **Making Waves**, we are embedding the four behaviours into everyday working practice. First up was Courtesy and Respect with managers and staff invited to nominate colleagues that exemplify that behaviour. Congratulations to the following staff on their nominations:

- Ruth Davies (Medical Records)
- Alan Gregory (IT)
- Elaine Brown (Ward 5)
- Ann Bowles (IT)
- Ricky Lewis (General Medicine)
- Emma Finlay (Acute Medicine)

Over the next three months, we will be focusing on Effective and Professional which will be led by the Director of Nursing, Quality and Patient Experience, Liz Libiszewski and staff champion, Evie Cooper.

If you would like to be involved in this process or if you have any suggestions for future champions, please contact Lily McCullough, OD and Training Assistant on ext: 2263 or email [lily.mccullough@jpaget.nhs.uk](mailto:lily.mccullough@jpaget.nhs.uk)

**If you would like assistance to support the embedding of the behaviours in your department, there are facilitators available to help:**

Tracey Noakes  
Tracy McLean

Wendy Mitchell  
Amanda Norman

## Our Behaviours

Effective and professional	People feel safe when we...	People don't feel safe when we...
Safe, knowledgeable and reassuring	<ul style="list-style-type: none"> <li>• Aware we are always on view</li> <li>• Visibly take responsibility for cleanliness and safety</li> <li>• Know what we are doing</li> <li>• Respect our colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Give the impression we are "too busy" to care or to help</li> <li>• Don't have the knowledge needed to do a good job</li> <li>• Moan about other staff or teams</li> </ul>
Effective care and services from joined up teams	<ul style="list-style-type: none"> <li>• Strive to offer the best we can</li> <li>• Get it right first time</li> <li>• Work in a joined up way with other teams and providers</li> </ul>	<ul style="list-style-type: none"> <li>• Accept things are 'good enough'</li> <li>• Work in silos</li> <li>• Think only of the effect on our own team</li> </ul>
Organised and timely, looking to improve	<ul style="list-style-type: none"> <li>• Do things on time and act to reduce waiting</li> <li>• Embrace change and learning, look for solutions not problems</li> <li>• Challenge poor care and behaviours contrary to ABC</li> </ul>	<ul style="list-style-type: none"> <li>• Make them wait too long so they feel abandoned</li> <li>• Are resistant to change, or say "we've always done it that way"</li> <li>• Are disorganised or untidy</li> </ul>

### Evie Cooper - staff champion for Effective and Professional

"Hopefully we all come to work knowing that we provide a service, but who doesn't want to make it better?"

There are so many ways we could – with more knowledge and skills; more efficient processes; more productivity and definitely more clinical time. I believe it's within all our powers to do that, so I want to encourage people to challenge practice, question your colleagues, discuss changes or improvements, learn something new, and do something differently. If you don't have a vision for your ward or service, write one, and let's aim a little higher for our patients, colleagues and services."

Contact me for help and support on Ward 1, bleep 2552 or ext 3657



### Liz Libiszewski – Executive Lead Behaviours Champion for Effective and Professional

"Everyone we come into contact with expects us to be effective and professional, just as we expect the same from them. It breeds confidence for patients and colleagues when they see knowledgeable staff providing effective services in an organised manner. We know that we are doing the best we can and they feel safe and reassured.

Sometimes, the pressures of a busy workload can make it difficult to maintain the high standards we set ourselves, but we are always on view, therefore second best should never be 'good enough'. Respecting our colleagues, being aware of others roles and responsibilities and not just our own areas, enables us to be more cohesive and therefore more effective. Embracing change and a willingness to learn are important too, as is having the ability to develop those people who do not exemplify this behaviour.

When seeking our patients' views on their experiences at the hospital, it is clear that their experiences are shaped by the contact they have with individual members of staff and the impression they give, rather than the services they have used.

Ultimately, we want our patients and colleagues to have faith in our ability to be effective and professional in everything we do. This is important to us as individual members of staff and for the reputation of the Trust. We want patients to feel safe, to see us working together to support them and each other, and providing the highest standards of care we possibly can."





## Pamper day for Breast Cancer patients

The Be ReAssured Group (BRAS), a support group for breast cancer patients, held a fundraising day at the Louise Hamilton Centre in October last year.

The 'pamper day' was put on for patients who had undergone treatment for breast cancer, as a way for them to enjoy the company of others over a cup of tea and some pampering treats. It was supported by the BRAS ladies, breast care nurses and staff from the Broadland Suite.

Special events included a cake auction, a tombola stall and a 'name the bear' competition (donated by a breast cancer patient). Pamper sessions included makeup tutorials from No.7 and Boots, haircuts and a nail bar from Zak's in Great Yarmouth, aromatherapy and massage sessions, and an exciting healthy eating cooking demonstration from the 'pampered chef'.

The day was a roaring success, bringing patients together in an informal setting in which they could chat and relax. A donation of £185.35 raised on the day was presented to Roberta Lovick at the Louise Hamilton Centre.

## Help to stop smoking

**Your local NHS Stop Smoking Service has all the free advice and support you need to finally kick the habit.**

The Stop Smoking Service based at the JPUH offers weekly clinics for staff, patients and members of the public completely free of charge. The Specialist Stop Smoking Advisors offer a range of tools to help you quit, as well as the friendly one-to-one support people often need to help them stop for good.

Smoking is one of the biggest preventable causes of premature death in the UK, and is linked to a range of serious and often fatal conditions, including heart disease and cancer. But no matter your age or how long you've been smoking, it's never too late - almost as soon as you quit, the health benefits begin.

Quitting itself is difficult – especially if you go it alone – but smokers who use Stop Smoking Services are four times more likely to succeed.

**The JPUH Stop Smoking Clinic are each week on:**

**Monday 2pm to 4.30pm, Pathology Department**

**Wednesday 5pm to 8pm, Meet and Greet Room, JPUH foyer**

**Friday 2pm to 4.30pm, Pathology Department.**

You do not require a GP referral to visit – just speak to Sue Trohear, Specialist Stop Smoking Advisor, to book an appointment.

Jeanette Riseley, Medical Secretary, used the Stop Smoking service to successfully quit smoking. She said: "Speaking to Sue helped me to realise that smoking wasn't for enjoyment, but out of habit. I now have more money in my pocket and feel proud to be a non-smoker."

"I have tried to encourage other people I know to quit and would always recommend that they pop along to have a chat with Sue."

Allison Lock, Medical Secretary, also found the service helpful. She said: "I would highly recommend the service and am so glad it was available within the Trust as I simply do not have the time to go somewhere out of work."

For more information contact Sue Trohear on ext. 2067 or email [sue.trohear@jpaget.nhs.uk](mailto:sue.trohear@jpaget.nhs.uk)

## Surgeon leads Laparoscopy Surgery Training in Nepal

**Mr Kamal Aryal, Consultant Colorectal and General Surgeon, led a team of senior surgeons from the UK in delivering a three-day laparoscopic (keyhole) surgery course at the Dhulikhel Hospital in Nepal on 22-24 November 2013.**

The event included interactive lectures, the opportunity to practice on simulators and live operating. 16 Nepalese surgeons from across the country attended.

The opening ceremony was inaugurated by the Health Secretary of Nepal Dr Prabin Mishra.

The event was organised by Health Exchange Nepal (HeXN) UK and endorsed by the Royal College of Surgeons of Edinburgh. HeXN is a charity organisation promoting exchange of medical knowledge, techniques, health professionals and equipment between Nepal and the UK.



Mr Aryal said: "The laparoscopic training course received excellent feedback from the trainees who attended. It is hoped that this will be an annual event helping in exchange of laparoscopic skills between UK and Nepal; ultimately benefiting patient care."

"I'd like to thank everyone involved in the event. A special thank you

goes to the General Surgery Department and Theatre staff at the James Paget University Hospital for their donation of theatre consumables, instruments and suture material to the Dhulikhel Hospital. This was greatly appreciated."





# SIR JAMES PAGET BICENTENARY CELEBRATIONS 2014

*Celebrating his life, work and legacies*

Saturday 11 January 2014 marked the start of a weekend of celebrations in honour of the life and work of Sir James Paget, who was born on this date two-hundred years ago.

The event was marked by a clinical conference held at the James Paget University Hospital, named in his honour.

Attendance was excellent, and the conference featured speakers of international renown discussing subjects related to the interests of Sir James. Talks included his contribution to the science of breast disease (Dick Rainsbury, past president of the Association of Breast Surgery), medical education (Professor Chris McManus, University College London), and bone disease (Professor Bill Fraser, University of East Anglia).

Professor Simon Donell (Norfolk and Norwich University Hospital and UEA) traced the development of orthopaedic surgery and Sue Down (James Paget University Hospital and UEA) showcased the key role played by the James Paget University Hospital in initiating national programmes of excellence including the National Mastectomy and Breast Reconstruction Audit started by Professor Jerome Pereira of the Breast Unit, and his award-winning e-learning programme for specialist clinicians based at the University of East Anglia.

Professor Pereira gave further information about these courses for surgical trainees and how they are being taken up in Europe, India and Australia.

Hugh Sturzaker, retired surgeon, gave an outline of Sir James Paget's life and his many achievements. Aspects of this were covered in more detail by Professor Harold Ellis of Guy's Hospital who spoke of his great

teaching abilities and research. Professor David Crossman, Dean of the University of East Anglia Medical School, gave a history of how medical education has developed.

Mark Wilkinson (Norfolk and Norwich University Hospital and UEA) traced the history of how Pathology has changed since Sir James used just a microscope to study tissues to the present day when many other modalities are available to the modern-day pathologist.

A session focussing on the future of the NHS allowed junior medical doctors to share their visions of change and progress. This stimulating session was won by Dr Arun Gulati.

The conference concluded with a speech by Sir James Paget's great-grandson, Sir Julian, who at 92 years of age epitomised the Paget charm and eloquence for which the great man was renowned.

Following the success of the conference, a sell-out bicentenary dinner for 200 guests was held in the resplendent surroundings of the recently refurbished Assembly Room at Great Yarmouth Town Hall. Christopher Dicker proposed the health of the people and town of Great Yarmouth to which

the Mayor responded. Brandon Lewis, MP, praised the great work being done by the JPUH. In his reply David Wright, Chairman of the Trust, said how proud he was of the staff's achievements but that he was concerned by the financial restrictions being imposed on all hospitals. In proposing a toast to the memory of Sir James Paget, Hugh Sturzaker said what a splendid example Sir James had set and hoped that his life and works would be an inspiration, not only to medical and nursing staff, but to everyone who lived in and around Great Yarmouth. In response, Sir Julian Paget said how proud and honoured he and his family were with all the events put on in memory

of his illustrious ancestor. Earlier in the evening he had cut a birthday cake which had been made by Mrs. Margaret Cooper.

Guests were asked to make a donation for the orchid on each table. As result of this £281.76 was donated to the Louise Hamilton Centre.

The following day, Sunday 12th January, saw a Civic Service at Great Yarmouth Minster presided over by the Bishop of Norwich in which he gave a superb sermon, tracing Sir James's life and emphasising the need for patience. Many people remarked that his sermon was the best they had ever heard.

Hugh Sturzaker, who had overseen the organisation of these events to celebrate the life of Sir James Paget, said "The success of the conference and dinner had exceeded my expectations and it had raised the profile of the JPUH. There were capacity turnouts for the conference and dinner and many people had said how much they had learnt about Sir James."

**'Sir James Paget: Surgeon Extraordinary and His Legacies' is on sale in WH Smith, Great Yarmouth, is available on Amazon and as an eBook. It traces the life and times of Sir James, from his upbringing in Great Yarmouth to his studies and work in London and commences with a short history of Great Yarmouth.**



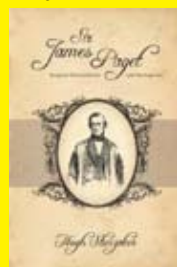
*Hugh Sturzaker, Henry Paget and Sir Julian Paget, Bart, CVO around bust of Sir James Paget in Great Yarmouth Minster prior to Civic Service in memory of the 200th Anniversary of the birth of Sir James.*



*Sir Julian Paget about to cut the birthday cake at the Paget Clinical Conference.*



*Blue Plaque unveiled January 2014 on the site where Sir James Paget was born.*





## East of England NHS Leadership Recognition Award Ceremony

**A cold and damp November evening found a convoy of cars heading from the James Paget to the Imperial War Museum at Duxford to attend the East of England Leadership Recognition Award Ceremony.**

Carol Nicholls, who leads the Breathing, Exercise and Education programme (B.E.E.T) for respiratory patients, was shortlisted for the 'NHS Partnership System Leader of the Year' award. Proud to share in the celebrations were Director of Nursing Liz Libiszewski, Chief Executive Christine Allen, (who also presented an award in another category), Matron Jan McKirdy, Consultant Anaesthetist Willie Notcutt and fellow nominee Research and Development Manager Karen Reavell.

Despite the venue (an American Air Museum hangar) being extremely cold, we were well entertained by a group of singing waiters and waitresses and the Leadership Academy speakers set the scene admirably.

Even though Carol was not selected as the winner of her category, the evening was incredibly uplifting and a celebration of everything that we can be proud of in our NHS. The profiles of all the nominees demonstrated the wealth and breadth of talent that we have in the East of England. Each was a true inspiration to those working in the NHS and served to motivate us to continue to strive for the very best of care for the users of our service.

Our congratulations to Carol for being shortlisted into a very high calibre final group and to Karen for being nominated.

Pictured are Carol Nicholls and Heather Matthews, Team Leader Respiratory Nursing.



## Kay's legacy raises cash for cancer ward

**The musical legacy of a young woman who lost her battle to cancer has helped to raise funds for vital equipment at the JPUH.**

Roy Down and his daughter Clare Chenery-Down, from Lowestoft, presented a cheque for £1,966 to staff at the Sandra Chapman Centre on behalf of money raised through local music festival, K Fest.

Roy's daughter Karen Sturgess sadly passed away in 2008. One of her brightest legacies is an annual local music event which takes place at the Fisherman's Wharf in Lowestoft every May bank holiday. Karen herself was a talented musician and performed at the first K Fest in 2008.

Karen was a patient at the Sandra Chapman Centre and her family have generously made the Unit the main benefactor of donations raised at the music festival each year.

The money from K Fest 2012 has bought a new infusion pump for the hospital, which is used to infuse fluids, medication and nutrients into a patient's circulatory system.

On presentation of the cheque, Roy Down said: "We are very thankful to the staff at the Sandra Chapman Centre for the care they provided to my daughter. When Karen died, she asked for K Fest to continue and this will be its sixth year of success."

K Fest will take place on Sunday 25 May 2014 from midday at The Fisherman's Wharf pub on the Lowestoft Seafront. Entry is free, but all donations are greatly appreciated.

## Student designs poster for new school nurse texting service

**A talented high school student has won a competition to design a poster advertising a new school nurse texting service launched in the New Year.**

Georgie Brown from Caister High School impressed judges with her poster idea, which is now displayed in all high schools visited by the Great Yarmouth Nursing Team.

The school nurse text messaging service will give young people the opportunity to request an appointment with their school nurse directly. This will increase confidentiality for each patient as well as empowering them to take responsibility for their own health and wellbeing.







## SANDS Skydive

**Congratulations to Mortuary staff Katie Smith, Katie Aldred, Marica Benson and Natalie White, who successfully completed a skydive on 19 October 2014 at Ellough Airfield in Beccles in aid of SANDS (Stillbirth And Neonatal Death Society).**

It is a cause very close to the girls' hearts as they help parents during the loss of their baby due to miscarriage or stillbirth.

On the day they were very nervous but very excited and managed to raise a brilliant £1416.25. Thank you to everyone who sponsored and supported them!



## League of Friends donates scanner to Recovery Unit

**Heather Cave, Chair of the James Paget Hospital League of Friends, kindly came to our Recovery Unit in Theatres on 28 February to present the Portable Bladder Scanner, which was generously funded by the League of Friends. Dulcie Hardwick, Sales Manager from Mediwatch, delivered the Portascan machine in person and provided training for the staff, for which we are very grateful.**

This state of the art machine will speed up the process of scanning patients following surgery and help to minimise discomfort which might have occurred without it. Previously, Recovery Unit staff had to borrow a scanner from other wards when required.

We are tremendously grateful to the League of Friends for all their hard work in raising money for the hospital. I am sure all the many other departments that have benefitted from their fundraising are as thankful to them.

**Jane Griffiths, Senior Sister,  
Practice Development Lead, Theatres**



## Gideons donations

**David Bulkley, on behalf of the Gideon's Society, presented Chairman David Wright with a Bible at the JPUH Chapel in January.**

The Gideons are a worldwide society who aim to give everyone access to Scripture, no matter who or where they are. Today, over 250,000 members work in over 190 countries to present Bibles and New Testaments into people's hands.

Through the work of the Gideons, the JPUH has gratefully received bibles for use in the Chapel and throughout the hospital.

Chaplain Marilyn Zipfel said: "The Gideons Society continually replace and upgrade the bibles we have here. They have been, and continue to be, a blessing to us at the JPUH."

## When allergies turn into adventures

**A visit to the Paediatric Allergy Clinic has become a whole new adventure thanks to the launch of a new Patient Passport.**

The Allergy Adventures Passport Pack shows children the journey they will take at their one-stop appointment inside the allergy clinic. As they complete each stage of their visit – height and weight check, skin prick tests, and a meeting with the Dietician – they get a stamp in their passport. And when they've completed their journey, they receive a reward certificate that they can show off with pride. Four-year-old Fay Jones and eight-year-old Mia Khozanchi (pictured) were two of the first patients to receive their Allergy Adventures certificates on the day of its launch.





## DAFNE

**People suffering from Type 1 Diabetes in Great Yarmouth and Waveney have seen a dramatic improvement in their health thanks to a little help from DAFNE.**

DAFNE stands for Dose Adjustment for Normal Eating, and is a way of managing Type 1 diabetes for adults by learning to match their insulin dose to their chosen food.

The aim of DAFNE is to help those with the condition to lead as normal a life as possible whilst controlling their blood glucose levels, hence reducing the risk of possible long-term diabetes complications.

Learning takes place through a five day skills-based patient programme which is built around a mixture of teaching sessions, practical group work and sharing and comparing experience with other participants. Groups are small and the DAFNE educators are all very approachable and friendly.

In Great Yarmouth and Waveney, the service has been running since 2009 and now has over 160 successful graduates.

One graduate said: "My blood sugars had been very erratic, with several hypos while at work. I had a severe hypo during the night requiring the help of paramedics. It took them five hours to bring me round. This had happened three times before I got onto a DAFNE course.

"Since doing DAFNE my life has changed completely. I have not had any major hypos."

If you or someone you know might benefit from attending a DAFNE course, please refer them to the diabetes department at the JPUH via their GP, Practise Nurse or other health care professional.

There is the possibility that childcare could be arranged for those with pre-school children.

For more information visit [www.dafne.uk.com](http://www.dafne.uk.com)

## NHS National Staff Survey 2013

**A national survey of employees shows that staff at the James Paget University Hospitals feel valued and committed to providing a high standard of care.**

The annual survey provides Trusts with direct feedback from their staff on the effectiveness of their employment and management policies and practises.

The Trust was amongst the top 20 per cent of acute Trusts in the country whose staff felt they were:

- Part of an effective team and receiving relevant training, learning and development
- Providing a good quality of care to patients
- Making a difference to patients and service users through their job

The JPUH was also rated in the top 20 per cent for the number of staff who looked forward to work; and who felt that that they had clear, planned goals and objectives for their jobs, and could make improvements happen.

277 staff took part in the survey which is a response rate for the Trust of 36%. This is against a national average response rate for all acute trusts in England of 49%.

Chief Executive Christine Allen said: "Overall this is a very positive report and we are in the best 20% of acute trusts in 14 areas. We will continue to study the findings of the survey in detail and look to see where further improvements can be made. We will also aim to improve the response rate in future as the findings of the survey are very important to us in understanding how staff feel about working at JPUH."



## Celebrating National Apprenticeship Week

**On Tuesday 4 March apprentices working at the JPUH, East Coast Community Health, Norfolk & Suffolk NHS Foundation Trust and Health East visited London for a guided tour of the Houses of Parliament.**

They were greeted by Great Yarmouth MP Brandon Lewis who recognises the importance of apprentices and congratulated them on their work.

Following the tour of Parliament, apprentices were then guided to the UNISON Offices for an overview of UNISON's history and a visit to the Elizabeth Garrett Anderson Museum. Our thanks go out to UNISON who part funded the day with the Apprenticeship team.



On 28 June 2014, Tom Butler, Consultant Ophthalmologist at JPUH, will be setting off on the 1,000 mile cycle journey from Landis End to John O'Groats. He is doing this to raise money for The Norfolk & Norwich Association for Blind (NNAB) a local charity that provides support for the 20,000 people with poor sight across Norfolk. To find out more and register your support, please visit: [www.end2end2014.co.uk](http://www.end2end2014.co.uk)



# Elections to Council of Governors 2014 – We need you

Elections for the Council of Governors open on 28 April 2014. There will be 20 vacancies for Public Governors, and seven for Staff Governors, all for a three year term of office, from 1 August 2014.

Governors represent their members' and public views when important decisions are taken about services or the future direction of the hospital, having a greater say in how services are run. Governors challenge the Trust to improve health services for our local people, helping to set the Trust's objectives, and for some, taking part in the interview panels to recruit the Chairman, Non Executive Directors and external auditors.

## What to do if you are interested

For more information about becoming a Governor, we have produced a leaflet that we can send you, or you can access from our website.

## How does the nomination process work?

You need to nominate yourself between 28 April and 29 May.

Nomination packs with information on how to stand for election will be available from UK Engage from Monday 28 April.

All nomination papers should be received by the Returning Officer, Katie Roper, by Friday 29 May 2014. Faxed or emailed nominations will not be accepted.

If you want to know more, or are thinking of standing in this election, come along to one of our events at JPUH.

**Wednesday 23 April, Boardroom and Tuesday 6 May, Seminar Room, Burrage Centre.** Both sessions will run from 5.30pm-7pm.

If you would like to attend, please contact Sue Stebbings on 01493 452162, [susan.stebbing@jpaget.nhs.uk](mailto:susan.stebbing@jpaget.nhs.uk)

Any queries please contact:

**Ann Filby**  
Head of Communications & Trust Secretary  
Email [ann.filby@jpaget.nhs.uk](mailto:ann.filby@jpaget.nhs.uk)

01493 452162

**David Wright**  
Trust Chairman  
Email [david.wright@jpaget.nhs.uk](mailto:david.wright@jpaget.nhs.uk)

01493 452615



## Generous donation to JPUH Rehab Unit

The Rehabilitation Unit would like to extend a big thank you to Asda in Great Yarmouth for their kind donations to patients.

Hayley Miller from Asda presented staff and patients on Ward 18 with toiletries and luxury gift items in order to promote wellbeing during the winter months. Donations were funded by the store as well as some contributions from the general public.

A special thank you also goes out to Hayley, who coordinated the donation and aims to fundraise for the Rehabilitation Unit again this year with an Easter raffle.

**Youngsters on Children's Ward had a surprise visit from one of their Norwich City heroes.**

Canaries' star striker Ricky van Wolfswinkel visited the Trust to chat, sign autographs and hand out goody bags to youngsters in Ward 10 who are receiving medical treatment, care and support.





## A big thank you to our sponsors

EEEGR (East of England Energy Group) held their Annual Christmas Ball in December and the Louise Hamilton Centre was their chosen charity for this event. The evening was a great success with the wonderful sum of £2000 being raised on the raffle. Well done to everyone concerned.



A very big thank you to Rosemary Thompson, her friends and patients for all their support and hard work in making the Christmas Carol and Craft Fair event such a success. It was a wonderful evening and we were all highly entertained by "The Coastline Singers" a big thank you to them as well.

EEEGR also organised a Conference and Exhibition at the Norfolk Showground in March. The Louise Hamilton Centre had a stand and the raffle raised over £1200 with prizes of an iPad Air and Fortnum & Masons Hamper being donated. A very big thank you to Simon Gray and his staff for all the wonderful support they have given to the Centre.



## 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](http://www.palliative-care-east.org.uk) or phone  
Maxine or Helen on  
01493 453348 or  
[www.facebook.com/LouiseHamiltonCentre](https://www.facebook.com/LouiseHamiltonCentre)

You can now donate by  
Text PCEA01 to 70070



**GOOD NEWS** - We now have additional butterflies on the wall, so if you want to actively fundraise to have a butterfly they are £2000. For more details contact Maxine or Helen.

**FRIENDS OF LOUISE HAMILTON** has just been launched.

Thank you to all the staff who donated to us instead of sending Christmas cards - We appreciate your support.

## Forthcoming events

### Saturday April 26 - Northgate Showtimers

Two variety shows at St Pauls Church Hall, Salisbury Road, Great Yarmouth, 2.30 and 7pm. Tickets are £5 from the fundraising office or pay on the door. Raffle and refreshments. A fun event for all ages.

**May 11 - The Rotary Club of Great Yarmouth Annual Spring Charity Walk - Acle.** We need sponsored walkers to represent Palliative Care East.

**Tuesday 17 June Moveable Feast** - 3 course meal starting from the Town Hall. £30 per person.

For all details of events contact Maxine or Helen on ext. 3348 or email us on maxine.taylor@jpaget.nhs.uk or helen.rowe@jpaget.nhs.uk

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 Summer 2014.

Contact us with your feedback, suggestions or future content:

Ann Filby Head of Communications and Trust Secretary  
Jon Dack Communications and Media Manager

01493 452162 email ann.filby@jpaget.nhs.uk  
01493 452269 email jonathan.dack@jpaget.nhs.uk