

# Making Waves

Winter

I've had  
my flu jab,  
have you?



Where you come first

**REMARKABLE PEOPLE  
AWARDS 2013**  
pull out  
inside

# Editorial

I can hardly believe it is almost the end of 2013 as the Christmas lights and trees start to go up. I hope you enjoy this issue, with some great stories and events from around the Trust.

This is the second year that this winter issue of Making Waves includes a special pull out celebrating the Remarkable People event. It takes quite a bit of work to put the ceremony together, but when members of staff come along on the night, and it takes them by surprise, it is all worth the effort. I think some expect it to be stuffy, and not quite as much fun as it actually is. Everyone there, all 190 of us, get to celebrate those staff that have been nominated – both the finalists and the winners. The standing ovations are fantastic!!

I often get positive comments coming direct to me from our patients or their relatives and carers – either from NHS Choices or emails or letters to say what great care they have had. We can only include a small fraction in each issue. I now point them in the direction of our staff awards, particularly when individual staff and services or wards have been mentioned. The words our patients use about the impact of the care they have had are truly wonderful to read. We all know that the negative stories often catch the eye of the media, and although they are very good to us in printing much of the positive news we send them, the really great stories don't seem to quite get the coverage we would like. As this year draws to a close, I just wanted to reassure you that although my team is obviously here to consider the Trust and how it is perceived by our patients and the public, we are absolutely here for you too, the staff. So please do keep telling us what your team is doing and even if you think it is only a small innovation, if it impacts on our patients we want to hear about it, and so might our local media.

Have a great Christmas and New Year.

Ann Filby  
Head of Communications  
and Trust Secretary

## Welcome from the Chief Executive



Christine Allen

**After my first few months at the hospital I have spent as much time as I can talking to our staff and visiting wards and departments. The staff here are very welcoming and without exception dedicated to providing safe, effective care.**

There is huge enthusiasm and commitment to improve care for our patients and an understanding that some changes are necessary to respond to the challenges we face. Of course, change can lead to uncertainty and concern for some staff and I am acutely aware that we have to do all we can to support staff through this difficult time.

We must maintain our focus on quality but also be mindful of the financial pressures we face. A willingness to innovate will be key to ensuring a successful and vibrant future for us.

The Chairman and I are keen to encourage a culture that is open and supportive, where staff enjoy coming to work and are proud of the care they provide and continue to learn and develop their skills. This also means that staff should feel confident to speak out and raise their views and feel that they are supported when doing so.

The Remarkable People Awards are well documented in this edition. It was a great evening and it was good to see so many staff supporting their colleagues. Well done to all the winners and finalists and remember, the 2014 awards will launch early in the New Year, so start thinking about your nominations and be part of this celebration of staff achievements.

Best wishes to you all for the festive season and the New Year.

Christine Allen, Chief Executive

## Chairman's Chatter



David Wright

**So much is happening in the health service that it is hard sometimes to know what to focus on. However the most important matter of the moment for me is to ensure that we develop an organisation where we recognise that mistakes will be made and we are truly prepared to learn from them.**

We want all staff to feel safe to report their own, or the errors of others without fear of recrimination.

Patients and their families expect us to be straight with them. The defensiveness that seems to have been so often seen in the health service in the past will not do anymore.

In the induction training the Chief Executive and I ask all new recruits to remember one main point, that they should report anything that makes them feel uncomfortable. It should not be seen to be subversive but a positive sign that the patient does indeed come first.

When any of us is the subject of such a report, we will inevitably be upset, but we should take it as a positive signal that we work in a healthy organisation and trust that the organisation will support us through any subsequent investigation.

The airline industry works on the assumption that errors will be self-reported. This is a prerequisite to making the service as safe as it can be.

Neither our regulators nor our patients are looking for us to be perfect. They are however expecting us to be aware of our weaknesses and to be prepared to confront them.

So when any mistake is being made or has been made, please report it, and we will do our best to protect you. If however you knowingly turn a blind eye to any wrongdoing whether it is intentional or not, then it will be impossible to guarantee that protection.

The hospitals that are at present in so much difficulty are those where the culture has been one of hushing things up, even apparently falsifying information. We will not tolerate this approach as we would like this hospital to be a safe one to be treated in and to work in. It is only by being completely open that we will achieve the level of performance that we would like for ourselves and our loved ones.

David Wright, Chairman



## New Non Exec Directors

The JPUH has appointed three new Non Executive Directors. Professor Valerie Lattimer, Alan Howard and Peter Hargrave were appointed by the Governors Council for a three year term until October 2016.



Professor Valerie Lattimer is Head of the School of Nursing at the University of East Anglia. She is also Professor of Health Services Research where she leads a programme of funded research in the area of improving access to health care, with a particular focus in emergency and urgent care.

Prior to her time in Norwich, she was Deputy Head of School and Director of Research at the School of Health Sciences at the University of Southampton. Her academic and professional background in nursing spans more than 30 years.

Professor Lattimer said: "The Faculty of Medicine and Health Sciences at the University of East Anglia has had a long standing partnership with the JPUH and I am delighted in taking on the role of Non Executive Director at a time when the Trust has a renewed strategic vision for excellence in integrated Health & Social Care. I am especially looking forward to supporting the development of research and teaching in the Trust."



Alan Howard has worked in the roofing industry for over 40 years and was elected a Fellow of the Institute of Roofing in 1984. In 1990 he became the MD and co-owner of Aspect Roofing. He was also a founding member, Director and Vice-Chairman of the Eastern Region Roof Training Group.

Alan has served as both a Regional and National Chairman of the Trussed Rafter Association, and is currently a serving regional Committee Member of The National Federation of Roofing Contractors.

Mr Howard said: "I am delighted by my appointment as a Non Executive Director to the Board of JPUH. I have much respect for the NHS and all that it does and very much relish the opportunity of helping to shape the future direction of JPUH, which I know is held in great affection by the local community. I am joining a highly committed Executive Team that has in place a strategic plan clearly focussed on providing high levels of patient care and meeting the health needs of the area."



Peter Hargrave has worked across a number of Non Executive roles, including Chair of Broadland Housing Group, and Board member of NHS Great Yarmouth and Waveney, Great Yarmouth Port Authority and the Ministry of Defence Police and Guarding Agency. He will continue his position as Audit Chair of Norfolk & Suffolk Probation Trust alongside his new role at the Paget.

Peter's professional background is in accountancy and management, having worked across public, private and not-for-profit sectors. He was previously Managing Director of Flagship Housing Group in Norwich.

Mr Hargrave said: "When I saw the post advertised I knew immediately that I must apply. I am delighted to be joining the James Paget Board. This job brings me back into working in the healthcare sector which I have always found to be challenging but rewarding."

## Our role in Safeguarding Vulnerable Adults

Living a life that is free from harm and abuse is a fundamental human right of every person and an essential requirement for health and well-being.

Safeguarding vulnerable adults is also about providing additional measures for those least able to protect themselves from harm and abuse.

All staff within the health service have a responsibility for the safety and wellbeing of patients and their colleagues.

### Who is a vulnerable adult?

Any person aged 18 years and over who:

- Is or may be in need of community care services by reason of mental or other disability, age or illness and who
- Is or may be unable to take care of him or herself or unable to protect him or herself against significant harm or serious exploitation (*No Secrets DoH 2000*)

### How to respond to suspected abuse:

- Assess the situation
- Is the person in immediate danger? If life endangered, ring Police Emergency on 999 and escalate to Senior Management
- Ensure the individual and yourself are safe

### Trust staff responsibilities:

- Commitment to recognising that abuse occurs, raising awareness for all staff
- Take what you are hearing seriously
- Remain calm and listen carefully. Be sympathetic and supportive and non-judgemental.
- Do not disturb any evidence e.g. if sexual abuse, by offering change of clothing, showering
- Inform the person that you are required to share the information
- Does the person consent to a safeguarding referral?
- Consent needs to be gained for a referral where possible
- Mental Capacity or the need for a Deprivation of Liberty Safeguard (DoLS) must be considered
- Consider representation from an Independent Mental Capacity Advocate (IMCA)

All staff have a duty of public interest to pass on concern when a vulnerable adult is at risk.

**Remember - confidentiality must not be confused with secrecy.**

Referrals made on an AA1 form from the INTRANET

**Norfolk Patient: Fax AA1 to Social Work team**

**01493 452895. Out of hours: 0344 800 8020**

**Suffolk Patient: Fax AA1 to Social Work team**

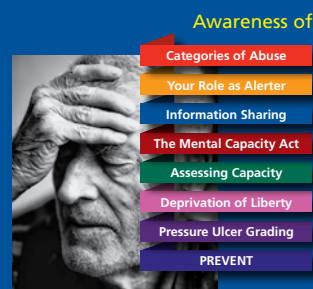
**01449 723127 or Suffolk Customer First: 0808 800 4005**

Make a written report of any disclosure, observation or suspicion

**Remember our role is to alert and refer onto social services to investigate further.**

For further information on adult safeguarding, including guidance on the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards 2009, please contact

**Julia Hunt, Safeguarding Vulnerable Adults Trust Lead**  
**01493 452774 / 453669**



## New website survey

The Communications team have begun the process of developing a new JPUH website.

We want this new site to be the first port of call for our patients, with up-to-date information on our services and consultants as well as an eye-catching design which is easy to navigate. It has massive potential to help streamline the efficiency of our hospital, and so it is crucial that we get the content and look right.

In order to do this, we require your help. Please find below a link to our SurveyMonkey page and a short 5-minute questionnaire which asks about your last visit to the site.

Please let us know what you struggle with, and most importantly, what features you would like to see on the new site.

[www.surveymonkey.com/s/PXNQ7R8](http://www.surveymonkey.com/s/PXNQ7R8)



## Welcome to new Portuguese nurses

The James Paget University Hospitals are delighted to welcome our second group of international nurses to the Trust.

On Thursday 14 November, 19 nurses from Portugal arrived on site to begin their positions as staff nurses at the Trust. They join the first group of nurses from Portugal and Spain, who began here in January.

From Monday 19 November they will be undergoing an intensive two week induction program to help them to acclimatise to British culture and the NHS practices and procedures. They will then join their ward teams where they will undergo supernumerary training for 2-4 weeks depending on their confidence and progress.

We know that JPUH staff will be welcoming and supportive towards our new nurses, who are keen to start working with you and putting into practise the skills and qualifications they have learnt. We wish our new members of the team every success in their new roles and hope that they will continue to progress and develop throughout their time with us.

We would like to thank all the team members who have been involved in helping to make this program a success – in particular the hard work of the Accommodation team for sourcing suitable housing for the nurses, who are delighted with their places.



## Be a Flu Fighter!

**For most, flu will leave you feeling exhausted.**

For vulnerable people such as children, the elderly or those with a weakened immune system or long-term illness, flu can potentially kill. Good hygiene and diet are not enough to keep the virus away. The only way to protect yourself and your patients from the flu this winter is to get vaccinated.

If you are 65 or over, pregnant, have a long-term medical condition or have close contact with vulnerable people, you are entitled to a free flu jab on the NHS. Contact your local GP for further information.

Don't forget – it's vitally important for all JPUH staff to have their vaccination. Contact Occupational Health on ext. 2616 to find out the details of their next walk-in clinic, or to book an appointment.



## Sandra Chapman Donations

**A generous total of £7,114 has been donated to the Sandra Chapman in recent months.**

Mr Donald Kent, a patient at the Centre, presented a cheque for £3,000 raised through the Plough Day & Country Fayre held in Brampton. Joseph Stacey and colleagues completed the 'Three Peak Challenge' (climbing Ben Nevis, Scarfell Pike and Snowden) in June and kindly donated £364.00 of their sponsorship fund. Zoiyar Cole and Janet Ellis presented £2,000 on behalf of the Paul Cole Cancer Fund.

Finally, local artist Mr David Balder (pictured) successfully raised £1,750 through the sale of his paintings.

# making changes

Issue 5

News from the Transformation Board

## Help us to make a difference

We have had many exciting schemes and projects which have realised savings for both the Trust and staff in the last few months. Here's a bit more information on two of them.

### Bike Scheme

- Successful first window ran during October
- **19** staff are now part of the cycle to work scheme
- Plan to re-run the scheme in the New Year

### Medical Illustration

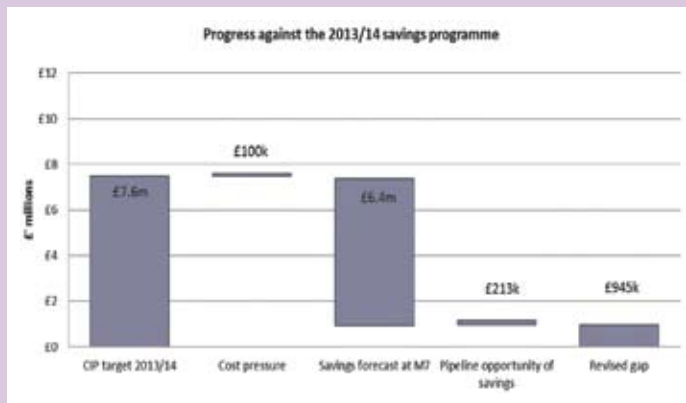
- Saved £15,000 so far by reducing the number of images they print and changing the way they work.

### Transformation reviews

November saw the start of the Transformation review programme of events targeted at involving clinical staff looking at surgical services and outpatients. A series of workshops have commenced and these will continue until the end of March 2014. These workshops will cover a range of topics including; theatre scheduling through to new ways of working. To get more information or to find out how you can get involved, please contact Robbie Woods (ext 3192) for surgical services and Kate Emery (ext 3124) for outpatients.

### Progress against the 2013/14 Savings Programme

We are now over half way through the financial year and are on track to deliver savings of £6.4m, a shortfall of £1.1m against the target of £7.6m.



We are still trying to identify schemes that can contribute to closing this gap of £1.1m. These include looking at providing a home delivery service for patients' drugs as well as looking at ways to recruit permanent staff to vacant posts, so we can reduce our reliance on expensive locum medical staff and agency nursing staff.

### Do you want to know more about Transformation?

Come along to the Aubergine Restaurant on Friday 20 December as we would love to hear your ideas on how you would like to transform your service or department. If you would like any further information at this stage, please feel free to contact Helen on ext 3194

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. 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 save money. It is essential that we transform the way we currently work so that the Trust runs efficiently and it is both sustainable and successful for years to come.

**Did you know...** You can pay for your car park direct from your salary before tax is deducted, saving you money every month. Estimated savings are dependent on individual circumstances, but this could be worth up to £12 per month. Please contact either payroll or look out for the savings posters being distributed across the Trust to calculate how much you could save.

### Looking ahead to 2014/15 and 2015/16

The two year transformation plan is currently being developed and an outline structure was presented to the Board of Directors in October. Work continues to provide more detail behind the individual schemes and to involve as many staff as possible in drafting these proposals.

**We should not under-estimate the significant scale of the challenge we all face in the coming months. To invest in front line services, we will need to increase the level of saving at pace and the scale of change.**

**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](mailto:ideas@jpaget.nhs.uk) or contact one of the following members of the Transformation team:

Head of Business Transformation: Karen Hansed ext 3124  
Project Managers: Robbie Woods, Kate Emery ext 3662  
Accountant: Tim Bunting ext 3194  
Office apprentice: Helen Chrisostomou ext 3192



# Positive Patient Feedback

Everyone involved in my husband's care from start to finish need high praise indeed. The speed, skill and dedication of all involved was second to none.

The A&E department was extremely busy, but the Senior Nurse Practitioner showed me great kindness and understanding. Three x-ray staff also tried hard not to disturb me whilst they operated the equipment. All of these wonderful professionals deserve a medal in my book!

Please convey my gratitude to the doctors and nurses in the Endoscopy Unit. I was feeling very nervous, and although the procedure was unpleasant, I was reassured throughout.

A young female doctor came through the curtain with a big smile on her face. She took time to listen to my daughter and find out what had been happening to her, and then explained what she was going to do. She didn't assume anything. She made such a difference.

I write in appreciation of the wonderful care I received at Casualty. A young lady doctor treated me charmingly, offered reassurance, and send me home rejoicing with droplets for my ear problem.

I would like to thank the staff, including Ward 14, for looking after my wife and putting in the hard work to get her back to her normal self again.



## Good times at the Norwich Medical School Mississippi Showboat Annual Day Out

Norwich Medical School arranged another annual day out for consultants, staff and their families from the JPUH, NNUH and UEA in 2013.

John Holmes, a volunteer patient for the Norwich Medical School, said a wonderful day was had by all:

"The sky was overcast when we arrived at Horning and assembled with other guests for light refreshments in the Swan Hotel before setting off."

"Shortly after we began our journey we enjoyed a superb buffet that had been provided by some of our guests and I am sure all of you would like me to say 'thank you' to them. It was enhanced by the delightful sound of music played on the upper deck by a Jazz Band. It really was pure bliss.

"Our young people were well catered for as they had many happy moments playing with the bubble wands that had been brought along especially for them. These, a nature quiz and exploring the boat, kept them amused for the entire journey that enabled us to explore the delightful Norfolk Broads.

"This rather unique event not only enabled us to enjoy the beauty of the broads and surrounding countryside but also to have a good old chat. It really was a great afternoon and we thank Linda Turner and team for organising it."

## Congratulations

We had 34 staff from a range of departments who have taken up the Institute of Leadership Management level 2 in team leadership by Great Yarmouth College.

23 staff to date have successfully completed the programme. It is accredited by the Institute of Leadership and Management and a certificate is awarded to those who attend the workshops and successfully complete the workbook.

The programme provides an introduction to team leading through focusing on skills such as

- maintaining and developing effective working relationships
- organising and communicating information
- resolving customer service issues.

*"The theatre staff who have completed the certificate in team leading have gained valuable knowledge to give them confidence fulfilling their roles" (From Diane Cruickshank, Theatres)*

*"The Leadership and Management course has helped me to manage the whole ophthalmic team to deliver the highest possible standard of care to all our patients in theatre. It also enabled me to formulate a structured plan to support novice in the work environment. Thank you." (From Glenda Blas)*

Pictured are just some of the staff that successfully completed the ILM course along with their tutor Mal Crozier from Great Yarmouth College. Annette Hardy, Debbie Wilby, Amanda Talbot, Glenda Blas and Matthew Despojo.



# Courtesy and Respect

Following the launch of the behaviours late last year, the next phase is to embed these into everyday working practice to support our staff to deliver consistently compassionate and professional care and services.

The Executive Directors have each volunteered to lead on a specific behaviour and will work with the Trust champions to support the embedding of the chosen behaviour for a four month period.

The first behaviour, Courtesy and Respect will be led by the Director of Finance and staff Champion, Cherry Townsend.

If you would also like to be involved in this process or if you have suggestions for future champions, please contact Lily McCullough, OD and Training Assistant on ext: 2663 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

## What good looks like to patients

*"They were awaiting my arrival.  
I felt relaxed."*

*"A nurse introduced the layout  
of the ward"*

*"She was reassuring during the scan,  
having a laugh and putting me at ease."*

*"The doctor asked 'how are you' –  
it made me feel like a person not  
a number. It meant so much."*

## What it feels like when it goes wrong

*"The clinic was very crowded.  
No smile from reception staff.  
I felt lost, angry, frustrated."*

*"There was no eye contact from  
the consultant, he took the  
history with no history."*

*"I felt ashamed for making a fuss."  
"I don't complain whilst they're  
still caring for me."*

## Mark Madden – Executive Lead Behaviours Champion for Courtesy and Respect

*"Behaving with courtesy  
and respect is an essential  
aspect of our everyday lives,  
whether at work with our  
patients and colleagues  
or at home with family and  
friends."*

We know from research  
and personal experience that  
if you demonstrate courtesy  
and respect you are more  
likely to get a positive  
response. It doesn't take  
much to smile at someone  
or compliment them on what  
they have done or achieved.

Yes, it can sometimes be  
difficult when managing busy  
workloads and dealing with  
many different pressures,  
to consistently be polite,  
friendly, positive and take  
the time to value those  
around us. However, treating  
others the way you would like  
to be treated is a behaviour  
we should all champion.



## Our Behaviours

Courtesy and respect	People feel welcome when we...	People don't feel welcome when we...
A welcoming and positive attitude	<ul style="list-style-type: none"> <li>Acknowledge people with a smile and eye contact</li> <li>Introduce ourselves</li> <li>Are calm and positive</li> <li>Offer praise and thanks</li> </ul>	<ul style="list-style-type: none"> <li>Ignore them, are dismissive or abrupt so they feel like a burden</li> <li>Speak over them, in a language they can't understand</li> <li>Are noisy – especially at night</li> </ul>
Polite, friendly and interested in people	<ul style="list-style-type: none"> <li>Are polite and courteous</li> <li>Speak in a friendly tone of voice with open body language</li> <li>Are interested in them and how they are doing and feeling</li> </ul>	<ul style="list-style-type: none"> <li>Practice 'Avoidance'</li> <li>Are rude or aggressive in how we speak or our body language</li> <li>Talk over or ignore people</li> </ul>
Value and respect people as individuals	<ul style="list-style-type: none"> <li>Value and respect others, thinking the best of them</li> <li>Have empathy, considering what it is like in their shoes</li> <li>Use their name</li> </ul>	<ul style="list-style-type: none"> <li>Exclude or don't notice them</li> <li>Are judgmental or generalise about people</li> <li>Refer to people as a number, a part of the body or a condition</li> </ul>

## Cherry Townsend, Practise Development Nurse – Behaviours Champion for Courtesy and Respect

*"Knowing my Critical Care background, I have often been asked, why I feel so passionately about championing respect and dignity within the Trust, describing it as such a "soft and fluffy" aspect of care. My response to this is that I do not see it as "fluffy", but an essential part of everything we all do. It is rare that patients and their families remember the high-tech interventions involved in their care, but will inevitably remember if somebody has treated them with courtesy and respect."*

Patients often judge their experience by the way they are treated as a person, not by the way they are treated for their disease.

As with all our Trust Values, courtesy and respect I believe is not only an essential part of how we deliver patient care, but also very relevant to how we interact with our colleagues."



Please contact Cherry to book into the Respect and Dignity Workshop.  
[cherry.townsend@jpaget.nhs.uk](mailto:cherry.townsend@jpaget.nhs.uk) ext 3669 Bleep 1525





## Research Symposium

The fourth JPUH Research Symposium, organised by the Research & Development Department, took place on 12 November in the Lecture Theatre, Burrage Centre and was attended by approximately 50 people.

Delegates included nursing, midwifery, AHP and medical staff from JPUH as well as attendees from NSFT, CLRN, DeNDroN, UEA and East Norfolk College.

Presentations included:

- Professor Anthony Arthur (UEA) prompted nurses to develop their own research with a talk entitled, 'Still preaching to the unconverted? Randomised Controlled Trials for Testing Nursing Interventions'
- Paul McGhee (Eastern Academic Health Science Network) gave an update on the direction of the AHSN in the East
- Mary Cubitt (Norfolk & Suffolk CLRN) explained the Research Network changes that will come into force next year between 19 trusts from Essex, Bedford, Cambridgeshire, Norfolk and Suffolk.
- Ben Burton and Shalal Sadullah gave an overview of Ophthalmic and Haematology research at JPUH and the benefits to the patients and Trust through taking part
- Beverly Chilson, Michelle Mantripp, Julie Broom and Shawn Walker shared their experiences of undertaking research as either part of a Master's programme or Innovations in Nursing and Midwifery Practice Project (INMPP)
- Claire Gibbs gave an update on the INMPP programme, highlighting the success of the project and providing details of publications and conference presentations that have arisen from it.

Congratulations to Elva Wilhelmsen for producing the best poster and the Research Team who came second in a delegate vote.

Plans are underway for a similar event in 2014 – ideas for topics for discussion can be forwarded to the R&D Office, Burrage Centre.



## Do you have an idea for a research project but aren't sure what to do to get it off the ground?

The JPUH Research Development Support service is available to all members of JPUH staff with the intention of increasing 'home-grown' research at the JPUH. No matter what stage your research idea is currently at, we will be pleased to provide support and advice during the entire research design process from identifying a specific research question to obtaining the necessary approvals to get your study off the ground.

Cheryl Philipps, Research Co-ordinator and lead on the Research Development Support Service, said: "The majority of the studies that have been conducted here have been from the National Institute for Health Research (NIHR) 'portfolio' where the JPUH is one of many sites that take part in a study led by another site. However, with our University Hospital status, I feel strongly that we should be doing everything we can to continue to make research more accessible and to support staff to set up their own studies. It would be fantastic to get more JPUH designed studies adopted on to the NIHR portfolio."

**If you have a research idea that you would like support to develop please contact Cheryl on**  
**cheryl.phillips@jpaget.nhs.uk**  
**01493 452744**

The Research Development Support Service runs alongside the existing Innovations in Nursing and Midwifery Practice Project (INMPP) which aims to increase the capacity of nurses, midwives and allied health professionals to use and undertake research in clinical practice at the JPUH.

**Contact Claire Gibbs,**  
**Senior Clinical Research Nurse**  
**01493 453439**  
**Email: claire.gibbs2@jpaget.nhs.uk**



# REMARKABLE STAFF

Members of the Remarkable  
People organising  
Committee 2013



★  
★  
★  
**Paget's  
Remarkable  
People** ✓



# GRATEFUL THANKS TO ALL OUR SPONSORS

## RAFFLE PRIZE SPONSORS

Hughes Electrical

League of Friends, JPUH

Browston Hall

Marina Theatre, Lowestoft

Pavilion Theatre, Gorleston

Andover House, Boutique Hotel

Barnworks Spa, Caldecott Hall

Great Yarmouth Racecourse

Great Yarmouth, Pleasure Beach

Val Cole, Wine Broker, Great Yarmouth

Fusion Hair Consultants

Divine Time Holistic Health, Gorleston

Norfolk County Council

Sue Meecham



*All photographs by  
Jason Tisdale  
Email: [j.tisdale@sky.com](mailto:j.tisdale@sky.com)*

The nominations for the Remarkable People Awards 2014 will be opening in the New Year. Look out for further info soon!



## Movember at JPUH



**Members of the Finance department (pictured above) sporting their moustaches in support of Movember.**

The campaign is aimed at raising awareness for men's health issues, specifically prostate cancer and other cancers that affect men.



## Rainbow Days

**After 18 years of working with the James Paget University Hospitals, Rainbow Days will no longer be fundraising at the front of the hospital.**

Chairman David Wright presented Dave Jacobs from Rainbow Days with a certificate on Thursday 14 November, in thanks for all their hard work: "The Trust is extremely grateful to Dave and Joe for all their efforts and for carrying on the legacy left by Jill Jacobs – Dave's partner and Joe's mother who began the fundraising stall. Following her death in 2009, it was her wish that the fundraising should continue and we thank everybody associated with Rainbow Days for their contribution to the hospital."

Dave Jacobs said: "It has been an honour to continue working with the James Paget Hospitals, especially after the fantastic care they gave to Jill before she died. The intensive care unit and Maggie Wright did all they could to fight for her, and I shall always be thankful to them."

As part of the Trust's health promotion and education, we will be using the space to host a series of health promotion stands. This area is ideal as it is in the main thoroughfare of the hospital but does not obstruct the main entrance.

This provides a further opportunity for staff and departments to suggest and develop their own ideas for health campaigns and to promote them in a public area.

## Gynaecology Oncology Support Group meeting

**On Saturday 10 August, the Pandora's Box meeting was held at the JPUH, instead of the Big C Centre, NNUH, for the first time.**

The support group has been set up for women diagnosed with a gynaecological malignancy and allows them to meet with others in a similar situation to share their experiences and discuss any problems they may have.

We had about 20 patients attend and this included one lady from NNUH. The staff on duty in the Louise Hamilton Centre and from Gynaecology OPD were able to offer support to the ladies. Mr Jo Nieto, Consultant Gynaecology Oncology Surgeon attended for a short while to offer his support. This was followed by a flower demonstration by local florist, Julia Knights, and a substantial raffle with lots of prizes donated by Ward 12, Gynaecology OPD, Julia Knights and the ladies themselves. We also had a jewellery auction and the total amount of money raised that day, £250.00, was given to the Louise Hamilton Centre.

This was a very successful day and thoroughly enjoyed by all who attended.

## Farewell Father Henry



**The Chaplaincy has bid a fond farewell to one of its Roman Catholic Priests, who retired at the end of September.**

Reverend Father Henry MacCarthy has served as part of the Chaplaincy team for 10 years, and leaves behind a wonderful legacy of caring and compassion.

## Name change for Red Cross service at JPUH

**The Red Cross Service has changed the community scheme name from Home from Hospital to Support at Home.**

At the end of 2012 the Red Cross commissioned research with the general public to see how well our service names described the support they offer. Some service names have not been changed for sometime and Red Cross wanted to check if the language used was accessible and could be easily understood by those who may need our support. The research showed that describing what we offer, using language written from a service user's point of view could increase the number of people able to find out about and access our service, hence the change.

**Ian Woodcock, Co-ordinator**

# Education for West Africa



**Around two years ago I replied to a Royal College of Physicians (RCP) advert looking for consultants who would be prepared to travel to West Africa to deliver a 2-week teaching programme in order to update local specialists on latest healthcare advances in**

**their speciality.**

On Sunday 15 September this year, I found myself boarding a British Airways jumbo bound for Lagos.

I was very warmly welcomed by my host Dr Aman Mbakwem. She got me working straight away, with a lecture on investigations in cardiology the first afternoon to all the medical registrars and cardiology consultants at LUTH. Another lecture followed the next day, covering arrhythmias, before we then flew north to Llorin where the conference was. This was a revelation – I gave two talks covering my

two research areas (global patterns in heart disease and ethnic inequalities in heart disease), assisted in an echo workshop, got involved in helping to set up a Nigerian heart attack registry (since I have been one of the researchers on the English equivalent for the last eight years) and even got asked to be on the judging panel of the abstracts. At the end, they awarded me much to my surprise a plaque to commemorate my contributions to the conference! Quite an honour!

I spent the last week of the fortnight delivering a host of other lectures to the registrars covering acute coronary syndromes, heart failure, pre-operative cardiac assessment, more specialised talks on investigations (such as cardiac CT) and finally one on how to design a cardiac service.

Overall, though it was hard work, it was an enriching experience for me and I felt I really contributed to local knowledge. It will probably lead to a long-term professional link for me (particularly as I was asked to join the heart attack registry steering committee) and allowed me to gain first-hand experience of a dynamic and friendly country that few British folk would ever considering visiting as a tourist due to their pre-conceived perceptions attained from our local media. It felt no different to the numerous other African countries I have visited in my life.

If any consultants are interested in following me out there, I would be delighted to introduce you to the programme.

**Justin Zaman**



## Breast surgery course wins award

**An e-learning course in breast surgery, developed by the University of East Anglia in partnership with the JPUH, has been named the UK's best online distance learning programme.**

The masters degree in oncoplastic breast surgery, shortlisted from more than 200 entries, beat the other finalists to win the E-Learning Award 2013.

Launched in 2011, the course became the first in the UK to formally qualify surgeons in oncoplastic breast surgery.

The course is based on an innovative mix of blended e-learning and local mentoring and skills assessment. A total of 62 students have enrolled on the course since its launch and the first cohort of 18 are due to graduate next year.

The course was developed by Professor Jerome Pereira and Professor Sam Leinster.

Prof Jerome Pereira, course director, consultant breast surgeon at JPUH and honorary Professor of Surgery at UEA, said: "I'm absolutely delighted that this course has been recognised with this award, as our programmes are now proving to be the solution to training limitations imposed on doctors due to the European Working Time Directive. I am grateful to my colleague Prof Sam Leinster, an internationally acclaimed medical educationalist who has played a key-role in developing these distance learning programmes."

Following the success of the masters degree in oncoplastic breast surgery, UEA has now launched further courses in coloproctology, and regional anaesthesia. Further courses are planned for knee surgery, hepatobiliary and gastroenterology.



## JPUH Arts Committee

The JPUH Arts Committee has had a busy year raising money for funding artwork around the Trust.

We helped the Louise Hamilton Centre to set up an art therapy room with £1,500 worth of art materials supplied by Ken Bromley Art Supplies of Bolton, Lancashire. The Committee funded these materials from £10,000 it had set aside to help the Centre with art related work and equipment for the therapy rooms.

The annual Arts and Craft Exhibition sold £3,500 of artwork of which 15% went to the JPUH. This will be used to further add to the artwork for everyone's benefit in the Trust.

From April 2014, current Chairman of the Arts Committee Ian Walker will retire and assume the post of Arts Co-ordinator. We then hope to move on speedily to refresh those corridors and departments with a change of artwork and new pieces of work to stimulate more interest amongst staff, patients and visitors.

In September, Ian Walker held an art auction in the Louise Hamilton Centre to help raise further funds for palliative care. Over 40 pieces of original art work were donated, and the evening managed to raise £1,300.

For our regular patrons there are two dates for next year:

**Annual Staff Arts and Craft Exhibition** from 30th April to 2nd May 2014 and a **Christmas Craft Fair** from 6th to 7th November 2014. Both events will be held in the Boardroom.

Finally if anyone would like to become a member of the Arts Committee please contact Ian Walker, Chairman of Hospital Arts Committee in Theatres on ext. 2293



## Sir James Paget Bicentenary Anniversary celebrations

Sir James Paget was born on 11 January 1814, South Quay, Great Yarmouth and went on to become one of the leading surgeons of the day.

His success was based on his great knowledge of pathology and physiology and he is regarded as the father of British pathology. He was President of the Royal College of Surgeons of England, a Fellow of the Royal Society and Surgeon to Queen Victoria for 41 years.

The main reasons for his great success were his great powers of observation, his ability at 'orderly arrangement', his devotion to hard work and his dedication to his patients. His motto was 'Work itself is a pleasure'.

We are celebrating his life, work and legacies by a conference on 11 January 2014 in the Burrage Centre. We have a number of national speakers who are going to talk about his work and achievements and there will be sessions covering modern medical advances. Thanks to sponsorship, the cost for the day, which will include luncheon and refreshments, will be £10.

There will be a Grand Dinner in the recently refurbished Great Yarmouth Town Hall on Saturday evening. This will be an evening dress and black tie event and will consist of a five course meal. Pre-dinner drinks and wine with the meal will cost £45.

On the Sunday there will be a Civic Service in Great Yarmouth Minster led by the Bishop of Norwich. An exhibition about Sir James is planned for the Minster and in the hospital. I have written a book about Sir James, which should be published in January 2014, and will be giving a talk about him at the Time and Tide Museum on Friday 17 January.

This is a wonderful opportunity to celebrate the life of a truly great Yarmouth man and I do hope members from all parts of the hospital will take the opportunity of learning more about him and celebrating his achievements.

For further information and tickets email [hugh@sturzaker.plus.com](mailto:hugh@sturzaker.plus.com) or Hugh Sturzaker c/o Department of Surgery, James Paget University Hospitals NHS Foundation Trust.

**Hugh Sturzaker**



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

The aim of the programme is to deliver a structured process for managers to enhance their skills, competencies and knowledge, via formal and informal learning methods, to the benefit of both individual and organisational performance.

- Managers need to be skilled and able to drive forward improvements if the Trust is to continue being a high performing organisation ready to meet the future challenges.
- Managing involves the planning, organisation, co-ordination and implementation of strategies, programmes, tactics and policies in respect of people, resources, information, operations and finance.
- The programme is practically focussed and can be undertaken at each individual's own pace, allowing individuals across the organisation to meet and learn together and build relationships.

**There are 16 steps in the programme categorised into 4 key areas which are >**

All line managers at band 7 and above will be supported and expected to complete the ongoing programme.

Email [16steps@jpaget.nhs.uk](mailto:16steps@jpaget.nhs.uk) for more information

**People Development Workshops**

**Business Transformation Skills**

**Top Up Lunch & Learn Sessions**

**Self-directed Development**

## Laughter is the best medicine

Every Wednesday the Children's Ward is visited by some very important Doctors. Specialising in laughter, entertainment and distraction, the Clown Doctors make the hospital come alive with merriment and magic; lifting the spirits of children, their families and staff.

The two brothers (pictured) were waiting to have a blood test. Thankfully, their anticipation was reduced with the appearance of the Clown Doctors and a smidge of local anaesthetic cream.

The Clown Doctor programme places highly skilled artists in healthcare settings to offer an impartial way of supporting and empowering children who may be experiencing fear, boredom and confusion. They are specially trained to not only provide humour, but to interact with patients experiencing pain or emotional trauma due to health problems. They engage with patients in clowning, storytelling, music, magic, circus skills, improvisation, balloons and bubbles, helping to distract young people and their families at what can be a very difficult time.

Clown Round was awarded a three year grant from BBC Children in Need in November 2012 to continue weekly sessions at Colchester Hospital University, the Ipswich Hospital NHS and James Paget University Hospitals NHS Foundation Trust.



## JPUH takes delivery of a new Nexus Legacy turning bed

Staff within the Orthopaedic Trauma and ICU departments at the James Paget University Hospitals have welcomed the delivery of a special turning bed for complex care patients.

The routine turning of patients is known to deliver multiple health benefits for those confined to bed due to complex injuries such as head, spinal, spinal cord, pelvic and multiple trauma injuries.

The Nexus Legacy bed is designed to improve patients' comfort and safety during the turning process, and reduce the physical strain experienced by nursing and therapy teams when turning and positioning.

The purchase of the bed has been made possible by the use of the endowment fund and the bed will be used for the benefit of complex care patients.



## Children's Ward gets a visit from Pudsey Bear



After a busy week attending fundraising events all over the country, Pudsey Bear took the time to entertain children and their families at the James Paget University Hospitals (JPUH) on Monday.

Young patients on Ward 10 were excited to meet the oversized charity bear, who was

escorted to the hospital with the help of local supermarket ASDA. Charley Robbins (pictured), aged 10, was the first patient on his round of visits.

Marie Cross, Nursery Nurse, said: "Pudsey comes to visit us every year and the children always look forward to meeting him. It's lovely to see the reaction on their faces, as well as the welcome distraction it provides for the patients and their families on the ward."





## Children's Commissioner's Takeover Day 2013

JPUH staff took a dose of their own medicine on Friday 22 November, in aid of the Children's Commissioner's Takeover Day.

Year 6 students from North Denes Junior School in Great Yarmouth spent the morning shadowing nurses in the Children's and Young Person's Ward; talking to patients and their families, learning how to administer medicine and understanding the importance of hand-washing and infection control.



Nurses and medical students experienced hospital life from the other side of the bed when the young people tested the cleanliness of their hands by placing them under UV light. Chief Executive Christine Allen also paid a visit to meet the ward's newest 'staff' members and took part in a 'medicine tasting' activity.

Students took photos of their experiences in the ward and designed posters with their feedback on what they believed was good, bad, or needed improving in the service.

The students will be invited back to attend the Board of Directors in the near future, so that they may share their experiences with the Board members.

Tracy McLean, Lead Nurse Service Manager for Children, said: "It was a real delight to have the young people with us today. Their behaviour was impeccable and they really engaged with the tasks at hand. The feedback they gave us on their posters will be used to shape our services for children and young people in the future."

Later in the day, four Year 11 students from Lynn Grove High School in Gorleston reviewed areas of the hospital site, with a view to having further input with Governors into young people's services.



Children's Commissioner's Takeover Day is a national event which gives children and young people the chance to work with adults for the day, and be involved in decision-making.



## World Radiography Day 2013

Staff members and students from the JPUH Radiology department celebrated World Radiography Day by talking to patients about their profession and hosting an information stand.

World Radiography Day took place 8 November and is dedicated to the work undertaken by Radiographers all over the world. The date marks the anniversary of the discovery of x-radiation by Wilhelm Roentgen in 1895.

Talking to members of the local community about Radiography as a profession was an excellent way of actively encouraging our patients to ask questions about what we do within the x-ray department, and also to generate interest around Radiography as a career choice.

It also proved to be an ideal opportunity to raise awareness of how the use of x-rays and scans has made a contribution to modern healthcare.



## Donations to local cancer charities

The family of a patient who lost his fight to liver cancer has kindly donated a number of cheques to four charities based at the James Paget University Hospitals.

Zoiyar Cole and Janet Ellis from the Paul Cole Cancer Fund presented their cheques at the Louise Hamilton Centre on Thursday 7 November.

Donations were to the Macmillan Nurses £2,000, Sandra Chapman Centre £2,000, Louise Hamilton Centre Palliative Care £2,000 and Marie Curie Cancer Care £1,000. Paul was the son of Zoiyar and Derrick Cole, who unfortunately died of liver cancer 14 years ago. Two rooms at the Louise Hamilton Centre were donated in his memory.

The Paul Cole Cancer Fund has so far raised a total of £293,400 for local charities. In November, they announced that a further £5,517 was raised at their Solar Stroll event.

All charities concerned thanked Zoiyar and Janet for their generosity.



## Thank you to our fundraisers



Massive thanks go out to girl-group Harmonique (pictured left) from Beccles, who held a concert on behalf of the Louise Hamilton Centre at St George's Theatre, Great Yarmouth, at the end of November. They successfully raised over £1,000 thanks to matched funding from Santander.



*Pictured above - £4,000 raised at Charity Ball at the Ocean Room.*

*Pictured right - George Clarke showing a taster of fit steps at the Ladies Evening at the Pavilion.*

*Pictured below - An audience with Bruno Peek and Joe Larter, presented by Tony Mallion.*



## 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](http://www.facebook.com/LouiseHamiltonCentre)**  
You can now donate by  
Text PCEA01 to 70070

## Forthcoming events

### 11 December

Carols at the Louise Hamilton Centre. £5 a ticket, and hot drink included.

### 13 December

Lunch at the Furzedown from 11.45am, for a 12.30pm sit down.

If you would like to remember someone special or wish to show your support, add your dedication on the 'Shine a Light' web page - <http://goo.gl/G6KZkG> for a £5 donation. Contact Maxine Taylor or Helen Rowe for an application form.

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 Spring 2014.

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