

# Making Waves

Summer 2014

We have been busy!



Where YOU come first

# Editorial

Welcome to the summer edition of Making Waves.

There is lots happening as usual and I hope you find something of interest. You must have noticed the huge crane on site as the long awaited work on theatres/day case has started. We will keep you up to date on what is happening inbetween issues. Display boards will be going up in the foyer soon so you can see a bit more detail on how it will look.

In my editorial last time I talked about how frustrating I know it is that our good news just doesn't get the same coverage as the bad. Unfortunately, that is what my team has to deal with on a regular basis as we highlight the great work that goes on here.

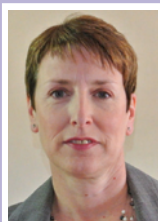
We do put a lot of work into preparing for both the good and the bad and ensuring that our staff get the information first before it goes anywhere else. But we can now use other channels in addition to media releases. It is about using Twitter which went live in April – this is increasing every month. And it is about our new website which went live at the end of June. Do have a look at the new site and let us know what you think. We have really tried to include the very best of our hospital, and the area, to attract both patients, their carers and families and potential staff. A very big thank you to everyone that supported us.

So how do you know what is going on as a member of staff? This should be through the leadership briefing, talking to your manager and reading communications emails. If you aren't getting the briefing, please do something about it. I know it isn't easy if you work in a clinical team, rather than in a support service, but the briefing is always available on the intranet. Knowing what is going on will become even more important as the CQC continues their new inspection regime, with bigger teams, talking to more staff. So please do find out what is happening. We are now submitting our five year plan to Monitor and once further work has happened on our estates/site strategy, we will have more to say about where we are going as a Trust.

As always, if you have any suggestions on how we can communicate more effectively with you, please do get in touch with me.

Ann Filby  
Head of Communications  
and Trust Secretary

## Welcome from the Chief Executive



Christine Allen

**It's been a very busy and very exciting few months at JPUH. As we move into the summer months, we are still seeing a lot more patients, as our teams work hard to manage both emergency and planned care.**

The whole health system is experiencing an increase in overall demand and we are working together to try to alleviate some of the pressures. However, the fact that we have continued to provide safe, effective care, is a testament to the hard work of our staff.

You cannot help but have noticed the crane on site which marks the start of work on the new Day Surgery theatres. The entire project won't be completed until Autumn 2015 as this is such a technically complex build. The works are causing some disruption but bear with us, the end result will be worth the wait.

We have started work on the site strategy which will be completed by the end of the summer. This work is essential to help us put together our plan for the next 5 to 10 years to develop the site and upgrade wards, outpatient areas and departments.

Work on the £1million refurbishment of A&E is complete and the enhanced facilities are very impressive, providing a modern environment for patients and our staff. We have four brand new resuscitation bays with one dedicated to children and improvements to the A&E reception area to support ambulance arrivals.

Several members of staff deserve particular mention too. Congratulations to Rebecca Crossley on being named Learning Disability Nurse of the Year. It is well deserved recognition for her work with patients, families and carers. A big thank you also to our 'fire heroes', who responded so swiftly to the fire in our Education and Training Centre, preventing a far more serious incident from occurring. Also, farewell to Mr John Studley who retired from the Trust at the end of May. John has played a crucial role at JPUH as a former Medical Director and we wish him well for his retirement.

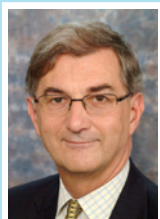
The countdown to the Remarkable People Awards 2014 has begun, with the ceremony just a few months away. Judging will take place over the next few weeks and we will announce the shortlisted finalists in the next edition of Making Waves.

I am always keen to talk to staff and patients to understand what we do well and how we can improve our services. Do please contact me by email: Christine.allen@jpahet.nhs.uk or via my Twitter account: @callen\_jpuh

Enjoy your summer.

Christine Allen, Chief Executive

## Chairman's Chatter



David Wright

The NHS is one of the most popular health systems in the world yet we spend less on our health service, per capita of the population, than almost all other developed nations. Contrary to what we may be lead to believe by some of the media, most people with serious health problems are seen quickly, start their treatment very soon after diagnosis and get better.

Why then do we get so much bad publicity? It is hard to understand. We do not always get things right. From time to time the standard of care has been appalling, for example at Mid Staffs, but overall the quality of care provided by the NHS is outstanding. The outcomes for most patients are excellent, most of the time.

Still, perhaps it is the British way to play down success. When there are complaints, we should work at understanding why they are made, and the journey that the patient or their relatives have been on. Then we can learn from their experience to try to improve the service. I also hear some of the most difficult complaints, where we have failed to provide the best care. That is hard to hear. I can so readily identify with the families. It is important to remember that most of the time, the good that we do outweighs the errors, but we know we have areas of vulnerability that still need to be addressed.

The enthusiasm of our staff is inspiring. We ask much of them, with ever increasing demands and expectations. Yet their commitment to providing first class care shines through. I am proud that we are a great example of what is achieved day in, day out to make people better. However many pressures we are under, we still manage to deliver good care to the vast majority of our patients and their families. This is a fantastic achievement. Thank you to everyone who works here for your efforts and for the patients and their families who so readily support us.

David Wright, Chairman



# JPUH theatres going up, up, up

A new feature to the Gorleston skyline signals the start of work on the £8m theatres project at the James Paget University Hospitals.

The giant crane looming over the JPUH is integral to the construction of the new state of the art Day Case Theatre Unit, three new operating theatres and new theatre entrance and reception facilities. Work began in early May and is due to be completed in October 2015.

This is one of the biggest investments in the Trust's recent history and will provide patients with better facilities and improve our services.

The dedicated day case complex, adjacent to the existing main theatres, will be equipped with the latest Ultraclean Ventilation systems to provide maximum flexibility for surgical procedures. In addition, there will be improved pre and post operative recovery bed spaces and refurbishment of the staff changing rooms.

The project has been developed and designed to be built in a way that causes least disruption to the hospital's day to day running and using the safest construction methods for staff, patients and visitors. However, we apologise for any inconvenience caused by the ongoing work.

We have been trying to develop a dedicated facility to deliver day case surgery for some time. Many procedures can be undertaken this way, minimising patients' length of stay, and keeping associated risks to a minimum.

Director of Operations, Sue Watkinson said: "This is a really exciting development for our patients. It will be a purpose built day case unit with 21st Century facilities. We apologise to local residents for any noise or inconvenience while construction is underway, but once completed, it will be a fantastic facility."

Elective Divisional Director and Lead Breast Surgeon, Sarah Downey, said: "The new theatre complex will be a major step forward for our patients and our surgical teams. A dedicated day case theatre will allow us to streamline our services to achieve the best patient experience possible. Once we have built the day case unit, this will give us the additional capacity to upgrade main theatres while maintaining the surgical services we provide, and minimising the effect this could have on waiting times."



## A&E Refurbishment

The upgrade to the James Paget University Hospital's Accident & Emergency Department is complete.

Work on the £1 million improvement programme began in early December with the main benefits for patients and our staff including:

- Four brand new resuscitation bays with one dedicated to children
- A separate area for patients who require isolation
- Improvements to the A&E reception area to support ambulance arrivals
- Additional cubicles.

The new facilities are very impressive and provide a modern environment for our patients and our staff. Congratulations to everyone involved in driving the project forward.

The official opening was also attended by families who had donated money to the A&E department in memory of their loved ones, Mr H. Turner and Mr K. Isaacs (pictured with A&E lead consultant Duncan Peacock).



# Rebecca Crossley Award



A learning disability nurse at JPUH has won a prestigious national award. Rebecca Crossley was named as Learning Disability Nurse of the Year at a gala dinner in Birmingham on 16 May.

Rebecca was nominated by Mencap for her proactive approach and for ensuring that people with a learning disability have access to equal healthcare and are not discriminated against.

The award, supported by the Department of Health, acknowledges the important role that specialist nurses have in promoting the emotional, physical, psychological and social health of the people they support.

Rebecca said: "This is a fantastic honour and I'm immensely proud to have won this award. I would like to thank Mencap for nominating me. I love my job as it enables me to ensure people with learning disabilities and their carers receive the best possible service available to them by inspiring others to look at how they can provide care differently."

Director of Nursing, Quality and Patient Experience, Liz Libiszewski said: "This is a fantastic achievement for Rebecca and thoroughly deserved. This award is particularly special, because she was nominated by Mencap, who have specialised in supporting people with learning disabilities for over 60 years. They have recognised the difference Rebecca has made to the service we provide for our learning disability patients and their carers. Her commitment to her role and her patients make her a worthy winner."

## Fire Heroes

At 5.45pm on 30 April, a fire broke out in the Education & Training centre.

The building was evacuated and the fire was tackled by our Head of Estates, David Adams, Porter Shaun Healy (pictured on front cover) and health records staff that helped to move the storage racks so that the fire could be reached quickly.

The alarm was raised by a staff member in HSDU and we are grateful for their swift actions. This incident really shows the importance of mandatory training. Thanks also to the operational, medical and portering staff who kept the rest of the hospital running safely during the incident.

A thank you afternoon tea party was held to acknowledge the efforts of all those involved in preventing the fire from becoming a far more serious incident.

Sue Watkinson, Director of Operations said "I am pleased to report that no one was injured, thanks to the swift action of our staff and the Fire Service".



## Choose well plea

The James Paget University Hospital has been very busy in recent weeks and with the peak summer period still to come, patients are being urged to make sure they choose the right option when seeking medical attention.

The whole health system across Norfolk and Suffolk is experiencing high demand and we are working together to try to alleviate some of the pressures.

Sue Watkinson, Director of Operations at the James Paget University Hospitals said, "We are working closely with the local Clinical Commissioning Group, HealthEast, and GPs to encourage patients that do not need our services to visit their GP first. We are also working with our ambulance service colleagues to ensure only patients that need to come to JPUH are brought here. The fact that we have continued to manage the demand is a testament to the hard work and dedication of our staff."

Before coming to A&E, consider whether one of the following options is more appropriate for your type of care or treatment:

- Self-care - treating minor illnesses or injuries themselves
- Calling 111 - for round the clock health queries and information about local services
- Local pharmacist - advice for treating common winter illnesses and the best medicines to use

- NHS walk-in centres - for treating minor illnesses and injuries that do not require an A&E visit and without needing an appointment
- Visiting a GP - for medical advice, examinations or an illness or injury that require prescriptions
- A&E or dialling 999 - for serious illness or injuries considered to be critical or life threatening.

Self-care, with a well-stocked medicine cabinet and plenty of rest, is often the best method of treating minor illnesses and injuries. Alternatively, many queries can be dealt with quickly and easily by a pharmacist.

Duncan Peacock, A&E Clinical Lead at the James Paget University Hospital, said: "Please try and keep A&E for serious conditions and serious injuries. Consider using 111 for advice; it's a lot easier sitting at home calling 111 than coming up to A&E unnecessarily. The vast majority of minor illnesses are self-limiting and do not need medical attention."

Visitors to the James Paget University Hospital are being reminded to avoid visiting the site if they have had symptoms of diarrhoea and/or vomiting in the previous 48 hours, to help protect vulnerable patients from infection.





# Positive Patient Feedback

The staff of EADU were more than helpful, they were sympathetic and really helped us over a difficult time.

Thank you so much for your kindness and the wonderful job that you all do. I do not know what we would do without you all.

Everyone I came into contact with was very caring. The ward was spotlessly clean and I was the patient of a very well-co-ordinated team of professionals who take pride in their work.

I would like to thank the staff, from the paramedics to the staff on the ward. All of them were really kind and supportive and nothing was too much trouble.

My wife and I were very impressed that we were able to register a death at the hospital. This is an excellent service and so helpful to mourners, making things so much easier.

You inspired such confidence that my journey was totally without stress. I put my care and my life in your hands – I'd do so again anytime.

## twitter accounts

Our corporate James Paget University Hospitals Twitter accounts are:

- James Paget University Hospitals NHS Foundation Trust @JamesPagetNHS
- Apprenticeships @JPUH\_Apprentice
- Research & Development @JPUHResearch
- Paediatric Allergy Clinic @JPUHAllergyKid
- Maternity @BornAtThePaget

You can also follow members of our staff on Twitter:

- Christine Allen, Chief Executive @callen\_jpuh
- David Wright, Chairman @dspritely
- Liz Libiszewski, Director of Nursing, Quality & Patient Experience @LizLibiszewski
- Ann Filby, Head of Communications & Trust Secretary @AnnFilby\_JPUH
- Jon Dack, Communications & Media Manager @JonDack\_JPUH

## Trust in the Media

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### Donation says thank you to caring hospital staff

Lucy Clapham  
lucyclapham@archant.co.uk

Friends, family and colleagues of an award-winning Gorleston gardener have donated more than £2,000 in her memory to the trust that cared for her while she battled cancer.

Heather Jones died on January 17 from mesothelioma after a courageously long fight with the disease.

The passionate gardener evoked care from the James Paget University Hospital in Gorleston and as a thank-you to the medical team she looked after her, her friends, family and colleagues raised money in her memory – which they handed nursing staff.

The charitable team raised £2,000 through their efforts, which is donated to the Lung Cancer Research Fund and the hospital's Lung Cancer and Mesothelioma Support Group.

Ms Jones and her husband Chris were grateful to all the staff departments involved with her and wanted to do something to thank you for all the support during her illness.

### Support groups united for Breathe Easy Week

SAM RUSSELL  
samrussell@archant.co.uk

Support groups from across the east of England are uniting to mark Breathe Easy Week.

James Paget University Hospital's respiratory and thoracic services will be holding an event to mark the week which is dedicated to raising awareness of lung disease.

The long disease awareness week is a time when patients, carers and the public can come together to share their experiences and support each other.

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



# Midwifery Twinning Project

Two midwives from the JPUH were selected by the Royal College of Midwives to take part in the Global Midwifery Twinning Project (GMTP).

Ann Walker and Nicola Lovett are worked with midwives in Nepal and Uganda and the Midwifery Associations in both countries to strengthen links and knowledge in partnership with midwives.

This project is funded through the Health Partnership Scheme, which is funded by the UK Department for International Development (DFID) for the benefit of the UK and partner country health sectors, and is managed by the Tropical Health Education Trust (THET).

The project aims to improve the standards, status and position of midwifery education and practice in countries with identified high maternal and perinatal mortality. The focus is on strengthening different areas of each midwifery association and to develop leadership, advocacy and campaigning skills.

Both were very excited to be taking part in the project. Ann says "I can't believe I've been given this fantastic opportunity. It is a privilege to be able to see grassroots midwifery in another culture and I'm sure there will be reciprocal benefits for midwives here at the JPUH, as I will be keen to share the experience."

Nicola says "I am very honoured to be representing midwives in the UK and the JPUH in this exciting project."

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## Carers week

**Did you know that three in five of us will become a Family Carer at some point in our lives? Family Carers are on duty 24/7, 365 days a year and often find they are disadvantaged financially and that their own health and well-being suffers.**

Carers Week plays a key role in raising awareness of carers' needs. The Louise Hamilton Centre used the week to reach out, celebrate, and promote the services they offer to Family Carers in the community.



On a bright sunny Wednesday June afternoon a Strawberry Cream Tea was held in the garden of the Louise Hamilton Centre. 51 Family Carers had a brief respite from their caring role when they came together in celebration of Carers Week. It was an ideal opportunity for Family Carers to meet one another and realise they are not alone in their caring role; friendships were founded among much laughter and merriment.

On the Friday an Information and Advice Day was held in the centre with representatives from various charities and organisations exhibiting and offering free advice, support and guidance to Family Carers. There were professional speakers throughout the day from a young family carer speaking of his own experience to information on personal health budgets and carers assessments. Carers do so much for the people they care for, as well as society in general, saving the economy billions of pounds every year. However, it's vital that they receive the support they need to continue caring, and help them to make the choice of whether, how and when they deliver unpaid care. The day was attended by 53 Family Carers and 27 representatives and speakers from various organisations.

The Carers Information Centre takes place in the foyer of the JPUH every Thursday afternoon from 2pm – 4.30pm, where we offer information and advice to Family Carers.

Family Carer Champion Training takes place at the Louise Hamilton Centre to help staff in their role of supporting Family Carers within JPUH. The next training takes place on 11 September 10am – 12 noon. To book a place please contact:

Sue Francis, Carer Lead,  
Louise Hamilton Centre.  
Telephone: 01493 453100





# making changes

Issue 7

News from the Transformation Board

## Changes in the team:

We've had a few changes in the central Transformation Team since the last update. The team currently looks like this:

Carl Phillips - Business Transformation PMO Lead  
Babatunde Fabiyi - PMO Support & Project Manager  
Kate Emery - Project Manager  
Ann Bowles - Project Manager  
Robbie Woods - Project Manager  
Jan Lawry - Project Manager  
Tim Bunting - Transformation Accountant

## Where we are and achievements so far

### Overall 2 Year Plan:

- 2 Year programme plan agreed and signed off by Board
- Governance arrangements set up to support the programme (*Transformation Board, Transformation Delivery Group*)
- Key projects identified to support the overall 2 year Transformation plan
- Project have specific objectives to deliver new benefits for the Trust

### Supporting Projects:

- Small central team of resource in place to help with supporting and enabling projects (Transformation Team)
- Key roles being assigned across services to deliver and drive the projects

## Next period priorities (where we need to get to)

### Overall 2 Year Plan:

- Transformation Board get the information they need when they need it
- Governance arrangements refined to support needs (*TORs, Meeting Groups etc.*)
- Increased communications around the programme, progress to date and challenges ahead
- **The programme will challenge existing ways of working so the organisation and service teams need to adapt and be fluid to support the Trust's vision**

### Supporting Projects:

- Transformation team to support projects with planning and general project approach
- Project Leads identified within services (*the main project deliverers*) feed into planning but also drive delivery forward through teams and services
- Project Leads and all key project roles assigned
- Project roles and responsibilities clearly articulated and understood

There is a lot of work ahead to support the Trust's vision and strategy over the next two years and beyond.

The Transformation team looks forward to working with you all to deliver the projects.

**For more information please contact:**  
**Transformation.PMO@jpaget.nhs.uk**



# E-prescribing

In March 2014, the JPUH was successful in gaining a £1.73million grant from the NHS "Safer Hospitals, Safer Wards" fund to implement an electronic prescribing system.

The bid was jointly made with the Norfolk and Norwich University Hospitals with the aim of working together more efficiently. This initial grant has then had an equal amount of money contributed from the two Trusts.

With electronic prescribing (or "Electronic Prescribing and Administration of Medicines" to give it the full title), it means no more dodgy handwriting, lost drug charts, and fewer trips to pharmacy. Writing discharge prescriptions can be quicker for doctors, as can ordering medicines for patients. The system can save significant amounts of time on nurse medication rounds too, helping release more time to care for their patients.

It isn't the solution to everyone's problems though, and I'm afraid it doesn't mean an iPad for every member of staff, but it will make the process of prescribing and administering medicines to patients safer, particularly when they transfer to the NNUH.

## What is going to happen next?

You may start to notice the appearance of COWS on wards. This isn't the four legged kind (what would Infection Control say?), but rather Computers on Wheels.

The EPMA Project Team are aiming to begin a pilot in Winter 2014 at JPUH. If you want to get involved, there will be jobs being advertised for both a pharmacy technician and a nurse in the near future. Please keep an eye on the JPUH job email and the NHS Jobs website.

If you have any more questions, please email James Harris the Project Manager at [epma@nnuh.nhs.uk](mailto:epma@nnuh.nhs.uk), or look out for the EPMA website that will be going live in the near future.



# Staff Friends and Family Test

**'Would you recommend this organisation to friends and family as a place to work or if they needed treatment?'**

The Friends and Family Test launched in April 2013 and until now has been offered to patients using A&E, inpatient and maternity services.

Now, all staff working in James Paget University Hospitals will have the opportunity to give their feedback via the Staff Friends and Family Test (FFT). This is an opportunity to give feedback which will support service improvement for the benefit of both staff and patients.

The survey is open to all staff and we will be asking you the questions three times a year. The fourth will be the official National Staff Survey. The responses you give will be treated confidentially.

We will be regularly updating you on how we are responding to the feedback you give and how your feedback is supporting developments and improvements for both staff and patients at the organisation.

If you require any further information about the test, please contact [humanresources@jpaget.nhs.uk](mailto:humanresources@jpaget.nhs.uk)



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

## AGM – Annual Members' Meeting

Anyone with an interest in their local hospital and healthcare is invited to attend the James Paget University Hospitals NHS Foundation Trust's Annual General Meeting/Annual Member's Meeting.

The event will highlight some of the work undertaken at the Trust during the last year and plans to meet the challenges going forward.

A marketplace showcasing the Trust's work will open at 6.15pm on Monday, 15 September, in the Lecture Theatre, Burrage Centre at the hospital. The main meeting begins at 7pm.

If you are able to join us on the night, we would be grateful if you could let us know by contacting Jill Siddons, on 01493 453108.

## Ben Burton award



Consultant Ophthalmologist, Ben Burton was nominated by the Norfolk and Suffolk Comprehensive Local Research Network (CLRN) for his contribution to the delivery of the National Institute of Health Research (NIHR) commercial portfolio.

Mr Burton was nominated for delivering his first commercial study, consistently delivering to 'Time and Target' and for working above and beyond the call of duty to support commercial research.

He was presented with a certificate to mark his contribution over the last five years.





# Learner Wards

**An important part of any nurse's training is spending time on the wards, with a mentor, and getting first-hand experience of delivering safe patient care.**

Currently all Pre-registration Nursing and Midwifery programmes require that at least 50 percent of time is spent in practice. This can be a challenge as the increase of skill mix in the practice areas, combined with a need to increase the number of students, places further strain on the availability of placements. Thus as it stands, the current model of mentorship is unsustainable.

So what is the solution? The JPUH is taking inspiration from a system used in Amsterdam which has proven to be very successful and will pilot the new concept in September 2014 on Ward 12.

Over the past five years VUmc Amsterdam has introduced a system of practice learning within the hospital known as 'Real Life Learning Wards'. This model is underpinned by the philosophy of students learning through care delivery by adopting a coaching approach. Previously a mentorship model similar to that used in the UK had been adopted, but the increasing lack of placement capacity has resulted in the development of this new system.

According to our Amsterdam colleagues, the new model has proved popular with very positive results from mentors, students and patients. Wards where this has been adopted have increased their student numbers in a relatively short time. Students take on all the care of the patient with the registered member of staff acting as

the coach and the more experienced students then begin to take on coaching for more junior staff. The coaching approach allows individuals to feel more confident and competent preparing for registration. The approach of coaching embraces the Trust Values and allows all staff to feel valued, gain feedback, question practice and strive for safe, efficient care in all instances.

In preparation for the pilot, a small group from JPUH have visited the Real Life Learning Wards and spent time clinically with coaches and students. They have shared their learning and are working with Ward 12 to give them the information and coaching they need. This will be supported by the UEA link lecturers, JPUH Education and Practice Development team and VUmc staff.

The next few weeks will involve integrating this concept into the ethos of the Ward 12 staff and continuing our partnership with colleagues in Holland. Mentors initially may find it quite difficult to step back and let their students take over the care under their supervision and guidance, but with the appropriate support, the concept appears very successful in Holland. Feedback also suggests the increased number of staff on the ward and time they received gaining care was beneficial.

This approach is exciting for JPUH, a real opportunity to enhance our learning environment for all learners, also increasing the number of commissions we can accommodate. The project will be evaluated and the learning shared so we can see how much effect the pilot has had on the quality of students' placements, capacity and longer term preparedness upon qualifying.

**Sharon Crowle Head of Education and Practice Development**

## Flying Visit

An RAF Puma helicopter made a flying visit to the James Paget University Hospital on 10 June.

The chopper made a very brief landing as part of a training exercise before making a dramatic exit with another Puma.





# International Nurses' Day

Staff at the James Paget University Hospitals celebrated International Nurses' Day on Monday 12 May.

Deputy Director of Nursing, Julia Hunt, and Royal College of Nursing Caremaker, Julie Smith, presented baskets of fruit to nursing staff on the wards and in departments across the hospital.



The JPUH Chaplaincy team held a 30-minute service in celebration of the remarkable work undertaken by nurses past, present and future.

International Nurses' Day is an annual global event which takes place on Florence Nightingale's birthday. It is an important opportunity to remember nurses who have died in the theatres of war, as well as reflecting on what nursing means to us today.

The Trust currently employs over 890 nurses, both locally and from abroad. The events were an opportunity to recognise and thank each and every one for their commitment and hard work towards delivering patient care.

Director of Nursing, Quality and Patient Experience, Liz Libiszewski said "We are proud to support and celebrate International Nurses' Day at the James Paget. Monday's events were well supported and more importantly, recognition of the vital contribution nurses have made and continue to make."



## John Studley retires

Mr Studley has retired after almost 23 years of dedicated service to patients at the JPUH.

He held several management positions including Divisional Director, Clinical Director, Chair of the Medical Staffing Committee and Surgical Tutor.

In May 2012, he was appointed Interim Medical Director and helped to oversee the rapid turnaround in performance in meeting the CQC standards.

Some of his colleagues have paid tribute to him: Hugh Sturzaker said "John Studley had the amazing ability to combine good surgical practice with superb management skills. It is rare for a clinician to combine such skills so successfully."

Sarah Downey said "I have worked with John for 9 years as a consultant colleague. He has been a most supportive colleague and trainer. Trainees always felt a mixture of excitement and trepidation when they learned they were going to work with him. His reputation for insisting on high standards in all aspects of patient care are well known throughout the Hospital. This will be his lasting reputation. It has been a pleasure to work with him and I will miss his sound advice."

Professor Jerome Pereira said "John Studley has been an outstanding clinician, surgeon and clinical leader at this Trust. He has had a major impact in maintaining clinical standards, training of surgeons and strategic planning, which have all contributed to the ongoing success of the hospital"

On behalf of everyone at the Trust, including patients and colleagues, we thank him for all he has done for the Trust and we wish him a very happy retirement.



## A Royal Day Out...

Early March I was contacted to see the then Director of Finance, Mark Madden. He informed me that the JPUH may receive two invitations for one of the Queens Royal Garden Parties, to be held during May and June 2014 and that I had been nominated to go. I was extremely shocked and lost for words.

The letter duly arrived at my home and I attended the party held on Wednesday 21st May, along with services personnel, with Army, Navy, RAF, Police, Health Service, Scouts and Guides all attending.

I went with my department manager, Mr David Adams, Head of Estates and Planning. We travelled to London by train, arriving midday and made our way to Buckingham Palace. We walked through the building, across the courtyard and out onto the magnificent gardens at the rear of the Palace. 2,500 guests were present; from the UK and all corners of the Commonwealth.

The Queen and the Royal Family came out of the Palace and made their way through a Guard of Honour, led by the Yeoman of the Guard. David and myself were introduced by a Royal Usher to the Duke of Gloucester who walked across the main lawn meeting guests as he went. David explained to the Duke about the JPUH and our roles. We also saw at close quarters the Duke of Kent, Princess Beatrice and musician Rick Wakeman. Tea cakes and cucumber sandwiches were served during the afternoon and we left the Palace at 6pm. It was a truly magnificent and unforgettable day and many thanks to the JPUH for allowing the visit.

**Kevin Mason, Employee of the Year, Remarkable People Awards 2013**



# Dementia Awareness Week 2014

Gentle guitar strumming and the sound of gentle singing wafted down wards 12, 15, 18 and 6 one afternoon during Dementia Awareness Week.

A Music and Memories session in full flow demonstrated the power of music to engage with people with dementia and stimulate memories. But it also highlighted the effect on staff too, and the collaboration by nurses, doctors, OTs, physios and others was wonderful to see. These taster sessions on the wards culminated in an hour long performance at the Louise Hamilton Centre which was equally uplifting.

Excellent collaboration was demonstrated elsewhere also as throughout the week, there was representation from the Alzheimer's Society, Age UK, both Norfolk and Suffolk, Memory Joggers and the Public Library service in the front library. Great links with the hospital library were also established with joint exhibitions every day in the staff canteen. They displayed some of the new excellent resources which they now have on dementia.

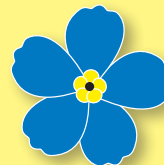
'Share your Dementia Care' was undertaken in conjunction with staff from Education and this was a brilliant way of learning more about the care being delivered on the wards. The importance of involving carers and the information and support that is available to them was highlighted, and we learnt about the realities of caring for someone with dementia and what might help staff in the future.



We liaised closely with the Communications Department, both in advance of the week and also during it, to ensure they had access to interview opportunities and film clips, events and other information which might be useful.

A huge thank you from both Sarah and I to all involved. It was a great success!

Remember to contact us for all your Dementia needs, Sarah ext. 3731; Becki ext. 3735



## Student Pitstop

Link lecturers from University College Suffolk are offering regular sessions for students and staff to meet with them on site at the JPUH.

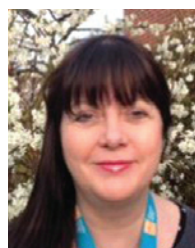
Meet the team:



Lee is the Convenor at JPUH and co-ordinates the communication and projects for the link lecturers. He joined University Campus Suffolk as a Lecturer in Acute and Critical Care in September 2009. Lee trained as a general nurse at Ipswich Hospital and once qualified held a position within acute and critical care which lead to an interest in the pre-

hospital field and a career move to the Suffolk Ambulance Service (now East of England Ambulance Service) qualifying as a Paramedic in the early 1990s.

Throughout his career Lee has developed an interest in education which prompted a move back into hospital to the role of advanced clinical practitioner, a post that included educating post graduate medical students, nurses, patients and their relatives. This role worked in partnership with the out of hours medical teams and further extended his clinical and assessment abilities.



Jules Dawson joined UCS in February 2014, as a lecturer on the Pre-Registration Adult Nursing Course. She trained at The Hospital for Sick Children, Great Ormond Street, London, qualifying in 1981. Jules has an extensive clinical background which spans both Adult and Children's nursing, the acute and community settings.

Before taking up this post Jules worked as a Specialist Community Public Health Nurse (HV), and led the delivery of the CONI Programme in Great Yarmouth and the surrounding villages.

Jules is a nurse prescriber with an interest in medicine management within the community setting. Her current research interests include: Long term neurological conditions, and the stress response within the educational setting.

The next Pitstop sessions will be held on:

- **4 August 2014 – 10.00am-12.00md**  
Rollesby Room, Education & Training Centre, JPUH
- **1 September 2014 – 10.00am-12.00md**  
Rollesby Room, Education & Training Centre, JPUH



# Stroke Unit award and presentations

In March the stroke therapy team presented a poster at the East of England Stroke Forum annual conference and were awarded first prize. This is the third year that the winners have been from the James Paget Stroke Team.

The 2014 annual conference was held at the Rowley Mile Conference Centre in Newmarket on 13 March 2014 and was attended by over 200 delegates and sponsors from across the region, representing all professional disciplines.

The poster presented a project to increase the use of psychology interventions by allied health professionals to support stroke patients throughout the care pathway starting on the stroke unit and continuing when they go home with input from the stroke early supported discharge team or community neurological rehabilitation team. It was a joint project funded by The Stroke Network and Health East, between Livability Icanho, The Brain Rehabilitation Service and stroke therapists in the Great Yarmouth and Waveney area. This included occupational therapists, physiotherapists and speech and language therapists.

The National Audit office (2010) reported that a third of stroke patients have depression after stroke. Yet in their patient survey, psychological support was rated the least satisfactory service in long-term care. National Clinical Guidelines for Stroke (2012) recommend a comprehensive multi-disciplinary team model in which rehabilitation

therapists and nurses should be trained to deliver psychological interventions for mild and moderate levels of mood disturbance.

Hilary Davidson, a consultant clinical psychologist, facilitated four half day training sessions followed by a series of group supervision sessions, where therapists could discuss, reflect on and seek advice on patient cases.

By the end of the year, an audit showed that therapists were feeling more confident in using a wider range of psychological interventions. Therapists provided the following feedback.

"Bringing different professional teams closer in understanding the patients' needs emotionally"

"Enlightening and very helpful in the work place"

"Time is always a factor and juggling between providing psychological support and other therapy is difficult"

"It has really changed the attitude of staff and given them the confidence to deal with these issues"

"I found the clinical supervision groups particularly useful"

"I believe I have impacted very highly on the patients' care and in recognising low mood sooner"



## Presentation from Lowestoft Rotarians

The Stroke Unit has also received equipment generously donated by the Rotary Club of Lowestoft. The Trust is very grateful for their continued support and the equipment will be a huge benefit to our patients.

## Audiology opening

The new Paediatric Audiology test room and refurbished Audiology Suite was officially opened on Monday 16 June.

The opening was performed by Gary Nethercott, Regional Director for the National Deaf Children's Society.

Guests included Chief Executive, Christine Allen and Chairman, David Wright and Allaway Acoustics who undertook the work.

£160,000 has been invested in the new facility and the refurbishment of existing sound proof rooms. This will provide enhanced facilities for the patients seen within audiology.

The opening was also covered by BBC Radio Norfolk presenter Andrew Turner (pictured above).







## Sandra Chapman donation

**A fundraising concert organised in memory of a cancer patient at the James Paget University Hospitals has succeeded in raising £3,600 for local charities.**

Michael Wiseman, who lived in Bradwell, sadly lost his battle to cancer following treatment at the JPUH in 2010. Michael's wife Nicole and local music teacher Anna Stone, who taught Michael's daughter Misha to play the flute, arranged two fundraising concerts to celebrate his life.

A fantastic total of over £3,600 was raised and £2,600 has been presented to the Sandra Chapman Centre at the JPUH.

The concerts featured performances by Anna's students with a mixture of performances, including Hindu dancing, a mixed band, solo acts and the Great Yarmouth Youth Brass Band conducted by Richard Ward.

Nicole said: "Overall, these were two very rewarding evenings and many hours of hard work went into arranging all of the performances. We are all delighted to have raised just over £3,600 for such worthy causes. We would like to thank the local businesses and our families and friends who supported us throughout the events."

## Heather Jones

**A presentation took place at the James Paget University Hospitals on Thursday 29th May 2014 in memory of the late Heather Jones of Gorleston who sadly passed away on 13 January 2014, following her courageous battle with Mesothelioma.**

A donation of £2,266 raised by family, friends and lifetime associates of Heather, was given in aid of the Lung Cancer and Mesothelioma Support Group and The Lung Cancer Research Fund.

Heather was a passionate gardener for which she received many awards. She was also an active member of The Bradwell Flower and Gardener's Club where she was well-liked and respected by the members.

Heather and her husband Chris were grateful to all the staff and departments that had been involved with her care and wanted to do something as a thank you for all the care and support given during her illness.

Chris said: "It was more like a large happy family where each individual patient was treated with total dignity and outstanding medical care. Heather was a wonderful partner in life, so positive, loving and supportive. It was her wish that her passing would provide a stepping stone for donations to be made to the Lung Cancer Research

## SANDS Kilimanjaro climb

Hello, my name is Sinead Osborne I have worked at the James Paget for five years, as a nurse, then I retrained as a midwife.

I decided to set myself a challenge for 2014..to climb Mount Kilimanjaro and raise money for a phenomenal charity.

I chose SANDS, the stillbirth and neonatal death charity. This charity is close to my heart both personally and professionally. 17 babies die everyday in the UK. This is a shocking statistic and one that unfortunately has not changed in a decade. SANDS work with researchers trying to find causes of stillbirth and ways to reduce the numbers of babies we lose each year in the UK. The UK also has one of the highest rates of stillbirth in Europe.

SANDS receive no government funding, they rely solely on donations.

SANDS provide support for families affected by the loss of a baby, either before birth or shortly after. Just £30 provides a memory box with pictures, teddy bears, words of comfort for families to treasure forever.

SANDS provides a 24/7 hotline for anyone affected by the loss of a child, whether a parent, sibling, family member or a professional who is struggling to deal with such a catastrophic event. Fortunately I have heard wonderful things about SANDS from women and families affected by stillbirth, so thought it would be fitting to raise money for such a worthy cause.

I need to raise £2500 every penny will be going to SANDS (I am funding the Kilimanjaro trip myself) so I would be grateful for any support you can offer.  
[www.justgiving.com/sineadosborne](http://www.justgiving.com/sineadosborne)



Fund and Lung Cancer and Mesothelioma Support Group at the James Paget University Hospitals."

The Respiratory Oncology Team was privileged to care for Heather throughout her illness and would like to extend their gratitude for the generous donation. The funds will enable the continuation of the invaluable support group enjoyed by patients, family and friends and our further research into Lung Cancer and Mesothelioma.





# Research Awareness Week

As part of Research Awareness Week (RAW2014) on Monday 2 - Friday 6 June, the team held a stall in the canteen every lunchtime throughout the week and hosted the Great Research Bake-Off.

The judges were David Wright (Chairman) and Julia Hunt (Deputy Director of Nursing).



## JPUH celebrates International Clinical Trials Day 2014

Hosted by the Research and Development Team on Tuesday 20 May. Clinical research plays a significant role in helping improve our patients' healthcare and the services we provide. The R&D team were on hand between 9am and 5pm to meet with members of the public, patients and staff to inform them about the research which is happening within the Trust. Thank you to all those who visited our stall and contributed to an excellent day.



## Visit from Fiona Durban, Chief Operating Officer, Clinical Research Network: Eastern



The NIHR Clinical Research Network is the clinical research delivery arm of the NHS, and last year was responsible for helping more than 630,000 patients to take part in research studies that contribute towards improving treatments for the future. Fiona Durban attended the Research and Development Department on Monday 19 May 2014 to review the transitional network. She was extremely impressed with the dedication and enthusiasm of the team.

(Pictured left to right: Cheryl Phillips, Claire Gibbs, Fiona Durban, Karen Reavell, Helen MacDonald, Dr Willy Notcutt).



## Swift actions earn praise from Police



A member of JPUH staff has earned the praise of the police and a thank you from Chief Executive, Christine Allen.

Stacey Lock was off-duty, walking on the Lowestoft North Denes beach by the Links Hill car park when she was

alerted to a medical emergency. A member of the public had suffered a cardiac arrest. Stacey stepped in and performed CPR until further medical assistance arrived.

She received a letter of thanks from the local Inspector which was personally delivered to Stacey by Christine.



## World Book Day

Pictured left to right in the Aubergine staff canteen on 23 April is Peter Ransome, Library Manager JPUH, Caroline Fernandez and Peter Cawley, Community Librarians at Norfolk Library & Information Service, promoting Libraries for World Book Day.

Peter was promoting the wide range of Sir James Paget Library services and training courses such as Critical Appraisal, Literature Searches using NHS Evidence and others available to Trust staff. NHS community healthcare staff. The Sir James Paget Library also provides a range of services available for healthcare students. Public Libraries were promoting a wide range of services including their reminiscence packs service. Thanks go to Marcus Costelloe of the Medical Illustration team for taking the picture.

## Hello my name is...



A simple pledge thought up by a terminally ill doctor from Wakefield has inspired a new scheme at the James Paget University Hospitals.

Dr Kate Granger @GrangerKate has always been a strong believer in getting to know people's names with both patients and other colleagues. After her own diagnosis of terminal cancer, Kate launched the idea of #hellomynameis and encouraged as many healthcare professionals as possible to pledge to introduce themselves.

This inspired Liz Libiszewski, Director of Nursing, Quality and Patient Experience at JPUH, and as a result over the next few weeks the Gorleston hospital will be introducing #hellomynameis name plates on every ward. The aim is to build stronger relationships with patients and colleagues with all staff introducing themselves so that patients will know who is caring for them.

Liz Libiszewski said: "It might seem like the simplest thing to do, but Kate's experience has highlighted how a basic introduction can often be forgotten. We want to ensure all staff at the JPUH are fully signed up to this pledge as it is the first step to providing compassionate care and getting the basics right."

The white name plates will be placed near to the patient so they can clearly see the name of the staff looking after them.

## Pam Cushing retirement

**Pam Cushing, Senior Resuscitation Officer, retired on 30 June after working in the NHS for over 30 years.**

Pam was one of the first Resuscitation Officers in Great Britain and is admired and respected by her colleagues in the field of resuscitation. This year Pam was re-appointed as the Resuscitation Council (UK) Regional Representative.

After completing her nurse training Pam left Zimbabwe (formally Rhodesia) in the 1970s to commence her midwifery training at the West Suffolk Hospital and in 1981 Pam joined the midwifery team at Northgate Hospital. During her career Pam was a Staff Nurse in ICU/

CCU at JPUH and Senior Sister in the Coronary Care Unit at NNUH. In 1992 Pam returned to JPUH as the Senior Resuscitation Officer to develop a resuscitation service. She is pictured here with her students.

Throughout her career Pam has continued to be an inspiration to nurses, doctors and medical students.

We all wish Pam a very happy (early) retirement.







## Louise Hamilton Centre 1st Birthday



Volunteers, hospital staff and invited guests shared the LHC's 1st birthday celebrations with centre staff. A birthday cake was specially made for the occasion by Something to Savour along with cakes and refreshments brought by staff and volunteers. It was a hot day so they were very welcome.



The Embrace run on 27 July - sponsor packs available from the Centre or Bwell Gym, Gorleston.



## Architectural award

The Louise Hamilton Centre has received an award for its quality of architecture.

It was announced as the outright winner of the Open Award for Technical Excellence in Architectural Technology 2013 by the Chartered Institute of

Architectural Technologists (CIAT) in November last year, but the plaque was only presented in June.

The CIAT judges were unanimous in their decision that this was an outstanding project that clearly demonstrates excellence within Architectural Technology and presented a plaque to be displayed within 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](http://www.facebook.com/LouiseHamiltonCentre)  
You can now donate by  
Text PCEA01 to 70070

Thank you to all our sponsors and donors for their continued support.

All LHC events are on the JPUH Intranet, Palliative Care East website and Facebook.

## Forthcoming events

**Sunday 20 July, 5th Annual Charity Music Event**  
The Dock Tavern, Gorleston - 12pm onwards - live music - see Dock Tavern website for details.

**Sunday 27 July, 2nd Annual Embrace Run/Walk**  
5km along Gorleston Beach and Prom.  
£15 entry fee - includes t-shirt and goodie bag.

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 Autumn 2014.

Contact us with your feedback, suggestions or future content:

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