

Trust news for staff and visitors

James Paget University Hospitals



NHS Foundation Trust

# Making Waves

Winter 2014



Rehabilitation garden is a hit!

Where You come first



# Editorial

## Welcome to the winter edition.

A big thanks to Louisa Griffith-Jones, our Interim Comms & Media Manager, for pulling a great issue together. I think it really showcases some of the fantastic work over the last few months. I hope you find it's a good read.

In my last editorial, I was deep into the last minute planning for our Remarkable People staff awards. I have to say I think in its third year, it was the best event yet. We had some great feedback, even from those that were a little disappointed at not winning. We continue to refine it each year, and try to make it as enjoyable as possible. We managed to get a couple of surprise awards in there, and invited the winners without them suspecting. Thanks to Steph McKenna for some creative comms! Our involvement with the EDP is really positive, with an EDP Gold Award – I hope next year this will enable us to seek more patient nominations. 2015 will be a similar format, but we are already thinking about how we might want to change things around a little for 2016!!

To help everyone to plan their communications effectively, for any project, we have produced a template for a communications strategy – what you want to communicate, when and to whom – and a comms plan, where you can fill in the actual detail week by week if that is what is required. It will be incredibly helpful to have these completed before you talk to any of the team please, and we can then support you. Louisa will be staying with us until we make a permanent appointment in the New Year, so please get in touch with any one of us.

Have a great Christmas and New Year.



Ann Filby  
Head of  
Communications  
and Trust Secretary

Twitter:  
@AnnFilby\_JPUH

## Welcome from the Chief Executive



Christine Allen

**Looking back on our journey over the last 12 months, I'd like to say a heartfelt thank you to staff across the Trust for their continuous enthusiasm and hard work.**

Nationally, the pressure on hospitals hasn't eased and many Foundation Trusts are now struggling to perform; but whilst the heat is certainly on, we and a group of small hospitals are bucking the trend.

Why? Put simply, we rise to each challenge as one team and our passion for patient care drives us to improve. The results of our Remarkable People Awards 2014 featured in this issue are a great example of this. Well done to all the winners and finalists involved, it was a fantastic evening and it was good to see so many people supporting their colleagues and loved ones.

On my recent visit to the Short Stay Medical Unit, I was impressed with how open staff were towards trying new ideas. Innovation is key to the future of the JPUH and it is encouraging to see this happening across so many areas; including the implementation of Point-of-Care Testing in EADU, the Cavendish Care Certificate pilot and the introduction of live operating sessions for medical student training.

Ultimately, quality of care and the safety of our patients should always remain our top priority. As we continue through the tough winter period, this is the goal that we must all keep in mind,

I am looking forward to getting out and about with the rest of the Executive Team during the build up to Christmas, delivering this issue of Making Waves and being able to thank some of you in person for all you have achieved.

As always, I am keen to hear from staff and patients about their experiences at the Trust. Do please contact me by email: [Christine.allen@jpaget.nhs.uk](mailto:Christine.allen@jpaget.nhs.uk) or via my Twitter account.

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

Christine Allen, Chief Executive @callen\_jpuh

## Chairman's Chatter



David Wright

**One of the great challenges for the health service is to embrace new technologies and explore ways in which they can be used to help our patients. Some are fairly obvious; for example, using mobile phones to monitor patients' vital functions. Some are slightly more obscure, but until we try them we will not know the full extent of their potential.**

Such opportunities also apply to social media. Our Twitter account @JamesPagetNHS was launched earlier this year and is building a steady following. By the end of the year we also hope to have our Facebook page up and running.

For us, the move to social media has been very tentative but is a potentially powerful tool to communicate with our patients, the community and staff, and for them to communicate with us.

Although confined to 140 characters per tweet, it's possible to have a good conversation about issues. It is exciting to be able to see in public what our patients, their families and our staff are thinking and when necessary to challenge or seek clarification. If there are problems, it gives us the chance to identify an issue and deal with it quickly.

We have already started to use Twitter to announce disruption to services, for example in November following the lightning strike. We have also advised members of the public to stay away from the hospital if they have symptoms of the winter vomiting bug.

Our Research & Development team are active tweeters (@JPUHResearch) and are using the platform to engage users in research activity, to generate ideas and gather feedback on the work they are doing. This is important as research plays such a vital role in raising the standards of how we care and work across the Trust.

So my invitation to everyone - get tweeting! Let us hear your views and of your experiences. We want to learn and adapt.

David Wright, Chairman @dspritely





## JPUH appoints Director of Operations

The James Paget University Hospitals (JPUH) has permanently appointed

Sue Watkinson as Director of Operations after working for the Trust on an interim basis.

Sue trained as a nurse in 1986 and worked in A&E and Trauma and Orthopaedics until becoming a Nurse Manager for Surgery and Specialist Surgery in 1993. She has since worked across a number of Associate and Executive Operational roles in Acute NHS Foundation Trusts.

Sue has been working as Interim Director of Operations for the JPUH since 2 December 2013.

Chief Executive Christine Allen said: "I am delighted to welcome Sue as a permanent member of the team. She has been working with us on an interim basis for the last year and has achieved a huge amount in supporting our operational teams.

"During this period our waiting times have reduced and early work has begun on our exciting new site development strategy which will help to secure a bright future for the Trust. We were very fortunate that Sue chose to apply for the permanent role when it was advertised and I look forward to continuing to work with her."

Sue Watkinson said: "I am so pleased to have been offered a permanent position as part of the JPUH team. I am proud to say that I have worked continuously in the NHS since 1984 and my passion lies in providing excellent patient care. The JPUH has made positive progress in the past 12 months and I look forward to working with our staff to continue with these improvements."

Sue will be away from the Trust from 8 January to 7 May 2015

Mark Henry will be covering her role part-time with Andrew Fox in what is the most challenging part of the year, continuing the work already underway

Areas of focus will be:

- Maintain the urgent care improvement plan
- Potential of moving the labs due to the Theatres redevelopment
- Cancer improvement plan



## JPUH Recruitment and Selection Training

A training session has been developed for new and existing recruiting managers as part of the 16 steps to successful management programme.

The aim of the full day's training is to provide managers with an insight into the processes and procedures involved with recruitment. The day will cover:-

- Roles and responsibilities in recruitment and selection
- Writing Job Descriptions, Person Specifications and attractive adverts
- Effective shortlisting using NHS Jobs
- How to write competency based interview questions in line with the Trust's Values and Behaviours
- Using appropriate questioning and listening skills to obtain the best from an applicant

For dates please visit the staff intranet through the Recruitment and Selection page. Alternatively please contact Maddie Jermy, Recruitment Team Leader, ext. 3142.

It will be expected that all recruiting managers will have attended the training before embarking on the recruitment process.

Recruitment Advisors work across the three divisions and are on hand to offer advice and guidance throughout the recruitment process. Please contact them directly via email or call:-

Melissa Plowman – ext. 2428 – Elective Division  
 Riannon Murray – ext. 2688 – Emergency Division  
 Donna Parkin – ext. 2246 Corporate Division

Pictured from L – R, Melissa Plowman, Riannon Murray, Donna Parkin, Maddie Jermy

## JPUH is one of 'Top 100 Apprenticeships Employers'

The James Paget University Hospitals (JPUH) has been congratulated by Deputy Prime Minister, Nick Clegg for being named as one of the 'Top 100 Apprenticeship Employers' at the prestigious National Apprenticeship Awards 2014 in Birmingham.

The Top 100, which is compiled annually by the National Apprenticeship Service in partnership with City & Guilds, features the most exceptional apprenticeship employers from all National Apprenticeship Awards employer categories. This is fiercely contended by a range of the country's largest blue chip companies such as Rolls Royce, ITV and Unilever.

JPUH currently employs 29 Apprentices in roles ranging from Business Administration to Clinical Healthcare Support. The Trust was 'Highly Commended' back in September in the regional category for 'Large Employer of the Year' at the Central Eastern Regional Apprenticeship Awards 2014.

Training and Development Manager, Joanne Shand said: "We are proud to be in the Top 100 Apprenticeship Employers, but even more proud of our talented Apprentices. We help them develop into skilled NHS professionals with a career in the health sector. They keep us inspired every day. Our Apprentices are giving young people a good name."





# Rehabilitation garden opens in memory of Pearl

Staff and patients have been overwhelmed by the generosity of residents and businesses at the opening of a new rehabilitation garden.

The opening of the Honeybee Garden in Ward 18 was marked with a huge cake sale, speeches from staff and visits by patients old and new.

Morgan Sindall, the construction group responsible for the Trust's new operating theatre build, kindly chose Ward 18 as their neighbourhood initiative project; donating money and labour towards building a communal garden for patients to enjoy. Volunteers from the company took time out from their usual roles to help complete the build within a week.

The completed garden comes equipped with raised flower beds, inbuilt table spaces for wheelchairs and a wooden car simulation for patient transfers.

The Honeybee Garden is named in memory of Pearl, a former patient of Ward 18 who sadly died last year. Her husband, Mr Jermy, has made a generous donation to the ward which will be used to build wide doors leading from patient rooms to the garden. This will enable inpatients to be easily transferred by wheelchair or in their beds to enjoy the atmosphere outside.



## Prejuvenate - Breast cancer care for older patients study launched

A study to monitor the provision of advice and support for older breast cancer patients has been launched.

The study, called 'Prejuvenate', is being run in response to evidence nationally that older women receive lower standards of care in breast cancer treatment, with more limited options.

"Our study offers older patients lifestyle advice and support to prepare them for their surgery, both physically and emotionally." Sue Down, consultant oncoplastic breast surgeon at the JPUH explained.

"It will be offered to all older patients with operable breast cancer and we will compare outcomes both emotionally and in terms of operative outcomes between patients participating in Prejuvenate, and those receiving standard pre-operative care."

Patients participating in Prejuvenate will receive smoking cessation advice, if required, plus dietary and exercise advice.

The specialists involved are Rebecca Hammond, Trust Grade Surgeon, Sue Down and Professor Jerome Pereira, Consultant Oncoplastic Breast Surgeons, James Paget University Hospitals, and Karen Flores, Breast Care Nurse Specialist.

Our Be Reassured (BRAS) support group are actively involved, and have raised funds to support the project.





# Positive Patient Feedback

I was rather anxious before admission into hospital but I quickly realised that I was in a very professional and competent hands which left me feeling very safe and secure.

Your staff showed such a level of compassion, tenderness and attention to my father, and also my family, which was simply outstanding. You truly have angels employed in your hospital.

Your mortuary team worked really hard on removing all the fear and trepidation that a family might feel facing a viewing.

Your colleagues saved my life and gave me the precious opportunity to spend more time with those I love and care for.

I was so impressed by the wonderful care and compassion that I received.

He said he was a little nervous and they all made him feel totally at ease. They were all fantastic and friendly.

## Fundraiser extraordinaire

Ward 9 health care assistant Sue Woods is raising funds to buy her ward a much needed bladder scanner.

So far she has held a charity event at her home where she provided food and drink, it was £5 per person, she held a raffle too. This event alone raised £1340

Sue is also holding a bazaar in a village hall and a 50/50 raffle near Christmas.

Senior Sister Nicola Seaman said: "Sue has worked really hard on all these events and is extremely passionate about her job and her team. She has raised over £1,000 so far which is a fantastic achievement, and means we are on our way to buying a bladder scanner for the ward which will greatly benefit patient care."

Pictured are Sue Woods (right) with Senior Sister Nicola Seaman.



## Trust in the Media

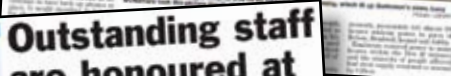
### Nurses get help to return to work

By LAUREN ROGERS  
Nurses at James Paget Hospital are being helped to return to work after a long absence due to a serious illness.



### Lightning hits hospital and homes lose power

By GUY CLAPHAM  
A major power outage hit James Paget Hospital and surrounding areas last night, leaving thousands of homes and businesses without electricity.



### Outstanding staff are honoured at hospital awards

James Paget Hospital has celebrated its annual awards ceremony, honouring outstanding staff for their contributions to patient care.

### Children in Need

Thumbs up for cuddly VIP on special visit! A giant teddy bear visited James Paget Hospital to raise funds for Children in Need.

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



# Our Medical Students are the best prepared

The UEA Medical School was ranked as the top university for producing adequately prepared students across the UK.

Over 97% of medical students confirmed "The skills I learnt at Medical School set me up well for working as a foundation Doctor", compared to the UK average of 74% across medical schools.

The results come from the General Medical Council (GMC) National Training Survey, published in their "State of medical education and practice in the UK, 2014" report.

The Trust has been involved with the UEA Medical School over the last 11 years and during this time the quality of teaching here has consistently held the top slot in the student feedback reports.



## Medical School



### What our students say:

*"The medical course at UEA is a hands-on, practical course, which I feel has helped prepare me for life as a junior doctor."*

*"The jump from being a medical student to becoming a junior doctor is substantial. Adjusting to a new place, a new role and responsibilities that come along with that is challenging at the best of times, especially when it's at the start of your career. The team at JPUH has been very welcoming, helpful and approachable which has been such a help."*

**Jennifer Barwell, F1, JPUH**

*"The James*

*Paget University Hospital played a very important part during my years at Norwich Medical school.*

*The module leads were always very supportive and encouraging us to experience different aspects of their specialty; as well as involving us in MDT meetings for an all rounded clinical experience.*

*"The transition from medical student to foundation doctor is always a step up, however the skills and my time on the wards was very useful in supporting me in becoming a confident junior doctor."*

*"I have thoroughly enjoyed my time at Norwich Medical School and the teaching at JPUH. I would encourage all medical students to take full advantage of the learning opportunities at the JPUH and enjoy their placements."*

**Asmah Syed: F1, Ipswich Hospital**

*"As a qualified*

*Occupational Therapist, I never dreamed I would be accepted to train as a doctor. At the heart of the medical school training has always been the care of the individual patient and their experience of illness.*

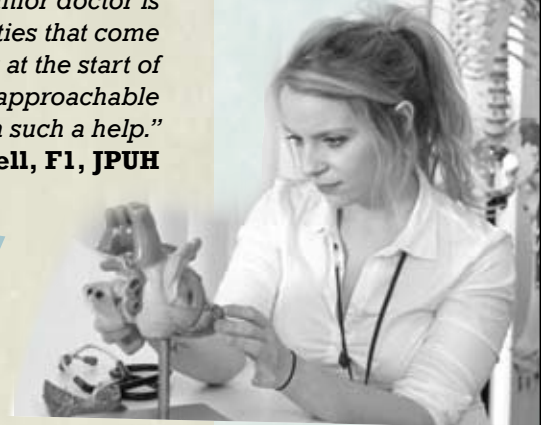
*The willingness and openness of patients across the region to share their experiences as part of our learning has been a key factor, which has enabled the UEA to train doctors who on day one of work feel prepared.*

*"Both the staff and patients of the JPUH have been foundational in the training and preparation of UEA medical students and continue to be today. It is therefore not surprising that I find myself still working here – from medical student, to junior doctor and now a surgical registrar."*

**Rebecca Hammond: Surgical Registrar, JPUH**

*"I spent much of the latter years of my time at medical school at the JPUH, the training was excellent and this played a large part in me applying back here for my first job after qualification. Thanks need to go to the NMS Office as all the hard work they put in to organise student placements made a big difference and is hugely appreciated by all those that pass through the JPUH on their training."*

**William Wise: F1, JPUH**





# making changes

Issue 9

News from the Transformation Board

**The Trust continually aims to make improvements to the quality of care provided – putting our patients first. But we, like other providers, continue to work within a very challenging financial climate – so we also need to ensure that our services deliver excellent value for money. This year we are forecasting delivery of over £7m of efficiency savings. A great achievement – but short of our £10m target.**

Delivering effective and efficient services is achieved through looking at everything we do. Yes, we want to eliminate waste, to use the assets we have well and to spend our money wisely, but we also want to ensure that the way that we provide our services best meets the needs of our patients - which usually will lead to a more efficient system anyway. Great as we are – no one wants to stay in hospital longer than they need to!

As we develop our plans for the medium term, we will be looking at the whole system, working closely with our community, primary and social care partners on integrated patient care as well as ensuring that our forward transformation plan includes the opportunities for improvements to the way that we work - identified by teams and services across the Trust within our service development plans.

## Making positive changes for patients

From January 2015 the JPUH, East Coast Community Healthcare and the Great Yarmouth & Waveney CCG will work on a new and innovative plan to integrate the care for people with respiratory disease.

We will be launching a new partnership service for patients with chronic obstructive pulmonary disease (COPD). By bringing together the Community COPD nurses, who have historically covered Lowestoft and Waveney, and the JPUH respiratory nurses will enable us to provide a new early supported discharge scheme (Mon-Fri) for all patients admitted with COPD.

We are also improving the way we work with GP practices and patients to reduce the need for patients to attend emergency and out of hospital services.

We will be tracking how successful our integrated service is working through reduced admissions and length of stay in the hospital.

This is all about working together to improve patient care.



## Celebrating OTs

**Occupational Therapists and Therapy Assistant Practitioners celebrated their profession during Occupational Therapy (OT) week.**

OTs at the JPUH arranged an interactive information table in the hospital foyer. The aim was to promote and educate the general public and fellow colleagues about the varied services/roles in which OTs are involved.

There was a positive response from both the public and fellow colleagues. Therapy staff discussed their role within acute and community services answering family member's questions about the care/ support/ services available to

their loved ones during their stay at the JPUH.

This has been extended to the community by sending out information with resources outlining Occupational Therapy as an exciting and creative career and promoting the profession to local schools.

Efforts made for OT week demonstrate how passionate therapy staff can be about their role and their profession.

## Nursing students interested in JPUH

**The Occupational Therapy and Physiotherapy Department joined forces with the Nurse Education Department to promote JPUH as an employer at a UEA Employability event on Tuesday 4 November. The event was well attended by nursing students and there was quite a lot of interest in working at the JPUH.**



## Preceptorship Success

Preceptorship is a foundation period for newly qualified nurses at the start of their career to help them begin the journey from novice to expert.

It was introduced to assist newly qualified staff to apply knowledge, skills and competences acquired as students, into their area of practice, laying a solid foundation for lifelong learning.

On successful completion of preceptorship it is anticipated that the registered practitioner will be an effective, confident and fully autonomous registered individual, who is able to deliver high quality care to the patient.

At JPUH we offer a 12 month Preceptorship Programme to support our newly qualified and overseas nurses. As we have such a successful recruitment rate with our student nurses (approx. 98%) and with our overseas recruitment, within the past 12 months 63 practitioners have completed the preceptorship programme with 102 currently on the programme.

**Yvonne Hacon**  
Preceptorship Lead JPUH

## **SAMARITANS free phone**

**Anyone needing emotional support can speak to the Samaritans via a free phone in the Family Room within the Emergency Department of the James Paget University Hospital**

The service is available to patients, family, friends, members of staff and anyone having a difficult time. You don't have to be suicidal to contact them.

Samaritans is a safe and secure environment for people to talk in total confidence to a trained volunteer and is available **24 hours a day, every day.**



**For emotional support:**

**Local 01493 842800 or**

**National 08457 909090**

**Text 07725 909090**

**Email jo@samaritans.org**

**SAMARITANS**

## Volunteers donate expenses to good causes

The Norwich Medical School has to run hundreds of Structured Patient Teaching sessions (SPT) for every module. Each speciality has volunteer patients who kindly donate their expenses back to their chosen nominated charities.

This year we have given to the following in-house charities:

**Sandra Chapman Centre £100**

**East Coast Hospice £100**

### **Chikankata Hospital £50**

Chikankata is a hospital in rural Zambia run by the Salvation Army. It is a 200 bedded hospital providing care to the local community. The hospital also provides doctors' trips to the bush providing medical care out of the compound.

Medical equipment is vital yet expensive so the money will go towards purchasing an oxygen concentrator which provides oxygen to the patients.



*Chikankata donation.*

### **Neat Feet £100**

Neat Feet are a small group of volunteers who have set up a health and education outreach programme for children with jiggers in Kenya. They rely on fundraising events.



*Zoe Adcock (left) giving a donation to Ali Thane for Neat Feet.*

### **The Leah Wilby Foundation £100**

Leah Wilby Foundation provides holiday accommodation in a beautiful caravan in Great Yarmouth for any child and family who are being treated by a paediatric oncologist in Great Yarmouth free of charge.



*Fiona Peat giving a donation to Debbie Wilby for the Leah Wilby Foundation.*

## CQC Intelligent Monitoring Report

The latest Care Quality Commission (CQC) surveillance model places the James Paget University Hospitals (JPUH) in Band 6 on a scale ranging from one to six (one being highest risk and six the lowest risk).

Our position has remained the same since the previous report in July 2014. The CQC report identifies only one risk and no elevated risks for the Trust.

Chief Executive Christine Allen said: "Overall, the report provides a useful overview for the Trust. Band 6 places the hospital in the lowest risk category. The report is important as it forms part of the data we use to benchmark the quality and efficiency of the care we provide. We are pleased to see that we are continuing to improve, and we will continue to focus on areas requiring further development."



# Helping domestic abuse victims



The JPUH has teamed up with local charity Leeway to offer help and support to patients, carers and staff experiencing domestic abuse.

With 19,160 patients annually and a staff of over 3,000 the partnership has the capacity to reach the 230,000 people the Trust serves in the Great Yarmouth and Waveney area.

Posters with details of how to contact a Leeway domestic violence advocate based at the JPUH have been put up across the hospital. Wards have received details of how to refer a patient in their care.

Domestic abuse is the largest cause of death worldwide in women aged 19-44, greater than war, cancer or motor vehicle accidents. In Norfolk and Suffolk there are on average five deaths a year related to domestic violence.



During the last financial year there were five emergency admissions to the JPUH for domestic abuse, all five were children.

Domestic violence is still largely a hidden crime: those who have experienced abuse from a partner or ex-partner will often try to keep it from families, friends, or authorities.

The Leeway hospital independent domestic violence advocate will offer drop-in sessions providing a free, confidential and non-judgmental one-to-one to offer advice about safety planning, support for children and any other issues arising.

## Common Signs/Symptoms of a Victim

- Appointments being consistently missed
- Damage to property
- Excuses/explanations for violence or bruises
- Debts - if money is being withheld by the perpetrator
- Low self-esteem, blames themselves
- Victims may turn to alcohol or other substance misuse as a way of coping
- Does things in secret, such as seeing friends, family members or saving money
- Agreeing to change routine behaviour to maintain their safety, such as keeping the house spotlessly tidy, having dinner on the table at a specific time, not going out with friends, getting the children to bed unusually early.

## Statistics

- In the UK, two women are murdered a week by a partner or ex-partner.
- Domestic abuse is the largest cause of death worldwide in women aged 19-44, greater than war, cancer or motor vehicle accidents
- Domestic abuse has more repeat victims than any other crime.
- On average a victim will have been assaulted 35 times before she will call the police.
- Domestic violence costs the public sector approximately £16 billion per year (Walby, 2009)
- The police receive a call from the public for assistance because of domestic abuse every minute. (Stanko, 2000)

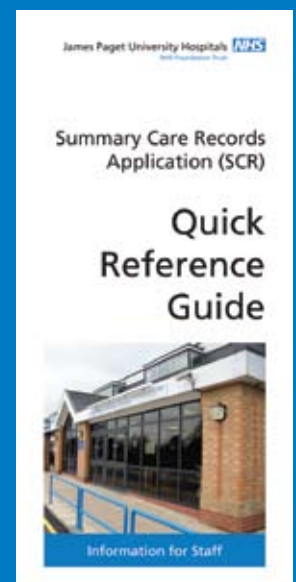
# Summary Care Record (SCR)

SCR is a National application to improve patient care and patient safety and it is a privilege for the JPUH to be part of this scheme.

The benefit of the system is that it provides information on patients current medications, previous medications and allergy history. It aids medicines reconciliation especially in the Emergency Department, Admissions Unit and even in the clinic setting. SCR facilitates improved patient care and patient safety especially in situations where a patient is unable to provide medication / allergies information.

SCR is a great source of information, but does not substitute the need to speak to the patient or use other sources of information to ensure compliance with medications and other aspects of medicines reconciliation.

Patients can opt out of the SCR scheme therefore not every patient may have a SCR.





## Care Maker



I volunteered to become a Care Maker in December 2013 when Jane Cummings, Chief Nurse, launched the programme. The role is flexible and fits in with my day job because all that is really required is a genuine commitment to encourage and inspire others. All Care Makers are invited to

an Introduction Event and are linked to a large network of other care makers across England. On occasion I am asked to support care and practice events across the country. At the moment I am the only Care Maker at this Trust. If you are interested in volunteering please do check out the website and/or give me a call. The link is [www.nhsemployers.org/CAREMAKERS/WHAT-ARE-CARE-MAKERS/Pages/What-are-Care-Makers.aspx](http://www.nhsemployers.org/CAREMAKERS/WHAT-ARE-CARE-MAKERS/Pages/What-are-Care-Makers.aspx)

### What do Care Makers do?

- Care Makers are ambassadors for the 6Cs (Care, Compassion, Commitment, Courage, Communication and Competence).
- They inspire people – students, health care assistants, qualified staff and allied health professionals of all levels and disciplines.
- They practice excellent person centred care.
- They encourage others to emulate their best practice by embodying the essence of the 6Cs in everyday life at work.
- They have a part to play in helping transform the NHS and its culture.
- They are creative – they use different channels including social media to connect the hearts and minds of our sector, engage and inspire.
- They volunteer at events - visit universities, trusts, hospitals and others venues spreading the word about the Care Makers programme, Compassion in Practice and the 6Cs.
- They are diverse – by ensuring there are no boundaries to care within ethnicity, background, range of experiences and opinions.

**Julie Smith, RN. Care Maker, NHS Employers.  
Certified Change Agent, NHSIQ  
Compliance Manager JPUH ext 2304**



**Hospital Radio Yare is putting a shout out for a new deck for its studio and for people to assist with request collecting.**

The station that puts smiles on the faces of people in hospital needs to raise £6,000 for new equipment – unless another station has a deck they are willing to donate.

Radio Yare has been going for nearly 40 years and is on air 24 hours a day, 365 days a year and serves the hospital and local area. Patients or their relatives can request a track from the station's vast collection of vinyl and CDs ranging from classical to 40s and 50s classics to modern hits.

Andrew Harris, outside broadcast and training manager, talked about the fundraising plans.

He said: "We are in need of new equipment in the studio, especially a deck. We are planning some outside broadcasts but the main fundraiser will be a 24 hour live broadcast on 14 February."

Volunteers are needed to assist with collecting requests from the wards. Anyone wishing to be part of the team, be it on air, behind the scenes or collecting requests from the wards should contact Linda Rumble at [lrumble@hospitalradioyare.com](mailto:lrumble@hospitalradioyare.com) or by calling 01493 453536. Applicants should be aged between 16 and 80.

## Master Chef Gary Hunter praises the catering team

**According to Master Chef Gary Hunter other hospitals should use the catering services at the James Paget University Hospital as a standard benchmark to aspire to.**

The Norfolk born Master Chef, who leads the Culinary Arts at the prestigious Westminster Catering College, made his remarks in an article he wrote for Chef Magazine following a visit to the hospital in July.

Mr Hunter's article focused on the provision of food in hospitals and how it normally receives very negative press.

"The truth is that some really good hospitals are never mentioned or championed," he said. "Patients may not wish to, or feel like eating and there will be many nutritional and dietary demands made on a changing basis, meal by meal. Even the medication that they take will affect the taste of food."

"However, all of these people still want high quality food with visual appeal."

Mr Hunter described the JPUH catering team, that has a budget of £2.99 per day per patient for three meals and creates 2000 meals a day to feed staff, as showing "commendable application and innovation" when he spent the day with them in July.

He said: "The team were some of the most passionate and devoted individuals I have met in this industry."

"The management team have been very creative in their sourcing of ingredients and their work on getting value for money in their quest for quality is nothing short of miraculous."

"I know that there are many hospitals that should use JPUH as a standard benchmark to aspire to."

## Halloween cake bake

**Members of the X-ray department showed off their baking skills with a Halloween cake bake off. These wonderful creations raised £110 for the Louise Hamilton Centre.**





# Attentively Kind and Helpful

Our staff act as ambassadors for the Trust and are guided by four key values which we embed into everyday working practice.

Over the next three months, we will be focusing on Attentively Kind and Helpful which will be led by the Medical Director, Nick Oligbo and staff champion, Ann Bowles.

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

## Our Behaviours

Attentively kind and helpful	People feel cared for when we...	People don't feel cared for when we...
Look out for dignity, privacy and humanity	<ul style="list-style-type: none"> <li>Always look out to see people's dignity is not compromised</li> <li>Respect their privacy</li> <li>Offer small kindnesses that can make a big difference to people</li> </ul>	<ul style="list-style-type: none"> <li>See dignity being compromised and do nothing about it</li> <li>Talk about people in open areas</li> <li>Speak badly of patients, colleagues or other teams</li> </ul>
Be attentive, responsive and take time to help	<ul style="list-style-type: none"> <li>Notice when people need help</li> <li>Have a can-do attitude</li> <li>Take responsibility for our own actions and finding answers</li> </ul>	<ul style="list-style-type: none"> <li>Break our promises</li> <li>Make excuses: 'it's not my job', 'not my patient'</li> <li>Ignore people who need help</li> </ul>
Visible presence of staff to provide the service	<ul style="list-style-type: none"> <li>Taking time with people, make yourself available</li> <li>Senior staff talk with and visible to patients</li> <li>Focus resources on patient care</li> </ul>	<ul style="list-style-type: none"> <li>Prioritise form filling and paperwork over patients</li> <li>Spend too much time in the office, at the desk or computer</li> <li>Spend too long in meetings</li> </ul>

## What does it mean to us?



Medical Director Nick Oligbo said: "Being attentively

kind and helpful means that I do my best to make connections with all of my colleagues across the Trust. Starting each day with a simple 'good morning' and a smile in the corridor goes a long towards creating a polite, friendly and thoughtful environment at work."



# Children's Commissioner's Takeover Day 2014

Students from North Denes Junior School in Great Yarmouth made their acting debut at the James Paget University Hospitals, in aid of the Children's Commissioner's Takeover Day.

The Year 6 students played the role of doctors, nurses, play specialists, porters and patients during the filming of three videos designed to show young viewers what happens when you go for treatment.

Beginning at the Children's & Young Person's Ward, the filming crew visited the treatment room for blood taking and learnt about the importance of play to distract young patients during painful procedures. Next they transported a patient by bed to the operating theatre, where Consultant Anaesthetic Dean Millican demonstrated what happens when someone goes under anaesthetic.

Finally, they visited the CT Scanner where Radiographer Rosie Davey demonstrated how to use the machine and what precautions are needed if a parent stays in the room with their child.

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.







## Cavendish Care certificate

**Congratulations to the six James Paget Apprentices with a focus on Dementia who recently completed the Cavendish Care Certificate within the 12 week programme.**

The James Paget was chosen to be the pilot hospital for the Care Certificate as it already had a robust healthcare assistant induction programme. The Care Certificate will be rolled out nationally in March 2015.

The Care Certificate was created as a result of a review of the recruitment, learning, development, management and support of healthcare assistants and social care workers undertaken by Camilla Cavendish. The review highlighted that the preparation and training of healthcare assistants and social care support workers for their roles in the care sector was inconsistent with the recommendation to develop Fundamental Care - 'The Care Certificate'. Pictured are the Cavendish Care students with their mentors.

## Employee Self Service (ESS)

Employee Self Service (ESS) was launched on 8 December. This new system gives all staff access to their employee staff record.

On ESS you will be able to view and, in some areas, change your data:

- Online payslip
- Information relating to equality and diversity
- Emergency contact details
- Phone numbers and address details
- Absence calendar
- Competence and compliance information
- Total reward statement

You can access exactly the same way you log in to OLM eLearning and as part of the same system.

## "Pirates of the Movember"

**Avast!! On Wednesday 26 November the "Southside Seas" were taken over by scurvy Pirates and salty seagirls... all in aid of raising money and, equally importantly, the profile of Mens Health issues.**

Landlubbers far and wide came to say ahoy and enjoy soft grog and fine vittles. Once aboard the "Flying Accountant", led courageously by Pirate Spen, the Financial Management team engaged in good natured plundering and daring piracy.

Booty to the tune of £371.29 was raised on the day and fun was had by all as spreadsheets and ties were swapped for moustaches and costumes.

Lucy Coull won the " Mo's in the Jar "

Lee Plane won Man of Movember

Irene Arscott won Mo-Sister of Movember

Movember guarantees that you will have some fun while doing good - raising funds and awareness for men's health, specifically prostate cancer, testicular cancer and mental health.



## JPUH fully CQC compliant

The CQC carried out an unannounced inspection on 11 September within the areas of patient records and medicines management, which had been previously highlighted as needing action during an unannounced visit in November 2013.

Their report, published on Wednesday 15 October, found that the Trust had implemented actions to fully meet the CQC standards in these areas.

## Every day is an inspection day

**There have been changes made to the way the Care Quality Commission will inspect NHS Trust's going forward.**

The CQC will give us notice of the inspection, anything from two weeks to three months, when larger inspection teams (20 – 40 people) will be on site for three – four days. They will then return to carry out unannounced reviews of particular areas.

The teams will use lots of information about our services to determine what and how to inspect and will give us immediate feedback at the end of the visit. They will also rapidly arrange focus groups of patients, staff, governors, staff side and other stakeholders to hear their opinions on the quality and safety of our services.

Julie Smith, Compliance Manager, is leading on preparing the Trust for a CQC visit.

So the message is to undertake your duties as if every day is an inspection day.



# An Excellent Research Symposium

The 2014 JPUH Research Symposium was hailed a great success with excellent verbal and written feedback.

The agenda was a showcase of 'home-grown' research happening in the Trust and external collaborators such as the Norfolk and Suffolk Primary and Community Care Office (Tracy Shalom), the Health Research Authority (Mary Cubitt) and the Clinical Research Network:Eastern (CRN:E).

The highlight of the day was when Claire Gibbs, Senior Clinical Research Nurse, interviewed Alex Nita, a previous participant for the AML17 Haematology trial, live on stage during a session dedicated to Patient, Carer, Public Involvement and Engagement (PCPIE).

Alex kindly provided an overview of his experience and took a number of questions from the audience. Alex stated that he believes it is important to participate in trials so that medicine can be advanced and said that he would encourage family and friends to participate in research should they be in a position to do so.

The R&D Team would like to thank all the speakers and the stall holders for their support and time on the day: Communications, Library, Research Design Service, Florence Nightingale Foundation, Audit and Transformation. And finally thank you to the delegates who were extremely attentive and asked some excellent questions.

Pictured are PCPIE Jamie Preece, Sara Picton Davies, Alex Nita, Rachel Conway and Claire Gibbs.

## Poster winners:

Thank you to the Trust Award poster competition judges David Wright and Geraldine Opreshko.

**Trust Award, Winners:** Tammy George and Abby Greaves 'Clerical to Clinical', and RUP: Claire Gibbs 'INMPP Impacts'

**Audience Favourite Award: Winners:** Abby Greaves and Tammy George 'Clerical to Clinical', and RUP: Thomas Webber and Lilian Sandu (UEA Medical Students) 'Ophthalmology Summer Research Placement'.



## JPUH introduces live operating sessions



Medical students training at the JPUH are experiencing a new and improved level of interactive learning thanks to the introduction of regular live link operating sessions at the Trust.

The innovative sessions, which will be held weekly across all surgical specialties, allow operations taking place in theatre to be broadcast live to medical students based in the Education & Training Centre; with simultaneous interaction taking place between the operating surgeon and the students, facilitated by surgical tutors.

Prior to the operation, the group are also able to discuss clinical case presentation, pre-operative planning, consent, safety issues and details of operative technique in order to ensure that the whole patient pathway is understood.

Professor Jerome Pereira, General and Oncoplastic Breast Surgery Consultant and Trust Lead for Norwich Medical School said: "We believe the live operating sessions are a much more effective way of teaching technical and non-technical skills to medical students, rather than allowing them to attend theatres only to get an occasional glimpse of an operation taking place.

"This greatly benefits our students, but also helps to reduce the potential risk of infection by limiting the number of personnel who are physically in the theatre. However, theatre attendance is still encouraged for students to observe theatre processes and certain operative procedures."

## Mental Capacity – New Documentation

### Consent form 4

For adults who lack mental capacity

Consent form 4 should be completed in consultation with the patient's family/carers and other health colleagues as appropriate by the decision maker i.e.: Consultant in charge of care.

Please note: Best interests go far wider than best "medical interests" and include factors such as a patient's wishes and beliefs when competent,

their current wishes, general wellbeing and their spiritual and religious welfare.

All wards will have a small supply, thereafter contact the Supplies department: ext. 2263

### Mental Capacity Assessment Record A5 sticker

Visual prompt to assess mental capacity

### Independent Mental Capacity Advocate - (IMCA)

When a person lacks capacity to make a decision about serious medical treatment or a change of accommodation and has no-one who can speak for them, IMCAs can be appointed to gather information to help the decision maker to reach "best interest decisions".

To make a direct telephone IMCA referral, please contact switchboard or visit intranet for more details.

For further information please contact Education and Practice Development on: 01493 453669 or 453732 or visit the link via the intranet.



# Collaborative Learning in Practice (CLIP)

**The Collaborative Learning in Practice (CLIP) at the James Paget University Hospital is proving to be a great success.**

CLIP is led by the University of East Anglia, Health Education England and Pilot Trusts including the James Paget University Hospital. The project aims to improve the quality and capacity of Practice Education by developing the coaching skills of all staff and providing students with a more hands on approach.

Early patient data suggests improved patient experience and this is further support for CLIP. The project is being fully evaluated by the UEA.

The CLIP staff and students at the JPUH were visited by Lord Willis of Knaresborough, who is leading the national Shape of Caring review for Health Education England commissioned by Nursing and Midwifery Council and Health Education England, Suzie Loader, Nurse Advisor for Shape of Caring, and Adih Chowhari-Gandi of NMC.

The visiting team were very impressed with the new approach and in particular the student's knowledge and confidence.

The students gave extremely positive feedback about their year CLIP experience with comments such as "we have really enjoyed Wednesday afternoons when the Dr's and nurse specialists have presented to us"; "I feel a lot more knowledgeable already because of having time to research and understand" and "we wish all placements were CLIP".

If any ward areas are interested please do not hesitate to contact the Education department.

Sharon Crowle - Head of Education and Practice Development and Non-medical Clinical Tutor ext. 3737, Karen Thom - Clinical Educator ext. , Lisa Ruthven - Senior Sister.



## Home Birth Success

**The community midwives at the James Paget are proud to be providing a sustained home birth service for the women in their care.**

This has been achieved through the re-establishment of on call system to meet the demand for a home birth service from women themselves.

In September eight women gave birth at home equating to nearly 5% of all births in that month. The National average is well below that figure

Feedback from mothers has been overwhelmingly positive and shows that the James Paget Maternity Services are responsive to women's needs and choices and to National drivers. An add on benefit is the opportunity for student midwives to be present when a woman gives birth in her own home with minimal analgesia. For midwives it re-energises and renews their faith in normality.



## Have you had your flu jab?

Staff are asked to book an appointment for their flu vaccination by calling Sue Mellor on ext. 2616.

Having the vaccination helps save the lives of the elderly and vulnerable.



Yan Chiu Sivell and her colleagues in the Central Treatment Suite would like to thank staff at the JPUH for donating 61 christmas shoeboxes to children in need in Kosovo.

Next year's target is 100 – please get involved and donate to such a worthy cause!



# We are what we eat and yes, prunes are good for us!

We are what we eat and the food we consume can define how we are going to die was the message delivered by Professor Alastair Forbes at the annual Sir James Paget Lecture.

Over 100 clinicians, patients and members of the public listened intently as Professor Forbes, Professor of Medicine (Gastroenterology and Nutrition) at the University of East Anglia and Honorary Consultant in Gastroenterology, explained what the Western diet, that the majority of those living in the UK eat, actually does to the digestive system.

With 220 published papers, the Professor is a renowned expert in his field.

He explained that the Western diet is about "tidy" foods such as rice that has been cleaned of its fibre, potatoes ready peeled, processed foods. It is food that increases blood sugar. But he did outline some benefits to the modern diet.

"Red wine is protective when between one and two glasses a day is consumed," Professor Forbes explained. "And drinking two plus cups of filtered coffee a day reduces the risk of metabolic syndrome and liver cancer. Tomato juice is protective against prostate cancer."

There was shock when he announced that 75% of the world's adult population don't have lactase and thus milk makes them feel ill. This is because milk causes oxidative stress, it has higher inflammatory markers. White Europeans are among the 25% for whom milk is not a problem – when drunk in moderation.

More than two glasses of milk a day should only be drunk by a high performance athlete. A litre of milk a day is putting oneself at risk.

The Professor did give merit to an old wives tale by detailing evidence to support the use of fresh pineapple to stop diarrhoea in young children and apparently prunes are the best cure for constipation.

Pictured at the Sir James Paget Lecture is Nick Oligbo, Medical Director, Christine Allen, Chief Executive, Professor Alastair Forbes and David Wright, Chairman.



## Ambulatory pilot a success

The Trust has recently concluded a successful project within Emergency Assessment and Discharge Unit (EADU) to pilot the implementation of ambulatory emergency care pathways; providing identification and management of patients with acute medical admissions who should not require an overnight hospital stay.

Through the utilisation of Point-of-Care Testing (POCT) to provide diagnostic whole blood test results (traditionally provided by pathology laboratories) within five minutes, lean-based process change and senior decision maker-led care, the following benefits have been demonstrated:

- Mean Length of Stay (LoS) for this patient cohort has reduced by 40.8% from an established baseline of 250 minutes; with an overall median LoS of 110 minutes.
- Currently 680 patients have been seen in AmbU, with 84.26% of these patients (573) being discharged on the same day.
- A reduction in 1, 2 and 3 day LoS patient admissions on EADU – equating to 59 saved bed days during this pilot period.
- The lowest ever recorded EADU average LoS (0.8 bed days), despite an overall 7.61% increase in medical admission activity.

The project has led to the creation of the Ambulatory Unit (AmbU) within EADU and work is currently well underway to produce a robust business case which will enable extended operating hours through increased staffing and procurement of POCT diagnostics. Additionally, plans for building work within EADU are progressing quickly to provide AmbU with a fit-for-purpose working environment.

Following the success of this pilot, scale-up into A&E is planned for early 2015. If further information is required, please contact Dr Josip Stosic (Project Clinical Lead – [Josip.stosic@jpaget.nhs.uk](mailto:Josip.stosic@jpaget.nhs.uk)) or Philip Weihser (Project Manager/POCT Co-ordinator – [philip.weihser@jpaget.nhs.uk](mailto:philip.weihser@jpaget.nhs.uk)).



Many of you will remember Abel de Kock who worked as a consultant with the respiratory team.

Abel sadly passed away in his home in South Africa earlier this year. The team decided to organise a cake sale to raise donations for the family's chosen charity of Kidney Research UK. Abel's dry sense of humour and excellent rapport with patients will always be remembered. The baking was excellent, and raised £400.







## Busy time for fundraising at LHC

Since the last edition we have been very busy fundraising.

We held a barn dance and raffle at Stokesby and also held a raffle at the very successful staff bbq in September.

Richard and Linda Collins held a quiz night on our behalf at the Boulevard at Oulton Broad. They raised £650 from that evening together with the raffle, a wonderful achievement.



Our second 1920s charity ball took place on Saturday 10 October at the Ocean Rooms and what a fabulous evening it was. The guests were served a three course dinner, which was delicious, and were entertained by Estelle Clifton and her two dance troupes Kix and Elite. Music was provided by Dave Salt, Max Bedford and his band and Maria Sax with the Paul Allen disco rounding the evening off. We also had vintage sweets which people could help themselves to for a small donation. The photos that were taken by Barkers photography were absolutely brilliant.

We had matched funding from Barclays for the ball so our total for the night will be around £5000. The cabaret show was filmed and the DVDs are available for £9.99 from Maxine at the fundraising office.

### Events 2015

**Saturday 28th March**

#### **EASTER FAIR**

In The Louise Hamilton Centre,  
Easter Gifts, Tombola, Raffle,  
tea/coffee, cakes  
11am – 3pm

**Tuesday June 16th**

#### **MOVEABLE FEAST**

All details to be confirmed

**Monday 22nd June**

#### **SUMMER CAKE SALE**

In The Louise Hamilton Centre  
12.30 onwards

**Sunday 5th July**

#### **SPONSORED CYCLE RIDE**

In conjunction with Great Yarmouth Cycling Club

**Saturday October 17th**

#### **MASQUERADE 3rd ANNUAL CHARITY BALL**

Ocean Rooms,  
Gorleston



## We still need your help

**...fundraising**

**...volunteering**

**...meet and greet**

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

**Find out more on**

**[www.palliative-care-east.org.uk](http://www.palliative-care-east.org.uk) or phone**

**Maxine or Helen on**

**01493 453348 or**

**[www.facebook.com/LouiseHamiltonCentre](https://www.facebook.com/LouiseHamiltonCentre)**

**You can now donate by**

**Text PCEA01 to 70070**

### **Mobile Phones**

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

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

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 2015.

**Contact us with your feedback, suggestions or future content:**

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