

Making Waves

Maternity Suite upgrade

A Year in Research
Campaign goes global

Theatre Live Streaming



League of Friends
Over £40,000 donated

Could you be an Organ Donor?

Library Quality Assurance Award



Smile campaign success

Where You come first

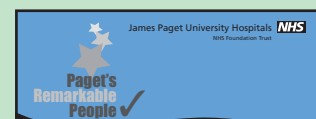
Editorial

Louisa, our interim Comms Manager, wanted to have a go at brightening up our magazine.

The green on the cover is representing Spring and the green shoots that are starting to show as we move towards warmer weather! I hope you like what she has done in her second issue. I look forward to her representation of summer.

Last time whilst writing my editorial I reflected on the Remarkable People Awards ceremony. We have just launched this year's which was included in the Leadership Briefing. Please see below details of how you can enter anyone who you feel goes 'above and beyond'


Finally, I was chatting to a member of staff who had an idea for a new feature looking at what people do in their spare time that the rest of us might like to read about – with photos of course! If you think this would be a great addition, and you have some ideas of who we could approach for the first 3-4 articles, please let me know.



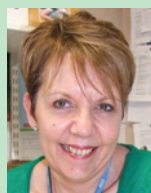
TRUST AWARDS
Recognition of Unique Staff & Teams 2015

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

Nomination forms are available from the main reception desk at the hospital and can be completed online at www.jpahet.nhs.uk. You can also download and print the forms and send to: Stephanie McKenna, Communications and Media Officer, Foundation Trust Office, James Paget University Hospitals, Gorleston, Norfolk, NR31 6LA or email: Stephanie.McKenna@jpahet.nhs.uk



Ann Filby
Head of
Communications
and Corporate
Affairs
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Welcome to our new nurses

A total of 22 nurses have joined the JPUH since Christmas including eight from Portugal, 10 from University Campus Suffolk, one from the University of Derby and three experienced nurses from other trusts.

We also have 21 nurses qualifying in September going through the recruitment process as well as 60 Filipino Nurses.

A warm welcome to you from all the staff of the JPUH.



Mark Henry - Interim Director of Operations

Mark joined the NHS in 1977. He trained as an Occupational Therapist and worked in Acute, Community and Social Services settings before becoming the Head of Rehabilitation at Burton Hospitals NHS Foundation Trust in 1990. In 2000, he joined the Department of Health's National Patient Access Team whose focus was on modernising the NHS to improve patient experience and outcomes. Since then he has held Executive and Senior Manager roles in Strategic Health Authorities and acute hospitals, including Interim Chief Executive and Deputy Chief Executive/Director of Clinical Services at The Queen Elizabeth Hospital King's Lynn FT. Mark is with us until early May.

New clinical educators

The Education and Development Team has made two new appointments.

Jodie Yerrell joins the Maternity Department as Clinical Educator Midwife while Leanne Newman joins Paediatric Department as Paediatric Student Clinical Educator.

Both will work collaboratively with both teams and will support students and mentors in clinical practice. The roles will engage with students at the point of enrolling on the courses right through to preparing them for interviews when they qualify. Regular clinical skills sessions and informal group catch-ups will be implemented for the students.

This is an exciting new opportunity for joint working between both departments and the Higher Education Institutes, leading to an enriched student experiences.



Eye Clinic Liaison Officer

The Eye Department has a new Eye Clinic Liaison Officer (ECLO).

Based in the Eye Department, Rosemary Knell, employed by the Norfolk and Norwich Association for the Blind, will work in collaboration with the JPUH and partner charities and agencies to provide an effective ECLO service for the visually impaired in Great Yarmouth and Waveney.

Rosemary will be based in the Waveney Suite (telephone ext 3095) and her hours will be Monday, Tuesday and Thursday between 9am and 4pm.

Mary Seacole programme

This programme is fully accredited and leads to a Postgraduate Certificate in Healthcare Leadership that will help you progress within the NHS.

There are nine units, each delivered in four to five week blocks through a combination of face-to-face and online learning to fit around your schedule. You will be guided by a personal tutor who, as well as being a subject expert, is a specialist in supporting learners to combine learning with busy lives.

There were many benefits to the programme but the main one was the ability to meet other senior colleagues both within the Trust and from other health related agencies. This helped to understand what other people in the NHS do and how this affects all of our abilities to do the roles we do, plus helped show us transferrable ideas to use within our own work areas. The main challenge was around fitting the course in around working full time.

Sue Bird

I definitely enjoyed participating in the Mary Seacole Programme. Undertaking post graduate studies and being able to utilise this learning on a day-to-day basis within work was fantastic for professional development; specifically with regards to service improvement theory. I would thoroughly recommend this course to colleagues; however, the year-long commitment and weekly study requirements should be considered.

Phil Weihser

There were several benefits, the theories and concepts that were introduced were invaluable in supporting my development as a leader. It also allowed me the opportunity to revisit and refresh my existing knowledge. The challenge was the time element. I have participated in a distant learning programme before but the time required to give this programme justice was just not possible to achieve with my already busy work life. I had to do it all in my own time which was very challenging. I am very pleased I completed it and passed!!

Julie Broom



Congratulations!

To the first group of Surgical First Assistants (SFAs) for completing the In-House Theatre Course.

Passing the course means the group of Theatre Nurses and Operating Department Practitioners (ODPs) have the underpinning knowledge and experience to validate them as able to assist surgeons during major cases.

The course was directed by National Competency Programmes, using the National Association of Assistants in Surgical Practice (NAASP) and the Association for Perioperative Practitioner's (AfPP) Competency Toolkits.

The very first group completed a similar course the year before, then known as Advanced Scrub Practitioners (ASPs)

Pictured are the successful SFAs: SODP Debbie Duffell, ODP Amanda Talbot, Staff Nurse Chris Wones and Staff Nurse Michelle Williams.



Inter Professional Simulation

December saw Sarah Hills, Practice Development Nurse, and Dr James Crawford, Accident and Emergency Consultant, initiate the pilot of a joint learning initiative between the James Paget University Hospital and the UEA Schools of Nursing and Medicine.

The aim was to give those students about to qualify the opportunity to run through some everyday but potentially life threatening patient scenarios using Sim Man, a simulation figure. This was the first inter-professional learning of its kind held locally where the participants were expected to perform the roles they would soon be qualifying into.

Using Sim Man exposed them to common situations in a real time setting where they were expected to work and communicate as a team to manage the situation, applying the skills they had developed throughout their respective training within a safe environment.

Faculty member Julie Jackson was on hand to provide assistance should the scenarios require skills that the students had yet to acquire. Although all the students said it was 'terrifying' they ultimately enjoyed it and would love to do more! With one student going so far as to say it was the 'best sim they've ever done!'

Future dates will be arranged for later in the year with email invites sent to those students on placement at the JPUH. Allocation of places is on a first come first served basis.

Welcome



Spring is a time of growth and change; both of which are key to ensure that we continue to develop our services so that our patients consistently receive the best care.

With winter now behind us we are focussing on our planned operating programme to get it back on track.

We have implemented some changes to ensure that the right patients are in the beds cared for by the clinical team with the right expertise for their condition. This has been a real challenge over the winter months and we are now planning for the summer so that both emergency and planned care services are maintained.

Many of our teams have been working extremely hard to implement changes within their departments, which we are proud to share in this latest issue of Making Waves. Construction continues on our exciting Day Case Theatre build, in addition to refurbishment to transform maternity services in the Central Delivery Suite. Volunteers have teamed up with our Medical Director, Nick Oligbo, to promote the 'Attentively Kind and Helpful' behaviour and bring a smile to the faces of colleagues and patients.

A special mention must go to the Education & Practice Development team for all they have achieved in recent months; including the launch of our new mandatory training programme Collaborative Learning Action Workshops (CLAW), the initiation of an inter-professional simulation pilot and the success of the Care Certificate scheme which is now launching nationally.

With NHS Change Day in March, I was delighted to hear about many changes, both big and small, that are taking place across the hospital because of the dedication and determination of our fantastic staff. Well done to you all.

Christine Allen, Chief Executive @callen_jpuh

Chairman's Chatter



'Speaking up' (whistle blowing) has become quite a hot topic in the NHS.

Following on from the difficulties at Mid Staffordshire Hospital, considerable thought nationally and locally has gone into devising policies that encourage staff to speak out when they feel that something is amiss particularly in relation to patient care.

The Chief Executive and I encourage all new staff at their induction to recognise what we see as a duty to speak up to protect patients. But of course, it is hard to do it, especially if the criticism may be about a senior colleague or friend.

It seems from the latest staff survey one of our weaknesses is that only 64% of staff reported that they would 'feel secure raising concerns about unsafe clinical practice'.

I find this profoundly disappointing. We must all be prepared to be criticised. None of us can be perfect and thus will all make mistakes. We need to be open to having reports made about us, for them to be investigated and steps taken with us to learn individually and as an organisation from all errors.

That there is still some fear about the potential consequences of speaking up, indicates to me that we have some way to go before we have a very safe, healthy environment.

We have just launched the new 'Speak Up' policy, including a dedicated email for raising concerns: raisingconcerns@jpaget.nhs.uk. This goes in confidence, directly to the Chief Executive and Director of Workforce, both of whom will ensure that an appropriate investigation takes place. Please familiarise yourselves with the policy, and use it. It is important for our patients, their families and our future that we get this right every time.

I would like also to take the opportunity to put on record again, my appreciation of the incredible efforts of the total team to deal with the sustained and unexpected heavy demand. It is taking its toll on all. Very proud to be part of Team Paget.

David Wright, Chairman @dspritely



Samaritans help just a phone call away

Anyone needing emotional support and a kind listening ear can now seek help around the clock from our Samaritans free phone.

The phone, which is located within the Family Room in the Accident & Emergency Department, is available for patients, family, friends and staff to use at any time.

When the receiver is lifted, the line will automatically dial the Samaritans of Great Yarmouth. If the local office is unreachable, the caller will be put through to the next available centre. Samaritans is a 24 hour a day service, so there will always be someone at the other end to answer your call.

A wireless handset will also be available should the caller prefer to speak to someone from their bed or from somewhere else within the hospital.

Mayor Marlene Fairhead visited the Trust on Monday 12 January to officially open the phone line. She was joined by Mick, the Director of Great Yarmouth Samaritans; Samaritans volunteers Chrissie and Kay and JPUH Service Manager Barry Pinkney.

Mick said: "Visiting hospital can be a distressing time for many people, especially if they have been injured or have witnessed someone they love being injured. Whilst I'm sure every doctor and nurse would like to take the time to sit and listen, sometimes this just isn't possible when the department is very busy."

"The phone line will mean that there will always be somewhere to talk to, at any time of day and about anything you like. The Samaritans provide a safe and secure environment for you to express your feelings in confidence to a trained volunteer, who will allow you the time and space you need to talk over your concerns and worries."

Barry Pinkney said: "We welcome the addition of a phone line providing a direct link to the Samaritans within the hospital as it provides patients, family, carers and friends with additional support during difficult times, should they require it."

The Samaritans are available 24 hours a day, 365 days a year. Call 08457 90 90 90, email joe@samaritans.org or visit the local branch in person at 62 North Quay, Great Yarmouth, Norfolk, NR30 1JB.



Staff governors – Staff matter - Your voice

As Staff governors we reflect the views of all Staff members, promote and support the Trust's strategy, hold the Board's Non-Executive Directors to account, and help the Trust to decide its future direction.

We represent staff interests and with increasing demand on our services there has never been a more important time to give us your views. Tell us how and where you think services could be improved. Pass on the ideas and suggestions you feel would enhance patient care, patient safety or the working lives of staff. Let us know what you think your hospital should offer?

Key Issues - As Staff Governors we encourage all staff colleagues to participate in the NHS staff surveys and to get involved in all events and opportunities for engagement. We pay very close attention to the Trust's strategy and change plans along with its ongoing performance and consider how these may impact on staff. We monitor the outcomes and results of staff surveys and workforce data to ensure we are representing the best interests and views of all staff throughout the organisation and use our influence through the Council of Governors to advise the hospital's Board of Directors.

Recruitment and retention of staff is a key issue - as Governors we have sought assurances around the right staffing and recruitment plans fully supporting moves towards new and innovative recruitment campaigns, paying particular attention and focus on staff retention issues and ways to attract and keep great staff.

Staff welfare is very important to the Council - we are pleased to get behind action plans and improvements designed to support and improve staff health and wellbeing. In doing so we are keen to actively promote the launch and establishment of the Health and Wellbeing agenda across the organisation and participate in the creation of an effective Health and Wellbeing Group able to promote and take this agenda forward, identifying areas to concentrate our efforts and how best to get staff from the whole organisation involved in the group.

The Staff Governors fully support the Trust's 'Freedom to Speak Up' campaign. We see the messages of 'courage and commitment', 'let's break the silence' and 'having the confidence to speak up without fear of consequences' as fundamental for all who work for the Trust. If any one of us feels something is not quite right, we must raise concerns without fear of how this will be received if we are to create an open and honest reporting culture. If staff don't want to approach their line manager for any reason, the Executive Team operates an open door policy.

An email address, only accessible by the Chief Executive and Director of Workforce, is also available for staff to use: raisingconcerns@jpaget.nhs.uk

'Working Together' the part we can play in shaping the Trust has never been greater – let us know your views – we will listen. #proudofthepaget



Sharon Hogarth
The Smiling Staff Governor
#SMARCH

Could you be an organ donor?

Every day in the UK three people die while waiting for an organ transplant and many others lose their lives before they even get onto the transplant list. There is a serious shortage of organs and the gap between the number of organs donated and the number of people waiting for a transplant is increasing.

The generosity of donors and their families enables over 3,000 people in the UK every year to take on a new lease of life.

The number of people needing a transplant is expected to rise steeply due to an ageing population, an increase in kidney failure and scientific advances which mean that more people are now able to benefit from a transplant.

But only a very small number of people die in circumstances where they are able to donate their organs.

Because organs have to be transplanted very soon after someone has died they can only be donated by someone who has died in hospital. Usually organs come from people who are certified dead while on a ventilator in a hospital intensive care unit, generally as a result of a brain haemorrhage, major accident like a car crash, or stroke.

Death is confirmed in exactly the same way for people who donate organs as for those who do not, by brain stem tests. There are very clear and strict standards and procedures for doing these tests and they are always performed by two experienced doctors.

The JPUH is an organ and tissue retrieval hospital, it does not do transplants.

The decision about whether some or all organs or tissue are suitable for transplant is always made by a specialist, taking into account the donor's medical history.

Having a medical condition does not necessarily prevent a person from becoming an organ or tissue donor.

There are only two conditions where organ donation is ruled out completely. A person cannot become an organ or tissue donor if they have been diagnosed with HIV or have, or are suspected of having, CJD.

Patients who die in hospital but are not on a ventilator can, in some circumstances, donate their kidneys, and in certain circumstances, other organs. They are called non-heartbeating donors.

Confidentiality is always maintained, except in the case of living donors who usually already know each other.

If the family wish, they will be given some brief details such as the age and sex of the person or persons who have benefited from the donation. Patients who receive organs can obtain similar details about their donors. It is not always possible to provide recipient information to donor families for some types of tissue transplant.

You can also join when you are:

- Registering for a driving licence
- Applying for a Boots Advantage card
- Registering at a GP surgery
- Registering for a European Health Insurance card (EHIC)

If you believe in organ donation, prove it...

...register now



0300 123 23 23
www.organdonation.nhs.uk



If you had the chance would you save a life?

To add your name to the NHS Organ Donor Register, please call 0300 123 2323

Text SAVE to 62323 or visit www.organdonation.nhs.uk.

Inform your family of your wishes



Did you know...

- The first successful kidney transplant was in 1954. The first heart transplant took place in 1967.
- Kidneys, heart, liver, lungs, pancreas and the small bowel can all be transplanted.
- Tissue donation is the gift of tissue such as corneas, skin, bone, tendons, cartilage and heart valves to help others.
- Bone, tendons and cartilage are used for reconstruction after an injury or during joint replacement surgery. A bone transplant can prevent limb amputation in patients suffering from bone cancer.
- Heart valves are used to help children born with heart defects and adults with diseased or damaged valves. Skin grafts are used to treat people with severe burns.
- There is no upper age limit for joining the register and recording your wish to be a donor. It is the donor's physical condition, not age, which is the deciding factor for most donations.
- You can specify which organs you would wish to donate.

Do I need to carry a donor card if I join the register?

No, however many people like to keep one to remind themselves of their donation wishes, to help start a conversation with family and friends about their decision to join the register or to encourage others to think about organ donation.

Find out more about blood, bone marrow, platelet and cord blood donation at www.blood.co.uk

A Year in Research – 2014 Review

January

Karen Reavell invited to present at Department of Health Research Champions Meeting – sharing our success in attracting commercial research studies

February

Welcome to Cristian Hacon and Lesley Parsons – Trainee Research Nurses (now fully fledged!)

March

JPUH selected for the National Institute of Health Research Leadership Development Programme at the Ashridge Business School

April

Goodbye to Comprehensive Local Research Network, Norfolk & Suffolk – hello to Clinical Research Network Eastern (CRN:E)

May

International Clinical Trials Day, 20th May – stand in the main foyer, meeting and discussing research with patients and staff @JPUHResearch launched

SNAP study recruited 50 patients in 2 days!

June

Research Awareness Week (RAW) The Great Research Bake Off – 12 entries, 3 categories – Star Baker: Emily Reavell

July

Claire Gibbs invited to tea at the House of Lords by Baroness Emerton

August

Set up time for the SNIFFLE-2, flu vaccine study in children – which went on to successfully recruit 14 patients against a target of 10

September

First patient recruited to the M11-089 non squamous cell lung cancer study – currently JPUH is highest European recruiter

October

Research staff receive nominations in three categories of JPUH Remarkable People awards. The Innovations Award won by the Innovation in Nursing and Midwifery Practice Project

November

5th JPUH Research Symposium held – 60 attendees from across the region came to hear about patient experience from Alex, a haematology research participant

December

The #whywedoresearch campaign launched – a bit of fun in the run up to Christmas, or so we thought! Now a global campaign recognised for promoting research in healthcare



Paget research campaign goes global

The Research & Development Team's #whywedoresearch campaign started in December 2014 when Senior Clinical Research Nurse Claire Gibbs and Research Administrator Abby Greaves decided to introduce the core research team to the public through the medium of Twitter.

The aim was to raise research awareness and research opportunities to patients, staff and the public. It also enabled those who are participating in research in any way to express why they are involved.

Staff were asked to answer the question 'Why we do research?', write their answer on a placard and have their photo taken. This photo was then tweeted using #whywedoresearch to create a campaign thread which could be easily followed.

Within four days the campaign was picked up nationally by other NHS Trusts and UK charities. Michael Keeling of Stroke Research York became the first National collaborator in December. A video was released explaining

the background of the campaign and can be viewed here <https://youtu.be/cjkrBzluNo>

Five weeks later the campaign had reached Australia, America, Italy and Spain with over six million impressions and over 1,000 participants; including healthcare staff and patients, industry companies, primary schools, patients and the public.

We appointed our first international collaborator in

February 2015 - Cheryl Prescott, a Clinical Educator from Brisbane in Australia. We hope to continue this role in other countries as the campaign continues to grow.

Impacts:

- Over 1,000 people have already shared their photos
- A second video 'From local to global' will be released at Easter with an international focus
- Claire and Michael have been invited to open a National Institute for Health Research Conference on 26 March
- Claire, Abby and Michael have written an article in conjunction with the NIHR which will be published in a professional journal in May 2015
- NHS Trusts have reported higher engagement and understanding of research by staff, and more enquiries by patients regarding opportunities
- Participants have reported enjoying being part of a community which has a voice.
- NIHR Clinical Research Network plan to film a segment for their TV network in 2015
- CRN:Eastern plan to showcase the campaign in its research magazine this year.

Claire Gibbs said: "This campaign is not about sales, nor is it about marketing or politics: it is about two things, opportunity and inspiration. The #whywedoresearch campaign is a simple means of beginning a conversation and rarely has this opportunity existed on such a large scale. All contributions to the campaign have been during people's own time - thank you to all who are taking part.

"Clinical research is about a diverse team of healthcare professionals and patients. Researchers and patients work together at the boundary between aspiration and inspiration. We love what we do and we never forget who it is for. If you would like to join in, please do!"



Maternity Suite upgrade

Work is underway to transform maternity into state of the art facilities.

The new delivery suite, due to open in August, will include larger rooms with en-suite bathrooms / showers, birthing balls, reclining chairs, televisions and a separate birthing pool. It will also have disabled facilities.

A patient rest room with facilities for making light refreshments, is being included so pregnant women can be upright and mobile for as long as possible throughout their labour.



Gloria Rowland, interim head of midwifery at the JPUH, said: "This is a very exciting project that will bring state of the art maternity facilities to the hospital. These facilities will be accessible to all women."

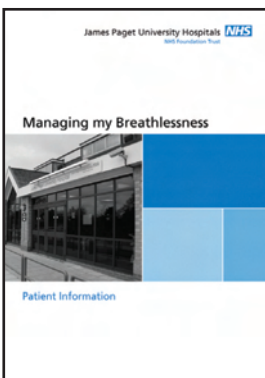
The work is due to be completed in August. While the work is taking place all non-water births will take place on Ward 11 and a 24/7 maternity triage service has been introduced.

Gloria added: "I want to reassure pregnant women who are due to give birth before August that they will still receive a great standard of care while the delivery suite is being updated. Ward 11 has been modified for this period of time and we have introduced a 24/7 triage service that means that an assessment with a midwife will take place within 15 minutes."

During the transformation period pregnant ladies are requested to bring minimal luggage and one birthing partner, unless prior arrangements have been made.

Water births in the Dolphin Suite are not affected by the work being done.

New leaflet to help patients manage their Breathlessness



Breathlessness is a common distressing symptom which affects people with a variety of health care problems.

Health care professionals have always found this a challenging symptom to tackle, and up till now we have not had a comprehensive leaflet to use with patients and families whilst discussing the different options available.

We would like to share the good news that after collaborative working with the Palliative Care

Team, the Cardiac Team, patients and the Physiotherapy Team we have received our first printed copies of "Managing my Breathlessness" leaflets. This was a process which took about a year but has resulted in a great local resource. The supply has been delivered to the four services who led on the development of the leaflet and if anyone wishes to see or to have some leaflets please approach one of these teams. We will also share the leaflet with our community colleagues and the Clinical Commissioning Group (CCG). The final hurdle was to secure printing and we can only say a huge thank you to the JPUH League of Friends for paying for the first order to be printed.

Dolphin Suite Open Day

The Midwives on the Dolphin Suite held their first open day for prospective mothers and birth partners. The aim of the day was to raise the profile of the unit.



The Dolphin Suite is a midwife led birthing unit (MLBU), where the midwives work with women and their families to facilitate a normal birth in a calm relaxed environment. Recent research (Birthplace, 2011) and newly published guidance (NICE, 2014) around the impact of

choosing different places of birth such as home, MLBUs or Consultant Units recommends that healthy fit women should be encouraged to choose midwife led environments for their births because there is an increased likelihood that birth will be uncomplicated and that there is increased cost efficiency. Many women choose to use our birthing pools in labour, and report huge relief from the water. We also have balls, mats and beanbags to help women stay upright and mobile in labour. Women are able to transfer quickly and smoothly to the Delivery Suite should complications arise, or further pain relief be required. Our double bedroom is very popular with new mums and dads who can spend time quietly getting to know their baby before going home together after a few hours.

Around 30 families attended and were shown around by the midwives. Individual queries relating to birth were answered over a cup of tea and a cake! Very positive responses were received.

Helen Smith, the Senior Midwife of the Dolphin Suite, would like to thank the Community Midwives, for promoting the day to women and Dolphin Suite midwives for giving up their time voluntarily to support the Open Day. The event will be repeated next year.

Pictured is mum Rachel Fuller and baby Dorothy.

Charitable Funds Thank you letter

Dear Charitable Funds,

The Maternity Department cannot thank you enough for enabling our purchase of the Hoverjack for our department. This gave us a great morale boost when we found out that you had granted us the funds so that we were able to purchase our very own Hoverjack for use within the Midwife led Unit, Delivery Suite and the Ward.

The Hoverjack is ideal for evacuating women from the Birthing pools in an emergency as well as assisting with transfer from floor to bed, should the need arise. We can now be reassured that safety within our Unit remains a priority for both patients and staff.

Now that we have all had an experience with this, we were ready and excited about the prospect of using it in real life emergencies across the department.

Within a week of having this, we used it "for real" and it made a big difference in the experience for the patient. It has since been used again in Dolphin Suite and has made a real and valuable contribution within the department.

Thank you once again, from The Maternity Team.

Electronic Prescribing Medicines Administration (EPMA)



EPMA
Lead Nurse
Yvonne
Hacon

The JPUH in collaboration with NNUH have been successful in a bid for £1.7m from the Department of Health sponsored Safer Hospitals Safer Wards Technology Fund.

With matched funding the project will total £3.5m and will support both hospitals' quality priorities.

Our key aim from implementing an electronic prescribing and medicines administration process is to:

- ensure patient safety
- improve operational effectiveness by saving time for doctors and nurses
- obtain financial benefits
- improve communications with primary care

We plan to achieve this by:

- Reducing clinical risk through a Trust wide approach and associated administrative tasks
- Continuity of pharmaceutical care across organisations
- Heightened accountability in the use of medicines
- Access to the system from anywhere in the Trusts
- Underpinning the clinical strategy for closer and collaborative working between the two sites
- Improving audit trails for prescribing and medicines administration
- Enabling more efficient processes that require less time to administer
- Decision support to ensure patient safety and safer prescribing

The pilot area is Ward 16. Training is taking place in March to 'go live' April 2015.

The project is in the early stages of implementation and a thorough evaluation of the pilot will take place before it will be rolled out across the Trust.

Renal Unit Patient Information Evening

Two Renal patient information evenings were held in November at the Louise Hamilton Centre.

The evenings gave an opportunity to see the great facilities at the Centre. They included information on practical help available for carers and support available for patients attending dialysis and their families. It also enabled renal unit staff to share information and be available to answer questions in an informal setting.

The evening included the opportunity to practice with the blood pressure machines and other equipment used for 'Shared Care'.

Renal Dietician Sue Allen was available to answer any diet related questions and had a selection of Renal Recipe books available.

Sue Francis from the Suffolk Family Carers was offering practical help and advice to support dialysis patients and their families.

Sandy Lyons from U.N.K.P.A. also attended and had helpful information on resources available for dialysis patients.

There was also a raffle, refreshments and live music added to the atmosphere. All who attended found this helpful and enjoyable and another event is being planned for the summer.



Sir James Paget Library full compliance rating

THE James Paget Library has achieved a full compliance (Green rating) for the Library Quality Assurance Framework (LQAF) with an incredible 94% rating.

The LQAF is assessed by independent library assessors and the Sir James Paget Library was judged on 48 different categories varying from how the library provides services, including promotion and marketing, literature searches and critical appraisal training and how the library provides services for students on placement at the Trust and staff providing direct patient care.

This is the Sir James Paget Library's highest ever rating with this award and moves it from the Partial compliance rating it received in 2013.

The Library was also recommended as an example of best practice for two areas; promotion and marketing and for outstanding evidence of partnership working, which will be shared across the Health Libraries Network.

Library staff pictured from left: Debbie Reade (Assistant Librarian), Peter Ransome (Library Manager) and Teresa Ellis (Library Assistant).



Christmas lunch at the Pier

The Lung Cancer & Mesothelioma Support Group Christmas Lunch on the 5 December 2014 at the Pier Hotel was once again enjoyed by everyone.

This was our fourth year organising this event and considering in the first year we had 20 individuals attend, word of mouth has certainly had an effect because this year we had 50 individuals attend the luncheon.

Attentively Kind and Helpful

What does being attentively kind and helpful mean to you?

Did you know that smiling can boost your immune system? That your smile is contagious to others that see it? Or that scientists have discovered that it is easier to smile than to frown?

These are just some of the reasons why staff at the James Paget University Hospitals (JPUH) have been encouraging their colleagues to smile, as part of a Trust-wide 'Attentively Kind and Helpful' campaign.

The campaign, which began in January and will run for three months, is led by Executive Champion Medical Director Nick Oligbo and a group of volunteers who were nominated as attentively kind and helpful champions by their peers.

As part of a host of events and activities to raise awareness, the group held display stands in the hospital foyer and staff canteen which showcased what they believe it means to be 'attentive' and 'helpful', and how this can have a positive effect on patients and colleagues.

They also gave away smiley face stickers, designed by young patients on the Children's & Young Person's Ward, to passers-by who agreed that a simple smile can go a long way towards brightening someone's day. Staff pledged their support by signing up to 'Smarch' ('Smile in March'), the next event on the campaign calendar.

Medical Director Nick Oligbo said: "Being attentive, kind and helpful are all embedded behaviours within the Trust, and our staff work hard to exemplify these each day. We all know that the NHS is experiencing great demand at the moment so now seemed like a great opportunity for our staff champions to reinforce what we know is a vital aspect of excellent patient care.

"Our campaign will hopefully remind colleagues of the benefits of giving a smile to others and going the extra mile to be attentive to their needs. In turn, this will benefit our patients because they will feel warm and welcome at the hospital."

Ann Bowles said: "The JPUH works together as a family and we all care deeply about the work that we do. The aim of our campaign is to show the public that we know how important these behaviours are to their experience in hospital, and to support our colleagues to carry out their jobs to the highest standard. We also hope to raise a few smiles along the way!"



Ann Bowles
Senior Project Manager
Staff Champion for
Attentively Kind and
Helpful behaviour

Being helpful means making someone's day better. Little things like holding open the door, giving someone directions when they look lost, making a colleague a cup of tea if they are looking tense. Small things can mean a lot and change how someone feels about their day.

10 reasons to smile

It boosts your immune system

Smiling really can improve your physical health too. Your body is more relaxed when you smile, which contributes to good health and a stronger immune system.

Smiles relieve stress

Your body immediately releases endorphins when you smile, even when you force it. This sudden change in mood will help you feel better and release stress.

We still smile at work

While we smile less at work than we do at home, 30% of subjects in a research study smiled five to 20 times a day, and 28% smiled over 20 times per day at the office.

Smiles are the most easily recognizable facial expression

People can recognise smiles from up to 300 feet away, making it the most easily recognisable facial expression.

Forcing yourself to smile can boost your mood

Psychologists have found that even if you're in bad mood, you can instantly lift your spirits by forcing yourself to smile.

Smiles are contagious

In a study conducted in Sweden, people had difficulty frowning when they looked at other subjects who were smiling, and their muscles twitched into smiles all on their own.

It's a universal sign of happiness

While hand-shakes, hugs, and bows all have varying meanings across cultures, smiling is known around the world and in all cultures as a sign of happiness and acceptance.

Smiling helps you get promoted

Smiles make a person seem more attractive, sociable and confident, and people who smile more are more likely to get a promotion.

It's easier to smile than to frown

Scientists have discovered that your body has to work harder and use more muscles to frown than it does to smile.



A smile workout!

Smiles use from 5 to 53 facial muscles: Just smiling can require your body to use up to 53 muscles, but some smiles only use 5 muscle movements.



Nick Oligbo
Medical Director
Executive lead for Attentively
Kind and Helpful behaviour

Being helpful means still finding time out of my busy schedule to notice when someone is struggling, such as feeling lost or concerned. It means going the extra mile for my patients and colleagues, whenever I can.



Miriam Beecham
Senior Occupational
Therapist/ Therapy
Team Leader

Going out of my way to help someone.

Thank you, League of Friends

Our wonderful League of Friends donated almost £41,000 in equipment and support to the needs of the JPUH in 2014.

This donation has only been possible with the generous support of the public and the hard work of the members of the League of Friends.

Departments or teams put in requests for help with equipment or 'entertaining' on special days.

In addition to the funds raised from the shop the League of Friends were left a substantial legacy during the year. £82,000 was given to help purchase an Elastography machine (cancer care related) and £112,000 was put towards the upgrade and refurbishment of the Maternity Suite.

In addition to this further discussions are being held about assisting with liver diagnostic treatments and equipment urgently required in endoscopy.

We are indebted to the generous donor.



A&E Family room refurbishment

The League of Friends paid for seating, a window and a drinks machine to be installed in a room in the Emergency Department (ED) for the use of concerned relatives and friends of people receiving treatment.

The room allows people the opportunity to have some quiet time, a hot drink and make phone calls in private, if needed.

Glenda Turner, senior sister in the ED, said: "The room came into its full potential a few weeks ago during a very distressing time for a young family. The room provided comfort and privacy to them at that time.

"The position of it in relation to the department means it is in a really good place for staff to access families."

Equipment Purchased in 2014

JANUARY	
Neonatal Transporter	£4706.09
Welcome gifts - Nurses	£31.84
FEBRUARY	
Video Camera	£558.52
School Health Books	£200.00
MARCH	
Ear Plugs	£130.00
Liko Hoist Scales, Ward 12	£1020.00
National Family Carers Day	£145.17
APRIL	
Saw - Mortuary	£3663.40
Book - Dermatology	£404.58
Nurses Day - Julie Smith	£120.00
JUNE	
Remarkable People's Award	£100.00
Hover Jack Mattress	£4630.00
AUGUST	
Family Room in A&E	£3334.65
OCTOBER	
Chair Weigh Scales DVT	£650.00
Storage Trolley	£322.80
NOVEMBER	
Bed Mover (Theatres)	£12500.00
DECEMBER	
Glove slings S.Plume	£3100.00
2 I-pads Paediatric Theatre	£450.00
Transutaneous Bilimeter	£4185.35

TOTAL £40,902.40



Theatre staff thank League of Friends

The League of Friends kindly provided funding for Theatres to purchase a bed/trolley mover.

The StaminaLift TS5000 is a battery operated transporting device that effectively and efficiently moves heavy wheeled objects such as hospital beds, trolleys and stretchers. It is specifically designed for the transportation of patients on beds and trolleys within hospitals and should be a huge benefit to help theatre staff safely convey patients in a timely and comfortable manner.

To make the most of the donation we would be very happy to lend out the device to other areas of the hospital following training. We are once again as a department, tremendously grateful to the League Of Friends for this and all the other donations that they have made through their hard work in raising money for the hospital.

Pictured are staff receiving training on our new bed mover, left to right: Tanya Ferrari, Theatres Manual Handling Trainer, David Nicholls, from StaminaLift; Nigel Aldred ODP and Chris George - Recovery Support Staff.

Theatre live streaming for medical students



Approximately one third of medical students from Norwich Medical School receive their undergraduate training at JPUH.

The General Surgery Department has responsibility for training the Module 8 students

(gastrointestinal module). One important part of this teaching is surgical management of gastrointestinal disorders. The duration of a student's clinical placement is limited and showing them these procedures by attending operating theatres on an ad hoc basis may not give them the best learning opportunity. The theatres may get overcrowded with many attending at the same time and if split into small groups, there may not be enough slots for all to attend.

For many of us when we were medical students we observed operations sitting on a gallery located at a height watching surgeons and their teams in the theatres below without being able to see much of the procedure itself. Thanks to an innovative idea by Professor Jerome Pereira (Head of Medical School) students at the JPUH can watch operations from the comfort of a class room.

I was previously involved with live link laparoscopic courses at Cuschieri Skills Centre in Dundee and ran two consecutive Royal College of Surgeons of Edinburgh endorsed Laparoscopic Surgery Courses in Nepal. So when the JPUH purchased the specialist equipment necessary to do live links I was very keen to make this work.

There was a lot of preparation involved. We chose to film a laparoscopic hernia repair and laparoscopic cholecystectomy, two of the most common operations for this module. We approached patients due for this surgery and asked if they would consent to their operation being filmed.

Staff at the JPUH went the extra mile to make the



technology work as the company that sold the kit did not provide onsite support. Operating Department Practitioner (ODP) Robert Hope provided the technical assistance from the theatres while Carol Beamish and information technology staff ensured the link worked at the education centre. A trial run was conducted one week before the actual session.

Miss Rebecca Hammond, Specialty Doctor General Surgery, facilitated the students in the education centre. She took the students through the patient journey involved from being seen in clinic to having an operation, consenting process, indications of operation and provided link from there to the operating theatres.

Having all these organised my job was relatively straight forward. I talked from the theatres about preparation of the patient in the operating room and the WHO safety check list. Then I operated and gave them a running commentary.

This is now a regular programme as part of Module 8 teaching. We received excellent feedback from the students.

The students will still learn in operating theatres but this method of teaching gives them an overall picture and makes them more prepared for performing tasks in the operating room.

Kamal Aryal, Consultant Surgeon and Honorary Senior Lecturer, JPUH

Colorectal cheque presentation

Patients and staff at the JPUH would like to say a big thank you to Mike Tills and friends for their generous donation to the Colorectal Cancer Team.

The group presented a cheque for £4,300, the impressive sum raised by completing the Three Peaks Challenge - climbing the highest mountains in England, Scotland and Wales within 24 hours.

Mike was joined on his fundraising mission by Tony Daines, Matt Tills, Simon Coote, Neil Dale, Iain Harvey, Jamie Woolnough, Stuart Forsdike, Stacy Bryenton, Kerry Mutch and Brad Leeson.

The donation was in thanks for the care given to Mike's wife, Emma, who was treated for bowel cancer at the hospital. It will be used to fund new equipment for the department.

Photo: The cheque is presented to Mr Roshan Lal, Sister Becky Brown and Assistant Practitioner Molly Eaglen.



Dementia care at the JPUH

Our team has just got a bit bigger ...

Pathway Co-ordinator for Dementia

We are delighted to inform you that Kim Crosswell has joined the dementia team as Pathway Co-ordinator for Dementia initially on a two year secondment. This post is funded by local CQUIN monies. The purpose of this role is to track patients with dementia and memory/confusion throughout their hospital stay, making sure they receive care that is consistently good and that any glitches get smoothed out speedily and effectively. The momentum for creating this role came from feedback received from the carers audit, where carers of people with dementia are asked how supported they feel while their loved one is in hospital.

Dementia Befrienders

Thanks to Amanda Hood (Project Manager, Quality Improvement), we now have two Dementia Befrienders – Anita Evans and Christine Brister – and they are available to any patient with dementia who might benefit from some company and engagement in a range of activities. All wards and clinics can access them. Please bleep Sarah Hay on 1038 to request a Befriender or to find out more.



Anita
Evans



Christine
Brister

Who is caring for Dad on EADU?



In conjunction with Ali Greengrass (Sister) and Barry Pinkney (Service Manager), the Dementia team has supported a number of changes on EADU to improve the quality of care for all patients and families, not just those affected by dementia.

In front of each bay, there is now a picture of the member of staff in charge, with their name and job title clearly displayed. In such a busy ward it can be hard for families and staff to know who to speak to about the patient and get the attention they need. A flier has also been produced to explain the kind of environment EADU is and why it might feel very busy at times. Throughout 2014, the dementia team have been popping in on a regular basis to offer bespoke 15 minute training sessions to keep dementia at the forefront of staff minds. Finally we have been piloting an enhanced dementia care bundle to help ensure key care is provided in a consistent way.

Dementia Care Team



Rebecca Ballard
Dementia Care Project
Manager

Ext Number: 3735

Email:

Rebecca.Ballard@jpaget.nhs.uk



Sarah Hay
Dementia Care Liaison Nurse

Ext Number: 3731

Bleep Number: 1038

Email:

Sarah.Hay@jpaget.nhs.uk



Kim Crosswell
Patient Pathway Co-ordinator
(PPC) For Dementia

Ext Number: 2878

Bleep Number: 1544

Email:

Kim.Crosswell@jpaget.nhs.uk

Inspirational carer visit

For years Tommy Whitelaw had toured the globe with some of the biggest names in pop. Then his mum, Joan, was diagnosed with vascular dementia and his life changed forever.

Mr Whitelaw, from Glasgow, cared for his mum for five years until she died in September, 2012. Now Mr Whitelaw spends his time visiting hospitals and social care environments as Tommy on Tour inspiring staff about carers and those living with a dementia diagnosis.

Mr Whitelaw visited the James Paget University Hospital and spoke about his experiences to a packed lecture theatre.

"My mum was diagnosed with vascular dementia, a very lonely diagnosis. I had no clue what dementia was or what a carer did. We were told by the doctor that someone would be in touch but nobody was ever really in touch," he said.

"Dementia was doing everything in its power to affect her greatness."

He explained that he didn't know what each day would bring. One day he found that his mum had written her name on her arm to remind her of who she was.

Mr Whitelaw feels that no one should ever have to face the confusion, loneliness and isolation that many carers often experience and asked that each person present pledge to make a difference.

"I thank you for what you do. Thank you for caring for us. But I encourage you to find out about the life and love stories of your patients as it will change your and their lives."

Mr Whitelaw received a rapturous applause from the clinicians and care staff who had gathered to listen to him.

This aim of the tour is to raise awareness of dementia from the carer perspective and the often small things that staff can do which make a huge difference to the lives of people with dementia and their carers.

Photo L-R: Dementia Care Liaison Nurse Sarah Hay, Deputy Director of Nursing Julia Hunt, Tommy Whitelaw, Chief Executive Christine Allen, Dementia Care Project Manager Rebecca Ballard, Chairman David Wright.



making changes

Issue 10

News from the Transformation Board

The Trust is committed to supporting continuous improvement, innovation and delivering value for money services to our patients across the health and social care system.

Our transformation agenda reflects these aims with a wide range of projects, small and large, internal and managed jointly with partner organisations. The recent NHS Change Day focussed on the many ideas and changes that teams around the hospital are introducing every week and these will continue to be publicised over the coming weeks to share and inspire good practice. Below is more information on the progress of two of our larger projects that will affect many teams and wards across the hospital and with our partners.

Providing seven day services

The aim of seven day services is to ensure every community in England is able to access routine, urgent and emergency care services and their supporting diagnostic services every day of the week. This includes collaboration between different sectors of the health and social care system.

National evidence has shown that standards of care (and therefore patient outcomes) can vary depending on the time of day and when in the week we need to access health and social care services. The need to address this has been a national focus.

The work to develop seven day services within JPUH and the wider health system is gathering pace. The national review chaired by Sir Bruce Keogh identified 10 clinical standards, which evidence suggests make the biggest difference to securing good outcomes for patients and therefore should be provided seven days a week. Examples include timescales for consultant clinical assessment,

provision of information and patient, family and carer access to appropriate health and social care professionals, access to key diagnostic services 24/7 and timescales to access psychiatric liaison where a mental health need is identified.

Importantly, it is about delivering the right 24/7 services – it is not about replicating our Monday to Friday services, seven days a week or seven day working (although it will inevitably mean a change to some of our patterns of work).

Our seven day service focus is on preventing admission where patients can be better cared for in the community, diagnostics and discharge. But for this to be effective it must be a whole system approach. So we are working closely with primary care, social care, community and ambulance providers to look at our combined roles.

Teams across the organisation have been involved in assessing our current practices within the 10 clinical standards and are now developing proposals for change needed to enhance our seven day service provision.

State of the art theatres

The building of our new state of the art theatre facility is moving along.

The new day surgery unit is on track. Old floor surfaces have been removed and replaced and the internal walls are being built. Phase one of the building work, which is entirely the new build, is due for completion and hand over towards the end of July. Phases two and three, which consist of replacement of the air handling units above four of the existing theatres, and the refurbishment of the existing recovery area will commence once the commissioning process of the three new theatres is complete.

CT Scanners being replaced

At the end of April work will begin to replace our CT scanners with state of the art, low radiation machines.

The work will be undertaken in two phases with the first phase starting at the end of April when the outpatient scanner replacement work will begin. During this period outpatients will be scanned in a van that will be located alongside the hospital.

The inpatient scanner will be replaced during phase two. All work will be completed before the winter. We apologise in advance for any inconvenience this work may cause.

Staff changes in the Transformation Team – our new team and some of the key areas of work

Susanne Baldwin –

Head of Business Transformation (Planning; Outpatients, Commercial, IT business change; Resources)

Jon Barber –

Head of Integration (Commissioning requirements; Telemedicine/digital healthcare; Medicines Optimisation)

Ann Bowles –

Senior Project Manager (Out of hospital; Rehabilitation; Pharmacy; Clinical Quality Risk Assessment (CQRA) advice)

Robbie Woods –

Senior Project Consultant (Day Theatre project; specialty reviews)

Ash Riva –

Project Manager (7 day services; administration roles; Communications to GPs)

Kim Howson –

Project Manager (Patient flow/Plan to discharge)

Sarah Jones –

Project Manager (Integrated respiratory model; Palliative care; integrated falls; Pharmacy)

Kate Emery –

Project Manager (currently on maternity leave)
Project Support Officer (starting in April)

We are located downstairs in the Education and Training Centre - please come and see us or contact us Extn 3194/3124 email TransformationPMO@jpaget.nhs.uk

Care Certificates



Members of the Education and Practice Development team represented the trust at the national launch for the Care Certificate scheme in February.

The JPUH was a pilot site for the Care Certificate therefore some of the Education and Practice Development team were delighted to attend the national launch in London.

The day was designed to share good practices and showcase the fantastic work that has been happening. The team were delighted with the positive feedback they received and have been contacted by many trusts to provide support and guidance to this programme. Nathan, one of JPUH's apprentices, shared his experiences of undertaking the care certificate and received particularly positive feedback.

Sharon Crowle Head of Education and Practice Development, commented that excellent work has been achieved at JPUH with the Care Certificate and exciting pathways are being developed for staff. "I am very proud of my team's hard work." JPUH always had a robust induction for new health care staff but this programme enhances it further and aims to ensure staff have excellent skills to deliver the best care.

The Care Certificate represents the biggest change to workforce development in the social care sector and is the first time that the same standards are being applied across health and social care. The certificate replaces both the National Minimum Training Standards and the Common Induction Standards.



Danielle Warner

Ward 15 respiratory

"I love working in a team and I love getting to know all of the patients. I enjoy constantly learning new information about respiratory diseases".

Care Certificate Standards

1. Understand your Role
2. Your Personal Development
3. Duty of Care
4. Equality and Diversity
5. Work in a Person Centred Way
6. Communication
7. Privacy and Dignity
8. Fluids and Nutrition
9. Dementia and Cognitive Issues
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control



Children's Ward showered with festive gifts

Staff and young patients at the JPUH would like to say a huge thank you to everyone who has donated generously to Ward 10 at Christmas.

The Children's & Young Person's Ward received lots of visits from local residents and organisations, bringing joy and hope to young people and their families who were in hospital over the festive period.

Their thanks go to Tesco and Asda in Lowestoft, Acle Brownies, the Care and Real Lovin Charity, David Friend and Darren Burton from Haven Seashore.

The team from Heart East Anglia paid a surprise visit on Christmas Eve to present a huge haul of toys and other gifts that were provided by their listeners. They then returned after Christmas, along with morning show presenters, with more presents.

The Trust would also like to thank Isabelle Peachey, who decided to recycle her Christmas stockings by filling them with sweets and giving them away for other children to enjoy.

Marie Cross, Play Specialist, said: "We were overwhelmed by the generosity shown to us at Christmas, with toys and sweets galore for our young patients. This meant so much to the families that were here and the delighted looks on the children's' faces were a gift to us all."

"Thank you so much to everyone who visited and donated to us throughout 2014."



Thank you Libertine

The staff of ward 10 would like to say a huge thank you to Libertine Holt who donated £290 to the ward following a fundraising performance with her dance school 'Florida'.

The photo has Lisa King, Stephen Nirmal and Jane Whiteside in it, Libertine is there with her mum.

CLAW launch is a success

Collaborative Learning Action Workshops (CLAW) launched in the Trust in January. This new take on mandatory training is open to all clinical staff and is delivered in the form of inter-professional workshops.

The initial feedback has been overwhelmingly positive with people commenting on how much they have enjoyed the new format and how much they have learnt, not just about the topics, but from other professions across the Trust.

Nicola Lovett, Practice Development Midwife said: "It is essential that as professionals we work together in a manner that's lively and fun to ensure good quality learning."

If you have any queries please contact Sarah Hills, Practice Development Nurse, or to book email: corporatetraining@jpaget.nhs.uk

Positive Patient Feedback

I feel privileged to have been in the care of such dedicated, clever and compassionate doctors. It gave me great confidence in our national health service. In my opinion the James Paget Hospital is in very good hands with such great consultants, we in this area are fortunate to have them.

The Day Care Ward staff were outstanding throughout my long day stay with them. They were always smiling, polite, caring, all that one would hope for. It was an amazing ward, well managed, peaceful and someone always on hand with staff consulting each other, the Sister visible and on hand. All you would want to see.

I can wholeheartedly say that all of your staff consistently make me feel as if I am the only one who matters to them. Even when walking the corridors perhaps looking lost, a member of staff always asks if you need help.

I must say the staff on the stroke ward were absolutely wonderful, so kind and efficient, even the lady in reception.

From reception, to triage, porters, health assistants to nurses, doctors and consultants – our experience at the James Paget was wholly positive.

I first met Karen at my results day following a biopsy that revealed that I had breast cancer. Karen introduced me to the Prejuvenate Trial ... since then she has attended every appointment I have been to at both my stays in hospital, and telephoned me on numerous occasions to keep me abreast of my progress. She makes me feel like me and not just another patient. I have felt like her number one priority at every stage.

Hospital says thank you to GUM Clinic Team

Staff and patients at the JPUH would like to say a huge thank you to the Bure Clinic (GUM) Team, and wish them the very best of luck for the future as part of iCaSH Norfolk.

As of 1 March 2015, iCaSH (integrated Contraception & Sexual Health) Norfolk became the new contraception and sexual health service for Norfolk.

Local sexual health services will remain in their current location at the JPUH for the present time. Bure Clinic staff remain employees of the NHS but have transferred to Cambridgeshire Community Services NHS Trust.

The Bure Clinic has offered confidential sexual health services to the population of Great Yarmouth and Waveney since 1991, and the team are an experienced and much valued part of the JPUH community. A celebratory buffet was hosted on Friday 27 February in order to thank them for all they have done.

Steve Chalkley, Service Manager said: "On behalf of the JPUH, I'd like to thank all of the Bure Clinic Team for their contribution towards GU services and their ongoing commitment to provide excellent sexual health services to the local community.

"The Team has been a valued part of our Trust and they've offered great support to other clinical teams. We hope to maintain a close working relationship with them in the future, and look forward to seeing the growth of the service under the guidance of Cambridgeshire Community Services NHS Trust."

iCaSH provides all aspects of sexual health, including contraception, STI testing and treatment and HIV care and treatment which will be available from easily accessible single locations across Norfolk. Patients can visit www.icash.nhs.uk/norfolk for more information.

Trust in the Media



Baby joy for the New Year

By JOE RANDLESON
A newborn couple had an even special New Year's Day as they celebrated the arrival of their first child.
Michelle Nicholls, 27, of Great Yarmouth, gave birth to her daughter Evelyn Beauchamp at 11.15pm on New Year's Eve. The baby was born at the James Paget Hospital in Great Yarmouth.
Michelle Nicholls, 27, of Great Yarmouth, gave birth to her daughter Evelyn Beauchamp at 11.15pm on New Year's Eve. The baby was born at the James Paget Hospital in Great Yarmouth.

Hospital staff feel valued at work

A national survey of employees shows that staff at the James Paget University Hospitals (JPUH) feel valued, and committed to providing a high standard of care.
The annual survey, commissioned by JPUH, provides insight into staff on the effectiveness of their employment and management, policies and procedures.
The trust has among the highest percentage of acute trusts in the country whose staff are satisfied with the quality of work and patient care they are able to deliver.
Part of an effective team and providing support.

Thanking staff who saved Isabelle's life



Smiles all round as kindness campaign calls for big grins



Images reproduced by kind permission of Archant.

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



Fundraising at LHC

A fantastic evening at Potters Resort ten pin bowling took place in November with all lanes occupied. A raffle was held and a buffet supper for the bowlers afterwards. An excellent evening with lots of laughter and much merriment.

A successful Christmas choir and fair was held at the Louise Hamilton Centre in December with those attending enjoying the sounds of the Coastline Singers who came to sing for the guests. As usual it was an enjoyable evening by all those who attended. The Christmas fair went very well with lots of stalls and opportunities to buy Christmas presents.

A Christmas lunch was arranged for us at the Ambitions Restaurant and the college did a fantastic meal for those that attended. We were entertained by Tara Scott who was incredible. A fabulous time was had by all who attended.

A very successful raffle to win a luxury Marks and Spencer Hamper was held over the Christmas period to raise much needed funds for the Centre. So thank you to all who participated in this.

Maxine had a Christmas thank you afternoon tea for those who had supported her during the year and the children from Edward Worledge came and performed their single which was superb and not a dry eye in the house. Also Potters Resort were present and launched their Christmas single which was written and sold by them. All the proceeds are coming to Palliative Care East. So thank you children and thank you Potters for your kindness.

Steve Newman of the Bereavement Counselling Service, had a sponsored beard shave off on Christmas Eve at the Centre by a blindfolded Roberta! Steve raised £178 for the services at the Centre. Well done Steve!



Events 2015

Saturday 18 April 2pm

Saturday 25 April 7pm

SHOWTIMERS

Perform The Shows from stage and TV

Tickets £5 from the Louise Hamilton Centre or on the door on the night

St Paul's Church Hall
Salisbury Road
Great Yarmouth

Tuesday 16 June

Moveable Feast

Meet at the Town Hall at 6.30 for pre-dinner drinks to then go on for a three course meal at three different eating venues.

Tickets £32 a person and more information and booking forms available from Helen or Maxine.

Sunday 5 July
Cycle ride in conjunction with Great Yarmouth Cycling Club.

Three routes all commencing and finishing at the Centre. Choose between 6, 12 or 24 miles.

More information on the website.

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

We still need your help

...fundraising

...volunteering

...meet and greet

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

Find out more on
www.palliative-care-east.org.uk or phone
Maxine or Helen on
01493 453348 or
www.facebook.com/LouiseHamiltonCentre

You can now donate by Text PCEA01 to 70070

We are promoting the plant a daffodil bulb for a loved one this year. See the form on the website, call in to the Louise Hamilton Centre or e-mail Helenrowe@jpaget.nhs.uk or maxinetaylor@jpaget.nhs.uk for more information.

Please Note:

In the last edition of Making Waves we referred to East Coast Hospice (ECH) as an in-house charity.

We would like to make it clear that ECH is not a JPUH in-house charity.

This and past editions of Making Waves can be found on the James Paget University Hospitals website in 'PDF' or paper copies are available from the Communications & Foundation Team. The next edition is due Summer 2015.

Contact us with your feedback, suggestions or future content:

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