

Making Waves

Day Care Unit Opens

See centre pages



- **First baby born at new Delivery Suite**
- **JPUH first to sign new Autism Charter**



Where You come first

Editorial

Well, we are in autumn already! It's been a really busy summer, with all the preparations for the Care Quality Commission visit in August. My team's aim was to keep staff up to date and to ensure you had the information you needed going into the inspection – I very much hope you found this useful.

Our Annual General Meeting in early September went well. Thank you to all the staff that participated and put together an exhibition of our services, or presented. We couldn't do this without you.

The Trust's most significant investment, the new day care unit, received wide media coverage just days before our patients starting using this fantastic new facility. Please see more in the centre pages.

There have been changes in the Comms Team during the summer. I am very pleased to welcome our Simon Stevens as the new, permanent Communications Manager (i.e. not the Chief Executive of the NHS). We were sorry to lose Steph McKenna in early September, who has moved to pastures new – and we wish her well in her new role. We are currently reviewing what we need before we recruit to the permanent position. If you have any communications queries, please go to Simon in the first instance.

This is Simon's first issue of Making Waves; he has added a Quick Witter section, so I hope you enjoy it, and we get some nominations for other staff to focus on. We have really struggled to fit everything this time so my apologies to those who have had content reduced, or whose article has been delayed. But this is so much better than not having enough!

Ann Filby
Head of
Communications
and Corporate
Affairs

Twitter:
@AnnFilby_JPUH



AGM celebrates pride in a year

A year of increased activity, multi-million pound investment and pride were key themes at the JPUH Annual Members' Meeting for 2014/15.

Local people, Trust members and former governors were among the audience at the meeting, held on Monday night at the hospital's Burrage Centre to give an update on the Trust's achievements and performance during the year.

Trust Chairman David Wright welcomed guests to the meeting after they had an opportunity to view information stands showcasing how departments - including maternity, learning disability and autism, research and transformation – are working to improve services for our patients.

Chief Executive Christine Allen, supported by members of the Trust's Executive Team, then outlined performance over the past year, which included:

- meeting increased patient demand across all areas.
- achieving all targets with the exception of '18 week from referral to treatment' – although more patients had quicker access to operations than previously.
- achieving financial targets with a surplus of £0.3 million.
- national recognition as a top apprenticeship employer and one of the best places in the NHS to work.
- progression of capital projects, including refurbishment of the Central Delivery Suite, refurbishment of Gynaecology and Obstetrics unit and the completion of the new £8 million day care operating theatres.

The theatres were the subject of a presentation by Consultant Anaesthetist Dean Millican, who explained to the audience how they would increase patient satisfaction by helping cut waiting times and reduce disruption to patients' lives, allowing them to go home sooner.

Looking ahead, the audience heard how there would continue to be a focus on improving the estate to enable the Trust to continue delivering high quality, safe, effective and sustained clinical services to patients.

There would also be a continued focus on innovation to improve service, such as plans to extend the opening hours of the hospital's pioneering ambulatory unit, where patients are seen on an outpatient basis and receive diagnosis, consultation and treatment in one visit. The unit is scheduled to begin opening seven days a week in time for the busy winter period.

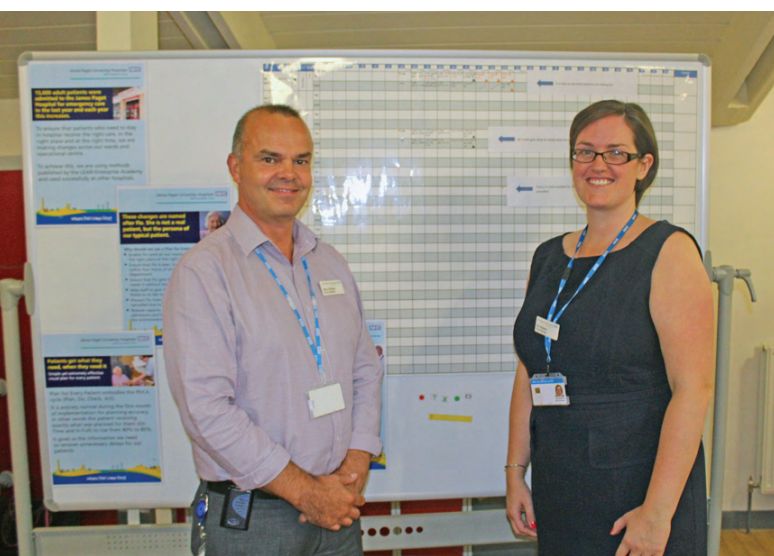
And there would be added emphasis on collaboration with other health providers, against a backdrop of a significant financial challenge.

Our photographs show some of the showcase stands which were put together by departments and units across the hospital.





Year of achievement



Welcome



Well, what a summer it has been!

There have been significant developments across the Trust, not least the opening of our new Day Care operating theatres suite. These are magnificent facilities, which are helping us further improve the service we offer our patients while providing our staff with a better working environment.

But it hasn't just been investment in our facilities. An organisation's strength lies in the quality of the people who work for it. That's why I am absolutely delighted that, for the second year running, we have been named as one of the best places to work in the NHS. The JPUH is one of only 40 acute trusts on the "best places..." list, which is published annually by the Health Service Journal in partnership with Nursing Times.

Of course, the major event of the summer was the visit of Care Quality Commission inspectors during August. We issued regular bulletins in the run-up to the inspection – and these will continue so that you have the latest information. We don't expect to hear any results of our inspection until later in the autumn. We will keep you fully informed.

I would like to finish by repeating what I said on behalf of the Executive Team at the briefing held immediately after the inspection: we were all extremely proud of the way in which the whole organisation worked together to prepare for the inspection – and the professionalism and teamwork displayed by staff across departments while the inspectors were with us.

There are challenges ahead, not least the financial situation we face. I am confident we will meet this challenge as our staff have shown time and time again their pride in working for the organisation as well as a commitment to continuous improvement, transformation, innovation and cost reduction.

Christine Allen, Chief Executive @callen_jpuh

Chairman's Chatter



The Care Quality Commission has been and gone. We wait now for their verdict.

Thanks so much for being so open and receptive to the Inspectors. The challenge is to maintain the standard that we believe we reached, while now focussing on the future.

First though there are some issues that need fixing quite quickly for example separate clinic space for paediatrics and a focus on improving facilities for the elderly.

The longer term, despite the financial difficulties looks really positive. We have been spending time thinking through how we might manage our way through the funding crisis. The Executive Team, have no shortage of excellent ideas to deal with what is a major funding gap. You will read and hear a great deal about it. Don't let the noise drown out our clear intention to ensure that this Trust will go from strength to strength.

There are many strategies to achieve this, including closer working with all local providers of health services to ensure that the patients get a seamless service and that we deliver in the most cost effective ways possible. That will mean much more sharing of posts and skills while retaining the integrity of the current organisations. We believe that working better together is a more sensible way forward than mergers and the disruption that that may bring.

We will be giving some priority too to innovative ways to earn more income, such as research. Over the next months we will have a discussion in the Trust about how we might speed up our decision making to take advantage of the incredible ideas that are possible.

All this is not about doing different for the sake of it, but because it essential to improve our services and to meet the financial challenges.

David Wright, Chairman @dspritely

First baby born in Delivery Suite

Newborn George Hogan got an extra special welcome from staff at the James Paget University Hospital – as the first baby to be born at the hospital's new Delivery Suite.

George was born at 1.20am on 31 July, weighing in at six pounds and two ounces, and arrived into the world in the pristine surroundings of the new suite, which features the latest maternity facilities.

Proud parents Ruth and Tony Hogan are celebrating the arrival of their third child, who will be a new brother for eight-year-old Jamie and Hannah, aged six.

Both Jamie and Hannah were born at the Paget, but in the old facilities rather than the new suite, which features large rooms with en-suite bathrooms/showers, birthing balls, reclining chairs, television and a separate birthing pool.

Ruth, 35, said she was delighted to be the first mum on the suite.

"The standard of care was excellent and throughout, the staff were amazing and very supportive," she said.

Tony, 33, added: "Bearing in mind everything on the suite was brand new and unused, and the environment totally different, the staff knew exactly what they were doing and everything went smoothly."

Head of Midwifery Gloria Rowland said: "We are so pleased that Ruth and Tony's experience of our new facilities was so positive.

"We have spent a lot of time ensuring that the design and facilities in our new suite offer parents a safe, pleasant and comfortable environment in which to have their children – so to get such good feedback from day one is really heartening."

Proud parents Ruth and Tony with baby George and Gloria Rowland.



Some of the new facilities in the delivery suite.



JPUH signs Autism Anglia Charter

Following autism awareness training from Autism Anglia, the JPUH has become the first hospital in East Anglia, and in England, to sign the Autism Charter.

The hospital has shown that it is fully committed to becoming 'autism-friendly' and have even compiled a photograph booklet to show people with autism what to expect if they are admitted to the hospital.

The Autism Charter is a framework for making venues autism-friendly and has been written in collaboration with people with autism.

By signing the Charter, businesses will receive free autism awareness training and support for staff.

Autism Anglia hopes that the hospital's commitment to the project will encourage many more hospitals across the country to join us in the autism awareness campaign.

To find out more information about the work of Autism Anglia, visit www.autism-anglia.org.uk

Pictured left to right: Julia Hunt, Deputy Director of Nursing, Rebecca Crossley, Learning Disability Liaison Nurse with representatives of Autism Anglia.



Paget Man's World Championship Bid



By day, he helps ensure that the numbers are right in his role as a payroll clerk for the James Paget University Hospital...

But outside work, John Ashmore concentrates on letters rather than figures – as a high-ranking Scrabble player.

Now, the 53-year-old from Bradwell is facing his biggest Scrabble challenge: representing his country in the World Scrabble Championships.

John will travel to Perth, Australia, in November as one of the 15-strong England team – and will be competing against Scrabble champions for countries including the USA, New Zealand, Australia and South Africa.

Before that, there is the matter of two warm up

ECCH Chairman Paul Steward, ECCH Chief Executive Jonathan Williams, JPUH Deputy Chief Executive Liz Libiszewski and JPUH Chairman David Wright.



Closer working pledge

Senior executives at two healthcare providers have formally pledged to work even more closely together, for the benefit of local people.

The James Paget University Hospitals (JPUH) NHS Foundation Trust and East Coast Community Health CIC (ECCH) have agreed a Memorandum of Understanding which will govern joint working between the two organisations in the future.

ECCH provides community-based services including 'out of hospital' teams in Lowestoft and Gorleston which provide integrated health and social care to people in their own homes. As such, the two providers need to work closely together as many of their services are closely connected, with people receiving support in the community after being discharged from hospital – or receiving advice and support which helps prevent a stay in hospital in the first place.

JPUH Deputy Chief Executive Liz Libiszewski said: "The Trust and ECCH share so many aims, ranging from helping people take steps to improve their health while making sure we deliver the right care at the right time to those who need our help.

"The signing of the memorandum, therefore, makes perfect sense and is in keeping with the NHS' direction of travel. As healthcare providers, it is essential that we work collaboratively, so that we can provide a seamless service to our local communities."

tournaments in this country: the UK Masters and then the British Scrabble Championships, which both took place in August.

But he is on good form, having won a competition recently in Nottingham in which he was victorious in 18 straight games.

"I have had a good year," said John. "I have won several competitions which has meant my ranking has improved, which must have caught the attention of England team selectors.

"But it was still a shock to get the call. I am excited about the opportunity to represent my country – but will be taking on the best players on the planet. If I can take one or two scalps and win more than half my games, I will be more than happy," he added.

John enjoyed playing Scrabble as a child – but has only been playing the game seriously since 2000.

He shouldn't be daunted by the pressure of playing on the big stage – having already shown his word and number skills in front of a television audience of millions when he was crowned the winner of gameshow Countdown in 1998.

Scheme Leads to Jobs

An innovative scheme has helped 28 young people secure jobs – thanks to a partnership involving the JPUH, Great Yarmouth College and Remploy.

Project Search is a government-funded scheme which helps equip young people experiencing complex barriers to employment with the skills required to be successful in the work place.

This year, Daniel Shales, Jamie Frost, Gavin Toothill, Shelby Jae Yaxley, James Rogers and Casey Goodrum successfully achieved employment.

They are following in the footsteps of others like Aaron Cox, who works at the hospital as a Digital Imaging Assistant in the x-ray department.

He said: "Before I started the course I was quite shy and would hesitate to speak to people I didn't know very well."

"My confidence developed during the course and I found that the x-ray department was somewhere I would really like to work. When a vacancy came up, I jumped at the chance to apply, was lucky enough to be selected for interview, and then offered the job!"

The working day begins with an hour in the classroom - learning employability and personal development skills - with Great Yarmouth College tutor Cassie Clarke, before going to their hospital based work placements.

"We cover work skills, communication, social skills, problem solving, team work, technology and employer specific work. Project Search students learn all the skills and qualities it takes to be employable," said Cassie.

For further information about the scheme, contact Cassie Clarke or Shaun Evans on 01493 453017 or email c.m.clarke@gyc.ac.uk



Have Your Say Staff Survey 2015

The JPUH is taking part in the NHS Staff Survey during the Autumn.

A sample of staff employed by the Trust are being asked to fill in a paper questionnaire, which has been sent direct to individuals in their departments at work.

The survey asks people for their views on their job and about working for the Trust.

The aim of the survey is to gather information that will help improve the working lives of staff – and so provide even better care for patients.

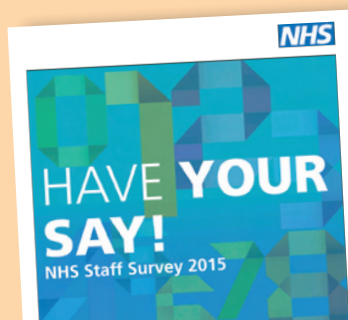
Questionnaires will be returned to an external survey contractor who administers the survey, so no one from the Trust will be able to see individual responses. The deadline for returning surveys is 27 November 2015.

Data gathered by the survey is used by the Care Quality Commission, the Department of Health and other NHS bodies - and is an important way of ensuring that the views of staff working in the NHS inform local improvements and support national assessments of quality and safety.

The survey is very important as the views of staff are vital in making service improvements. It provides Trusts with useful information on a range of issues and, importantly, what it is like to work for a particular organisation.

The survey findings will be reported in a summary report, in which individuals cannot be identified.

*For advice and support about the survey, please visit the NHS Staff Survey Co-ordination Centre website at www.nhsstaffsurveys.com



Play Your Part in Fighting Flu



Staff across the JPUH are being urged to get their flu vaccination this year – to help protect themselves, their families, patients, colleagues and patients.

Doses of this year's flu vaccine are due to arrive shortly – and a programme of vaccination sessions will be held across the Trust in the coming weeks.

Anyone working for the Trust is eligible to receive the vaccination, which is free.

Over the last 10 years, the vaccine has provided good coverage against the flu – and is still the best way to fight the illness.

However, the virus mutates, which means that people need to be vaccinated every year for protection.

Trust Director of Nursing, Quality and Patient Experience Liz Libiszewski said: "Flu is not simply a bad cold. It is a serious illness that can make people extremely ill and in some cases can be fatal."

"As we are a team working in healthcare, we have a duty of care to protect our patients and service users as much as possible – as well as protecting each other and our families.

"Therefore, I would urge everyone working in the Trust to get their vaccine. Frankly, it is the right thing to do."

Paul Smith, Staff Side Secretary, said:

'I'm having my flu jab and although I couldn't claim to be in direct contact with patients in my job, what I can say is that when I am around patients and other vulnerable people I know I've done a little something to help make their stay safe. I know we're all pushed for time in the NHS right now but taking 5 mins out can literally protect others for months.'

Disappointingly, only 31% of staff received a vaccine last year. This year, the Trust is aiming to achieve at least a 75% take up this winter – and will be monitored on its performance.

More details about vaccination sessions will be sent out via e-mail in the weeks ahead.

STEP INTO THE NHS

EVER WANTED TO EXPLORE A CAREER IN HEALTHCARE?

Careers event

A major careers event is being organised by the James Paget University Hospitals and the University of East Anglia (UEA) to inspire local people to consider a career in healthcare.

Staff representing different departments of the hospital will be on hand to describe what their roles entail and give careers advice to those attending the event, working alongside representatives from the UEA and local colleges.

The day is being split into three sessions, with a session for school students, college students and the general public.

Location:
KINGS CENTRE, GREAT YARMOUTH, NR31 0LE
WEDNESDAY 11 NOVEMBER 2015

The public session will be from 4pm to 7pm

To find out more:
PLEASE EMAIL FMH.OUTREACH@UEA.AC.UK OR CALL
01603 591516

www.uea.ac.uk/reach



working with

James Paget University Hospitals 
NHS Foundation Trust

MSc PHYSICIAN ASSOCIATE INNOVATION IN HEALTHCARE

A unique opportunity has arisen for science graduates who want a career in

medicine to train at the James Paget University Hospitals (JPUH) – with the majority of funding provided.

The hospital has teamed up with the University of East Anglia (UEA) to offer a new healthcare course for people who want to make a big difference to patients' lives while playing a vital role in the NHS.

The Physician Associate (PA) Masters course aims to train students to become independent healthcare professionals, working under the supervision of a doctor or surgeon.

It is the first time such a course has been offered in the region – and there are only a handful of courses running across the country.

However, the role of PA is expected to play an increasingly important role in NHS hospitals in the years ahead.

Once trained, a PA will be able to undertake a number of medical tasks, such as obtaining medical histories, diagnosing and treating illnesses and injuries and giving preventive health advice.

Training will be based at the UEA in Norwich but also in local hospitals in Norfolk and Suffolk, including the James Paget, during the two-year course.

There are currently up to 60 places available on the course, which starts in January.

Successful applicants will only have to pay £500 per year – with the vast majority of the course fees covered by finance from Health Education East of England (HEEoE).

JPUH Medical Director Nick Oligbo said:

"The role of the PA is right in the front-line of providing care, in constant contact with patients and making a positive contribution every day.

"The new UEA course is a golden opportunity for new science graduates who are looking for a route into healthcare.

"At the same time, it represents a rare chance for a career change for science graduates from the Great Yarmouth and Lowestoft area who are working in other fields but have always wanted to enter the healthcare profession.

"This really is an exclusive offer – and I would urge any science graduates with an interest in medicine to give it careful consideration."

For more information about the course, visit www.uea.ac.uk/pa



The JPUH will be taking part in a Prince's Trust 'Get into Hospitals Services' programme in November.

We are looking for Managers who can offer a 2-week work experience placement to a Prince's Trust student from 2 – 13 November 2015. If you are interested or want more information, please contact Sarah Mann, Training and Development Co-ordinator on ex 3019 or e-mail: Sarah.Mann2@jpaget.nhs.uk



Day Care Operating Theatres Open for business

Our new state-of-the-art operating theatre suite has just received its first patients.

The Day Care Theatres Complex is one of the biggest investments in the Trust's history and has significantly improved the efficiency of services offered to patients while providing staff with modern, well-equipped facilities.

Phase one of the project, which has cost £8 million, has involved the removal of a section of the hospital's roof to create three new day care theatres, a new day care ward and recovery area, anaesthetic room, stores and changing rooms.

The creation of the new facilities means the hospital's capacity for day care surgery - which covers a wide range of pre-planned procedures in fields including urology, gynaecology and ear, nose and throat - has increased.

Operations in the new theatres started at the end of August.

Trust Chief Executive Christine Allen said: "The opening of the day care theatre complex is an important milestone in the development of our hospital, bringing benefits for both patients and staff.

"Our patients are clear in their feedback: they want their treatment to be efficient and effective - and their stay in hospital to be reduced as much as possible.

"The new complex will help us meet this expectation, along with other innovative developments in the hospital, such as our new pioneering ambulatory care unit."

"The theatres will also give our staff the working environment they need and deserve: modern, spacious and incorporating the latest technology."

The opening of the theatres complex has brought added resilience to the hospital's overall theatre provision.

It increases the total number of theatres being used on site from seven to eight, with one being dedicated to

emergency cases.

And it will allow two of the hospital's original theatres to be re-allocated for other use.

Sarah Downey, Divisional Director for Elective Services, said: "The introduction of these new facilities will result in greater efficiency in carrying out surgical procedures.

"We will be able to group procedures together, which will avoid the need to adjust theatre settings between operations - something which will be welcomed by staff."

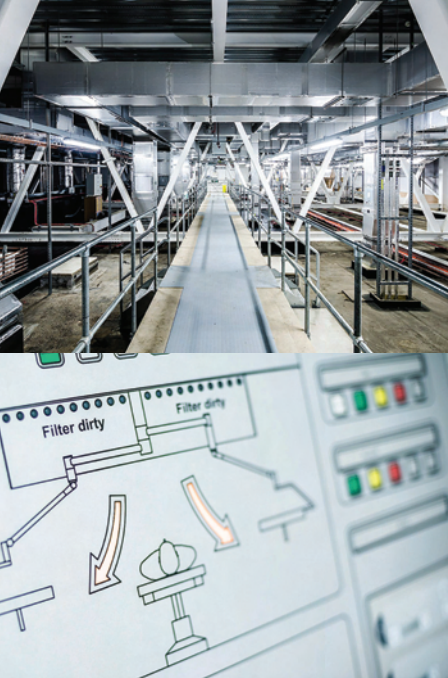
Construction of the complex has involved laying a screw pile foundation - but no bricks have been used in the construction of the buildings, which is metal-clad outside.

Inside, the theatres feature a hi-tech air flow system, designed to bathe patients in filtered air while acting as a barrier to prevent contaminants from entering where the surgery is taking place.

Work on the theatres complex began in May 2014. The project will now continue with two other phases of work which will see improvements to ventilation, recovery and changing areas associated with existing theatres. These are due to be completed in spring next year.

In total, some 50 separate contracting companies were involved in the project, which was led by constructors Morgan Sindall.





“The opening of the day care theatre complex is an important milestone in the development of our hospital, bringing benefits for both patients and staff.”

Christine Allen, Chief Executive



Innovation flourishes at Service Improvement Day

Students at the James Paget University Hospitals shared their innovative ideas for improving the quality of patient care at a special Service Improvement Day.

The event, organised by Clinical Educator Anna Breach and hosted by the Education & Practice Development Team, aimed to showcase the exciting ideas being developed within the Trust and to find new ways to take them further.

The morning session featured undergraduate students showcasing their service improvement proposals using displays. In the afternoon, staff who have undertaken various courses, supported through Continuing Professional Development (CPD) investment, gave presentations on their proposals for improvement.

Topics discussed throughout the day included:

- A study over a six month period to allow functionally deaf patients to engage effectively with relatives;
- A nurse's experience of death and dying in acute care;
- Improving ward staff confidence in an emergency resuscitation situation;
- The use of coloured walking frames to aid patients with cognitive difficulties.

Sharon Crowle, Head of Education and Practice Development, said: "The day was a huge success, sharing many innovative ideas that could improve the quality of care at the JPUH.

"I'm delighted that the day truly illustrated the value CPD investment had given to the organisation, through developing ideas and improving patient experience."

The day was hailed as a success and Anna Breach is looking forward to planning another event next year.



Curioser and curioser!

Our Mad Hatter's Tea Party at the latest Memory Club event was a great success. Music, cakes, great company and a surprise visit from the Mad Hatter!



Respiratory cake sale

A cake sale was held in the Respiratory Oncology office on 23rd July and £170 was raised for our Lung Cancer & Mesothelioma Support Group. Thank you to everyone who participated.



Dr Naeem Ahmed

A doctor at the JPUH has paid tribute to his friend and colleague Dr Naeem Ahmed who died suddenly

last month.

Dr Ahmed worked as an anaesthetist at the James Paget Hospital for over 25 years and died on 18 August.

His friend Dr Javaid Haider recalled first hearing about Dr Ahmed when at Nishtar Medical College, where they both studied.

They never met at college as they were in different years – but, years later, they became colleagues and friends thousands of miles away at the James Paget University Hospital.

Dr Haider recalled how popular Dr Ahmed was with colleagues at the hospital.

"He was very kind, helpful and friendly. Because of his various good qualities and friendly attitude he was very popular in the hospital. I think James Paget was his home. He was very easily approachable and was kind to his patients. He always helped his colleagues.

"He was well known and popular in all sections of the hospital. One day when I finished my clinic I heard the sad news of his death. It was very unexpected and shocking for his family and all the colleagues that knew him."

"He came to Gorleston and never left. He is resting in the cemetery of this town. We, his friends are still in a state of denial because he left so suddenly and he left his memories, which we will not forget."

Quick Witter We want to know about you!

Name: Sue Stebbings

Job title: Admin Officer, Corporate Affairs

Brief description of role: A variety of jobs including collating and distribution of the Board and Governors' papers and mentoring our apprentice

Years at James Paget University Hospital: 8

What three items would you take to a desert island – and why?: Phone, to phone for help. Matches to light a fire and a boat.

Which three people would you like to go out to dinner with – and why?: Patrick Swayze, love all his films especially Dirty Dancing. Will Smith, such a funny person.

The Queen, just to see what she's really like.

Top holiday destination: the Caribbean

What's on your Ipad: Mixture of songs from The Script, Oasis and even One Direction!

Favourite day out: A theme park with my family

What makes you Proud of the Paget: The hard working staff always striving to make it a great hospital for patients. Everyone works as a team and I am proud to be part of that.

Want to nominate someone for Quick Witter?

Contact the Communications team on ext. 2269 or 3656 or email communications@jpaget.nhs.uk





Sign Up and Save Lives

A drive to increase the number of people on the Organ Donor Register is underway both locally and across the country.

More than 10,000 people in the UK currently need an organ transplant – and three of them die each day as there are not enough organs available.

Repeated surveys show that the majority of the public support organ donation. Currently, however, only 33% have joined the Organ Donor Register and made a permanent record of their donation wishes.

The Organ and Tissue Donation Committee at the James Paget University Hospitals works hard to think of innovative ways of turning people's good intentions about organ donation into action

Its aim is that more local people will join the Organ Donor Register and share their donation wishes with their loved ones.

The Committee also works hard to ensure that the wishes of every patient are established and respected with regard to organ and tissue donation so that every individual who is willing and able to become a donor is given the opportunity to do so.

The Committee is chaired by Julia Hunt and includes Dr Karl Blenk, Clinical Lead for Organ Donation; Helen Attwell, Specialist Nurse for Organ Donation; and Mary Tottman from the East Anglian Eye Bank plus representatives from A and E, theatres, ITU and the mortuary.

One of the most valuable members of our Committee is Tony Seago, whose sister became an organ donor at the James Paget Hospital in 2011 – and was able to save four lives after her death.

Tony said he had been inspired by his sister's desire to be an organ donor and is incredibly proud that she saved others' lives.

"Having something positive to focus on has helped the family with their grief," he said.

Tony and his family met the Specialist Nurses in Organ Donation on Intensive Care when they were told that his sister would not survive.

"They approached us about organ donation and said that it was possible she could save lives after her death. We were able to ask lots of questions and they were absolutely brilliant. We were told that they would be with her throughout and that was really reassuring," he said

Tony joined the Organ and Tissue Donation Committee in 2012. He aims to ensure that his sister's memory stays alive and devotes much of his own time and energy into encouraging people to sign up on the Organ Donor Register and share their donation wishes.

Now, he has secured a two-year sponsorship deal on behalf of the Committee with Southwold Town Cricket Club and Southwold Town Football Club.

For the next two seasons, four teams across both clubs will proudly display the Organ Donation logo and sign up details on their kits. The teams play all over Norfolk and Suffolk and so it is hoped that the supporters of their teams will sign up to become organ donors too.



Organ donors save lives!

Inform your family of your wishes

Phone 0300 123 23 23

Text SAVE to 84118

Visit www.organdonation.nhs.uk

JPUH Laparoscopic Surgery Skills Course

A group of trainees were given the opportunity to perform a series of simulated surgical procedures during a special training course held at the James Paget University Hospital.

The Laparoscopic Surgery Course was organised by consultant surgeon Kamal Aryal, with support from consultant surgeon Roshan Lal and consultant urologist Rob Fryman – and held in the wet lab at the hospital's Education Centre as part of an educational day for surgical trainees.



hope to hold this annually and invite more trainees from other hospitals as well."

The course was supported by medical companies including Ethicon endosurgery, Storz and iSurgicals who supplied simulators, instruments and equipment, which are shown in our photograph.

The course was attended by 16 post-graduate trainees and four theatre staff, who practised on laparoscopic simulators and performed 'wet tissue' procedures including suturing, stapling, anastomosis (joining bowels together) and cholecystectomy (removing a gall bladder).

After the course, which was held in July, all trainees gave positive feedback – and there are now plans to hold the course on an annual basis.

Mr Kamal said: "We have been hoping to perform this course for a while. We had to postpone an earlier date in May because I had to go to Nepal in relief efforts due to the Nepal earthquake disaster.

"I am pleased this has been useful for our trainees. We

Improving breast cancer outcomes for older women

A pioneering project designed to provide extra support for women aged over 70 years who are diagnosed with operable breast cancer is due to take place at the JPUH.

The Prejuvenate study will be launched in response to government reports which have shown that older women with breast cancer may not be offered the same treatment options as younger women.

It also coincides with a new campaign by Public Health England (PHE) which urges older women to visit their doctor straight away if they notice any unusual or persistent changes to their breasts.

Figures show around 642 women aged 70 and over die from breast cancer in the east of England every year.

Consultant Oncoplastic Surgeon at the JPUH Sue Down said: "We know that a third of breast cancers are diagnosed in women over 70 who are past breast screening age. They are often not aware they are at an increased risk of developing breast cancer, with the highest risk of breast cancer at 85 years and over."

"Because many ladies over 70 don't check their breasts, they tend to present with more advanced breast cancers. They may require more support and time to decide on their treatment options, which is where the Prejuvenate study will focus on improving their care."

Miss Down is part of a team which sees more than 1000 new symptomatic breast cases each year, referred by GPs, and treats 200-300 new cases of breast cancer.

Following referral by a GP, patients are seen initially by a surgeon in the Broadland Clinic. They will take a thorough history of the symptoms, and perform a breast examination. If necessary, patients are then referred for breast imaging, often at the same appointment. If the breast imaging shows no problems, this is explained to the patients by a radiologist, and they are reassured before departing their appointment. For those patients requiring a biopsy, results are discussed at the weekly multidisciplinary (MDT) meeting before being relayed at a further clinic appointment.

The Breast MDT is attended by all core members of the breast team including the breast surgeons, breast care nurses, radiologist and radiographers, breast pathologist and medical oncologist. Each patient's case is discussed in turn, and a management plan made based on the individual results and latest evidence and guidelines provided by the Royal Colleges and professional bodies.

Patients requiring surgery for breast cancer are seen in the clinic by a surgeon and named breast care nurse, who will act as their point of contact during their treatment. Surgical options are explained and a decision taken with the input of the patient. Prior to their operation, the patient completes a general health questionnaire, and attends the pre-assessment clinic to check they are fit for surgery.

Most breast cancer patients attend the hospital on the morning of surgery, and are able to go home the same day. The exceptions are patients requiring major breast reconstruction who usually stay in hospital for a few nights for monitoring.

Following surgery, patients are given a specially designed pillow, made by our volunteers, which eases the discomfort in the breast. The breast care nurses also provide exercise information to prevent shoulder stiffness and reduce the risk of developing arm swelling.

The final pathology results are ready about 10 days after surgery, and are again discussed at the MDT meeting. Further treatment in the form of radiotherapy, chemotherapy or endocrine therapy may be recommended to reduce the chance of the cancer returning in the future, and patients requiring further treatment are referred to our oncology consultant Dr Adrian Harnett.

Following treatment, patients will be kept under review in clinic for 2-5 years, and will have surveillance imaging for 5-10 years depending on their type of breast cancer. They receive ongoing support from the breast care nurses and BRAS patient group.

*Be Re-Assured
Scheme*

Decades of valued service

A group linked to the JPUH which helps support those with breast cancer is marking 30 years of service.

The group which became known as the Be Reassured Scheme (BRAS) has its origins in a meeting dating back to March 1985, when consultant surgeon Hugh Sturzaker met with District Medical Officer Ann Brown and Lowestoft GP Roy Vining and 10 of his patients.

As a result, the group was formed, under chairman Renee Burgess.

Current chairman Anne Davis said: "We describe ourselves as basically ordinary, caring, compassionate ladies who have faced breast cancer and most importantly, have come through and survived. Our motto is: 'Don't be alone, pick up the phone.'"

Since then the group has gone from strength to strength, raising money for a variety of needs - and attending events, including a trip to London in 1998 with the breast care nurses to receive the Charter Mark from the Prime Minister.

"So much progress has been made since those early days," added Anne. "We have more consultants, breast reconstruction and a rejuvenate group organised by the breast care nurses takes place monthly for those who have finished their treatment."

The group holds its regular meetings at the Louise Hamilton Centre, which features a butterfly on the wall paid for through BRAS fund-raising efforts.

*As part of breast cancer awareness month, the BRAS group are holding a fund-raising pamper session for women who have undergone treatment for breast cancer. It will take place at the Louise Hamilton Centre on Saturday 24 October 24 from 12 noon until 2pm. There will be a variety of beauty and wellbeing treats on offer alongside refreshments and a tombola. Spaces are limited - so if you are interested in attending, please call the breast care nurses on 01493 452447.

Members of the breast care team line up for the camera at the Race for Life, held at the Norfolk County Showground.



October is Breast Cancer Awareness Month, a worldwide annual campaign involving thousands of organisations, to highlight the importance of breast awareness, education and research. For more information, visit www.breastcancercare.org.uk or www.wearitpink.org

making changes

Issue 12

News from the Transformation Board

Digital Technology Enhances Hospital/GP Communication

A new digital platform to help improve communications between the James Paget University Hospitals and GPs is due to go live before the end of the year.

The introduction of digital dictation will see the Trust invest in digital recording equipment to modernise a system which for 30 years has relied on cassette tapes and paper.

Once introduced, digital dictation will improve efficiency, reduce paper use and ensure that important information reaches the patient's GP in a timely manner, consistently.

At present, clinicians use dictaphones containing cassette tapes to record clinical letters and clinical instruction. These are then played back and transcribed by the medical secretariat. The letter is then signed by the clinician and put in the post.

Under the new system, clinicians will use a digital voice recorder which will upload the files directly to the secretariat. An e-letter will be transcribed and signed electronically by the clinician. Once verified this will automatically be filed into the patient's Electronic Health Record held within the Trust and simultaneously forwarded to the patient's GP.

"The implementation of digital dictation will have benefits for everyone involved, especially the patient and their pathway" said Project Manager Ashling Rivá.

By moving to a totally digital process, we will speed up the current process which will ensure that all letters are transcribed, proof-read, approved and received by GPs within three operational days of a patient attending clinic."

The roll-out of digital dictation starts in October and will affect consultants, specialist registrars, staff grades, junior doctors, and medical secretaries working across all specialties over the coming months.

Flo Discharge Planning

There were 15,000 emergency admissions to the James Paget University Hospital during the last year and this is increasing year on year.

To cope with this increase, staff in our Operational Centre are using a patient-centred method to improve flow of patients to the right location for their care as patient care needs change

Ward 12 will be the first to use a standardised Plan for Every Patient ward board to make multi-disciplinary care actions more visible to staff and to ensure that patients get what they need when they need it.

Plan for Every Patient will then be rolled out across wards between now and March 2016.



Pharmacy Adds Value

The Pharmacy team are leading on a number of initiatives to improve medicine management including compliance with standards and increasing value of money for the Trust.

The new pharmacy system has been set up to include only drugs that are on the agreed joint formulary in order to promote compliance. Ongoing work is helping to raise awareness of costs and encouraging use of the generic drug name when prescribing rather than the branded name – which can be far more expensive.

The Trust is also benefiting from a drive to recycle returned medicines. This is reducing waste and saved the hospital over £70k in 2014-15, with a further efficiency of £104k expected in this financial year.

A new home delivery service will be operational in the autumn. This will support some patients that need on-going drugs for certain conditions by delivering medicines directly to patients' homes. This will mean that drugs can be purchased at NHS Contract prices making savings for the local health economy.

The Pharmacy team are also working to redesign the pharmacy outpatient service, providing support to prescribers and ensuring that hospital prescriptions for outpatients are managed effectively and in line with our contract. These changes will be introduced over the next six months.



Have you got an idea to help our Trust...

...become more efficient and save money while improving our service to patients?

Your input is needed!

Contact the Transformation team on ext. 3194 or 3124 or email transformation.pmo@jpaget.nhs.uk

Clinical Audit Symposium 2015

This year's Clinical Audit & Effectiveness Symposium was held on Thursday 18 June in the Lecture Theatre, Burrage Centre, and proved to be a successful and enjoyable day with many key areas of Trustwide practice put in focus.

A high attendance rate was again recorded, with around 80 members of staff in senior and junior roles from clinical and non-clinical professions attending.

This is an annual event where clinicians can showcase quality improvements achieved through Clinical Audit in the Trust to a wide audience.

The event opened with an impressive and varied display of posters on view.

Dr Dhiraj Ail, the Clinical Audit Lead for the Trust, welcomed the audience ahead of the oral presentations, which covered a range of topics on key areas of Trustwide practice.

The judging panel for oral presentations was comprised of Professor Jerome Pereira (Consultant Surgeon), Justine Goodwin (Senior Nurse, Neonatal, Children and Young People's Services) and Julie Smith (Head of Clinical Audit and Compliance). The audits presented were all of high quality, but the winners of the three audit prizes were selected as below:

1st Place: A Colorectal Cancer Audit of Emergency Admissions in a socio economically deprived area of England, presented by Dr Sarah Ashford-Wilson.

2nd Place: Rapid Access Chest Pain Clinic Audit, presented by Dr Emma Finlay.

3rd Place: The Quality of Discharge Summaries on EADU, presented by Dr Viveka Biswas.

The poster prize was decided by the two Divisional Audit Leads – Dr Aamir Saleem (Consultant Gastroenterologist) for the Emergency Division, and Mr Adam Cohen (Consultant Orthopaedic Surgeon) for the Elective Division.

The winning poster award went to **Regional Methotrexate Audit 2014: An audit to check compliance with NPSA guideline while prescribing Methotrexate in Dermatology**, by Dr Mousumi Zaman and Dr Robert Graham.

The winning presentations and posters are available to view on the Clinical Audit & Effectiveness intranet page, and a gallery of all posters will also be made available there.

The League of Friends kindly provided the cash prize money for the audit awards.

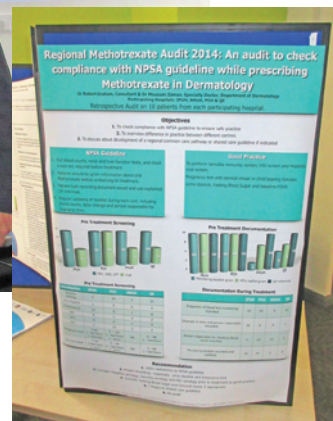
Congratulations to the winners and sincere thanks to everyone who attended, presented and submitted posters for this year's event.

The Clinical Audit Department is planning a series of Clinical Audit Awareness events for all clinicians in Autumn/Winter; this will be announced through General Notices and other channels.

For more information, advice and assistance with Clinical Audits and Patient Satisfaction Surveys, do visit our homepage found under the Departments section on the intranet. We can also be contacted on extensions 2752 and 2751, by email at clinicalaudit@jpaget.nhs.uk, or come and visit us in Southside (on the ground floor, straight on then on the left past the Orthopaedic secretaries).



Julie Smith, Head of Clinical Audit & Compliance, and Dr Dhiraj Ail, Trust Audit Lead.



Winning Poster - Regional Methotrexate Prescribing in Dermatology Audit.



Oral Presentation Winners - Dr Sarah Ashford-Wilson, Dr Emma Finlay, Dr Viveka Biswas.

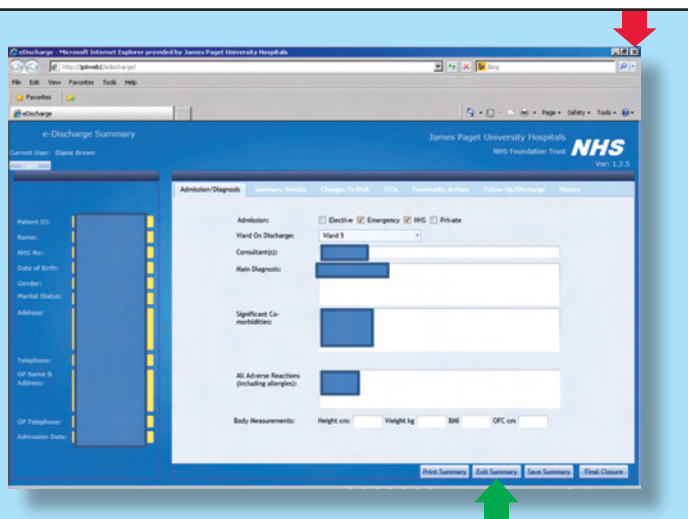


How to prevent an edischarge from locking

Usually this is due to exiting the application by the use of the X in the top right hand corner of the screen (red arrow).

To prevent this from occurring use the Exit Summary button at the bottom of the screen (green arrow).

Another Top Tip in the next issue





James Paget University Hospitals NHS Foundation Trust

Paget's Remarkable People ✓

TRUST AWARDS

Recognition of Unique Staff & Teams 2015

FINALISTS

Ward of the Year
Ward 12, Ward 1, Short Stay Medical Unit

Department of the Year
Research & Development, Macmillan Specialist Palliative Care, Mortuary

Team of the Year
Paediatric Nurse Practitioners, Paget's Café, Ward 12 Deep Clean Team (Domestic Services)

Employee of the Year
Joyce Phillips, Andrew Fox, Yuri Van De Pieterman, Jonathan Reddington

Non Clinical Individual of the Year
Jonathan Reddington, Charlie Lovett, Nathan Grimmer

Clinical Individual of the Year
Glenda Turner, Josip Stosic, Kevin Barnard

Educator Award
Sarah Hills, Karen Thom, Project Search Team

Volunteer of the Year
Alan Durance, Malcolm Lloyd, Dusty (Maureen) Miller

Apprentice of the Year
Amanda Prynne, Oliver Barnard, Lauren Lonergan

Sir James Paget Award for Innovation
Michael Cox, Ambulatory Care Team

Governors' Award for Outstanding Service
Recipients to be announced at the event

EDP Gold 'Patient's Choice' Award
Recipients to be announced at the event

palliative care east working with Louise Hamilton Centre

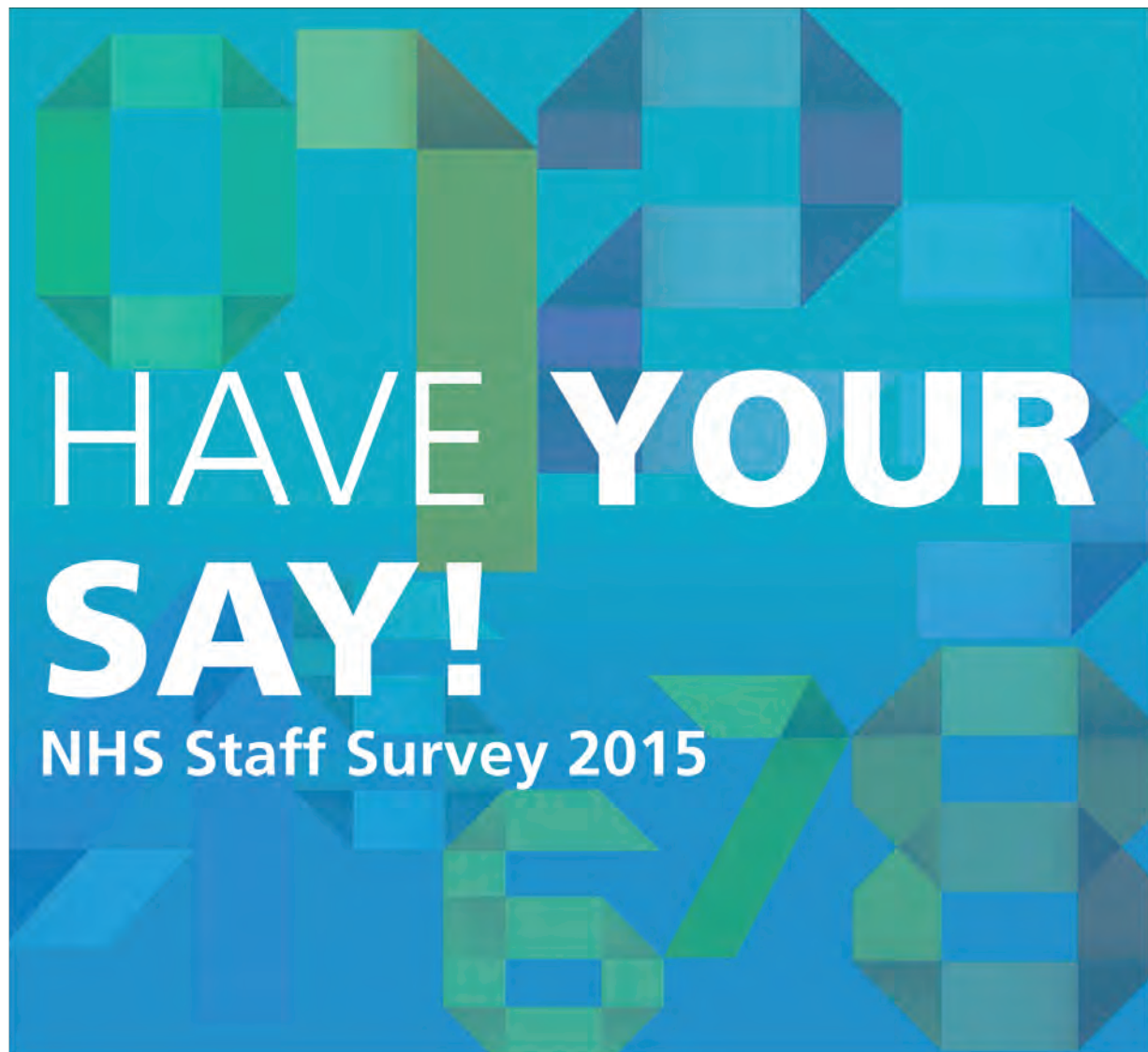
Louise Hamilton Centre Events

Fund-raising events have continued throughout the summer.

Events have included:

- The second Moveable Feast in June with over 150 guests attending the event. Restaurants involved were Quayside Plaza, Town Hall, Courtyard and Mocha in the town, and then The Imperial, Furzedown and The Masonic Lodge on the seafront. A fabulous evening was had by all and the restaurants did a fabulous job with the dining. More than £2000 was raised on the evening.
- The first Louise Hamilton Centre sponsored cycle ride took place in July. Great Yarmouth Cycle Club and Pedal Revolution got behind the event and were amazing as were all the riders. The cyclists were given cakes to eat upon their return, thanks to a mini-bake off held with the cycle club. £1000 was raised by the event.
- The Centre hosted its second vintage tea afternoon, with tea prepared using vintage crockery with a flower demonstration by Julia Knights. More than £700 was raised by the event.

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



Your view counts

If you receive a questionnaire, please complete and return it as soon as you can.

- Your answers will be treated in confidence. No one in your organisation will be able to identify individual responses
- Results will be used to improve local working conditions, and provide public accountability on levels of quality and safety

For more information visit: www.nhsstaffsurveys.com

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 Team. The next edition is due Winter 2015.

Contact us with your feedback, suggestions or future content:

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