

# *Making Waves*

## Special Edition

**#Proud**  
**of the**  
**Paget**

Where You come first

# We're • Good

## and it's official!

The service provided by the JPUH has been rated as “Good” following an inspection by the Care Quality Commission in August.

The CQC is the independent regulator of health and social care services in England. It carries out regular inspections of hospitals and other care providers, to ensure they are meeting fundamental standards of quality and safety.

A team of 39 CQC inspectors visited wards, departments and units across the hospital and the Newberry Clinic, Gorleston, between 11-13 August, as part of their national inspection programme.

The CQC inspected eight clinical areas and asked the following five questions:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive to people's needs?
- Are they well-led?

In their release to the media, the CQC said that staff were consistently compassionate and kind towards patients and their carers. They afforded them privacy and dignity throughout their care and inspectors saw examples of staff and patients having a genuine rapport.

You can access the CQC's full report from our website home page at [www.jpaget.nhs.uk](http://www.jpaget.nhs.uk)



Last rated  
12 November 2015

James Paget University Hospitals NHS Foundation Trust

James Paget Hospital



**CQC's Chief Inspector of Hospitals, Professor Sir Mike Richards, said:**

*"Overall, James Paget University Hospital NHS Foundation Trust provides good care to the population it serves. The trust can be proud of the services that it manages and we were impressed by most areas we visited."*

*"We found staff to be dedicated, kind, caring and patient focused. The vast majority of staff felt supported in their work, had received training and appraisals and were aware of the trust's vision and values."*

*"The executive team impressed us both individually and collectively. The board was aware of where its challenges and successes lay and it actively managed any challenges and had put in place actions to mitigate these. Trust executives were well known to staff and led them through an open door policy and staff were positive about the interactions with the senior management team."*

*"There were some areas where improvements were needed and the trust has told us they have listened to our inspectors' findings and we are confident that the executive team, with the support of their staff, will work to deliver the necessary improvements. We will return in due course to check on the progress that they have made."*

“We found that the staff were exceptionally caring and that they went the extra mile for their patients.”

*Professor Sir Mike Richards, Chief Inspector of Hospitals*



### A big thanks to ALL of you

Christine Allen, Chief Executive

When the Chief Inspector of Hospitals publicly announces that your staff are “exceptionally caring and went the extra mile for their patients” it really makes you stop and think.

As healthcare professionals, I can’t think of a higher accolade than having the head of a public watchdog praise you for the quality of care given to patients.

Good patient care is at the heart of all we do - but we know that what really impressed the 39 inspectors who arrived at our front door back in August was the manner in which you deliver it on a daily basis.

Their report reflects what we already know: you have genuine pride in our organisation and the quality of care it offers.

As I said in a number of media interviews I conducted after the report was published on 12 November, the outcome of the report is a testament to your teamwork and dedication, which you show every day.

I am incredibly proud of everyone who has worked so hard to help us gain such praise from the Care Quality Commission and achieve an overall rating of Good.

Well done to you all.



### So, where now?

David Wright, Trust Chairman

“This report is so important as it formally recognises that our hospital is good.

“I know that directly or indirectly, many people across the hospital were involved in the inspection in one way or another – and I would like to thank you all for your efforts.

“But the report isn’t just about underlining where we are doing well. It also highlights where we should focus our efforts so that we can further improve the service we offer our patients.

“Already, this work is underway, and the Board will continue to monitor progress in these service improvements as well as efforts to meet the financial challenge through transformation and innovation so that the hospital continues to provide a quality service.”

**We are taking the following actions, in line with the CQC’s recommendations:**

- Ensuring all equipment is checked in line with Trust policy.
- Ensuring that all patient records are up-to-date and reflective of patients’ needs.
- Ensuring that all Do Not Attempt Cardio Pulmonary Resuscitation forms are completed fully and in line with national guidance.
- Rolling out a pilot end of life care plan across the hospital to ensure that patients’ needs are met.

## Greeted with a Cheer

A staff briefing held on the report’s publication day brought spontaneous cheers and applause.

Chief Executive Christine Allen announced the result to staff who attended the briefing in the hospital’s Burrage Centre lecture theatre.

“You should all be really proud of yourselves because this has only been achieved by you working so hard together,” she said.

Medical Director Nick Oligbo also addressed the audience – and gave an insight into what inspectors had told Board members at a quality summit to discuss the inspection findings.

“They said we had something that no amount of money could buy: the pride that staff have in working at this hospital. They also said that, throughout the inspection, staff were approaching inspectors to express this pride – and this was something they had not seen anywhere else.”





# 'Outstanding Practice'

**CQC inspectors reported seeing several areas of outstanding practice when they visited our hospital in August.**

They found:

- Evidence of a well-led accident and emergency department and the Emergency Assessment and Discharge Unit (EADU). This evidence contributed to the Commission's decision to rate the hospital's leadership for Urgent and Emergency Care as 'Outstanding.'
- Care of patients requiring thrombolysis in the emergency department, with trained consultants and telemedicine access to a consultant neurologist.
- A charity funded Eye Clinic Liaison Officer raised awareness about support for patients with macular degeneration (see right).
- Patient pathways for GP referrals that resulted in 97% of GP referrals not requiring services of the emergency department.
- Spinal injuries nursing and state of the art equipment for patients with spinal cord injury, which was described as excellent.
- The trust had been awarded integration status with other health partners to pioneer seven-day services. This included an urgent care team chaired by the clinical commissioning group involving social care, the mental health trust and the hospital to identify ways to avoid crises in communities leading to hospital attendance. Data showed this led to a reduction in admissions.
- The neonatal unit had developed a breastfeeding pack to encourage new mums whose babies were on the neonatal unit to hand express their breast milk.

"The number of areas and services where inspectors found examples of outstanding practice demonstrates how our staff put quality of service and innovation at the heart of all they do," said Director of Nursing Liz Libiszewski.

## Promoting breast feeding

Our breast feeding pack was developed in-house and contains a hand expressing kit, which has details of how to hand express, syringes and a sterile gallipot. There are also two knitted bonding triangles, which are swapped between a mother and her baby so that they can smell one another, helping them to bond. Breast milk (especially colostrum) is essential for premature and sick babies as it lines babies' digestive system in preparation for feeding and reduces health problems in the future.

## Rosemary's supporting role

Losing your sight is devastating – and can be seen as a bereavement causing denial and anger, especially in younger people. Rosemary Knell aims to support those who are losing their eye sight by informing, listening, reassuring – and empowering. Rosemary is the first Eye Clinic Liaison Officer (ECLO) within the Norfolk and Suffolk area – and is delighted to be in the role, having worked in other areas in the hospital. "I feel privileged to be able to work within the JPUH Eye Department and to be able to give patients a more positive outlook," she said.



## Wear your badge with pride

**#Proud of the Paget**

You can show how proud you are to work for the James Paget University Hospital – by wearing your badge! Every member of staff was sent a button badge with November's payslip, bearing the slogan #Proud of the Paget. Our photograph shows apprentice Emily Smith getting ready to attach some of the badges to payslips.





# Creating a #Twitter Storm



Claire Gibbs, Senior Research Nurse  
and Abby Greaves, Research Administrator

**A Twitter campaign which started at the James Paget University Hospital just 12 months ago has passed a major milestone after taking off across the globe.**

Senior Research Nurse Claire Gibbs sent the first tweet bearing the hashtag “whywedoresearch” on 8 December last year for what she and Research Administrator Abby Greaves thought would be a local initiative to highlight the importance of medical research, based on a 12 Days of Christmas theme.

However, within days, it became clear that the initiative was more global than local, with people from across the world exchanging ideas and wanting to get involved.

Now, #whywedoresearch has reached 50 million page impressions – or items delivered to its Twitter stream – with contributions from more than 4500 Twitter accounts connected via cyberspace.

“We were amazed to see the campaign take off so quickly,” said Claire, “It just seemed to gain momentum, like a runaway train!”

The initial concept was simple: people would join the campaign by tweeting a photo showing themselves holding up a piece of paper with a few words summing up their thoughts on the importance of research.

But soon it became clear that those engaging with the campaign wanted more, particularly research information.

And so a dedicated website – [whywedoresearch.weebly.com](http://whywedoresearch.weebly.com) – was launched to give new followers an understanding of the campaign and act as an electronic library for resources, including studies and blogs from medical research specialists and patients across the world.

The website has grown too – and is now home to blogs written by patients and healthcare staff (two blogs per

month) and a recently completed survey to gather feedback on the campaign, which has supporters in more than 20 different countries worldwide.

Such is its success that the campaign was shortlisted from more than 60 entries in the clinical research nursing category of this year’s Nursing Times awards.

While it didn’t win, Claire and her colleagues enjoyed attending the awards ceremony at the Grosvenor House Hotel in London.

But Claire isn’t resting on her laurels. Instead, she is looking to push the campaign further in a new phase.

“The last year has really been focussed on bringing together the research community (including patients and staff) locally, nationally and internationally,” she said.

“The collaborators team next plan to focus on getting the campaign into the ‘healthy’ population as well as those who regularly attend hospitals or GP surgeries as patients.”

“For many people, research means looking for cures for high profile illnesses such as cancer. But it is far, far wider than that, encompassing therapies and surveys as well as medications. It embraces every aspect of care. The entire health system we have today is based on decades of research.”

“We hope that, by widening the focus of the campaign, we can encourage people to become better informed and get involved in some of the many research projects taking place in their locality.”

The James Paget University Hospital is at the forefront of research efforts – and has seen more than 6000 people taking part in projects over the last five years.

Areas where current projects are taking place including:

- Anaesthetics
- Critical Care
- Dermatology
- Diabetes (adults and children)
- Ear, Nose and Throat
- Gastroenterology
- Haematology (Cancers)
- Hepatology
- Neurology
- Oncology (Cancers)
- Ophthalmology
- Orthopaedics
- Paediatrics
- Pain
- Rheumatology
- Stroke
- Respiratory (children)



## ‘Ambu’ Goes Global

**A hospital unit which is helping reduce the number of people who have to stay in hospital overnight is attracting interest across the globe.**

The Ambulatory Care Unit provides a service which includes diagnosis, consultation and treatment in one place.

The team is the first in the country to use state-of-the-art Point-of-Care Testing (POCT), which provides diagnostic whole blood results within five minutes, in comparison to traditional methods which can take an hour-and-a-half.

Already, team members have been invited to share their expertise in this area by health leaders in organisations in Europe, South America and Australia.

The team was also shortlisted for a prestigious Health Service Journal (HSJ) Award in the category “Acute Sector Innovation”. They didn’t win – but making the shortlist was a considerable feat.

Clinical Lead Dr Josip Stosic said: “It’s been a real recognition of the hard work put in by the team over the last year.”



# TRUST AWARDS

# 2015



**Ward of the Year**  
Ward 12



**Team of the Year**  
Paediatric Nurse Practitioners



**Department of the Year**  
Macmillan Specialist Palliative Care Team



**Non-Clinical Individual of the Year**  
Jonathan Reddington



**Apprentice of the Year**  
Oliver Barnard



**Sir James Paget Award for Innovation**  
Ambulatory Care Team



**Educator of the Year**  
Project Search Team



**Governors' Award for Outstanding Service**  
Ward 12 Deep Clean Team



# OUR 'Remarkable' WINNERS

The winners of this year's James Paget University Hospitals Remarkable People awards were announced at a glittering ceremony held on 16 October.

More than 200 guests gathered for a night of celebration at Zest, Potters Leisure Resort, to recognise staff that have made a real difference for patients and their families, demonstrated innovation to improve care or given outstanding service. The ceremony included a three course meal, a raffle and disco.



**For Andrew Fox, winner of Employee of the Year**, there were mixed emotions as he picked up his award - as he is retiring from the hospital after 33 years' service.

"I have seen many changes during my time at the James Paget - but one thing has remained constant: it is a great place to work, with everyone pulling together as a team to provide the best possible care for their patients. I will miss the hospital when I retire - but will have many happy memories, including this awards evening," he said.



**Volunteer of the Year** Dusty Miller received her award for 30 years service in the hospital's chapel.

"I love working at the hospital and I am delighted that in receiving this award, the chaplaincy has been recognised."



**It was a busy night for Dr Josip Stosic, who went on stage to collect the Clinical Individual of the Year award** - and then joined colleagues from the Ambulatory Care Team to pick up the Sir James Paget Award for Innovation.

The Ambulatory Care Unit has helped reduce the number of patients who have to stay in hospital overnight by providing an outpatient service which includes diagnosis, consultation, and treatment. The unit uses state of the art Point-of-Care Testing (POCT) to provide diagnostic whole blood results within five minutes - a significantly quicker turnaround than the traditional results provided by pathology laboratories.

The success of the hospital's approach saw it shortlisted in the Acute Sector Innovation Award category at the 2015 Health Service Journal (HSJ) Awards.

"It has been a remarkable year - and this is the icing on the cake," he said. "I am so pleased for all the members of the Ambulatory Care Team that their hard work is being recognised, not just at this evening's event but also nationally and internationally."



Healthcare Assistant and Dementia Champion Joyce Phillips said she was "overwhelmed" to have received the **EDP Gold 'Patients' Choice' Award**, which was introduced for the first time just last year.

She said: "I am passionate about helping people with dementia. This award means so much and I really want to thank all my colleagues on Ward 16 for all their help and support."

**Eastern Daily Press**

## Paget's Remarkable People ✓

**Chief Executive, Christine Allen, said:** "All our staff are remarkable. This special event gives us the opportunity to acknowledge and celebrate the wonderful achievements and work of our staff, who show such commitment to providing care to our patients. I am extremely proud and impressed by the innovation, skill and dedication which has been highlighted at this year's event - and would like to congratulate all the winners and finalists on their success."

**Trust Chairman David Wright added:** "Events such as our annual awards ceremony give us an opportunity to recognise the people who are providing such a high quality healthcare service to patients on a daily basis. There are significant challenges facing the NHS both locally and nationally - but the enthusiasm and expertise displayed by our staff means we should have confidence for the future."

## Recognition of Unique Staff & Teams

# It's True: You ARE

We asked staff around our hospital what makes them Proud of the Paget:

**#Proud  
of the  
Paget**



**Catering Assistant Diane Kohler** said: "Good teamwork, putting patients first and helping with their recovery with good nutritional meals."



**Volunteer Betty Parrott** said: "It's about meeting and helping people where I can."



**Porters and security staff John Ellis, Gary Ingram and Mervyn Baggerley** agree that it's about team work and patient care.



**Main receptionist Sharon Gurney** said: "It's helpful and friendly staff."



**HCA Practice Facilitator John Gilligan** said: "It is a pleasure for me to work at a place that is forward thinking, innovative and delivers what it says it will."



**Staff nurse Maria Jardim** said: "The commitment, teamwork and compassion. Our holistic approach thinking about the patients and their families."



**Martin Ball, Rachael Ball and Jayakar Raj from Occupational Therapy** said: "Everyone really cares and does their best."



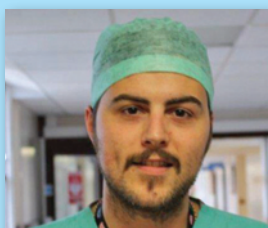
**Senior Physiotherapist Arun Joseph** said: "We have a good working environment and the community spirit in the Trust makes Mondays exciting!"



**League of Friends volunteers Pat Burman and Elsie Palmer** agree: "We love our jobs!"



**Dementia Care Lead Ali Thayne** said: "The Paget enabled me to get to a position where I feel I can make a difference for local people."



**Steven Osborne Emergency Theatre Support Worker** said: "We all work together as a community and I am proud of the patient care."



**Michael Flores, Vishal Upadhyay and Nitin Modi from Orthopaedics** agree that the Paget is worth being proud of – and that hard working colleagues are a key factor in its success.

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 in February 2016.

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