




Making Waves

Hats off for Tommy!

See page 10



-  **Get ready for EPMA** Page 4
-  **Major campaign launch** Page 6
-  **JPUH staff survey results** Pages 8-9



Editorial

It is starting to feel like Spring so this issue is right on time.

It's Simon's second edition and I think it looks great – I hope you find it an interesting read. There's lots of great pictures of generous donations, staff achievements and goodbyes and some detail on what is happening locally and nationally with the major health campaign just launched, One YOU.

I wanted to focus a little on the new Communications Strategy approved by the Board in February. This has been developed over the last

few months and sets out the priorities for the team to support the Trust in achieving its objectives. There is a major focus on staff communications – supporting a healthy culture and enhancing the wellbeing of staff and involving, informing and engaging with staff on the Trust's vision/direction and inspiring them to contribute their expertise to the transformation effort. We are currently finalising the detailed action plan that will sit beneath this to enable us to achieve the objectives – but it will be challenging as we continue to manage the day to day work we have in responding to and preparing for media requests/corporate publications etc.

We are here to help you – but with a very small team, we can't always do everything we would like to do. Part of that support will be asking you what improvements you would like to see and more "how to" guides and toolkits so you have the information you need and you know when to involve us.

We are also shortly to welcome Laura Crisp as our permanent Communications & Digital Media Officer following external advert. Laura has been with us on a temporary basis since the summer so many of you will know her already. I am really pleased she is now joining the team properly.



Ann Filby
Head of
Communications
and Corporate
Affairs

Twitter:
@AnnFilby_JPUH

Welcome



We are about to enter a new financial year which will present both challenge and opportunity.

As you will know, the Trust is in deficit for the first time in its history – and we are working to ensure we have robust plans which help us recover our financial position as quickly as possible.

Key to this will be our work around transformation. Just as we have a shared responsibility for providing our patients with compassionate and safe care, so we all have a duty to play our part in implementing our transformation plans.

We need to work closely and in collaboration with our partners in healthcare and others to create systems that are resilient, cost effective and place the patient at the heart of all we do.

And we need to do this at pace as our regulator Monitor will expect us to improve our financial position in the next 12 months.

However, as a team, we are in a strong position. It is just four months ago that the Care Quality Commission (CQC) declared us a good hospital and highlighted our staff's dedication to patients.

Now, the annual NHS staff survey has effectively endorsed the CQC's findings by underlining how the JPUH is a great place to work - after gathering the views of those who know best: you.

There is a double-page spread on the survey findings in this edition of Making Waves – and, while there are areas where we can improve, the survey demonstrates the breadth and depth of pride that exists within our organisation.

Christine Allen, Chief Executive @callen_jpuh

Chairman's Chatter



When I wrote my last piece for Making Waves, I asked 'So, where now?'

We had just started to bask in the glory of our CQC rating of GOOD and were looking to the year ahead. This meant addressing the challenges from the CQC by maintaining the focus on excellent care but also addressing where we need to improve to become outstanding.

In the meantime we have to face the most difficult financial situation that this Trust has had. This is a serious situation, as the previously healthy bank balance is reduced to pay for the gap between what we are receiving to do the work and the cost of doing it.

We had assumed that we would be more rigorous in making savings and transforming the way we do things. But this programme has slipped.

Next year we literally cannot afford to fail, so in order to keep our promise to put patients first and to maintain safe services, we will have to move very quickly to make real changes in how we do things, that are more efficient and cost effective.

I can assure you that the Board is not going to make drastic cuts in services to save money. In our view that approach would create a risk to patient care. But we will be tougher on waste and, with colleagues, look hard at where we spend more than we need, to start making a real impact to improve our situation and the sustainability of the Trust and its services.

Lord Carter has produced a report for the Government, which identifies billions of pounds that can be saved across the NHS by careful discipline. We think that by applying his guidance we can make a huge difference so in the coming months we will work hard at this.

We don't think that this is going to be easy. But our patients and the community we serve deserve the best.

David Wright, Chairman @dspritely

Searching for our 'Behaviour Champions'

They are the bedrock of what makes our hospital a great place to work – and the reason why we are all Proud of the Paget.

The JPUH's values, standards and behaviours provide all staff with a clear framework which describes how we should conduct ourselves as we go about our daily business.

However, it has been more than three years since the values and behaviours were launched across the hospital – and so we are taking a fresh look at embedding them Trust wide.

Chief Executive Christine Allen said:

"Our values, standards and behaviours genuinely stand the test of time. They were created more than three years ago now but are still as important today as they were when they were first launched.

"The JPUH has gained a strong reputation for being a great place to work, with staff showing real pride in what they do.

"This was underlined by the recent Care Quality Commission inspection, where the Chief Inspector of Hospitals praised staff for their attitude and noted that they "go the extra mile" for their patients.

"It is important that we continue to remind ourselves of the importance of our values, standards and behaviours to ensure that we continue to maintain our culture of providing a quality service to our patients – and to each other.

"We must also ensure that people who are new to the organisation are supported in adopting our values, behaviours and standards into their working life at the hospital."

The re-launch will be marked by featuring staff in Making Waves who embody our values, standards and behaviours – and deserve to be highlighted as a "champion" of them.

However, to make this happen, we need your help.

In the next edition of Making Waves, we want to feature a member of staff who demonstrates the set of values, standards and behaviours which governs putting patients first by being attentively kind and helpful.

HELP US TO HELP YOU

We're looking at ways of communicating our values, standards and behaviours – and want to get it right.

At the moment, they are communicated through documents, leaflets and posters, and discussed at appraisals. But if there is another format that you feel would be more useful, please let us know.

Contact Communications Manager
Simon Stevens on ext 2269

Nick Oligbo, Medical Director
with one of the Trust's values.

Attentively kind and helpful

Look out for dignity,
privacy and humanity

Be attentive, responsive
and take time to help

Visible presence of staff to
provide the service

So people feel cared for



March is the month where we ask staff to show they are attentively kind and helpful by raising a smile. Smarch was launched last year - and this year once again we asked staff to smile to make someone's day better.

If you would like to nominate someone who you feel goes the extra mile in demonstrating attentively kind and helpful - and helps raise a smile - please forward their name to champions@jpaget.nhs.uk, giving an explanation of what makes them stand out and why you think their story should be told.

Over the coming months, we will also be featuring the champions on new posters about our values, standards and behaviours which will be put up around the hospital.



New e-system Ready for Launch

A new electronic system for prescribing medicines is due to go live across the James Paget University Hospital in April.

Electronic Prescribing and Medicines Administration (EPMA) will see doctors and nursing staff using a computerised system for prescribing and administering drugs for patients in wards across the hospital.

EPMA brings many improvements – and will replace paper drug charts which are currently used.

As staff will know, paper charts can be hard to read, may not contain all the required information and can get lost.

However, the new system eliminates these issues by providing clear entries, required information fields to get relevant details and safe and secure storage which is instantly accessible by authorised healthcare staff.

Yvonne Hacon, who is the lead nurse for EPMA at the JPUH, said that the principles of the new system were the same as that used on paper charts – but it brought a whole range of benefits.

"The system uses technology to increase efficiency and save time for our staff, while providing additional safety for our patients," she said.

Before the system is implemented, a programme of training is being rolled out. The training can be completed online, through an e-learning package although face-to-face training sessions are also available.

Already, the system has been successfully trialled

on Ward 16 – and across the Norfolk and Norwich University Hospital, which introduced the system last year.

The collaboration between the two hospitals followed a successful bid for £1.7m from the Department of Health sponsored Safer Hospitals Safer Wards Technology Fund.

***For more information or any queries, please e-mail EPMAProject@jpaget.nhs.uk**

Training Information

The EPMA e-learning package needs to be completed before staff are given access to the system.

It can be accessed via the links on the EPMA Project Intranet page.

Follow these simple steps:

- Open intranet page
- Click enter Intranet
- Select Departments from top right hand corner
- Select EPMA Project
- E-learning links will be available on the left hand side under EPMA Project Menu.

Once staff have successfully completed their e-learning training/assessment, an e-mail is automatically sent through to the EPMA team. The team will then issue a username and password.



Katherine's Seal Of Approval

Staff nurse Katherine Bryan has been using the new EPMA system for nearly 12 months – and gives it the thumbs up.

Katherine, who is based on Ward 16, said that the system had gone well from day one.

"The big advantage is that you don't have to leave the ward anymore. In the days of the paper drugs chart, you would have to go to pharmacy and then come back. Now it is all done at the computer, so there is a big saving in time," she said.

The system also helps with communication, information management and safety by highlighting patients who have already received their drugs for the day, flagging patients in the hospital who have similar names and requiring data about patients with allergies.

"You can also tag notes on the system to highlight issues to the doctor if, for example, you feel the drugs are not working for the patient," said Katherine.

From Nepal with thanks

James Paget University Hospitals has been presented with a hand carved frame from Nepal to thank them for their generosity in helping the Nepal Earthquake Appeal.

HEXN (Health Exchange Nepal) wanted to extend their thanks for the donations they have received from JPUH. Immediately after the earthquake struck, Kamal Aryal, a native to Nepal and a general surgeon at JPUH set up a fundraising page via HEXN from which £6378.85 was raised mainly by hospital staff, friends and patients. £4000 of this was raised from a summer ball held by JPUH Junior Doctors. The money has been used to re-build a school which was completely destroyed in a village called Darbung in Gorkha which was very close to the epicentre of the earthquake.

In addition to this the JPUH Medical School donated £700 to HEXN to help fund the Laparoscopic (key hole surgery) training carried out in Nepal in December 2015 by Kamal Aryal and Andreas Brodbeck, an anaesthetist at JPUH. The money was used to buy simulators and training units.

Christine Allen, Chief Executive, said: "I'm delighted to receive this token of thanks from HEXN. I'm enormously proud of the team who went out to Nepal and the determination of our staff to help the people of Nepal in their hour of need."

Work is about to begin on re-building another school in a village called Arubas adjacent to the other village also destroyed by earthquake. This school is being built in the name of the Nepalese Doctors Association (NDA) UK as they have raised £3715 pounds in donations from our theatres and staff at JPUH, Gorleston Rotary Club and patients. NDA UK will be topping this up to £5000.



Vision Appeal Success

An appeal for unwanted prescription glasses gained a huge response – resulting in a sackful of specs being collected at JPUH in just over two months.

Eye clinic liaison officer Rosemary Knell organised the collection on behalf of the Lions Club of Great Yarmouth – and is now repeating the exercise with a spectacle receptacle placed in the Waveney Suite. The glasses are sent to sight projects in Africa and Asia via the Lions spectacle recycling team in Chichester and then a charity in Le Havre, France, which sorts and grades the glasses.

There is only **ONE YOU**

A major national health campaign has been launched across the country aimed at helping adults avoid future diseases caused by modern day life.

The One You campaign is being driven by Public Health England and supported by the NHS. The scale of the campaign is described as unprecedented and includes new public and commercial partnerships with Asda, Slimming World, BBC Get Inspired and the Ministry of Defence.

Everyday habits and behaviours, such as eating too much unhealthy food, drinking more alcohol than is recommended, continuing to smoke and not being active enough, are responsible for around 40% of all deaths in England, and cost the NHS more than £11 billion a year.

'One You' aims to encourage adults, particularly those in middle age, to take control of their health to enjoy significant benefits now, and in later life.

Many diseases that impact people's health and shorten their active lives can be prevented. Currently 42% of adults in midlife are living with at least one long-term health condition which increases their risk of early death and disability.

Associate Director of Workforce Dawn Cumby said: "This is an important campaign – and, as a Trust, we are behind it 100%."

"We need to take every opportunity to ensure that local people have the information they need to make informed decisions about their lifestyle – which may help keep them out of the doctor's surgery or hospital.

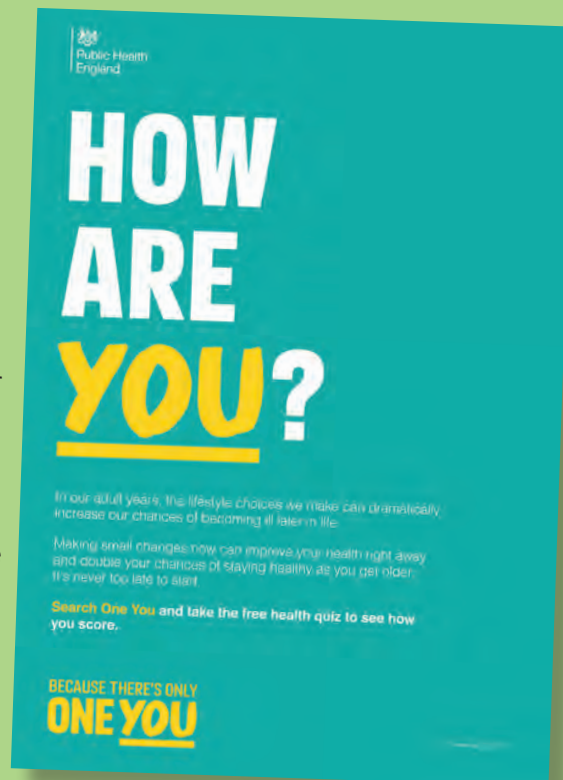
"But it is also about us too – and is an opportunity for everyone who works for the Trust to think about their health choices and what improvements they might want to make. Keeping ourselves fit and healthy not only reduces our chances of becoming sick but also improves our mental well-being. We all have the power to shape our future health by making simple and small changes now."

The campaign will encourage adults to start by taking a new online health quiz called 'How Are You'. This innovative quiz provides personalised recommendations based on results and directs people to tools and advice to help them take action where it's most needed.

One You posters will be appearing around the hospital – and further information about the campaign will appear in Making Waves.

There are some campaign materials available for use by Trust staff. Please contact Simon Stevens, Communications Manager, on ext 2269 for more information.

To take the online quiz, simply search for "One You" online.



Norfolk Provider Partnership Launched

Norfolk's hospitals and community health services have formally agreed to work more closely together to help improve and develop key clinical services for patients.

The new alliance, called the Norfolk Provider Partnership (NPP), is between Norfolk and Norwich University Hospitals NHS Foundation Trust, James Paget University Hospitals NHS Foundation Trust, Queen Elizabeth Hospital King's Lynn NHS



Foundation Trust and Norfolk Community Health and Care NHS Trust. The NPP is chaired by JPUH Chief Executive Christine Allen.

Each organisation's Board has agreed a Memorandum of Understanding (MoU) to explore working together to improve the quality of clinical services and to develop longer-term plans to help ensure the

sustainability of local services.

Commenting on the MoU in a joint statement, the Trusts' CEOs said:

"We face some difficult challenges as providers of healthcare in Norfolk including the relentless rise in demand for our services, and the recruitment of skilled staff. Our organisations already work together, but we think we can benefit patients even further from a more joined-up approach to treatment and care, and the Norfolk Provider Partnership will be working together to agree the best ways to provide services for our patients in the future.

"By working more closely together through the Norfolk Provider Partnership we plan to both secure and develop specialist local care for patients to avoid the need for travelling outside Norfolk, to look at providing better support for patients in their own homes preventing unnecessary and often inconvenient hospital stays, and to share good practice more consistently.

"The Norfolk Provider Partnership will be working with commissioners, other NHS organisations and Norfolk County Council Social Services to design a new system of healthcare that is strengthened, improved and more integrated for the benefit of our patients. A comprehensive plan for Norfolk will be developed by the Summer of 2017."

Warm Welcome for PA Pioneers

The James Paget University Hospital (JPUH) has welcomed its first trainees who are studying to become a new type of healthcare professional.

The hospital has teamed up with the University of East Anglia (UEA) to offer the Physician Associate (PA) Masters course, which gives science graduates a new route into front-line healthcare, 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.

Six graduates have now started their first training placement at the hospital as part of the two-year course.

Once qualified as Physician Associates, they will be able to undertake a number of tasks, supporting both doctors and patients by providing diagnostic and therapeutic treatment,

developing care management strategies and working with patients' families.

All the students said they had been made welcome at the James Paget – and were enjoying the unique mix of studying at the UEA while getting front-line experience by caring for, and interacting with, patients in a hospital.

The course is seen as offering a golden opportunity for new science graduates who are looking for a route into healthcare. It can also give 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.

The next Physician Associates course based at the UEA is due to start in January 2017. For more information, visit www.uea.ac.uk/pa



Our new trainee Physician Associates (from left to right): Eleanor Wolsey, Matthew Whelband, Raleigh Jenner-Hillard, Chris Clark, Mirza Begg and Holly Wilson.

Quick Witter We want to know about you!

Name: Katie Lochrie

Job title: Anatomical Pathology Technologist

Brief description of role: Looking after deceased from within the hospital and from Norfolk & Suffolk coroner's areas – carrying out post mortems and reconstructions – supporting families during viewings – working and liaising with other agencies such as the police, coroner and funeral directors.

Years at James Paget University Hospital: 5

What three items would you take to a desert island – and why:

- A knife - for hunting
- Matches – to start a fire
- A rope – to build shelter

Which three people would you like to go out to dinner with – and why:

Bryan Cranston – I've got too many unanswered questions

about Breaking Bad.

Louis Theroux – to talk about all the interesting people he's interviewed

Tom Hardy – something to look at while I'm eating!

Top holiday destination: Spain

What's on your Ipad: Live lounge Album

Favourite day out: A day on the beach with my Family and Dog

What makes you Proud of the Paget: I love how the team I work with are more like family to me rather than colleagues. The Paget is constantly growing and It's great being 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



Survey underlines staff satisfaction

YOUR HEALTH AND WELL-BEING



32% of staff say they have felt unwell in the last year as a result of work-related stress.

The same % as in 2014.

Below 36% average for the sector.

21% of staff say they had felt pressure from their manager to attend work when feeling unwell.

Down from 38% in 2014.

Below 29% average for the sector.

A national survey of NHS staff has placed our Trust in the top 20% of acute trusts in the country in key areas including job satisfaction, providing quality care and health and well-being.

The annual NHS Staff Survey asks those working for healthcare organisations for their views on their job and where they work.

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

A sample of staff are asked a series of questions under the headings of “your job”, “your managers”, “your health and well-being”, “personal development” and “your organisation”.

For the James Paget University Hospitals, the survey found that many scores were in the top 20% of the acute trust sector.

It also found that most scores had either stayed the same since last year, or improved, with many showing significant increases.

Among the key findings were:

*79% of staff say they are enthusiastic about their job – up 5% on last year.

*88% agree that they are satisfied with the quality of care then can give – compared to the 83% average for acute trusts.

*71% of staff say they would recommend the Trust as a place to work – up from 64% last year. There were, however, some areas where

YOUR JOB



79% of staff say they are enthusiastic about their job.

Up from 74% in 2015.

Trust in top 20% of the sector.

88% of staff agree they are satisfied with the quality of care they can give.

Above 83% average for the sector.

Trust in top 20% of the sector.



YOUR ORGANISATION

71% of staff say they would recommend the Trust as a place to work.

Up from 64% last year.

Trust in top 20% of the sector.



77% of staff say they would be happy with the standard of care if a friend or relative were treated at the Trust.

Up from 65% in 2014.

Trust in top 20% of the sector.



the Trust did not perform as well as last year – and where improvements are needed, such as completion of staff appraisals.

Trust Chief Executive Christine Allen said:

“This is an important survey which gives us a valuable benchmark from those who know our organisation best: our staff.

“Overall, the survey contains positive feedback from staff who participated, showing that we compare well with other hospitals and, importantly, are showing improvements year-on-year.

“I am particularly pleased that we have scored so well in terms of staff being enthusiastic about their job – and feeling satisfied with the quality of care they can give to our patients.

“This is consistent with the findings of the Care Quality Commission (CQC) inspectors, who found that our staff were exceptionally caring and went the extra mile for their patients.

“Work has already started to analyse the survey findings in detail so that we can address any areas where our performance needs strengthening, so that we can continue to improve our organisation for the benefit of staff and patients alike.”

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.

More than 400 JPUH staff took part in the survey, representing a 51% response rate which is 4% higher than last year and higher than the average for acute trusts nationwide.

PERSONAL DEVELOPMENT



83% of staff received an appraisal.

Down from 91% in 2014.

Below 86% for the sector.

YOUR MANAGERS



70% of staff say their immediate manager takes a positive interest in their health and well-being

Above 65% average for sector.

Trust in top 20% of the sector.

75% of staff say their immediate manager can be counted on to help with a difficult task at work.

Up from 70% in 2014.

Above 69% average for the sector.

45% of staff say that communication between senior management and staff is effective.

Up from 34% in 2014.

Above 39% average for the sector.

A bike ride for Joe

Ian Eaton has presented a cheque to the Sandra Chapman Centre at James Paget University Hospitals in Gorleston for £23,310.79, which he raised in memory of his late wife Joe Eaton who was treated for Ovarian Cancer at the centre for 12 years.

When Joe sadly passed away in November 2014 Ian decided to do something in honour of Joe and to raise money for the Sandra Chapman Centre to thank them for all their support over the years.

In July 2015 Ian began his journey by cycling from Beccles to Fort William in Scotland where he would begin the Three Peaks Challenge by climbing Ben Nevis. He then cycled to the Lake District and climbed Scafell Pike and then straight on to Wales for the final peak, Snowdon, before cycling back to Beccles. This tremendous achievement was all completed in 14 days with 1293 miles cycled, Three Peak Challenge completed and only one rest day.

Ian was supported by his son, Joshua Eaton, daughter Jess Bussey and his parents Kevin and Claire Eaton. Joshua, 16, even tackled much of the cycling with his father and also took part in the Three Peak Challenge as did Ian's parents.

Ian said "I decided to do this challenge to say thank you to the Sandra Chapman Centre at JPUH and it gave me something to focus my efforts on after we lost Joe. People have been so generous, even receiving donations from people we met along the way".

Jeremy Rake, an Acute Oncology Nurse at the Centre said "We're so grateful for such a huge donation which was collected in memory of a very memorable patient who we'll never forget".



Hats off for Tommy



Our front page shows little Tommy Hutchinson, born at JPUH on 31 January 2016, surrounded by a sea of knitted hats which his family have donated to the maternity ward.

They were

presented along with chocolates and gifts for staff to thank them for their quick reactions during Tommy's complicated birth which prevented a more serious emergency.

Proud mum Lisa Hutchinson, 34 said: "Labour had to be started after Tommy was six days late. Everything went ahead without incident until just moments after Tommy was born and I began to haemorrhage. At one point there were at least 10 medics in the delivery room working to get the situation under control". Mrs Hutchinson said she was grateful to staff for their immediate response which made all the difference to how things turned out.

The idea of donating hats came from when Tommy was born. Staff struggled to find a hat which would fit Tommy

who weighed in at a healthy 8lb 4oz, so Lisa set about finding some knitters to create over 50 woolly warmers.

Tommy has four siblings, three brothers and a sister Tia, aged 10, who also contributed towards knitting the hats and has her own charity, Tia's Treasures (www.TiasTreasures.net), which helps local individuals and good causes.

"We would like to extend our thanks to the Hutchinson family for their generous donation which will keep many babies born at the Paget warm in the coming weeks," said Jayne Utting, Head of Midwifery.



Jayne Utting, Head of Midwifery, Lisa Hutchinson with Tommy and Pip Matthews, Interim Risk and Governance Manager for Maternity.

Global Charity recognises our Maternity Service



The maternity service at the JPUH has been recognised by an international charity for its support of mothers and their new-born babies.

Staff at the JPUH's maternity team are celebrating after being awarded the Unicef (United Nation's Children's Fund) Baby Friendly Award, following an inspection carried out by the charity at the hospital earlier this year.

The Baby Friendly initiative, set up by Unicef and the World Health Organisation, is a global programme which provides a practical and effective way for health services to improve the care provided for all mothers and babies.



Staff and patients in maternity celebrating their new award.

In the UK, the initiative works with UK public health services to protect, promote and support breastfeeding and to strengthen mother-baby and family relationships.

The award is given to hospitals that demonstrate to Unicef assessors that recognised best practice standards are in place.

JPUH infant feeding co-ordinator Kay Horn said: "We are delighted to have received the Baby Friendly Award, as it underlines our commitment to providing the best standards of care to mothers and their babies.

"Breastfeeding protects babies against a wide range of serious illnesses including gastroenteritis and respiratory infections in infancy as well as asthma, cardiovascular disease and diabetes in later life.

"But however a mother chooses to feed her baby, she can be sure that she will be supported by maternity staff here at the James Paget to form a strong, loving relationship with her new-born – through having maximum skin-to-skin contact and understanding how her baby communicates with her and needs her to respond."

The Unicef inspection at the JPUH's maternity unit took place on 27 and 28 January this year. They inspected all aspects of the hospital's maternity service including community midwives and the neonatal unit, which was praised for its support of mothers who express their breast milk. The award will be formally presented in the next few weeks.

The award comes just a few weeks after the hospital's new maternity facilities were officially opened by Baroness Julia Cumberlege, who has overseen an NHS-commissioner review of maternity care nationally.

The Baroness remarked on the high quality of the hospital's maternity facilities during her visit, which was organised by Head of midwifery Gloria Rowland, who has now left the Trust to work at a hospital in Watford.

Making it Clear for All

A new set of rules aimed at ensuring that health information is understandable to people with disabilities comes into force later this year.

The Accessible Information Standard applies to all NHS organisations, which will need to make information accessible to all service users and patients.

There are five key areas that will need to be followed once the standard is introduced on 31 July.

They are:

- 1 **Ask:** find out if an individual has any communication/ information needs relating to a disability or sensory loss and, if so, what they are.
- 2 **Record:** record those needs in a clear, unambiguous and standardised way on either electronic systems and/or paper.
- 3 **Alert/flag/highlight:** ensure that recorded needs are 'highly visible' whenever the individual's record is accessed, and prompt for action.
- 4 **Share:** include information about individuals' information/communication needs as part of existing data sharing processes (and in line with existing information governance frameworks).
- 5 **Act:** take steps to ensure that individuals receive information which they can access and understand, and receive communication support if they need it.

More information about the standard will be published in the coming months – on the NHS England website: www.england.nhs.uk/accessibleinfo



Paget course helps Egyptian breast cancer patients

A doctor who received training at the James Paget University Hospital in Gorleston has returned home to his native Egypt to introduce specialist breast surgery techniques at his hospital.



Dr Mohamed Bakr Kotb has just arrived back at his hospital in the desert city of Assiut, which is on the banks of the River Nile, some 300 miles south of the Egyptian capital Cairo.

He travelled from Assiut to Gorleston at the end of last year to attend the pioneering oncoplastic breast surgery course run by James Paget Consultant Professor Jerome Pereira and Professor

Sam Leinster from the University of East Anglia.

Oncoplastic breast surgery incorporates the technical aspects of plastic surgery with breast cancer surgery – with the aim of improving cosmetic outcomes for the benefit of patients.

The course offered at the James Paget attracts surgeons from across the globe.

Dr Kotb found out about the course while conducting on-line research for advanced surgical courses – and decided that it was ideal to further advance his skills.

He arrived to start on the course on 29 December last year – and was impressed by both the professionalism and kindness of staff at the hospital.

Now, little more than a month later, he is ready to use his skills to help patients in his home city after being trained by specialist staff from the James Paget including breast surgeon Sue Down.

“I am always searching for new and advanced techniques everywhere in the world, to transfer them to my town, for the benefit of our patients,” said Dr Kotb.

“Oncoplastic breast surgery is one of these techniques – and patients need it to decrease the psychological effects of oncological surgery.

“For the first time, our patients will be able to look at their treatment with new eyes and new hope thanks to these techniques, which help enhance their appearance after surgery.”

Dr Kotb’s hospital in Assiut is one of the main education and therapeutic hospitals in upper Egypt – and has about 3000 beds.



It's a Takeover!



Students and pupils became reporters and film crew for the day when they visited the James Paget University Hospital.

Staff on the Children and Young Person’s Ward hosted a group of pupils from North Denes Primary School, Great Yarmouth, and students from East Norfolk Sixth Form College in Gorleston as part of the annual Children’s Commissioner’s Takeover Day, on 20 November. The day sees organisations across England opening their doors to children and young people to take over adult roles. The hospital has taken part in the day for the last few years – and this year, offices on the ward were turned into temporary television studios as the North Denes children became reporters and presenters, interviewing staff. Their work was filmed by the East Norfolk Sixth Form students, who will be creating a video for the hospital’s website.

Alana Taylor was one of the sixth formers who took part in the day. Here is her report:

National Takeover day was a wonderful opportunity for young people to engage with people and businesses all over the UK. I was more than excited to take part in such an inspirational and productive day, we were able to interact and network with the children that took part and the warm welcoming doctors and nurses of Ward 10. The day involved the takeover of the Ward by the children, to take us and educate us on what Ward 10 is all about. With their confidence and striking personalities in front of a camera they took us on a virtual tour showing us where the facilities were and spoke about why they see the Ward as such a friendly and comfortable place to be. We were delighted to meet the Ward 10 clowns and playroom staff that keep the children well entertained on their visits, also taking part in an adventure trying to get rid of a squeak! Overall we rated the day as a success and hope to carry on being involved with events like this, especially at the brilliant James Paget Hospital. A special thanks to everyone that took part in the day.

Congratulations to JPUH staff



David Gammell (left), who has graduated with a BSc (Hons) degree in Diagnostic Radiography from the University Campus Suffolk - despite suffering a serious head injury after falling from a container ship in Ipswich docks in 2002. The injury, caused a subdural haematoma in his brain, led to five operations and six years to walk and talk again. "I feel very proud, it's been a long journey for me," he said.

Shafat Gangoo, who has been successful in the European Board of Trauma (EBOT) exams to become a Fellow of the European Board of Orthopaedics and Traumatology.

Aamir Saleem, who was conferred with MD (Doctor of Medicine) by Trinity College, University of Dublin, for research into stomach polyps.

Paget's Nursing Professor

The James Paget University Hospitals' most senior nurse has been recognised for her contribution to nursing by the University of East Anglia.

The UEA has appointed Liz Libiszewski as a Visiting Professor for her contributions to the School of Health Science in her role as Director of Nursing at the hospital in Gorleston.

It is the latest achievement in a career which started more than 30 years ago at Nottingham School of Nursing - and which has taken Liz to her current role at the Paget via hospitals in Kent, Lincolnshire and Yorkshire.

"I am absolutely delighted," said Liz. "It really is a recognition of what we are trying to achieve for patients through excellent nursing care - and is great both for the profession and for the Paget."

Since joining the James Paget University Hospital's executive team in 2013, Liz has championed workforce development with the aim of inspiring nursing staff to maximise their potential, think innovatively - all with the ultimate aim of maximising the quality of patient care.

Liz has overseen a new programme being introduced later this year at the hospital, called the Flexible Nursing Programme.

This will see a group of assistant practitioners currently working at the Paget undergo their nursing training and completing their nursing degree while still remaining as employees of the hospital.

"This is an exciting project as it is about growing our own talent and developing our own people from the local area, here at the Paget," said Liz.

Liz hopes that the six people on the programme will share her enthusiasm for a career in nursing, which started for her on 7 January, 1980.

"I have seen many changes and technological advances during my career but one thing has remained constant for me: a passion to deliver quality care for patients and provide care for families as we would want to be cared for ourselves," added Liz.



John has achieved Scrabble Goal



Word expert John Ashmore, featured in our autumn edition of *Making Waves*, is back after competing in the Scrabble World Championships on the other side of the world.

The 53-year-old from Bradwell travelled to Perth, Australia, to represent England in the tournament, which featured 130 top players from 30 countries.

During the eight-day tournament, John played 32 games - winning 16 of them. After the results were compiled, it emerged

that John came 74th overall in the tournament - and so is now in the top 100 players in the world.

"Overall, I was pleased with my performance," said John, who works as a payroll clerk at the hospital.

"My target was to win half my games so I achieved my goal." During the tournament John achieved a highest game score of 538; his highest score for a single word was 93 for "soaplike."

With thanks for dedicated service

A senior manager whose career at the James Paget Hospital saw him climb the career ladder from student nurse to deputy director has retired after 33 years of service.

Andrew Fox started work at the hospital in 1982 – and his career saw him spending years in clinical roles and more than 20 years in management.

He retired back in December – and staff from across the hospital filled the boardroom to wish him farewell at a special retirement event.

Andrew said that the highlight of his career was simply being part of the Paget team. In his retirement, he is looking forward to visiting family in New Zealand and Canada and spending more time playing golf and enjoying ballroom and latin dancing.



Much-loved chaplain Rev Marilyn Zipfel has retired from the James Paget after leading the hospital's chaplaincy team for more than six years.

During that time, Marilyn has worked tirelessly to offer support and comfort to patients, their families and staff at the hospital.

Chaplaincy volunteer Dusty Miller said that Marilyn had been an inspired leader and the "warm heart" of the chaplaincy team – and gave pastoral care for all, all of the time.

"Marilyn leaves behind a lasting legacy of caring and sharing that will be difficult to surpass," said Dusty.

"She has taught us the importance of teamwork in our ministry and, as a team, we will endeavour to follow her selfless example. We must continue to reach to those around us with whom we try to share the cloak of kindness, dignity and compassion for all faiths and none in their hour of need."

Marilyn continues to support others through her work at her own parish of St Mark's in Oulton Broad.



A dedicated physiotherapist whose career spanned 40 years has retired.

Tony Morgan joined the Gorleston District Hospital in 1979 and worked at the James Paget since it opened in 1981.

He retired on 31 December as an orthopaedic therapy team leader after a career in which he was involved in the development of enhanced recovery pathways for hip and knee joint replacements and fractured neck of femur.

He was also involved in service development projects including the introduction and development of posts such as therapy assistants and therapy assistant practitioners.

Tony plans to spend time travelling and pursuing a new interest of furniture making.



If you wish to highlight a member of staff for dedicated service, please e-mail a few words and a photograph to simon.stevens@jpaget.nhs.uk

Festive generosity

A few months have passed since Christmas... but we want to extend a huge vote of thanks to all those who donated presents, trees and decorations to the hospital.

As in previous years, the local community was especially generous with gifts for young patients – and our photographs capture just some of the activities that took place on the Children's Ward over the festive period.



Norwich City Football Club.



Christmas cheer from Lowestoft charity Care and Real Lovin' (CARL).



Martham Methodist Church and St. John's Cadets.



Heart Radio Angels gave presents from #GivingTree with @intuChapelfield.



Gifts from the Moyse family.



Panto time on the ward.



Leila Bye, held a fundraiser to thank children's ward for the continued care of her son.



Christmas donation from staff and customers at B&Q Great Yarmouth.

TRUST AWARDS 2016

NOMINATE NOW!



Recognising our staff's exceptional achievements

- Ward of the Year
 - Department of the Year
 - Team of the Year
 - Employee of the Year
 - Volunteer of the Year
 - Apprentice of the Year
 - Non – Clinical Individual of the Year
 - Clinical Individual of the Year
 - Sir James Paget Award for Innovation
 - Educator of the Year
 - Governors' Award for Outstanding Service
 - EDP Gold 'Patient Choice' Award
- ***** **NEW** *****
- Chairman and Chief Executive Commendation**
- *****

**Closing date for nominations
is 5pm Friday 29 July 2016**

**Nomination forms
are available at main
reception or online at
[www.jpaget.nhs.uk/
remarkablepeople2016](http://www.jpaget.nhs.uk/remarkablepeople2016)**

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 Summer 2016.

Contact us with your feedback, suggestions or future content:

Ann Filby
Simon Stevens

Head of Communications and Corporate Affairs
Communications Manager

01493 452162
01493 452269

email ann.filby@jpaget.nhs.uk
email simon.stevens@jpaget.nhs.uk