

# Making Waves

## The Cove opens its doors



See pages 6-7

Where You come first

# Editorial

Following our 'special edition' of **Making Waves** in June we are back to our regular quarterly magazine.

Some news/events happened earlier in the year but Simon and I both felt that these were well worth including as they celebrate the great work that our staff do day in day out.

There seems to be so much going on in the NHS and I hope that the Future Paget edition helped you to understand a little more easily what's happening. STP – the Sustainability and Transformation Plan – has been getting more media attention lately. The submission of the plan is due in October and as soon as we have more information we will let you know. Simon Stevens, our Communications Manager, is leading on communications for the acute trusts so is really well placed to do that.

To make best use of resources, we have started to develop our own in-house films on key subjects – the first was with Dr Jim Crawford on DNACPR, an attempt to set out really clearly for our patients and the public what this means and why it is so important. If you haven't already seen it, do find it on our website. Feedback has been really positive and our Chief Executive included it in her presentation to the CQC when they visited in August.

At our Annual General Meeting on 14 September the second film was shown setting out how our services are changing to support the care of our frail elderly patients. Consultant Al Green talked through the four steps that aim to reduce the length of a patient's stay and get them back home, safely, as soon as possible. I hope that our staff will also find these films interesting and informative.

As always, if you have any content for **Making Waves**, please get in touch with Simon direct. I would also be very happy to receive any comments/ideas for communications as we aim to keep you informed of what's happening.



**Ann Filby**  
Head of  
Communications  
and Corporate  
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# Welcome



**The next few weeks will be very important for our hospital.**

As you will know, we were re-inspected by the CQC in August as part of a follow-up to last year's full inspection. The inspectors were here for two days and since then have been considering their findings. We expect to hear from them very soon. I will keep you updated.

You will no doubt have seen some of the media coverage on the sustainability and transformation plans (STPs) that are being developed by 44 local areas in England.

As detailed in the Future Paget edition of **Making Waves** published earlier this summer, Norfolk and Waveney is one of these areas – and our Trust is playing a key role in the creation of the local plan to create sustainable health and care services.

This work is essential. We have a growing and ageing population, we are facing unprecedented demand and severe pressure on our finances. We need to collaborate and transform our services now. Doing nothing is not an option.

The work to produce our STP will be taking place at pace as there is a requirement to submit plans to NHS England by mid October.

There will be widespread public engagement on the plan once it has been drawn up.

I will ensure you are kept fully informed of progress through briefings and the new Future Paget e-newsletter, which was launched in July to update you on transformation work both inside and outside our hospital.

I know how busy it has been in the hospital over the last few weeks, with a relentless tide of patients coming through the door.

You are all working magnificently despite this intense pressure – and I would like to thank you for all your hard work and your continued dedication to providing quality care for our patients.

**Christine Allen, Chief Executive @callen\_jpuh**

## Chairman's Chatter



**We are truly PROUD OF THE PAGET with a committed, hardworking and honest staff. Those of you that have been treated here generally know that we do care and will do our best.**

At the moment we have an unprecedented level of demand on our Accident and Emergency Department. Related to this is the high number of very sick people, who are admitted for more complex diagnosis and treatment.

For the managers in the hospital this all presents an almost impossible problem to resolve. To provide safe and effective care we need more doctors and nurses, yet for a variety of reasons, beyond the control of the hospital, there are not enough trained people in the UK. So sometimes we need to recruit from overseas. This takes time and sometimes is impossible because of restrictions.

On occasion we have to use agencies, that can provide quickly specialists to cover for unexpected absences, but of course this all comes at additional cost.

I am left therefore explaining yet again that the hospital is breaking all records for people needing our help, but at a time when the money is less. We are actually being paid less for significantly more people seen. Our doctors and nurses have to work harder and smarter yet the Board has said that we will not compromise on patient safety.

Having again pointed out the stress in the system I have to thank all our clinicians, ward staff, and backroom teams and managers for their incredible efforts in the past months to keep the show on the road. Not only are we #proudofthepaget, I believe our community can be too.

**David Wright, Chairman @dspritely**



# JPUH Career Fair Drop in Day

The James Paget University Hospital will be hosting a career fair on 5 November from 11am until 3.30pm. This is an event to showcase the excellent services we deliver to our local community and further afield and give an insight to the career opportunities within the NHS.

We're looking to recruit –

- Registered professionals
- Those considering a career in the NHS
- Health Care Assistants
- Flexible bank staff

On the day, we will be having displays from the various groups we are looking to attract to JPUH including nurses, doctors, radiographers, pharmacists and many more.

There will be guests from local educational centres providing information about entry requirements and qualifications.

Specialist services such as Dementia, Learning Difficulties/Disabilities and Research and Development will also have displays – and staff will be offering tours of the hospital.

Feel free to bring along your CV as we will be interviewing on the day for certain roles.



## James Paget University Hospital



## AmbU goes digital!

A new initiative being piloted in our Ambulatory Care Unit is allowing clinicians to be able to say goodbye to the burden of paperwork and concentrate on improving patient care.

Research suggests that up to 15-20% of clinical time is spent on looking for, deciphering or waiting for patient notes. This lost time is costly and can even lead to clinical errors. These findings back up the government's target that NHS hospitals must become paperless by 2020.

Michael Brooks, a locum doctor at JPUH, has for several years now been working on a system to allow patient information to be recorded electronically and on the move. His main aims for the system were to make:

- Life easier for clinicians
- Treatment safer for patients

Michael has been working alongside Dr Phil Ashworth (PhD), who co-founded the company that developed the system which is called "PatientSource".

PatientSource has been designed to provide the first electronic patient record system which has actually been designed by clinicians, for clinicians, to ensure a user positive experience for users and subsequently improve upon patient safety.

Josip Stosic, Acute Medicine Consultant and lead on Ambulatory Care said "It's a major step towards optimising patient records and tracking. This means seeing patients more efficiently with less room for error".

Microsoft UK, who are in partnership with PatientSource have generously loaned JPUH Surface Pro devices to allow the hospital to carry out the pilot on a cost neutral basis.







## Put Vaccine on Your List

The annual flu vaccination campaign is due to start within the next few weeks – and staff are being urged to protect themselves, their families and patients by getting the free jab.

Just 39% of frontline healthcare workers at the Trust had the vaccination last year.

It is hoped that this year's campaign will see greater numbers taking up the offer of the vaccination.

Director of Nursing Julia Hunt said that frontline healthcare workers could make a big impact on helping prevent the spread of flu throughout the winter by making sure they were vaccinated.

"We have a duty to ensure that those in our care are safe and protected. By protecting ourselves against flu, we can demonstrate our commitment to promoting well-being and preventing ill health," she said.

"Misconceptions about the flu vaccination are common. For example, it is often believed that if you are asymptomatic, you cannot pass the flu virus on to others. In fact, if you have the virus and experience no symptoms of flu, you can pass the infection on."

The flu vaccine is developed each year to combat circulating strains – and is still the best protection available against an unpredictable virus which can cause serious illness and death.

More information about flu vaccination clinics will be issued in due course.

## Staff Offered 'Health MOT'

A series of health and well-being checks has been organised for staff at our hospital.

Staff can have a "mini health MOT" including BMI and blood pressure measurements at the health checks, which are scheduled to take place twice a month throughout the autumn.

The sessions will take place in Aubergine Restaurant. Times and dates and how to book an appointment will be advertised via staff messages.

The checks will be conducted by Jodie Miller (pictured) from East Coast Community Healthcare's health promotion team.

The Mini Health MOT consists of height, weight, BMI and blood pressure.



## Quick Witter We want to know about you!

**Name:** Riannon Murray

**Job title:** Nursing Recruitment Advisor

**Brief description of role:** Deal with all of the recruitment for nurses to the Paget both within the UK and International.

**Years at James Paget University Hospital:** 4 in November.

**What three items would you take to a desert island – and why:** Fake tan so I do not look like Casper, a lifetime supply of garlic prawns, and a toothbrush to get rid of the garlic prawn breath.

**Which three people would you like to go out to dinner with – and why:** Richard Branson because he is rich and

will pay, Bradley Cooper because he is pretty and Amy Schumer for entertainment.

**Top holiday destination:** Las Vegas – Never been but would like to!

**What's on your Ipad:** Shameful cheesy songs that I should not admit to.

**Favourite day out:** Mini golf.

**What makes you Proud of the Paget:** That we are a community of people from all across the world.

**Want to nominate someone for Quick Witter?** Contact the Communications team on ext. 2269 or 3656 or email [communications@jpaget.nhs.uk](mailto:communications@jpaget.nhs.uk)





# Mum's Touching Message as James Strikes Gold

**A teenager who was brought into the James Paget University Hospital after suffering life-threatening injuries six years ago has just won two gold medals at a national sporting championship.**

James How was just 10 when the car he was travelling in was hit by a train at an unmanned crossing at Barnby, near Beccles, on 3 July, 2010.

The car was spun round by the collision and James was thrown out of the window onto the track and suffered serious head injuries which left him on a life support machine for a week.

He was rushed in a critical condition to the James Paget where doctors were concerned that he may not survive.

However, hospital staff managed to stabilise him, allowing him to be transferred to Addenbrookes Hospital, Cambridge, where he gradually recovered.

The incident left James with a brain injury – but that has not stopped the determined 16-year-old from getting on with life.

And in Kayaking, he has found a sport where he can excel.

James, who is a member of the Norwich Canoe Club, won double gold in the under 16 National Sprint Championships, held at the National Watersports Centre in Nottingham, in the K4 class.

His victories prompted mum Petra to get in touch with the hospital via Facebook.

She wrote: "Six years ago tonight, the A&E department at the James Paget Hospital helped save our precious son. We thank you all from the bottom of our heart and would like you to know that today, at 16 years, he won two gold medals at the Junior National Sprint Championship at Nottingham Watersports Centre. Thank you all. The How Family."

Petra said she wrote the message because she wanted people who had been on duty at the hospital on that night six years ago to know that James was well – and thriving.

"Clearly, it was an horrendous night for us as a family but the staff at the hospital were so kind, calm and supportive. We are so grateful to them," she said.



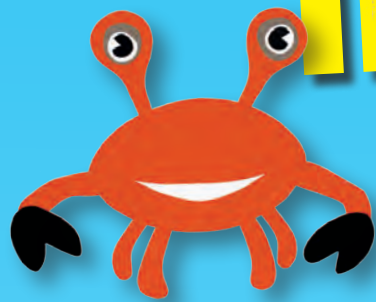
Duncan Peacock (left) was the duty A&E Consultant on the night of the incident – and has since had an emotional reunion with James and his family.

He said he was delighted to hear the news of James' success.

"James' recovery and determination is an inspiration to us all," he said.







# Improved facilities for young patients

**The James Paget University Hospital's new children's outpatient clinic is open for business – and is already receiving positive feedback from patients and staff.**

The new facility - named The Cove - opened on 8 August, in a clinical area of the hospital which has been refurbished.

Its creation came as a result of feedback from Care Quality Commission inspectors when they conducted their inspection of the hospital last year.

They gave the hospital an overall rating of 'Good' but highlighted several areas where improvements could be made.

These included a recommendation to enhance children's outpatient facilities, which were in part of the hospital shared with ante natal patients.

The Trust came up with a solution – to convert the old Bure Clinic, which closed following a change in service provider. A modest £200,000 was spent to convert it into a

dedicated children and young person's outpatient clinic.

The estates team created a new waiting area, changed the flooring and ceilings and decorated throughout, leaving a blank canvas for new decorations to be provided by the clinic staff, who also came up with the clinic's name (see panel).

The Cove Children's Clinic senior sister Jo Scott said the new clinic was a big improvement on the old facilities, with more space including eight clinic rooms and two waiting areas, one specifically for adolescents.

"We're really pleased with it," she said. "At the old unit, children had to share a waiting room with mums-to-be, which created a number of issues.

"Now, we have our own dedicated facilities and it is a far more suitable environment for the children and young people. It's a huge step forward."

Clinical Lead for Neonates, Children and Young People Dr John Chapman said that the new clinic had enabled the service to become more of a "one-stop shop."

"Previously, our young patients would have to visit other areas of the hospital, such as orthopaedics outpatients, as part of their

treatment. Now, these services can come to them at the new unit."

The new facility is the latest in a series of improvements to the hospital in the past 12 months, which has seen the opening of the new day case unit and maternity unit.

Chief Executive Christine Allen said: "The creation of the children's outpatient clinic shows that we are not only committed to continuous improvement but also determined to maximise the use of our estate for the benefit of our patients and staff, for minimal cost."



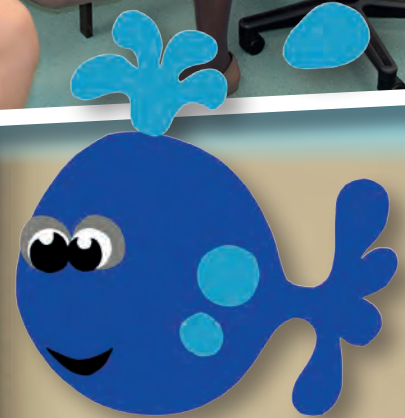


## Staff show their creativity

The clinic's new name – and the colourful sea creatures which guide people through the hospital to its doors – are the creation of the staff themselves.

A brainstorm session came up with the name of The Cove Children's Clinic after staff decided that it needed a child-friendly image and a title to reflect the hospital's position by the sea.

Nursery nurse Claire Watkins then used her artistic skills to create a range of seaside inhabitants – including a crab, lobster and octopus - which she cut freehand from sticky plastic.



## Positive feedback



The new clinic received a five star rating on NHS Choices just a week after it opened.

An anonymous comment posted on 16 August said: *"We went to the new children's clinic today and it was lovely! A well needed upgrade for the kids as so much more space and things for them to do, lovely and bright and as always the lovely nurses was amazing!! So happy the children have a clinic to themselves now! Also it was very exciting for my 3 year old to follow the fish, crabs and turtles to the clinic as well, such a more positive experience then dragging him up to wear the pregnant ladies were scanned and it was always too cramped up in there!"*



# Catering Team's Sizzling Success

The hospital's catering team kept their cool in sweltering temperatures to ensure this year's summer barbecue was a red hot success.

In contrast to last year's rain-interrupted event, the weather was kind on 20 July – allowing staff to enjoy their food on the lawn outside the Burrage Centre.

During the course of the event, catering staff served:

- 1000 burgers
- 500 sausages
- 100 vegetable burgers
- 100 vegetable skewers

Head of Facilities Management Nichola Hicks praised the catering team for their efforts in once again making the barbecue an enjoyable event.

"Despite the blazing heat, the catering team rose to the annual barbecue challenge. Last year, we needed canopies

for the rain, this year they were needed to shelter the chefs from the burning rays.

"This is a huge event for the team, bearing in mind that they are also catering for 400 lunchtime meals for patients, 400 deliveries to staff not able to leave their work area to get to the barbecue, deliveries for staff at the Newberry Clinic, Lowestoft Hospital and Kirkley Clinic, plus meals for visitors to Paget's Café.

"I am so proud of the team. They rise to the challenge each year, with support on the day from the Estates and Logistics team – a great team effort."

Our photographs capture some of the moments from this year's event.









# Generous Donation Buys Gym Equipment

Cardiac patients are being helped with their recovery thanks to new equipment donated to the James Paget University Hospital's Cardiac Rehabilitation Team.

Heart rate monitors, a trampoline and dumbbell weights were among the items purchased after a donation of nearly £2000 was made to the team by HeartCare Great Yarmouth and Waveney Cardiac Support Group.

The new equipment will be used at the physio gym at the hospital, where supervised exercise sessions take place for patients recovering from a heart attack or cardiac surgery.

Heartcare's donation also purchased a device which allows staff to monitor a patient's heart beat at a glance or over a 24 hour period. The device can be used in the hospital as well as out in the community. The readings indicate if a patient needs a review of their medicines or if a pacemaker is required.

The charity aims to support patients and their families following cardiac events such as a heart attack or cardiac surgery. They hold their social evenings at the Community Church, Hadenham Road, Lowestoft, on the second Tuesday of the month and new members are always welcome to attend. The Membership Secretary can be contacted on 01502 714920 or e-mail [heartcare@finch6.freemove.co.uk](mailto:heartcare@finch6.freemove.co.uk)

Our photograph shows (left to right) Cardiac Nurse Specialist Paula Baker, volunteer Alan Durance and Senior Occupational Therapist Alison Windsor-Waite with some of the new equipment in the physio gym.



# Local Flavour to National Guide



A James Paget University Hospital nurse specialist and one of her patients have been featured in a new handbook produced by a national charity.

Rosemary Thompson, who is a gynaecology oncology specialist nurse at the hospital, appears alongside Julie Hanks in Target Ovarian Cancer's guide on genetic testing and hereditary ovarian cancer.

They were chosen to be photographed for the publication after they attended a "Being Together" event held by the charity in Norwich earlier this year.

The event featured inputs from consultants and specialists as well as a series of workshops aimed at women who have, or have had, ovarian cancer.

Julie, from Gorleston, was diagnosed with ovarian cancer 10 years ago. It was discovered that it was caused by a gene mutation, which is the subject of the new guidebook, published in August.

She spoke at the Being Together event – and told those attending of her experiences since being diagnosed and gave them encouragement.

"My main message was that it has been 10 years since I was diagnosed and I am still here. There is hope for everyone," said Julie.

Julie and Rosemary have now joined forces to set up a local support group for women with gynaecological cancer.

"Rosemary was there when I was first told I had cancer and has supported me ever since. We're now good friends," added Julie.

Our photograph shows Julie (left) and Rosemary with some of the new Target Ovarian Cancer guides.

\*For more information on Target Ovarian Cancer, visit [www.targetovariancancer.org.uk](http://www.targetovariancancer.org.uk)





# Renal Unit's Milestone

**Staff at the James Paget University Hospital's Renal Unit are celebrating a significant milestone in its history.**

The unit treats people whose kidneys are not working through dialysis, which filters out impurities and excess fluid from the blood.

Earlier this summer, it reached its 25th anniversary – and has treated more than 500 patients from Great Yarmouth and Waveney since its doors opened on 1 July 1991.

For Senior Sister Belinda Burroughes, the anniversary is particularly significant as she is the only member of staff still working on the unit who was present when it treated its first patients.

"The progress we have made over 25 years has been remarkable," said Belinda, who is in charge of the unit.

"What started out as a small unit with just a handful of patients has grown and grown, in terms of numbers of people needing treatment, numbers of staff to care for them – and the size of our accommodation."

The unit opened following a public appeal, which raised £350,000 with a further £50,000 coming from the British Kidney Patients' Association.

When it opened, there were just four staff looking after 11 patients. An increase in demand meant that the unit had to be extended in 2001 and again in 2007.

Now, there are now 25 staff, looking after 101 patients and overseeing 15,000 dialysis sessions per year.

Many of the patients who attend for dialysis suffer from diabetes although some have specific conditions affecting their kidneys.

For some of the patients, dialysis is a lifeline which keeps them alive until they can have a kidney transplant. Each patient visits the unit three times a week – and each dialysis session can take three to four hours.

"It's a big chunk of time out of their week; our staff realise that and try to make their stay as relaxed as possible.

"Because our patients spend so much time in the unit each week, we develop close friendships and there is quite a bit of banter. We are like a big family," said Belinda.

Staff at the unit not only oversee patients' treatment – but are also proactive in giving them advice on diet and lifestyle to help with their health.

They encourage patients to become more involved in their treatment through an initiative called 'shared care.' The initiative empowers patients by improving their understanding of their care, encouraging them to take an active role in it – and, in some cases, help them move on to dialysis at home rather than in hospital.

The Renal Team, plus patients past and present, marked the 25th anniversary with a party at the Magdalen Methodist Church in Gorleston.



Our photographs show the renal unit when it first opened; a refurbishment of the unit; some of the current Renal Team outside the unit and Senior Sister Belinda Burroughes in the unit.





# Getting Ready For Year 1

Final year medical students attended a new course to prepare them for their first jobs as foundation year 1 doctors in the autumn.

Trust Lead for Norwich Medical School Dr Stephen Nirmal initiated the F1 Preparation Day, assisted by Clinical Teaching Fellows Dr Sarah Dyche and Rebecca Hammond and other medical school staff.

The course saw doctors and nurses from the James Paget University Hospital teaching on a wide range of skills that make up a large proportion of the average junior doctor's everyday life, including:

- Fluid prescribing
- Prioritising your workload on call
- Management of falls on wards

The students scored themselves on how confident they felt in all topics before and after the course and the results were encouraging. On average, their confidence improved in all stations ranging from a 22% increase in suturing to a staggering 137% increase in USS cannulation.

Among the participants joining the Trust was Felicity



Fraser, who said she was delighted with the course.

"The whole day was extremely well run and taught and I cannot recommend it highly enough. I can certainly say that it has given me a boost of confidence, reduced my anxiety and even made me excited for my first day."

Our photograph shows Dr Stephen Nirmal (left) and Dr Sarah Dyche (second left), and other members of the medical school team outside the Education and Training Centre where the course took place.

## Focus On Quality

An annual event where clinicians can showcase quality improvements achieved through clinical audit proved a big success.

The Clinical Audit and Effectiveness Symposium 2016 took place at the Burrage Centre on 23 June.

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

Elective Divisional Audit Lead Adam Cohen welcomed the audience ahead of presentations, which covered a range of topics on key areas of trustwide practice.

The presentations judging panel was comprised of Jayne Utting, interim Head of Midwifery; Dr Venkat Mahadevan, Clinical Director and Respiratory Consultant; and Dr Maya Venu, Diabetes Consultant).

There were six presentations this year which were all of a very high quality – with the top places going to the following:

- 1st Place: End of Life Decisions: An audit of the clinically agreed pathway in Orthopaedics, presented by Dr Rebecca Woods.
- 2nd Place: Transfers from non PCI to PCI capable hospitals in Acute Coronary Syndromes: Are we achieving time targets to maximise therapy? presented by Dr Ratnam Krishni
- 3rd Place: AKI - Detection, Prevention, Management Re-Audit, presented by Dr Rahul Vyas.

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

The winning poster award also went to the poster for AKI - Detection, Prevention, Management Re-Audit, by Dr Rahul Vyas.

More information, advice and assistance with Clinical Audits and Patient Satisfaction Surveys can be found on the Intranet, under the Departments section or by ringing extensions 3103, 2752 and 2751 or e-mailing [clinicalaudit@jpaget.nhs.uk](mailto:clinicalaudit@jpaget.nhs.uk)

## 'Paget's Pally' Rolls Back the Years

It's usually the setting for important meetings for Trust business.

But for one afternoon only, the Boardroom was converted into Paget's Pally by the Dementia Team as part of their efforts to improve the experience of patients with dementia in hospital. The event, which took place on 29 July, was entitled "Great Yarmouth of Yesteryear" and was supported by the Seagull Theatre, the Dragon Theatre School, Potters Rock Shop and The Memory Joggers. Our photograph shows Dementia Care Lead Ali Thayne getting into the spirit of the event in a traditional seaside setting.





# Paget Spotlight

## Our Porters



**Paget Spotlight aims to cast light on the unsung heroes who make our hospital a great place to work. In the first feature, we look at the work of the porters and the huge range of activities that come their way on a daily basis.**

'Never a dull moment' is a familiar phrase used by people describing their working day.

Often, it is something of an exaggeration...but for members of our hospital's Portering Team, it is entirely accurate.

Most members of staff in the hospital will have seen the team as they push patients' beds from one area of the hospital to another.

But while patient transfer forms a major part of the porters' role, they have their fingers in many pies.

New facilities manager Leigh Beuttell experienced this first-hand when he recorded the activities dealt with by a member of his team during one 12-hour shift.

"The range of activities was quite remarkable," said Leigh. "There was very little down-time and by the time he had reached the end of his shift, he knew he had done a full day's work."

Among the activities undertaken were:

- The recovery of an unconscious man from the Helipad.
- Four security incidents in the emergency department, involving upset, irate patients or relatives.
- An attempted break-in at the Medical Gas store.
- Transferring 11 patients to an event in the hospital chapel.
- Exchanging dozens of blue confidential waste bins from across the hospital site.
- Dealing with illegally parked cars.
- Helping the police with requests for CCTV.
- Ensuring that the air ambulance can land and take off, by stopping traffic and ensuring a secure perimeter.
- Furniture transfer and removal.

On the day in question, the lifts were out-of-order for a period, which had implications for the team.

"With the lifts out of order the majority of transfers had to go up and down the ramps at the back of the hospital, which is not as easy as it sounds. We have to use four people

for each transfer, which is staff intensive and means that very quickly we find ourselves under pressure, with a backlog of transfers building up," said Leigh.

The nature of the porters' work brings them face-to-face with patients and their families - and members of the team are very aware of the need to be sensitive to those who are worried, upset or bereaved.

"This is no fragment of human emotion that isn't explored doing this job," said Leigh. "At the end of one shift recently, a member of my team said he was smiling all the way home after he found out that a little lad he had spoken to earlier in the day, as he nervously waited for a cancer scan, had been given the all clear. When it comes to liaising with patients, the team really is on the frontline."

### A month in the life of the Paget Porters

Conduct approximately **2800** patient transfers.

Exchange roughly **250** mattresses.

Deal with at least **35** incidents of violence and aggression.

Exchange around **185** medical gas cylinders.

Deal with **145** parking enquiries and complaints.

Exchange **95** unserviceable beds.

Exchange at least **120** confidential waste bins.

Give directions to approximately **2000** visitors.

Conduct **50** cash security escorts.

Lock down and secure the site at least **56** times

Book **20** courier requests for urgent medication transfers.

Transport approximately **400** specimens to the pathology Lab.

Issue around **150** security access cards.

**On average a porter will walk 7.5 miles per shift which equates to 225 miles per month.**



**Feedback?** Email [leigh.beuttell@jpaget.nhs.uk](mailto:leigh.beuttell@jpaget.nhs.uk) with ideas or comments.





## Triumph For Respiratory Team

**A nursing team at the James Paget University Hospital has won a prestigious award for its work with patients living with breathing problems and lung conditions.**

The hospital's respiratory nursing team has been named the Respiratory Team of the Year 2016 by the Association of Respiratory Nurse Specialists (ARNS).

They beat off competition from respiratory nursing teams from other hospitals nationwide – and received their award at the ARNS annual conference, held in Loughborough on 22 and 23 April.

"It was a genuine surprise when we heard our name called out," said respiratory team leader Heather Matthews. "We were all delighted to have our work recognised by our colleagues."

The award highlighted the team's innovation and working practices, which have been recognised through the publication of articles in nursing journals, and for being involved in the delivery of education to other health care professionals at national events.

Team members provide a home oxygen service for local patients. They also provide the pulmonary rehabilitation service in partnership with fitness expert Paul Brice. These sessions are aimed at helping people with lung disease to learn new ways of coping with their condition.

Working with Heather are team members Maria Hunter, Lauren Payne, Andrea Beck, Cathy Tooley, Fiona Lang, Adele Godbolt, Rita Maslen and Sue Hadridge.

\*Anyone with lung disease who wants to attend a pulmonary rehabilitation service session should contact their GP or practice nurse.

## Jay's Triathlon Success

Chief respiratory physiologist Jay Lingwood clocked up hundreds of miles both on land and in the water in training for his first Ironman Triathlon...and it paid off for the 32-year-old from Lowestoft when he swam 2.4 miles, cycled 112 miles and ran 26 miles to complete the event, held in Lanzarote earlier this summer, in 11 hours and 18 minutes.

## Study Day Attracts Crowd

**A special study day held at the James Paget University Hospital attracted delegates and speakers from across the East of England.**

More than 70 people, including consultants, GPs and nurses attended the Pulmonary Fibrosis Study Day, which took place in the Burrage Centre on 25 August.

Pulmonary Fibrosis is a lung disease which is becoming more and more common. Its main symptom is breathlessness and it is linked to various causes including exposure to chemicals. The event was organised by Heather Matthews and the Respiratory Nursing Service team and made possible thanks to a grant from Roche. Our photograph shows a lecture theatre full of delegates listening to a presentation.





# Louise Hamilton Centre Events



Palliative Care East (charity number 1050406-5) is registered with the Charity Commission as a subsidiary charity of the James Paget University Hospitals' Charitable Fund (1050406-5)

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

Here are some of the events that have helped us keep the Centre running.

## Darts Players on Target



A darts knockout event helped raise more than £3000. A total of 37 players took part in the knockout, held at Halvergate playing field on 16 July in memory of local darts player Barbara Hewitt. The honours went to Chris Earll, who won the Barbara Hewitt Memorial Cup, donated by Carmichaels Trophies, as well as a weekend stay at Vauxhall Holiday Park. Runner-up Mick Patterson won a month's membership at Fitness Express, Old Hall, Caister. The event raised £1079, with donations from Whitbread, Tesco and British Sugar boosting the total to £3416. This achievement means that organiser June Dunstan and her darting friends have raised more than £14,000 since Barbara passed away in December 2008. Our photograph shows (left to right) Mick Patterson, Chris Earll and June Dunstan with Helen Rowe from the Louise Hamilton Centre and David Willimott of Carmichaels Trophies.

## Plants Help Funds Grow



More than £600 was raised for Palliative Care East at a garden sale held at the Louise Hamilton Centre earlier this summer. Our photograph shows appeal co-ordinator Maxine Taylor with the Mayor of Great Yarmouth Malcolm Bird and his wife Donna at the event. Palliative Care East is one of the Mayor's chosen charities for his year.

## Bloom-ing Great Fund-Raisers



The team behind Hopton in Bloom raised £500 for Palliative Care East through a strawberry cream team afternoon, held in the village hall. Our photo shows Maxine Taylor (left) and Helen Rowe (right) receiving a cheque from representatives from Hopton in Bloom.

## Future Events

**LOUISE HAMILTON CENTRE ANNUAL CHARITY BALL**  
 Saturday 8th October 2016, Ocean Rooms, Gorleston  
 7.00 for 7.30pm, three course dinner and coffee  
 Entertainment and disco Carriages 1am

This year's theme is **HOLLYWOOD**

Come and join us and dance the night away and support a fantastic charity

\*\*\* Tickets still available until 1st October \*\*\*

For further information contact Maxine Taylor or Helen Rowe at the **Louise Hamilton Centre on 01493 453348**  
 email maxine.taylor@jpaget.nhs.uk or helen.rowe@jpaget.nhs.uk

**Tickets £35**

Louise Hamilton Centre Events

To help with fundraising or for more information visit [www.palliative-care-east.org.uk](http://www.palliative-care-east.org.uk) or phone Maxine or Helen on 01493 453348, email maxine.taylor@jpaget.nhs.uk, helen.rowe@jpaget.nhs.uk [www.facebook.com/LouiseHamiltonCentre](https://www.facebook.com/LouiseHamiltonCentre)





James Paget University Hospitals **NHS**  
NHS Foundation Trust

# TRUST AWARDS 2016

## FINALISTS

### Ward of the Year

Intensive Care Unit, Ward 15, Ward 16

### Department of the Year

JPUH Library, Procurement Team,  
EPMA Project/Pharmacy Team

### Team of the Year

Respiratory Nursing Team, Safeguarding Team,  
Stroke Therapy Team, Emergency Department Consultants

### Employee of the Year

Tracey Bareford, Mickey Cox, Gemma Ablett

### Non Clinical Individual of the Year

Joseph Soanes, Carol Tuck, Perriann Webber-Kane

### Clinical Individual of the Year

Evie Cooper, Anna Knights, Melanie Taylor

### Educator Award

Peter Ransome, Clinical Educators Team

### Volunteer of the Year

Lowestoft Phlebotomy, Avril Dyball, Kim Pembroke

### Apprentice of the Year

Hannah Illingsworth, Charlotte Howard

### Sir James Paget Award for Innovation

Arivalagan Sivakkolunthu,  
Apprentice/Dementia/Education Teams

### Governors' Award for Outstanding Service

To be announced on the night

### EDP Gold 'Patient's Choice' Award

To be announced on the night

### Chairman and Chief Executive Commendation

To be announced on the night



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 2016.

Contact us with your feedback, suggestions or future content:

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