

# Making Waves



## Flu Fighters' Dramatic Impact

See page 3



## TRUST AWARDS

Special six page pull out inside!



# Editorial

Welcome to a bumper celebratory edition of your staff magazine.

I am very grateful to Coloplast for sponsoring this issue in support of our Remarkable People Awards – this was on top of some raffle prizes that they donated on the night - we have included a little bit about them and the service that they support here at JPUH.

We aren't just celebrating these award winners in this issue – there's been lots going on with other staff, both nationally and internationally. Award winners Bernard Brett and Sarah Hills, a national focus on our CLIP programme and the conference at JPUH on 22 November, two new national post graduate educational programmes, Claire Whitehouse's work on research and Lisa King and Melissa Herbert's visit to Zambia.

It was really hard to pick the best photo for the front cover, but I think Simon has done a great job in our focus on the flu campaign. I hope as you read this you have had your vaccination to help protect yourself, our patients and your family and friends. There's more about the impact on page 3 and the video we have made with Mary Lewis who has seen first hand how devastating flu can be.

With increasing demand and the impact on staff and our patients, we have devoted two pages to what we are doing to manage this – together with an introduction to Graham Wilde's very interesting past...

And finally, thank you to everyone that completed the communications survey. The results will be analysed over the coming weeks and we will let you know the results through the transformation newsletters.

Have a great Christmas and New Year.

**Ann Filby**  
Head of  
Communications  
and Corporate  
Affairs

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# Welcome



**As we approach the end of another year, the theme of 2016 has been the importance of teamwork.**

Over the next few weeks, teamwork will be crucial as we enter the busy winter period. I have no doubt that our hospital will be under significant pressure but we have done a great deal of work to ensure we are as prepared as we can be. You can find out more inside this edition of Making Waves.

We have entered a new era of teamwork with our health and social care partners locally, with the publication of the Norfolk and Waveney Sustainability and Transformation Plan (STP).

The STP is crucial to our future as, together, we re-design our services. For hospitals such as ours, the aim is to reduce pressure by ensuring that patients only come to us for specialist and emergency care. This will only be possible if high quality services are provided that help people keep themselves healthy and, when they need care, support more people to live independently at home.

But we need your help with this important work. No one knows the healthcare system better than the people who work in it, day-after-day. That's why your input into this important process is crucial.

We hope you are aware of the STP through Making Waves and our Future Paget e-newsletters but you can find out more and have your say by visiting the Healthwatch Norfolk website at [www.healthwatchnorfolk.co.uk/ingoodhealth](http://www.healthwatchnorfolk.co.uk/ingoodhealth)

As Making Waves went to press, we were expecting the results of our CQC re-inspection from earlier this year. I am confident it will reflect the strength of teamwork which exists in our hospital and makes it such a special place to work.

Thank you for all your hard work to provide high quality care for our patients - and may I take this opportunity to wish you all a Happy Christmas and a healthy New Year.

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

## Chairman's Chatter



**I have never felt prouder of working with such an incredible team here at the Paget.**

Despite the huge pressure, day in day out we are hearing of outstanding care. When things do go wrong, as they inevitably will from time to time, we learn from the errors.

Individuals are being recognised regionally and nationally for excellent work, particularly Sarah Hills and Bernard Brett for their education and training roles. Rebecca Crossley and Claire Whitehouse have hit the big time with their social media campaigns for #hellomynameis (in sign language) and #whywedoresearch. Both have had huge international coverage.

We also congratulate Hugh Sturzaker, who many will remember as a surgeon here, on his richly deserved award of the MBE.

As Christine and I go to various meetings around the country it is clear that people are increasingly aware of us as a successful hospital.

So whilst the demand is greater than ever, and this looks as if it will continue, we can all be sure that as a team we continue to put our focus where it needs to be, on the patients.

We end the year on a busy, but high note.  
Happy Christmas everyone.

**David Wright, Chairman @dspritely**



# Annual Flu Campaign Success

**More staff have joined the James Paget University Hospital's team of Flu Fighters over the past few weeks than during in the whole of last year's campaign.**

This year's flu vaccination programme has been more accessible than ever before, resulting in 48% of staff - more than 1700 people - receiving the free jab by the middle of November, just weeks after its launch.

That's 5% more than last year's entire campaign, which started in October and went through to March.

The key has been availability of flu vaccination sessions, with Transformation Nurse Joan Pons-Laplana providing mobile flu clinics to all areas of the hospital.

Joan has also injected a sense of fun into this year's campaign.

"We have decided to create a Flu Fighter theme and for staff to dress up and take a picture with a selfie frame. So far we had Cowboys, Halloween, Bonfire Night, I'm a Flu Virus, GET ME OUT OF HERE' and from the beginning of December we will have Christmas - so make sure you're not on Santa's naughty list and have the flu jab!" said Joan.

The campaign has also used social media, using the Twitter hashtag #protectyourselfie, with some posts being seen by more than 20,000 people. Photos of staff who have become Flu Fighters have been circulated on Friday Notices and a 'wall of fame' has been set up in Aubergine.

Now the drive is on to reach 2000 staff vaccinated as the campaign continues over the Christmas period.

"Hospital Staff play a key role preventing the spread of flu. It is estimated that 77% of people infected with flu have no symptoms but are still capable of passing the virus around," said Joan.

"We want an army 'defence force' making sure that patients, colleagues and loved ones are protected this winter when the height of flu season starts."

**Want your flu jab? Contact the Transformation team on 3124 or email [Joan.Pons-Laplana@jpaget.nhs.uk](mailto:Joan.Pons-Laplana@jpaget.nhs.uk)**

## Mary's Story On Film



This year's campaign has also featured Nursing Auxilliary Mary Lewis, whose best friend died of flu earlier this year. Not only has Mary's story been featured on posters around the Trust, it has also been turned into a short film

which can be seen on You Tube. To view it, simply type James Paget Hospital Flu into the search bar.

## Protecting Mums and Babies

**A new vaccination clinic aimed at protecting women and new born babies from two serious illnesses has started at the James Paget University Hospital.**



The hospital's maternity service is offering vaccinations against influenza and whooping cough (pertussis) to expectant mothers from the Great Yarmouth and Waveney area.

The new clinic will be managed by the antenatal clinic staff and is designed to run alongside immunisation services offered by local GPs, who also provide both vaccines.

This gives women the choice and flexibility of having their immunisations in the JPUH antenatal clinic or at their GP surgery.

Its introduction is part of a nationwide drive to increase the numbers of pregnant women having these important immunisations.

Jayne Utting, Head of Midwifery and Gynaecology Services, said: 'We have worked hard to introduce this new clinic to improve the uptake of these important immunisations.

"We hope the clinic will offer women greater flexibility and choice and ultimately encourage them to have the immunisations to protect them and their babies.'

## Careers Fair Success

**The first JPUH Careers Fair was held in the Burrage Centre on 5 November - and attracted interest from across the county.**

The fair focussed mainly on the recruitment of clinical staff and facilities departments, and staff were also on hand to discuss apprenticeships and educational requirements for specific career paths.

Approximately 400 people attended the event - and, as a result, the Trust has employed five nurses and received overwhelming interest in Health Care Assistant roles and opportunities in the facilities department.

Barry Pinkney, Lead Nurse for the Elective Division, said: "The event has been extremely popular, with many potential employees registered. I'm really pleased with the outcome and it just goes to show what a great reputation we have as an employer locally."







# Patient Flow **CRUCIAL** This Winter

**Managers and staff have been working together to improve the flow of patients through the hospital before the onset of winter.**

This year has seen a relentless increase in demand – with attendances to our A&E department rising by more than 7 per cent compared with the same time last year.

Our Trust reflects the national picture, with latest performance statistics revealing a long-term trend of greater volumes of both urgent and emergency care and elective activity.

All hospitals nationwide should see 95% of patients arriving at A&E departments within four hours – a target in which the JPUH has a strong track record of achievement.

However, our performance dipped as a result of high demand earlier in the autumn, prompting a review of procedures and the implementation of new initiatives aimed at increasing 'patient flow' through the hospital.

Improvement Director Sue Watkinson led on this work prior to retiring last month, assisted by new Acting Chief Operating Officer Graham Wilde (see bottom of next page).

"Our performance against the A&E standard reflects how we are doing as a hospital," said Graham.

"If we don't get patients moving through the

hospital on a seamless journey to safe discharge out into the community, then the pressure

manifests itself in A&E. In many ways, it is the barometer of a how well a hospital is performing."

Staff work closely with colleagues in community health care and social care as well as looking at best practice in other hospitals.

Among the solutions being trialled are "Red to Green" days, with the aim being to move every patient from red (where no action has taken place to aid discharge) to green (when an intervention that supports their journey to discharge has occurred) in the space of one shift.

Already, the new initiatives have had a positive effect, with performance picking up in the last few weeks.

Now the focus is on the winter - and Graham is confident the hospital will cope if the focus remains on patient flow and the teamwork to achieve it.

"Everyone needs to do their bit," he said. "The vast majority of staff have roles that impact on patient flow. For example, a simple letter can help move a patient out of the hospital quickly, if it contains all the right information and is sent promptly."





# Keeping a Constant Overview

The state of patient flow is constantly monitored in the hospital's Operations Centre.

At least three times a day, a "bed meeting" takes place in the centre, where there are updates on current pressures facing the hospital.

The meeting focusses on an information board, which shows where every patient is located in the hospital, as well as details about imminent discharges.

"It important to get this detailed overview on a regular basis as it directly relates to patient flow," said Graham.

"Patients will receive good quality care wherever they are in our hospital – but the ideal situation is to have patients being cared for on the specialty ward that best meets their needs. Achieving this can be challenging when the hospital is at full capacity but it is important as it can reduce delays in discharge."



## Planes, Pews and Patients



Care has been the theme of Graham Wilde's career – but in some very different roles.

He joined the RAF at 17 – and spent the next 13 years looking after frontline fighter jets as an aircraft engineer, working on Jaguars, Harriers and Tornados at bases across the world.

Then came a career change – and, after successfully graduating from Oxford University with a degree in Theology, he spent eight years as a Baptist Minister, providing spiritual guidance and care to local communities.

This included a spell as an NHS chaplain, which in turn triggered another career change when he decided to venture into management with the health service – arriving at the James Paget University Hospital in 2015 via hospitals in the Black Country, Lincolnshire and Bradford.

## Farewell to Our Sue

Staff from across the Trust gathered to say goodbye to one of the hospitals directors, who retired last month.



Sue Watkinson joined the Trust three years ago, continuing her long career in the NHS. During her time at the James Paget, she held the role of Director of Operations, Chief Operating Officer and Improvement Director.

A farewell gathering was held in the Burrage Centre on 4 November, where Chief Executive Christine Allen presented Sue with a number of gifts and flowers on behalf of all hospital staff.



## Fundraising to Heighten Awareness

A mum and daughter from Gorleston have raised almost £3000 to help raise people's awareness about a serious respiratory disease.

Karen Daniels lost her mum Maureen Allen last year to idiopathic pulmonary fibrosis, an illness which causes scar tissue in the lungs, making it hard to breathe.

Together with daughter Gemma, Karen organised a fund-raising event, which took place at the Cliff Hotel in Gorleston on 19 September.

The event raised £2900 which has been divided equally between the Action for Pulmonary Fibrosis charity and the James Paget University Hospital's Respiratory Nursing Team. The money will go towards initiatives to raise awareness of the disease and, in the case of the Respiratory Nursing Team, to organise educational events.

"We felt this was something we needed to do," said Karen. "People simply don't know about pulmonary fibrosis – and, having lost our mum to this disease, we were determined to do something to raise awareness."

Since the passing of Maureen, a local Pulmonary Fibrosis Support Group, which meets at the hospital, has been organised to support patients who are diagnosed with the disease, and their families.

If you are interested in attending the Pulmonary Fibrosis Support Group, please contact the Respiratory Nursing Service on 01493 453423. For more information about pulmonary fibrosis, visit [www.actionpulmonaryfibrosis.org](http://www.actionpulmonaryfibrosis.org)

## Top Awards for Paget Staff

Two healthcare professionals at the James Paget University Hospital are celebrating after success at the Health Education England regional awards.

Sarah Hills, a practice development nurse at the hospital, won Educator of the Year, while consultant gastroenterologist Bernard Brett won an East of England NHS Leadership Recognition Award for leading and developing people.

Lowestoft resident Sarah has been in nursing for 10 years – and has spent nearly five years at the James Paget after stints at hospitals including Barts and Great Ormond Street.

Sarah's award was for her role in developing and delivering an innovative programme of multi-professional education across the Trust in an 'interactive and dynamic style.'

Bernard's award was for his work as chair of the East of England Clinical Senate, which provides clinical advice and guidance to health commissioners and other stakeholders to help them make the best decisions about healthcare for the populations they represent.

He was praised for developing the council and building a "strong team with a positive, dynamic and empowering culture."

Sarah and Bernard were presented with their awards at a ceremony held on 24 November at the Imperial War Museum in Duxford.

It is the first time that the Trust has had two award winners at the East of England Celebrating Success Awards, which are run by Health Education England.



## Quick Witter We want to know about you!

**Name:** Ali Thayne

**Job title:** Dementia Care Lead

**Brief description of role:** Leading the services forward, supporting our staff, patients and families, initiating new ideas for more effective patient care.

**Years at James Paget University Hospital:** 16.5

**What three items would you take to a desert island – and why:** Head torch – never go away without one, some string – always useful and lip balm!

**Which three people would you like to go out to dinner with – and why:** Steven Fry, love his wit and intellect, Billy Connolly, fascinating life another great story teller, Sir David Attenborough, what a legend!

**Top holiday destination:** Sleeping out under the stars in the Northern Territories Australia near Uluru – brilliant experience!

**What's on your Ipad:** Sorry to say, don't have one!

**Favourite day out:** Anywhere with my crazy family (has to include food especially cake!)

**What makes you Proud of the Paget:** Provided me with the opportunity to be creative and support some of the changes necessary to improve patients' experience and staff perception around dementia care and services.

**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)





# James Paget Training Gains National Focus

A new approach to student nurse mentoring was celebrated at a national conference held at the James Paget University Hospital.

More than 80 people attended the Collaborative Learning in Practice (CLiP) conference held on 22 November.

CLiP is a coaching model, where students are encouraged to take the lead in their practice, caring for their own patients while being coached by registered staff with additional mentor support.

Unlike traditional learning models, CLiP's focus is 'on the job' coaching on hospital wards – with all ward staff participating to help develop a supportive learning culture.

Its benefits include giving student nurses more confidence because they are dealing with real-life situations regularly - and creating more capacity to training the next generation of nurses at a time when there are staff shortages.

At JPUH, CLiP was introduced on Ward 12 in 2014 but, such is its success, it is now used in other areas of the hospital including midwifery, paediatric, orthopaedics and stroke.

Now, the plan is to extend it further due to its popularity with students and staff – and the potential benefits it brings to patient care.



Head of education and practice development Sharon Crowle said: "CLiP has been brilliant for the Trust in many ways. It helps create an enhanced learning environment for our students, gives us extra learning capacity - and early indications suggest that it has helped reduce patient falls and pressure ulcers as well as shortened lengths of stay."

Sharon was among more than a dozen speakers at the conference, which aimed to highlight the success of CLiP at the JPUH to delegates from across the country.

The conference also attracted national coverage from the Nursing Times, which sent a reporter to the event.

## Hard Miles Raise Money

Sporty midwives Nicky Charity and Zoe Hollyhead have been hitting the road for charity. Midwife sister Nicky completed the 100 mile Prudential Ride London-Surrey for the Lymphoma Association, choosing the charity after her father was diagnosed with the condition last year. Midwife Zoe took part in the 13-mile Great North Run for the charity Tommy's, which supports families who have suffered a miscarriage or stillbirth, after a relative lost a baby in 2013.

## Hospital Footballers Help Laurel

Staff laced up their boots for a charity football match held in Bradwell, on 5 November, to raise money for a little girl who has a rare form of eye cancer.

Brave Laurel Allen, aged three, has had to adapt to life with little or often no sight as she has lost her right eye to cancer and has a cancerous growth in her left eye.

Family member Melvyn Hilsden, who is a Porter and

Security Supervisor at JPUH, became involved in arranging a charity day including the staff football match which saw doctors, nurses, consultants and porters teaming up to take part.

The day was a huge success raising £3052 to help with the adaptations needed to manage Laurel's condition and cover the travelling costs of her specialist hospital visits. You can follow Laurel's journey at <https://www.facebook.com/Laurelsjourney/>



# Lecture's A&E Focus

More than 50 staff, Board members, Governors and primary care colleagues attended the annual Sir James Paget Lecture, held on Wednesday 16 November.

This year's speaker was Dr Cliff Mann, Consultant in Emergency Medicine and the National Clinical Advisor (A&E) NHS England.

Dr Mann – who is a past President of the Royal College of Emergency Medicine – spoke about the current pressures facing hospital A&E departments across the country, which see an average of 40 arrivals every minute.

He explained the reasons why patients attend A&E, before examining the connections between demand, capacity and patient flow.

Dr Mann then outlined the importance of eliminating variance and spreading consistent best practice to help manage rising demand and ensure that departments remain sustainable.

## Obituary: Sir Julian Paget



**Sir Julian Paget, CVO, the great grandson of Sir James Paget, died on 26 September, aged 95.**

Sir Julian had a long association with the hospital that bears his great grandfather's name, including regular attendance at the annual Paget Lecture.

He was born in London in 1921 and was the son of General Sir Bernard Paget. Sir Bernard's father was a previous Bishop of Oxford and one of Sir James Paget's sons.

Sir Julian was educated at Radley College and at Christ Church, Oxford where he obtained a degree in modern languages. He married Diana Farmer in 1954, who died last year.

He was an officer in the Coldstream Guards for 27 years and he was appointed a Gentleman Usher to the Queen in 1972, the same year that he inherited the baronetcy from his uncle. He was editor of the Guards Magazine and wrote many books on the Guards and ceremonials.

His last visit to the hospital was for the bicentenary celebrations of Sir James's birth in 2014. He came to Great Yarmouth last year to open an interactive exhibition on James Paget and Life in Victorian England.

Retired consultant surgeon and former lead governor Hugh Sturzaker (pictured left with Sir Julian and his son) said: "Sir Julian was a real gentleman in everything that he did. He always had a smile and a twinkle in his eye and enjoyed mixing with people."



#whywedoresearch

# Paget Hits Research Top Ten

**The research team at the James Paget University Hospital has received a major boost after receiving a top ten ranking for commercial research involving NHS trusts nationwide.**

Each year, the National Institute of Health Research (NIHR)'s Clinical Research Network publishes research activity league tables which detail research activity across all NHS trusts in England.

The tables provide a picture of how much clinical research is happening, where, in what types of trusts, and involving how many patients.

Data for this year shows that JPUH increased its number of commercial research studies by more than 100 per cent, from seven to 15. This places the Trust in sixth place in the table charting increases in commercial research for 2015/16.

Head of Research Karen Eade said that the increase was part of a wider rise in numbers of studies conducted at the JPUH during last year, which went up by more than 10 per cent and saw recruitment in 54 separate studies across most specialties.

However, not all the numbers are heading upwards as there was actually a decrease of 56% in the numbers of people taking part in research – mainly due to one study coming to an end during the year, which involved a large number of patients.

"The decrease also reflects a national trend, particularly in cancer, which has seen a move towards much more targeted therapy - so studies actually involve fewer patients but may be more complex," said Karen.

Commercial research helps bring an income stream to the Trust and offers patients the opportunity to try new treatments long before they are available on prescription.

Commercial studies underway currently include the treatment of macular degeneration, glaucoma and dry eye syndrome in the field of ophthalmology; there are also studies connected with lung and ovarian cancer and stroke.

Studies come in many different forms. Some are 'observational' and can be based on a small number of interviews and questionnaires; others are "interventional" and look closely at the effects of treatments/therapies/drugs, sometimes over a number of years.

Numbers of patients volunteering to take part can vary, depending on the complexity of the study. But the approach of many patients is similar, added Karen. "Those offering to take part tend to be altruistic and say 'well, it might not help me but it could help someone in the future,'" she said.

**NHS**

**National Institute for  
Health Research**



# Claire's Nationwide Mission

Lead Nurse for Research Claire Whitehouse has won a scholarship to lead a project which could provide the blueprint for hospital research team structures and strategies across the country.

Claire has secured funding from the Florence Nightingale Foundation, which aims to advance the study of nursing and to promote excellence in practice.

Her project will involve visiting a cross section of research departments at hospitals in the Republic of Ireland, Northern Ireland, Scotland, Wales and England to see how they are resourced, structured and go about their work.

The first leg – the Republic of Ireland and Northern Ireland – took place last month and involved visiting several research establishments, meeting the Chief Medical Officer for Ireland and meeting the three Deputy Chief Nurses of Ireland (see photograph).

Next up is England and a visit to Southampton in January, followed by research departments Scotland in March and then Wales in May.

Before travelling to Southampton, Claire is due to discuss her project with Dr Susan Hamer, Director of Nursing for the National Institute of Health Research, who



is due to visit the JPUH later this month.

"Without doubt, this is the most challenging piece of work I have done so far," said Claire, who has been funded for two previous projects by the foundation.

"Potentially, the work could have a big impact. At the moment, research teams at hospitals across Great Britain, Northern Ireland and Ireland are at very different stages of their development – and as I visit different establishments, I will be able to gather, as well as spread, good practice."

To conclude the project, Claire will produce a report which she hopes will provide valuable guidance and a template for structuring and operating a hospital research department.

For more information about the Florence Nightingale Foundation visit [www.florence-nightingale-foundation.org.uk](http://www.florence-nightingale-foundation.org.uk)

## Why #whywedoresearch works

Claire's innovative Twitter campaign #whywedoresearch has just passed 190 million impressions – and is helping open doors.

It is now two years since Claire started the campaign to highlight the importance of medical research. Such is its global reach, senior research staff including the Chief Medical Officer for Northern Ireland, were aware of the campaign.

**"If it hadn't been for #whywedoresearch, I wouldn't have got access to some of these very senior people," added Claire.**



**Diary Date: Symposium** Next year's Research Symposium will take place on 22 March at the Burrage Centre. More details, including the finalised programme, will be made available in the New Year.

# Global Training Specialists Launch National On-Line Programme



Professor Jerome Pereira and Sue Down

Consultant surgeon trainers at the James Paget University Hospital are launching two new post-graduate educational programmes, harnessing the power of the web to increase the expertise of surgeons worldwide.

A new national programme is the latest in a series of courses developed by Professors Jerome Pereira and Sam Leinster, assisted by Sue Down, and launched in October.

This new approach, which will be managed from the hospital, aims to help trainees meet their learning objectives while boosting the national training programme.

Health Education England (HEE) commissioned the development of this online educational course as a National

Feasibility Study to assess the effectiveness of a new blended approach to training surgeons in the emergency general surgery curriculum.

The aim is to improve critical analysis and decision-making skills for trainee surgeons and therefore improve outcomes for patients with urgent surgical conditions. If the study is successful, the format will be rolled out across all specialities within the NHS.

More than 120 surgical trainees have voluntarily signed up to participate in this important study, which will use interactive on-line discussion boards to solve problems and learn about latest best practice by having access to online lectures, operative procedures and expert opinions.

Professor Pereira, who is the Course Director said: "Advances in medical knowledge mean that there is a growing requirement to provide regular updates on best practice in all specialities and the internet is an effective and flexible platform to deliver high quality medical education."

"This new course builds on our successful existing model of interactive learning. The flexibility of the online format is designed to complement clinicians' busy working patterns."

The second initiative is a new approach aimed at specialists looking for further professional development.

These courses are delivered in either eight or 16 week blocks, covering defined topics such as managing early breast cancer or treating inflammatory bowel disorders – and has been approved by the University of East Anglia with endorsement from professional bodies including the Royal College of Surgeons of England, and the Association of Breast Surgery.

Already, the hospital has a strong track record in creating internet-based training course. The online Specialist Clinical Masterships – which are the highest qualification in Oncoplastic Breast Surgery, Colorectal Surgery and Regional Anaesthesia in the UK – have helped train surgeons from more than 20 countries worldwide.

## Trust Welcomes New Non Executive Director

A former group director at pharmaceutical company SmithKline Beecham and chair of a national charity has joined the Board of Directors.



Paula Kerr has been appointed as one of the Trust's six Non Executive Directors, taking the place vacated at the end of last month by Peter Franzen, who has completed the maximum of two terms of office.

Paula, from Framlingham, has experience at board level in private, public and voluntary sector organisations in the fields of health, social care and education.

She joins the Trust after spending more than three years working as a trustee, vice chair and chair of trustees at Livability, a national charity providing disability and community services. Prior to that, Paula has had Non Executive roles in an acute hospital, a Mental Health Trust and a Strategic Health Authority.

"I am delighted to be joining the Board of a Trust that has been recognised for its commitment to providing quality care to its patients," said Paula, who is married with two children.

"I aim to use the skills and experience I have gained over the years to help make a difference – particularly at this time of reform where there will be a need to do things differently in order to make sure we continue to improve patient care while also meeting the financial challenge."

Trust Chairman David Wright said: "I am delighted to welcome Paula to the Trust. She brings a wealth of experience to the table which will be invaluable in the months and years ahead as the Board considers a range of challenges including growing demand and the need to transform the way in which we deliver services."

David also paid tribute to outgoing Deputy Chairman and Senior Independent Director Peter Franzen. The former Editor of the Eastern Daily Press joined the Trust in 2010 and was reappointed by the Council of Governors for a second three-year term of office to 31 October 2016.

"Peter has been such an asset to the Trust, bringing not only experience but, importantly, energy and enthusiasm. He was instrumental in helping the Trust get through some challenging times and has played an important role in helping it progress and provide improved services to our patients," said David.

Following Peter's departure, Anna Davidson becomes Deputy Chair and Dr David Ellis will undertake the role of Senior Independent Director.



# Paget Nurses Help Zambian Hospital

Kind-hearted nurse Lisa King has just returned from a mercy mission to help a hospital in rural Zambia.

Lisa, who is the senior sister on the Children's Ward at the James Paget University Hospital, visited the Salvation Army hospital in Chikankata, a community about 80 miles from the capital Lusaka.

There, she delivered £6000 of equipment and supplies funded by donations and fund-raising over the last year.

She was accompanied by her colleague Melissa Herbert, who also works on the ward as a nurse.

Among the items they delivered to the hospital was a year's supply of formula milk for orphaned babies living in the community, physio boots for children with disabilities, two oxygen concentrator machines and two CTG machines to monitor expectant mothers.

For Lisa, the trip to Chikankata has become an annual event which has resulted in her making many friends in the community.

"This year was my ninth visit and when I get there, it feels like home," said Lisa, who has worked at the James Paget for 10 years and is a member of the Salvation Army in Lowestoft, where she lives.

"Chikankata is a wonderful community and I have been able to meet and spend time with some inspirational people - but the hospital needs a helping hand so it can continue to provide care to people in the area."

Lisa and Melissa also visited villagers living near the hospital, taking them food and clothing - and even assisting one family with the cost of repairing their roof.

All the equipment and supplies taken to the community are bought by Lisa in Lusaka to ensure that every penny generated through fund-raising back at home is spent on essential items.





# Louise Hamilton Centre Events

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.

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)

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

## Summer Lunch



A summer lunch was held at the Temple Room, at the Assembly Rooms, Great Yarmouth in August to raise funds for Palliative Care East which supports the Louise Hamilton Centre. A delicious three course lunch was served to the guests and entertained by our guest speaker Mr Tony Mallion. A raffle on the day raised over £300. Thank you to all the guests who attended, Whelan Catering, the Assembly Rooms and of course Mr Tony Mallion.

## High Sheriff visit

We were very pleased and privileged to receive a visit in July from Sir William Cubitt and his wife Lucy – High Sheriff of Norfolk and Sheriff's lady, and Mr Henry & Ski Cator – High Steward of Great Yarmouth, were joined by the Mayor of Great Yarmouth Malcolm Bird and Lady Mayoress Donna Bird. They were very impressed by what they witnessed and heard as they were escorted around by Maxine Taylor from the Centre. Picture shows left to right Mr Henry Cator, Maxine Taylor, Sir William Cubitt and his wife Lucy, Mayoress Donna Bird, Mayor Malcolm Bird and Mrs Lucy Cubitt.



Thank you to Slimming World

Karley Manthorpe came in November to present £210 to Helen Rowe of Palliative Care East. The money was raised through members of Bradwell Slimming World collecting 5ps throughout the year. A big thank you!

## Fundraising

Palliative Care East is committed to supporting the Louise Hamilton Centre. It is only thanks to the local community's support over the years that we have been able to open the centre.

We will continue to raise funds at Palliative Care East to support the Louise Hamilton Centre and the thousands of patients, families and carers who need its support.

We need to raise £200,000 a year to do this and any support you can give is gratefully received. Donations should be made payable to Palliative Care East.

Contact us about events and donations



Maxine Taylor or Helen Rowe  
Louise Hamilton Centre  
James Paget University Hospital  
Lowestoft Road  
Gorleston NR31 6LA  
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Web: [www.palliative-care-east.org.uk](http://www.palliative-care-east.org.uk)

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[www.facebook.com/louisehamiltoncentre](http://www.facebook.com/louisehamiltoncentre)  
Twitter: @LHCentre

## Events 2017

### A TASTE OF GREEK

Thursday 26 January  
Olive Garden, Gorleston  
Organised by the North Sea Petroleum Wives' Club. Tickets £17.50 each. Numbers restricted to 50. Tickets on sale from 1 December.

**QUIZ NIGHT** Tuesday  
7th February, 7pm at Furzedown Hotel. Tickets £10 including meal.

**BEETLE DRIVE** Tuesday  
14 March, 7pm at Furzedown Hotel. Tickets £10 including meal.

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 Spring 2017.

Contact us with your feedback, suggestions or future content:

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# TRUST AWARDS 2016



"Once again, this special event has given us the opportunity to celebrate our

fantastic staff, who show such dedication, commitment and care, each and every day.

"This year saw a record number of nominations, which demonstrates that not only are the Remarkable People awards going from strength-to-strength but also that there are so many examples of innovation and quality across our hospital.

"I would like to congratulate all the winners and finalists – and thank everyone involved for making this event such a success."

**Christine Allen,**  
Chief Executive



"Remarkable People allows us to focus on the fantastic members of staff who help

make our hospital such a great place to work.

"In an NHS which is all too often dominated by increasing demand and dwindling resources, it is really important to take time to recognise and celebrate the people who place the patient at the heart of all they do."

**David Wright,**  
Trust Chairman



The Trust would like to thank the sponsors

**Birketts**  
Clear Legal Advice

**LINGS**  
MOTOR GROUP

**Eastern Daily Press**



Awards host BBC Radio Suffolk's Rachel Sloane

**Coloplast**

and all the individuals and organisations who donated prizes to the raffle.

## JPUH Stoma Service 'Unique'

This edition of Making Waves, featuring a special supplement on the Remarkable People awards 2016, has been sponsored by Coloplast.

The Peterborough-based company develops ostomy, continence, urology and wound care products and services – and has a strong link to the James Paget University Hospital, where it is responsible for running the stoma care service.

A stoma is an incised opening in the bowel, which is brought to the surface of the skin to allow for drainage – and may be necessary for patients with bowel conditions including cancer and colitis.

Under a new arrangement introduced at the hospital in January this year, Coloplast was given a five-year contract to provide the Stoma service to local patients, at no cost to the Trust.

This arrangement is mirrored in other acute trusts across the country.

But at the James Paget, it is unique in that the team look after patients not only in the hospital but out in the community too for East Coast Community Healthcare (ECCH).

"It works extremely well," said Helen Cox, the lead nurse for the Stoma team.

"The fact that we are working with our patients while there are in the 'acute' phase

of their treatment in hospital and then follow them into the community means they have continuity of care by the same people, which they really appreciate."

Helen is assisted by her deputy Lisa Coleman and assistant practitioner Molly Eaglen – and in the past three months alone, their work in their clinic at the hospital and out in the community has helped prevent more than 15 A&E admissions, for incidents such as stoma obstructions.

Now, Helen and the team are planning to raise awareness about stoma care to staff on surgical wards across the hospital.

They plan to hold a series of educational sessions, starting in January – and further details will follow in due course.

For more information about the unit, please contact Helen Cox on 01493 452427.



## Raising Awareness

**The Stoma team is committed to raising public awareness of the facts around bowel cancer.**

On 21 September, the team joined forces with the colorectal team to hold an information day in the hospital's main foyer – with the aim of breaking the 'poo taboo' and getting people to talk more candidly about their bowel problems. The aim of the initiative is to encourage people to talk to health professionals if they have problems, such as a change in bowel habits or bleeding, which could be a sign of bowel cancer.

Bowel cancer is the fourth most common cancer in the UK, after breast, prostate and lung cancers. Over 41,000 people are diagnosed with bowel cancer every year in the UK.

More than nine out of ten new cases (94%) are diagnosed in people over the age of 50, and nearly six out of ten cases (58%) are diagnosed in people aged 70 or over. But bowel cancer can affect any age. More than 2,400 new cases are diagnosed each year in people under the age of 50. Bowel cancer is treatable and curable, especially if it's diagnosed early.



# TRUST AWARDS 2016

Our  
**5th**  
year

Recognising the  
exceptional  
achievements of  
individuals and  
teams working for  
the Trust



Where YOU come first



# TRUST AWARDS 2016 OUR WINNERS

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

## Ward of the Year



Ward 15

*"efficient, caring and so very kind"*

## Team of the Year



Respiratory Nursing Team

*"they continuously explore ways of developing their service..."*

## Employee of the Year



Tracey Bareford

*"a positive role model of professionalism..."*

## Clinical Individual of the Year



Melanie Taylor

*"the epitome of the Trust's Values and Behaviours"*

## Non-Clinical Individual of the Year



Perihan Webber-Kane

*"well organised, never complains and is always smiling"*

## Department of the Year



EPMA/Pharmacy Team

*"the commitment shown...was second to none"*

## Educator of the Year

Sponsored by Birketts



Peter Ransome

*"an invaluable impact on knowledge..."*

## Apprentice of the Year



Hannah Illingsworth

*"a shining star of the future"*

## Sir James Paget Award for Innovation

Sponsored by Lings Motor Group



Arivalagan Sivakkolunthu

*"responded with a system which reflects need"*

## Gold 'Patient's Choice' Award



Sharon Plant  
Nurse, Stroke Ward

*"...knowing my mum was cared by such an outstanding individual has given us a great deal of comfort"*

## Chairman and Chief Executive Commendation



Matthew Williams

*"...proactively supports the education and development of others"*



Garry Berrisford  
Domestic Assistant

*"always full of energy and always smiling"*

## Governors' Award for Outstanding Service



Anna Knights  
Midwifery Support Worker

*"nothing is ever too much for Anna, who is a complete pleasure to work with"*

## Volunteer of the Year



Avril Dyball

*"We love her to bits..."*

*Congratulations to all our winners*

**Paget's Remarkable People** ✓