

Making Waves

Why Our Values Matter



**Our Emilia went that 'extra mile'
to bring Eddie back to life**

See page 12

Where You Come First

Editorial

This issue says goodbye to our Chairman, David Wright, after nearly five years in the job.

Many of you I am sure will recognise him as he often goes for a 'wander'. Following his resignation before Christmas we have now accepted his view that it is time to go and wish him well in this new part of his life and focusing on his family a bit more. I am lucky enough to work really closely with him through the Board/Governors/Trust membership as he gives us much more than the 12 days a month he's paid for – we don't always agree and actually have disagreed quite a bit over the years – but we are wanting to get to roughly the same place as he **always** ensures a total focus on the patients we are all here to serve. I hope many of you will join us in saying goodbye to him later in April.

This issue covers a whole range of items, news and celebrations. There is a reminder of our CQC success and where that places us nationally with the release of a major report (page 8), the difference our staff are making to patients with the new Going 'The Extra Mile' feature (page 10) and page 11 focuses on some of the great comments we receive on social media. This is proving more and more popular as a way of feeding back so I would urge you to join us on Facebook and Twitter to check out what is being said. There's also several developments, award winners and potential winners, demonstrating the care and compassion we have here at JPUH.

Finally, I would like to highlight the Council of Governors elections that open in late April – this is a really important part of being a Foundation Trust to ensure local accountability with our staff and public members being part of any significant changes that take place through the Governors. If you are interested in standing, please talk to me or come along to one of our events.

I hope you enjoy this issue - let us know what you think.



Ann Filby
Head of
Communications
and Corporate
Affairs

Twitter:
@AnnFilby_JPUH

Welcome



In my last editorial, written in the first weeks of December, I mentioned how important teamwork would be as we entered the busy winter period. And it proved to be crucial.

Since I wrote those words, the pressure has been relentless. We were very busy after the Christmas and New Year period and the surges in demand kept on coming. There were several occasions when every bed in the hospital was occupied, while more and more patients were coming through the A&E front door. But your efforts and teamwork meant we coped and continued to provide safe care for our patients, despite the most challenging of circumstances.

You should all be proud for once again going 'the extra mile' – which is the name of a new feature in Making Waves.

The first features the heart-warming story of a nurse from our intensive care unit who helped bring a critically-ill patient back to health – and back to his family and friends. It's a moving story and when you read it, I hope you will remember occasions when you have played a role in providing a service which saves lives.

I want to finish by saying a few words about our out-going Chairman, David Wright. David has been pivotal in helping the Trust continuously improve over the last few years. He cares deeply about the Paget and his guidance and wisdom have been invaluable to me and other members of the Board. We shall miss David but look forward to working with his successor to build on the firm foundations he has helped put in place.

Christine Allen, Chief Executive @callen_jpuh

Chairman's Last Chatter



My wife claims that she is pleased that I am trying to retire, which will be for the third time. We will see how it goes.

'The Paget' gets into the bloodstream, doesn't it? I am therefore leaving with a heavy heart. We have the most fantastic team. Everyone, day in day out, goes the extra mile for the patients and to support colleagues.

While it is my last editorial column for Making Waves, I will keep it brief as the editor has decided to give me a 'double page spread' – so I have lots of room there to give you a few final thoughts!

When I arrived five years ago, we were reeling from severe criticism from the Care Quality Commission (CQC). Since then, the whole organisation has rallied and shown real determination to put things right.

We can safely say that together, we have done this – with the CQC rating us Good in December 2015 – and finding further improvement a year later.

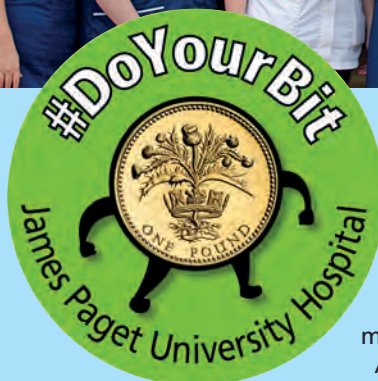
It has been wonderful to be associated with the achievement of all that, despite the incredible increase in emergency demand that seems to be completely unabated and the very tight financial situation.

I'll finish by thanking our brilliant Chief Executive Christine Allen, the Executive Team, my fellow Non Executive Directors, and our Governors, all of whom are incredibly talented in so many different ways and who have played a full part in helping make us 'GOOD'.

And thank you to all of The Paget Family. Whatever your job is here, you are the best of the NHS. I have been very honoured to be part of your team. I wish you well for the future. 'The Paget' will continue to go from strength to strength with your continued commitment and clear focus on our patients. For ever it will remain in my heart as the best of places to work and I have been truly #proudofthepaget!

David Wright, Chairman @dspritely

'Are you Doing Your Bit'?



Senior staff members are collaborating on a project to spread the word about making savings on our wards.

The nurses and AHPs, who are all on the band six development programme, were challenged to play their part in helping the Trust achieve £14.2 million in savings.

After considering a number of ideas, they decided on an educational campaign - entitled #DoYourBit - to get every member of staff thinking about how they can make a difference.

The campaign is being fronted by Director of Nursing Julia Hunt (see poster) - with staff being challenged: "how are you going to save your £1 today?"

The campaign dovetails with last year's call from Director of Strategy and Transformation Andrew Palmer for everyone to pitch in and save £7 per week to help bank more than £1 million.

Already, posters have been drawn up, and a screensaver featuring the staff each giving a money-saving tip. The group is visiting ward areas across the hospital to speak to staff about how little changes to routine can help save big money.



A cross-section of staff were asked to complete a questionnaire to give an indication of their awareness of the Trust's need to make savings and the cost of regularly used items. The questionnaire will be resent to staff to assess the impact of the campaign.

Those involved in the project include Carolyn Henderson, Emma Clancy, Kelly Melton, Jodie Yerrell, Samantha Jones, Claire Garnham, Kerry Rawlinson, Tracey Palmer and Jenny Parsons. They have been supported by Julie Smith, Corporate Lead Nurse.



Jodie
Practice Development Midwife
'I do my bit by thinking before I print'



Joanne
Senior Physiotherapist
'I do my bit by checking if my patients already have a walking aid at home before discharge'



Kelly
Sister - Neonatal Care Unit
'I do my bit by encouraging parents to provide own nappies'



Carolyn
Sister - Charnwood Suite
'I do my bit by considering the cost of clean linen'



Jenny
Sister - Ward 12
'I do my bit by considering which equipment is needed for each individual patient'



Kerry
Sister - A&E
'I do my bit by reminding patients to bring in their own medications'



Emma
Sister - Ward 16
'I do my bit by considering oral medications before using IV medications'



Tracey
Sister - EADU
'I do my bit by selecting the appropriate bin for waste'



CHAIRMAN DAVID: “I’ll miss the Paget Family”

How would you sum up your five years as Chair?

When I arrived five years ago, I found many were struggling with the severe criticism from the Care Quality Commission. It had been a hard lesson. I was charged with setting about rebuilding the Executive Team / Board and leading the Governors in their role of holding the Board to account.

It has been a bumpy journey but we had four tasks:

- Achieve a GOOD CQC rating
- Achieve financial targets
- Find a permanent Chief Executive and an effective Executive Team
- Build a sound governance structure that would endure

Together, we have achieved these tasks but the Trust must continue to move forward and should now aim for “outstanding.”

What makes the Paget so special?

It is a remarkable place filled with staff who come to work every day to make a difference, with patients being the prime focus. The strength of the organisation is that commitment to “getting it right” and doing the right thing which runs like a golden thread throughout the organisation. We are also fortunate to have an extraordinary leader in Christine Allen, our Chief Executive. Christine shuns the limelight but is very focussed on supporting staff so they can give the best care. I have had

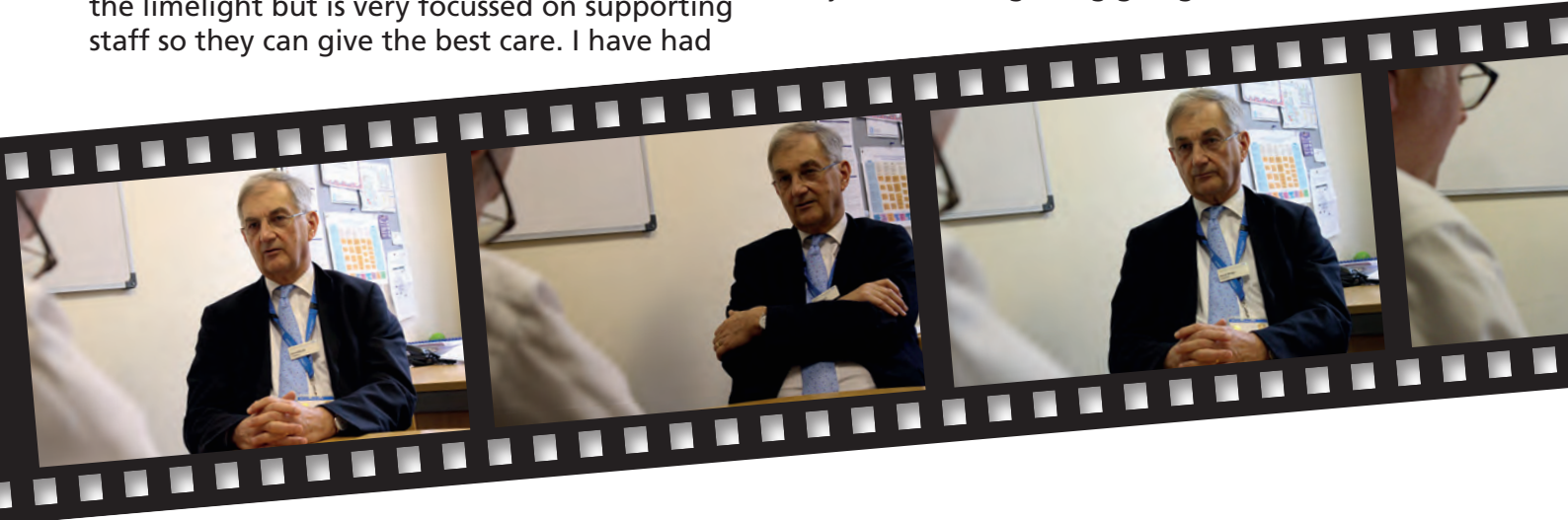
many conversations with her when she is worrying at the latest impossible problem, but with her colleagues she always finds a way. So I know I leave the Trust and its staff in excellent hands. We all owe Christine a huge debt of gratitude for her courage, commitment, determination to do what is right, which she does with skill, style and a great sense of humour.

Any regrets?

Actually, yes. I wish I could have found a way to ease the stresses that face our staff on such a regular basis these days. Much of the day to day care is at considerable personal cost to staff. I know that this relentless pressure is not so much from the number of people needing help, but from the fact that staff care so much and want to do their very best for every patient. It is this common sense of purpose that I believe makes this the greatest of teams.

Why are you leaving now?

The time is right for me to go and to hand that challenge on to another Chair. I can only serve for another year, but there is a wide ranging programme to meet the task of making the health and social care system in Norfolk and Waveney sustainable. This needs continuity of governance and someone who has the ability to help the new partnerships to work. It would be no good for us if I started something that I had to walk away from, just as it was getting going.





What will you miss the most?

The people. The Paget is a fantastic family and whenever you visit a ward, the patients are nearly always pleased with the care they are receiving – and when you talk to the staff, they express such pride in what they do.

What about the future for healthcare?

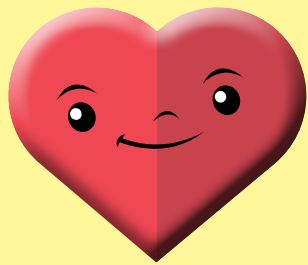
I am very hopeful that the new era of co-operation and collaboration involving all the organisations involved in patient care will bring benefits. But I would warn that bringing about the necessary changes won't happen overnight and must be given time.

What are your plans?

Writing. I will be writing about the health service, including the work we have completed here at the Trust. I also want to write about what needs to be done in the future. I think it's important that we reflect on history when looking ahead. We ought to learn from it rather than reinvent the wheel all the time. I feel a duty to make a small contribution to the debate.

I will also be writing a family history for my children and grandchildren.





Health & Wellbeing

Staff across the Trust have never had such a wealth of opportunities to improve their health and wellbeing.

The Trust has its own health and wellbeing group which co-ordinates initiatives and activities designed to help staff keep fit and make informed lifestyle choices.

And now there is a team of Health and Wellbeing champions across the Trust, who are responsible for providing advice and support on health and wellbeing related issues and signposting staff to information and contacts.

The health and well-being group is led by Georgina Rickett who said: "As an organisation, our focus is on the health of our patients – but we mustn't forget to consider how we can take steps to keep ourselves fit and healthy."

"The group has been in existence for two years now – and is working to an action plan to bring more health-related opportunities to staff."

Over the past 12 months, the group has organised initiatives including:

- One You Campaign
- Mini Health MOTs
- Smoking Cessation sessions
- Introduction to Mindfulness
- Introduction to Mental Health and Building Resilience
- Promoting and Supporting Mental Health

Check the Intranet

The Health and Wellbeing Group has an intranet page and includes details of campaigns, clubs/events and local discounts. It also includes a recipe section for staff to look up delicious and nutritious recipes. If you have a healthy favourite recipe you wish to share, please send this to melanie.parker@jpaget.nhs.uk. Please ensure your recipes can be shared and if they are not your own, reference the source.

Scandi salmon Lunch Box salad

Serves 2

Ingredients

400g baby new potatoes, halved
 1 lemon
 2 Salmon fillet (about 250g)
 150ml half-fat crème fraîche
 ½ pack dill, finely chopped
 ½ pack flat-leaf parsley, finely chopped
 1 tbsp French mustard
 ½ red onion, finely chopped
 100g radish, quartered

Method

1. Heat oven to 200C/180C fan/gas 6. Boil the potatoes in a large pan of salted water. Bring to the boil and cook for 15 mins, or until tender. Drain and set aside to cool.
2. Meanwhile, zest the lemon, set the zest aside and thinly slice half the lemon. Put the salmon on a baking sheet, season and top with the lemon slices. Roast in the oven for 12-15 mins, until just cooked through. Leave to cool.
3. Mix together the crème fraîche, dill, parsley, mustard, the reserved lemon zest and one squeeze of the remaining lemon half. Toss together the cooled potatoes with the onion, radish and dressing. Flake over the salmon and season. Take the part-squeezed lemon half with you to squeeze over just before eating.



CHECK YOUR MOOD

James Paget Hospital
Running group

Suitable for all abilities - nobody gets left behind
 Wednesdays for 6 weeks starting 8th February
 5:30 - 6:30pm (includes warm-up/cool down)
 Meet at car park in front of training centre



LIVEN UP YOUR LUNCH

Join the Active Lunch Challenge
 4th January - 28th February 2017
www.workplacechallenge.org

HOW ARE YOU?

Mel's a Champion

Clinical Audit and Effectiveness Facilitator Melanie Parker was one of six health and wellbeing champions who completed the nationally-recognised qualification for Royal Society of Public Health Level 2 in Understanding Health Improvement last year.

Melanie said that she wanted to share the knowledge she acquired while doing her qualification – both with staff and friends and family outside the organisation.

"I am so proud to be part of the work the Health & Wellbeing group is doing and sharing this with other people and really excited to continue learning and participating in our upcoming initiatives," she added.

If you are interested in becoming one of our champions please email georgina.rickett@jpaget.nhs.uk



Want to take control of your health and wellbeing?

Register to ECCH's Wellbeing Zone using code ECCH1 today at:

ecch.wellbeingzone.co.uk

The Wellbeing Zone is a FREE online tool and mobile app which can help you:

- Assess and improve your wellbeing
- Lose weight
- Get fitter
- Eat healthier
- Manage stress
- Ask an expert

east coast
community healthcare

Download the app

LOGIN

Welcome to
ECCH WellbeingZone

Take control of your health and wellbeing.



KISSING GOODBYE TO SEPSIS

A drive to raise awareness of a life-threatening condition - and how to treat it quickly - is taking place across our hospital.

The Trust is working with the UK Sepsis Trust to highlight the condition, which causes more than 40,000 deaths each year in the UK.

Sepsis occurs when the body's response to an infection injures its own tissues and organs. It leads to shock, multiple organ failure and death, especially if it is not recognised early and treated promptly.

Transformation Nurse Joan Pons Laplana is leading the drive to make sure our staff know how to 'spot it, treat it and beat it.'

"The key to beating Sepsis is early identification and treatment," said Joan. "If it can be spotted and treated within one hour, it can save lives."

Joan marked Sepsis Awareness Week in February by holding information sessions in Aubergine, where he gave out flow charts showing the process for tackling sepsis in different areas of the hospital.

A new form on the back of the hospital's observation chart has been created with simple tick boxes to help staff identify patients with sepsis quickly and, if required, escalate to duty doctors. An aide-memoire card, designed to fit behind the NHS ID badge, has also been printed.

Sepsis 6 Recognition

Does your patient have a suspected or proven infection with an EWS ≥ 3 and/or do they appear sick? If YES:

Do they meet ≥ 1 sepsis red flag criteria: YES	High Risk of Sepsis
<ul style="list-style-type: none"> • New altered mental state • Respiratory rate ≥ 25 • Needs Oxygen to keep SpO₂ $\geq 95\%$ • Heart rate ≥ 100 beats per minute • Urine ≥ 100 mg/l • Worsening rash, mottled, skin or cyanosis • Lactate ≥ 2 mmol/l 	Start Sepsis Six path way

If 1 or more above give IV antibiotics immediately and start IV fluids!

Time of Sepsis recognition: _____ Signature: _____
Antibiotics given at: _____ Printed name: _____

For more information about sepsis, visit

www.sepsistrust.org



Quick Witter We want to know about you!

Name: Leigh Beuttell

Job title: Facilities Manager

Brief description of role: I look after the Portering and Security team and manage the Car Parks.

Years at James Paget University Hospital: Just the one!

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

A ball of Para-Cord – You are going to need some good strong cord to build your shelter, fashion a fishing net, set traps and provide somewhere to hang up your smalls!

A good knife – To butcher any animals I may encounter, gut my catch of the day, bring down coconuts, forage and prepare my veggies, maintain the beard and keep would be raiders away from my shelter.

A dynamo powered radio – So I can tune into 'Talk Sport' and check how the mighty Spurs are getting on. If that is not possible I'll go for a boat!

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

Pablo Escobar – He would have some great stories to tell, I would be particularly interested to hear about where he stashed all his ill-gotten drugs money!

Stephen Fry – He's an incredibly clever man and very funny. He would be useful for lightening the mood should

Pablo get a bit fiery in response to my constant questioning.

Richard Branson – Once I have established exactly where Pablo's money is, I will need Richard's advice on how to get my fledgling empire off the ground.

Top holiday destination:

I love the Caribbean, but I think I'll go with Brač. It's a small island just off the coast of Croatia that I visited when I was serving in the former Yugoslavia; I have never forgotten how beautiful it was.

What's on your Ipad: Finger prints from my children's grubby digits.... Alongside some Mumford and Sons, Neil Diamond and a bit of Luther Vandross!

Favourite day out: Watching my son playing rugby.

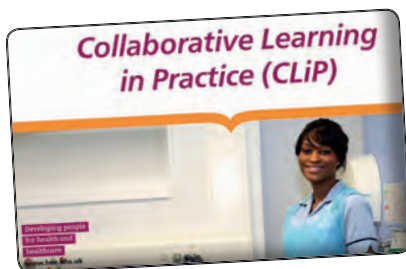
What makes you Proud of the Paget: The people here remind me of my former colleagues in the military. There is a real sense of togetherness alongside an absolute commitment to get the job done no matter what the obstacles. I love being part of a team that takes a mission, looks at what it has available to deliver that mission, and regardless of how well those two things balance; just makes it happen.

Want to nominate someone for Quick Witter?

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



Feature length video CLIP



Nursing students who are learning their skills at the James Paget University Hospital are the stars of a new video which will highlight best practice to education teams nationwide.

Health Education England has produced the video which looks at how the Trust's Education and Practice Development have successfully introduced Collaborative Learning in Practice (CLiP).

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.

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.

The model has been rolled out to various areas of the hospital since its introduction in 2014.

A number of UEA students who are training at the Trust are featured in the video, along with Head of education and practice development Sharon Crowle and Clinical Educator Karen Thom.

As Making Waves went to press, the video was in the final stages of production. When completed, it will be used as a resource for educational teams at hospitals around the country. It will also be available to view on our website www.jpaget.nhs.uk, under the education and research tab.

What are the benefits of CLiP?

Top third confirmed

A report from the independent regulator of health and social care services in England has confirmed that the James Paget University Hospital is in the top third of acute trusts when it comes to standards of service for patients.

The Care Quality Commission (CQC) has just released a major report which looks at the findings of its inspections of all acute hospitals in the country over the last two years.

JPUH was rated 'Good' by CQC in November 2015 following a major inspection a few months' earlier. Then, at the end of last year, the CQC reaffirmed this rating – and noted that the Trust had further strengthened the quality of the service it provides for patients. This included being upgraded to "outstanding" for the quality of care offered to patients reaching the end of their lives.

CQC inspectors visited a total of 136 acute trusts – and the report shows that 39, (29%) including JPUH, were rated as "good." Five acute trusts (4%) were rated as "outstanding" while a total of 80 (59%) were rated as "requires improvement." Twelve (9%) were found to be inadequate.

The report names JPUH as one of the Trusts that had made improvements between its two inspections, moving its overall gradings for the core services of surgery and end of life care from "requires improvement" to "good."



Flu campaign short-listed

More than double the number of staff at the James Paget University Hospital have received their flu vaccine in 2016/17 compared with last year – resulting in shortlisting for a national award.

As Making Waves went to press, this year's flu vaccination campaign had seen a total of 2120 staff receiving a flu jab. The figures include 307 doctors, 627 nurses and midwives and 760 support staff.

By the end of December, 66% of staff had become Flu Fighters – exceeding the 65% Commissioning for Quality and Innovation (CQUIN) target set for the Trust.

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

Joan injected a sense of fun into the campaign with

different themes, costumes and a selfie frame – and also made use of social media.

As a result of the campaign's success, it has been short-listed for the annual Flu Fighter awards, run by NHS Employers. The winners will be announced at a ceremony which will be held in Leeds on 27 March.



Help your Trust and the NHS

Staff across the Trust are being urged to play their part in ensuring that patients who are not entitled to free care are charged correctly.

The NHS in England provides immediately necessary and urgent treatment to any patient who needs it and people who are ordinarily resident in the UK are entitled to free NHS hospital treatment.

However, patients who are not ordinarily resident, such as people visiting from abroad, former residents who live overseas and short-term migrants may have to pay for the hospital treatment they receive.

Statutory regulations set out which patients may have to pay for their treatment, and which treatments they have to pay for. Some treatments, including GP appointments and accident and emergency care, are currently free to all patients; and some patients, such as refugees and those applying for asylum, are exempt from charges.

In other cases, the statutory regulations require all hospital trusts to recover the cost of treatment from overseas visitors.



Trust Overseas Visitors Manager Steven Duffell said: "You may have seen on the news, in various press articles or during an episode of the BBC series the Hospital, discussions about patients coming to the UK from abroad who are not entitled to free NHS care.

"Department of Health guidance clearly states that all staff, including clinicians and managers, have a responsibility to ensure that the charging rules work effectively. So we must all play our part in recovering monies back into our Trust and the NHS in general."

If you believe a patient to be an overseas visitor, please contact Steven so that an entitlement assessment can be conducted. He can be contacted on ext 3085, bleep 1011 or e-mail jph-tr.osv@nhs.net



Focus on patient dignity

Patient dignity was the focus of a special action day held in the hospital earlier this year.

Dignity Action Day took place on 1 February, with information displays set up in Aubergine restaurant.

Also on display were some new day and night wear "dignity garments" which the Trust is hoping to trial later this year.

A dignity pledge tree was set up, where more than 70 members of staff made pledges including:

- "I pledge to stop and listen"
- "I pledge to see the person not their illness"
- "I pledge to use hello my name is...."
- "I pledge to ensure correct fitting clothing for my patients to maintain modesty"



In support of the day, the Cliff Hotel in Gorleston donated two afternoon tea vouchers and the Catering Team donated a cake as a competition prize.

Staff interested in attending a Respect and Dignity workshop should e-mail educationtraining@jpaget.nhs.uk or phone Ext: 2021

To find out more about the Dignity in Care campaign and how to become a Dignity Champion, visit www.dignityincare.org.uk

Diary date

James Paget University Hospitals NHS Foundation Trust

Careers Fair 2017

A second careers fair is being planned at the James Paget University Hospital – after the success of the first event held in November last year.

Plans have already been drawn up for the fair, which will take place on Saturday 10 June.

More than 400 people attended the first fair which resulted in the Trust employing five nurses and receiving overwhelming interest in Health Care Assistant roles and opportunities in the facilities department.





FOOD FACTS Total weekly consum

• 844 x 2 litres of milk • 285 kilos of peeled potatoes • 50 Turkey crowns

Paget Spotlight

Our Catering Team



Paget Spotlight aims to cast light on the unsung heroes who make our hospital a great place to work. In this feature, we look at the work of our catering team.

They work tirelessly behind the scenes to ensure that patients and staff can have nutritious meals every day...

The Trust's catering team plays an important role preparing nutritious food for patients as a vital ingredient in their recovery.

They also make sure that a full menu is available to staff and visitors to the hospital at breakfast, lunch and dinner every day.

In total, the team of eight chefs and 70 catering assistants prepare 2000 meals per day. This includes over 400 meals, three times per day, for patients – with a budget of £3.40 per patient per day.

Patient meals are prepared according to their dietary needs, which mean there are menus for those who are diabetic or need high protein, low potassium or nut free food.

The hospital's kitchen – which prepares meals served on the wards, in Aubergine staff restaurant and at Paget's Café – operates like a well-oiled machine, working to a strict timetable (see panel).

Trust Head of Facilities Management Nichola Hicks is responsible for the team and joined the Trust after starting her career in the hotel industry.

"Catering is my passion and I always want the service to provide the best nutritious food, locally sourced whenever possible, and prepared with care," said Nichola.

"There is a fine balance for the team to prepare meals not only for patients that are not well and do not feel like eating, but also for hungry staff who want a varied menu.

"The patients' menus feature traditional dishes and we try to accommodate patients' wishes. It is not always possible but we do go out of our way if someone hasn't eaten for a while and suddenly fancies something. I recall a 100 year old patient who had refused food for a couple of days, and we asked her if there is anything that we could tempt her with. Her reply was pancakes – so we made pancakes!"



A day in the kitchen

- 6am** Chefs start cooking the porridge for breakfast and getting started on the lunch menu.
- 7am** Catering assistants arrive to set up the 'conveyor belt' (see picture) to serve patient breakfasts. Others arrive to set up for service in Aubergine Restaurant and Paget's café. Fresh food deliveries arrive at the loading bay.
- 7.30am** Patient breakfast service starts (via a conveyor belt) and the kitchen porters take meals to the wards
- 8am** Staff visit wards to collect completed patient menu forms.
- 10am** Chefs receive numbers for each menu choice and a list of any extras requested. Each diet menu is a different colour and this colour is used throughout the food production to ensure the food is cooked and served correctly.
- 11.50am** The conveyor belt starts for patient lunch service and the kitchen porters take the meals to the wards. This takes approx. 50 minutes to serve 400+ meals
- 12 noon** Aubergine and Paget's Café start to get busy with lunch service. Meals are ready for service in both areas.
- 1.15pm** Kitchen porters collect the meal trollies to return all items to the kitchen for a dish wash. Menus are collected off the trays to gain feedback from patients about their food.
- 2pm** Kitchen porters clean the kitchen. Aubergine closes for the day.
- 4.30pm** Evening kitchen staff arrive to prepare for the supper service
- 5pm** Supper service commences and the kitchen porters take the meals to the wards – another 50 minutes and 400+ meals
- 8pm** All staff finish, ready for the night cleaners to commence their cleaning duties. Paget's Café closes.

ption

• 393 loaves of bread • 60 dozen eggs • 50 kilos of chicken breasts

Going 'the Extra Mile'

✓ Courtesy and respect

✓ Attentively kind and helpful

✓ Responsive communication

✓ Effective and professional

Going 'The Extra Mile'



A patient who spent two weeks in our Intensive Care Unit (ICU) has had an emotional reunion with the nurse he credits with saving his life.

Gorleston resident Eddie Maguire presented staff nurse Emilia Shurmur with a bouquet of flowers and said: "Your care was amazing – and I will never forget what you did for me."

The 75-year-old former engineer was rushed to hospital in May last year after falling ill at home with what was initially thought to have been a stroke.

However it soon emerged that he was suffering from a pulmonary embolism – a blood clot on the lung – which made him seriously ill and left him in a semi-conscious state in ICU.

But gradually he recovered thanks to the dedicated care of the ICU team – and in particular Emilia, who spent her shifts looking after Eddie, talking to him, laughing with him and even singing songs.

Eddie said that there were a number of days when he was hallucinating, which left him feeling very frightened. But Emilia helped reassure him.

"Emilia was so calm – and she reassured me when I was really scared," said Eddie. "She couldn't do enough for me and if it wasn't for her, I would not be on the planet."

Eddie's wife Jill, 72, also paid tribute to Emilia for helping her husband of 57 years pull through.

"I thought we had lost him but Emilia brought him back to reality," she said. "Emilia built such a strong bond with him and the care she gave him was amazing. I didn't think it was possible for a hospital to give such great care."

The couple returned to ICU a few weeks ago and presented Emilia and senior sister Kathy Alger with flowers to say thank you.

It wasn't their first meeting since Eddie's illness as they saw each other at a follow-up clinic session a few months ago.

However, Eddie did not recognise Emilia at first because she was in everyday clothing rather than her blue scrubs and had her hair down. He spoke about Emilia's outstanding care without realising she was sitting opposite him.

When he found out, it was 'cuddles and tears all round.'

Emilia, who has been a nurse at JPUH for just over two years, said that Eddie had been an easy patient to work with because of his real drive to get better. "To hear Eddie say all those things without realising I was there was so moving. I will never forget it," she said.

Chief Executive Christine Allen said: "It is stories like this, which demonstrate the importance of our values and behaviours, that show why we are '#proudofthe paget.' Emilia is a credit to our organisation."

Our Trust Values

The Trust's staff values and behaviours which are expected by patients and colleagues.

Recognising that everybody counts

Courtesy and respect

- A welcoming and positive attitude
- Polite, friendly and interested in people
- Value and respect people as individuals

So people feel **welcome**

Putting patients first

Attentively kind and helpful

- Look out for dignity, privacy and humanity
- Attentive, responsive and take time to help
- Visible presence of staff to provide care

So people feel **cared for**

Doing everything openly and honestly

Responsive communication

- Listen to people and answer their questions
- Keep people clearly informed
- Involve people

So people feel **in control**

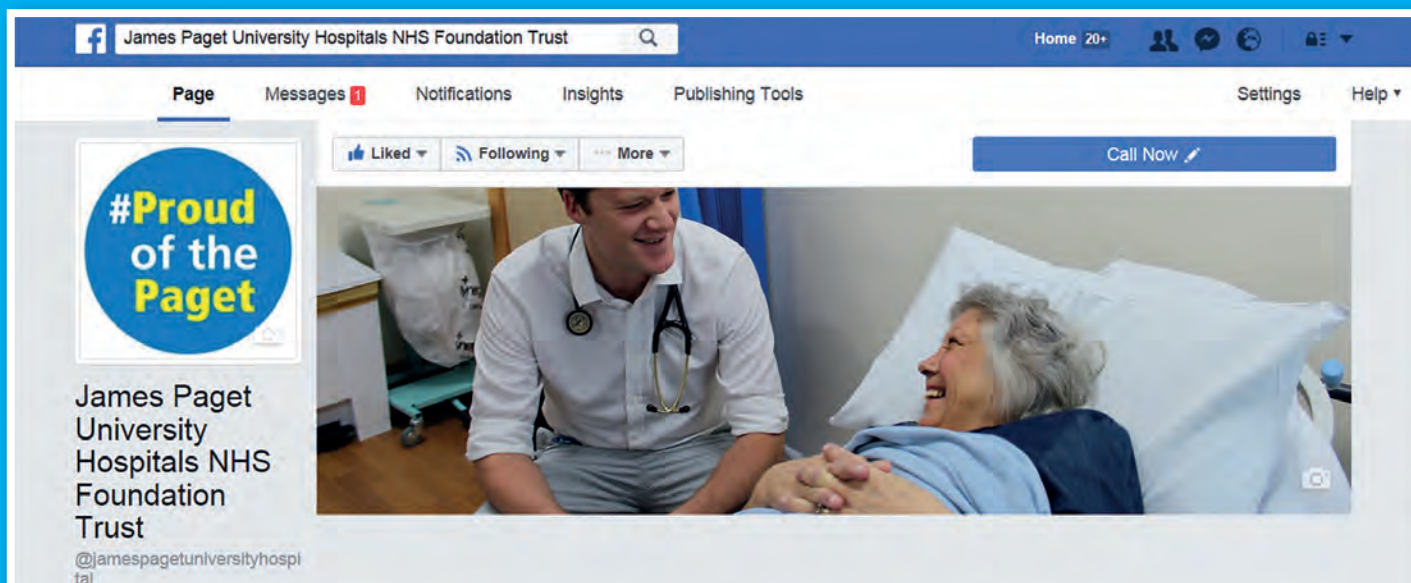
Aiming to get it right

Effective and professional

- Safe, knowledgeable and reassuring
- Effective care / services from joined up teams
- Organised and timely, looking to improve

So people feel **safe**

Our Staff Making a Difference



LG: My daughter was admitted with abdominal pains. She was taken to Ward 10 where she was really well looked after... They were always checking on us and the care was brilliant. Thanks

VMS: Only went in for an x-ray but despite being busy I was in and out without having to pay for car parking!! All the staff I came into contact with were great and caring. LOVE OUR NHS.

NA: Thank you to the fantastic paramedics, A&E team and Ward 10 staff. Our little girl received excellent care for breathing difficulties. We've been to the JPUH for some different reasons and you only have to spend 10 minute there to see how hard people work to look after their patients.

DB: Brilliant staff in Sandra Chapman and Brilliant in CT scan department.

AL: I was in to have my gallbladder removed on the day care unit; everybody was fantastic and very attentive. I was very well cared for and all of the staff from the surgeon to the nurses on the ward were lovely and gave me all the help and information I needed whenever I needed it. I was very nervous

but they kept my mind occupied while being wheeled down to theatre and I can't thank the staff enough for that. If in future I need any other operation, I shall definitely choose JPUH again.

LF: I have been on Ward 4 and have found the staff very lovely, caring and very helpful. They should be proud of themselves.

LB: I cannot praise the NHS enough for their care and speed yesterday.

TR: Fantastic and friendly staff helped us through a stressful day.

MB: Spent two days on Ward 2 earlier this week. Doctors, nurses and all staff were very caring and put my mind at ease. They should all be praised for the work they do.

RS: Endoscopy staff were very polite and caring. Experience of an upper endoscopy wasn't very pleasant but they made me relaxed and assured me I was doing well.



Keep up-to-date with the latest news and views about the James Paget University Hospital by following us on Facebook: www.facebook.com/jamespagetuniversityhospitals

New cardiac service at JPUH

A new diagnostic service for patients suffering from chest pain is being offered at the James Paget University Hospital (JPUH).

For the first time, the hospital is providing a Cardiac CT coronary angiography service, set up by its radiology and cardiology teams. The service uses a new hi-tech scanner installed this year.

Patients from Great Yarmouth and Waveney will benefit from the new service as previously they had to travel to either Norwich or Cambridge if they needed a cardiac scan. The new service also brings additional capacity in an area of demand.

CT scans use x-ray images to create three-dimensional cross-section images of specific areas of the body – the heart in the case of coronary angiography.

The scans are then interpreted by a consultant radiologist, with subspecialist training in cardiac imaging.

Consultant Radiologist Dr Kashif Ashraf, who reports these cardiac scans, said the new service brought many benefits.

"Cardiac CT is a 'non-invasive' way of checking the health of the vessels of the heart, with a patient simply being scanned by a machine.

"The alternative is to perform an angiogram, a procedure which involves putting guide wires, catheters and dye into blood vessels which is invasive, more time consuming, has risks and is more expensive."

Patients are benefitting from the service already. In the first week, a scan helped a patient who was admitted to A&E with severe chest pain and would otherwise have needed an



angiogram to discover if anything was wrong.

"In this case, the scan immediately identified that nothing was wrong with the blood vessels of the heart and saved a great deal of worry for the patient concerned," added Dr Ashraf.

Up to eight patients can be scanned in a four-hour session at the hospital once the service is running at maximum capacity, using the new Phillips CT scanner.

Our photograph shows Dr Ashraf (left) with Ela Przygalinska, Anita Haylett and Sally Sandall from the JPUH's radiology team.

Kay's Generous Donation

A patient has purchased and donated a portable ECG machine to the hospital's Cardiac Unit.

Kay Temple was diagnosed with an incurable illness, Amyloidosis, and was given two months to live in 2015 due to heart failure bought on by her condition. Amazingly Kay is still with us today which she attributes to the fantastic care given by the Cardiac Nurses at JPUH.

Kay's generous donation means the unit has two 'life card' portable ECG machines.

Family members helped Kay raise the money required – including daughter Tracey Smith who completed a parachute jump.



Tracey said: "Mum wanted to thank the nurses for their care and support and I really wanted to

help her achieve her goal so I decided to do a sponsored parachute jump. I was overwhelmed by the support and generosity my friends, family and colleagues have shown."

Kay added: "Mickey Cox and Janet Shreeve (from the JPUH Cardiac Team) have been absolutely fantastic. Nothing has ever been too much trouble and we've laughed together and cried together. Mickey's support, empathy and bedside manner have been impeccable.

Pedal Power

Heart failure nurse specialist Mickey Cox has helped raise more than £3000 by completing a 100 mile cycle ride.



Mickey and his brother Phil took part in the Tour de Broads bike ride last August. Their efforts managed to raise £3036

which was split equally between Heart 2 Heart Norfolk and the Louise Hamilton Centre. The money for Heart 2 Heart has gone towards a project to install automated defibrillators into public places in the Great Yarmouth and Waveney area.

Talent Raises Funds

A couple have donated more than £250 to the James Paget University Hospital's Cardiac Fund, thanks to a successful fundraising 'open mic' night.



Beverley and Tony Graham have both received care from the Cardiac Nurse Service and wanted to give something back to show their appreciation.

They organised the open mic music event at the Albion, in Gorleston, during the festive period.

The money has been put into the Cardiac Fund, to be used throughout the department.

Rebecca puts signing on a global stage

A campaign to raise awareness of sign language which started at the James Paget University Hospital has reached millions of people around the globe – thanks to social media.

Learning Disability and Autism nurse Rebecca Crossley and Matt Perryman, a third year student Learning Disability nurse with the UEA, launched the #getthenationsigning campaign on Twitter on 19 October. They posted a video of Rebecca using sign language to spell out “hello, my name is Rebecca.”

Now, just a few months later, the campaign has generated more than 22 million impressions and resulted in people from America to Australia posting videos of themselves supporting the campaign by signing their names.

“The response has been amazing,” said Rebecca, who has worked at the James Paget for five years and lives in Yoxford.

“Initially, I thought it might get some followers in the hospital and other local NHS organisations – but it soon took off – and suddenly not just the nation but the world started signing!”

The campaign encourages people to use a commonly-used form of sign language to promote inclusive communication called Makaton and aims to make people think about how they communicate with others around them.

Makaton is the UK’s leading language programme for adults and children with learning or communication difficulties. Its symbols are widely used in public buildings such as schools, hospitals, courts and libraries, to help people find their way around.

“It’s easy to assume that verbal communication is everyone’s preferred method of communicating,” said Rebecca. “But for people with disabilities, such as hearing impairments, that may not be the case.

“By getting more people to learn the basics of signing, it can help ensure that we are more inclusive in the way we communicate. My hope is that one day it might form part of the national curriculum so that young children can learn to sign in their first year at school,” she added.

Locally, Rebecca’s campaign has received support from the players at Norwich City Football Club – while nationally, it has been picked up by supermarket giant Asda.

#getthenationsigning was inspired by the #hellomynameis campaign, launched by the late Kate Granger to encourage healthcare staff to introduce themselves to patients.

“Kate firmly believed that communication and introductions are not just about common courtesy, but run much deeper – and so do I,” added Rebecca. “Introductions are about making a human connection.”



Let’s promote fab stuff!

Best practice from across our hospital is being promoted nationally, thanks to the Academy of Fabulous Stuff.

The academy runs a website which acts as a repository for innovative ideas and solutions from NHS staff working in hospitals across the country.

Already, our hospital has had several news articles highlighted on the website, including features on the successful flu vaccination campaign and the #getthenationsigning initiative (see separate story).

Anyone who wants to promote any innovative work they are doing in the hospital has to simply write 500 words and then contact the hospital’s “fabambassador” Joan Pons Laplana on ext 3124.



Award Short-Listing

The Trust has been shortlisted for a prestigious award, thanks to the work of its education and practice development team.

It has been put forward for this year’s Student Nursing Times Awards, in the category of Student Placement of the Year: Hospital.

Key elements of our submission include:

- Our work with the innovative Collaborative Learning in Practice coaching model, which was the subject of a major conference held at the Trust last year.
- The Trust’s commitment to, and investment in, clinical education to support high quality care.
- Establishing strong links with local educational establishments to help us ‘grow our own’ staff.

The winners will be announced at an awards ceremony being held in London on 27 April.



Protect yourself against **FRAUD**



Fraud has become the most common crime in the UK – and everyone can take steps to protect themselves against it.

It is estimated that there were two million computer misuse offences and 3.8 million fraud offences across the country last year.

The most common types of fraud experienced were bank and credit account fraud, with 2.5 million incidents, followed by 'non-investment' fraud, such as scams related to online shopping.

Here are some simple steps that everyone can take to protect themselves against cybercrime:

- Do not open or click on any links from unknown senders or suspicious e-mail.
- Ensure computer systems are secure and that antivirus software is up-to-date.
- Victims of online fraud can contact Action Fraud who will generate a crime reference number. They won't investigate the incident directly. Contact your local police with this reference number.

Awareness Survey

Staff are being invited to take part in a fraud awareness survey – with the chance of winning a box of chocolates. The e-survey only takes five minutes to complete – and is available via a link from the weekly general notices bulletin e-mailed to all staff. The survey closes on 14 April.

Your Contacts

The Trust has its own Counter Fraud Specialists – and anyone who suspects any fraud being committed on our premises should get in touch.

While the majority of people who work in or use the NHS are honest, fraud does exist and is a serious issue – and local counter fraud teams aim to make people aware that fraud is being tackled.

Recent cases include:

- A consultant from Merseyside, who forged prescriptions in the names of family and colleagues to steal drugs, was sentenced at Liverpool Crown Court to four months' imprisonment, suspended for two years, and must pay £6,400.
- A nurse from Bristol who was sentenced to 16 months' imprisonment after being found guilty of using forged and stolen identity documents and references to secure NHS employment and a student nursing bursary.

Our Counter Fraud Specialists

If you have any concerns about fraud, contact

Juliette Meek on 01603 883099 or 07802 658845
e-mail Juliette.meek@nhs.net; or

Neil Mohan on 01509 604029 e-mail neil.mohan@nhs.net

STOP NHS FRAUD

www.reportnhsfraud.nhs.uk

0800 028 4060

REPORT FRAUD

Protect your NHS

Further Improvements for Mums

A report from local patient champions Healthwatch Suffolk is helping our hospital make further improvements to maternity services.

The report, entitled Supporting Mum, examined people's experience of the maternity pathway in hospitals serving patients in Suffolk, including the James Paget University Hospital.

It was based on a survey which asked mums and their birthing partners a series of questions about the service they had received, including quality of information provided, birth plan choices and quality of care.

The survey found that overall, respondents had had an "overwhelmingly positive" experience, with the report concluding that the "provision of care and treatment at all stages on the maternity pathway was rated positively and the majority of respondents stated high levels of satisfaction with their experiences."

To help further improve patient experience, Healthwatch Suffolk made a series of recommendations for each hospital.

For the James Paget, the recommendations included the following:

- **development of a task and finish group that will pilot a system whereby birthing partners can be offered the opportunity to stay in the hospital overnight to support mum. This will include the criteria for opt in and out, safeguarding issues, facilities/support given and a contract of behaviour.**
- **Making sure every woman and birthing partner is offered a documented appointment to generate a birthplan. An audit of birthplan completion will be completed in 2017 to check this is happening.**
- **Producing written information that will help people to make informed choices about where to have their baby.**

Head of Midwifery and Gynaecology Services Jayne Utting said: "This report has offered us some vital insights into the perceptions of the Maternity Service we provide from both the mother and birth partners. The report offers some key recommendations for us to look into further and implement."



Emily's a real star

Senior midwife co-ordinator Emily Cole is celebrating after winning a prestigious award for the care she offers her patients.

Emily won the 'hospital hero of the year' category at the EDP Stars of Norfolk and Waveney Awards in recognition of her professionalism, compassion – and for always putting the needs of patients first.

She was nominated by a family who lost their prenatal baby, who said: "Emily embodies all that is best about James Paget. She made us feel welcome, cared for, respected, safe and in control during a very vulnerable time."

First class Tom scores top marks

Radiographer Tom Lown is celebrating after gaining a first class degree and winning a prestigious prize for gaining the highest overall mark in his exams.

The 30-year-old from Gorleston graduated from the University of Suffolk with a first class honours degree in Diagnostic Radiography, which saw him win a Society of Radiographers prize for achieving the highest mark on his course.

The former Lynn Grove High School pupil was born at the James Paget University Hospital (JPUH), where he now works as a radiographer in the x-ray department.

He was inspired to start his career in healthcare when he had to visit JPUH for a chest x-ray.

"The visit made me realise just how much work goes on behind the scenes at a hospital – and I decided that a career in radiography would be ideal for me," said Tom.

To gain experience of hospital life, Tom started working at the JPUH as a Healthcare Assistant in 2011 – and, a couple of years later, managed to secure a place on the three-year BSc course in Diagnostic Radiography at the University of Suffolk.

He divided his time between training clinically at the JPUH and carrying out academic studies at the university, before successfully completing the course in June last year.

Just a few weeks later, he was successful in applying for a job as a radiographer at JPUH, where he now carries out x rays on patients at the department, on the wards and in operating theatres.

"I am really enjoying the job – and I think my experience of working as a Healthcare Assistant has really helped as it has given me a good understanding of what patients experience when they come to hospital," said Tom.

Tom attended the university's graduation ceremony, along with fellow student Stacey Sanderson, who also trained in diagnostic radiography at the JPUH. Stacey received a first class honours degree too and is now working at the Norfolk and Norwich University Hospital.

Our photograph shows Tom with one of the x-ray machines at our hospital.



A chance to join the Council of Governors



An opportunity to play an active role in improving local healthcare for patients will present itself in April.

The Trust will be holding elections to find 17 public Governors, and five staff Governors, who will replace the current team when they complete their three-year term of office on 31 July.

Governors play a crucial role in engaging with patients, their families and carers - as well as the wider public - so that their views are taken into account when discussing plans for services at the hospital.

They work closely with the Board of Directors, through the Chair and Non Executive Directors and contribute to the Trust's objectives, quality priorities, operational plans and long term strategies.

The elections are being overseen by Trust Secretary Ann Filby, who said there had never been a better time to consider standing for Governor.

"The James Paget is an amazing place to work, with staff who are second-to-none when it comes to providing care for patients," she said. "This has been recognised by the independent regulator of health and social care, the Care Quality Commission, which rated the Trust as "Good" and noted that staff went "the extra mile" for their patients and were exceptionally caring.

"So, if someone wants to help a successful healthcare provider progress further on its journey of continuous improvement and has the energy to help the Trust pursue an ambitious programme of transformation and collaboration, then the role of Governor could be ideal for them."

The Trust wants to receive a wide range of nominations, from

people with a variety of backgrounds and experience - but the same passion to make a difference for patients.

Keith Wilson, Lead Staff Governor, said: "The hospital stands at the beginning of a journey that will shape the face of healthcare for our area for decades to come, and I feel it is important that we, as staff, patients, carers and members of the public, have a voice in that transformation."

To be eligible to stand, people must meet certain criteria, including:

- living in the local area and being a Trust member
- aged 16 years or older on 2 June, 2017
- a commitment to attend Council of Governors meetings and events

Governors are expected to volunteer, on average, two days a month for three years to carry out their role.

Several events have been set up for people to find out more:

PUBLIC EVENTS in the Boardroom (also open to staff)

- Friday 21 April - 12.30pm
- Tuesday 25 April - 6pm
- Saturday 6 May - 10am

STAFF DROP IN SESSIONS in the Boardroom

- Tuesday 25 April - 12noon to 1pm
- Tuesday 9 May - 1pm to 2pm

For more information on the role of the Governor and the election process, please contact Ann Filby on 01493 452162 or e-mail ann.filby@jpaget.nhs.uk or Lead Staff Governor Keith Wilson email keith.wilson@jpaget.nhs.uk

Art brightens waiting room

A local artist has created four stained glass windows to brighten up the James Paget University Hospital's Day Care Unit.

The James Paget University Hospital Arts Committee commissioned Ruth Straughan, of Hopton-based Hobland Stained Glass, to create four windows with a seaside theme for the unit's waiting room.

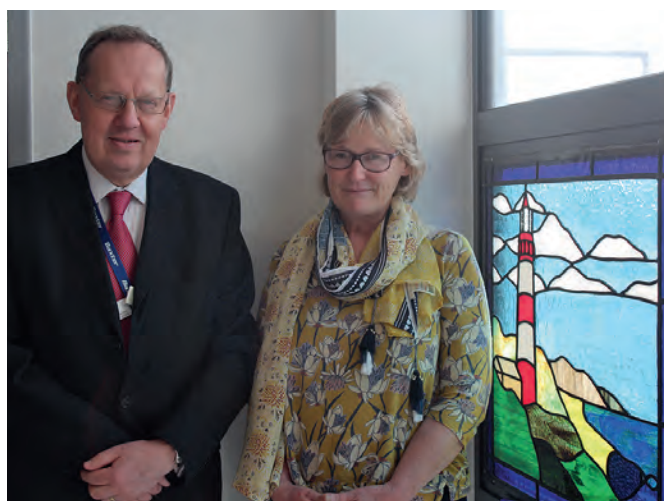
The construction of the panels took a month to complete, including design and construction time, and was funded through committee funds, which are accumulated throughout the year from events and art sales.

"The whole idea of artwork in a hospital is for the benefit of patients, visitors and staff," said committee chair Ian Walker. "It brightens up the premises and hopefully reduces stress at what can be a difficult time."

Four paintings of the seasons in Norfolk and Suffolk have also been hung in the unit's patient recovery area and three donated paintings now hang in the staff rest room.

The Arts Committee is hoping to now move on to the Eye Clinic waiting area and corridors to refresh the current layout and add some new work.

Our photos show Ruth and Ian by the stained glass windows and Ian with his winter season painting.



• If any members of the Trust Staff would like to consider joining us on the Arts Committee and would be willing to get involved in our activities then please contact Ian Walker on 01493 667660 or 07766191245. The next committee event is the Annual Arts and Craft Exhibition in the hospital Boardroom from 3-5 May 2017.

• Hobland Stained Glass will be taking part in the Norfolk and Norwich Open Studios event from 27 May until 11 June. For more information, visit www.nnopenstudios.org.uk

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.

Charity haircut



A local family have completed a charity family haircut for the Louise Hamilton Centre and Little Princess Trust. Dad, George had his hair shaved off leaving a red butterfly design. His wife Priya had grown her hair for a year and it had reached 22 inches long. Their three daughters Asin, Michelle and Hannah all had their hair

cut together at Jaks in Magdalen Way. The girls all had four plaits each and Priya had ten. Both George and Priya work at the James Paget Hospital. To view the event see www.facebook.com/louisehamiltoncentre If you wish to sponsor any of the family then please go to <http://uk.virginmoneygiving.com/GeorgeNPriya>

Mackenzie Movers do it again!

Twice a week this group come together to carry on dancing just like Diane Mackenzie taught them in her teaching at Riverside, Gorleston. The dancers have now raised a total of £2500 and proudly have a butterfly on the wall at The Louise Hamilton Centre.



Norfolk Bowls Club



Richard Church and his fellow bowlers from Norfolk Bowls Club raised £2450 for Palliative Care East which supports The Louise Hamilton Centre.

Richard and the club proudly have a butterfly on the wall at the Centre in recognition of funds raised.

Events 2017

8th April

EASTER FAIR in the Louise Hamilton Centre. 11am. Lots of lovely Easter Gifts, Jewellery Stall, Bag Stall, tombola, raffle, refreshments. Come and buy your Easter gifts.

25 April

BEETLE DRIVE at the Furzedown Hotel £12 per person includes meal. 7pm start. Booking required by Wednesday 19th April.

23 May

MOVEABLE FEAST Our annual popular moveable feast with three courses in three different restaurants – a fabulous night out. £35 per ticket. Booking required by 9 May.

23/24 June

HANGAR DANCE Tickets on sale from Tuesday 2 May (bookings not being taken before that date). Ticket price Friday £15 pp Saturday £17 pp.

5 July

GARDEN SALE Flowers, Plants, Vegetables on sale in the Louise Hamilton Centre from 11am until 2pm

19 July

CAKE SALE Lots of lovely cakes, pastries, savouries. Raffle and Refreshments available. 11am until 2pm.

For information on forthcoming events please send me your email and we can add you to our database: helen.rowe@jpaget.nhs.uk

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
Phone: 01493 453348

Web: www.palliative-care-east.org.uk

Facebook:
www.facebook.com/louisehamiltoncentre

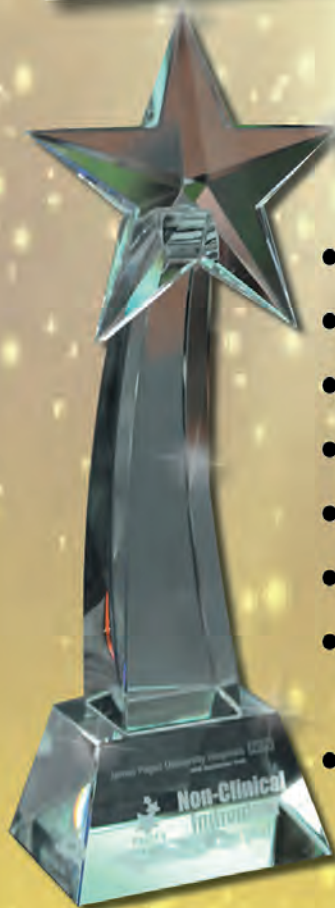
Twitter: @LHCentre

TRUST AWARDS 2017

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
- *** **Special Award** ***
Chairman and Chief Executive Commendation

**Closing date for nominations
is 5pm Friday 30 June 2017**

**Nomination forms
are available at main
reception or online at
[www.jpaget.nhs.uk/
remarkablepeople2017](http://www.jpaget.nhs.uk/remarkablepeople2017)**

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 2017.

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