

Making Waves

Baby Daisy's Global Research Role

See page 7



Where You come first

Editorial

Welcome to a bumper issue but a very short piece from me - I hope you find it an interesting read.

There is a lot going on to understand staff views as you can see on this page. Please do remember, as well as Christine doing some 'breakfast sessions', other members of the Executive Team could make themselves available if you would like to invite one of them to any of your meetings. Please do get in touch.

Ann Filby
Head of
Communications
and Corporate
Affairs
Twitter:
@AnnFilby_JPUH



Welcome



We're all part of a team which puts the health and wellbeing of patients at the very top of our priority list.

But, after a busy day in the hectic world of our hospital, it is all too easy to forget about our own health and wellbeing – and not give it the time it deserves.

That's why I am so pleased to see the success of the recent mind, body and wellbeing week held in the hospital, which gave staff the opportunity to try a range of relaxation and other treatments.

It has been coupled with new sports classes, giving people the chance to try something new and maybe make a positive change to their lifestyle.

I would like to thank all those involved in organising these health and wellbeing events – and urge people to keep an eye out for other opportunities in the weeks and months ahead.

Health and wellbeing also features highly in a major Trustwide initiative to gather the thoughts and opinions of staff on a range of issues.

As I write this, the 'Big Chat' has just got underway and will be continuing into the autumn (see story below).

We want to get things right so when the annual staff survey shows us areas where we could do better, we want to do something about it.

But we need your help. We need your honest thoughts and constructive suggestions so that together, we can identify and make improvements to make the James Paget an even better place to work.

So please look out for opportunities to contribute – and make sure your voice is heard!

Christine Allen, Chief Executive Twitter: @callen_JPUH

Meet the JPUH Executive team



Dawn Cumby
Associate
Director of
Workforce



Mark Flynn
Director of
Finance



Anna Hills
Director of
Governance



Julia Hunt
Director
of Nursing



Nick Oligbo
Medical Director



Andrew Palmer
Director of
Strategy and
Transformation
Deputy CEO



Graham Wilde
Chief Operating
Officer

Breakfast Opportunity with the Chief

Chief Executive Christine Allen is inviting staff to join her for breakfast in Aubergine to give you the opportunity to meet her and have a chat.

Following on from the Big Chat and graffiti boards, the informal meetings will include coffee and breakfast pastries and will give you the chance to ask questions or to raise anything you wish to.

Anyone is welcome, although you are asked to email Rachel.Nudd@jpaget.nhs.uk if you are attending, so there is an indication of numbers.

The events will be held from 8.30am to 9.30am on Tuesday 19 September, Wednesday 18 October, Tuesday 21 November and Thursday 14 December, in Aubergine, the restaurant on the first floor.

Staff make their mark!

A series of graffiti boards are giving staff the opportunity to write their thoughts on a range of issues.

As Making Waves went to press, the first comments were being collated as part of the Big Chat initiative, which aims to engage with staff over topics raised by the annual staff survey.

Comments and views will be used to draw up an action plan of improvements in areas including health and wellbeing, job satisfaction and communication.

Staff views are also being gathered at a series of focus groups - and there are plans to hold a series of breakfast listening events with Chief Executive Christine Allen (see left).

A number of improvements have already been implemented this year, following last year's staff survey, including:

- A new staff long service recognition scheme, the first of which was held earlier this year (see story page 17).
- A new 'employee of the month' staff recognition scheme, due to be implemented this autumn.
- The introduction of a series of health and wellbeing initiatives across the Trust.
- A wellbeing discussion incorporated into the annual staff appraisal process.

Staff will be kept informed about the findings of the Big Chat and the resulting action plan in the months ahead.



Going 'The Extra Mile'

Decisive Charlotte Delivers First-Rate Care

Quick-thinking apprentice Charlotte Taylor didn't hesitate when a pregnant woman collapsed outside the hospital.

The 16-year-old from Martham leapt into action – and ended up helping the woman give birth to her baby in the taxi rank.

The drama began one evening earlier this year when Charlotte was waiting outside the hospital to be picked up by her mum after finishing her shift on the Intensive Care Unit.

Suddenly, a taxi pulled up with a woman, her partner and mother inside. It was clear as they got out of the car that the woman was struggling, so Charlotte asked if she could help.

She grabbed a wheelchair from the hospital entrance but the woman said she couldn't sit down as she was going to give birth.

Charlotte then ran into A&E and raised the alarm before running back outside to assist the woman.

By this time, Charlotte's mum had arrived – and the woman gave birth to a baby girl in the taxi rank with Charlotte supporting her on one side, her mum holding her on the other to assist the A&E nursing staff who were overseeing the delivery.

Mum and baby were then admitted to the maternity unit where they were assessed as doing well – while Charlotte shed a few tears.



"It was quite a shocking way to end a shift," said Charlotte, who joined the ICU team as an apprentice at the beginning of the year.

"Since then, my colleagues keep saying 'here comes the little midwife' whenever they see me on the unit!"

Charlotte has ambitions for a career in nursing and is loving her time at our hospital.

"I want to work in a hospital, looking after people – but not on a maternity ward because I would cry too much!," she added.

Healthcare Assistant Nicola Markie, who is overseeing Charlotte's apprenticeship, said that her actions on the day were typical of her commitment to patient care.

"It's the kind of person she is. Charlotte didn't think 'it's the end of my shift, I won't get involved.' She rolled her sleeves up and got on with it. Not everyone goes the extra mile – but Charlotte certainly does," said Nicola.

Chief Executive Christine Allen also praised Charlotte. "Her actions on that evening were brilliant. She remained calm, got medical assistance and then provided valuable support to the patient, to ensure a happy outcome. She is a credit to herself and the James Paget University Hospital."

Our Trust Values

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

Recognising that everybody counts	Putting patients first	Doing everything openly and honestly	Aiming to get it right
Courtesy and respect <ul style="list-style-type: none"> A welcoming and positive attitude Polite, friendly and interested in people Value and respect people as individuals 	Attentively kind and helpful <ul style="list-style-type: none"> Look out for dignity, privacy and humanity Attentive, responsive and take time to help Visible presence of staff to provide care 	Responsive communication <ul style="list-style-type: none"> Listen to people and answer their questions Keep people clearly informed Involve people 	Effective and professional <ul style="list-style-type: none"> Safe, knowledgeable and reassuring Effective care / services from joined up teams Organised and timely, looking to improve
So people feel welcome	So people feel cared for	So people feel in control	So people feel safe

Embracing Change for our Patients



New Trust Chair Anna Davidson

New Chair Anna Davidson has set out her ambition for our hospital, which places it at the heart of an era of unprecedented change.

Anna took over the reins in May this year – and from day one has been clear that the Trust will remain ambitious on her watch with the ultimate aim of achieving an ‘outstanding’ rating from the Care Quality Commission (CQC).

The independent regulator of health and social care confirmed the Trust’s rating as ‘good’ last year, just a few months before previous Chair David Wright decided it was time to step down.

“We are in a positive place, with our care praised by the CQC and our patients routinely complimenting us on the quality of our service,” said Anna. “These are firm foundations on which we can build – and David deserves a great deal of credit for helping us achieve this.”

However, we must recognise that with significant increases in demand and severe financial constraints it will become increasingly difficult to maintain and improve standards of care.

Looking ahead, Anna believes we are embarking on a journey which will require staff to retain their pride in the Paget while embracing change and working collaboratively with local NHS, community, primary and social care providers.

This collaboration is being forged through the Norfolk and Waveney Sustainability and Transformation Plan (STP), which sets the changes needed to meet the challenges of providing healthcare in the future.

In essence, the plan aims to help people stay healthy while providing more care in the community, allowing hospitals to focus more closely on patients who need specialist or emergency care.

The plan is at an early stage but has been rated as “advanced” in a national assessment of progress.

“I firmly believe that our STP will deliver better care. It will be challenging but we cannot go on as we are, with ever-increasing demand and spiralling costs. We have to close the financial gap but it is important to understand that it’s not just about making savings,” said Anna. “Together, we can do better for our patients by ensuring that they receive the right care at the right time, in the right place.” This is one of the Trust’s seven strategic ambitions – and could be considered the most fundamental as all six others contribute to it.

Future Paget

“Together, we can do better for our patients by ensuring that they receive the right care at the right time, in the right place.”

#Proud of the Paget

Achieving it, though, will require staff in every unit and department to adopt a mind set of embracing change and new ways of working.

"It's no longer about business as usual," said Anna. "We must see ourselves now as part of a system and not on our own. We need a collective stance that if there is a problem in the health system of Norfolk and Waveney, it is a shared problem."

In common with the rest of the UK, the recruitment of clinical staff continues to be a challenge but the Trust is working with other organisations in the STP to help address this issue as well as promoting new routes into careers such as nursing.

The organisations in the STP are also developing a collaborative approach to managing the NHS estate across Norfolk and Waveney – and a 'digital roadmap' which sets out how, together, we will develop IT systems in future to ensure best value and avoid duplication (see Paget Spotlight on IT: page 12 and 13).

"We should celebrate the tremendous work ethic we have here, the teamwork and the commitment," said Anna. "We talk about the 'Paget family' and it is really important that we keep all the unique and special elements that make the Paget such a great place to work.

"But we do need a slightly different focus now. Yes, we are all part of the Paget family – but we are also part of a wider family too."



As well as a new Chair, the Trust has a new Council of Governors.

The Council holds the Non Executive Directors individually and collectively to account for the performance of the Board of Directors.

They also represent the interests of the members of the Trust as a whole and the interests of the public – and have an important say in how services are run and the future direction of the hospital.

Governors serve a three-year term of office and the most recent elections for both public and staff governor roles on the Council took place this summer. The new Council is formed by the following Governors:



Appointed Governors

Sue Allen (Waveney District Council)

Emma Flaxman-Taylor
(Great Yarmouth Borough Council)

Tony Goldson (Suffolk County Council)

Hayden Thirtle (Norfolk County Council)

Vacant (UEA)

Public Governors

Jose Bamonde

Stuart Brooks

Lesley Bruin

Mike Cox

Iain Ferguson

Michael Field

Chris Gates

Lyn Gibbs

Andrew Gowen

Jane Harvey

Peter Kirkpatrick

Jean Macheath

Sheena McBain

Janice McCarrick

Terry Rymer

Marion Small

Bryan Watts

Staff Governors

Leigh Beuttell

Steven Duffell

Nabil Fahimi

Devender Khurana

Julie Smith

Please see the next issue for a more detailed look at your new staff governors and how they will represent you.

Providing Patient Comfort

Senior Sister, Suzanne Fairbairn, has started creating 'comfort baskets' for relatives of End of Life Care patients at the Trust.

Suzanne has worked here for 14 years and has been Senior Sister on Ward 5 for the past 6 years. The creation of the baskets came as a result of Suzanne wanting to offer care and support to relatives of patients. The baskets are free to use and provide a range of items which can help to ease their minds while they are staying with their loved one.

The baskets can contain a variety of products such as, toiletries, an eye mask, bed socks and ear plugs along with home comforts such as coffee, biscuits, puzzle books and even a notepad to write down any ideas or thoughts. Massage oils and hand creams are also included which relatives can use for interaction; these products all make the stay more comfortable.

The baskets are made possible through use of the ward's fund. Suzanne explains "most of that funding has been provided by previous patients and so it's nice to put that money back into End of Life Care". The ribbon and cellophane used to decorate them have been kindly donated by a florist.

"The reaction so far has been very receptive" says Suzanne. Even though it is early days, there are already "plans to carry on experimenting" with the baskets and looking at more ways to make the difficult journey for relatives less stressful. The development is all part of the Trust's ongoing commitment to improving End of Life Care.



Friends donation funds new machines

A generous donation from the James Paget University Hospital League of Friends has allowed two vital pieces of machinery to be replaced.

A £7,000 award from the Friends has meant two urinary flow machines could be bought to replace the old ones that were over 20 years old and were becoming less reliable.

The new pieces of kit are an important diagnostic tool that measure and record the speed of the flow of urine when a patient goes to the toilet. Flow can be an indicator of several conditions and results from the testing can indicate which treatment is likely to be the most effective, as well as providing valuable data post-surgery. Previously the whole piece of equipment had to go into the cubicle with the patient, but the new devices work via an automatic system which sees one part of the device placed under the toilet while the second part gives electronic readings to the nurse outside.

Outpatient Manager Jeanette Taylor made her case to the League and was given the crucial funding for the equipment that is used by both the urology and physiotherapy teams.

She said; "It's lovely that they bought these machines for us and we want to say thank you to the League of Friends for providing them. The new equipment is amazing – it can tell us things like when a patient has finished, which can make communication easier, and has other features which make the whole process more effective."



Mary Lewis, a nursing auxiliary who regularly uses the equipment, said; "Every Monday we have patients coming in for tests and before they arrive we talk them through the process. The machines show us important details for both diagnoses and to check whether surgical procedures have been effective, so they are invaluable for patient care."

Photo shows Jeanette Taylor (left) and Mary Lewis with the new machines.

Why we do research - **Daisy's Story**

A little girl from Lowestoft has seen a substantial improvement to her health after her mum signed up for a global research project looking at how baby feeding formulas may affect young patients.

When Megan Bowman's baby daughter Daisy became unwell at just two months old, Megan knew something wasn't right. After trips to the doctor, Megan asked if anything further could be done and a referral was made to the Trust's allergy clinic, where the family were offered the opportunity to take part in a global research project. This sees babies given either a standard or trial formula with the aim of improving things for them regardless of which they are given.

Megan said; "Daisy was crying constantly, being sick and had a rash over much of her body. I knew there was something very wrong and asked our local GP if she could be referred to the hospital. We were in within a week and a number of things were done – including skin prick and patch tests - to see if Daisy had allergies. During one of our visits Dr John Chapman mentioned there was a study that we might like to get involved in and we were given a pack to read more about it, the opportunity to spend some time with the research nurse who provided more information and to choose whether we wanted to take part.

"We thought anything was worth a try, and if it meant helping others too we thought it would be worth it. We agreed to start as soon as possible."

Claire Whitehouse, lead nurse for research, who has been working closely with Megan and Daisy, said; "Daisy was assessed and was found to meet the criteria for the study. Her family have been fantastic throughout the process and agreed to take part not only to see if it could help her, but so that it might help other families in the future."

Megan said; "Daisy had been losing weight due to her illness but immediately started to put it back on. She stopped crying and has become really like a different baby – happy and interested in things again.

"The treatment she has received from Claire and the team has been outstanding. They've become like another family, with everyone asking about how Daisy is doing, including the wonderful pharmacy research staff. She has monthly checks as part of the year-long study but if I have a problem I'll just call Claire and she is there to assist. It's so nice to have a dedicated team – it feels like I've known them forever."

The Trust has seen a significant increase in clinical studies across a large number of disease areas in the last year.

Research teams increased participant recruitment by 14%, from 323 to 569, offering more opportunities for patients to get involved.

**Baby Daisy
with mum
Megan and
lead nurse
for research
Claire
Whitehouse**



Nursing Posts Boost Research Team

The Research and Development team has welcomed two new faces with Donna Griffiths and Lynsey Felton joining as Paediatric Clinical Research Support Nurses.

Both previously worked on Ward 10, the inpatient paediatric ward, also known as the children's ward, and have extensive experience at the James Paget, making them the ideal choice to encourage more paediatric patients and their families to consider joining research programmes.



Donna Griffiths

Donna and Lynsey will be supported in their new role by Lead Nurse for Research Claire Whitehouse, as they provide assistance and advice for those signing up to take part in research.

Donna said; "We're really excited to be joining the team yet remaining in our area of work. Being able to give children opportunities to participate in research is something which is really important."

Lynsey said; "There will be a lot to learn but we know paediatric research has been growing over the past few years and are delighted to have the opportunity to job share and help to build this further."

There are currently five paediatric research studies at James Paget University Hospitals, with a mixture of inpatients, outpatients and neonates. Studies currently focus on rare diseases, newly diagnosed diabetes, the genetics of obesity and feed supplements.

Claire Whitehouse said; "Our first paediatric research nurse Ally Davison joined in 2012 and retired in May 2016 and we'd like to thank her for all her work. We're delighted to welcome Lynsey and Donna to the team and their role will be about raising awareness of research and research opportunities for children and their relatives and identifying potential participants for studies.

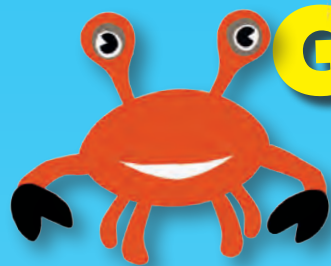
"Where individuals are eligible, it's about offering them the opportunity to participate, explaining what's involved and receiving informed consent and then conducting all study related clinical tasks. Donna and Lynsey will work closely with the patients and their families throughout their time in the study.

"We even have a couple of studies where siblings can participate too, so it's about involving whole families sometimes."



Lynsey Felton

The James Paget University Hospital opened its first commercial study this year, supported by Nestle. More than 50 children have participated in research at JPUH to date.



Grand Opening for The Cove



The Cove – the James Paget University Hospital's new children's outpatient clinic – has celebrated its first year of operation with a formal opening ceremony.

The clinic was set up in 2016 in an area of the hospital which was completely refurbished to create a bright, clean and colourful place for young people to come into for their treatment.

The new facility was created following feedback from Care Quality Commission inspectors, who gave the hospital an overall rating of 'Good', but highlighted several areas where improvements could be made. These included a recommendation to enhance children's outpatient facilities which, at that time, were in part of the hospital shared with ante natal patients.

On Thursday 10 August the work put in to establish the clinic was celebrated, with many of those involved in setting it up, as well as patients and current staff, attending a special ceremony to formally launch 'The Cove'.

Instead of ribbon, a string of paper boats was cut by eight-year-old patient Drew Bye and former staff member Rachel Short, who was responsible for the original children's outpatient department at the James Paget Hospital.

Children's Clinic senior sister Jo Scott said; "It may seem a little strange to be holding an opening ceremony a year on but we needed to learn how to work in the facility and to settle in. It was such a significant change for us. In the old clinic we had one room available in the morning for children's outpatient services and six rooms in the afternoon. Working with children alongside expectant mothers presented a number of issues and the CQC clearly recognised this, leading them to make the recommendation for a separate facility.

"Fortunately there was a solution – the old Bure Clinic was converted into the new dedicated clinic – and we now have eight rooms available to us all the time, along with specific areas for older and younger children. Previously young people had to go to different areas of the hospital to access outpatient services but now the vast majority can be completed here. We have eight consultant paediatricians who work across a range of specialisms and have multi-

agency clinics where therapists and dieticians can also help.

"There are simple things – such as having two height and weight measuring rooms – which means we can treat patients more quickly and efficiently, as well as improved facilities to make the environment friendlier and more comfortable for young people who have to undergo outpatient procedures."

The refurbishment saw the building being decorated in neutral colours throughout, leaving a blank canvas for the team who decided to call the new clinic The Cove and to take this seaside theme a stage further with colourful sea creatures adorning not only the clinic itself but also other walls around the hospital.

"Younger children can follow the creatures through the hospital to the clinic," said Jo, "and when they arrive we have plenty of toys for them to play with while they are with us. The new clinic allows us to treat young patients in a more comfortable and pleasant environment, which has benefits for everyone.

"We'd like to thank Drew and Rachel for coming along to open and formally launch the clinic. Drew has been coming to the clinic since he was a baby and he and his family are great advocates of the services, while if Rachel hadn't done everything she did we wouldn't be here today. While we couldn't invite everyone, we wanted as many people who have played a role in establishing the clinic as possible to be here to see how far the clinic has come."

Over the past year more than 10,000 children and young people have attended their appointments, with an extra 2,570 attending compared to the previous year. On average, figures show the clinic is seeing well over 200 extra patients per month than they were before.



Nursing Times Awards 2017

The JPUH has been shortlisted in four categories in the national Nursing Times Awards thanks to three innovative projects to save and improve lives.



The Trust's 'Kissing Goodbye to Sepsis' campaign has been shortlisted in the Patient Safety Improvement category, while 'A Modified Approach to Pulmonary Rehabilitation', has been shortlisted in the Respiratory Nursing category.

A third project – the VIP Pathway 'you are important to us' – has been shortlisted in two categories, the Learning Disabilities Nursing section and Enhancing Patient Dignity field.

Kissing Goodbye to Sepsis aims to raise awareness of this life-threatening condition to help identify and treat it quickly – which can be crucial to patient care and recovery.

Transformation Nurse Joan Pons-Laplana is leading the drive to help staff identify patients with Sepsis, as administering antibiotics within 60 minutes can save lives.

He says; "To be short-listed for the awards is a fantastic achievement, but it has been the hard work of staff at the hospital over the course of the past year that has made the Trust one of the best and most improved in the country."

The hospital has increased the percentage of those treated within 60 minutes in A&E from 68% in July 2016 to 90% in July 2017. Those on wards treated within 90 minutes has increased from 58% to 86% in the same period.

Joan says; "There's nothing better than knowing this work is saving lives and we're now sharing this good practice with other trusts. By treating quickly we're also reducing the length of patient stays in the hospital which has benefits for everyone."

A Modified Approach to Pulmonary Rehabilitation also has care for patients at its heart – with the aim of finding new and innovative ways to make life better for those with lung disease.

Respiratory Nurse Specialist Fiona Lang says; "Pulmonary Rehabilitation is a therapy offered to patients with chronic lung disease and it has been shown to be of significant patient benefit whilst being one of the most cost-effective treatments available.

"For those who experience the most severe level of breathlessness, we found that only 13% of patients would take up the offer of pulmonary rehabilitation.

"We needed to have a new approach to give patients confidence and designed the 'Modified Pulmonary Rehabilitation Programme' to help our patients with their breathing and the daily challenges this presents."

The programme has seen significant results, with the latest figures from April 2016 to March 2017 showing that 47% of patients are now attending and, of those who do attend, 62% are completing at least part of the scheme.

The VIP Pathway 'you are important to us' project was designed to provide a seamless and personalised approach to ensure vulnerable adults admitted for theatre procedures are looked after at every stage.

Rebecca Crossley, Learning Disabilities & Autism Specialist Nurse, (pictured left) said; "From the moment an individual is identified as needing hospital services the team will set up and plan every part of the person's admission and treatment through to discharge.

"We discuss with the family, carers and patients what their requirements are and staff are assisted by the Trust's learning disability team and dementia team with the aim of providing extra support.

"The feedback has consistently been that patients are more settled and family carers feel reassured as they are able to stay with their loved ones."

Last year the VIP Pathway saw a saving of £56,000 through the reduction in theatre cancellations.



Julia Hunt, Director of Nursing said; "I'm incredibly proud that the James University Hospital has been shortlisted in four categories. It shows the excellent work that nurses are leading to drive innovation to improve our services for patients."

The teams behind the four entries will now travel to London in September to present to the judging panel ahead of the awards being announced on 2 November.

Your Views Count!



**By Georgie Rickett
Health and Wellbeing Lead**

A big thank you to everyone who completed our second annual health and wellbeing survey earlier this year; we received 428 responses. Over the past 12 months the Trust's Health and Wellbeing Group have undertaken lots of work to promote

and improve the health and wellbeing of our staff and we wanted your views and ideas which will make a difference in helping us to make changes to suit YOUR needs.

Some key results of the survey were:

- Almost 92% of staff who responded do not smoke;
- 60.3% rated their health and fitness from fair to very poor;
- 44.2% rated their mental and emotional wellbeing from fair to very poor;
- Almost 46% advised that in the previous week they had not completed 30 minutes of moderate or intense physical activity at least 3 times;
- 47% of respondents cited themselves as being overweight
- 33% confirmed that they had felt unwell as a result of work related stress;

Results from the survey indicated the Health and Wellbeing Group needed to explore different communication methods to ensure all staff were aware of work undertaken by the group, such as events. Therefore, we have designed our new logo to help you easily recognise anything the Trust is providing to support your health and wellbeing.

Staff suggested more onsite physical activities - and since the survey, courses on Nordic Walking and Boxing have been introduced and proven to be very popular. You can see some photos from these classes on this page. We will be looking at more sporting opportunities in the future.

We have also had our fantastic Mind, Body and Wellbeing Week organised by one of our Health and Wellbeing Champions, Ashling Riva (see separate story).

The group is looking at training and initiatives focusing around mental health so look out for communications over the coming months regarding these. Our next big event for staff 'Know Your numbers' will be taking place the week commencing 18 September 2017 - details to be announced soon!



All-Action Ash is a Champion!

Boxing, running, cycling....transformation project manager Ash Riva does them all!

And, as a qualified holistic therapist, Ash is an expert on relaxation techniques too – which makes her an ideal Health and Wellbeing Champion for the Trust.

Ash was instrumental in organising the “mind, body and wellbeing week” with taster sessions held every lunchtime on a range of treatments and relaxation techniques including foot massage, reflexology, holistic face massage, Indian head massage and acupressure.

The treatments were given free-of-charge by staff for staff – with help from the Acle Therapy Centre and Bodyfit Sports Therapy.

While there were no charges, staff enjoying the treatments were invited to make a donation to the Louise Hamilton Centre – and a grand total of £366 was raised as a result.

Ash also arranged boxing and Nordic walking sessions at the hospital, both of which have proved very popular.

“I am delighted to be a Health and Wellbeing Champion,” said Ash, who has worked for the NHS for more than 30 years. “My aim is to give staff the confidence to try activities that both help them relax and are good for their health.”

“I love sport and the feel-good factor it gives you. All your stress just disappears. It’s all about making the effort to get out there and do it – even if you don’t feel like it!” she added.

If you would like to become one of our Health and Wellbeing Champions, please contact Georgina Rickett on ext. 3939 or email Georgina.Rickett@jpaget.nhs.uk



**Mind,
Body &
Wellbeing
week**





Paget Spotlight

IT Department

If data is the lifeblood of our hospital, then the IT department is the beating heart that keeps it flowing 24/7.

When that flow is interrupted, it takes urgent action to keep the hospital stable and functioning.

This was exactly the scenario that the James Paget faced in May this year following a global cyber-attack – but our team of IT specialists ensured that a major incident didn't turn critical. (See panel).

Keeping our systems secure is just one of a number of priorities for Head of IT John Gash, who is also ensuring that the Trust is an integral part of a new collaborative approach by NHS organisations across the region, while focussing on improvements that technology can bring for both patients and staff at our hospital.

"As we see more partnership working between staff in NHS organisations across Norfolk and Waveney and beyond, we need to ensure that the IT systems are in place to support this collaboration," said John.

"So, the focus is on integrating our networks so that staff, regardless of where they are based, can work from any surgery, clinic or hospital in the area."

A major integration milestone by the end of the year will be the migration of the five major NHS provider organisations in the region to the same e-mail service (Microsoft Office 365), opening up a range of collaboration opportunities across the area, and enabling access to email and calendar on personal devices. This in turn will enable further services such as 'Skype for Business' which will open up further opportunities in video based services.

Office365, together with the complete replacement of wi-fi across the Trust within the same timeframe, are intended as two enablers or 'catalysts for change', offering new ways of communicating and working. Included within the new wi-fi service will be patient and staff access, where everyone will be able to access the Internet, which we hope will be a significant improvement in patient experience.

"Understandably, patients want to be able to use their tablets or phones to stay in touch with the outside world while they are in hospital," said John. "The introduction of wi-fi across the hospital will enable them to be in contact with their loved ones 24/7 which can only be good for their peace of mind."

The wi-fi project has recently been boosted by an award of £130,000 following a successful bid to NHS England.

More locally, a new IT system is in the pipeline for our maternity team, and there are developments in Pathology and Radiology, where new electronic order communications systems will eliminate the need for paper request forms, helping save money while reducing duplication and transcription errors.

And there is the on-going development of e-forms and e-comms, where there has already been success with more than 25,000 documents electronically every month to local GPs, ending the practice of sending or faxing paper patient discharge documents.



Be Vigilant

On 12 May, the hospital was one of some 50 NHS organisations in the UK affected by a global cyber attack.

Systems across the hospital were affected but exceptional teamwork by staff meant that disruption to patients was kept to a minimum, with only a small number of appointments/procedures cancelled.

Exceptional teamwork was also on display from the IT team, who took swift action to minimise the threat posed by the virus, including the extensive 'patching' of computers.

However, the threat is on-going – and vigilance is required from everyone.

"The team will continue to work hard to counter these threats," said John. "But every member of staff has a key role to play too. They need to look out for suspicious e-mails, avoid clicking on any links and report them immediately to the service desk."

Some of the James Paget IT team



Your IT Department

Service Desk: staff deal with general enquiries from users across the Trust. They operate a 'triage' service but try to resolve as many calls as possible as the first point of contact. Currently, 84% of calls are dealt with by the Service Desk team without having to be referred on, helping users get back to work as quickly as possible.

Desk Top team: responsible for servicing/updating/repairing desk top computers, laptops and printers across the Trust and dealing with any desk top related queries which can't be resolved by the Service Desk team.

App Support team: responsible for ensuring that Trust database applications are up-and-running 24/7.

Technical teams: specialists whose remit includes networks, servers and software development.

Project team: specialists who oversee and drive new IT projects across the Trust.





Experiencing Autism Reality

A new immersive sensory experience, which can help people to understand more about the difficulties faced by autistic people, came to the James Paget University Hospital's Learning Disability Open Day recently – making the hospital the first in the UK to host it.

More than 1 in 100 people are on the autism spectrum in the UK. Autistic people often find public places challenging as they can see, hear and feel the world in a different, more intense, way than others do. They are often unable to filter out the sounds, smells, and sights around them, which means they can feel bombarded and overwhelmed by 'too much information'.

The Autism Reality Experience can help those working with individuals on the autism spectrum to understand more about acute sensitivities. It requires the user to attempt a series of tasks whilst being subjected to a range of effects designed to overload their vision, hearing and thought processes.

Rebecca Crossley, Autism Liaison Nurse said; "This is the fifth year we've hosted a Learning Disability Open Day and it's been the best so far, with a huge attendance. The Autism Reality Experience allows our staff to better understand the needs of our autistic patients, and therefore make the reasonable adjustments required to provide the best care for patients."

Donation memory of Hazel Coward



A donation of over £600 has been made to the A&E department at the JPUH in memory of a former hospital employee and volunteer who was described as a tireless worker and inspiration to others.

Hazel Coward worked in the medical records team at the James Paget for 17 years until the mid-1990s and also volunteered at the hospital. She was taken ill earlier this year and died at the hospital a short time later.

Hazel's family were so impressed with Dr Jim Crawford's care towards her and her relatives at the time difficult decisions had to be made that they wanted to give something back – and chose to donate money given in memory of Hazel to the A&E team.

On Tuesday 22 August Hazel's sister and brother-in-law Jenny and James Gilheany and Hazel's nephew Graham Belson visited the James Paget to hand over the donation, totalling more than £600, to Dr Crawford.

Jenny said; "Hazel loved gardening, travel and was sailing well into her 80s, but she always loved the James Paget too. We were grateful for Dr Crawford's care to her, and us, at the end of her life and wanted to give the money directly to him to decide where the funds would be best used."

Dr Crawford thanked Hazel's family and friends for the generous donation, and said the money would be put towards equipment for the A&E and EADU teams.



Quick Witter We want to know about you!



Name: Brooke Bensley

Job title: Clerical Officer

Brief description of role: Being an administrative support to the Surgical Management Team

Years at James Paget University Hospital: One year and 9 months

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

- **Tanning oil** - if I'm going to be stuck on a desert island I want to at least ensure I have a cracking tan when I am rescued
- **A Nokia** - At least I won't have to worry about the battery
- **A camera** - so I can include photos of my journey when I am found and hopefully write a bestselling novel and earn my millions

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

- **Marlene King** - So I can express my anger at the Pretty Little Liars A reveal
- **Alan Carr** - Because I love a man that can make me laugh
- **Kanye West** - Because it's Kanye West!?

Top holiday destination: New York

What's on your Ipad: You name it, it's probably on there

Favourite day out: Catching Pokemon x

What makes you Proud of the Paget: Our wonderful Matrons in the Surgical Division (shout out to my main girls, Tracie, Angela, Justine and Bridget)

Want to nominate someone for Quick Witter?

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

Domestic Abuse Champions

Anyone who may be in an abusive relationship now has a new way of getting advice and assistance after 26 James Paget University Hospital staff members were trained to be Domestic Abuse Champions.

You're now likely to see colleagues wearing a small dark blue badge which will identify them as one of the first group to become champions. They have been trained to recognise the signs and symptoms of abuse and to realise the impact it has on the individual, family and wider society. Although today, collectively and professionally, we are far more likely to talk about domestic abuse it can still be difficult for victims to speak out.

Domestic abuse is not just about violence, it can include intimidation, emotional abuse, isolation of individuals from friends and family and using economic abuse such as preventing a partner from getting or keeping a job, taking money or giving a restricted allowance.

It is recognised that domestic abuse can affect anyone – regardless of gender, sexual orientation, race or age – but that many factors can combine so that individuals feel unable to break the pattern and move away from the relationship. Those in abusive relationships need to be able to first identify that they are in such a relationship and then find the courage to talk to someone about it.

Now staff at the James Paget University Hospital who would like to have a chat about their personal circumstances can get in touch with a champion who will be able to talk in confidence, to assist and to signpost to other services that can support you.

Once established within the hospital for staff, the champions will also expand their work to help patients and

visitors – with the badges highlighting them as a point of contact for anyone who may wish to speak with them.

An event was held in Aubergine, the staff restaurant, week beginning 11 September with Leeway and Lighthouse domestic abuse charities both attending to offer information and advice.



Jane Oldman, from the Safeguarding team, who has been co-ordinating the training, said there would be another session in February 2018 for anyone interested in becoming a champion.

"This is a new programme and we have 26 champions so far who come from a variety of departments around the hospital. The training includes information around MARAC (Multi

Agency Risk Assessment Conference) and DASH (Domestic Abuse, Sexual assault, Harassment and/or Honour based violence) referrals for the highest risk victims as well as procedures to follow after a disclosure of abuse.

"Champions are also trained to be aware of issues such as sexual violence, forced marriage and 'honour' based abuse and to advocate for effective support. The aim is to make the hospital a place where people affected by domestic abuse can be supported from first contact to reduce risk and prevent harm.

If you are interested in becoming a champion or if you would like to get in touch with the team for advice you can also email dac@jpaget.nhs.uk



JPUH 'PACES' Exam Praised

The James Paget University Hospital has been praised by the Royal College of Physicians for providing excellent facilities for a prestigious examination which tests the clinical knowledge and skills of doctors who hope to enter higher specialist training.

The 'PACES' (Practical Assessment of Clinical Examination Skills) exam sets rigorous standards to ensure that trainees are competent across a range of skills, and are ready to provide a high standard of care to patients, and it leads to doctors becoming registered as a member of the Royal College of Physicians (MRCP).

For the past three years the JPUH has held a PACES exam in the education centre and many of the candidates travel from overseas to take part. The exam is held over two days and involves a team of volunteers that organise the weekend, headed by Dr Damodar Makkuni, Dr Ramalingam Srinivasan, Dr Venkat Mahadevan and Course Administrator Heidi Tennant.

In a letter from the Royal College of Physicians the team were thanked for providing 'a high quality examination' for the 29 candidates and told they could take great pride in the contribution they have made to the goal of ensuring a well-trained medical workforce for the future.

The course relies on volunteers – including patients that are currently under the care of the JPUH and 'surrogates' who have clinical knowledge and act in the role of patients.

Mickey Cox, JPUH Heart Failure Nurse Specialist, is one of those who provides his expertise for the exam.

"The candidates are examined on their history taking and communication skills. As surrogate volunteers we are expected to draw on our acting skills to play the part of a patient with a specific medical condition, while genuine patients are valued as there is no substitute for the real medical condition."

One such patient is Alan Baldwin, from Lowestoft, who helped with the 2017 exam. He says; "I have nothing but praise for the care I have received from the JPUH over the past few years. Helping out with the PACES exam is a small way of showing my appreciation for everything that has been done for me over the years – a way to give something back for the care I have received."

The team are always keen to recruit new staff volunteers, who are willing to give up some time over the weekend the examination is held – from budding actors with a little clinical knowledge and junior doctors wanting to help out in order to gain an insight into the exam for future preparation, to time-keepers. If you would like to find out more please contact Heidi Tennant, Course Administrator, on ext 2270.



Paget Porter recognised for life saving act of bravery

A James Paget porter who risked his life to save a man trapped in a car that had overturned into a water-filled ditch on the Acle straight has been recognised for his bravery.

Scott Fryer was recently presented with a Chief Constable's Commendation from Norfolk Police and two Royal Humane Society awards for his efforts in rescuing a man from a car crash in May 2015.

Scott witnessed a collision on the A47 Acle Straight when he was on the way to work with two friends. One of the cars came off the road and landed upside down in a ditch. It was quickly filling with water when Scott, a former Infantry Sniper in the Royal Anglian Regiment and retained firefighter, sprang into action.

Scott said; "The first thing I saw was that the driver was trapped upside down in an already half submerged car. My initial thought was 'there's a man down there who, unless I try to do something, is certainly going to die'.

"I could see from the damage to the vehicle that his leg was trapped by the dashboard, so I called a passer-by who was on the bank to throw me something metal so I could smash the window."

The trio used a piece of metal from the other car involved to smash a back window. They then reached through to unbuckle the man's seat belt and, assisted by a paramedic, dragged the unconscious man from the car and started CPR.

Scott said; "I just acted on instinct and did everything I could to get him out of the water and, hopefully, to safety. I couldn't stand there and watch someone die even if I was risking my own life to save his."

Soon after, fire crews and the East Anglian Air Ambulance arrived and the patient was flown to the Norfolk and Norwich University Hospital. He spent two weeks in a critical condition, suffered bruising to his brain, shoulder muscle injuries, wrist fractures, broken ribs, broken back bones, a broken femur and a broken tibia. He has since made a full recovery thanks to the bravery shown by Scott and others who assisted.

Scott was last month honoured with two Royal British Humane awards as well as receiving a Chief Constable's Commendation from the police, as they were so impressed with his actions. This recognition was in addition to being named Fire Service Person of the Year at the EDP Stars of Norfolk and Waveney Awards in December 2015.

Scott said; "I'm very honoured to receive these awards, it was a very proud moment in my life. I'm just glad to have been in the right place at the right time. The trauma care training I received in the Fire Service gave me the confidence to step in. I believe everyone should receive training in CPR as you never know when someone may need your help."



How many nurses can you squeeze into a bed?



Our photograph shows that the answer is seven when it involves nurses on the Children's Ward at the James Paget University Hospital!

But this is no ordinary bed. It is what is known as a "safe space" bed – and it is designed to help young patients with disabilities or special needs, allowing them to be safely treated and monitored by staff.

The bed has been funded thanks to a generous donation from Beccles Masonic lodge.

BMJ case winner

The annual BMJ Case Presentations were recently held in the Burrage Centre with first prize being awarded to Dr Fraz Chaudhry, FY1 trainee.

Dr Damodar Makkuni, Director of Medical Education, presented Dr Chaudhry with his prize, for his presentation 'Partial interhemispheric disconnection syndrome (P-IHDS) secondary to Marchiafava-Bignami disease type B (MBD-B)'.



Long Service Awards

Long-serving staff at the James Paget University Hospital were formally recognised for providing decades of dedicated patient care – totalling more than 6700 years.

More than 190 staff received a certificate, paperweight and badge for completing either 25 or 40 years' service at the hospital during presentation ceremonies held earlier this year.

Also recognised were 47 staff who had clocked up similar levels of service both at the Paget and other NHS organisations.

It is the first time that the Trust has staged long service awards, which were hosted by Trust Chief Executive Christine Allen and previous Chairman David Wright in the hospital's Burrage Centre.

"Our staff are committed to providing high quality care and go the extra mile for our patients – and it is their dedication which has resulted in us being rated as a 'good' hospital by the Care Quality Commission," said Christine.

"To give 25 or 40 years of service is a significant achievement. It is important that staff are recognised for the care they have provided for so many thousands of patients – and for making our hospital such a special place to work."

Among those receiving their awards were Claire Martin, Maria Jarvis, Johanna Nash and Ann-Marie Wood, who are all specialist nurses in the hospital's pain management team.

Together, they have given 111 years' service at the James Paget, helping patients manage their pain and advising the staff who care for them.

Claire, who is the Lead Clinical Nurse Specialist, said: "It was great to have our service recognised in this way and made the whole team feel valued. We are really proud to work at the Paget."



Staff BBQ success



For the fourth year, staff took time out and enjoyed more than a thousand burgers, 800 sausages and 250 vegetable skewers as part of the annual staff barbecue held on 19 July.

The event has become more popular each year and is a big thank you to all JPUH staff for their hard work. The feast saw a huge effort from the catering team who laid on an assortment of treats alongside all the usual meals for patients and visitors.

Nichola Hicks, Head of Facilities Management, said the lunchtime event had been a great success.

"The sun shone and so did the catering department. Thanks to the weather it was probably the busiest event we have had, with so many staff enjoying the barbecued food and fresh fruit. This was on top of the day job for the catering team as they still provided 400+ lunches for patients, as well as meals for Aubergine and Paget's café.

"The team also provided a barbecue delivery service for those staff unable to get away from their work area – and they did 23 deliveries within an hour."

Kirsty's Marathon Run for Cancer Charity

Kirsty Cater has helped raise over £7,000 for a children's cancer charity after taking part in the 2017 London Marathon.

Kirsty, who is the James Paget University Hospital Maternity and Gynaecology Risk and Governance Manager, finished the 26-mile course with her friends to raise £7,060 for the Children with Cancer charity.

She said; "We chose the charity as my friends, who we also ran with, have a little boy with a terminal brain tumour.

"The London Marathon has always been an ambition of mine and running over Tower Bridge was awesome - the support from the crowd was overwhelming. They all call your name and all the kids put their hands out for high fives and to give you jellybabies and other sweets.

"I crossed the finish line hand in hand with my husband and we did it in four hours and 52 minutes.

"We started training in January of this year, which totalled 16 weeks of training before the big day. I have applied for next year so I have my fingers crossed and I hope to run it quicker next time."



Flu Clinics for staff



Creating a buzz about
flu vaccination

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

There are various ways
in which you can get
your flu jab.

Flu Clinics 2017

Flu Fighter Walk ins!

**At Carers Corner
next to the main
entrance.**

Our flu fighter Joan Pons
Laplana will be offering
the following clinics:



Sunrise Clinics 6am to 8:30am



Thursday 5 October
Monday 9 October
Thursday 12 October
Monday 16 October
Thursday 19 October
Monday 23 October
Thursday 26 October
Monday 30 October

Sunset Clinics 6pm to 8:30pm



Tuesday 3 October
Tuesday 10 October
Tuesday 17 October
Tuesday 24 October
Tuesday 31 October

**Sunday Clinic
on 15 October from
4pm to 8:30pm**

**Additional Flu Clinics in Aubergine 11am to
2pm for four weeks from Monday 2 October.**

After then contact us at flucampaign@jpaget.nhs.uk

Also:

**ON THE
SPOT
CLINICS**

**where the mobile clinic
can come to YOU**

To book email:
flucampaign@jpaget.nhs.uk

Look out for more info on your ward or department



Look out for the
game and app



**Protect yourself, your family
and our patients by getting a flu jab.**



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

TRUST AWARDS 2017

FINALISTS

Ward of the Year

Ward 18; Ward 6; Ward 9

Department of the Year

IT; Linen Room; Radiology

Team of the Year

Car Parking; Paediatric Diabetes team;
Critical Care Outreach Team

Employee of the Year

Sarah Hay; Jodie Yerrell; Gemma Lister

Non Clinical Individual of the Year

Samantha Burton; Yvonne Miller; Lyn Parr

Clinical Individual of the Year

Jane Preston; Andreia Borges; Molly Eaglen; Carlo Canepa

Educator Award

Chris Homes; Sharon Crowle; Jenny Southgate

Volunteer of the Year

Rachel Crane; Roy Bullen; Harry the PAT dog and owner Sally

Apprentice of the Year

Kate Harris; Charlotte Taylor; Laura Durrant

Sir James Paget Award for Innovation

Claire Whitehouse; Justine Goodwin/Shrias Thayath

EDP Gold 'Patient's Choice' Award

Roz Green; Emilia Shurmur; Abdul Muhith

Governors' Award for Outstanding Service

To be announced on the night

Chairman and Chief Executive Commendation

To be announced on the night



This and past editions of Making Waves can be found on the James Paget University Hospitals' website in 'PDF' or paper copies are available from the Communications Team. The next edition is due Winter 2017.

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