

Making Waves

Awards Galore!

See pages 4 and 14



Where You come first

Editorial

Welcome to a packed issue.

With the current strain on finances we thought long and hard about printing copies – and were challenged as part of the current review of all spend. But with many of our staff not having regular access to a computer, and some really positive news, I felt it was essential to continue keeping you all up to date. This includes the public and our stakeholders as this is the one publication we print and use to share the great work going on at the Paget.

I hope you enjoy the articles on our award winners and new service developments as we aim to improve continually the care to our patients. Also included is some of the action being taken following the Big Chat and a reminder of how staff can raise any concerns, with a range of options including the new Staff Governors as your Speak Up Guardians.

Please get in touch if you have ideas for the next issue. Happy Christmas.

Ann Filby
Head of
Communications
and Corporate
Affairs
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Welcome



As we approach the festive season, we have already had a taste of winter with some cold snaps, resulting in the inevitable spikes in demand which are increasingly common place.

These peaks in demand will continue in the coming weeks – and experience tells us that the period immediately after the Christmas and New Year breaks can be particularly challenging.

On a positive note, we know that the demand will come, it won't be a surprise to us – and we have been planning for it since last winter.

You will know about some of the positive work that has been going on around the hospital to help us prepare. Initiatives such as Red2Green, which helps get our patients home more quickly to ease pressure on beds, and the introduction of GP streaming in A&E, will all make a positive contribution – as, of course, will the 'Proud of the Paget' team spirit.

These initiatives demonstrate our commitment to continuous improvements for our patients – just as our programme of developments from the Big Chat shows how we want to make our hospital an even better place to work for our staff.

I was extremely encouraged by the positive suggestions which enabled us to draw up a list of improvements (see page 7) – and I look forward to repeating this exercise early in the New Year so that you can continue to influence positive changes in our hospital.

It's gearing up to be a very busy period but I hope that all of you get some time off to enjoy the festive period with family and friends.

I'd like to wish you all a very Happy Christmas and New Year

Christine Allen, Chief Executive Twitter: @callen_JPUH

Chair's Chatter



The wonders of social media mean I have been keeping up-to-date with all the latest news from the Paget.

And what fantastic news too! My Twitter feed has been inundated with celebratory tweets after our Trust won four prestigious awards.

You can find more information about the awards on page 4 and 14 but I wanted to write a few lines about this tremendous success.

It's no mean feat to beat off competition from teams nationwide to win these awards – and I would hazard a guess that there are not many Trusts that can boast of scooping four major awards in as many weeks.

So well done to all involved. For me, the awards demonstrate the breadth of talent that we have here at the Paget.

When we are facing so many pressures on a daily basis in terms of demand and making efficiencies, it is such a boost to be able to celebrate what we are all about: excellence in patient care.

A very Happy Christmas to you all and best wishes for a peaceful New Year.

Anna Davidson, Chair Twitter: @ealddavidson

'Light Bulb' moment helps both nurses and patients



A bright idea from a ward sister is casting new light to help patient safety.

Ward 2 Senior Sister Fay Harvey was determined to reduce patient falls at night – and, after conducting research, came up with a simple but illuminating solution.

The issue revolved around night-duty staff having to use the nurses' station to complete their documentation, as it is the only area of the ward where the lights are left on as patients sleep. That meant spending periods of time away from the ward bays.

The answer? Give the nurses a lamp and work area on each bay so they can complete their paperwork while helping any patient that stirs.

"It was a flash of inspiration!" said Fay. "Patients can become unsettled at night – and by allowing our nurses to complete their work while on the bays themselves, it helps provide added reassurance. It also means nurses can immediately help patients who need assistance – and help prevent falls from occurring".

The new initiative is proving popular with staff on the ward, who have dubbed it #baywatch. Fay's research included shopping around for the most cost-effective and suitable lamps for the job – battery-operated, angle-poised LED units from Amazon at just over £10 each.

Senior Nurse for the Division of Medicine, Diagnostics and Clinical Support Kristina Bartlett said: "Fay's idea is simple, innovative and brilliant – and, importantly, helps our nursing staff do their job while enhancing patient safety. Already, her idea is generating lots of interest across the Trust."

Going 'the Extra Mile'

✓ Courtesy and respect

✓ Attentively kind and helpful

✓ Responsive communication

✓ Effective and professional

Going 'The Extra Mile'

Our Karen's a Winner

The Trust's very first Employee of the Month has recognised a nurse specialist's act of kindness towards a distressed patient.

It was the end of a typical Friday in September – and breast care nurse specialist Karen Flores got in her car to drive home.

As she drove out of the hospital site and onto Jenner Road, she noticed a woman sat down by some railings by the side of a house.

Karen immediately pulled over, got out of her car and went to help the woman.

"She was clearly in distress," said Karen. "It was difficult to make much sense of what she was saying – but she indicated that she had been to A&E and was now planning to walk back home to Lowestoft."

At that moment, Trust Director of Strategy and Transformation Andrew Palmer arrived on the scene, having pulled over after seeing Karen and the patient as he started his journey home.

Together, they reassured and comforted the patient – and then helped her up and walked her back to the safety of the hospital where a relative picked her up.

"Andrew was so helpful," said Karen. "If he hadn't turned up, I am not sure what I would have done. He was my knight in shining armour!"

Because of Karen's actions, the Executive Team decided to award her the very first Employee of the Month certificate, which was presented by Chief Executive Christine Allen last month.



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**

Quick Witter We want to know about you!

Name: Craig Lewis, Clinical Operations Manager (Theatres, currently on secondment).

Brief description of role: I participate in the management and co-ordination of the operating suite and work in all areas of the Theatre suite. I'm also responsible for ensuring all Trust policies and procedures are adhered to.

Years at James Paget University Hospital: 17

What three items would you take to a desert island and why: My wife (for obvious reasons!), but if she declines I'd take Emma Willis in her place! A solar powered iPod and a football.

Which three people would you like to go out to dinner with and why: Alex Ferguson; I am a keen Man United fan, he will have some excellent stories to tell and I could get some management tips from him. Ed Sheeran; I would ask him to

bring his guitar for entertainment value. James Corden; I find him very funny, so would provide decent banter.

Top holiday destination: Florida.

What's on your Ipod: Ed Sheeran, Michael Buble Xmas album, and generally a mixture of R&B, pop and I am not going to lie, I am partial to a little bit of Little Mix and Justin Bieber!

Favourite day out: Anything which involves a theme park!!! Alton Towers, Thorpe Park. I love a fast ride!

What makes you Proud of the Paget: Working with a fantastic team in Theatres and, I know I am biased, but they are the best!

Nominate someone for Quick Witter:
Email communications@jpaget.nhs.uk or call ext. 3656



Top Awards for Paget

The James Paget University Hospital has won four top awards in the space of a month.

Firstly, the Trust picked up a prestigious Nursing Times award, winning the Learning Disabilities Nursing category for our VIP Pathway 'you are important to us' which provides a bespoke service for the most vulnerable patients admitted to the hospital.

The pathway is designed to provide a seamless and personalised approach to ensure vulnerable adults admitted for theatre procedures are looked after at every stage. Staff at the hospital work closely with family carers and community colleagues to make the experience for those with learning disabilities, autism or dementia as caring and comfortable as possible.

Prior to the pathway being put in place some theatre cases were cancelled at the anaesthetic phase due to patient anxiety. Now family members and carers are invited into anaesthetic and recovery rooms as standard and there is the opportunity to visit in advance of the appointment to familiarise patients with what will happen.

Rebecca Crossley, Learning Disabilities & Autism Specialist Nurse, 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. "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."

The team behind the pathway picked up their award at a glittering ceremony held in London on 2 November – just a few weeks before another Paget team travelled down to the capital for the Health Service Journal (HSJ) Awards.

Here our innovative campaign to raise awareness of a life-threatening condition – Kissing Goodbye to Sepsis – won the Patient Safety award, gathering national recognition at the ceremony, hosted by Sir Lenny Henry, which recognises and celebrates achievement in the NHS and highlights outstanding practice.

The Kissing Goodbye to Sepsis campaign 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.

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

killers. Every year there are 150,000 cases of Sepsis in the UK resulting in 44,000 deaths - more than bowel, breast and prostate cancer combined.

Since introducing the campaign, which encourages all health professionals within the hospital to be alert for the symptoms, we have seen a positive change in culture.

Clinical project manager and nurse Joan Pons-Laplana led the drive, with others including our critical care outreach team, to help staff identify patients with Sepsis quickly, as administering antibiotics within 60 minutes can save lives.

He said; "We're so pleased this campaign has been recognised at a national level, as it is testament to the hard work of staff at the hospital. 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."

Two awards quickly became a hat-trick the following day when the Paget picked up the Hartly Larkin Award at the Fab Awards 2017, again held in London, for the Dementia Team's blue zimmer project.

The Fab Awards recognise people and teams bringing innovation and best practice to the NHS. The blue zimmer project was launched by Dementia Care Lead Ali Thayne after she conducted research which showed that perception of colour has an impact on patient safety and wellbeing. As a result, blue zimmer frames were introduced in the hospital to help reduce patient falls while encouraging mobility and independence.

Finally, the Trust won a Learning Technologies Silver Award at another ceremony in London on 29 November. For more details, see page 14.



Professor Pereira and his team



"Kiss Goodbye to Sepsis" Team





A new Bowel Cancer Screening Service has been launched at the James Paget University Hospital.

Bowel cancer is one of the most common cancers in the UK, with more than 40,000 people being diagnosed every year, but it is treatable and curable if it's diagnosed early.

Dr Rawya Badreldin, consultant gastroenterologist at the hospital said: "More than nine out of 10 people diagnosed with stage 1 bowel cancer survive five years or more after diagnosis but while the number of people dying has been falling since the 1970s, it is still the second most common cause of cancer death in the UK, behind lung cancer.

"Bowel scope screening is a new test aimed at detecting bowel cancer at an early stage, in people with no symptoms, when treatment is more likely to be effective. It looks at the lower bowel to detect and remove small growths known as polyps, which can go on to develop into bowel cancer. The screening uses a thin, flexible tube with a tiny camera on the end to look at the large bowel and it only takes a few minutes to complete."

The new test is being offered to all men and women aged 55 as part of the NHS Bowel Screening Programme. Eligible individuals will be invited to have the test at their local centre.

It will be performed by accredited Nurse Endoscopists from both the James Paget University Hospital and the Norfolk and Norwich University Hospital.

■ Everyone is encouraged to look out for the symptoms of bowel cancer which include blood in poo, any persistent changes in bowel habits such as going to the toilet more often or diarrhoea for several weeks. If you have any of these symptoms for more than three weeks you should make an appointment to see your GP.

Paget Lecture 2017



A former health secretary who was instrumental in introducing the smoking ban gave this year's Sir James Paget Memorial Lecture.

Patricia Hewitt - now the independent Chair of the Norfolk and Waveney STP - delivered a lecture entitled 'It takes a village...' on 2 November - and spoke about how sustainable change could only come about if a "wider movement" was generated in a community.

Ms Hewitt told the audience that funding for the NHS and social care was not keeping pace with demand - but even if more money became available, services would still need to be transformed.

Change was required to address the needs of an ageing population, which was set to increase rapidly in the near future - and to tackle life expectancy variations in different communities in Norfolk and Waveney.

Diet, exercise and living environment were important - and what was needed was more integration and a multi-disciplinary approach to co-ordinating care while supporting patients to help themselves and manage their conditions, Ms Hewitt told the audience.

Before delivering the lecture, Ms Hewitt had enjoyed a tour of the hospital. "What I saw brought alive what the CQC said about the James Paget: that its staff are exceptionally caring and go the extra mile," she said.

Hair E-Rasing Experience

Ahead of White Ribbon day on 25 November, several brave men at the JPUH put themselves in women's shoes to help raise money for three domestic abuse charities.

On 23 and 24 November, four members of staff agreed to have their legs waxed to raise funds for Leeway, Lighthouse and Waveney Domestic Violence and Abuse Forum, who work to support both men and women who are in, or have been in, abusive relationships.

The four - Deputy Chief Executive and Director of Strategy and Transformation Andrew Palmer, Consultant Paediatrician John Chapman, Paediatric Nurse Practitioner Clive Ellis and Head of Emergency Care Barry Pinkney - agreed to support the campaign, which is a global movement started by men, to stop male violence against women and girls.



Service gets Top Rating

A quality measure of paediatric diabetes services has rated the James Paget University Hospital as 'good' – the highest possible - after assessment of a number of criteria around the service provided.

The Clinical Services Quality Measure (CSQM) for the care of paediatric diabetes in England and Wales has been developed for the benefit of the users of services and their carers, and aims to encourage dialogue about how services for children and young people with Type 1 diabetes can be improved.

The measure categorises services in three key areas – the completion rate of key care processes as recommended by the National Institute for Health and Care Excellence (NICE), the outcome of blood tests for diabetes control, and the quality of the structure of services as measured by peer review.

In each of these three areas each unit assessed was given a red, blue or green rating – with the three component scores being combined into an overall rating reflecting the quality of a service.

The James Paget achieved two Greens and a Blue, gaining an overall rating of Green, putting it among the best Trusts in the country.

Consultant Paediatrician Dr Viji Raman, Lead for Paediatric Diabetes, said; "These are results that have been taken from the data we submit annually for the National Paediatric Diabetes Data (NPDA). Although we know the service we provide is good, we were not expecting this to be such a strong performance and it is a credit to the team. The measure has highlighted areas where we can improve, but we are moving in the right direction and stand up well when compared to other trusts across the country."



Patricia Hewitt, former Secretary of State for Health and current chair of Norfolk and Waveney Sustainability and Transformation Partnership, pictured with Director of Nursing Julia Hunt, found out more about the success from Consultant Paediatrician and lead for Paediatric Diabetes Dr Viji Raman.

Training Diversity

The James Paget University Hospital is now well-known for high quality training and education and on Wednesday 15 November there were two good examples of the range of courses on offer.

In the Education and Training Centre surgical trainees from around the region attended a laparoscopic course in the Wet Lab under the watchful eyes of Consultant Surgeon and Surgical Tutor Kamal Aryal, while just a few doors down and over at the Burrage Centre a Spinal Training Day involving a number of workshops and classes was underway.

This saw clinical staff including health care assistants, nurses and doctors from a number of different departments including A&E and orthopaedics learning more about how to deal with spinal injuries. Safe manual handling techniques, spinal cord injuries, spinal shock and bowel care were all featured, with Beagle Orthopaedic demonstrating collars and braces and Nexus Bed training too.



Spinal Training Day



Laparoscopic course

Staff Views Drive Improvements

Staff have played a direct role in drawing up a programme of improvements across the hospital.

Earlier this year, the Trust launched the Big Chat, which gave staff the opportunity to give their opinions on a variety of issues which had been highlighted in the annual staff survey.

Big Chat engagement sessions were held and graffiti boards were set up across the hospital to gather views.

Now, following detailed analysis of the feedback, an action plan has been drawn up – and is being implemented now.



Longer term, there are other developments we will be looking at as a result of your feedback including some preliminary work to explore introducing a new Intranet system.

Chief Executive Christine Allen said: "I would like to thank all the staff who contributed to this important work. Our Trust is committed to continuous improvement, so the Big Chat will return, with the graffiti boards again being placed around the hospital in the new year. The views we gather will help us understand ways in which we can ensure that our Trust continues to be a great place to work."

Improvements include:

Upgrading the Trust's wi-fi. Starting in November and working through December, new wi-fi hardware will be installed across the hospital. By mid-January, it is anticipated that patients and staff will be able to access the internet anywhere in the hospital, via our new wi-fi system.

Refreshing the training available for our managers, to support them in their roles across the Trust.

Extending leadership brief to all staff, as from January 2018, so that more of you can hear the latest news and information about the Trust directly from the executive team.

Reviewing our recruitment processes to make them quicker and easier to bring in the staff we need.

Continuing with our employee of the month scheme, to ensure that those with exceptional qualities are justly recognised.

Improving working between our HR and Payroll departments so that they can resolve pay issues more promptly.

Identifying ways of improving our communication about Trust news and developments to all staff.

Reviewing our bullying and harassment training and ensuring that staff are fully aware of the ways in which they can report incidents.



James Paget University Hospitals



NHS Foundation Trust

TRUST AWARDS 2017



Recognising our Remarkable Staff

Outstanding achievements,
dedication and quality care
were celebrated at this year's James Paget
University Hospital's Remarkable People awards.
Some 200 guests attended a glittering awards
ceremony, held at the Wherry Hotel,
Oulton Broad, on Friday 6 October.

This year saw a record 460 nominations
from both patients and staff, way above the
number submitted last year.

See our
Remarkable
winners on
the back page

Dementia Care Liaison Nurse Sarah Hay was described as a 'super ambassador' for the James Paget as she went to receive the coveted Employee of the Year award.

Sarah has been at the forefront of improvements in the care of vulnerable patients at the hospital - and her dedication, knowledge and support for people really impressed the judging panel.

"I am absolutely thrilled," said Sarah after picking up her award. "I love my job and work with a great team, so to be recognised in this way really is the icing on the cake."

For Gemma Lister, the Senior Sister on Ward 18, it looked as if success was going to elude both her and her team of dedicated staff - despite being nominated in both the Ward of the Year and Employee of the Year categories.

They were not successful in either category - but together won the Governors' Award for Outstanding Service for the quality of care they offer to patients undergoing rehabilitation.

"It has been a real roller coaster of emotions!" said Gemma. "I really thought that it wasn't going to be our night and that our chance had gone - so it was a huge shock to hear 'Ward 18' announced as an award winner. I am just so pleased for my team, who work so hard to support patients and their families."

Lead Nurse for Research Claire Whitehouse was delighted to win the Sir James Paget Award for Innovation for developing the #whywedoresearch Twitter campaign which has put the James Paget University Hospital on the global map.

The campaign started as a local initiative to highlight the importance of healthcare research but quickly grew to achieve worldwide success - with 50 million page impressions in the first year and thousands of Twitter users in the research community adopting it to share ideas and to raise awareness of their work and opportunities for patients and the wider public to get involved.

"It was just amazing how quickly the campaign gained momentum" said Claire. "It has gained recognition both nationally and internationally but to receive this award from my own Trust, which really embraces innovation, is very special indeed."

The prestigious EDP 'Patients' Choice' Award went to Emilia Shurmur, a staff nurse on the Intensive Care and High Dependency Unit. Described as a 'champion of her patients', Emilia said she felt humbled to receive the award.

Department of the Year went to IT for its swift reaction following the cyber attack in May.

"The cyber attack was unprecedented, affecting both national and international organisations including many within the NHS," said Head of IT John Gash. "My team pulled out all the stops to minimise its effect on our hospital - and I am delighted that their hard work, under immense pressure, has been recognised at this year's Trust awards."

All the awards were presented by Chief Executive Christine Allen and Trust Chair Anna Davidson, with the exception of the EDP 'Patients' Choice' Award which was presented by Coastal Editor Anne Edwards, and the Governors' Award which was presented by former lead governor Angela Woodcock.

Christine said: "The Remarkable People Awards is such a special event as it gives us the opportunity to celebrate our fantastic staff, who are so committed and dedicated - and prepared to go the extra mile to provide quality care for patients."

"The awards really showcase the breadth of talent we have across the Trust - and the fact that, once again, we had a record number of nominations shows how much it is valued. I would like to congratulate all the winners and finalists - and thank everyone involved in organising this year's event."

Anna added: "This is the first time I have attended the Remarkable People awards ceremony as Chair of the Trust - and it has been a real honour to be involved in recognising the brilliant staff who work so hard, each and every day."

"It has been an exceptional evening which has underlined just how proud people are to be part of the Paget team."



**Paget's
Remarkable
People** ✓

Staff Governors: Here to Listen

The James Paget University Hospital's new Council of Governors met in public for this first time in November, following elections held during the summer.

The Council's role is to hold the Trust's Non Executive Directors to account for the performance of the Board of Directors while representing the interests of both members of the Trust and the public.

It is chaired by the Trust Chair and consists of 27 governors, including five new staff governors who provide an important link between the hospital's employees and the Board of Directors and also undertake the role of Speak Up Guardians.

Among them is Facilities Manager Leigh Beuttell, who said he was looking forward to representing staff - and would provide a listening ear and take their concerns seriously.

"At a time of significant change, I hope to establish myself as a confidante to the board who can be relied upon to reflect the staff position openly and honestly.

"Ultimately, when my tenure is concluded, I want to be able to reflect and say: "We influenced that decision and it's turned out for the best."

Working with Leigh is Consultant Orthopaedic Surgeon Devender Khurana.

"As a staff governor, my primary objective is to make sure that vital interests of the JPUH staff are taken into account in all strategic decisions," said Devender.

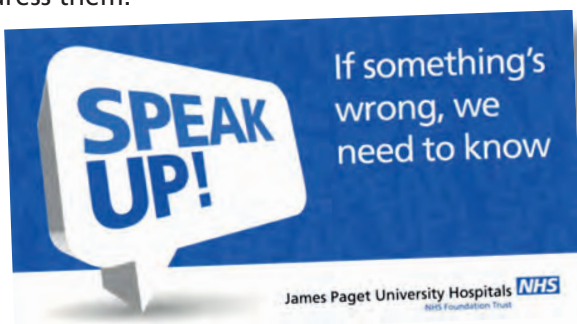
"Staff recruitment and retention is a burning issue. A healthy, supported engaged and content workforce is essential for providing a quality service to our patients."

Also serving as a new Staff Governor is Steven Duffell, Overseas Visitors Manager. He said: "We've been elected to represent the staff and be a voice at the Council - and it is a responsibility I take very seriously."

A key element of the Staff Governor role is that of 'Speak Up Guardian.'

The Speak Up Guardians give staff another route to raise issues about wrong-doing or malpractice which may affect patients, staff or the public. They act as confidential advisors to resolve issues by signposting staff to further information or the most appropriate source of support or help.

They also advise the Board and senior management of any themes that emerge through the reporting system, so that appropriate action can be taken to address them.



Staff Governors/ Speak Up Guardians



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Freedom to Speak Up Guardian

Speak Up Guardians

are just one of a number of routes available for staff to report issues.

Other methods are:

- line management
- a designated senior manager
- union representative
- HR
- using the confidential 'raising concerns' email address:
raisingconcerns@jpaget.nhs.uk



SimMan Proves Popular

A hi-tech simulation suite which presents our nursing and medical students with a range of challenging scenarios continues to go from strength to strength.

The suite, which opened just over two years ago, has its own state-of-the-art 'SimMan', who can speak, breathe – and even blink his eyes.

SimMan takes centre stage as a bed-bound patient in a training room kitted out with a range of medical equipment, including heart rate and blood pressure monitors.

He is brought to life by a computer, which is controlled by a trainer in a separate observation room, and can be programmed to enact a range of challenging situations to help students develop their skills.

Consultant Physician Al Green, who leads the Sim team, said: "The suite really is an invaluable resource. It provides a safe environment for students to face some quite extreme challenges.

"It really tests their knowledge, capacity to make rational decisions when under pressure but also when to call in help and additional expertise – all of which will stand them in good stead when dealing with real patients."

The suite is used to train a growing list of staff (see panel) - and students consistently give excellent feedback for the quality of training received.

Now, there are plans to expand its use further by increasing the number of courses offered by introducing simulation training into anaesthetics and surgery, among others, as well as offering the course or courses to professionals in other trusts.

The expansion is part of a five-year strategy aimed at maximising the use of a facility which has provided invaluable training for hundreds of students since its opening.

Dr Sagadai teaching medical students using SimMan.



Simulation Groups:

- Year 1 – 5 Norwich Medical School, UEA
- Final Year Nursing and Medical Students Inter-Professional Learning
- ACCS Trainees
- CMT Trainees
- Medical Registrars
- Foundation Year 1 and 2 Doctors
- Cardiology Nurse Teaching
- A&E Nurse Teaching
- Physiotherapy
- Critical Care Outreach Nurses
- EADU Nurses

Expanding Role Supports Wards

Assistant Practitioners Archana Parameswaran, Rhian Cruickshank and Marlene Andreassen with Justin Brown, Clinical Educator.



The James Paget University Hospital is expanding and developing the role of Assistant Practitioners across the Trust. The highly regarded position provides both a step towards encouraging individuals to consider registered nursing, or can be viewed as a career in its own right, with plenty of opportunities to learn new skills and focus on patient care.

The first cohort of eight Assistant Practitioners started in spring 2017 and since then the feedback about their work and the support they provide to busy wards has been extremely positive, with patients and colleagues quickly realising that they are an invaluable asset to the Trust to enhance patient experience and journey within the organisation.

It also gives an opportunity to see what nursing in an NHS hospital is all about. To be eligible for the role the individual needs to have completed, or be working towards, the Foundation Degree/Higher Apprenticeship qualification.

Archana Parameswaran came to the UK from India and, with a nursing background, she put her skills initially to good use in a care home before deciding to return to hospital nursing.

"I'm really enjoying working as a Nursing Assistant Practitioner and it's a great route back into nursing. I'm

now working independently to carry out a range of tasks including admissions and discharges and patients are giving good feedback – it makes it all worthwhile."

Rhian Cruickshank worked in ASDA before a family member pointed out a Health Care Assistant vacancy and she successfully applied. She says; "Once I started as a bank worker I knew nursing was something I wanted to do. It was a surprise – I was never able to cope with people being ill, body fluids and all that, but now I definitely want to progress my career in nursing."

Sarah Button, who is now a pre-Registered Nurse, is another case which illustrates how you can progress your career at the James Paget.

Starting as a Domestic in the Trust, her Environment Audit role took her around the hospital and she talked to staff to see if any jobs were coming up. When a Health Care Assistant post came up on the Renal Unit she successfully applied and worked her way up from there via the Foundation Degree/ Higher Apprenticeship route.

"It is constant training and learning and I never thought I could do it but with the workplace learning and support there to help me, my confidence grew."

Now Sarah is in a position where her skills are in demand and she can choose where she wishes to work.

"I like being able to care for people a little more and loved working as a Nursing Assistant Practitioner in the Renal Unit. I've been lucky in that I've had opportunities I couldn't pass up – it has been hard work but if I can do it anyone can."

Justin Brown, the Clinical Educator who is overseeing the Nursing Assistant Practitioners, said: "Since we started offering Nursing Assistant Practitioner posts there has been growing interest – it has opened peoples' eyes as to what can be done with the role, and this is true for both those looking at the role, taking up the positions and staff within the hospital. Our first formal cohort of eight came in in April/ May and it is very much seen as a route into nursing, but equally there are those who love the post for what it is – assisting our nurses across the hospital with the day-to-day care of our patients.

"We are keen to attract new recruits and will be looking for further intakes next year, so if you're interested please get in touch."

For more details please visit the Education and Research pages on our website at www.jpaget.nhs.uk

JPUH Chapel: Open to All

The James Paget University Hospital Chapel is open to all and holds a number of services each week for anyone who wishes to attend.

In addition to the weekly services, baptisms, baby funerals, memorial services, confessions and other services can be held by arrangement with the duty chaplain, available on ext 2408.

Peter Paine, Honorary Chaplain said: "I spend around 12 hours a week at the James Paget, but many people think we are just here for patients and their families. We are here for staff too and you don't have to be religious or be any particular denomination to make use of our services. We are here as a listening ear and part of my duties are as overnight on-call so we are available 24 hours a day if you need us."

The chaplaincy service held an awareness raising event in Aubergine, the staff restaurant, over the summer period to encourage staff to make use of the facility.



Chapel Services

Sunday – 9.30am – Sunday Chapel Service

Monday – 12.30pm – Daily Prayer

Tuesday – 1pm – Prayer Bank

Tuesday – 4.30pm – Roman Catholic Mass

Wednesday – 12.30pm – Daily Prayer

Thursday – 12.30pm – Daily Prayer

Friday – 1pm – Jummah (Islamic Prayer)



Minimising Blood Wastage



**BLOOD COMPONENT CHAMPION for Q1
2017 - 18 is JAMES PAGET HOSPITAL**

NHS

East of England Regional Transfusion Committee

The James Paget University Hospital has been recognised for its work to minimise wastage of donated blood.

The NHS East of England Regional Transfusion Committee named the James Paget as the 'blood component champion' for quarter 1 2017/18 after it was one of only two hospitals in the region to score below the national target on reducing wastage of all blood components.

Blood components - red cells, platelets and plasma - can be wasted for a variety of reasons, some unavoidable such as stock expiry but some completely avoidable including poor ordering practice and failure to follow guidelines.

By working together, Eastern Pathology Alliance staff and clinical staff at the hospital are minimising wastage through careful management of stock levels and increased education for staff about time limits and appropriate ordering.

On behalf of the Hospital Transfusion Team, transfusion practitioner Julie Jackson said there would always be unavoidable occasions where some stock wouldn't be used.

"We have to have all groups in stock but if we don't have a suitable patient, particularly of the rarer groups B and AB, we can't use it."

The key was reducing avoidable waste, not only for financial benefit but also out of respect to blood donors.

Julie added this message from the Blood Donor Service: "All components are from voluntary donations. Donors receive a text to tell them if their blood has been used. If they regularly don't receive such a text, we are concerned that donors could become demoralised and discouraged from making further blood donations."

Emma's Care for Carers

A support worker based at the James Paget University Hospital has helped more than 200 family carers in just one year.

Emma Jones, who is a Suffolk Family Carers Support and Information Worker, has helped the carers while their relatives and loved ones have been in hospital.

Emma supports family carers from any county and directly liaises with relevant organisations.

During the past year, she has had over 600 separate interactions with family carers, providing one-to-one support, telephone support and making referrals to community support organisations following their relatives' discharge from hospital.

Examples of the support given include referring family carers for benefits advice, carer's assessments, emotional support and befriending.

Emma also successfully secured a £400 grant to enable a family carer to take a much-needed break with her terminally ill husband.

To contact Emma, who works Tuesday to Thursday, call ext. 3028 or 07785 417004.



Golfers Help Centre

A golf day raised more than £5000 for the Sandra Chapman Centre. The Andy Stevenson Memorial Golf Day 2017, held at Rookery Park Golf Club, Lowestoft, raised £5529.

In total, the event has raised more than £12,000 over the last three years to help buy equipment for the centre. Sponsors of this year's event included Aviva, Ellough Industrial Estates, ASD Architects, First Buses employees, Harrod Heliums, Hardimans Estate Agents, Wrentham Christmas Trees, Portoken Insurance Brokers, Colville MOT Centre, T and J Commercial and Gary Kitley golf pro.



Runner Raises Funds

Keen runner Natalie Murray raised more than £1000 for the Sandra Chapman Centre and Ward 17 by completing the North London half marathon.

Natalie was inspired to raise the money after her friends Donna and Raith Wells both experienced first-hand the high quality specialist care and treatment given by staff both at the centre and on the ward.





Top Tech award

An award-winning November for the Paget was capped with a Learning Technologies Silver Award for a pioneering way of training the surgeons of the future.

Our fourth top accolade in a month came courtesy of the Awards, which recognise outstanding projects and products from across the globe. The James Paget faced competition from the likes of AXA, Barclaycard, Waitrose and Transport for London in the 'Best Use Of Blended Learning' category.

Professor Jerome Pereira, Chair of the Trust Anna Davidson and Chief Executive Christine Allen were among the representatives from the hospital at the ceremony in London on Wednesday 29 November, where, in conjunction with Norwich-based Cutting Edge Medical Education, the team collected the Silver Award.

Consultant surgeon trainers Professors Pereira and Sam Leinster, assisted by surgeon Sue Down, last year launched the trial of an online programme for post-graduate medical education, to see if this could improve training and increase the expertise of surgeons worldwide.

The programme sees online lectures about operative procedures and best practice, discussion boards to solve problems and access to a variety of expert opinion via the internet, all designed to enhance skills as well as making it easier for busy, often time poor, junior doctors to supplement their understanding and hone surgical techniques.

Health Education England (HEE) commissioned the



development of the web-based educational course as a National Feasibility Study to assess the effectiveness of a new blended approach to training surgeons in the emergency general surgery curriculum with the ultimate aim of improving outcomes for patients with urgent surgical conditions. Blended learning enables trainees to control both the pace and place of learning essential to their development.

Professor Pereira led the HEE and James Paget University Hospital (JPUH) funded Study, with the assistance of Professor Leinster, Sue Down and Andrew Simpson, and the support of the Royal College of Surgeons, East of England School of Surgery, NHS Deaneries and Training Programme Directors across the UK, between October 2016 and March 2017.

The randomised control trial found that the flexible nature of online blended training improved access to formal education, supported the trainees in revalidation and monitored their progress, and appeared to improve decision-making and critical thinking, with doctors demonstrating higher levels of confidence in managing clinical conditions.

Professor Pereira is now advocating for the implementation of this blended education and training approach across the NHS.

"The programme was designed to address the challenges of training junior doctors and has given us scientifically significant results. This is the first time we've found the key to the education and training of doctors across the whole country. Previously in a hospital teaching setting there were often small attendances as junior doctors were committed elsewhere, but this meant a wasted resource. Now one tutor can teach many students online – it's a win-win in terms of efficiency and cost effectiveness and students get access to consultants who are experts in their field."



The results of a survey aimed at helping the Trust strengthen its approach to supporting staff's mental wellbeing will be received early next year.

In November, the Trust signed up to Mind's Workplace Wellbeing Index – and invited staff to complete a survey aimed at highlighting where the organisation is doing well in supporting mental wellbeing, and where improvements can be made.

The Index will help us:

- retain mental health as a key priority, and to make it a part of our organisational strategy going forward;
- find out more about how well the Trust's mental health policies, procedures and initiatives are working for staff;
- understand the benefits of investing in the wellbeing of our staff and the impact this has on our day to day operations; and
- ensure we have the most effective tools and policies in place to support staff.

Survey results are expected in spring next year and will be based on both the survey and supplementary information provide to Mind, including policies.

The Trust will receive a ranking as well as recommendations on how to improve.

Latest Events

Indian dancing was just one of the events organised to promote Health and Wellbeing across the Trust.

A Bollywood and Bhangra dance workshop was held in the hospital, with participants learning routines while dressed in traditional costumes complete with colourful scarves and ankle bells.

More health and wellbeing events are being organised for the New Year and will be advertised in the hospital.



Carl Completes Epic Cycle Ride

Intrepid cycling consultant Professor Carl Philpott has completed a gruelling ride across Britain – and raised thousands of pounds for charity.

Carl – a consultant ENT surgeon and rhinologist at the James Paget – completed the 970-mile Deloitte Ride Across Britain in September.

Over the course of nine days, Carl cycled all the way from Land's End to John O'Groats – and has so far clocked up more than £6000 for Fifth Sense, a charity which helps those who suffer with smell and taste disorders.

Cheddar Gorge, Shropshire and the Wye Valley were among Carl's highlights but there were tough days too including 'biblical' rain on the Mendip Hills, a puncture on day two and a 128-mile slog over the Highlands to Fort William on day seven.

Our photograph shows Carl in training in the Peak District, prior to taking part in the Ride Across Britain.



TRUST AWARDS 2017 WINNERS

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

Ward of the Year



Ward 9

Department of the Year



IT

Team of the Year



Car Parking

Educator of the Year



Sharon Crowle

Employee of the Year



Sarah Hay

Volunteer of the Year



Racheal Crane

Apprentice of the Year



Laura Durrant

Non-Clinical Individual of the Year



Samantha Burton

Eastern Daily Press Gold 'Patient's Choice' Award



Emilia Shurmur

Clinical Individual of the Year



Jane Preston

Sir James Paget Award for Innovation



Claire Whitehouse

Governors' Award for Outstanding Service



Ward 18

Chairman and Chief Executive Commendation



Myra Saunders



Anna Blackburn



This and past editions of Making Waves can be found on the James Paget University Hospitals' website in 'PDF' or paper copies are available from the Communications Team. The next edition is due Spring 2018.

Contact us with your feedback, suggestions or future content:

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