

Your Trust News



James Paget
University Hospitals
NHS Foundation Trust

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Welcome to this issue.

We would like to introduce our new Council of Governors, in place for the next three years. They are keen to support you as Trust members and the wider public to ensure that you have a voice in how our services develop. Last month we started to consider what that might mean through our Membership Working Group, with more work to do. We already have a question that we ask with regard to future services – look out for more being developed, and do get involved if you would like to.

One of the elements raised by Governors was that local people remain concerned about what is happening to treat patients who have been waiting for surgery for much longer than we would like due to the COVID-19 pandemic. Please see inside for more information.

If you have any comments or questions, do get in touch with Ann or contact our Governors – all the contact information is on the back page.

We look forward to hearing from you.

Anna Davidson,
Trust Chair and Chair of
Council of Governors



Ann Filby,
Head of Corporate Affairs/
Trust Secretary

Your new Council of Governors

Your new Council of Governors started on 1 September and will represent our staff, public members and the people of Great Yarmouth and Waveney.



They will work with our existing Appointed Governors from Norfolk and Suffolk County Councils, Great Yarmouth Borough Council, East Suffolk Council and the University of East Anglia. Governors work closely with the Board of Directors to make sure we are doing the right thing for our patients.

Since they were elected, Governors have had induction meetings with the Chair and Trust Secretary, started their induction process - with quite a bit of reading to get up to speed on the role and what we are doing at the hospital - and attended their first meetings. There's a lot to learn, and the role can be quite daunting to start with.

We were sorry to say goodbye to our previous Governors but also very pleased to welcome a number of new Governors, with a wide representation of experience, skills and interests.

The role of a Governor will continue to be an important one as we develop our services to make sure they are fit for the future and meet patients' needs as far as possible, and we make the best use of the resources that we have available in Norfolk and Waveney. We are currently considering how the Council wants to work and ensuring that Governors effectively represent your views.

You may well have seen that our planning is underway for a new hospital as part of the national New Hospitals Programme - if you would like to let Governors have your thoughts on this question, please do email them on Governors@jpaget.nhs.uk

Appointed Governors



Councillor Emma Flaxman-Taylor Great Yarmouth Borough Council	Councillor Mary Rudd East Suffolk Council	Councillor Graham Plant Norfolk County Council	Councillor James Reeder Suffolk County Council	Dr Neil James UEA
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Public Governors



Ian Clayton	Sheena McBain	Tron Coleman	Stuart Everett
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Tony Goldson	Louis Griffin	Luis Tavares	John Watt
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Staff Governors



Yvonne Hacon	Devender Khurana	Ali Guenauoui	Harry Hicks
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We are developing our hospital site over the next 10 years – what is important to you in how we provide and locate services at our hospital in the future?

You will see more information about this in the months/years ahead as this important and exciting project moves forward.

Over the page, you can meet two members of the council – Louis, who is a new Public Governor; and Ali, a new Staff Governor.

As always, do get in touch if there is anything you feel you would like to feed back to us, either through the Governors' email address or to Trust Secretary Ann Filby.

Paget's People Awards

Our Paget's People Awards ceremony is being held on Friday 12 November, and this year the event will be a virtual one.

There were no awards in 2020 due to the Covid-19 pandemic, so this year we are holding two weeks of celebrations, highlighting teams and individuals who are our 2021 finalists, and we'll be thanking our staff too.

Our 34 finalists – including wards, specialist teams and some exceptional individuals – were selected from more than 450 nominations. Our judges had a task on their hands to select those who had really gone 'above and beyond' to support patients and colleagues through one of the most difficult periods in the history of the NHS.

Our finalists come from across our hospital and have all distinguished themselves.



You can find out more about our finalists as we showcase some of their achievements on our website and social media.

What Our Patients Think

JPUH has received some high ratings from its patients in this year's National Inpatient Survey.



The survey is published by the Care Quality Commission (CQC), the independent regulator of health and care services in England, and gives us a broad picture of what it is like for a patient who receives care at our hospital.

Survey questions capture all aspects of patients' experience on their journey from arrival to discharge, giving an insight into how they felt when staying on our wards and engaging with the staff caring for them.

The past year has presented unique and unprecedented challenges for all acute hospitals in continuing to maintain quality services for our patients.

Despite the pressures of the pandemic, our patients continue to highly rate the care received at JPUH. The survey shows that in the majority of categories – covering everything from the ward environment to care and treatment – our Trust is rated more than 8 out of 10; for the key category of being treated with respect and dignity, this rises to over 9 out of 10.

These are impressive results – and are a testament to the hard work and dedication of our staff during this most challenging of years.

The full results from the survey are available on the Care Quality Commission website
www.cqc.org.uk/inpatientsurvey



Meet the Governors

Louis Griffin, from Bradwell, was elected as a Public Governor for the first time.

He already has a connection with the hospital as he volunteers with Hospital Radio Yare – and, as our youngest Governor, really wants to improve the way in which the Trust connects with younger people in our local community, whether they work in the hospital or not.



He said: "I would like to see more young Governors because at the moment I am the only young adult on the Council. I've realised my views are quite different to other Governors, but this makes the team more diverse."

"I see my role as trying to improve, update and take forward the hospital's appearance, atmosphere and public experience, including the social media side of things to ensure the hospital can thrive and help more patients."

"Alongside this, I want to use my knowledge and experience to help raise awareness of the JPUH's charity, to both encourage more young people to connect with the hospital while generating more amazing support for the hospital from the public."

Outside of his role as JPUH's youngest Governor, Louis works as a technician at Potters Resort in Hopton – and when not at work enjoys a wide range of hobbies including studio photography, wood carving and competitive archery.

Ali Guenaoui, who lives in Norwich, was elected as a Staff Governor.

He is passionate about creating a safe, inclusive and enjoyable working environment here at the James Paget, which makes him ideal for this important role.



"Our staff are working tirelessly to care for the patients and the communities but they cannot perform their duties of care unless they are themselves cared for, feel safe and listened to," said Ali, who is the Trust's Catering Operations Manager.

"This opportunity will give me the chance to work with the other Governors to represent members of the Trust, voice their concerns and look for ways to improve our service – and make sure that our organisation is working fairly and efficiently to achieve its purpose," he said.

"This is an exciting and rewarding role and I am hoping, with the help of the other Governors, that we will take every step needed and go the extra mile to represent our staff. We will do this through continuously engaging with staff and finding effective ways to reach out to them and listen to their concerns."

Ali is married with a daughter – and when not overseeing the catering operation at the James Paget, enjoys walking in the Norfolk and Suffolk countryside and coastline; sport including football and basketball; and reading about other cultures.

The Impact of the Pandemic

The last 18 months have been the most challenging in NHS history.

At JPUH, our dedicated staff continued caring for patients through two waves of the COVID-19 pandemic.

Our hospital had to be split into separate zones so that staff could treat both patients with COVID-19 and those without the virus.

Throughout this time, we maintained all our accident and emergency services and continued with urgent surgery, including for cancer patients.

However, during the height of the pandemic, we took the difficult decision to postpone routine planned surgery, as did hospitals nationwide, in line with NHS England requirements, as we reduced the number of people attending our hospital for the safety of all our patients.



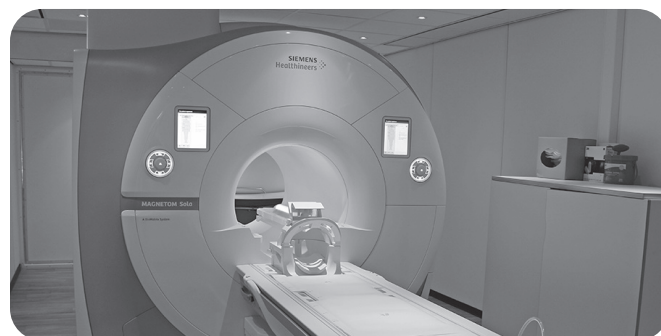
Inevitably, this has had an impact on our waiting lists both locally and across the Norfolk and Waveney healthcare system.

Now, we are working to catch-up on patients who had treatments and procedures postponed during the pandemic while maintaining both our urgent and emergency services and capacity for caring for patients who are sick with COVID-19.

With this in mind, our priorities as a Trust to the end of March are:

- Urgent and emergency care and the flow of patients through our hospital and to their next place of care
- Continuing to provide elective care based on clinical need, focussing on those patients that are waiting for procedures
- Transformation where this has a medium/long term impact on the services we want to provide for our patients

Underpinning these is our continued support and development of our staff and delivery of our financial plan.



Our staff have worked extremely hard to restore our services, including re-starting our elective programme, which is seeing us maximise theatre and diagnostic capacity. If **you** are waiting for an operation, we thank you for your patience. Please be reassured that all patients on our waiting list are clinically reviewed, with urgent cases being given priority, in line with national guidance. This means that some patients will have to wait longer than we would like for their treatment. If your symptoms get worse while you are on a waiting list, please contact your Consultant's secretary directly via our switchboard on 01493 452452.

Working with our partners, we have established an Elective Care Recovery Board to make sure that the backlogs created by the pandemic are addressed as quickly as possible. We are working with the Norfolk and Norwich University Hospital and the Queen Elizabeth Hospital King's Lynn to share one waiting list so if there is more availability at one hospital, patients may be offered an appointment at a different hospital across the county.

Coronavirus is still circulating and infection, prevention and control measures, PPE and social distancing are still needed in all our healthcare settings to keep patients and staff safe. This means that face to face appointments take much longer. But virtual appointments, introduced by our clinical teams during the pandemic, are helping us see more patients, to discuss their treatment.



Helping Vaccinate the Nation

Our Trust is proud to be part of the historic COVID-19 vaccination programme – and our staff have been giving local people the life-saving jab from the Louise Hamilton Centre on the hospital site and at Market Gates in Great Yarmouth.



Our first vaccines were administered back in December 2020 when the first cohorts of patients - those aged 80 and over and care home residents and workers - became eligible for their jabs.

Since then, working with our partners, we have helped ensure that Norfolk and Waveney is the best performing health and care system for COVID-19 vaccinations in the East of England region and within the top 10 nationally for first and second doses.

JPUH is held up as an exemplar of best practice for our vaccination of patients with severe learning difficulties – which involved setting up a special

accessible clinic which has now vaccinated hundreds of people, some with severe needle phobias. The clinic was set up by our learning disability and autism liaison nurse Rebecca Crossley, whose hard work and innovation was recognised when she won the Learning Disability Nursing category of the RCN Nursing Awards 2021.

The Trust has also received praise for developing a process to make it easier for pregnant women to receive the jab.

Now, as winter approaches, our focus is on providing COVID boosters for eligible groups and the seasonal flu vaccination.



Play Your Part

Our staff are working hard to protect themselves and their patients this winter – and you can help.

As our members, we need YOU to give your NHS a hand this winter by being aware that coronavirus remains a serious health risk – and you need to stay cautious to help protect yourself and others:

- Let fresh air in if you meet indoors - meeting outdoors is safer.
- Wear a face covering in crowded and enclosed spaces where you come into contact with people you do not normally meet.
- Get tested regularly, and self-isolate if required.
- And, if you haven't already, get vaccinated against COVID-19 and, if eligible, get your 'flu jab too.

We need everyone to play their part this winter – so please help us by following this guidance and encouraging your friends and family to do so too.

BOOST YOUR IMMUNITY THIS WINTER

WITH THE FLU VACCINE + COVID-19 BOOSTER

Flu and COVID-19 can both be life-threatening and spread more easily in winter. If you're 50 or over, you are eligible for a free flu vaccine and a COVID-19 booster.

Get vaccinated. Get boosted. Get protected.
nhs.uk/wintervaccinations