

Making Waves

December 2022



PREPARING FOR WINTER

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James Paget
University Hospitals
NHS Foundation Trust



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JOANNE.SEGASBY@JPAGET.NHS.UK

Jo's Overview

JOANNE SEGASBY
CHIEF EXECUTIVE

PREPARING FOR A CHALLENGING WINTER

This winter will be hugely challenging for all parts of our local health and care system - but we have spent the last few months planning in detail how we will ensure that we maintain safe services for all our patients.

A major area of focus both for our Trust and our partners within the Norfolk and Waveney Integrated Care System (ICS) is the discharge of patients who no longer need hospital care.

Once patients are well enough to leave hospital, it is important that they are discharged quickly, whether that is home with or without a package of support from social care, or onto intermediate or longer-term care in a residential or nursing home.

Delays to discharges lead to very high bed occupancy in the hospital, which means it can take longer to allocate beds on our wards to patients needing admission from our Emergency Department. As a result, this leads to delays to the handover of patients from ambulances arriving at the hospital.

Addressing this issue so that ambulances can quickly return to the road is a priority.

Already, the ICS is investing in increasing home support and the amount of community beds available to support discharge. As a Trust, we are playing our part by making the most effective use of our wards and staff, and thinking of new and innovative ways in which we can be flexible so that we can maintain all our services - not just urgent and emergency care but continuing to reduce waiting lists for non-urgent planned surgery.

Inside this edition of Making Waves, we have devoted the first five pages to outline some of the initiatives we have already put in place - or will be introducing imminently - to help us care for our patients this winter.

So, you will read about:

- the latest enhancements to our Emergency Department (ED).
- how we are 'diverting' more patients who don't need to be seen in our busy ED, so that they can receive the right treatment in the right place by the right staff, helping reduce waiting times.
- The opening of a new unit to help ambulances hand-over their patients more quickly.
- An enhancement of our hospital 'discharge lounge' as well as an expansion in the number of beds available for those patients ready to leave acute care, at a site away from the hospital.
- Making use of technology to monitor the care of more patients in their own homes.

But we also need the help of the public. Our ICS has launched a winter campaign called Warm and Well, which reminds everyone of the practical steps they can take to be prepared for winter, including self-care tips, getting vaccines and choosing the right healthcare service.

You can find out more by visiting

www.winterwellnorfolkwaveney.co.uk



Get help in the right place this winter

If you need urgent healthcare advice but it's not an emergency, visit NHS 111 online.

 Improving lives together
Norfolk and Waveney Integrated Care System

 warm
and well



NEW CHILDREN'S EMERGENCY DEPARTMENT

A new Paediatric Emergency Department at the James Paget University Hospital has welcomed its first patients.

The department, which opened at the start of November, is approximately double the size of the old facility, providing modern accommodation including a dedicated waiting room and more assessment cubicles, offering greater privacy for patients.

The completion of the new unit is the latest in a series of improvements to our Emergency Department (ED), designed to give our patients a better environment when they visit our hospital.

Patients visiting the facility will use the main Emergency Department entrance but will then be shown to a brightly-painted waiting room, separate to the main ED waiting area.

From there, they will be called through to the new unit which has five assessment cubicles, each with sliding doors. Also in the unit is a reception area, triage area, well-being room, two resuscitation rooms, storage space, and a clean utility area which will house an automated medication dispensing system.

Head of Neonatal, Children and Young Person's Services' Justine Goodwin said:

"We are so excited about the opening of the new department, which is such an improvement on the facilities we have been using.

"Visiting a hospital can be a daunting prospect for our younger patients. The new department has been built with this in mind and provides more space, a quieter environment and greater privacy for patients and their families which is separate from the adult area".



Pleasurewood Hills mascot Woody Bear officially opened the new unit, supported by staff dressed up as popular children's characters from film and television.

Completion of the new unit has helped the hospital's paediatric team work towards one of their Flourish Pledges; the initiative, set up by Norfolk County Council, asks local organisations to commit to projects which help children and young people in the county to flourish.

The completion of the new unit is the latest in a series of improvements to the ED, which started in October 2020 with the expansion of the main department. This phase saw part of the hospital's front façade extended towards the main car park and re-built, providing more assessment and treatment cubicles, a larger waiting room and more space for patient triage.

The next phase will involve further refurbishment work to create a better environment in which to treat 'minors' - patients who have attended the Emergency Department but are unlikely to need admission to a ward.

The creation of the new unit took 20 weeks, with construction carried out by Morgan Sindall, working closely with the hospital's Estates Department.

The work included the replacement of the ventilation system, including a new Air Handling Unit on a specially constructed gantry, and a new electrical system.



SURGICAL UNIT'S RAPID EXPANSION

A new unit which opened its doors at the beginning of the year is helping patients with surgical conditions be seen more quickly when they attend our hospital.

The Surgical Assessment Unit (SAU) has seen more than 840 patients in its first six months of operation, the vast majority of whom have been referred directly from the hospital's Emergency Department (ED).

Located on a ward on the first floor of the hospital, the SAU is helping reduce the number of patients in ED and waiting times.

All patients arriving at the hospital are 'triaged' - and those needing to be assessed by a surgical specialist for a range of conditions are sent direct to the SAU, which is located on the first floor of the hospital.

This means fewer patients in ED and a reduction in waiting times; in addition, the SAU aims to provide 'same day emergency care' so that patients can be seen, treated and discharged without having to be admitted to a hospital bed.

The SAU provides rapid assessment of conditions including appendicitis, hernia, abscesses, bowel obstructions, wound inspections and haemorrhoids.

Such is the unit's success that this list has been expanded to include certain urological conditions - and is set to accept patients for emergency gynaecology assessment in the near future too.

Additionally, the unit has gone from operating five days-a-week to seven days.

Patient feedback has been positive, with staff being described as "efficient, informative, friendly and helpful."



GP UNIT SUCCESS

A facility which helps reduce numbers of patients waiting unnecessarily in our Emergency Department (ED) is having a big impact.

The 'GP streaming' unit opened its doors six months ago for patients who attend A&E but are assessed as needing care from a general practitioner rather than hospital staff.

On a typical day, 240 patients arrive at our ED.

On average, 40 of these patients are now directed to the GP Streaming Unit so that they can receive appropriate treatment without having to wait to be seen by busy ED staff.

The James Paget has worked with North Norfolk Primary Care (NNPC) - a GP provider organisation delivering a range of clinical services across the county - to set up the GP streaming service.

NNPC and James Paget staff meet patients as they arrive at ED, with those requiring GP assistance 'streamed' away from the main hospital building to the GP Streaming unit across the car park.

There, they are assessed by an NNPC GP, without having to take up a seat in the busy ED waiting area.

The service currently operates from 9am to 9pm, seven days a week - and its success means that the James Paget and NNPC are examining how it might be expanded in the future.

The GP Streaming Unit is only for patients who have attended the hospital's Emergency Department with a condition they believe is a genuine emergency and are subsequently 'streamed' by the ED and Primary Care team for further care. The unit is not open as a walk-in facility for the general public.



Cutting Ambulance Delays

Hospital and ambulance staff have worked closely together in an initiative designed to cut ambulance handover delays

The new External Cohort Area (ECA) supports effective, safe and rapid handover of patients from ambulances, meaning more vehicles and crews can get back on the road quickly to attend emergencies in Norfolk and Waveney.

Working with East of England Ambulance Service (EEAST), our Trust has installed the ECA next to the current ambulance waiting area on our site.

The ECA can accommodate up to six patients, allowing supervision under a dedicated clinician, as an alternative to ambulance crews waiting in bays to handover a patient for admission to the hospital.

Patients are monitored regularly with nurses, healthcare assistants and ambulance crews checking on their condition before admission to the hospital emergency department.

By working closely with EEAST, the Trust has implemented this to support better outcomes for patients requiring urgent and emergency care, in anticipation of increased demand as we head into the winter months.



FLEXING OUR WARD SPACE

We're making the best use of our ward space so that we can be as flexible and resilient as possible for our patients this winter.

To help ease pressure in our Emergency Department (ED) over the next few months, we have refurbished one of our wards. Ward 7 has been configured to care mainly for patients who can be seen, treated and discharged within a day or require just a short-stay in hospital.



In addition, we are in the process of expanding a ward area for patients who are about to leave hospital. We temporarily relocated our Discharge Lounge from its usual home, allowing us to renovate the ward area where it is usually based (Ward 18).

The new-look Discharge Lounge will continue to have an area where patients who are able to sit can wait to leave the hospital but, for the first time, will also have a separate room reserved for those who need to remain in a bed when they are transported either back home or to a care facility in the community.

We've also boosted the number of beds at an off-site ward facility at Carlton Court, near Lowestoft. Set up earlier this year, the Carlton Court facility is being used by patients whose are nearly ready for discharge but just need a period of 'reablement' before then can leave acute hospital care.

Initially, a 22-bed ward was opened at Carlton Court in May, allowing us to accommodate patients while an on-going programme of work to the hospital's roof could continue in clinical areas.

Now, an additional 11 beds will be opened, again providing us with additional temporary capacity during the winter for patients who are almost ready to leave hospital care to return to their homes or on-going care in the community.



Some of the hospital team at Carlton Court, Lowestoft.

‘VIRTUAL’ HOSPITAL CARE FOR PATIENTS

An innovative way of providing hospital care to patients in their own homes is going from strength to strength.

The James Paget’s ‘Virtual Ward’ sees patients receive a daily online conversation with ward staff, with clinical observations provided by medical devices such as oximeters.

Information from these conversations is then discussed by a multi-disciplinary team during the morning ‘ward round’ led by a Consultant to decide on the next steps for each patient’s care - just as it would be on an actual ward in a hospital.

The ‘virtual ward’ opened in January last year, initially to provide remote care for patients with COVID.

Since then, more than 1300 COVID patients have been cared for on the virtual ward, receiving support not only to help them recover from the virus but also treatment for other illnesses such as COPD and diabetes.

Its success has resulted in a significant expansion in the range of conditions that can be monitored and treated virtually, including asthma, cellulitis, heart failure and pulmonary fibrosis. Some surgical patients are also benefiting from being on the virtual ward at home rather than a hospital bed.

“Feedback has been extremely positive - not just from patients but their relatives too,” said Virtual Ward Lead Nurse Natalie Cairney.

“Some patients are fearful of coming into hospital - and the heightened level of stress that this can cause is not good, particularly for respiratory patients.

“By receiving virtual care in their own home, we can eliminate this - and enable them to get a better night’s sleep in their own bed rather than the unfamiliar setting of a hospital ward.”

At any one time, there are up to 30 patients on the ward. The aim now is to increase this to 40 patients in the near future.

The ward is harnessing the latest remote patient monitoring technology.

Observations such as temperature, blood pressure, pulse, oxygen levels and skin temperature are provided in real time to the virtual ward team on a ‘dashboard’ - all from a device no bigger than a watch which is worn on the patient’s arm.

“The technology is great,” added Natalie. “It even allows us to see how active a patient has been, so that, if required, we can encourage them to be more active to prevent de-conditioning.”

Keeping Patients Active

The James Paget has signed up to the Re-Conditioning Games - an initiative to help patients keep active while in hospital.

Research shows that regular exercise, which helps both mental and physical well-being, can reduce the time that patients spend in hospital, so they can get home sooner.

Members of our Executive and Senior Nursing teams have already pledged their support for the campaign, which is being held in hospitals nationwide.



GET YOUR WINTER BOOST

The James Paget’s vaccination team is once again playing its part in protecting local people from COVID-19.

Since the start of autumn, the team has been administering the COVID-19 booster to eligible members of the public - as well as vaccinating their colleagues against the flu.

Leading the way in boosting her immunity for winter was Chief Executive Jo Segasby, who received both her flu vaccination and COVID booster at the same appointment.

“As a registered nurse, I know how important vaccinations are for protecting people from becoming seriously ill.

“COVID is still with us - and all the indications are that we will be in for a difficult flu season. Therefore, if you are eligible, get your flu vaccination and COVID-19 booster to protect yourself this winter.”

To book your COVID-19 booster visit: www.nhs.uk



EXCITING PLANS FOR THE FUTURE

'Concept Ward'

Our site in Gorleston has been chosen as the base for a brand new hospital, with construction due to be completed within the next 10 years.

Before then, we have some exciting plans to develop our existing hospital so that it continues to provide quality services for our patients, using the latest technology and innovation.

Work has already started on a new 'concept' ward which will provide a blueprint for how inpatients will receive care when our new hospital is built.

Using £15m of funding from the Department of Health and Social Care, the new ward, located to the north of the hospital site, will have 28 beds - two four-bed wards, and 20 single bedrooms.

It has been developed in conjunction with healthcare design and construction experts Health Spaces following extensive engagement with clinical and non-clinical teams at the Trust.

Paul Morris, Chief Nurse at the James Paget, said: "We have made the decision to develop a new ward space that showcases the possibilities of what our new hospital could look like in the future. Providing single bedrooms will give our patients and their families and carers additional privacy, and a quieter environment for their care."

"We are excited that this facility will provide our nurse and healthcare staff with experience of

innovative new ways of working – and we will listen to their feedback, and the views of patients being cared for on the ward - as we continue our plans for a New Hospital."

In addition to providing the latest patient care facilities, the ward will also provide the hospital with a location where a whole ward of patients can be moved while an on-going programme of estates maintenance continues across the site.

The James Paget, which opened its doors fully 40 years ago, has reinforced autoclaved aerated concrete (RAAC) panels across its main hospital building.

These panels are subject of a programme of survey and precautionary engineering work, involving the installation of timber supports, to ensure that the hospital remains safe until the new hospital is built.

The creation of the new ward space will give the hospital additional capacity which will allow wards in the main building to be emptied while the precautionary supports are installed, without any disturbances to patient care.

The new ward is scheduled to be completed by April 2023.



Work has started on the new 'concept' ward at the James Paget site.



Diagnostic Assessment Centre

The James Paget is developing plans for a new Diagnostic Assessment Centre (DAC). Once constructed, it will be one of three - one at each of the hospitals in Norfolk and Waveney.

The centre will have state of the art imaging equipment which includes MRI and CT scanners, X-Ray and ultrasound rooms, helping patients receive diagnoses rapidly.

Building work is forecast to start early in 2023 and the DAC is expected to be operational in Spring/Summer 2024

Once completed, both the concept ward and DAC will be incorporated into the James Paget's vision for a New Hospital on its existing site, as part of the national New Hospital Programme.

The James Paget is in Wave 4 of the programme and will be full adopters of the 'New Hospital 1.0' design, using Modern Methods of Construction, and is preparing an Outline Business Case alongside the national New Hospital Programme team in 2023.

You can read more about these projects and New Hospital Programme on our website at <https://www.jpaget.nhs.uk/about-us/strategies-policies/our-new-hospital/>



Paget's People

Outstanding achievements, dedication and quality care were celebrated at this year's James Paget University Paget's People awards.

More than 200 guests attended a glittering awards ceremony, held at the Ocean Room, Gorleston, on 7 October.

This year saw more than 360 nominations from patients, their families and staff for the awards.

The winners in each category were as follows:

- Ward of the Year: Ward 22
- Team of the Year - Clinical: Department of Medicine
- Team of the Year - Non Clinical: Cancer Care Navigators
- Employee of the Year: Dr Aban Dasgupta
- Clinical Individual of the Year: Rachel Dance; Maxine Howes
- Non Clinical Individual of the Year: Chris Callow
- Inspiration Award: Dr Vinod Shenoy
- Volunteer of the Year: Casey Shephard
- Apprentice of the Year: Sophie Pegg
- Governors' Award for Outstanding Service: Front Desk Volunteer Team
- Partnership Working Award: Emergency Department
- EDP Gold 'Patient Choice' Award: Tara Brown and Ricky Berrisford
- Chair and Chief Executive's Commendations: Katie Annison; Joanne Horne

For the first time, the event featured a Fundraiser of the Year award, which went to joint winners Christopher Liao, Vamsi Velchuru and Lokesh Surparaju, who raised more than £2200 for our hospital charity after completing a London to Brighton cycle ride; and Tara Kent, who scaled England's highest peak on Frontline Workers Day to lead the National Toast to NHS staff and others who worked through the pandemic, raising almost £1000 for our hospital charity in the process.

All the awards were presented by Chief Executive Joanne Segasby and Trust Chair Anna Davidson, with the exception of the Governors' Award which was presented by governor Harry Hicks, and the EDP Gold 'Patient Choice' award which was presented by Chief Nurse Paul Morris.

"It was fantastic to be able to highlight some of the teams and individuals who have made a real difference to our patients and supported colleagues through what have been some tough times," said Jo.

"With more than 360 nominations, our Paget's People judges had great difficulty in selecting our finalists and winners, all of whom did something exceptional that was recognised by a colleague, a patient or a family.

"I would like to congratulate all the individuals and teams who made it through to the finals by demonstrating their dedication to patient care and great teamwork."

Anna said: "After a two year gap - and a virtual awards ceremony last year - it was great to be back at the Ocean Room to recognise the exceptional work of some truly remarkable individuals that make us all proud to be part of the James Paget University Hospital team.

"I would like to thank all those involved in organising the event - and all the sponsors for helping us make this year's ceremony so memorable."

Paget's People 2022 was supported by the NHS Ride of Respect, which sponsored the Ward of the Year and Employee of the Year awards; Carl Annison Paving, which sponsored the Clinical Team of the Year and Volunteer of the Year awards; John Sitek, who sponsored the Non Clinical Team of the Year award; the Rotary Club of Great Yarmouth Haven, which sponsored the Clinical Individual of the Year award; the Norfolk Broads Lions Club, which sponsored the Inspiration and Apprentice of the Year awards; Farrans, which sponsored our Partnership Working Award; Bradie Hubbard and the team and customers at Tesco in Caister, who sponsored the new Fundraiser of the Year award; Mr Sitek also supported the Chair and Chief Executive commendations, which received a generous donation from RWE.

The ceremony included a three course meal for guests and a disco.



WINNERS

Trust Awards

2022



James Paget
University Hospitals
NHS Foundation Trust

Supported by **James Paget**
Hospital Charity

Registered Charity No: 1050406



Ward of the Year
Ward 22

Kindly sponsored by NHS Ride of Respect



Team of the Year - Clinical
Department of Medicine

Kindly sponsored by Carl Annisson Paving



Team of the Year - Non-Clinical
Cancer Care Navigators

Kindly sponsored by patient Mr John Sitek



Employee of the Year

Dr Aban Dasgupta

Kindly sponsored by
NHS Ride of Respect



Individual of the Year - Clinical

Maxine Howes and Rachel Dance

Kindly sponsored by
Rotary Club of Great Yarmouth



Individual of the Year - Non-Clinical

Chris Callow

Kindly sponsored by
patient Mr John Sitek



Inspiration Award
Dr Vinod Shenoy

Kindly sponsored by the
Norfolk Broads Lions Club



Volunteer of the Year
Casey Shephard

Kindly sponsored by
Carl Annisson Paving



Apprentice of the Year
Sophie Pegg

Kindly sponsored by the
Norfolk Broads Lions Club



EDP Gold
'Patient Choice' Award
Tara Brown and
Ricky Berrisford



Partnership Working Award
Emergency Department

Kindly sponsored by Farrans



Fundraiser of the Year
Vamsi Velchuru, Christopher
Liao and Lokesh Surparaju;
Tara Kent

Kindly sponsored by Bradie Hubbard
and the team and customers at Tesco, Caister



Governors' Award for
Outstanding Service
Front Desk Volunteers

Kindly sponsored in memory of former James Paget
Governor Lesley Bruin, with thanks to her family and friends



Chair and Chief Executive's
Commendation
Joanne Horne and
Katie Annison

Kindly sponsored by patient Mr John Sitek and
supported through a kind donation from RWE



Thank
you to





NEW UNIT HITS THE ROAD

A brand new, £300,000 mobile cancer care unit has hit the road following a successful trial by James Paget University Hospitals NHS Foundation Trust.

The unit, which has been given the name Jewel, will allow patients across Great Yarmouth and Waveney to receive cancer treatment closer to their homes, removing the need to travel long distances to hospital.

Jewel has been provided by charity Hope for Tomorrow, which builds and provides mobile cancer care units to NHS trusts, and has been funded entirely through a generous donation from global biopharmaceutical company Bristol Myers Squibb.

The Trust has been trialling a mobile cancer care unit for just over a year. Rather than patients having to drive to the hospital in Gorleston-on-Sea, the unit parks up in Morrisons and Tesco supermarket car parks in Beccles, Bradwell, Caister and Pakefield.

This allows it to provide cancer treatment directly in local communities, saving patients time and money on treatment, which often lasts for several months and sometimes years. Among the patients currently receiving treatment on the unit is Jackie Sullivan, 75, from Bradwell.

At a launch event held at the hospital on 29 September, Jackie officially opened the new unit. She said, "The unit is brilliant. It's so convenient - there is no need to travel all the way to the hospital, as the mobile clinic visits the car park at my local supermarket just a short drive from my home.

"It's really comfortable inside and really peaceful and relaxing, which is just what you want when you are having treatment, and the staff are so friendly. We

are really lucky to have this type of facility available to cancer patients in our local community."

Maureen Seaman, aged 79, from Worlingham, also attend the launch event. She has received treatment on board the unit, during its visits to the Morrisons supermarket in Beccles - saving her a 30-mile round trip to the hospital.

"It's so convenient - just five to 10 minutes down the road. It's very cosy and comfy on board and I always get a warm welcome from the staff, who are fantastic," she said.

James Paget University Hospital Chief Executive Joanne Segasby said: "We are delighted to be working with Hope for Tomorrow on this excellent initiative, which really enhances the service we offer our patients. The Mobile Cancer Care Unit has made such a difference to patients over the last year and their feedback about the service has been overwhelmingly positive. So it is great news that we now have a brand new unit to continue taking cancer treatment to our communities. It means that patients don't have to travel to the hospital but can receive treatment closer to home from our team in a relaxing environment - and, in addition, it helps free-up capacity for other patients at the Sandra Chapman Centre, our cancer treatment department on the hospital site."

Jackie Sullivan officially opens Jewel.





Hundreds Treated

During 2021/22, James Paget staff provided 689 treatments for 186 patients and in the first three months of this year they have already provided 416 treatments to 103 patients. This successful trial led to the trust taking delivery of Jewel, which it will use to provide cancer care directly in local communities for at least the next three years. Inside, Jewel is just like a hospital treatment room, with four treatment chairs, chemotherapy pump stands, and a medical grade fridge - and is equipped with air conditioning and a cooling and heating system for patient comfort, as well as a toilet and kitchen.



NEW APPEAL

It costs £212 a day to keep Jewel on the road – so Hope for Tomorrow welcomes donations. In fact, the charity has just launched a new appeal 'Cuppa for Cancer Care' to raise money and awareness of the charity's work. The charity wants people to organise Cuppa for Cancer Care events during the week around World Cancer Day - 4 February - and raise money through charging for tea, coffee and cake. To get involved, and receive your event fund-raising pack, visit www.hopefortomorrow.org.uk

The Charity

Hope for Tomorrow is a charity dedicated to reducing the stress of cancer care by bringing it closer to patients. It builds and provides mobile cancer care units to NHS trusts across the country. The charity currently provides 14 mobile cancer care units and 13 nurse support vehicles to 11 NHS trusts. In the financial year 2020-21 the units allowed the NHS to deliver over 26,447 treatments in local communities.

The Name

The new vehicle was named Jewel, by Bristol Myers Squibb staff, in recognition of researcher Jewel Plumber Cobb PhD, who advanced the understanding of skin cancer and spearheaded the advancement of women and minorities in STEM (science, technology, engineering and mathematics).



James Paget Chief Executive Joanne Segasby (left) and Hope for Tomorrow Chief Executive Tina Seymour on board Jewel.



The Mobile Cancer Care Unit launch team.



HELP OUR ROBOT APPEAL

The James Paget Hospital Charity has launched an exciting new appeal - to raise £1.6 million for a new surgical robot.

The robot will allow complex surgeries to be performed through small incisions, and provides enhanced three dimensional vision to allow surgeries to be performed with more precision.

As well as providing Norfolk and Waveney patients with access to innovative technology and advanced healthcare inventions, the robot will also allow the James Paget to train future surgeons and develop research in robotic and minimal invasive surgery.

James Paget Charity Coordinator Maxine Taylor said: "The JPUH is looking toward the future to further enhance patient outcomes and be at the forefront of robotically assisted surgery across a number of specialties such as colorectal surgery, gynaecology, general surgery, upper gastrointestinal surgery, urology and ear, nose and throat. This supports our ambition to deliver state of the art surgical techniques to the population we serve."

Some of the benefits that will be seen from the surgical robot include:

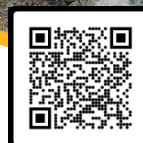
- Reducing patient's length of stay in hospital
- Less post-operative complications
- Lower readmission rates
- Less conversion to open surgery
- Oncological benefit with tumour clearance
- Better attraction, recruitment, and retention of staff both in training and consultant level

To help raise funds for the robot, two rose gardens – one in Priory Gardens in Gorleston and one in Belle Vue Park in north Lowestoft – have been created for local people to remember loved ones while support to the appeal. The main roses in the garden will be red to mark our 40th birthday year in 2022, and there will also be white roses planted in the beds around them.

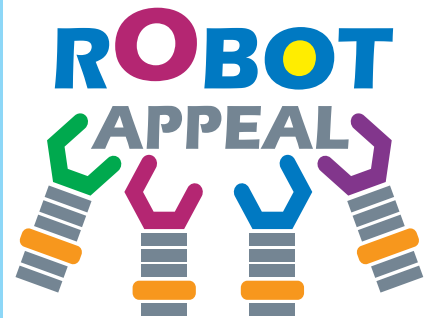
Plaques will be put up next to each of the gardens which will contain a QR code, taking you to the donation page on our charity website for more details of how you can make a donation in memory of a loved one.

Our photo shows Shaun Rutter, who manages the Belle Vue Park gardens, with Maxine Taylor and Georgina Bissell from our charity. The Lowestoft rose garden has been planted with support from

Lowestoft Town Council, Waveney Norse and Shaun's team at the park.



SCAN ME
TO DONATE



James Paget
Hospital Charity

Registered Charity No: 1050406



If you would like to contribute to our surgical robot appeal, please visit the charity website at www.jpaget-charity.org.uk You can also hand in donations at the charity office which is next to the hospital's main entrance. For more information, please contact the charity office on 01493 453348

JPUH SURGICAL FIRST

A new stent for patients undergoing sinus surgery has been used for the first time in the UK in an operation conducted at the James Paget University Hospital.

The PROPEL Contour is a dissolvable stent that is placed after surgery in the frontal sinuses, which are located behind the forehead.

The stent is 'drug eluting' which means it is coated with slow-release medication, and is placed via an angled probe after surgery conducted to remove blockages in the sinus.

Its purpose is to reduce inflammation and the need for post-operative interventions.

It was used for the first time following a surgical procedure conducted by Honorary Consultant ENT Surgeon and Rhinologist, Professor Carl Philpott in our Day Case Theatres on 4 October.





JUST A MINUTE

It's all about you!

Name: Christopher Liao

Job title: General and Colorectal Surgeon

Brief description of role: Making patients feel better by surgery when healthcare promotion and disease prevention has failed, minimising risk, avoiding complications and helping patients back on their feet. I am also actively involved in teaching and training junior doctors and medical students to prepare future surgeons of tomorrow.

My other responsibilities involve problem solving, project management, service improvement and clinical research which is my main interest.

Years at James Paget University Hospital: Four years.

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

- 1). A satellite phone with a big battery pack that works.
- 2). A water desalination kit – to have fresh water to drink.
- 3). My bicycle, so that I can explore the island quickly and find

the best spot for the satellite phone reception. (all of this to call my family “when are they coming to pick me up?”).

Favourite meal: Dim sum.

Favourite restaurant: Banquet restaurant in Colchester (the best Dim sum restaurant this side of M25).

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

- 1). My wife – as she always knows what to order
- 2). My best mate – he always knows what not to order
- 3). My Parents – as they always know who will settle the bill (and it's not them).

Guilty Pleasure: Ordering take-outs when you simply do not feel like cooking (which is all of the time). Plus, I could never cook as good as the take-out food, so why bother.

What's on your playlist (audio and/or visual):

Classic Rock – Deep Purple, Fleetwood Mac, Pink Floyd, Def Leppard, Bon Jovi, Guns N' Roses, The Eagles, Metallica, Van Halen, Linkin Park.

Favourite day out: Has to be with Family (doesn't matter where).

Holiday destination: Japan.

What makes you Proud of the Paget:

Incredibly friendly, happy and generally a positive workplace which makes Paget stand out of all the places I have ever worked during my career.

Supporting Our Community

A pioneering project aimed at supporting people to develop their skills and get involved in volunteer opportunities has started at the James Paget.

Great Yarmouth community organisation The Bread Kitchen is working in partnership with the Trust on a pilot ground maintenance project on the hospital site, involving local people looking to gain experience of working in this sector.

The pilot, supported by a £10,000 allocation from Norfolk's Inclusive Economy Project led by East Coast College and funded by the UK Government's Community Renewal Fund, runs until December 2022, and will inform future plans for further projects between the hospital and the voluntary and community sector.

The James Paget is part of a drive within the local health and care sector to address the health inequalities that communities face in Great Yarmouth and Waveney, in collaboration with volunteer and community organisations.

Jonathan Barber, Director of Strategy and Transformation at the James Paget, said: “Working with The Bread Kitchen is a fantastic opportunity for our hospital to learn how we can be even more



inclusive as an employer, and provide support to local people that may face additional barriers in finding work that meets the experience and skills.”

Our photograph shows left to right Mike Smith-Clare and Cathy Cordiner-Achenbach, Co-Founders and Directors, The Bread Kitchen; Alan Gregory, Transformation Senior Project Manager, James Paget; Richard Catchpole, Community Development Worker, East Coast College; Chris Green, Estates Officer, James Paget.

AWARD WINNERS AND NEWS MAKERS

IN THE NEWS

Consultant Orthopaedic surgeon Hersh Deo has featured in a national newspaper for his expertise on knees.

Mr Deo, who has been at the James Paget since 2012, featured in the 15 October edition of the Daily Telegraph.

In a feature entitled 'Busting the Myths about Knee Pain' Mr Deo guided readers through both the latest surgical and non-surgical options for dealing with knee pain.

The newspaper selected Mr Deo for the feature, based on his patient reviews recorded on the Top Doctors website.

Mr Deo specialises in knee and hip surgery and has a special interest in treating sports injuries of the knee. Before joining the Paget, he was a Consultant at King's College Hospital.



Top Scholarship for James



A former registrar at the James Paget has earned a 'life changing' opportunity after being selected to take part in a prestigious scholarship programme.

Dr James Kang has received a Fulbright Scholarship to enable him to study and undertake research in the USA on one of the most well-regarded and impactful academic programmes in the world.

James, a former chief resident and gastroenterology registrar at the James Paget, was selected from a strong applicant pool to study a Masters of Public Health at the University of California, Berkeley. In addition, he will be undertaking research relating to colorectal cancer screening with experts at Kaiser Permanente, Northern California. James is also the recipient of a Royal Society of Medicine Ellison-Cliffe Travelling Fellowship.

He said: 'I am grateful for this life-changing opportunity that will enable me to study a Master's degree perfectly suited to my research interests, and obtain early cancer detection research experience in a world-renowned centre for gastrointestinal epidemiology.'

SIGNIFICANT ACHIEVEMENT

Consultant surgeon Vamsi Velchuru was nominated for a prestigious award which recognises the best surgical trainers in the UK and Ireland.

Mr Velchuru was one of 19 nominations for the Silver Scalpel Award, run annually by the Association of Surgeons in Training (ASiT).

While he did not make it through to the interview stage, his nomination was described by ASiT as a 'significant achievement and a testament to his hard work.'

"It is trainers like Mr Velchuru who are continuing to promote surgery as a career through providing support, opportunities and passing on knowledge and skills that bring a positive outlook to the speciality," they said.



RESEARCH EXCELLENCE

Research Nurse Wendy Harrison has received a prestigious award for her work with patients and staff at our hospital.

Wendy, who is a research nurse in oncology, received a research excellence commendation at the 2022 Cancer Research Excellence Awards.

The commendation was for her commitment to research and ensuring that cancer patients receiving treatment at the James Paget are given the opportunity to take part in projects - and that consultants, support staff and clinics are aware of current and upcoming studies.

Wendy was also praised for her engagement with patients, with positive feedback praising her personable and friendly approach - and highlighting how she takes time to fully explain studies and answer questions.

The award was presented to Wendy at the National Institute for Health and Care Research (NIHR) Clinical Research Network East of England Cancer Conference held in Cambridge on 4 November.





KERRY'S EXTRA MILE

Fleet-footed lead nurse Kerry Nicholls is used to going the extra mile for our patients. But she was shocked to find she had clocked up 27 miles when she completed this year's London Marathon.

The race - held over the traditional 26 mile and 385 yards course through the streets of the capital - took place on 2 October, with Kerry securing her place through the ballot.

Running in a large group of athletes, Kerry needed to weave around other runners which took her away from the measured racing line throughout the course



- so when she crossed the finishing line in the Mall, her watch showed she had covered an additional mile.

"I had completed the full 26 miles by the time I reached Big Ben - but I still had almost a mile to go. Runners taking part in the marathon have their name on their running tops - and, at that point, someone in the crowd shouted 'you've got this Kerry, go for it' and that kindness from a stranger really spurred me on," said Kerry, who is lead nurse for the Division of Medicine, Diagnostics and Clinical Support.

"An ultra marathon is classed as a distance over 26.2 miles - so I have joked with my fellow runners that I am considering this as a personal best!!"

It is the second time that Kerry has completed the Marathon, having first taken part in 2016.

While she enjoyed her first marathon, the experience of taking part in this year's event was extra special.

"This time I really wanted to savour the atmosphere," said Kerry, who is a member of the Great Yarmouth Road Runners Club.

"It was an incredible experience. The support of the crowd was amazing, there was music from many different bands along the route - and, of course, you are running past so many iconic places.

"It was the first race since the ending of COVID restrictions so the crowds were huge and really wanted to give their support through cheering the runners on or offering sweets and refreshments. I would thoroughly recommend the London marathon if a marathon is on your bucket list."

Kerry completed the course in 4 hours and 57 minutes and was running to raise awareness and encourage donations to the Waterloo Uncovered charity, which combines archaeology projects on the battlefield of Waterloo with a support program for veterans and the military community to assist their recovery and wellbeing www.waterloouncovered.com

Chapel Services

A Problem Shared...

...is a problem halved, so they say! Evidence suggests that talking to someone else about a problem can lift our mood, bring relief or even, in some cases, remove the problem! Chaplains at the Hospital see that every day as visitors, colleagues and patients testify to the benefit of talking their problems through with someone. One of our key roles is simply to listen.

Prayer is another way in which many people 'talk through their struggles and find help'. St. Peter wrote: 'Give all your worries and cares to God, for he cares about you' [1 Peter 5:7 NLT]

Unfortunately, despite the ever increasing 'sharing' of opinions, ideas, selfies and 'what I had for breakfast' on social media, it seems many of us still find it hard to talk about the struggles we face. Thankfully, we are encouraged these days that it is 'OK not to be OK' and there are many programmes and initiatives in the community and online, encouraging us to reach out and talk to someone, when we are facing challenges.

The JPUH Chaplaincy Team are available, to listen, to signpost to other resources or, if you wish, to pray with you. Do get in touch! The Chaplaincy Office is next to the Chapel on the ground floor.

Rev. Danny Pritchard Chaplain, JPUH

Your Chaplains are available to support patients, visitors and staff on 01493 452408 or via switchboard email: chaplaincy@jamespaget.nhs.uk



Recover out of hospital this winter

Ask a member of staff when you or your loved one might be well enough to leave hospital.



If you have an article you would like to include in the next Making Waves, please email it to communications@jpaget.nhs.uk