

Making Waves

Autumn 2014

Painting Fun on Children's Ward



Where You come first

Editorial

As I write my editorial, I have a range of actions flying around my head as we finalise all the arrangements for this month's Remarkable People awards – details of the finalists across the page.

Having been involved in the event planning since the start, it takes a lot of organisation but I know that every member of the organising committee over the last three years has given their time because they really believe in celebrating the very best of our staff. 190 of us will be there on the night. Enjoying what I hope will be a great meal, a fun quiz and then the main event itself – followed by some dancing.

I am sure those that don't win will be disappointed. But having gone through the 220+ nominations with the rest of the judging panel, everyone should be really proud that someone, whether that is a patient, a volunteer or another member of staff, thought that what they do was worth recognising.

We continue to refine the processes and we hope to make it even easier next year with an e-form on the website. We will include a full section in the next issue with lots of photos from the night.

Jon Dack, our previous Communications & Media Manager, left us in early September after four years at the Trust. He has left big shoes to fill Louisa Griffith-Jones is taking on the role on an interim basis, but only for three days a week, Wednesday to Friday. This means we have to ensure we are particularly efficient in how we manage our workload to maximise the time we have available. Please continue to let us know if you need support in highlighting your service to the media, or have any other communications requirements, but bear in mind that we will need as much notice as possible please to ensure we can schedule this in with the rest of the work we have on the desk. If you have any queries on anything to do with communications, please do get in touch with me.

The deadline for content for the next issue is Friday 28 November.



Ann Filby
Head of
Communications
and Trust Secretary

Twitter:
@AnnFilby_JPUH

Welcome from the Chief Executive



Christine Allen

With the holiday season drawing to a close and our busiest summer months in Accident & Emergency behind us, we now focus on plans for the winter and continuing to deliver excellent care to all who arrive at our door.

Our achievements in the past few months have been many. Just as we were going to print with this issue, we received a very positive draft report from the Care Quality Commission (CQC) on all areas that they had previously flagged for improvement during their November visit. We were also able to give a positive report of our performance in 2013/14 at the Annual Members' Meeting, which is a real testament to the hard work of our staff.

It's exciting to be here at a time when so many positive changes are taking place. Following the recent elections, the Trust has now confirmed its new Council of Governors for 2014-17. Our new Council has a robust mix of returning and new faces, and I look forward to working with them all over the next three years. We have also recently welcomed our new Occupational Health provider, Pam OH Solutions, who are here to ensure the health and wellbeing of all of our staff. Elsewhere, the building work continues on the new Day Surgery Theatre build as well as the development of a full site strategy for the hospital.

I'd like to thank all the individuals who continue to encourage change and make a real difference in their workplaces every day. Congratulations to all who are shortlisted for the Remarkable People Awards 2014; I know the judging process was particularly difficult this year due to the number of high quality nominations. A special mention must also be given to our Nurse/Midwife Mentors for the support given to their colleagues, and to Senior Clinical Research Nurse Claire Gibbs for being awarded her second Florence Nightingale Foundation Scholarship.

As always, I am keen to hear from staff and patients about their experiences at the Trust. Do please contact me by email: Christine.allen@jpaget.nhs.uk or via my Twitter account @callen_jpuh

Christine Allen, Chief Executive

Chairman's Chatter



David Wright

Our journey continues. In this quarter we have maintained the highest rating with Monitor, our regulator, both for governance and financial management.

We expect to be fully compliant with all standards required by the CQC and we are in the CQC's lowest category of concern. Where we haven't quite been fully compliant in a few other performance targets, we are now almost there.

Together with Health East, East Coast Community Healthcare and Norfolk & Suffolk Social Services we seem to be getting on top of the demand for urgent care. Although there has been an increase in attendances at Accident & Emergency, the number of unplanned admissions to the hospital has leveled off. This is what can happen when agencies work towards a common purpose – the system improves for patients and there is a greater likelihood of financial stability.

We can begin to look to the future and build a health community that will be robust enough to cope with future pressures. This will also mean that with less pressure, our staff should be able to give the level of care that they would wish to.

We know that the demand from older frail patients is going to increase. This is particularly true of those with dementia. We know too that our buildings are in great need of refurbishment. We are thus embarking on an analysis of what is required clinically in the next decade and how the hospital needs to look to deliver the changing pattern of demand and to make it more convenient for patients and their families.

Our vision remains to provide consistent, excellent care. We are most likely to achieve that by having tight control of the day-to-day operation of the Trust and by taking a measured view of how we need to adapt and prepare for the future. To ensure that future is bright for the Paget and all served by us, we must remain steadfast in our focus on putting patients first and in supporting our staff to deliver of their best.

David Wright, Chairman



TRUST AWARDS

Recognition of Unique Staff & Teams 2014

The Trust has announced its shortlisted finalists for the annual Remarkable People Awards.

Over 220 nominations were received from patients, staff and visitors and after a great deal of deliberation and debate, the finalists have been revealed. The winners will be announced at a spectacular awards dinner in October.

The awards are in recognition of staff that really make a difference, for both individual and team achievements, and highlighting the part each person plays in the patient journey. The work they do really does make a difference to the patients and their visitors.

The awards ceremony is being held on Friday 17 October at Zest, Potters Leisure Resort, and will include a three course meal, the awards ceremony and entertainment.

Chairman, David Wright said "This event allows us the opportunity to show our appreciation for our staff and to showcase their excellent work. We have been overwhelmed with the response from staff, patients and visitors, who have taken the time to nominate those people that have made a difference to them and we are very grateful for their support. It also proves that despite the difficulties faced by the Trust over the last year, the efforts of our hard working staff have not been overlooked."

Previous award winner for Employee of the Year 2013 - Kevin Mason.



The finalists are as follows:

Ward of the Year:

Short Stay Medical Unit,
Day Care Unit, Ward 10

Department of the Year:

CT/MRI Scanning, Logistics,
Sandra Chapman Centre

Team of the Year:

Day Care Unit, Porters,
Theatre 7

Employee of the Year:

Donna Carrier, Rebecca
Crossley, Suzanne Shand,
Rosemary Thompson

Volunteer of the Year:

Basil Rollason, Linda
Clemmit, Ken Clulow

Apprentice of the Year:

Aaron Kiddell, Poppy
Smith, Hannah Bailey,
Abby Greaves

Non-Clinical individual of the Year:

Myra Saunders, Sue Barnes,
Catherine Stimpson

Clinical individual of the Year:

Claire Gibbs, Dr Amma
Oppong-Odiseng, Rebecca
Preston

Governors' award for the Outstanding Service:

Special award – recipient
to be announced at the
dinner

Sir James Paget Award for Innovation:

Claire Gibbs, Ben Burton,
Philip Weihser and Dr Josip
Stosic

EDP Gold Award: Special
award – recipient to be
announced at the dinner



Trust named one of 'top 100 best place to work in the NHS'

The JPUH has been named one of the '100 best NHS organisations to work for in England'.

Published by the Health Service Journal (HSJ) in collaboration with Best Companies Group, the list featured 50 acute trusts as well as community trusts, clinical commissioning groups and mental health trusts. A special supplement was published with the 5 September issue of HSJ.

The final list of 100 organisations was determined using the results of the NHS Staff Survey, which were categorised into seven different core focus areas. These are:

- Leadership and planning
- Corporate culture and communications
- Role satisfaction
- Work environment
- Relationship with supervisor

FOR HEALTHCARE LEADERS

HSJ

**BEST
PLACES
TO WORK**

- Training and development
- Employee engagement and employee satisfaction.

Earlier in the year, the staff survey results ranked the JPUH within the top 20 per cent of acute trusts in 14 areas, including being part of an effective team and providing a good quality of care to patients.

Chief Executive Christine Allen said: "We are thrilled to be named as one of the top 100 NHS Organisations to work for in England. As a smaller district general hospital, our staff work closely together and view themselves as one team aspiring towards high quality patient care."

"We are very proud of our hospital and its staff, and are continually seeking improvements to ensure that everyone – patients and staff included – has the best experience when they are here."



Come Dine With Us

The talents of the catering team at the JPUH were showcased at a special celebration lunch on Wednesday 23 July.

Chief Executive Christine Allen hosted a 'Come dine with us' style meal to highlight the skills of the chefs and catering staff at the hospital. Guests included Peter Aldous MP, members of the Board, staff representing wards and departments from across the Trust, and patients.

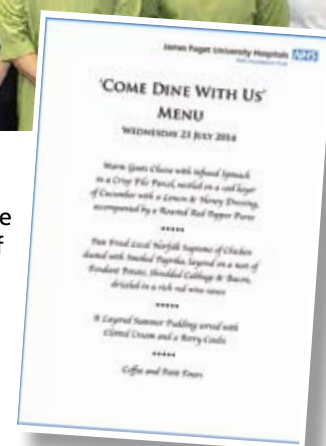
A special three-course menu was prepared making full use of locally sourced, fresh produce, cooked in-house. A version of the meal was also given as an option on the patient menu for the day.

In preparation for the dinner, Gary Hunter, the Norfolk born chef who is now leading the prestigious Westminster Catering College, visited the Trust the day before to meet with the JPUH chefs, see how the menu had been devised and to offer some tips on the presentation of dishes.

Gary said: "I was really pleased to have been able to visit the James Paget and I have been really impressed by the menu that has been prepared and the skills of the staff who have devised the dishes. The flavours, the locally sourced ingredients and the presentation of the food are a fantastic combination. I've been able to offer some ideas about how some of the dishes could be tweaked, but overall the standard is very high."

Facilities Manager Nichola Hicks said: "This was a really exciting opportunity for the chefs and team to showcase their talents and I'm really proud of what they have achieved. They have been really inspired by this event and relished the chance to do something a little different from preparing the 2000 patient meals they provide every day. I would also like to thank Gary Hunter for his support and guidance. This has been a great opportunity to highlight how important hospital food is and the value of providing freshly prepared and nutritious meals to our patients."

Christine Allen said: "I regularly hear excellent feedback about our catering team and the food we provide to our patients. This dinner was an opportunity for me to thank them for the excellent work they do and for them to show off their skills to a wider audience. The meal was wonderful and I would like to thank everybody who attended and supported the event."



Celebrating Nurse Mentors

This is the 2nd year we have held a mentor development and celebration day organised by Clinical Educator Marian Hunt.

In this current climate mentoring can be challenging and yet rewarding; as a Trust we would like to highlight the outstanding work all our mentors achieve and give our thanks for all who support/educate our students.

The educational content on the day was well received and audience participation/discussion was encouraged throughout. The workshops were a particular success.

The day was supported by the Education and Practice Development Department, The University of East Anglia (UEA), The University Campus Suffolk (UCS) and Practice Educator Facilitator (PEF) who provided the educational content.

The highlight was the presentation of the Nurse/Midwife Mentor of the Year Award. After much deliberation, due to the high standard of the nominees, Director of Nursing Liz Libiszewski and Head of Education and Practice Development Sharon Crowle decided to award Mentor of the Year 2014 to Karen Foden. Karen received an outstanding nomination from a student nurse who found the following statement particularly inspiring: "The mind is not a ship to be filled; it is a fire to be kindled and this is what happened on EADU."

A plaque for Karen was kindly donated by the Workforce Hub UEA.



B.E.E.T programme

The B.E.E.T (Breathing Exercise and Education Therapy) – Pulmonary Rehabilitation programme has received pleasing results in its annual satisfaction survey.

This is a programme of eight exercise and four education sessions for patients with a lung condition. It is held at community based gyms, at BWell Gym at Harfrey's Industrial Estate Great Yarmouth and Waveney Sports Centre Water Lane, Lowestoft.

Responses to the annual satisfaction survey showed that, overall, 50% of patients continue with some form of exercise post-programme, as recommended by the Respiratory Nurses. Exercise varied from attending the gym regularly (19%) and 'homework' exercises (28%) to general activities such as walking (19%).

The survey also found that of the 32 patients who did not complete the programme, the majority had not done so due to their own restrictions.

Carol Nicholls, Respiratory Nurse Specialist, said: "It is very reassuring for the team to find that the patients who are referred to us are satisfied with the service we provide."

The team would like to thank the Audit Department for their help in this survey.

Further information on the B.E.E.T service can be found at www.heron.nhs.uk (patients), www.knowledgenorfolk.nhs.uk (professionals) or via Maria Hunter, B.E.E.T Co-ordinator on 01493 452169.

A 'Singing for Health Choir' is now well established and meets at the Louise Hamilton Centre on Thursday afternoons, 2 – 3pm. For more information contact the Respiratory Nursing Team on 01493 452169.



Positive Patient Feedback

All of your staff, without exception, were professional, informative, conscientious and courteous.

Nothing seemed too much trouble; genuine concern and care was brought to bear such that, as I progress through my therapy and recovery, I am deeply grateful for the way I and my wife have been cared for and treated.

Every member of staff was very social and friendly, making my stay as pleasant as possible. The food was excellent as was general hygiene.

I am filled with emotion at the wonderful treatment I received while I was in hospital. My treatment was with dignity and outstanding care from the start to the finish.

My appreciation for the treatment and care that I received was excellent, from theatre staff to ward staff. They gave me friendly and empathetic support the whole day, for which I am entirely grateful.

No other hospital has reached the extremely high levels of caring and sympathy pouring from people's eyes – and gentle hands holding mine to comfort me.

New website

Whether you're a patient, visitor, staff member or local resident, it's now easy to access the latest news and information on the JPUH website.

The new and improved Trust website was officially launched in August by Chief Executive Christine Allen and Chairman David Wright. It is the result of over a year's work, with staff from across the Trust working closely to ensure that the site is as useful a resource as possible.

The latest features on the new Trust website include:

- A sleek, modern design with added accessibility options
- An A-Z index of departments and consultants; including opening times and contact details
- Simple ways to get in touch with departments directly through online forms
- Up-to-date information for visitors, family and carers
- Easy ways to provide feedback on our services

Plus all of the latest news, events and monthly reports on how the Trust is performing.



Trust in the Media

Youngsters sing hearts out to help beat cancer

By LAUREN ROGERS
lauren.rogers@archant.co.uk

Schoolchildren from throughout the county have taken part in a fundraising event to help beat cancer. The event, which was held at the James Paget University Hospital, saw children from across the county singing and raising money for the charity. The children were accompanied by their teachers and parents, and the event was a great success. The money raised will be used to support the charity's work to help people affected by cancer.



Hospital in 'best place' for future

By LAUREN ROGERS
lauren.rogers@archant.co.uk

The importance of looking after patients who have suffered cancer and the focus of the James Paget University Hospital's 'Heartbeat' campaign. The campaign aims to raise awareness of the importance of looking after patients who have suffered cancer and the focus of the James Paget University Hospital's 'Heartbeat' campaign. The campaign aims to raise awareness of the importance of looking after patients who have suffered cancer and the focus of the James Paget University Hospital's 'Heartbeat' campaign.



Bid for nurses from Europe

By LAUREN ROGERS
lauren.rogers@archant.co.uk

The James Paget University Hospital is looking for nurses from Europe. The hospital is looking for nurses from Europe to join their team. The hospital is looking for nurses from Europe to join their team. The hospital is looking for nurses from Europe to join their team.



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A sample of the results of the Communication team's work to highlight our services

Flu campaign 2014

The weather is getting cooler and the flu season is almost upon us! As we approach the winter months, it is vital that we take steps to protect those we care for, including our family and friends, by getting vaccinated against flu.

Getting the vaccination isn't just about protecting yourself from illness. For vulnerable people such as children, the elderly or those with a weakened immune system or long-term illness, flu can potentially kill. Good hygiene and diet are not enough to keep the virus away. The only way to protect yourself and your loved ones is to **get vaccinated**.

If you are 65 or over, pregnant, have a long-term medical condition or have close contact with vulnerable people, you are entitled to a free flu jab on the NHS. Contact your local GP for further information.

Don't forget – it's vitally important for **all JPUH staff** to have their vaccination and help to protect lives. Contact Occupational Health on ext. 2616 for the details of their next walk-in clinic, or to book an appointment.



Staff BBQ

The grill was fired up and the queues kept on coming at a free BBQ held for all staff on Wednesday 17 September as a big thank you for their hard work.

The western themed event was hosted by Facilities Manager Nichola Hicks and the whole Catering team, who worked tirelessly to feed hundreds of hungry colleagues on their lunch break. Burgers, sausages and vegetable skewers were available at the Smokehouse, as well as cupcakes for dessert in celebration of 'National Cupcake Week'. A raffle took place in aid of the Louise Hamilton Centre which raised £150.

Facilities Manager and Staff Governor Sharon Hogarth said: "The whole Catering Team had involvement on the day in one way or another with pre-orders for staff including those at Lowestoft Hospital and Newberry Clinic. Thank you to all the staff involved in running the event, and to all those in attendance."

Paget Symposium 2014

This year's Clinical Audit & Effectiveness Symposium was held on Thursday 3 July in the Lecture Theatre, Burrage Centre, and proved to be a successful and enjoyable day with many key areas of Trust-wide practice put in focus.

This annual occasion, which was once again very well attended by senior and junior members of clinical and non-clinical staff, provides an opportunity for staff to showcase the quality driven audit projects which have been undertaken around the Trust.

The event opened with an impressive and varied display of posters on view.

Dr John Chapman gave a welcome address, marking his last Symposium before stepping down as Trust Clinical Audit Lead after eight years in the role.

An update from the previous year's winning audit on the use of nasogastric tubes was presented by Dr Badreldin, followed by four oral presentations.

After a judging process by Hugh Sturzaker (Former Lead Governor) and David Ellis (Non Executive Director), the winning presentation selected was 'Documentation of Urethral Catheters', by Dr Michael Akinfala, FY1.

The presentations were all to a high standard with the interest shown in the subject matter being evidenced by the lively question and answer sessions which followed each abstract.

The poster award was decided by a vote open to all attending the event, and the winning poster was 'Improving the Initial Management of Attempted Suicide in the A&E at the JPUH', by Dr Ben Cracknell, FY1, and Dr Donna Wade, A&E Consultant.

Check out the Clinical Audit & Effectiveness Department homepage on the Intranet for links to the winning presentation and poster.

Congratulations to the winners and sincere thanks to everyone who attended, presented and submitted posters for this year's event.

For more information and assistance with Clinical Audit and Patient Satisfaction Surveys, do visit our homepage found under the Departments section on the Intranet. We can also be contacted on extensions 3103, 2752, 2751 or 3290, by email at clinicalaudit@jpaget.nhs.uk, or come and visit us in Southside.



Dr Michael Akinfala, FY1 with David Ellis.



Dr Ben Cracknell, FY1 with Dr John Chapman.

making changes

Issue 8

News from the Transformation Board

New staff in Transformation



Susanne Baldwin
Head of Transformation



Jonathan Barber
Head of Integration

Susanne and Jonathan have recently taken up their positions as Heads of Business Transformation and Integration respectively. They both have come from the Local Government sector. Susanne has worked with Norfolk County Council and was responsible for managing the County Council's budget planning and supporting financial delivery of the organisation's transformation programme. As Head of Business Transformation Susanne says "I see this role as key to supporting the organisation in its delivery of organisational change to support both improvements to patient care and to secure sustainable finance within the Trust. It will be important that the wider organisation leads and is actively involved with transforming the way we deliver

services and I look forward to working with teams across the hospital to support the delivery of improvements. "

Jonathan previously worked in Essex for both a District Council and the County Council. He was responsible for the delivery of a national 'community budget' pilot which sought to redesign services across public sector organisations (including the health sector) to deliver improved and sustainable services, together with efficiency savings. Jonathan will be working from the JPUH but will also work closely with the Great Yarmouth and Waveney Clinical Commissioning Group to integrate services across providers.

Jonathan says "It is important to look at the whole system when redesigning pathways. The aim is to take out inefficiencies in the patient pathway that can arise from the involvement of different providers. This can result in delays and a lack of clarity for patients and increased costs for providers. The Community Budget pilot in Essex demonstrated that joined up services deliver significant savings to service providers and much more efficient and effective services for patients".

Ideas about new ways of working and approaches are always welcome – please contact the Transformation Team on Ext. 3192 or email at Transformation.PMO@jpaget.nhs.uk

Emergency training exercise

On Wednesday 24 September staff at the James Paget University Hospitals (JPUH) were put to the test when facing a major chemical incident, as part of the hospital's emergency training exercise.

Hospitals continuously test how they would respond to a major incident – which could be anything from a road traffic incident involving multiple casualties to a large chemical spill or an explosion. Exercises such as this can help the NHS evaluate the effectiveness of their response to an incident and develop their emergency plans.

The training began at 9am this morning when staff were informed of a major incident involving a road accident and subsequent chemical spillage. A range of volunteer casualties soon arrived at A&E covered in 'white powder' and displaying symptoms such as sore eyes and a painful throat. A decontamination unit was brought into use and the patients were quickly treated and reassured by hospital staff.

The hospital remained open as usual and real life patients visiting the Trust for appointments or to be seen within A&E did not experience any disruption.

The Trust's performance was externally assessed, and the feedback so far has been very positive. Rob Hays, Resilience Manager for the East of England Ambulance Service said: "The public should be reassured that the hospital has tried and tested plans in place to deal with a chemical incident.

"The speed with which the Estates and Facilities team put the hospital into lockdown when the incident was declared was one of the best I have seen in the UK."



A volunteer casualty at the site said: "I was reassured all the time by members of staff and it really gave me faith that the hospital is prepared if a real major incident should ever happen. As a member of staff here myself, I was very proud to see my colleagues working closely together as a team. It was very rewarding to see things from the patient's point of view."

Sue Watkinson, Interim Director of Operations said: "Emergency planning exercises take place at least every three years and are a vital way for hospitals to test the effectiveness of their emergency procedures. The feedback received so far has been very positive and I would like to thank all of the staff and volunteers involved. I'd also like to thank the rest of the staff at the hospital who were not part of the exercise for ensuring that the hospital continued to run as normal.

"The Trust will review the outcomes and put in place any actions required."

New Governors

Following the recent elections, the JPUH has confirmed its new Council of Governors for 2014-2017.

The Council of Governors is formed of 20 elected Public Governors and seven elected Staff Governors, who all began a three year term of office, from 1 August 2014. They join eight existing appointed Governors to form the full council.

Governors represent their members' and public views when important decisions are taken about services or the future direction of the hospital, having a greater say in how services are run. They challenge the Trust to improve health services for local people, helping to set the Trust's objectives, and recruit the Chairman, Non Executive Directors and external auditors.

The new Council of Governors is as follows:

Public Governors



Martin
Arnold



Sara
Barber



José
Bamonde



Tim
Barrett



Stuart
Brooks



Lesley
Bruin



Mick
Castle



Kate
Devine



Lyn
Gibbs



Jean
Goffin



Jane
Harvey



Peter
Horton



Penny
Hutch



Jean
MacHeath MBE



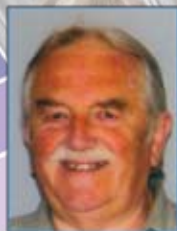
Nicole
McCartney



Sue
Meecham



Alison Mills
(nee Cliffe)



Terry
Rymer



Barbara
Tildesley



Angela
Woodcock

Staff Governors



Daryl
Bourn



Sharon
Boothby



Ruth
Davies



Justine
Goodwin



Sharon
Hogarth



Cherrell
Taylor



Keith
Wilson

For anyone wishing to contact the Council, please get in touch with Ann Filby, Head of Communications and Trust Secretary on 01493 452162 or Staff Governors direct if you would like to pass them your views on any strategic issues.

Being a Governor makes a real difference to the way we run our hospital services and how we respond to the needs of our patients and Trust Membership. Our new Council has a great mixture of returning Governors as well as new faces from the local community. I look forward to working with them all.

David Wright, Trust Chairman

Having worked with the Council since the start in 2006, we have come a long way. I look forward to continuing our journey to really focus on what our members and the public are telling our governors, and bringing the themes into the Trust to ensure true community engagement.

Ann Filby, Trust Secretary

James Paget University Hospitals NHS Foundation Trust

Meet the Governors

In the foyer, 10am - 12noon
Your Governors are



Jane Harvey



Sharon Hogarth



Stuart Brooks

Governors are available various days in the hospital foyer to answer any questions the public may have about the Trust.

Hugh Sturzaker retires

July's Council of Governors meeting marked the end of an era for one highly regarded former governor and colleague.

Hugh Sturzaker, retired consultant surgeon and Lead Governor has decided to take a well-earned rest, having served on the council since 2006.

He was thanked for his hard work and dedication to the Trust and for leaving behind an incredible legacy of commitment and compassion.

Chairman, David Wright, said: "Hugh Sturzaker has been a feature of the life in and around the health service in Yarmouth and Waveney, for getting on for four decades. Since retiring as a Surgeon at the James Paget Hospital in 2005, Hugh has continued to use his experience and passion for patient care, as the Lead Governor on the Council of Governors.

"In all his interactions with people Hugh is unfailingly courteous and yet focussed on what he believes are the key issues. I had the privilege of being an Appointed Governor when Hugh was first elected and his leadership and commitment to the people we serve was apparent from the outset. He has been an outstanding servant of the patients and the Trust and we will all miss him enormously, but I am encouraged by the fact that he still lives locally and no doubt will from time to time attend public meetings of the Council and in so doing continue to keep us on our toes."

"Thousands of our patients and their families unknowingly have cause to be grateful to Hugh for his determination to ensure that we focus on the best care possible. We wish him well in his second 'retirement' and his continued work with the cultural and historic life of Yarmouth."



Governors with Ann Filby (second left) at the Gorleston Clifftop Gala 2014, meeting the public and recruiting more members for the Trust.

Council of Governors 2014-2017

Where YOU come first



East Anglian Health Play Staff Forum

The JPUH was the successful venue for this event, hosted by Jane Whiteside, Zoe Parton and Marie Cross, all Play Specialists and part of the Paediatric team on Ward 10.

We were joined by play staff from Addenbrooke's, Kettering, Peterborough, Ipswich, Broomfield burns unit (Chelmsford), Colchester, Quiddendenham and Lister (East & North Herts).

It was a practical day; focusing on how our role aids families and patients to cope with Allergy testing and painful procedures/treatments in general, sharing care ideas with hands on demonstrations.

Karen Parr (Paediatric Community Sister) and Claire Watkins (Outpatients Play Assistant) joined by a very willing volunteer, kindly gave up their time to take us through the process of Allergy testing from start to finish, showing how the importance of assessment, planning and preparation are key to bringing down anxiety and having successful outcomes in young children.

We followed this up with a workshop session looking at all the factors that can have an impact on how families react to varying situations surrounding the hospital environment. We used scenarios and discussed how, in our play role, we work with other professionals on a daily basis to assist in creating a care pathway to enable a smooth transition from admission to discharge.

The feedback was extremely positive with some very helpful sharing of resources and ideas from each trust. The subject matter was thought provoking and highlighted the multi-level approaches in play being sensitively structured, that are essential to meeting each individual family's emotional needs. A brilliant day!

New Occupational Health provider

Following a recent tendering exercise we have appointed PAM OH Solutions as our new occupational health provider.

All Occupational Health records held by Abermed, our previous provider, will be transferred to PAM OH Solutions and held in a secure and confidential manner, in exactly the same way your GP would hold any medical information about you.

If you are still undergoing an assessment by our previous provider, this will continue until your assessment is complete and your records will then be transferred to our new provider.



PAM
OH Solutions

Antibiotic Awareness

Did you know that antibiotic resistance is one of the biggest threats that we face today?

More than 25,000 people die every year due to infections caused by resistant bacteria. If we do not act now, current antibiotics will become ineffective and even simple infections will become untreatable.

European Antibiotic Awareness Day is an annual European public health initiative held on **18 November** to raise awareness about the threat to public health of antibiotic resistance and prudent antibiotic use. Inappropriate antibiotic use is one of the main factors that promote antibiotic resistance.

So, spread the message on unnecessary antibiotic use, how to take antibiotics responsibly and antibiotic resistance among your colleagues, family, friends and the public to raise awareness about this global threat. Help us keep current antibiotics effective for the use of future generations. Please become an antibiotic guardian and make a pledge about how you'll make better use of antibiotics <http://antibioticguardian.com/>

For further details visit <http://ecdc.europa.eu/en/eaad/Pages/Home.aspx>



A European Health Initiative 

Being a Clinical Support Facilitator

Clinical Support Facilitators have been introduced at the Trust in order to support student nurses and their mentors within the clinical area.

The role involves offering support and guidance with clinical skills, protected time to enable nurses and their mentors to have required meetings, and advice on completing university documentation.

The Emergency Division will be covered by Cherri Summers (bleep 1003) and the Elective Division by Anna Breach (bleep 1004), pictured left to right. Yvonne Hacon (Clinical Educator for pre-registered nursing students - bleep 1383 or ext. 3739) and Marian Hunt (Clinical Educator for mentors - bleep 1886 or ext. 3494) continue with their roles as before and can be contacted with any concerns that students or mentors may have.



Responsive Communication

Our staff act as ambassadors for the Trust and are guided by four key values which we embed into everyday working practice.

Over the next three months, we will be focusing on Responsive Communication which will be led by the Director of Operations, Sue Watkinson, and staff champion, Dr John Chapman.

If you would like to be involved in this process or if you have any suggestions for future champions, please email champions@jpaget.nhs.uk. For any other information contact Lily McCullough, OD and Training Assistant on ext: 2663 or email lily.mccullough@jpaget.nhs.uk

Our Behaviours

Responsive communication	People feel in control when we...	People don't feel in control when we...
Listen to people and answer their questions	<ul style="list-style-type: none"> Show we have time to listen Ask open questions Talk at their level Give prompt responses 	<ul style="list-style-type: none"> Tell rather than ask Make assumptions about what they want or feel Talk at people or over people Are distracted
Keep people clearly informed	<ul style="list-style-type: none"> Be prepared, read notes before Tell them what's happening, and what might happen next Are clear, open and honest Talk with, not over, people 	<ul style="list-style-type: none"> Leave people to feel abandoned Keep people in the dark Assume people know we are doing or what is happening Email when we could talk
Involve people	<ul style="list-style-type: none"> Remember it's their care / their life / their job Give people choices and ask for their views or opinions Value other people's knowledge Use language they understand 	<ul style="list-style-type: none"> Think that we know better Assume people take it all in straight away Exclude people from decisions or conversations Use jargon or acronyms

Hello my name is...

Taking inspiration from Dr Kate Granger, founder of the 'Hello my name is' campaign, staff across the JPUH are taking the simple pledge to introduce themselves when they meet patients, visitors and colleagues.

In recent months, 'Hello my name is' name places have been introduced on every ward so that patients know who is caring for them. Mini name cards have also been given to staff during their induction.



Staff champions



Sue Watkinson, Interim Director of Operations and Executive Champion for Responsive Communication said:

"I was delighted to recognise and award 17 staff members who were nominated as outstanding communicators by their colleagues. There is much we can learn from these staff to help all of us to communicate better, with each other and our patients."

"Communication is a vital part of making someone better - Poor communication can turn excellent care into a poor experience for the patient."

Responsive communication is about listening to patients and their families, and when I say listening, I mean listening to really understand what they are trying to say and not just listening with the intention of replying.

Many of my patients cannot speak to me. As a Paediatrician, much of my communication with my patients is non-verbal communication. We all have to remember that this is true of Adults as well.

And we also need to remember that communication is a two-way process. I can tell whether my patients are happy or sad, relaxed or in pain just by looking at them ... and they can tell whether I am bored, tired or busy just by looking at me! So smile, be attentive and really listen!"

John Chapman, Consultant Paediatrician
Staff champion for Responsive Communication

Always Events

As staff champion for Responsive Communication, Dr John Chapman has introduced the concept of 'Always Events' – things that should happen for every person, every time when they encounter the Trust. Always events should be:

- Important
- Evidence-based
- Measurable: so that we can check how we are doing
- Affordable and Sustainable: because we are in the NHS.

Examples of always events include making sure every patient knows the name of their consultant and/or nurse; customising care for patients diagnosed with dementia, and using the SMART discharge acronym to ensure key areas are always addressed with patients and families during hospitalisation and at discharge.

Engage not Email

Thousands of emails are sent every day at the JPUH and we are heavily reliant on conversations by computer.

As we go to press 'Engage not Email' was planned for Friday 17 October - an opportunity to cut down the e-chatter and improve our relationships by speaking to others face to face or by phone rather than email.



A day in the life of the Pre-op assessment clinic

Pre-operative assessment is a screening tool which helps to establish the fitness of the patient to undergo elective surgery.

The aim of pre assessment is to reduce morbidity and mortality associated with surgery, to prevent unnecessary cancellations and to reduce hospital stays. These patient-centred interviews gather critical data that contribute to a focussed plan of care and to a successful experience. It filters out potential health risks that could affect the outcome of surgery. Pre-operative assessment is all about planning the patient's journey successfully through the referral to treatment.

Adult pre-operative assessment at this hospital includes all general surgery, urology, orthopaedics, Ear, Nose & Throat, ophthalmology, dental and gynaecology. Paediatric assessment clinics are within their own speciality control.

All patients on the elective waiting list are given appointments to attend ideally within 2-4 weeks of their operation date. On occasions this is not possible due to the urgency of the operation, cancellations and reorganising of operating lists. When a decision to operate is agreed and consented for by the patient in the Out-patient department, a wellbeing questionnaire is then completed by the patient. This is vital in highlighting and identifying potential health issues.

During the course of the day, every patient is also seen and assessed by a qualified nurse. We work to agreed protocols and guidelines set by the anaesthetists according to the American Society of Anaesthesiologists (ASA) grades. At times it is necessary that the operation is deferred, referred or cancelled. On very rare occasions the patient may no longer require the operation or may wish to postpone.

Psychologically, the patient is also assessed and prepared. This is done by explaining the admission process including the paperwork and instructions within it, the surgery itself and what to expect on discharge home. Vulnerable adults, including those with learning disabilities, are flagged up and made known to specialist nurses. Theatre alerts

and appropriate referrals to social services and other multidisciplinary bodies, if required, are also made. Pre-operative assessment allows for time for patients to organise their social needs whilst in hospital and afterwards. All these measures allay fears and concerns of the pending operation and thus optimise health which, in turn, promotes a healthy outcome.

I have been in the Pre-operative clinic now for just under 4½ years and I can truly say that I like working here. We have a fantastic team ethos. We work very well together and we help each other out at all times.

Sharon O'Connor, Sister, Pre-op Assessment Clinic

Breast Cancer Support Group sessions

Our local Breast Cancer Support Group (BRAS) are starting a new drop-in support session for anyone with, or who has had, breast cancer.

The first session is being held on Friday 24th October, 12.30 - 2.30pm, and thereafter the last Friday of each month, at the Louise Hamilton Centre, in the grounds of the James Paget University Hospital.

Don't Be Alone, come along and join us for a coffee and a chat.

For more information contact Pauline Phipps, Secretary of the Be Re-Assured Scheme on 07748 847827



Claire Gibbs invite to the House of Lords



Claire Gibbs, Senior Clinical Research Nurse, was recently invited to afternoon tea at the House of Lords by Baroness Audrey Emerton, President of the Florence Nightingale Foundation, as a thank you for speaking at the Foundation Alumni Launch on 23 June and for working so closely with them over the last four years.

Audrey gave Claire a personal tour of the House of Lords and secured her time to sit inside the commons whilst a live debate about government access to emails was underway.

Claire was also recently awarded a second scholarship from the Florence Nightingale Foundation in order to undergo her further studies. She received £2,820 to undertake her MSc Nursing Studies Dissertation, titled 'The Student Nurse experience of research whilst on clinical placement.'

Claire said: "I am delighted and honoured to have been awarded a second Florence Nightingale Foundation Scholarship to fully fund my MSc Nursing Studies dissertation. I am really looking forward to investigating student nurses' experience of research whilst on clinical placements as this may help to inform placements within Clinical Research Facilities and provide information for the Universities involved."

Young artists help decorate new operating theatre build

Talented young patients receiving treatment at the JPUH have helped to bring a splash of colour to the Trust's new Operating Theatre build.

Whilst work on the new £8 million Day Case Unit continues, children in Ward 10 have lent a hand with decorating the temporary hoardings which wrap around the site. Their colourfully painted animal heads, which were kindly donated by Morgan Sindall, will be installed around the back of the hospital very soon.

Marie Cross, Play Specialist, said: "We are very grateful to Morgan Sindall for inviting our young patients to get involved with the new Theatre build and add a touch of fun to the site. The children had a great time and were very proud of their finished product!"

Scott Savory, contracts manager for Morgan Sindall said: "This is a great project, which will deliver a brilliant facility for the local community and we're very pleased to have had the opportunity to meet so many brave and talented children.

"The children can see the construction work taking place from their ward windows, so the project team wanted to involve them in the process and give them the opportunity to make their mark on the hoardings. They've done a great job and the hoardings are definitely looking a lot more colourful and interesting now. This initial creative session will be the first of many over the remaining year or more, so the art work on the hoardings will continue grow and evolve over the life of the project."

The Theatre project is set for completion in the latter part of 2015.



East of England Paediatric Diabetes Games

Young patients of the JPUH aged between 5-16 years with Type 1 Diabetes competed in the East of England Diabetes Games on 16 August 2014.

The event was held at Bedford Stadium and teams from all hospitals in the East of England competed in various races; relay, sprints, egg and spoon, javelin, welly throw and three-legged race.

All children received a medal for competing.



Rachel Lavers

After many years working at the Trust, Rachel Lavers left the UK to make a new life in Zimbabwe.

We wish her well for the future and would like to thank her on behalf of the Trust for all her hard work across surgical services.

Farewell to Dr Stocks



Richard Stocks, Consultant Paediatrician, has been the backbone of Paediatric Services for the past 30 years.

He has consistently delivered high quality, safe care to young patients and their families, many of whom are sorry to see him leave. 13 year old Sydnee Donaldson, who has been under the care of Dr Stocks since infancy, designed a card for him.

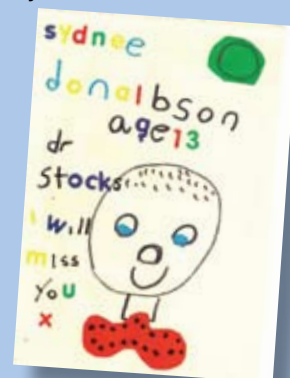
He may not know this but one patient refers to him fondly as "Tricky Dickie" because of his signature bow tie.

Some chronic complex patients under the care of Dr Stocks have gone on to have children of their own who are also under his care.

He will be missed, in particular, for his experience and expertise in child protection and Children & Young People's oncology services. His child protection responsibilities

have included; being named Doctor for Safeguarding, facilitating child protection training events across the Trust, regularly attending child protection strategy meetings, writing detailed reports and giving evidence in court, ensuring the safety and welfare of the child is paramount. He is an excellent wordsmith and can write detailed, factual, unbiased reports.

He is respectful and respected by staff for his motivational leadership skills, problem solving abilities, knowledge and wisdom which has helped shape good practice and development of trainee and trained Doctors, and nursing staff over the years. He is fondly remembered for his investment in training and development, organising social events to encourage team building and total commitment to children and young people.



Global Midwifery Twinning Project (GMTP)

The Royal College of Midwifery (RCM) secured support for a three year global midwifery twinning project (GMTP) to strengthen midwifery associations and improve midwifery services in Nepal, Cambodia and Uganda.



I feel very humbled and honoured to have been selected to participate in this exciting adventure and on 1 June found myself heading to Uganda to work in a clinic just outside Kampala to support emergencies, manage a labour ward and "anything else that was needed".

The hosts for my placement were the Uganda Private Midwives Association (UPMA) and they had arranged for me to work in a government clinic called Wakiso IV, just outside Kampala. I set to work in this clinic with little running water, one light bulb, no soap or medical equipment of any kind, and limited staff education. Ladies arrived daily in labour on the back of mopeds, and delivered their babies. The birth rate is similar to that of the James Paget. My three week placement there saw me help move staff towards the basics of hand and equipment hygiene, organise their delivery space to offer ladies some privacy and dignity, begin to plan emergency equipment and up skill staff in labour management.



The highlight came towards the end of my placement. Having delivered some workshops on normal labour, positioning in labour and emergency drills, Mary, a midwife and president of UMPA wanted to work a clinical shift with me to see this "new way" of delivering babies! On Wednesday morning I arrived to work to find two ladies approaching the second stage of labour and I admit, I felt under pressure to perform. Luckily, the lady having her third baby was happy to try different positions, and got into the four fours and breathed her baby out, still in the membranes with no stitches required. RESULT! Mary was ecstatic about this new method of childbirth and went on to deliver the next lady in the same position with an

identical outcome. This is something hard to achieve in the UK, and nothing short of a miracle in Uganda.

I am amazed at the attitude and determination of the ladies and midwives in Uganda. They approach labour knowing that it is inevitable and just retreat into themselves. There are no options for analgesia on offer so they focus, accept pain, adapt and use it accordingly. They are very "in-tune" with their bodies and accepting of the labour process.

The challenges that midwives face daily in Uganda would make most of us walk away in despair. They go to work knowing that at any time a baby or mother may die, and they do not have the facilities to deal with it. I am grateful that I work in such a well-staffed, well equipped unit that values education and training.

My experiences in Uganda have made me a stronger person and a more passionate midwife. I would like to thank the RCM and UPMA for the fantastic opportunity and the James Paget University Hospitals NHS Foundation Trust for allowing me to represent them in this project. I would encourage all staff to look for opportunities globally and get a global perspective on medicine and healthcare. It has made me appreciate our corner of Norfolk and what a great facility and team we are.

Nicola Lovett, Practice Development Midwife

JPUH Annual General Meeting 2014

The importance of acute stroke care in improving treatment outcomes for stroke patients was the focus of this year's Annual General Meeting/Annual Members' Meeting on 15 September.

The keynote presentation, given by Dr Hilary Wyllie, emphasised the power of good liaison with A&E, improvements in stroke nursing, and an Early Supported Discharge team, in ensuring that patients' and their families' needs are put first. Dr Wyllie also spoke of her pride at the kindness and excellent organisation of the JPUH stroke team which was reflected in recent feedback from patients and their carers. One patient said: "A truly excellent service, not just for the stroke victim but for the family."

The evening opened with a marketplace of displays representing departments and initiatives from across the Trust, including Learning Disability and Autism, Dementia Services and Infection Prevention.

Chairman David Wright welcomed guests to the meeting and played a short video which showcased the achievements of the Trust over the past 12 months. It is available to view from the Trust's website.

Chief Executive Christine Allen unfortunately could not attend the evening but had recorded a video giving an overview of 2013/14. She gave a positive report of the Trust's performance, including the results of the Care Quality Commission visit in November, and particularly thanked staff, health partners and the local community for their support.

Director of Nursing, Quality and Patient Experience, Liz Libiszewski, and Medical Director, Nick Oligbo, presented an overview of the Quality Report. Director of Finance, Mark Flynn, presented the financial information from the annual accounts and former Lead Governor, Hugh Sturzaker, reviewed the Governors' activities. Liz Sanford from external auditors Grant Thornton confirmed the Trust's assessment of its performance and congratulated the teams she dealt with for their professionalism.

The Chairman concluded the evening by looking ahead at 2014/15 and describing some of the robust processes in place to review all services to ensure they are fit for the future. Despite increasing challenges within the healthcare setting, including financial pressures and demand for dementia care, he said that the Trust was in the 'best place it could be' to face the storm ahead.



RCN Chief Executive pays visit to JPUH

Nurses at the JPUH have met Dr Peter Carter, Chief Executive and General Secretary of the Royal College of Nursing (RCN).

Dr Carter met with frontline nursing staff, RCN members and senior nurses at the Gorleston hospital on Friday 1 August.

Dr Carter was given a tour of the hospital and met RCN steward Julie Smith, Deputy Director of Nursing Julia Hunt and Director of Nursing Liz Libiszewski. He also gave a presentation in the postgraduate education centre on the general state of healthcare and nursing in the UK. Julie Smith, RCN Board Member and steward said: "We were delighted to welcome Dr Peter Carter and to show him the fantastic work of our nurses and our RCN Activists. We found his presentation informative and inspiring."

Dr Peter Carter said: "My visit to the James Paget University Hospital gave me a valuable opportunity to meet with patients, RCN members, and other nursing staff. I have been very impressed by the enthusiasm and commitment of the hospital staff. The trust is investing in nursing and that is vitally important for safe and high quality patient care."



Dolphin Suite celebrates 1000th birth

The 1000th baby to be born at the Dolphin Suite arrived in the early hours of 23 July.

Dorothy Elizabeth was born shortly before 4am and weighing 7lb 12oz, much to the delight of proud parents Gareth and Lucy Jones of Southwold.



Gareth and Lucy Jones of Southwold.

The birth was also met with celebrations by staff on the midwifery led birthing unit who had been anticipating the landmark arrival.

Head of Midwifery, Carol Mutton, said; "We are

delighted that the 1000th baby has been born in the unit, and on behalf of everyone at the James Paget, we offer our congratulations to Gareth and Lucy on their new arrival. The Dolphin Suite has been a huge success since it opened just over three years ago, exceeding our own high expectations."

"When we planned the unit, the estimate was that 10% of births would happen there. I am delighted that this has been surpassed, achieving around 14%. The women and their supporters who have given birth in the suite have appreciated the tranquillity of the unit and really have felt it was like a home from home."

"There is a core team of midwives working there, with invaluable support from community midwives who bring with them the skills they have with supporting women who choose to give birth at home. We look forward to welcoming the next 1000 women and their supporters to our unit."

Parkinson's education and training for health and social care staff

Every hour, someone in the UK is told they have Parkinson's. Because we're here, no one has to face Parkinson's alone.

Parkinson's can be a complex condition to understand whether you are living with it or caring for those who do. Because...

- Everyone is affected differently
- A wide range of symptoms may be experienced (motor and non motor)
- Episodes such as 'freezing' and 'on/off times' are commonly misunderstood
- Knowing what is a symptom or side effect of medication can be difficult to determine
- Specific medication management – each person needing their meds at times individual to them.

If you would like to learn more, view the wide range of resources available for health and social care professionals at www.parkinsons.org.uk and have a look at the education and

Get It On Time

People with Parkinson's need their medication on time – every time

For more information about education and training, visit www.parkinsons.org.uk or contact Cherry Townsend on ext 3669 or email cherry.townsend@jpaget.nhs.uk

PARKINSON'S UK CHANGE ATTITUDES. FIND A CURE. JOIN US.

training programmes that are offered free of charge to those working in health care settings.

For further information about booking a training session, please contact:

Cherry Townsend, Practice Development Nurse, Ext: 3669
email cherry.townsend@jpaget.nhs.uk



Fundraising success for LHC



Golf Day

Roundhouse put on a golf day for us at Rookery Park. A fabulous day and we raised valuable funds for the Centre by holding a raffle after the tournament.

Children's Cancer Song

Four year 11 children from Edward Worledge school wrote a song about cancer after being inspired by Stephen Sutton's story.



Vintage Coffee Morning

Was on Saturday August 30 in the Louise Hamilton Centre. It included a light lunch and glass of Pimms with a flower demonstration given by Julia Knights. A tombola and raffle were held to raise much needed funds for the centre. The Mayoress of Great Yarmouth, Marlene Fairhead, and her husband Peter attended. A big thank you to Maxine Taylor, Helen Rowe and Roberta Lovick plus volunteers Christine Green, Doreen Brind, Renna and Alan Parsons.



Dance Fitness Evening

Team Berna Dance Fitness and Footsteps held a Zumbathon

Charity Evening for Palliative Care East on Monday 14 July 2014. A raffle was held with members donating raffle prizes and their entrance fee. Team Berna Dance Fitness is held at the Kingfisher Dance Centre in Gorleston. Many thanks to Berna Akinal and all her lovely ladies for supporting us.

Events 2014

**Saturday 18th October
LHC Charity Quiz
Night and Raffle**
at the Boulevard,
Oulton Broad, Lowestoft.
7.30pm for 8pm start.
Ticket £8.50 inc food,
Chilli or Curry with Rice/
Chips or Jacket Potato,
or £4 just for a ticket.
For tickets contact linda
at lrcollins35@hotmail.
com

**Wednesday December 3
Christmas Carol
Concert and Craft
Fair** in the Louise
Hamilton Centre. 7.30pm
to 10pm. All welcome.
**For further details
contact Maxine or Helen
on ext. 3348**

Staff BBQ

As part of the staff BBQ a raffle took place in aid of the Louise Hamilton Centre which raised £150. Pictured are the lovely prizes that were on offer.



We still need your help

...fundraising
...volunteering
...meet and greet

The centre is about making the end of life worth living for patients and families whose lives are affected by cancer and other incurable illnesses.

**Find out more on
www.palliative-care-east.org.uk or phone
Maxine or Helen on
01493 453348 or
[www.facebook.com/
LouiseHamiltonCentre](https://www.facebook.com/LouiseHamiltonCentre)**

You can now donate by
Text PCEA01 to 70070

Mobile Phones

If you have any unwanted phones we can recycle them and receive up to £30 per phone – Please drop them in at the Louise Hamilton Centre.

We are in urgent need of raffle prizes – if you have any spare gifts or unwanted presents please contact us.

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 & Foundation Team. The next edition is due Winter 2014.

Contact us with your feedback, suggestions or future content:

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Stephanie McKenna Communications and Social Media Officer 01493 453656 email stephanie.mckenna@jpaget.nhs.uk