

# Trust Matters

Governors' Newsletter



QEH makes  
substantial  
improvements  
following CQC inspections



A night to celebrate and reward  
The winners of Team QEH Awards 2020 announced

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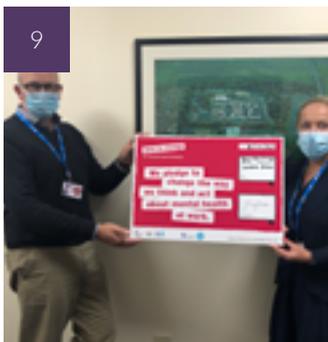
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# Welcome



**This year has been dominated by the Coronavirus (COVID-19) pandemic and the public are familiar with the many changes in working practices and delivery of care that have occurred.**

Despite this, we have not lost sight of the longer-term ambitions for our Trust and this edition highlights important developments that have progressed in the last few months - the acquisition of the Sandringham hospital, the new School of Nursing for King's Lynn, the digital future for the hospital and the hope for a new hospital in the longer-term. Also, the interim CQC inspection has been very positive; we summarise their findings and provide links to their feedback to the Trust from their visits in the Autumn.

Coronavirus has put a lot of pressure on the organisation and steps have been taken to support the staff on the frontline and we feature the initiatives to provide mental health support throughout the organisation, with new psychological appointments and the establishment of Mental Health First Aiders in every department.

Finally, we are proud to announce the awards to our staff, who contribute excellent care in so many different ways and we congratulate not only the winners mentioned here but also all those whose names were put forward in the awards process, all of whom have gone beyond their normal duties to serve our patients.

## **Dr Jonathan Dossetor**

Chair of Membership & Communications Committee of the Governors' Council



**NHS**

**Let's keep letting fresh air in to help stop the spread.**

**HANDS** **FACE** **SPACE**

**STAY ALERT > CONTROL THE VIRUS > SAVE LIVES**



# QEH makes substantial improvements following CQC inspections

**Back in September 2020 the Trust welcomed inspectors from the Care Quality Commission (CQC) to inspect six of its core services.**

The inspection saw all of the Trust's core services now rated 'Good' for caring following the two unannounced visits to the Trust made between 14-23 September 2020. The inspection focused on the core services which had been rated either 'Inadequate' or 'Requires Improvement' in the Trust's 2019 inspection.

The core services inspected by the CQC during their visits were: Medicine, Urgent and Emergency Care, Maternity, Diagnostic Imaging, End of Life Care and Surgery.

## The main headlines from the reports were:

- None of the Trust's core services inspected are now rated 'Inadequate' compared to 19 areas in the same services rated 'Inadequate' in the Trust's 2019 inspection
- All of the Trust's core services (listed above) are now rated as 'Good' for Caring – marking a further significant improvement
- The Trust has three 'must do' and 34 'should do' actions from its 2020 inspection, all of which already feature in the Trust's Integrated Quality Improvement Plan and have work underway (compared to 206 in total in 2019 and marking a 82% reduction in 'must do' and 'should do' actions)
- As a result of the Trust's latest reports, the Trust will be applying to the CQC to have 17 out of the 22 Condition Notices placed on the Trust at the July 2019 inspection removed

CQC's Chief Inspector of Hospitals, Professor Ted Baker, said: "Our inspectors found improvements at The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust, but more work is needed to ensure patients always receive the care they should be able to expect.

"We found real cultural change had taken place across the Trust and staff were demonstrably more positive and engaged. Our inspection team particularly noted how caring staff were and found examples of staff who exceeded expectations to help people.

**"I am incredibly proud of the significant progress that the Trust has made."**

**Caroline Shaw CBE** - Trust Chief Executive

"The dedicated work of staff deserves recognition, a number of improvements have been made at the most challenging time for hospital services, and this is to be commended."

Chairman of the Trust, Professor Steve Barnett said: "These results are an incredibly important milestone in the Trust's improvement journey which started 18-months ago. This latest inspection report is an important external endorsement and recognition of the substantial improvements to patient and staff experience the Trust has made."

Trust Chief Executive, Caroline Shaw CBE said: "I am incredibly proud of the significant progress that the Trust has made. These results show that the hard work, focus and determination of our staff is very much paying off and our job now is to work together to build on this progress further in 2021, and ensure we consistently deliver the compassionate care and high quality services that our patients and local community deserve."

## The CQC identified several key areas where the Trust has made improvements including:

- Patients were treated with respect and dignity. Staff are compassionate and include patients and their relatives in decision making
- Infection control and prevention is well managed
- Where possible, services are developed with patients in mind
- Local leadership teams are passionate about their services and are visible and respected
- Staff are largely positive about their roles and the services in which they work. They spoke positively about their peers and the support they received
- Staff felt able to escalate concerns

Due to COVID-19 restrictions, the CQC could not carry out a full inspection of the Trust. This means that while the individual services that the CQC re-inspected will see their ratings change, the overall Trust rating will remain as 'Inadequate' until a full inspection of all areas can take place. It is hoped this will happen in 2021.

While the Trust has made strong progress, there are some clear areas it must give even greater focus to in the next stages of its improvement journey, building on the work already underway in each of these areas, including:

- Staff support, including mandatory training
- Record keeping
- Consistency of performance against national targets
- While it was recognised that staff engagement and communication with staff has improved, there is further work to do to engage effectively with all staff groups and improve organisational culture

**"Our inspection team particularly noted how caring staff were and found examples of staff who exceeded expectations to help people."**

**Professor Ted Baker** - Chief Inspector of Hospitals, CQC

You can read the report from the CQC by clicking here.



# Sandringham Unit opens to patients

The new Sandringham Unit at the Trust opened as a new elective surgical facility on Tuesday 10 November and it's hoped it will lead to a much-improved experience for patients and their families as the hospital heads in to its busiest months of the year.

The Sandringham Unit provides the hospital with a dedicated elective surgical facility and means the Trust can restart its elective surgical programme.

The Surgical Pre-Assessment team completed their move into the Sandringham Unit on 28 October and this new dedicated facility means that all patients will now go to one place for their surgical pre-assessment bringing this important service under one roof.

Initially 12 extra beds have opened at the Sandringham Unit (soon expanding to 25 beds), and the two additional surgical theatres will help the Trust to cope with the demands that winter and the second wave of COVID-19 may bring.

Kari Caley, who was one of the first patients to use the new facilities, was impressed with the new service and commented: "The Sandringham Unit was really lovely and the staff were very caring and welcoming - overall I'm happy."

As well as extra space and capacity, the hospital has also welcomed over 70 new members to the Trust, following the transfer from BMI to QEH.

Denise Smith, Chief Operating Officer at QEH, said: "We are so pleased to open the new Sandringham Unit. This is fantastic news for our patients, their families and our staff. We are delighted to have a dedicated elective surgical centre which will be open all year round for our local population.

"The acquisition of the Sandringham Hospital is a really important strategic development for the Trust and one which will hugely benefit our patients and local community."



# School of Nursing gets the go-ahead

West Norfolk is set to get its own School of Nursing thanks to funds from the Government's Town Deal Accelerated Funding which was confirmed in October.

The bid, supported by the Trust, the Borough Council of King's Lynn & West Norfolk and the Town Deal Board, was developed by the College of West Anglia. A grant of £597,000 has now been secured to deliver this project which will see high quality nursing training facilities developed at the college campus. The college will deliver the Level 5 (foundation degree equivalent) Associate Nursing Apprenticeship to support the future workforce needs of the QEH.

The project will include the provision of two high-quality teaching spaces, refurbished into a hospital ward with two beds and equipment, to give students near real-world experience of a clinical setting, and a simulator suite with two beds and clinical simulator dummies to present students with challenging situations. Scenarios from the simulator suite will be broadcast into larger classrooms so that a larger body of students can learn from the experience.

Dr April Brown, Chief Nurse at QEH, said: "We are absolutely delighted that funding has been secured for the West Norfolk School of Nursing.

"Once in place, this course will open up career opportunities for local people who perhaps never thought that there would be a chance to study nursing in West Norfolk, closer to home.

"The capital part of this project will be completed within the funding timescales, with the accreditation work taking place in order for the School of Nursing to receive their first cohort of students in September 2021."

# Answering your questions

## Question

I am confused about the rules concerning hospital attendance - are there any exemptions from the rule allowing only the patient to come to the hospital?

## Answer

Yes, there are specific situations when you can accompany a patient into the hospital

- One person can accompany a child or vulnerable adult patient - including those with learning disabilities, autism or dementia - to Emergency Department (ED) or to an appointment
- A partner can attend a 12 and 20 week anti-natal ultrasound appointment, and be present in the delivery suite to support their partner during childbirth, including labour induction. This will also apply to all appointments following the loss or stillbirth of a baby
- A partner can also visit the Antenatal Ward if you are admitted, and also the Postnatal Ward following the birth of your baby, between the hours of 8.30am and 8.30pm
- A parent/carer can stay with a child who is on our children's ward all the time
- One person can accompany a patient attending a cancer clinic appointment
- One person can visit a patient receiving end-of-life care. Ideally, this should be the same person in any 24-hour period, unless there are exceptional circumstances at the ward's discretion

## Question

My relative is in the hospital and now cannot visit them. How can I keep in touch?

## Answer

You can book a video-call with your relative. These have to be booked with the ward the patient is on, so ring Switchboard (01553 613613) and ask to be put through to the patient's ward. The ward will have a mobile phone that can be given to the patient for the video-call.

You can leave a message for a patient with the Patient Advice Liaison Service, who will print it off and deliver it to the patient (01553 613351 or 01553 613343).

Staff on the main Reception Desk will take delivery of any essential items and deliver them to patients on the wards (Monday to Friday 9am to 4pm, or on weekends by arrangement with the ward). You mustn't just leave items at the Reception Desk as they will not be secure.

You can write or send cards in and they will be delivered to patients on the wards.

**Note - these rules can change; please check on the QEH website for the latest information about visiting.**

## Question

I know the hospital currently has longer waiting times for appointments because of COVID-19. How can I find out how long the wait will be for me?

## Answer

At the point of referral the GP may give an indicative wait (the GP secretary and/or the patient if they book themselves can see this on e-Referral). Or you can contact the hospital on 01553 613400 or e-mail [appointmentchanges@qehkl.nhs.uk](mailto:appointmentchanges@qehkl.nhs.uk).

## Question

I have been asked to attend ED – where is that?

## Answer

Our Emergency Department (ED) is also known to many as the Accident and Emergency Department (A&E). To access our ED please come to the main entrance of the hospital and there is clear signage to the left of the main entrance indicating how to access ED.

## SUPPORTING THE PSYCHOLOGICAL WELLBEING OF TEAM QEH

This year, it has been more important than ever to ensure the health and wellbeing of Trust staff. The pandemic has left a mark on people all over the world, but even more so for the healthcare workers on the frontline, who have seen some difficult and traumatic sights.

In response to the pandemic, the Trust implemented a Health and Wellbeing plan that made access to timely health and wellbeing support for staff easy.

During the first wave of COVID-19, the Trust quickly created a clinical psychology package for its staff, which is run by the Trust's Clinical Psychology team. The package included 1-2-1 or team sessions with staff across the hospital, working particularly closely with those on the wards and areas most affected by the harsh realities of working during COVID-19. All members of Team QEH can request these sessions themselves or be referred to the team by their manager.

As the pandemic continues, the Trust has recruited a specialist staff Clinical Psychologist, Will Bratby, who is on hand providing psychological support. Will is also responsible for providing support to COVID zones and for training our very own Mental Health First Aiders.

To support our Clinical Psychologist and increase accessibility, 13 Mental Health First Aiders have been recruited, who have completed specialist training with support and guidance from the Trust's expert Clinical Psychology Team.

Any member of the Mental Health First Aid team can be contacted by staff for support and psychological aid. This can be via email or even just a quick telephone chat. They are available as regularly as required and work in a variety of areas across the hospital to ensure that all of Team QEH has the support that they need.



## Trust signs "Time to Change" pledge

The Trust took an important step forward towards ending the stigma surrounding mental health in the workplace by signing the "Time to Change" Employers pledge back in October.

The "Time to Change" scheme aims to support employers to create a more open and understanding culture surrounding mental health problems in the workplace, supporting businesses and their employees in the fight against mental health discrimination.

The "Time to Change" campaign is part of the Trust's wider health and wellbeing scheme, which was created to support colleagues with mental health issues and give them the tools they need to live a healthy life.

The pledge was signed at the Trust Board meeting on Tuesday 6 October, by hospital Chairman Professor Steve Barnett and Chief Executive Caroline Shaw.

In his pledge speech, Chairman Professor Steve Barnett said: "Working within healthcare can be a source of great fulfilment, growth and with great

reward but also at times a significant source of stress, working through the current pandemic without doubt has seen this come to the point of it being overwhelming for some of our staff members.

"Challenging how we all think and act about mental health at QEH can make a real difference to employee wellbeing. It will lead to improving our sickness absence rates, staff wellbeing, productivity, and staff retention.

"By signing this pledge we commit to change how mental health is talked about and acted upon at the QEH."

The Trust is also encouraging all staff members to sign an individual pledge to say they will support their colleagues and patients with mental health issues without discrimination.

"Time to Change" is a Government-backed scheme, aimed at working with employers to end the stigma surrounding mental health in the workplace. The QEH is one of 1,500 employers across the UK to sign the pledge.



# A night to celebrate and reward

This year's Team QEH Awards saw the Trust receive a record breaking 550 nominations highlighting some of the very best care and innovation the Trust has to offer.

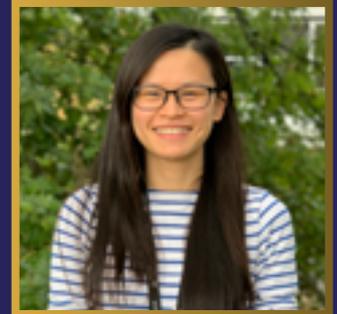
Judging was particularly difficult with each and every colleague across the Trust having stepped up to support patients, their families, the local community and each other throughout COVID-19.

While the Trust couldn't hold the ceremony in the format it had hoped, it was able to celebrate the amazing work of staff by holding a virtual ceremony for the whole Trust to join.



**The We Listen Award**  
**Julia Denyer**

Awarded to an individual who has demonstrated an outstanding commitment to listening to colleagues and/or patients, making Team QEH a better place to work.



**The We Act Award**  
**Dr Ee Lim**

Awarded to an individual who has the courage to speak up and who works collaboratively, always seeking ways to personally develop while willingly sharing knowledge with others.



**The We Care Award**  
**Katie Ball**

This award recognises an individual who provides exceptional person-centred care through listening to and understand the needs, goals and wishes of patients, service users and their families and who then delivers that care with exceptional compassion and dignity.



**The Patient Safety Champion Award**  
**Helen Smith**

Awarded to an individual who has made an outstanding contribution to improve patient outcomes, improve safety or the standard of care delivered. The individual actively tackles and improves the patient safety culture and outcomes within their area or across our hospital.



**Clinical Team of the Year Award**  
**Tilney Ward**

This award is presented to a clinical team that has gone above and beyond the call of duty and has made an outstanding difference to our patients. This team is an exemplar in working effectively to deliver clear benefits for patients and their families.



**Non-Clinical Team of the Year Award**  
**Waste Team**

This award is presented to a non-clinical team that has gone above and beyond the call of duty and has made an outstanding difference to colleagues by providing a support service that enables the smooth running of the organisation. The team is an exemplar of working together effectively to deliver clear benefits.



**The Volunteer of the Year Award**  
**Jack McAllister**

This award recognises a volunteer helping within our hospital who has given their time to make the greatest difference to patients or staff, or both.



**The Leader of the Year Award**  
**Pamela Chapman**

This award recognises brilliant leadership by an individual who demonstrates a positive and sustained impact on patients, service users, carers and/or staff whilst role modelling our values.



**The Growing Our Own Award**  
**Alice Cawte**

This award recognises an individual in the early stages of their career and who has joined the hospital within the last two years. The individual has made a notable achievement in their learning and development. Their learning journey will have transformed their own lives and has positively impacted the lives of others.



**The Behind the Scenes Award**  
**Stewart Nimmo**

This award is presented to an individual who may not come into contact with patients on a daily basis but whose work behind the scenes consistently contributes to the smooth running of the hospital. It recognises colleagues in non-clinical roles, working in any part of our hospital, supporting Team QEH to deliver brilliant care.



**The Living Our Values Outstanding Contribution Award**  
**Karon Strong**

The winner of this award has made an outstanding contribution to the delivery of safe, compassionate care for our patients and their families. They embody Team QEH values by empowering those they work with and provide safe, compassionate and attentive services for patients and a positive working environment for their colleagues.



**The Chairman's Award for Excellence in Research and Innovation Award**  
**Simina Stefansecu**

This special award is presented to an individual who has demonstrated exceptional innovation in their work or creative thinking to develop/improve services. The individual has made a difference to patients, either directly or behind the scenes. The winner has been chosen by our Chairman, Professor Steve Barnett.



**The QEH40 Hero Award**  
**Richard Brighty**

This award was launched to recognise an individual member of Team QEH for our 40th birthday. Open to nominations from local community, partners, our own staff and other stakeholders to honour an exceptional member of our current staff.

A DAY IN THE LIFE OF

# Vilius Savickas

## HOSPITAL PHARMACIST

Vilius has been a Pharmacist for 10-years and recently joined the Trust this September. Vilius has known he wanted to be a Pharmacist since being in high school, having always been interested in making decisions about treatments and caring for patients.

A pharmacy professional does so much more than what people might imagine. It's not all just about dispensing medicines.

Working alongside Doctors and Consultants are a team of Pharmacists and Pharmacy Technicians assessing medication appropriateness, safety and effectiveness for patients across the hospital.

### 9.00AM

I start the day by attending the morning huddle with the Pharmacy Team. We take this time every morning to look at our priorities, as well as the Trust's operational situation such as capacity and discharges for that day. This helps us map out our workload.

### 9.15AM

After the team huddle, I head up to Tilney Ward to join the morning meeting alongside the ward's Doctors, Nurses and other healthcare professionals such as Physiotherapists and Occupational Therapists. We use this time to talk through the patient care plans, ensuring each patient is receiving the correct individualised care and the appropriate medication. It's a good opportunity to discuss any concerns and meet as a team before we begin our day-to-day duties.



### 9.30AM

After the team meeting, I head out on my morning rounds of the ward. There have been a few new patients admitted to the ward overnight, so I introduce myself to them and ensure they are on the correct medicines and doses and update any changes. I am typically assisted by a Pharmacy Technician who takes the patient's medication history and refers any suspected discrepancies to me. This process is called medicines reconciliation.

In my role, I closely collaborate with the Doctors on the ward. This morning, I meet with the Doctor to discuss some blood results of a patient who was admitted after having a nasty fall. We discuss the medication required and I assess if it's the correct medication for that patient and that it will be clinically safe and effective. This is called medicines optimisation.

### 11.30AM

As the morning ward rounds continue, a Junior Pharmacist may join me, and I watch them interact with the patients and give them feedback. I really enjoy this part of my role and teaching my colleagues. It's a privilege to see the juniors develop and grow into integral parts of the Pharmacy team.

### 1.00PM

After a quick lunch, the team has an afternoon huddle. We use this time to make sure we are on track for the day, reprioritise and look at any new jobs that have come in.

### 1.30PM

This afternoon I'm attending an education session, which is something we try to facilitate within the department on a weekly basis. It's a great opportunity to discuss more complex patient cases, give presentations about departmental projects or audits and review new guidelines or policies in the pharmacy world.

### 2.30PM

I'm part of the pharmacist team updating the COVID-19 guidelines alongside colleagues from other specialties. As the situation evolves so rapidly, it's important that all our policies are up-to-date to ensure everyone across the Trust is singing off the same hymn sheet.

### 4.00PM

I spend some time making sure I've achieved everything I had set out to do for the day. Some days are longer than others; as I stay on to ensure that any patients being discharged are going home with the right medicines to give them the best experience possible.

“ I really enjoy this part of my role and teaching my colleagues. It's a privilege to see the juniors develop and grow into integral parts of the Pharmacy team. ”



# Digital roadmap to excellence

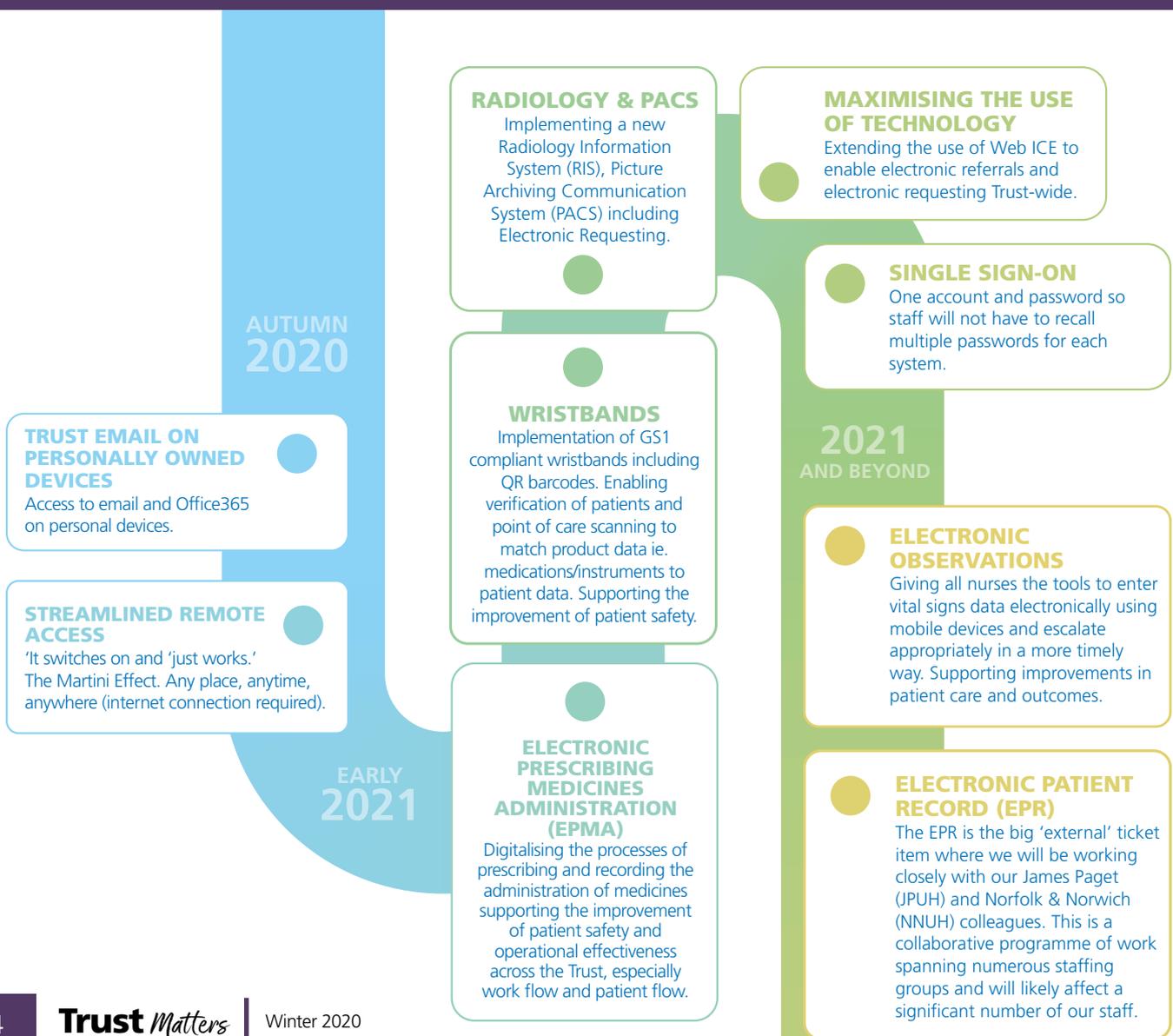
The Trust has been named as one of the most 'digitally immature' trusts in the country - but that is about to change. A swath of new initiatives and investments in new posts will help the Trust to achieve its full potential, and improve patient and staff experience.

The Trust has appointed a new Head of Digital, Nigel Hall to lead its Digital Team, in addition to a Chief Nursing Information Officer and a Chief Clinical Information Officer who will support the Trust's digital transformation with the Trust's medical and nursing workforce.

As well as strengthening its digital team a number of key digital projects for 2020/21 are also underway:

- Radiology Information System (RIS) - which will help the Trust's Radiology department with digital booking of patients, reporting, scheduling and easy access to clinical information
- Electronic Prescribing and Medicines Administration (EPMA) - which will reduce the manual processes currently in place to prescribe medication and provide a digital solution which will reduce the chance of human error and patient harm
- E-Observations - which will allow observations to be recorded at the touch of a button and help clinical colleagues to identify and more quickly respond to deteriorating patients

The Trust will be sharing more on its digital journey to excellence over the coming months.



# A year like no other: 2020 at QEH

2020 has been an unprecedented year for everyone and as an NHS Trust, QEH has been uniquely impacted and shaped by the COVID-19 pandemic. However, despite the additional pressures and challenges thrown at the Trust it has continued on its journey to excellence.

## January

- Began renovations to our Emergency Department
- Launched Same Day Emergency Care (SDEC)
- Announced as Lynn News Charity of the Year for our Maternity Bereavement Suite

## February

- Staff engagement and morale on the up - confirmed by being the only Trust in the East of England to have improved in every area of the national NHS staff survey

## March

- The local community steps up its efforts to support the Trust during the first wave of the COVID-19 pandemic with the Trust receiving £63,116 from the local community alongside generous donations of food, gifts and drinks

## April

- Research team recruited first COVID-19 patients to research trial

## June

- Roxburgh Centre launch new children's pre-assessment service
- Five-year Corporate Strategy is launched
- QEH consultant part of team behind new anaesthetic innovation that reduces the risk of nerve damage which was used in the UK for the first time at the QEH in September

## May

- Trust introduces video consultations to ensure outpatients appointments can still go ahead at the height of the pandemic
- QEH consultant part of the team developing app for critical care teams fighting COVID-19
- Featured on 'NHS Heroes: Fighting to Save Our Lives' Channel 4 documentary

## July

- QEH secures innovative clinic decontamination technology in partnership with Medovate
- The Duke and Duchess of Cambridge visit the Trust in celebration of its 40th birthday & the NHS 72nd birthday
- Rapid Assessment and Frailty Team shortlisted for The Patient Safety Awards 2020
- Awarded Gold Defence Employer Recognition Scheme
- 40th birthday of QEH

## September

- Board approves BMI Sandingham Hospital purchase
- BAME & LGBT+ Staff Networks launched and regular meetings underway
- Funding secured for West Norfolk School of Nursing

## October

- QEH signs the "Time to Change" pledge to work towards ending mental health discrimination in the workplace
- QEH announces closer working between Norfolk & Waveney's three acute hospitals
- Launched the digital roadmap

## August

- QEH colleagues invited to watch FA cup at Sandringham with Duke and Duchess of Cambridge
- Team QEH Awards nominations close with record number of nominations

## November

- SDEC won trio of awards at the GPA's Smarter Working Awards in Efficiency in the Property Portfolio



# Lighthouse painting starts auction for hospital cause

**An online auction will take place soon to raise vital funds for the imminent Maternity Bereavement Suite at QEH for parents who lose a baby either during, or shortly after birth.**

The idea was inspired by Nikki Brown-Smith, founder of Holistic Health in Wisbech, who rekindled her passion for painting during the pandemic period.

Ms Brown-Smith decided she would help raise funds for furnishings and essential extras at the QEH's planned Maternity Bereavement Suite, expected to be completed by April 2021. The target of £185,000 was met by the Trust's own charity giving £145,000 and £44,000 raised by the generous local community.

And Ms Brown-Smith recently ran a competition on Facebook asking for West Norfolk photos for her to paint. After five photos were chosen, a random number generator saw Julie May Smart's photo of Hunstanton Lighthouse selected.

A former graphics designer, Ms Brown-Smith proceeded to devote 300-hours to the oil painting of the lighthouse, which will be auctioned for the Maternity Bereavement Suite cause, also named as the Lynn News Charity of the Year for 2020.

Ms Brown-Smith said: "It was the most detailed painting I have ever done. When I started it was very slow, but halfway through I picked up a lot of pace. It would be nice to raise £300 for it as that would be a pound for every hour!"

The painting and other items will be auctioned in aid of the maternity bereavement suite thanks to the goodwill of Fakenham-based James and Sons Auctioneers who have agreed to support QEH by hosting an online auction in the New Year.

James and Sons Director David James said: "We are delighted to support such a good charitable cause and we have helped a number of organisations over the last few years.

"We did one for the Royal British Legion for 800 uniforms and I will do my best to help the organiser of this one. We will hold the auction online and it depends on the volume of items that come in, but it will be early New Year at the latest."

Ms Brown-Smith's painting will be auctioned, but Mr James has suggested branching out to practically everything including coins, stamps, military and sporting memorabilia with donations being welcomed from the community. It should be noted that James and Sons does not auction furniture. Local artists are encouraged to donate their work for the cause.

Speaking about her support for the Charity of the Year, Ms Brown-Smith recalled her own devastating loss at QEH nearly two decades ago. She said: "It was only when I found out the full title of the charity that it knocked me off my feet. 17-years ago I went full-term with a little girl who died. On the due date, there were no facilities at all and I went into a room at the back where I sat on a bed and a man put a briefcase on my lap.

"I was so traumatised and he said 'do you want her cremated'. It was just so callous and cold and my relationship eventually ended because of it. A Maternity Bereavement Suite will hopefully help other families and mothers cope better than I did."

If you would like to donate items for the auction, contact the QEH Fundraising Executive on 01553 613373, or at [laurence.morlaas@qehkl.nhs.uk](mailto:laurence.morlaas@qehkl.nhs.uk).

You can also send cheques payable to 'Maternity Bereavement Suite' or give online at [www.justgiving.com/campaign/QEHMaternityBereavementSuite](http://www.justgiving.com/campaign/QEHMaternityBereavementSuite)

**Article courtesy of The Lynn News**

**The online auction will take place in March 2021.**



# Helping you sleep healthier

Having a night of disturbed sleep can affect thinking, memory skills and emotional wellbeing. It can also cause individuals to have a lower mood and higher levels of anxiety and long term poor sleep patterns have been associated with increased risk of heart disease, stroke, diabetes, dementia and depression.

As a result of the National Inpatient Survey 2019, responses gained from Friends and Family Tests (FFT) and national sleeping research, a new project team has been created to help the Trust deliver better sleep for our patients.

The team is made up of a collaboration of staff across the hospital, including Emma Harrison, Patient Experience & Public Involvement Lead, Dave Close, Clinical Audit Manager, Zoe Coton, Research Nurse, Adrian Debney, Clinical Educator, Esme Corner, Lead Governor, Dr Steve Green, Clinical Psychologist and Leanne Kendrick, Library & Knowledge Services Manager. Together they have launched a plan to understand what the Trust can do to improve our overnight environment.

A spot-check survey, asking for feedback on sleeping at QEH, was launched on social media and sent out via email to Foundation Trust members, and inpatients were visited by Governors and Student Nurses on the wards.

The survey, which received over 120 responses, asked where the patient stayed in the hospital and how long for, with the results allowing the team to identify which areas needed the most improvements.

The results showed us that of those patients surveyed, 76% had disturbed nights of sleep and 84% stayed over one night and were therefore more likely to experience longer term detrimental effects of sleep disturbance.

The main causes for disturbance included staff, other patients and the ward environment, with the most common reasons for noise at night including call bells, confused patients, staff chatting, patients being moved at night and staff taking observations.

A plan has been set out addressing concerns raised in short, medium and longer term objectives which will be worked on by the Project Team.

Gayton Ward has already started making meaningful changes to work towards creating an improved sleeping environment for our patients, including installing a noise meter which serves as a visual warning, offering patients ear plugs or headphones and reminding staff how they can communicate at night to minimise disturbance to patients. Another small change which has made a big difference includes changing noisy bins to soft close.

In order to ensure we are making improvements to the experience of patients, HUSH will form part of the monthly clinical reviews and "Back to the Floor Fridays" as well as Matrons and Senior Nurses overnight visits.

A huge thank you to everyone who took the time to complete the survey and help us on our journey to improve patient experience.

# Staff Elections outcomes

Following the Trust's recent Elections in both Clinical Staff (two Governor roles) and Non-Clinical Staff (one Governor role) constituencies, we are pleased to announce the following declarations:

## Staff Clinical

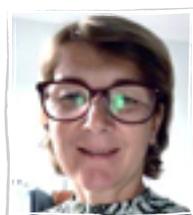
Name	Term of office
Paul Cullen*	until 31 January 2022
Prudence Fox	until 31 January 2023
Rebecca Perris	until 31 January 2023

## Staff Non-Clinical

Name	Term of office
Emma Carlton	until 31 January 2023



**Paul Cullen**  
Consultant



**Prudence Fox**  
Advanced Neonatal Nurse Practitioner



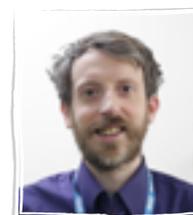
**Rebecca Perris**  
Foundation Doctor



**Emma Carlton**  
Health & Safety Compliance Manager



**Chaz Scholefield**  
Waste & Transport Manager



**Dan Todd**  
Ward Clerk

\*On the day of the Elections Declaration of Results, the Trust's remaining Clinical Staff Governor resigned leaving an additional vacancy. Therefore, following Trust Constitution guidelines, it was proposed that the Governors' Council appoint the third place candidate in the Clinical Staff Elections. This was not straightforward however as third place was 'tied' and subsequently, the Electoral provider, UK Engage, carried out a 'drawing of lots', with Paul Cullen being selected subject to Governors' Council agreement. This proposal was approved at the 10 December Governors' Council meeting, whereby Paul was declared Staff Clinical Governor with immediate effect.



Let's keep  
letting  
fresh air in  
to help stop  
the spread.



HANDS



FACE



SPACE

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES