

Charity Update - August 2020

The Norfolk & Norwich Hospitals Charity is registered with the Charity Commission (reg no 1048170). It works to enhance the care provided to patients of the Norfolk & Norwich University Hospitals NHS FT through research, education, purchase of equipment, staff support and providing 'extras' that are otherwise not available through the NHS.

Cromer Hospital development

The Turf Cutting Ceremony for creating the North Norfolk Cancer Centre took place last month and now the hoardings have gone up around the construction site at Cromer & District Hospital. This is one of the Charity's most significant projects this year and is a very exciting opportunity for the Charity to work in partnership with Macmillan and the Trust to improve the facilities available for cancer patients in North Norfolk. Opening to patients is due in summer 2021.



Recent Charity Grants

Some of the projects supported by the Charity are over £1m, whereas others are much more modest – but can have real impact. The following are a selection of grants that the Charity has awarded recently:

- £2,520 for Big C to run an exercise programme for cancer patients;
- £3,840 to fund 7 paediatric training courses;
- £9,550 to fund an additional ultrasound scanner for Cromer Hospital;
- £385 to purchase 100 digital thermometers for Cystic Fibrosis patient home monitoring;
- £333 to pay for a music licence in the Maternity Department waiting area;
- £518 for an iPad to enable patients with severe/profound hearing loss to communicate with staff;
- £300 for Breast Cancer patients to help with the cost of post-surgery bras.

Anyone with suggestions for future grants is invited to contact the Charity Grants Team.

For information about using the Charity's funds please contact the Charity Grants Team via charitablefunds@nuh.nhs.uk or call Julie Cooper, Samuel Ridge-Ward or Ross Dennison on x3495

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Monitoring the Impact of Charitable Expenditure

A key part aspect of the Charity's work concerns follow-up on charitable expenditure, so that we can assess which grants are particularly effective and can report to donors and potential donors on how we are using funds to generate the most benefit. Follow-up on two projects is as follows:

Ward Boards

Last year the Charity was approached for funding to purchase and install new information boards at the entrance to wards and departments, to facilitate the provision of better, clearer information for patients and staff.

Rosemary Moore, of the Trust's Patient Panel, has said:

"Thanks to Charitable Funds, NNUHFT has been able to introduce standardised Ward / Department Boards across the Trust. 'Ward boards' are an innovative and eye-catching way of providing information to patients, carers and family members. They are informative in a friendly pictorial manner, providing lots of useful help and facts about what happens on the wards and who to ask for additional information. Fear of the unknown and lack of transparency are issues that patients can face and this initiative is a way of addressing both those concerns. The Patient Panel at NNUH were delighted to be involved in feedback on this project and think they are a huge asset to making the whole patient experience as positive and reassuring as possible."

Joel Fiddy, Theatres Governance & Risk Management Facilitator said:

"In Theatres we've found the boards a vital tool to help communicate with our staff, our patients and their family/friends. Although they can't stay within the department, family members often wait as close by as possible for their loved ones whilst they have their procedure and whilst doing so, we've observed several relatives reading the information on the 'welcome to/quality boards'. It's really valuable to use the board to help communicate and provide reassurance their family are having a procedure in a department which values quality and promotes safe, effective, responsive and well-led care."



The boards have also featured as a professional, bright and colourful background for staff featuring on the local news recently!

Bus tickets

For many years, the Charity has supported patients to get home from hospital, where they have no money with them and no other way to leave the site. This primarily applies to ED patients and recently a switch was made from giving patients cash, to providing them with a scratch card bus ticket. This is another of the small ways that the Charity is able to make a difference for patients and also make life easier for staff.

Brian Cornwell (Patient Services Manager) says

"Since providing bus tickets instead of cash, Site Practitioners have said that they prefer the scratch card systems, as the Site Operations Team have a supply and do not have to visit the cash office to get cash for tickets either during the day when the Cash Office is open, or by accessing the safe when it is not."

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For more information please visit us at: www.nnuhcharity.org.uk

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