



# Inside Story



**James Paget  
University Hospitals**  
NHS Foundation Trust

## News from the JPUH Governors

Welcome to this COVID 19 edition of Inside Story which is produced by the Governors who are now six months into our term of office.

### Appointed Governors (x5)



Councillor  
Mary Rudd  
East Suffolk  
Council



Councillor  
Emma  
Flaxman-Taylor  
Great Yarmouth  
Borough Council



Councillor  
James Reeder  
Suffolk County  
Council



Councillor  
Haydn Thirtle  
Norfolk County  
Council



Dr Neil James  
UEA

### Public Governors (x10)



José  
Bamonde



Stuart  
Brooks



Jim  
Carter



Ian  
Clayton



Ben  
Falat



Lyn  
Gibbs



Mike  
Field



Jane  
Harvey



Sheena  
McBain



Jan  
McCarrick

### Staff Governors (x4)



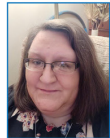
Yvonne  
Hacon



Devender  
Khurana



Jane  
Oldman



Carol  
Tuck

The role of Governors remains the same with the key responsibilities of representing the views of you, our members, and the public and holding the Non Executive Directors to account. How we have been doing this has radically changed. Because of the restrictions imposed by the Government to help reduce the spread of the virus, Governors have been keeping away from the hospital and we have not been able to meet and chat to members of the public. Although this opportunity is currently not open to us, we keep talking to those we know and always welcome your views or ideas via our email address, [governors@jpaget.nhs.uk](mailto:governors@jpaget.nhs.uk)

Meetings are now held virtually and have been curtailed because of pressures on all of the staff. The Council is supported by Ann Filby, Trust Secretary, and the Corporate Affairs team. Our meetings are attended by the Chair, Anna Davidson, and the Non Executive Directors, the Chief Executive, Anna Hills, and members of the Executive Team whose workloads have greatly increased during the last 12 months. Virtual meetings take place on the dates listed on the website, which can be accessed using the link [Council of Governors meetings \(jpaget.nhs.uk\)](https://www.jpaget.nhs.uk/council-of-governors-meetings)

If you would like to observe a Council of Governors meeting or receive a one page update following the meeting please email us at [governors@jpaget.nhs.uk](mailto:governors@jpaget.nhs.uk)

## New Children's waiting area in the Emergency Department (ED)

A new waiting area for children and young people opened on Monday 15 February 2021 as part of our improvements to the hospital.

This means that our children and young people now have their own modern and spacious designated area to wait for treatment, replacing a small area which was no longer fit-for-purpose.

We are about to embark on the second phase of the project which includes a full refurbishment of the existing adult waiting room, the reception area and constructing a new main entrance to the department.

Where You come first

# The COVID-19 vaccination hub

Despite being extremely busy, staff have again gone "above and beyond" by setting up and running a Vaccination Hub in the Louise Hamilton Centre.

Thousands of people have received their vaccinations through the hub, and lots of positive feedback has been received on the organisation, efficiency and friendliness of the staff and volunteers working there. Well done to all concerned.



## Supporting our more vulnerable patients

We would like to highlight the fact that Rebecca Crossley, Learning Disability and Autism Nurse Specialist at the James Paget (pictured left), has set up a specific area adapted to meet the needs of these patients so that their visit is less stressful and frightening for them.

This initiative has received praise and recognition from other Trusts across the country - you might have seen this on BBC Look East or on social media. Governors are very #Proud of the Paget.

## The emotional wellbeing of our patients

We are all finding the current pandemic difficult – and we know that it is tough for our patients who can't have visitors.

The team has prepared some information for our staff to focus on what might be worrying the patients in their care – we have also added some resources to our website at this link <https://www.jpaget.nhs.uk/patients-visitors/coronavirus-covid-19-information/>



## Deliveries for patients

Recently we have had hot take-away food being delivered to the front desk.

This led us to updating our information for patients' families so it is really clear what we can and cannot accept for patients – we hope it is helpful for you.

### Deliveries for patients

Items can be dropped off at reception 9am-4pm on weekdays.

All items must be in a wipeable carrier bag and clearly labelled with the patient's name, date of birth and ward number.

- Items we CAN accept include:**
- Clothing
  - Toiletries
  - Books/e-readers with charger
  - Mobile phone or tablet with charger
  - Headphones for mobile devices

- We CANNOT accept:**
- Takeaway food or fresh food/drinks which require refrigeration
  - Large electrical items e.g. hairdryers
  - Deliveries from online retailers
  - Alcohol
  - Money

February 2021

## How the hospital is supporting its staff

Staff continue to work tirelessly throughout the hospital. The pandemic is understandably having an impact on their general well-being.

Various forms of support have been put in place to help staff manage the pressures they experience every day, including counselling. All staff, including those who are shielding or on sick leave, receive regular communications and updates from the Management Team.

**Despite the successful roll-out of the vaccination programme, we, as members of the public need to continue to play our part in helping to protect not only ourselves and each other, but all the staff at the hospital by continuing to follow the Government guidance.**

**Thank you for your support.**

## HELP US HELP YOU

STAY WELL THIS WINTER

Despite current restrictions, the hospital is still "open for business" looking after patients with non-COVID related issues that require urgent care. Unfortunately, routine surgery had to be suspended although the lists are checked regularly so patients can be prioritised.

If you'd like any further information about any of these articles, or if you'd like to make any comment, good or not so good about the James Paget University Hospital, please do not hesitate to contact us on our email address, which is [governors@jpaget.nhs.uk](mailto:governors@jpaget.nhs.uk) You can also become a member of the Trust.

For more information visit - [www.jpaget.nhs.uk/get-involved](http://www.jpaget.nhs.uk/get-involved) We look forward to hearing from you.