

NORFOLK & NORWICH  
UNIVERSITY HOSPITAL

NURSES LEAGUE  
JOURNAL



2023

# **THE NORFOLK AND NORWICH UNIVERSITY HOSPITAL NURSES LEAGUE**

## **EXECUTIVE COMMITTEE AND TRUSTEE MEMBERS**

Charity Registration Number 290546

### **2022 - 2023**

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## *A Message from our President*



Dear members,

I can hardly believe a whole year has passed since I wrote my first 'message from the President' and it has certainly been a busy one for the League Trustees.

Our 2022 AGM still had to take place remotely, but we were able to have the Trustees, our speaker, the Deputy Chief Nurse, Rachael Cocker and one or two members

along with the hospital Chaplain in the Benjamin Gooch lecture theatre.

Of course, what we all missed was the reunion afterwards where members can meet friends, old and new, over a cup of tea and some refreshments. So, the good news is that we are all set for a return of the reunion this year and as Trustees we all look forward to welcoming you back to meet face to face after such a long break.

A key event in the League's calendar is the Annual Betty Lee Lecture. It was a particularly poignant event this year as it is the first one since Betty passed away in April 2022. We were delighted to welcome to this event some of Betty's family and her Godson has written a piece about her for this journal.

As President of the League, I was honoured to be invited to speak at Betty's memorial service and it was clear from the speakers and others I spoke to how much Betty was, and is, loved and admired.

Following Betty's passing, the Norfolk and Norwich University Hospitals Chief Nurse, Professor Nancy Fontaine proposed an annual

prize in Betty's name to be awarded to the student nurse / midwife producing the best thesis in their final academic year. This year's award, the first, was made after the Lecture and you can read more about this and this year's recipient in this journal.

The Trustees held a 'time out' morning in November last year to address some key issues around the challenges facing Nurses Leagues and we will address some of the specific issues over the coming months and report to the AGM.

As always, I want to express my sincere thanks to all my colleague Trustees for their year-round commitment and hard work on behalf of you, our members. I would also like to acknowledge the support and encouragement we receive from the Chief Nurse and her team. Our working colleague nurses and all healthcare professionals continue to work under immense pressure and on behalf of us all, I want to thank them for everything they are doing for patients and families.

I look forward to meeting more of you in the coming weeks.

**Michael Surkitt-Parr**

# Treasurer's Report 2022

Treasurer's Report Zoom Meeting for AGM 14th May 2022



This is my report for the period between April 2021- April 2022 which has been audited by a financial auditor, Charlotte Ayres and verified as correct. We thank Charlotte very much for doing this.

Donations and Subscriptions when combined together have brought in a lower income than in the previous year but thank you to all who again have given generous donations and to all members who have paid their subscription on time.

Due to another year of Covid Restrictions our activity has been minimal but these accounts have not included any costs for printing and posting this year's journal or any cost of our May meeting that we may have had last year. If these were included, we would have exceeded our income. We have not been able to make up any of our overspend by raffles, the summer fete or any other money-making events because of Covid.

Despite this we have sent our Senior members their usual Christmas gift and had many very grateful replies. We have also collected donations to repair the Jenny Lind Clock and sent a £800 cheque for this.

Website costs have increased slightly again this year but it has proved to be such a useful tool for both the committee and members. Thank you to Dr Paddy O'Lunaigh who helps us and monitors the website.

Thank you to our members who sign up for Gift Aid. We have managed to get £146.25 back from HMRC. Thank you to Ann Copsey for getting this.

Our investments continue to give us a reasonable rate of interest considering the world's financial situation. Thank you to Chris Rengert,

our Financial Advisor who monitors our investments for us. We still have two accounts with Barclays with a total of £7,633.55 and our investments to fall back on for several years to come but I can foresee that unless we increase our membership and therefore our income or increase our yearly subscriptions, we will be using money from these accounts and our expenditure will continue to be more than our income.

If anyone would like a more detailed copy of the accounts, I am happy to send a copy via email. My email address is h.barker1@ntlworld.com

Hilary Barker (Treasurer, Norfolk & Norwich University Hospital Nurses League)

11/05/2022

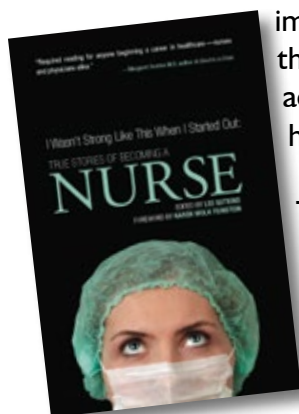
**Hilary Barker**  
(Honorary Treasurer)

## **Book Review by Hilary Barker**

### **True Stories of Becoming a Nurse**

Edited by Lee Gutkind

This is a book of several scenarios where the nurse has been present in one way or another in all of them. It shows how the nurse plays such an important role in making sure that the patient gets the best possible quality care. We are the patient's advocate and it shows that we are respected and a huge influence to all other professional bodies.



The book reveals stories of Nurses from all over the world in some very challenging situations. Nursing demands a lot of technical skills these days but some stories just shows that all the patient needs sometimes is a nurse to hold a hand and listen to them. A good read for all Nurses, old or new!

# A few words from the Membership Secretary



It was very sad that again in 2022 we were unable to meet in person for the AGM. Several members have voiced their disappointment in their letters to me. We live in hope that we will all be able to meet again in May 2023.

Thank you for your letters, many as usual have so appreciated the Journal, reading it from cover to cover. One member rather poignantly pointing out that this Journal was more her era and said “when one is rather old it is good to be reminded of who we once were” other comments “the Journal is amazing” “the Journal is splendid”. It is very apparent that the Journal is of great importance and our heartfelt thanks must go to the editors for producing it and not forgetting those members that send in their articles for publication.

It was felt this year that I should design a new reply form for subscriptions. This will be a separate piece of blue coloured paper to make it more obvious.

I would like once again to reiterate that subscriptions are due in April, it saves the postage cost of sending reminders in October.

Payment is by cheque, cash, standing order with your bank, or via the website.

I would once again like to thank members who pay in April and to thank those who send generous donations. We are extremely grateful.

**Ann Copsey**  
Membership Secretary  
g.copsey@ntlworld.com



# HERITAGE REPORT



The Heritage Committee meet regularly to prepare for displays. We are also making good progress with filing and indexing memorabilia. Our Royal Visits display was very successful and lots of favourable comments have been passed on to us. A display promoting the Nurses League was prepared for “The Betty Lee Lecture” held on September 14th 2022 and then put in our display cabinet near the Stock Shop.

Margaret had the pleasure of meeting two members of our Nurses League during the past year. The daughter of Daphne Evans nee Lincoln contacted us as her Mum had some photographs she wanted us to view. Daphne trained from 1957-1960 and had a photograph taken on completion of her training, so I was able to have a professional copy made to put in our uniform folder. She also donated some badges and her district nurse uniform dress. This dress can be put with a hat and case used by Wendy Hobbs nee Seely whilst working as a District Nurse. If any members worked in the district and can give us an account of their experiences, we would love to hear from you please.

Contact was also made by Patricia Jepson, nee Guilding, in response to the whereabouts of medal winners in our last journal. Patricia was

presented with the Alice Long Medal in 1959 so we have been able to include this in our medal folder.

We would be delighted to hear from any member who can provide us with any memorabilia to enhance the collection of our hospitals.

Margaret Allcock, Jan Beart, Elizabeth Blaxell and Mary Dolding.

### **Heritage Committee**

27/12/2022

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## **A MESSAGE FROM THE EDITORS**

We cannot believe that this is our third and final journal.

For various personal reasons we have jointly decided that the time is right for us both to resign as co-editors of the Nurses League Journal.



It has been both a privilege and an honour to be the first people to read the many interesting articles and memories you so kindly sent to us.

We acknowledge the repetitions in the heart felt articles about Betty Lee but make no apology for allowing them to remain.

All your contributions have been very much appreciated, thank you.

Special thanks must go to Vince and his team at SR Print & Design Ltd who have made producing the journal such a pleasure.

We have an email address dedicated to the journal;  
**nursesleaguenandn@gmail.com** alternatively contact either editor by phone (numbers on the inside cover) and we will supply an address for postal submissions.

**Chris Parfitt & Sondra Gorick**



# SENIOR CHRISTMAS GIFTS

In 2005 Betty Lee and Ruth McNamara trawled through old telephone directories at the Norwich Library so that they were able to contact the most senior members of the League. The contact was made and welcomed by the members they phoned and so the Seniors Christmas Gifts was born.

Every year since then contact has been made by the trustees.

The senior nurses are selected by their date of training

**'It's Ho  
Ho Hoe**

and each year the next year group is added.

**with Garden  
Centre Gift  
Vouchers on  
offer'**

I took over the task of coordinating the list from Ruth when she retired. (I don't know how she managed the lists as well as all her other secretarial duties)

The list of new seniors is agreed at the August Trustees meeting and Ann, the membership secretary, checks their details and



adds their telephone numbers.

In October I make first contact with the new seniors to learn a bit about them and to make sure they are happy to be contacted. This is always a pleasure. A bit of detective work is needed if they are not on the given number. A good reason to let the Membership secretary know if your details change!!

I then update the trustees' individual lists and share out the new seniors' names among the trustees. The list is given out at the November meeting. The trustees contact their Seniors and get the details back to me by the end of November. Sometimes more detective work is needed at this point if details are out of date.

Then the shopping begins.

Each Senior is offered a choice of a voucher from Marks and Spencer, Boots, main supermarkets or a garden voucher.

We all enjoy contacting "our Seniors" some of whom we have been in contact with for several years but we are saddened by some of the life changes that occur.

My next task is to write all the Christmas cards adding a little copy of the Hospital badge to each card. The requested vouchers are added, the stamps are stuck on and into the post they go.

We often get letters and cards of thanks from members which we enjoy reading at the February meeting.

It doesn't seem long before July comes round again and the Seniors Christmas List preparation starts again.

**Doreen Betts. Nurses League Trustee.**





## *President's Address May 2022*

**G**ood afternoon and welcome to you all, wherever you are joining us from.

As I stated earlier and for the benefit of members just joining us, as Trustees we are all sorry that we are unable to meet in person again this year. As we know we are still living with the Covid virus to a certain extent and we were naturally keen not to expose any of our members to the risk by coming into the hospital and equally we want



to protect the hospital staff as well. Having said that I would like to extend my sincere thanks to my colleague Trustees who have put in a massive effort exploring other options for meeting together, but at the end of the day we collectively agreed a virtual meeting was the safest option this year. I must also extend particular thanks to Ann Copsey our Membership secretary for making valiant efforts to contact members to let them know of the revised arrangements.

Throughout the year the Trustees work tirelessly for the League: the production of the amazing Journal that you all receive a copy of, is down to the efforts of Sondra and Chris our joint Editors, and to fellow Trustees and members who contribute to the published articles. It will take too much of your time if I list the efforts of every Trustee but suffice it to say they all contribute in so many ways to the success of the League and to each and every one I say a massive thank you, for without them the role of President would be impossible. Included in these is Kay Marrison who stepped down earlier in the year but thank you Kay for your contribution during your tenure as a Trustee.

Many of you will be aware that Betty Lee a long-time member and Trustee of the League, sadly passed away in April. As a League we were asked to participate in the service of Thanksgiving for Betty's life and I felt very privileged as President to deliver a Tribute at this service in Holy Trinity Church, Norwich on 29th April. It was a very moving service, and the family were delighted that so many former friends and colleagues were able to attend.

You will know, I'm sure, that in 2018 the then President of the League Mary Dolding proposed the idea of an Annual Lecture in Betty's name to recognise, on an ongoing basis, the phenomenal contribution of Betty to nursing, teaching and indeed the NL over so many years; and later that year the first annual Betty Lee Lecture was delivered at the hospital. Four annual lectures have now taken place, with one being pre-recorded and placed on the League website because of the severe Covid restrictions at the time. Betty attended until poor health made that impossible; but without fail she passed on her thanks and best wishes for the event.

This year's lecture is on 14th September at 4pm in the Bob Champion Lecture Theatre on the N&N site. As with all things these days given Covid hasn't gone away completely the venue may be subject to change. As a further honour the Chief Nurse of the Hospital, Professor Nancy Fontaine will be awarding an Annual Betty Lee prize, jointly with Nurses League, for the best student nurse BSc and MSc dissertations, starting later this year. What well-deserved honours for this lovely lady.

Going forward we are keen to recruit new members and to look at a variety of ways of keeping in touch with you all and this coming year I want to focus on ways we can keep the activities of the league sustainable whilst also keeping the workload of the Trustees manageable.

***"Betty Lee  
a long-time  
member and  
Trustee of the  
League, sadly  
passed away  
in April"***

I am delighted to say that the League continues to be asked to participate in a number of important events, including the laying of a wreath at the Annual Edith Cavell service at the Cathedral here in Norwich and this year we have been invited to participate in a series of events to celebrate 250 Years of the N&N at the Forum Exhibition, September 2022.

As Trustees we are, of course, delighted that the League continues to be invited to join such events. We are also very grateful to Professor Nancy Fontaine as, Chief Nurse of the Trust, and her deputy Rachael Cocker for their unfailing support and encouragement.

Finally, thank you, to all our members for your ongoing support of the League; without you there would be no League.

**Michael Surkitt-Parr**

# The Norfolk and Norwich University Hospital Nurses League

## Summary of the 92nd Annual General Meeting 2022.

AGM held on Saturday 14th May 2022 at 2.30pm. Benjamin Gooch Hall. Norfolk & Norwich Hospital.

Michael Surkitt-Parr opened the AGM and welcomed members, then handed over to Hospital Chaplain Darren Thornton.

The first Hymn – ‘All Things Bright and Beautiful’ pre-recorded for the AGM by Christina Johnston (Soprano & Coloratura) was played. This was described by Darren Thornton as both enriching and beautiful and Tessa Holmes was asked to pass on thanks to Christina for the recording.

A reading from Romans Chapter 12 was done by Heather Parr followed by the second hymn ‘Love Divine All Loves Excelling’. It had been a busy week at the hospital with the celebrations of the International Day of Nurses and Midwives. The chapel had been opened and the chaplaincy invited staff for a ‘blessing of their hands’.

The poem ‘These are the Hands’ by Michael Rosen was read. The final hymn recorded by Christina Johnson was then played ‘God be in my head and in my understanding’ followed by the closing prayers.

Michael Surkitt-Parr thanked Chaplain Darren Thornton for the poignant service and introduced the speaker for this year’s AGM, Rachel Cocker, Deputy Chief Nurse at the Norfolk & Norwich Hospital, who gave a very interesting and thought-provoking presentation entitled ‘Moving Forward – Nursing after the Pandemic’. It was very positive to hear that 100% of the student nurses who had just qualified from the UEA had applied and been retained as staff members at the Norfolk & Norwich Hospital.

Michael Surkitt-Parr thanked Rachel Cocker for the delivery of such an interesting and positive topic for the AGM.

**Minutes from the AGM by zoom held on 15th May 2021** were signed as a true and accurate record.

**Matters arising** – there were no matters arising.

**Trustee Elections** – there were no new nominations for Trustees.

Four existing members were willing to stand for a further period of three years - Hilary Barker, Ann Copsey, Jan Beart and Mary Dolding.



These members were proposed on block by Sondra Gorick and seconded by Doreen Betts.

**Presidents Address** – Michael Surkitt-Parr apologised to the members that once again the meeting was online, with only Trustees being present in the Benjamin Gooch Hall. This decision was taken to protect both members and the hospital family.

Thanks to fellow trustees were expressed collectively and in particular to Ann Copley for her valiant efforts to advise members of the changes to the AGM. Thanks also to Chris Parfitt and Sondra Gorick the Joint editors of the Journal. Michael Surkitt-Parr also thanked Kay Marrison who had stood down from her role as Trustee during the last year.

Betty Lee had passed away in April 2022 and Michael Surkitt-Parr had been approached by her family and was very honoured to contribute The Service of Remembrance held for Betty Lee representing the Nurses League

The Betty Lee Lecture which had been a proposal from Mary Dolding is now held annually and Betty Lee had attended herself until just recently when her health prevented her from doing so.

The Betty Lee lecture for 2022 is to be held on September 14th at 4pm and new for this year is The Betty Lee Award a joint venture between Nancy Fontaine and the NNUH Nurses League. The NNUH League continues to recruit new members with a focus to keep the League sustainable and the roles manageable.

A wreath at the Edith Cavell service was laid by Michael Surkitt-Parr on behalf of the NNUH League. This year is the 250th Anniversary of the Norfolk & Norwich Hospital and events have been planned at the Forum for September 2022. Michael Surkitt-Parr also thanked Nancy Fontaine and Rachel Cocker for their unfailing support to the League.

**Treasurers report** – this was delivered by Hilary Barker. There were no questions arising.

**Membership secretary report** – this was delivered by Ann Copley.

**Editors report** – this was delivered jointly by Sondra Gorick and Chris Parfitt.

**Heritage Committee report** – this was delivered by Margaret Allcock.

**Any other business** –

Ruth McNamara requested the password for the Website in 2022, this will be sent by Ann Copley.

The meeting closed at 15.25.

# The 93rd Annual General Meeting and Reunion

To be held on Saturday 13th May 2023 in Benjamin Gooch Hall, Norfolk & Norwich University Hospital, at 2.30pm and will be preceded by the Annual Service at 1.45pm.

## AGENDA

1. President's opening remarks
2. Speaker - Dr Lucy Arora, Associate Director of Education (Nurses, Midwives & AHPs) NNUH.
3. Matters arising from last meeting
4. Trustee elections
5. President's address
6. Treasurer's report
7. Membership secretary's report
8. Editors report
9. Heritage committee progress
10. Any other business



# Nurses League AGM talk

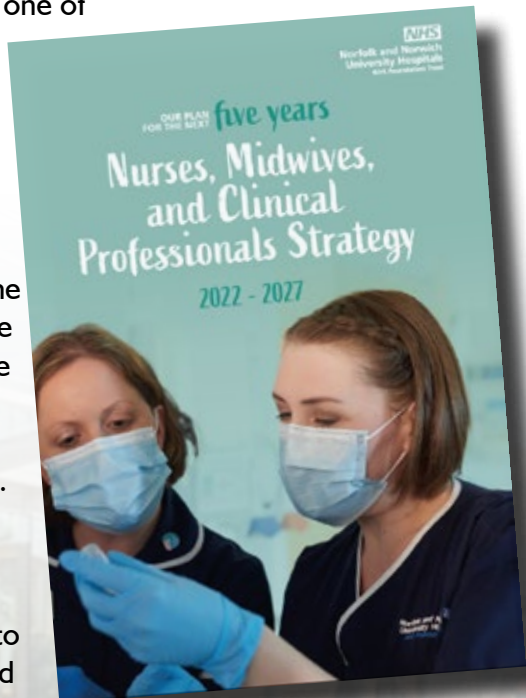
given by Rachael Cocker, Deputy Chief Nurse



The Clinical Professionals, Midwives and Nurses Strategy, is our plan for the next five years to inspire and develop our staff. Everyone needs to be given opportunities in their career, to nurture their health and wellbeing, to receive recognition for their contribution and to be empowered to make a difference to patients, families, carers and our colleagues.

Our strategy is bound by Pathway to Excellence, a global framework for excellence, that provides international accreditation, as well as providing a positive practice environment for our staff. We are in the privileged position of being one of the first 14 cohorts. We have also linked each Outstanding Commitment to the Care Quality Commission Key Lines of Enquiry.

We want to enable everyone to have a voice, to challenge practice, explore alternative processes and solutions in order to continuously improve our quality of care. To do this, we are enabling and facilitating a culture of Shared Decision Making, a non-hierarchical approach to collective leadership. Shared



Decision Making in practice is proven to deliver better outcomes for individuals, populations and staff.

The strategy encompasses five Outstanding Commitments; Research, innovation and improvement, Leadership, Clinical Care, Education and Training Opportunities and People. The Outstanding Standards each have measures and identified key things that we can do to measure progress. The progress of these commitments is monitored and governed by the Nursing, Midwifery and Clinical Professionals Board, with all measures being reviewed on a 6 monthly basis and will be formally reported to the Trust Board annually.

This strategy supports and enables every single individual and team to grow and develop, linking with our corporate strategy 'Caring with PRIDE' with our PRIDE values as a foundation.

## **Don't miss out, Save these Dates**

### **Nurses League Dates**

#### **Nurses League - 93rd AGM and reunion**

**Saturday, 13th May, 2023 at 13:45**

In the Benjamin Gooch Hall, NNUH

We are hoping that this will be our first face to face meeting for 3 years. If you are planning to attend, please complete the enclosed light blue form and return it to Ann Copsey with your contact details, including telephone number and email address so she can keep you updated.

### **Betty Lee Lecture**

**WEDNESDAY, 11th October 2023 at 17:00**

Speaker and venue to be confirmed.

# The life of Betty Lee

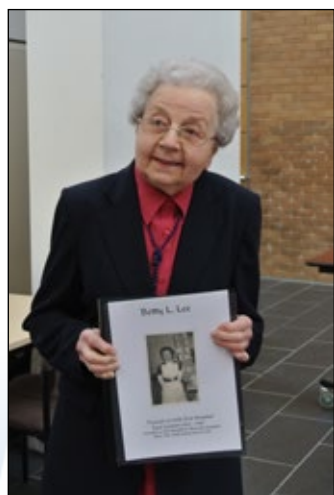
*"bye for now"*

## *A family reflection*

*By Andy Lancaster.*

Betty Lee's Godson and Head of Learning at the Chartered Institute of Personnel and Development.

The author Harper Lee, the surname being a coincidence, who was best known for her 1960s novel "To Kill a Mockingbird" said: "You can choose your friends, but not your family".



The sentiment is that thankfully we get to select those in our wider friendship group, but family members can be a different matter. For some, not all family members may be on their "pick list"!

In writing this article reflecting on the life of Betty Lee, or Auntie Betty as she was known to us, whilst it's true we didn't choose Betty to be part of our family, we are very glad she was. She was greatly loved and hugely valued by us all; I think any family would have been delighted to count her as a relation.

In our celebrity world, many are promoted as role models, often with wafer-thin credentials or achievements. But as a family we want to

acknowledge that Betty was a true role model on many levels within the family, at work, and in her volunteering.

### **A role model in family life**

Family was a priority for Betty and for us it's hard to think of anyone who serves as a stronger role model on family life. Her consistent interest and care extended to young and old.

It would be fair to say that she placed her own needs second to those of family members. For example, her mother Lily lived to reach 100, which in great part was due to the wonderful home support that Betty gave.

Betty was at the centre of our family's life, always present at family parties, weddings, and get togethers. We all regularly received letters and cards, always impeccably written in fountain pen. This was the case until in later life she suffered with cataracts; writing then became a bit wobbly, but the commitment to stay in touch was always there.

Betty thoughtfully bought birthday and Christmas presents, always managing to choose great gifts even for younger members hoping for "cool" items, which Betty invariably chose. She was also renowned for her knitting and clothes making. She never forgot a birthday and every year our Christmas trees were adorned with chocolate tree decorations sent by post.

In the 1950s, as soon as it became legal for women to gain a mortgage, Betty bought a house in Norwich city centre for her and her mother with it being close to the Norfolk and Norwich hospital. Betty balanced work and family life well.

It was not only her home but a place at which family members were always welcome. Her hospitality was generous and warm; with cakes and her favourite sausage rolls always on offer. Through gentle conversation she enquired about how you were doing, giving affirmation and encouragement. Having visited her, you felt better about yourself and life.

It was fitting that she remained in that modest but homely terraced house home until her peaceful end, with support from family, friends, and carers.

As a family, she was our “go to” person when we needed medical advice. On one occasion her medical insight addressed a misdiagnosis by a consultant who later noted her perceptivity in assessing what were complex symptoms.

Even into her 80s Betty committed to travel by train or coach to see family members dispersed in Suffolk, Cambridgeshire and further afield, rather than expecting them to come to Norwich. She annually bought an Easton’s coach trip to Legoland Windsor to spend time with family members who lived there, foregoing the ticket for the theme park and roller coasters to have valued time together.

### **A role model at work**

Betty also role modelled what it was to invest in a vocation not in just having a job.

On leaving school Betty’s intention was to enter nursing but she couldn’t until she was 18 so she began work as an admin assistant at the OXO office in The Close in Norwich.

As soon as she was able, Betty entered nursing with her initial training undertaken in the challenging east end of London at the Mile End Hospital. It was an area in which she experienced working with those in genuine poverty and in real danger of bombing during the war years. Her heart for those facing challenges was a consistent trait.

On moving back to Norwich, Betty progressed in nursing becoming a sister at the Norfolk and Norwich hospital, soon specialising in orthopaedics. Betty led the nursing team that supported the renowned Mr McKee who pioneered the hip replacement operation.

Patient care was her priority. She noted how she personally preferred the old wards where every patient could be seen from the sister’s desk not tucked away, out of sight in bays.



During her career she cared for both the ordinary and famous; in her eyes everyone was equal. She recalled stories of nursing celebrities from Norwich City Football Club and the Norwich Stars Speedway team who suffered sporting injuries as well as ordinary people who had succumbed to tuberculosis.

Later Betty progressed to become a Sister Tutor overseeing the training of nurses, much of which took place on the ward. On the job training was something that Betty was a great advocate of. What an impact there is when skills are willingly shared in the workplace.

Many nurses will remember Sister Lee as a career mentor, and she was a role model for many. To that end, when in her later years she was admitted to hospital as a patient,

her legacy was that many who nursed her remembered her. And as a family we are very grateful for the kind and thoughtful hospital care she received in her last year of life.

Betty was also active in the Norfolk and Norwich University Hospital Nurses League. We are grateful for the esteem this group held Betty in and for that reason are delighted to provide this article as a tribute. We are proud and honoured that she acted as a trustee and that there is an annual lecture given in her name.

Few have had the impactful career that Betty had, and her legacy will continue through the many people she trained, supported, and inspired.

### **A role model in volunteering**

Above vocation and family, Betty also invested time in other ventures and was a role model in giving time freely to support different causes.

Most notably she was a long-term volunteer at Stranger's Hall, the famous Tudor House that is part of Norwich's Museum estate. Many



won't know that Betty was highly knowledgeable in history, an area of interest and on-going reading throughout her life. To that end she was a valued volunteer who supported adult visitors and children on school visits to explore Tudor life, by supplying fascinating insights.

In noting her deep historical knowledge, on one visit to Windsor Castle she provided an unplanned narrated tour which had a local guide in awe. Pick a monarch and she would be able to give you an in-depth



commentary not to mention a bit of scandal.

Her volunteering also extended to supporting at Holy Trinity Church, Norwich over many years. Rather like the many

nurses that valued Betty as part of their career formation, there were countless young people who passed through the

children's church groups which she helped lead. In a gentle, engaging way she taught accounts from the Bible which formed a foundation of life values and faith for many.

Moreover, even in her latter days, she rolled her sleeves up to regularly help with creating floral displays.

As a family we will always remember the exemplary life she led as a role model in family life, her work and vocation, and in wider support for others.

At the end of any visit or phone call, Betty would always say **“Bye for now!”**

So, in 2022 whilst sadly we had to finally say **“Bye for now”** to Betty, she will never be forgotten for the incredible person and role model she was.



# Betty Lee

# MEMORIAL

by Mike SP

I feel very privileged, as President of the Norfolk and Norwich University Hospitals Nurses League, to have been able to accept the kind invitation to speak at this very important event.

As a student nurse from the mid-1970s, it seems hard for me not to still refer to Betty as Miss Lee but I will persist!!

I want to spend my time talking briefly about Betty's time as a nurse, teacher, and Nurses League member, and in so doing I'm sure we can all recognise her deep love of nursing and the N&N hospital.

Betty was born and raised in Norwich and always knew that she wanted to be a nurse, but her mother was not keen on the idea.

When she left school at sixteen, she was enrolled on shorthand, typing and book-keeping course; on completion she obtained a position as a book-keeper for OXO who had an office in Cathedral Close.

Betty realised her ambition to train as a nurse when she reached eighteen, and in 1943 she began her training at the Mile End Hospital in London, which had an affiliation with The London Hospital.

She was unable to apply to the Norfolk and Norwich Hospital as at the time it did not take girls who lived in the city.

During her training Betty, as did all the students, had to spend twelve months at an emergency hospital as it was wartime. Betty was sent to Winchmore Hill, North London. This was a large hospital, known then as a mental institution, half of which was turned over for emergency work taking in both civilian and service patients as well as, on occasions, German prisoners of war.

It was during this placement that Betty first witnessed the use of Penicillin, not a freely available drug at that time. Betty recalls the liquid being applied topically to the wounds of a severely injured serviceman.

Betty qualified as a State Registered Nurse in 1946 and a year later she undertook her midwifery training.

In 1949 Betty then returned to Norwich to take up a relief staff nurse post, followed by a permanent post on the male orthopaedic ward (OB) an area of nursing that had always interested her.

In 1953 she was thinking about moving on when the then Sister left to get married, and Betty was promoted to ward sister a post she held until 1966.

During this time Betty will have witnessed enormous changes in patterns of disease and illness, with TB and osteomyelitis decreasing greatly and the rise in osteoarthritis and traumatic injuries. She worked with two, still very, famous names in orthopaedic surgery, Mr McKee and Mr Watson-Farrer and their, then, pioneering work on hip joint replacement surgery. Betty recalled how on a particular Christmas Day Mr McKee, dressed as Father Christmas set alight to his false beard when carrying the flaming Xmas pudding on to the ward. But no lasting harm done!!

However, despite all the changes and advances in medical treatments, those who knew Betty will know that the one constant for her was the enduring love she had in caring for and comforting her patients.

This, together with her enjoyment in imparting her skills and knowledge was clearly recognised by the then Matron, Miss Cooper, who in 1967 asked Betty to take on her first teaching role, and a very significant role it was; her remit was to set up the Enrolled Nurse training for the hospital and Betty undertook her Clinical Teachers course between 1969-1970. Betty has said that, as she was given no secretarial support, her shorthand and typing course that she undertook on leaving school came in very useful.

Betty was immensely successful with the enrolled nurse training course and remained in education until her retirement in 1985.

During this time, she will have taught and assessed in the clinical areas and in the classroom, countless nurses who went on to have successful nursing careers.

I have read, in an article Betty wrote on her retirement, when she said how fortunate she considered herself and that she thanked God for the opportunities she had to work within the nursing profession.

Betty had a long-standing relationship with the nurses' League and became an Associate member in the 1950s, followed by roles as Assistant Secretary and Secretary; Betty was membership secretary for over 40 years. On leaving the Trustees she became an honorary Vice President.

Betty also maintained her links with the London Hospital Nurses League and for many years organised a wreath for the annual Edith Cavell Memorial service at the Cathedral here in Norwich, which I had the privilege of laying at the service in 2021.

In 2018, the then President of the League Mary Dolding proposed the idea of an Annual Lecture in Betty's name to recognise, on an ongoing basis, the phenomenal contribution of Betty to nursing, teaching and indeed the Nurses League over so many years; Mary asked me if I would take the lead on this and in 2018 the first annual Betty Lee Lecture was delivered at the hospital. Betty attended and spoke at some length at the end of the lecture, expressing her appreciation.

The lecture has continued each year, even during the pandemic when it was delivered remotely, and it is hoped that this year it will be able to be delivered in front of an audience again.

There is no doubt at all that the annual lecture in Betty's honour is well deserved. As the current President I am determined that this will continue.

As we know, Betty was rather frail in the recent past and on occasion was admitted to the N&N. I know some of my colleagues visited her, when permitted, and reported back to us how Betty was doing and how happy she was with her care and treatment and on one occasion had stated that she felt she was being treated like royalty; now having been a student on the wards when Betty was teaching and working with

patients I can imagine that that is exactly how every patient she was caring for herself felt. I also believe it is a real tribute to the Norfolk and Norwich Hospital and to the dedicated staff who work there and cared for Betty.

But more than that, I think for Betty to have felt like that in the hospital that she had given so much to, and which meant such a very great deal to her and where she imparted her skills and knowledge to so many student and pupil nurses is a priceless and enduring memory that we can all hold dear in our many and various recollections of Betty.

*May she rest in peace.*



## NNUH tribute to Betty Lee

by Professor Nancy Fontaine on Facebook

Betty Lee, former colleague and Nurses League honorary Vice President, sadly passed away last month, at the age of 96.

Tributes have been paid by colleagues across the hospital to Betty who was a very inspirational and charismatic figure.

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Mike Surkitt-Parr, Nurses League President, said: “Betty was immensely successful with the enrolled nurse training course and remained in education until her retirement in 1985.

“During this time, she will have taught and assessed in the clinical areas and in the classroom, countless nurses who went on to have successful nursing careers.”

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In 2018, the then President of the League, Mary Dolding, proposed the idea of an annual lecture in Betty's name to recognise, on an ongoing basis, the phenomenal contribution of Betty to nursing, teaching and indeed the Nurses League. In 2018 the first annual Betty Lee Lecture was delivered at the hospital: Betty attended and spoke at some length at the end of the lecture, expressing her appreciation.

"It was a privilege to meet Betty and hear how her experiences have shaped nursing at our hospital over the years," said Prof Nancy Fontaine, Chief Nurse.

"In her memory, I will be awarding an annual Betty Lee prize, jointly with our Nurses League, for the best student nurse BSc and MSc dissertations, starting later this year."

"Betty was rather frail in the recent past and on occasion was admitted to the hospital," added Mike.

"I know some of my colleagues visited her, when permitted, and reported back to us how Betty was doing and how happy she was with her care and treatment and on one occasion had stated that she felt she was being treated like royalty".

"Having been a student on the wards when Betty was teaching and working with patients, I can imagine that, that is exactly how every patient she was caring for herself felt".

"I think for Betty to have felt like that, in the hospital that she had given so much to and which meant such a very great deal to her, it is a priceless and enduring memory, that we can all hold dear in our many and various recollections of Betty."



## Meeting a patient 70 years on... ...Maggie Burton shares her story.

I trained in 1951-1954 and was on the orthopaedic block in 1952. At that time Malcolm (a patient) was the only one on a plaster bed, so well-remembered.



He kept in touch with Sister Lee (pictured left) and went to see her several times. At one of the Nurses League re-unions Sister Lee was telling me about him, and at that time he was going round England using only his

bus pass. She and many more sponsored him, he made a lot of money which he donated to Priscilla Bacon.

Last year I heard him talking about various other things he had done to raise money; he was on Radio Norfolk and Anglia television news. He also talked about the trip he was going to do, only by train over 6 European countries, obviously needing people to sponsor him. I sent a donation and a note and said I remembered him.

When he returned, he contacted me, and we met up for lunch and had a pleasant hour or so reminiscing. He raised a lot of money for Priscilla Bacon.



# Betty Lee Lecture

3<sup>rd</sup> November 2022

Members and Visitors are welcomed prior to the lecture,  
given by Mike Waters.



# Betty Lee Lecture

3<sup>rd</sup> November 2022

Mike Waters, Operations Lead for Virtual Ward, gave us all a really interesting talk about the Virtual Ward (VW) which mirrors a normal



ward but the patients are at home. On the 13<sup>th</sup> January 2021 the Trust was asked by NHSE/I to set up a virtual ward for Covid inpatients. By the end of February 2021, the unit 'admitted' the first patients. Initially the VW was managed by shielding staff and this has progressed to having permanent posts for staff. Digital Health were a huge driving

force in the preparation and management of the whole monitoring of patients at home.

Although the initial focus was COVID, the VW is now able to support recovery from all sorts of conditions and also surgery.

***“Our primary goal is to provide a safe and effective monitoring and follow-up service for all patients in the virtual ward, and to facilitate early discharge, admission avoidance, and physical bed occupancy reduction where possible”***

This is an integrated system of virtual care, which seamlessly connects acute and non-acute settings of health and care delivery. It uses Clinical Experts in acute care (consultants, specialist nurses, pharmacies and allied health professionals) who connect by telephone with patients in their own homes with a community partner who provides physical support and services where virtual is not possible.

## What does each patient receive?

- Continuous, passive monitoring of vital signs
- Respiration rate
- Oxygen Saturations
- Movement
- Pulse Rate
- Body Temperature
- Additional monitoring available as required
- Blood pressure
- Scales
- Spirometry
- Clinical dashboard with intelligent alerts (app/Desktop)
- Tablet to enable video calls

Monitoring takes place 24 hours per day, seven days per week, with daily phone calls to the patient. If medicines are prescribed these are transported to the patients home and physiotherapy can be asked to visit. A daily medical review is performed by the consultant with the team and other existing services can be requested to support each patient at home.

In September last year the EDP were able to report that 1,900 bed days had been saved. Although patients are managed at home they are still classed as an inpatient until their 'discharge'.

"I am so grateful to all the wonderful nurses and IT people who gave me the confidence of being at home and feeling as reassured as I would have in hospital. Being home with the family and pets greatly improved my mental health and I believe speeded up my full recovery. I really hope Virtual Ward will be the future for patients like me."

Here is one comment made by a patient and overleaf we have a poem sent in by a patient. The link below is to a recording made by NNUUH VW team and a patient and is very interesting to listen to.

Scan the QR code on page 36 to take you straight there (hopefully)

<https://www.youtube.com/watch?v=CZbui0D4L50>

# Earthly Angels

No wings here then,  
They are everyday humans,  
With hearts of gold,  
but with a voice of an angel,  
Yes I know there can be a twang of an accent!  
There are a myriad of unseen patients,  
Each with their own fears and pains,  
Our angels all take it in there stride,  
day in and out, nights as well.  
Their friendly voices soothing, calming.  
How the hell would we ever make it through each day and the  
long nights.  
The 5am phone call checking on something or other,  
always apologetic for the call, how could anyone complain  
about the time!  
An angel monitoring my life!  
Our Angels have a special inner strength,

**PATIENTS!  
AND MORE PATIENTS!**

Scan code with your mobile  
phone camera for an insight  
into an actual virtual consultation.



Special Virtual Ward Plaque and Medal.

# 'Simply the Best'

**Best dissertation from a Nursing BSc / MSc student at UEA**

Professor Nancy Fontaine, has, in memory of Betty Lee, created an award for the best dissertation from a Nursing BSc/MSc student at UEA

The award winner for 2022 was Keavy Wright. She started studying at the University of East Anglia in 2018 and qualified as a registered children's nurse only last year (2021). She currently works as a staff nurse on the Children's Assessment Unit at the NNUH.



Her dissertation that won her this award is a literature review on the extensive health inequalities experienced by Gypsy, Roma and Travellers resulting in poor health outcomes.

Consequently, issues relating to accessibility have been considered as a contributory factor to poor health demographics. Thus, this review addressed some of the barriers and facilitators influencing Gypsy, Roma and traveller's healthcare access."

Keavy was congratulated also by Mike Surkitt-Parr and was presented with flowers and a years membership to the league.



# Special award for Virtual Ward

(Given out at the same time as Edith Cavell Award)

This award is for an outstanding innovation and contribution to the Trust.



The Virtual Ward team has shown sheer determination over the last 12 months. Virtual nursing is a completely new way of working and the whole team have been incredibly adaptable - taking on a new role and striving to put the patients at the forefront of the service and care they provide. The Virtual Ward team provide high level care to all patients using technology and new ways of caring - they have adapted to the unprecedented times and this shines through in the feedback received by patients with 99.3% of patients wishing to use the service again and 98.5% very satisfied.

The virtual ward team supply outstanding patient care and work autonomously across all patient groups, advancing their knowledge and keen to learn new skills in order to support patient care. Due to the hard work of the team, they have saved over 7400 bed days in the hospital. The Virtual Ward team maintain the PRIDE values and their hard work is an invaluable asset to the Norfolk and Norwich Hospital.

# GREAT CELEBRATIONS MARK THE DAY OF THE NURSE AND MIDWIFE

Today (May 6th 2022) we marked International Day of the Nurse and Midwife with our first get together in two years, which was both poignant and celebratory.

Prof Nancy Fontaine, Chief Nurse, opened the event by thanking nurses and midwives for their dedication and commitment over the last two years and beyond.



In several talks to a live and virtual audience she celebrated their work, gave guidance on resilience, compassion, coping mechanisms and how to support each other and ourselves as well as launching the consultation on our Nurses, Midwives and Clinical Professionals plan for the next five years.

Our Chaplain Adrian Woodbridge led a period of reflection and thanks after NHSE Chief Nurse Ruth May presented a posthumous Gold Award to Estrella Catalan, our Critical Care Nurse who died of Covid in February 2021.

In a poignant presentation the award was presented to Estella's husband Melvyn and her son Christian, who will shortly qualify as a nurse and join us.

Outside in East Atrium several stands helped create a great buzz as a steady stream of visitors came to find out about union representation, wellbeing, and our innovations as well as testing their knowledge with a little light fun with the guess the baby competition.



In her closing remarks Nancy said: “The last two years have been tough. We must now look forward. It is time for a positive, compassionate leadership - because all our nurses, midwives and clinical professionals are leaders.

All of us can create a compassion and positive environment in which to deliver excellent patient care. By creating a responsive, positive culture together, we will be outstanding.”



# Hospital Fete - June 2022

Thank you to Elizabeth Blaxell and Ann Copsey for supporting the event along with Chris Adcock (member) and Doreen Betts.

The amazing hamper prize looked so lovely. Thank you to all for the excellent contributions. We had compliments about the display cabinet (Royal Visits) from those passing through which was very nice.

The person who won the prize was delighted and I was able to retain the special hamper for another event.

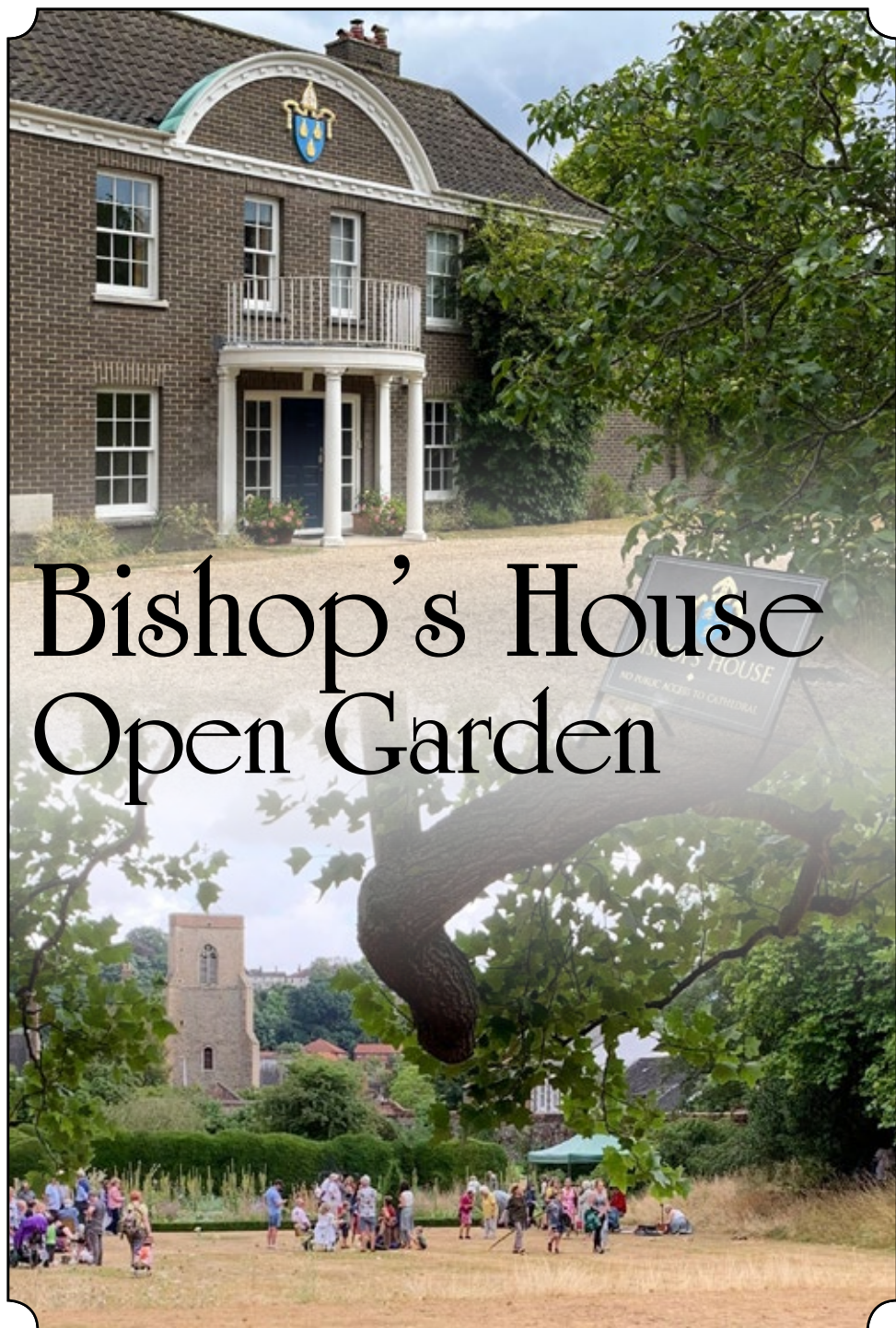
The number of people attending our stand was rather disappointing. Anything near the west side of the hospital saw little action really and other stands there had the same problem.

I did receive a thank you from Janice Bradfield saying she wanted to thank members for joining them at the fete and she asked for feedback.

The feedback I gave did say that the main aim of the league stand was to get publicity and attract new members which didn't happen in the west atrium/op so therefore we were unable to promote the League and the £90 we raised barely covered costs. I also said that had we been nearer the east atrium where the professional stands were we might have had more success. I was disappointed to say the least as the old nurses uniforms were in the chapel near the east Atrium and the Edith Cavell stand was in that main area behind the Benjamin Gooch Hall too with all the professional stands. I was kind in my reply and thanked Janice for including us and hoped she would in the future.

Thank you, **Mary Dolding**





# Bishop's House Open Garden

As part of the 250 year's celebrations for the Anniversary of the Norfolk and Norwich Hospital its charity hosted the annual Bishop's House open gardens on Sunday 31st July 2022.

The sky's where grey but the rain held off for our very enjoyable wander round one of Norwich's hidden treasures.



There has been a garden of sorts on this site since around 1100AD when Bishop de Losinga began to build the Cathedral and palace.

This beautiful privately owned four-acre city centre garden has belonged to the Bishops of Norwich for more than 900 years and is opened to the public to raise money for many different local charities on Sunday's throughout the summer months.

**Chris Parfitt**

The Cathedral Service was unfortunately cancelled due to the death of Her Majesty Queen Elizabeth II.





## The Life and Times of Mary Ann Clarke - Part Two

(nee KEW) SRN. 1975-1978 SCM – 1979

(continued from Journal 2022) This has been so interesting because for me, although I was four years behind Mary so much of this remained unchanged. Sondra (Editor)

Before my training began, back in 1970 I visited my brother Jeff as he awaited his appendicectomy on Ward 4 at the Norfolk & Norwich Hospital. He looked so small in a large, old fashioned hospital bed wearing a white op gown, all ready for theatre. At the age of eleven he was too old to be on the Jenny Lind children's ward. It never crossed my mind that five years later I would be working on there as a trainee nurse.

Ward 4 was a Nightingale ward so the only dignity and privacy was when the curtains were drawn round the bed. For patients whose condition deteriorated, they would be moved to one of two single rooms near the entrance and Sister's office for closer observation and an unintrusive exit if they sadly did not recover.

In those days stainless steel bedpans were used and sterilised between patients. This was the only ward where I saw them still in use, apparently very cold and hard to perch on! Disposable cardboard shells fitted into plastic bases replaced these soon afterwards. There was no day room so as their condition improved patients were assisted into chairs beside the bed, then transferred to a convalescence home once they were able to mobilise and medically fit for discharge.

Nurses sat at the Nurses' Station in the centre of the ward and wrote in the Kardex, all handwritten recording the changes of patient's conditions. Doctors wrote with often illegible handwriting in the medical notes. Visitors brought flowers often placed at the nurses' station.

My second placement was on Eaton Ward at the West Norwich Hospital. This was an all-female surgical ward, housed in part of an old building, still with open wards but slightly more modern than Ward 4. Sister Jude was in charge and nurses were expected to remember the diagnosis of every patient without the opportunity of referring to notes. Woe betide a nurse if the pillows were not faced in the same direction. When Sister Jude plays the piano at our Nurses League AGM service, I wonder what her memories of Eaton Ward are, many more than mine, I hope.

Mancroft Ward was next, a light relief after two surgical placements. It stood by itself across the road from Eaton Ward in an area which used to be used for isolation. In the 1970's it seemed more like a convalescent home in appearance. Sadly, I lost my engagement ring whilst living in the West Norwich Nurses Home, never finding it.

On returning to the Norfolk & Norwich I enjoyed Gannon Ward – children's surgical. As a student I observed the joy of most patients making a full recovery, but my awareness was increased by the heart rendering responsibility that Paediatricians and Paediatric Specialist Nurses have. I would have loved to be with youngsters, but felt it is incredibly challenging when they are so poorly. Following this I came down to earth with a bump on Hethersett Ward in the new tower block, a neurological ward I met people with chronic conditions like Parkinson's disease and Multiple Sclerosis. I spent three eight-week allocations there, during the second in the autumn 1976, my father died at the age of fifty-two, completely unexpected. I was so grateful my fiancé Graham had moved to Norwich by then to encourage me to continue working in the caring profession. We married the following year.

Orthopaedic theatres provided a welcome interest to focus on. Observing hip & knee replacements was fascinating. One of the pioneering surgeons was Mr Watson-Farrar, (1926 – 1999) who along with GK (Ken) McKee introduced the McKee-Farrar hip replacement in 1961. A brass bust is on display at the entrance to the East Atrium of the present Colney site commemorating Mr. Watson-Farrar's achievements.

Accident & Emergency (Casualty) was not in the main block. Instead, it was on ground level at the back of the hospital near Wessex Street. The staff canteen near by not only provided a welcome retreat for staff to recharge, but also gave older folks, who live opposite, the opportunity of a cooked lunch, as it was also open to the public. Out patients department was also nearby and when the Norfolk & Norwich moved to Colney the whole area was demolished, except for the central preserved buildings, closer to St Stephens Road.

I found being a student in A & E stimulating, mainly because of the variety of ailments and ages that came through the door, also ironically because it was so unpredictable. It was good to be an observer whilst not being expected to make decisions about instigating treatments. Whilst there I heard about a man brought in with severe burns from attempting to light his bonfire with paraffin. I was glad not to have been there when he came in. Hopefully paraffin is no longer used to light a bonfire.

My placements in the community were six weeks at the Acute David Rice Unit a separate building near Hellesdon Hospital. I found this was more of an unnerving experience revealing the working life of Psychiatric nurses. I respect and admire the role of a nurse within that sociality as it can be very demanding. I felt I could not have made the adjustment, as they spent long stretches of their shift engaged in conversation of one patient, many of which were significantly disturbed, intensely sad.

The placement on the district was my favourite as it was a complete change of scenery with variety. Accompanying Community nurses on their rounds and shadowing the Community Midwife, who had nineteen years experience. The District Nurse lived in a tied house which had a plaque in the brickwork to state it was The District Nurses house. We took rectal suppositories to a lady's home one day, telling her that she needed to put them in her back passage. We were surprised that she did not respond to a routinely used treatment. She told us she had placed them in her hallway, which she called her back passage as it went through to the rear of her dwelling!

# Lach is Back!

Chris Lach (Nee Gregory) Returns



In 2015 after a twelve-year break I decided, with encouragement from fellow nursing colleagues, to find out about returning to practise. Before I knew it, I was swept away on a tide of interviews and the next thing there I was a student nurse again at the age of 54! What's more, far removed from the familiar classrooms at the old N and N, the dusty skeleton in the corner, distant sound of traffic along St Stephens, I was at university!

I would like to share with you some of the changes I encountered, when I returned as a student in 2015, on placement at the community hospital where I had worked, twelve years previously.

Firstly, no belting up proudly in your fitted dress and shiny buckle. Suited and booted in what can only be described as theatre scrubs, different colours denoting your position. The thought of loose tunic and top appeared very unflattering. However, it proved extremely comfortable, allowing movement and flexibility and very easy to launder.

During the all too familiar hand over at the beginning of the shift, no scrappy hand written notes about where, what and when of 30 patients, which could get confusing after a 10-day stretch! You had to know your patients then, especially with the likes of Sr Lockhart and Sr Burton peering over their glasses at you! Now a computerised structured handover sheet, containing all relevant patient information. However it's presented, handover still signifies the importance of sharing vital clinical information amongst staff.

I was very keen to get involved with patient care, especially the all-important back round. Surely that was still a necessity, even though



patients now lounge on jet engine propelled, pressure relieving mattresses! This vital task, now known as intentional rounding still exists, with an added extra of tick boxes to acknowledge it's been undertaken. Introduced in 2012 as a result of care failures, it is a structured process whereby nurses carry out regular checks on the issues of a patient's position, pain and personal needs. No egg white and oxygen required or potions of arachis oil in sight! It remains, as always, an invaluable means of relating to your patient and their unique needs. Showing care, kindness and compassion has not changed and remains the essence of patient centred care.

During my training back in the eighties, whilst on my second ward, called Brooke (orthopaedics.) Sister Wake was an exemplary role model, happy to pair up with any student nurse on a back round, amidst the contraptions of tractions. During the 1980s I completed my nurse training at the N and N, subsequently staffing on Hickling, Deopham wards and at PBL.

The 1990s brought a new change, after marrying my Norfolk beau, we moved to north Wales. during this time, my work involved working in care of the elderly, followed by nursing in a community hospital, on the rehabilitation ward, minor injury unit and outpatients.

My career meant everything to me and I always assumed this was my forever job. However, during the summer of 2004 this was shortly to change. My young son was soon to start school, my family friendly boss announced early retirement and maternal emotions overwhelmed! The offer of a job with school friendly hours, weekends off, along with every Xmas and Easter, as well as a guaranteed six weeks summer holiday, was enough to entice anyone. I took the decision to leave nursing and work in education as a teaching assistant.

There's nothing better than getting your hands wet (sorry forgot to mention gloves for everything now!) Assisting a patient to have a wash or even better a blanket bath, is an essential aspect of nursing care, hasn't changed for centuries..... or has it? The process of soap and water is much the same. I spent ages looking behind patient's lockers for the bowl, only to be told they are now disposable. Well fancy that, like washing in

an egg box! I must say though with all these hospitals acquired infections, I could understand single use wash bowls reducing this problem.

Nursing observations (obs) as always, still remain a fundamental part of patient care, no changes there! Though don't go reaching for the thermometer that was once stowed away on the wall by each patient's bed, or hunt for that familiar grey, metal box fondly known as a sphyg. Now temperatures are taken using a probe inside the ear with result displayed on a screen. Heart rate counted for you via a tiny peg attached to a finger or toe, also measuring oxygen levels. Blood pressure monitored via a cuff attached to a dynamap which gives an automated reading. As with any electronic device, they are prone to play up at very inopportune moments, especially if not charged! So that grey metal box is still very handy and the palpating of a radial pulse for rate and rhythm still invaluable.

I haven't mentioned the NEWS(EWS), this stands for National Early Warning Score and is frequently communicated between clinical staff. Not as you may have thought a writing exercise for patients on a Monday morning! It is a scoring system for routine observations, an invaluable tool enabling nurses to detect early clinical deterioration in an adult patient, including sepsis, otherwise known as septicaemia.

As you can well imagine the transformation in technology, played a significant role in my learning and I can't even begin to tell you on occasions just how overwhelmed I felt. An iPad was no longer a requirement for corneal abrasion, a tablet not always referring to a little white pill!

Digital tools have changed the face of healthcare. Computers have multiple tasks such as organising patient records and information; no need to hunt for that vital lab result that's somewhere in the notes, or worse still in someone else's notes! Blood forms printed off at the click of a button and another click later on are the results. I hasten to add that at the moment a nurse still has to manually find the vein and puncture with a needle! A late shift on a Friday evening on Hickling ward (gynae) used to involve looking at the admission list for the following week and hand writing the routine blood forms for each patient coming in for operations

the next week. Mistakes were few and far between. Sr Grimmer set a fine example of organisation and the ward was run safely and efficiently.

After seven months of writing assignments and undertaking the required number of practise hours on the ward, I had to pass a viva exam to demonstrate that I had sufficient knowledge of the subject. Following my success, I was then able to re-register and work as a staff nurse.

I was fortunate to be offered a job on the rehabilitation ward where I'd worked as return to practise student and twelve years earlier as a staff nurse! As a returnee, I was made to feel accepted within the team and was able to develop professional confidence, which enabled a successful return to the workforce. In fact, it felt like coming home!



A few spanners were thrown into the works along the way, specifically the covid pandemic. My tutors at the N and N namely Mrs Hutchens and Mrs Lightfoot did mention the flu pandemic in 1918. Mrs Lightfoot was fondly known, during lectures to iterate, “you won’t need to remember this at this moment in time,” so I took this as gospel, never imagining the NHS or myself in the thick of it.

Whatever decade you nursed in or whichever system you trained under, caring remains the essence of nursing. The act of caring enables a nurse to interpersonally connect with a patient, a skill which is deeply respected by patients and their families.

**Chris Lach**

# Jenny Lind Memories

written by Sue Fox sent in by Mrs A Murat

In the late 1950's early 1960s I was a student nurse in Norwich. During our training we were assigned to different hospitals, one of which was The Jenny Lind. I was on the surgical ward and as a student was sent with a child to the operating theatre to look and learn. Arriving at the theatre there was a bit of a flurry going on because the blood hadn't arrived from the main hospital - a mile away - and the blood would be needed during and after the operation on the child. Who should get the blood? Certainly not the surgeon, or any of the theatre staff, so I piped up that I had a bicycle! Aha Nurse, off you go!

So, on a beautiful "sit up and beg" that I had been given from a collection of old bikes in the cellar of The Nurses Home several months earlier, I set off, a wicker basket swinging from the handle bars. A phone call to the Haematology Department alerted them that I was on my way. I duly arrived, collected my precious load which consisted of 3 one-pint glass bottles of blood and set off on my return journey.

Peddling as fast as I dared along a busy main road it suddenly occurred to me that if I fell off and crashed to the ground along with the load in the basket, what a gruesome scene it would have been. Anybody coming upon this disaster would assume at first glance that it was my blood and panic! Far worse, of course the blood all over the road would not get to The Jenny Lind Hospital.

Also, questions would have been asked. What in the name of everything was this junior nurse doing on a bicycle with three bottles of blood?

Anyway, I arrived back at the hospital intact. The rest I can't remember. I think and hope the operation was a success and the child is still alive and well. Why a taxi wasn't called or even the police asked to help I cannot imagine.

I look back on my training days with so much nostalgia, we worked hard for very little pay, but it was all there, accommodation, food, uniform all provided. We also played hard, Trad Jazz was the rage, and & "Ron" in The Wildman Pub our refuge.

**Sue Fox. (Nee Cousens) (1959 -1961)**

# NUH Orthopaedic Centre UPDATE



In The Pulse Issue 102 March 2022, the Norfolk & Norwich University Trust regular.....the Communications Team, wrote an update on the planned orthopaedic centre. Thank you to them for letting us reproduce their article and photo here.

Sondra

Our new £11m orthopaedic centre to increase elective surgical capacity is well underway.

The Norfolk and Norwich Orthopaedic Centre (NaNOC) will create a stand-alone and Covid-secure elective surgical facility containing, two new laminar flow theatres and a 21-bedded ward for hip, knee, ankle, foot and shoulder surgeries.

Our Hospitals Charity has pledged £2m to this development – the largest donation in its history – and has already raised half that sum.

The NaNOC theatres will be a modular construction meaning the bulk of the construction is carried out off site. Once built, the modular units are shipped to Norfolk and lifted by crane into position. They are then fitted together as well as connected to services such as water and power.

The ward section for the NaNOC will be a refurbishment of the existing Aylsham Suite, which has been redesigned to offer the 21-bed ward to the elective Orthopaedic patients.



Recruitment is already under way for new clinical, nursing and support staff.

# THE JENNY LIND

## HOSPITAL LONG CASE CLOCK

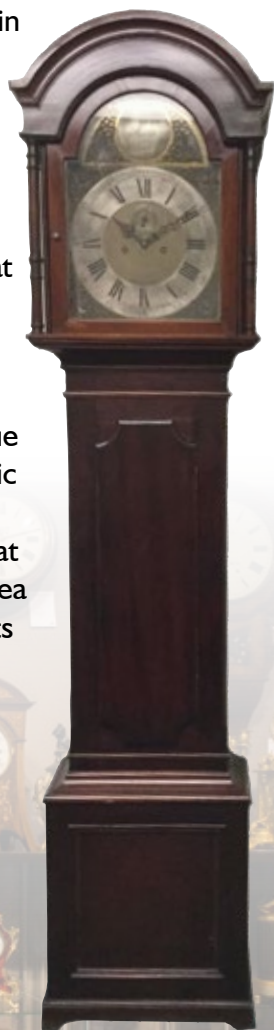
Readers will recall a figure in excess of £800 in donations was raised by members of the Norfolk and Norwich University Hospital Nurses League, to fund the cost of repairs to the Jenny Lind Long Case clock. Following the completion of the restoration by Norwich Clockmaker, Richard Simmonds, the clock is currently located in the Sir Thomas Browne library.

It has always been the hope of our members that the clock can return to the Jenny Lind area of the hospital; however, with a lot of ongoing development and building work underway, and more in the pipeline, this is not a realistic option at this time. The priority must be to keep the clock safe from frequent moves during these building works.

The Trustees of the League will maintain a dialogue with the relevant parties, including our enthusiastic Heritage Advisor Mr Richard England, Consultant Paediatric Surgeon. Mr England is equally keen that the clock can return to the Jenny Lind Hospital area in the future where it can be seen by staff, patients and families alike.

As Trustees, we undertake to keep our members apprised of the situation, and we once again, thank you for your generosity in supporting the restoration of this lovely legacy of the Jenny Lind Hospital.

By the time you are reading this we hope you will be able to visit the library to see this wonderful Long Case clock.





For over 70 years  
**Queen Elizabeth II**  
 was a constant presence  
 in our lives.



We all feel a special connection with the Queen here in Norfolk. She spent almost every Christmas at Sandringham where she would worship at St. Mary Magdalene church. She was a much-loved member of Sandringham and District WI and a loyal supporter of



## Royal visit was boost for hospital staff and patients

It was a proud day at the Norfolk and Norwich Hospital back in the summer of 1967. As nurses lined the pathways to greet the Queen on her first official visit to the hospital, staff and some patients occupied every vantage point to catch a glimpse of the royal entourage. Today's photograph from the EDP archives shows the Queen walking through the hospital grounds having declared open, with a single sentence, the new £60,000 Frank Inch Memorial Operating Theatre. It was all part of a hectic programme which saw the Queen and the Duke of Edinburgh making an official visit to the City Hall her father had opened almost 20 years earlier, inspecting a

### ▼ DOWN MEMORY LANE

guard of honour comprising men from the 4th Royal Norfolk and then, following the hospital visit, calling at the Royal Norfolk Show, where they toured the Costessey Showground in an open-top Land-Rover. Even so, in the aftermath of the official ceremony at the Norfolk and Norwich Hospital, Prince Philip still found time to make a whistle-stop tour of the wards. And that brings us our latest Down Memory Lane photo quest. While visiting the wards, Prince Philip stopped to

chat to a couple of patients who had just had emergency appendix operations. Scarcely had he stopped at the end of one bed, than the patient flourished a camera and quickly snapped the smiling Prince, remarking: "That almost makes it worth while being here." According to Press reports of the time, the snappy patient was a Mr Stanley Warnes. The question is: what happened to the photograph? If any readers know anything about it or can locate the picture, please drop a line to Down Memory Lane, EDP Features Department, Prospect House, Rowen Road, Norwich, Norfolk, NR1 1RE.

Steve Snelling

the annual Sandringham Flower Show. She had a deep affection for Norfolk saying its people held "a special place" in her affections and

by all accounts could do a good Norfolk accent.

On the 3rd June 1957 the Queen visited the Norfolk and Norwich Hospital to open the new operating theatres accompanied by Prince Philip. Mr. Matthes, Chairman of the Management Committee, outlined their building of the theatres which had been damaged by enemy bombing in the war. He recalled the faithful and untiring work of the late Mr. Frank Inch in whose memory the new unit was named. After the Queen had unveiled the plaques Mr. Ridley Thomas escorted the Royal Party around the wards.



HM QUEEN ELIZABETH II AT THE OPENING OF THE FRANK INCH MEMORIAL OPERATING UNIT ON JULY 3rd 1957



HM QUEEN ELIZABETH II UNVEILING THE PLAQUE AT THE NORFOLK AND NORWICH UNIVERSITY HOSPITAL, COLNEY LANE IN 2004

The Queen officially opened the new Norfolk & Norwich University Hospital on 5th February 2004. She took the trouble to meet and speak to many staff and patients, showing a real interest in all of them.

Her Majesty the Queen has served Norfolk well, and our country and beyond. May she rest in peace.

**Elizabeth Blaxell 2022**



# NHS staff honoured with George Cross presentation 12th July 2022



The Queen has awarded the George Cross to the National Health Services of the United Kingdom. A personal message from The Queen in support of the Award, handwritten by Her Majesty, read:

*"It is with great pleasure, on behalf of a grateful nation, that I award the George Cross to the National Health Services of the United Kingdom. This award recognises all NHS staff, past and present, across all disciplines and all four nations. Over more than seven decades, and especially in recent times, you have supported the people of our country with courage, compassion and dedication, demonstrating the highest standards of public service.*

*You have our enduring thanks and heartfelt appreciation.*

**ELIZABETH R."**



During an audience at Windsor Castle, NHS England chief executive Amanda Pritchard and May Parsons, a matron for respiratory services who delivered the world's first COVID vaccination in December 2020, received the George Cross award.



The George Cross, awarded to the four National Health Services of the UK, is in recognition of over 74 years of service including the exceptional efforts of NHS staff across the country during the Covid-19 pandemic. The presentation came exactly one week after the NHS' birthday.

This award, created in 1940, sits at the top of the UK honour's system joint with the military Victoria Cross and is the highest civilian gallantry award. It is given for acts of the greatest heroism or of the most conspicuous courage in circumstances of extreme danger.

This was only the third time the George Cross has been awarded to a collective body, rather than an individual. It was previously awarded to Malta in 1942 and to the Royal Ulster Constabulary in 1999.

**Amanda Pritchard, NHS chief executive, said:** *"It was an incredible honour to receive the George Cross today from Her Majesty The Queen, on*

*behalf of all NHS staff – current and former – who have given so much to care for patients and their loved ones".*

*"The award recognises the extraordinary courage, compassion and dedication of staff over more than 70 years, particularly in the face of the COVID pandemic. As we look forward to the NHS's 75th birthday next year, we will use that same determination and agility to address the challenges we face in the next phase of the response to COVID. I was deeply honoured but also humbled to play a part in this momentous ceremony and represent the 1.5 million brilliant, dedicated and heroic NHS staff across England."*

**May Parsons said:** *"It was a real privilege to be asked to join Amanda today, and be chosen to represent the countless members of NHS staff – my colleagues – who have gone over and above, not just during the pandemic but throughout the more than seven decades of health service history.*

*Getting to deliver the first vaccine to Maggie just a year and a half ago was such a significant moment, that made me so proud of everything we do as healthcare staff, and today is yet another truly once in a lifetime experience for me.*

*I am so humbled by the lovely messages I have received from people up and down the country, and to meet the Queen herself – this is definitely a day I will never forget!"*

**We need volunteers for the following roles:**

- ... Drivers
- ... Mealtime Assistance
- ... Dementia Support
- ... Reconditioning Support
- ... General Ward Support
- ... Patient Experience Surveys
- ... Telephone Surveys
- ... Emergency Department
- ... Community Settle in Service
- ... Discharge Lounge
- ... Reception



*Make a difference*  
**Volunteer  
today**

For more information email [volunteers@nuh.nhs.uk](mailto:volunteers@nuh.nhs.uk)  
or go to <http://www.nuh.nhs.uk/departments/voluntary-services/>

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## Friendship Is

Knowing that someone will be there when you lose  
when you fall  
when you snort ugly tears.

Friendship is knowing they will ask you twice  
how are you, really?  
and they will not accept your answer of fine  
when you are anything but.

Friendship is showing up for the worst of times  
as well as the best  
and knowing which one is the most important.

Friendship is building another's self-esteem  
realising the gift they have given you  
by allowing you to do so  
and never using that gift  
for anything but good.

Friendship is every colour of the rainbow  
and all the hues in between  
the good, the bad, the ugly, the glorious  
the beloved and the brilliant.

Friendship is hanging on when that person is cocooned  
waiting for them to re-emerge  
ready to accept their changes  
knowing they are still the same, to you.

Friendship is a gift, a blessing, a joy.

Be the friend you seek to have  
and be that friend to yourself too.



# Remembrance Service

Saturday 15th October 2022 | 11.00 am  
at Norwich Cathedral

On Saturday 15th October 2022 those attending the remembrance service at Norwich Cathedral were blessed with fine weather to gather and give thanks for the life and work of Edith Cavell.



Dame Ruth May, Chief Nursing Officer for England and Professor Nancy Fountaine marched alongside nurses from the Norfolk and Norwich University Hospital, along with members of the Royal British Legion.

The Rev'd. Canon Peter Doll, acting Dean welcomed the congregation and lead the service,remembering and giving thanks to Edith Cavell, who placed her duty above all things and laid down her life in the protection of others.



Mary Dolding, Past President laid a wreath on behalf of the members of the Norfolk and Norwich University Hospital Nurses League.





*Edith Cavell*  
1865 - 1915



# The Edith Cavell Award 2022

for outstanding leadership.

'This award is given to the nurse who demonstrates outstanding leadership'

**This years award goes to 'Helen Cosey'**

Helen has transformed the care of patients with Motor Neurone Disease(MND) in Norfolk. She has been instrumental in the establishment of monthly multi-disciplinary team meetings, which she chairs and which include medical, nursing and therapy colleagues from palliative care, respiratory, nutrition and dietetics. This has allowed

early identification of concerns and smoothed care delivery. Helen has also arranged periodic educational meetings for professionals involved in the care of MND patients in Norfolk. She has been vital for all outpatient clinics at the NNUH, Tapping House



Hospice in West Norfolk, Cromer and Beccles Medical Centre. She has gone beyond the co-ordinator to undertake home visits to support people with MND, where necessary. She has visited and co-ordinated the care of patients admitted to hospital. She has also played a crucial role in fostering research for patients with MND. Helen is one of the kindest people I have had the pleasure of knowing. Past operations managers have sought to replicate her role across all disease areas. There could be no more deserving recipient of this award.

# The New Edith Cavell on-line archive & portfolios – Nick Miller 2022

Just as the Journal was going to press last year the Swardeston Edith Cavell archive was launched. This Heritage Lottery Fund - funded project has allowed us to put on the Edith Cavell website a searchable list of all the 700+ items in the archive held in Swardeston and images of almost all of them. To access this with instructions on its use go to <https://edithcavell.org.uk/swardeston-archive/>



In addition to this reference point, around 250 of the images have been included in a portfolio of 36 A3 pages. The source of each one is set out in 5 pages at the end of the Portfolio. Many come from books which are still in copyright. An example page of photos of Edith Cavell is here.

This Portfolio has been placed in libraries across the UK and the continent where there are records about Edith Cavell. Copies can be seen in:

- in the Norfolk Record Office
- in the Cathedral Library
- In the Norfolk Heritage Library in the Millennium Forum
- In Strangers Hall
- here in Swardeston (via [enquiry@edithcavell.org.uk](mailto:enquiry@edithcavell.org.uk))
- in the UEA Nursing school
- and in the NNUH (in Nancy Fontaine's office).

Any queries can be raised via [enquiry@edithcavell.org.uk](mailto:enquiry@edithcavell.org.uk). The Archive is very interested in receiving more material on Edith Cavell – please use the same email address.

One of the by-products of the Archive is uncovering new information about Edith Cavell's contemporaries. A new discovery came via the enquiry email in April 2022 about nurse Margaret Pickering who

worked with Edith in Brussels from 1910-1915. She was hitherto unrecorded – hers is a very poignant story of Edith’s care for her staff. (Ref: Nurses League Journal 2022 page 58-60). See the link <https://edithcavell.org.uk/recent-new-material-on-edith-cavell/>.

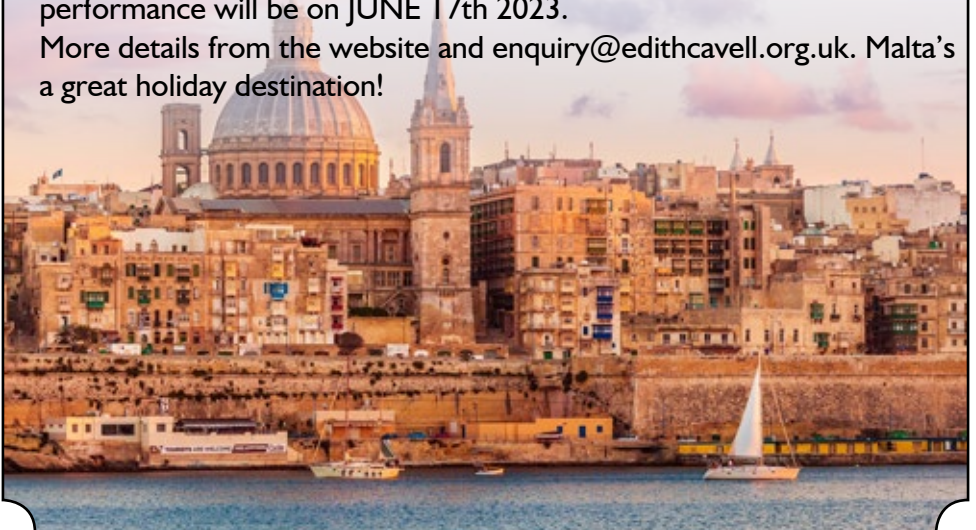


Also, there you can find what we ‘discovered’ in November 2022 about another Norfolk-born nurse, Ada Cole. Having nursed in Norwich in the community for 15 years she, like Edith, squeezed into Belgium in early August 1914 just before war was declared. She nursed in a convent in Antwerp all through WWI, helping allied soldiers out to neutral Holland and enabling Belgian men to get out to join the Allied forces. Like Edith, Ada and her network were eventually arrested and tried – she was to have spent a year in a German camp but the end of the war intervened. Her three articles about her WWI experiences for the Eastern Daily Press in autumn 1919 can be found on the website.

## **Malta Opera Revival 17.6.23**

At the fourth attempt, the 3-act opera ‘Edith Cavell’, written in Italian by Maltese composer Paolino Vassallo, will finally be revived, on the site in Valletta, Malta of its only performances in 1927. The concert performance will be on JUNE 17th 2023.

More details from the website and enquiry@edithcavell.org.uk. Malta’s a great holiday destination!





# NHS Retirement Fellowship

Making your retirement work for you.

## Norwich & District Branch.

### **About the NHS Retirement Fellowship**

The NHS Retirement Fellowship is the national charity supporting retiring and retired NHS staff throughout England, Scotland and Wales. This is done via a number of national benefits for members (including an excellent travel insurance deal) and through a network of local branches. These groups run semi autonomously from the main charity and organise visits, outings, speakers, events and a whole host of other social engagements - there are usually lots of tea and biscuits involved.

Membership is open to anyone who worked or volunteered in the NHS or social care, their friends and family. Membership brings an added bonus to retirement and connects you to your former colleagues and local Trust and forges new friendships.

The busy Norwich and District branch meets at Chapelfield Church Hall, Chapelfield Road, Norwich NR2 1SD, every third Thursday of the month from 10am until midday.

**To express an interest in joining this friendly and welcoming group, please contact the membership secretary Margaret Thompson on 07948 600 753 or email [margaret.thompson500@icloud.com](mailto:margaret.thompson500@icloud.com)**



## Changes to Membership 2022

### New Members

Mrs Rachel Almond (nee Daines) 1999-2003

Dr Lucy Arora

Mrs Charlotte Devereux, 1993

Mrs Judith Harden (nee Humphrey) 1973-76

Mrs Susan Houlihan (nee Crayston) 1983

Mrs Elaine Thrower (nee Brinded) 1998

Mr Michael Waters 2002

Miss Keavy Wright 2022

### Deceased

Mrs Yvonne Archer, Brinded (nee Mitchell) 1959-63

Miss Betty Lee 1943-46

Mrs Rita Fenn (nee Ward) 1940-43

Jane Chittock (Chick) 1961-64

### Resigned

Miss Elizabeth Brown 2000-2003

Mrs Teresa Cleary (nee Weller) 1970-73

Mrs Mary Moncure (nee O'Shaughnessy) 1960-64

Mrs Wendy Parsk (nee Sparkes) 2004

Mrs Ruth Perfitt (nee Tuckwell) 1956-59

Mrs Ivy Wyatt (nee Gotts) 1946-49



## ✝ *Obituary*

### **Yvonne Archer 1959-1963**

Yvonne Archer (nee Mitchell) was born in 1941 in Repps with Bastwick on her parents' farm. It was evident soon after her birth extra care was needed as she had a severe cleft lip and palette and her first year of life was spent in a hospital. Several operations were to feature in her early years, but despite these challenges this experience gave Yvonne a strong desire to become a nurse. St Louis Convent in Great Yarmouth

where her secondary education was given provided a good reference which saw her placed as a nursing assistant in Melton Lodge Hospital. It was here she learnt foundation nursing skills which enabled her to become a pupil nurse at The Norfolk & Norwich Hospital, where she proudly attained her State Registered Nurse qualification in 1963.



Yvonne was always at the centre of fun. She demonstrated this early

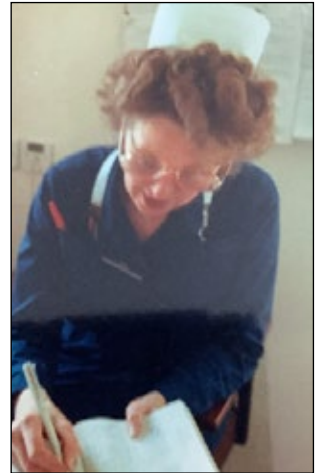
on in her nursing life, featuring in a photo and story of high jinks in the Eastern Daily Press with fellow trainees looking up at 2 cupolas on hospital buildings on St Stephens to see underwear gamely strung between them! This sense of fun continued providing many anecdotes for friends and family from her long career.



Yvonne's career as a qualified nurse spanned the West Norwich male surgery ward as a newly qualified staff nurse, to the Northgate hospital maternity and later medical unit with a brief hiatus as a first aid nurse at a holiday camp whilst raising 3 daughters. Returning to her career, Yvonne held a holiday camp ward sister position in the rehabilitation unit at Northgate Hospital for a number of years, where she was well known as 'Sister Brinded'.

Yvonne's enjoyment of teaching as a ward sister, saw her become responsible for back care and lifting, moving into a more formal teaching post as healthcare assistant trainer before her final post pre-retirement as a manual handling lead in the mental health Trust.

Yvonne inspired, supported and encouraged two of her daughters to enter into nursing, and 30 years on both continue in the profession. Yvonne sadly and suddenly passed away on August 25th aged 80 and is at peace in the village where she was born.



Yvonne was a proud Norfolk & Norwich nurse, and a member of the Nurses League for many years. Her training certificates and hospital badge were amongst her prized personal treasures.



**KEEP CALM  
AND  
CARRY ON  
CARING**

[www.norfolkandnorwichuniversityhospitalnursesleague.co.uk](http://www.norfolkandnorwichuniversityhospitalnursesleague.co.uk)