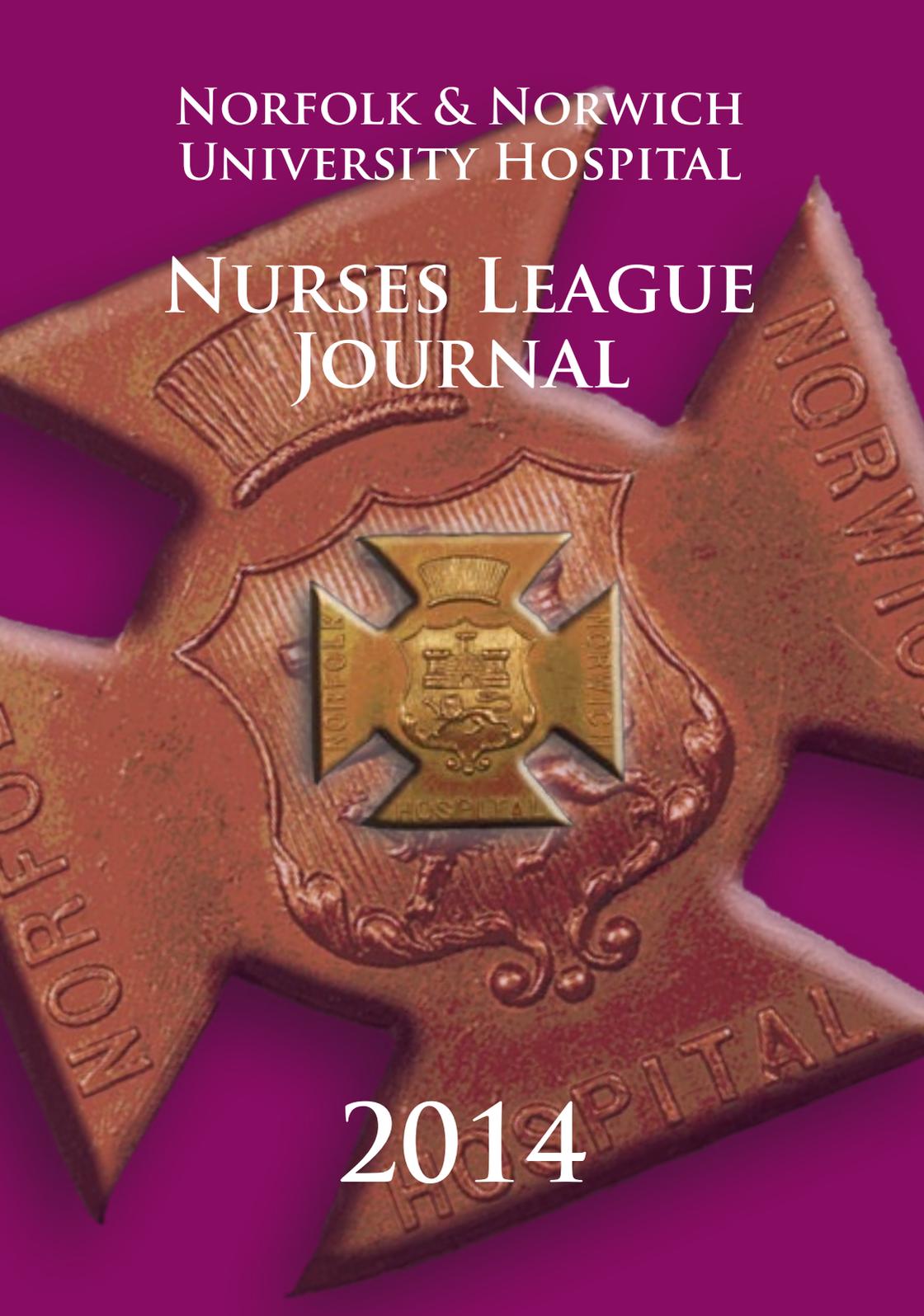


NORFOLK & NORWICH
UNIVERSITY HOSPITAL

NURSES LEAGUE
JOURNAL



2014

THE NORFOLK AND NORWICH UNIVERSITY HOSPITAL NURSES LEAGUE.

EXECUTIVE COMMITTEE AND TRUSTEE MEMBERS.

Charity Registration Number 290546

2013 - 2014

PRESIDENT

Mrs. Lavinia Gordon-Gray
Oaklands, 66 Colney Lane Cringleford. NR4 7RF

VICE PRESIDENTS

Mr. D. Beattie, Miss P. Cooper, Mrs. S. Rengert,
Miss B. Taylor, Rev. I. Weston. OBE.

HONORARY SECRETARY

Mrs. Ruth McNamara
9, Highlands, Old Costessey, Norwich, Norfolk, NR8 5EA

HONORARY MEMBERSHIP SECRETARY

Anne Copsey
8 Penshurst Mews, Eaton, Norwich, NR4 6JJ

HONORARY TREASURER

Mrs. Mary Dolding
15, Greenwood Way, Sprowston, Norfolk, NR7 9HW

ARCHIVIST

Mrs Margaret Allcock
Broadlands, The Green, Freethorpe, Norwich, NR13 3NY.

COMMITTEE MEMBERS & TRUSTEES

Miss V Aldridge, Mrs M.N. Allcock, Mrs H Barker, Mrs D Betts,
Mrs E Blaxell, Miss A Copsey, Mrs M.R. Dolding, Mrs L Gordon-Gray,
Mrs W Hobbs, Miss B Lee, Mrs. P LeGrice, Mrs R McNamara

JOINT EDITORS

Elizabeth Blaxell,
47 Long Barrow Drive
North Walsham
NR28 9YA

Doreen Betts,
4 Hall Road,
New Costessey,
Norwich, NR5 0LU.

**THE NORFOLK AND NORWICH
UNIVERSITY HOSPITAL
NURSES LEAGUE
EXECUTIVE COMMITTEE**



Back Row

Anne Copsy, Doreen Betts, Mary Dolding, Lavinia Gordon Gray, Elizabeth Blaxell, Ruth McNamara.

Front Row.

Margaret Allcock, Vivien Aldridge, Betty Lee, Wendy Hobbs,
Hilary Barker, Pat LeGrice.

2014 EDITORS' REPORT



Doreen and Elizabeth with Vivien Aldridge at the 2013 AGM.

Once again we have enjoyed putting this Journal together and thank everyone for their contributions.

Another year has flown by. We hope you all enjoyed the lovely summer. Perhaps some of you have memories you can share with us for next year's Journal. Please keep the contributions coming; even little anecdotes would be welcome. Send them as an attachment to the email addresses below or just send them by post.

Elizabeth Blaxell
elizblaxell@hotmail.com

Doreen Betts
doreen.betts@ntlworld.com

47 Long Barrow Drive
North Walsham
NR28 9YA

4 Hall Road,
New Costessey,
Norwich, NR5 0LU

A MESSAGE FROM THE PRESIDENT

As I approach the end of my term as President and handover to someone else in May 2014 I will have mixed emotions!

Sad..... because I will miss the opportunities that I have had to meet so many League members from across the generations and the globe; sharing stories of our time at the Norfolk and Norwich Hospital (NNH) and how it set us all up for what has happened subsequently in our lives.

And I will miss the e-mails and phone calls, although I will still hope to hear from many of you as I adjust to my role as vice president.



Relieved..... that the committee and I have steered the League through six more invigorating and exciting years! We all feel that there is clearly a structured programme in place to deliver on our objects and keep members in touch with the NNH and each other, but it is a programme that we can keep adapting to suit the needs of the League.

You may recall that last year the committee had put together a sentence to add to the League's objects to enable the finance to be available to manage our heritage collection. Unfortunately, although approved by members at the AGM it did not embrace the legislation required by the Charity Commission (CC). Back to the drawing board! The following is our next attempt:-

To advance the education of the public and to raise awareness in the history and practice of nursing in hospitals in the Norwich area. To advance the education of nurses and other health workers and health professionals in the history of nursing.

We also had to make an amendment to Clause 8 of the 2004 Deed, by the addition of the following:-

(x) to maintain a collection or collections of records, photographs and other memorabilia connected with nurses and nursing of the Norfolk and Norwich Hospital and other hospitals in the area and from time to time to mount exhibitions

Continued...

Cont. A MESSAGE FROM THE PRESIDENT

of such collection or collections for viewing by nurses and health professionals and by the general public.

The Charity Commission has approved the additional object, however it will be put to the AGM in May 2014 for members' approval. If you will not be at the meeting and you feel you cannot support the object would you please let me or a member of the committee know. Contact details are on the League website and at the front of the Journal.

In conclusion I would like to thank the committee for their continued hard work and enthusiasm. Their combined strengths and weaknesses have led to a very productive committee which I have enjoyed being part of and will miss. Sincere good wishes for a happy and healthy future.

Lavinia Gordon-Gray.

Norfolk and Norwich University Hospital Chaplaincy.

May 13th 2013.

Dear Mary and members of the Nurses League.

Thank you so very much indeed for choosing the Chaplaincy as the charity for your meeting.

What an amazing total. £342!!

On behalf of the Chaplaincy I would like to thank you most sincerely for the generosity shown by all the Members.

This is a great deal of money for the Chaplaincy but I assure you that it will be used to show care and compassion to the patients, their carers and staff. It is sometimes in these small acts of kindness that your donation will help to make a difference.

With thanks and good wishes,
Eleanor Head Chaplain.

Norfolk and Norwich University Hospital Nurses League

Year Ended 31st March 2012

Income and Expenditure Statement

	2011/12		2010/11
<u>Income</u>			
Annual Subscriptions	870.00		925.00
Donations	830.00		1,281.85
Sale of membership Lists	2.00		16.00
AGM Chapel Collection	263.00		517.00
Sale of Mugs	167.50	Sale of Mugs	627.40
Interest received gross	2.56		2.56
Gift Aid tax relief	308.37	Gift Aid tax relief	388.92
Income from Investments	683.42		656.94
	3,126.85		4,415.67
<u>Expenditure</u>			
Christmas Benevolent	432.55		431.91
Flowers/Gifts/Grants	154.38		226.22
Nelsons Journey	263.00	Wymondham P Cafe	517.00
Journal	1,143.00		1,900.00
Postage (journal)	232.10		342.94
Other postage/stationery	142.70		380.04
Archive/Heritage	79.69		0.00
Catering	35.64		33.02
Petrol	123.88		88.92
AGM Expenses	59.98	80th Expenses	561.93
	2,666.92		4,481.98
Surplus/-Deficit	<u><u>459.93</u></u>		<u><u>-66.31</u></u>

BALANCE SHEET

Funds Brought forward

Barclays Community Account	2,971.35		3,040.22
Barclays Instant Access Saver	5,168.33		5,165.77
Unit Trusts & Investments	15,000.00		15,000.00
	23,139.68		23,205.99
Surplus/-Deficit	<u>459.93</u>		<u>-66.31</u>
	<u><u>23,599.61</u></u>		<u><u>23,139.68</u></u>

Funds Carried Forward

Barclays Community Account	3,428.72		2,971.35
Barclays Instant Access saver	5,170.89		5,168.33
Unit Trusts & Investments	15,000.00		15,000.00
	<u><u>23,599.61</u></u>		<u><u>23,139.68</u></u>

Hon. Treasurer M. R. Dolding Date 8th May 2012
 Mrs M R Dolding

Hon. Independent Examiner Brian J Allerton Date 4 May 2012
 Mr Brian Allerton



Report from Heritage Sub-committee 2013.

The sub group had several meetings over the past twelve months and continued with the task of sorting the ever growing collection.

We had a visit from the senior archivist at the Norfolk Records Office who viewed the collection from her professional perspective. She was hugely impressed by the collection and gave us some guidance as to how best to preserve some of the items. Following this visit the group visited the Records Office, we chose a terrible day to do so, it was the first full meeting of the newly elected council following the local elections and the car park at County Hall had to be seen to be believed – it was so full! We saw how collections are preserved, repaired if necessary and stored. It was also explained to us that if a donation is made to the Records Office the item(s) become the property of the Records Office but if items are deposited the person/group making the deposit retain ownership of the items, and the articles/items will be kept together as a collection, stored at the ideal temperature and in humidity controlled vaults. Should we wish to use any of the items/articles for display purposes we would be able to borrow from the Records Office. There is no charge for this service.

Following this visit and after discussion with the full committee it was agreed that the archive should be catalogued and deposited with the records office. We will keep a full inventory of everything we deposit. Some of the items need restorative work and we will ask the Records Office to do this. The photographs need placing in special albums to preserve them; we will do this and catalogue as best we can before depositing with the Records Office. The work to catalogue and make an inventory will be ongoing. The uniforms which form part of the collection will be stored and preserved as well as we are able. They will not go to the Records Office as “clothing”; this is not part of their remit.

Please contact myself or Margaret Allcock with any queries.

Vivien Aldridge.

A MESSAGE FROM THE MEMBERSHIP SECRETARY

Thank you for all your interesting letters; keep them coming. As we communicate more and more on line your committee wondered if you would have any objections to receiving mail on line.

If you have no objections, perhaps you would like to register your e-mail address with me, my address is, g.copsey@ntlworld.com

Last year many of you submitted your email addresses with your return slips. The space for some of you was rather small and I couldn't be sure whether I had interpreted it correctly. Next year the space should be larger.

Many thanks, Anne Copsey.

Can you identify this photograph?

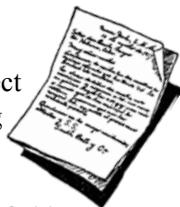


If you recognise the room/hospital please could you put a note in with your annual subscription.

Many thanks Margaret Allcock. Archivist.

A Letter from Ester Winifred Boar

Thank you for the 2013 Journal, just excellent reading and perfect presentation. I loved reading about Betty Larter's wonderful nursing life (I knew her quite well) and the dogmatic determination of Heather Parle's aunt Christina Sewell. What a woman.



Then the 1952 group of "assorted young ladies" in Beryl Everssfield's article talking about Margaret Fox (Bowden)

This all galvanised me into action as my set preceded hers by a few months.

I am Ester Winifred Boar (nee Woodward) I trained in 1951-65. My husband Alan died 5years ago. He was a C/E clergyman. He did all his ministerial work in Norfolk. During our married life we lived in Dereham, Gorlston, Tibenham, Ashmanhaugh, Marsham and finally retired in Dereham. I now live in Hindhead, Surrey in a large (for one person that is) modern C/E flat in pleasant surroundings. I am 85yrs and in good health and spirits.

My set first met in October 1951 and I think we were 20 in number. (There are 18 in the photo) Pam Dyball was the photographer and the photo was taken at the end of PTS.

It was a super set and we had so much fun and such companionship. Modern nurses don't know what they missed!



Back Row: Doreen Easto, Jean Denny, Anne Hardingham ? Elliot, ?Violet Jones, Nancy Wigg, Margaret Duffield, (has her arm over Hicky's face)

Front Row: Paddy Hieght m Nurse, ?Eileen Hazell, Shiela Bumfrey, Sister Sporle, Horen Ester Woodward, Ellen Hickling, m Hill, Magaret Drew(Dickson), Daphne Mallett m Powell , ?Anita Rake,

We didn't have regular reunions but there were seven of us; Eastoe, Dyball, Drew, Hickling, Height, Mallett and myself who were real friends and met, together or as a twosome, over the years.

Continued...

Ellen Hickling died 20 or so years ago, and Paddy Height in December 2012. Pam Dyball is in Vancouver, the rest of us in England. I have not been in touch with Daphne Mallett for some years. My last letter to her was returned not at this address. The remaining of my friends are all “as well as can be expected” I wonder how life has treated the others?

After my general training I did midwifery (at Leamington Spa and Salisbury) then stayed in Salisbury at the General Infirmary enjoying a cushy job as a staff nurse assistant to the Sister Tutor in PTS, whilst Alan did his theological training. After we got married I returned to part time nursing in Recovery at the old N&N (bless it) between 1975–85. I enjoyed that too. I have two daughters and two grand daughters. The photo is what I look like now with my daughter.



Thank you all for keeping the League together. I have such happy memories of the annual meetings before I left Norfolk. Its always good to see Betty Lee’s smiling face, she was, and is another great one.

With best wishes to you all,
Ester W Boar.



AN EMAIL FROM AUSTRALIA

Dear Doreen,

You asked for info and photos, so here we are! Unfortunately we did not have a group photo taken during our training or you would have a copy. Some of us met at Lowestoft, at the Alderman Woodrow School where we did the Part 1 Nursing exam and GCEs. We were weekly boarders there and then did 6 months Pre Nursing at Dereham Hospital living in. Then to the Norfolk and Norwich under Matron Watson.

I note the uniform did not seem any different to the year of 1952 and included those removable starched collars that were so uncomfortable. The dresses had to be a regulation 12 inches from the ground and when I turned mine up a bit it was let down again the next week when returned from the laundry!

Friendships were formed that have stayed all these years. We have regular get-togethers despite my living in Australia and Angela Henderson (nee Thompson in Canada.

Photo No 1 shows us cramming into the phone booth in the Nurses Home after the last Nurses League Meeting at the old hospital. Carol Davey (nee Crosby) Sue Johnson (nee Chate) Angela Henderson (nee Thompson) and Hilary Last (nee Crane)



Continued...

Photo No 2 Shows us celebrating also with Monica Swan (nee Burroughs) and myself back right



Photo No 3 shows us starting a holiday together in Italy with Dianna Beck (nee Chapman)



We share each others experiences and I count myself lucky to have such great friends for the last 50 years! Our set was small, graduating in November 65 and if anyone else in our set would like to get together,

do get in touch. Email is great. I can also thank the N&N for 45yrs of happy marriage, as I met my husband there!

Our get-togethers usually include our husbands and we all get on very well. Most of us have visited each others homes in Canada and Australia and. My husband and I always find a welcome when we visit the UK each Summer.

Thank you for an interesting Journal.

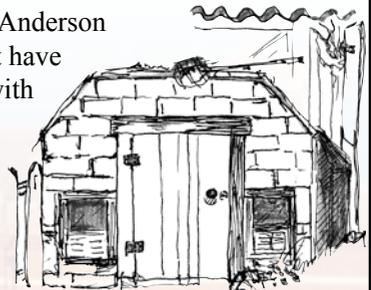
Regards Gillian Hall (nee Thorn)



BARBARA HEDLEY (NEE WATERSON) 1944-48

Barbara was born in 1923 at Carrow Hill, Bracondale where she lived with her father, who was a policeman at Colman's factory, her mother and four brothers. She decided to become a nurse at a very early age having attended a Home Nursing course at the Lads' Club in King Street. Barbara went to Lakenham Girls School and left at fifteen and a half. She then got a job in a drapers shop in Ber street run by Mrs. Burrell which sold such items as Bear Brand stockings at 1s.6d a pair and ladies combinations at 12s.6d! At seventeen, she was not old enough to start her nursing training, so was advised to train as a Fever nurse at the 93 bedded Isolation Hospital.

During WWII, one nurse was responsible for two Anderson shelters each with four patients. One shelter might have patients suffering with Diphtheria, and the other with perhaps, four Scarlet Fever patients. The soldiers of the Scottish Regiment based in Newmarket Road would help to transfer the stretchers to the shelters. Barbara laughed and said that it was the only time she ever wore slacks! They were navy blue and used to hang on the end of the bed so they could quickly be pulled on when the siren went off.



She qualified as a registered fever nurse after two years training.

Barbara started at the Norfolk and Norwich hospital in 1944 as a second year nurse after having an interview with Miss Stolworthy.

Continued...

The Gynaecology ward at the N & N in the war was transferred to the David Rice Hospital. The student nurses had to attend lectures at 5 o'clock and so they often had a lift in Mr. Noon's car back to the N& N. Mr Noon had a "sit up and beg" burgundy Rolls Royce with a "Dickie" seat at the back. He always wore a black suit, a bow tie, union braces and a bowler hat on the back of his head.

Barbara was a nurse on Ward 1 with Sister Lewis, and one day during Mr. Noon's round he said to a patient "Good morning young man(the patient was about 80),and what can I do for you today?" " The gentleman, who was a farmer replied in a strong Norfolk accent "I want to get my bowels moved" "And where would you like them moved to?" replied Mr. Noon.

Several nurses decided to go to a dance at the Lido on Aylsham Road, but they had no late passes. When they returned to the hospital their usual route into the Alexandra Nurses' home (through a window) was blocked so they had to go into the main entrance to reach their bedrooms. They asked the porter the whereabouts of the night sister, Sister Buckton. He told them that they were safe to go through to the nurses' home as she was during a round on Ward 7. It was then that Sister Buckton appeared. They quickly hid behind the large marble pillars, but suddenly a fire extinguisher went off (they didn't touch it) and "Buckie" was covered in foam from head to toe. She sent them to Matron the next day and they had their late passes stopped for a month.



After qualifying, Barbara worked at Grove House Nursing Home and then Mundesley Sanatorium which was owned by Mr. Wynne-Edwards the Thoracic surgeon. She stayed there for two years as Theatre and Treatment sister. Barbara having met Walter, her future husband, a farmer; at a dance at the Connaught Hall in Attleborough, decided to apply for the sister's post on the Gynaecology ward at Wayland Hospital. She stayed there for four happy years working with Dr Rogers and Mr Bentall (a great yachtsman who sometimes did a ward round in his sailing shorts).

Barbara and Walter married in 1958. He was originally from Northumberland. Soon after their marriage her GP, Dr. Rogers, asked her to do some voluntary work with the St. John Ambulance teaching bandaging and invalid cooking as part of a Home Nursing course.

Continued...

After her husband retired in the late 1970's they went to live at Hunstanton. Barbara worked full time at a convalescent home belonging to Addenbrookes Hospital. This was called Home Place and was situated on top of the cliffs. She and Sister Crossman worked opposite shifts. Ambulances brought patients twice a week from Addenbrookes for one or two weeks convalescence.

At the time of writing this article, Barbara will be 90 on November 4th. She is a very bright and cheerful lady and it was a privilege to meet her.

Elizabeth Blaxell

I first met Barbara Hedley, then Sister Waterson, as a pre-nursing student at Wayland hospital, Attleborough. I was nearly seventeen years old after leaving Notre Dame High School for Girls and very naïve. Barbara, as I can now call her, took me "under her wing". She was so caring, but strict and taught me a good bedside manner.

I have met Barbara again recently through the Nurses League and now at ninety years young she is still a lively, happy lady who is a pleasure to visit.

Wendy Hobbs (nee Seely)

Our Trusty Trustees in Working Mode!





Implementation of a Daily Quality Assurance Audit Programme with Public Involvement at its Heart

In March 2011, the Care Quality Commission (CQC) undertook an inspection of the Norfolk and Norwich University Hospital (NNUH) as part of the work for the DANI report (Dignity and Nutrition Inspection). The focus of this inspection was in relation to Outcomes 1 (Respecting and Involving People who use Services) and Outcome 5 (Meeting Nutritional Needs).

The NNUH was assessed as being compliant but with minor concerns in relation to Outcome 1, but was found to be non-compliant with moderate concerns in relation to Outcome 5. In response to this assessment, the first within which we had ever been assessed as non-compliant, a programme of self-audits based on the CQC methodology was introduced. To ensure that these assessments were robust, audit prompts were developed which mirrored those published by the CQC but which also included monitoring of specific actions within the Trust's action plan as submitted to the CQC after the March 2011 inspection.

Audits were initially undertaken within a rolling programme across all in-patient areas, with outpatient and corporate areas incorporated during the next phase. They were initially undertaken by Senior Nurses and Matrons but in order to enrich the programme a decision was made to invite representatives from our Allied Healthcare Professional colleagues, Trust governors and also external organisations including patient representatives to join us. This, we believed, would give us the invaluable perspective of people who may not necessarily have a healthcare background, but who could tell us honestly how they perceived the care we provide through the eyes of those who might themselves, or their loved ones, be receiving it.

To better support the external audit team members and to make the task of auditing easier and more meaningful for them, the Institute for Innovation and Improvement publication 'The Fifteen Steps Challenge – Quality from a Patient's Perspective' was adapted and made into a specific audit tool for their use. Their findings and comments given during verbal feedback immediately after each audit was then incorporated into the final written audit reports sent out to the audited ward teams afterwards.

Continued...

A database was also developed into which all audit teams, the wards they audited and the results are recorded. This enabled each ward to not only view its individual performance over time, but also presents the whole Trust position within a red, amber, green format. This database is sent out to the Executive team, Matrons and other senior staff including Lead Allied Healthcare Professionals and the Medical Director, every week and is reported monthly to the Trust Board.

The first audit took place on the 28th July 2011 and 1-3 audits have been undertaken almost every Monday – Friday since that date. The Nurses' League has members who have supported us from the very beginning of the programme. Over time the external audit team has expanded to over 70 members and to the extent that there are now few of the 1-3 audits / day undertaken without their support. Weekend and evening audits are now additionally included.

The enormous value our external audit team members contribute is their completely fresh eyes approach and robust challenge within every audit they support. Talking with as many patients and their families as they are able to, they present their findings to the ward teams during verbal feedback by the whole audit team at the end of each audit. The audit programme even reached the final of the National Health Service Journal Awards (Acute Sector) earlier this year; a success only possible because of the engagement and support of our external audit team.

Over 64 wards / departments are now regularly audited within the programme and the number of non-compliant judgements has reduced dramatically. Our external audit team members' input is invaluable and ensures that we have objective and independent views underpinning this programme at its very heart.

Learning from the audit process is on-going and further improvements continue as a result of it. Matrons and Senior Nurses are learning from each other and good practice is actively shared. Consistency remains key and our the audit process is now an established part of the way we challenge our practice daily to ensure that we do indeed provide every patient with the care we want for those we love the most.

We are always keen and very grateful to receive any additional expressions of interest from people who would like to support our audit programme. Do please contact me or Dawn Collins, Assistant Director of Nursing if you would like to do so!

Liz Hogbin. Head of Compliance Governance.



Care Quality Commission (CQC)

A presentation by Mrs. Liz Hogbin at the 2013 AGM.

The hospital vision is

'To provide every patient with the care we want for those we love the most'

In March 2011 the Norfolk & Norwich University Hospital was included in 100 Hospital Trusts across England to carry out a Quality Assurance programme of 16 quality care outcomes as requested by the Regulator for Hospitals and Social Care in England, the Care Quality Commission (CQC). These are set out in two pieces of legislation: the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009.

For each regulation there is an associated outcome – the experiences we expect people to have as a result of the care they receive.

The providers' compliance is checked with essential standards of 16 regulations (out of the 28) that come within Part 4 of the Health and Social Care Acts 2008 (Regulated Activities) Regulations 2010 – these are the ones that most directly relate to the quality and safety of care. Providers must have evidence that they meet the outcomes.

Liz Hogbin came into post in 2011 having worked for the Trust for over 27 years. She was previously employed as Sister within the Critical Care Outreach Team. Her remit was to look at Care Quality Commission regulations and their requirements, to assess how compliant the Norfolk & Norwich University Hospital Foundation Trust was with the standards, and to communicate to staff the CQC outcomes to be achieved, whilst always ensuring that staff do the right things for patients.

The 16 regulations involving standards of service inspected by the CQC are:

1. Respecting and involving people who use services.

People should understand the care and treatment choices available to them. They can express their views and are involved in making decisions about their care. They have their privacy, dignity and independence respected, and have their views and experiences taken into account in the way in which the service is delivered.

Continued...

2. Consent to care and treatment.

People give consent to their care and treatment, and understand and know how to change decisions about things that have been agreed previously.

4. Care and welfare of people who use services.

People experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

5. Meeting nutritional needs.

People are encouraged and supported to have sufficient food and drink that is nutritional and balanced, and a choice of food and drink to meet their different needs.

6. Co-operating with other providers.

People receive safe and coordinated care when they move between providers or receive care from more than one provider. i.e. Movement of patients with correct information to other hospitals, care homes or back home. Information of patient's continued care programme.

7. Safeguarding people who use services from abuse.

Adults and children are safeguarded from abuse, or the risk of abuse, and their human rights are respected and upheld.

8. Cleanliness and infection control.

People experience care in a clean environment, and are protected from acquiring infections. We were told white gloves are used in carrying out this inspection. (A smile passed my lips when I remembered Miss Hale ('Aggie') and her white gloves checking for dust when I was in PTS 50 years ago!)

9. Management of medicines.

People have their medicines when they need them, and in a safe way. People are given information about their medicines.

10. Safety and suitability of premises.

People receive care in, work in or visit safe surroundings that promote their wellbeing.

11. Safety, availability and suitability of equipment.

Where equipment is used, it is safe, available, comfortable and suitable for people's needs.

Continued...

12. Requirements relating to workers.

People are kept safe, and their health and welfare needs are met, by staff who are fit for the job and have the right qualifications, skills and experience.

13. Staffing.

People are kept safe, and their health and welfare needs are met, because there are sufficient numbers of the right staff.

14. Supporting workers.

People are kept safe, and their health and welfare needs are met, because staff are competent to carry out their work and are properly trained, supervised and appraised.

16. Assessing and monitoring the quality of service provision.

People benefit from safe, quality care because effective decisions are made and because of the management of risks to people's health, welfare and safety.

17. Complaints.

People and those acting on their behalf have their comments and complaints listened to and acted on effectively, and know that they will not be discriminated against for making a complaint.

21. Records.

People's personal records are accurate, fit for purpose, held securely and remain confidential. The same applies to other records that are needed to protect their safety and wellbeing.

In March 2011 it was found, much to everyone's surprise, that the hospital was non-compliant with the CQC requirements especially with patient's nutritional needs. This was a shock to staff but with further internal investigation it was found to be a fair judgement.

After a CQC visit in July 2011 it was decided the hospital needed to go further than the basic CQC standards after some areas (1, 4 & 5) showed minor concerns.

In October 2011 there was an unannounced inspection by the CQC and this revealed safeguarding of the patients, quality of service and staffing all showed no concerns and were compliant with regulations. However respect, nutrition, care and welfare caused minor concern and record keeping caused moderate

Continued...

concern, therefore all these were non-compliant. It was after this that the NNUH Management introduced regular internal inspections at the hospital.

Management failed to see things which visitors and patients notice so Assistant Director of Nursing Dawn Collins contacted a wide range of people who use the hospital services together with representatives from governors, ex-nurses, gay, lesbian, bisexual community and even a partially sighted gentleman who was the first to point out a spelling mistake on the literature involved! All these people provided the team with invaluable information.

Wards receive one of the hospital's in-house quality audits once a month on top of the formal CQC inspection that comes once a year.

NNUH audits are carried out by Dawn Collins, Assistant Director of Nursing, Liz Hogbin and officials from the NHS Foundation Trust with the assistance of one of the 60 volunteer external auditors. The network of external auditors come from Age UK, The Older Peoples Forum, Norfolk Link, governors and representatives from the University of East Anglia, all of whom offer valuable but fresh eyes to ensure standards are upheld. We learnt that Mary Dolding, the League Treasurer, is one of this team of volunteers.

These audits are carried out at lunchtime and 5pm lasting about one and a half hours at a time. This has dramatically improved levels of cleanliness, safety and patient care after a pioneering daily audit project. The area is only given notice as the team approaches. Cleanliness, tidiness, documentation, infection control and patient care are checked and recorded. The area is informed of the inspection team's findings and if there are problems an action plan is drawn up and a time is fixed for a repeat visit. At every inspection the bar is raised higher in order to improve standards.

All internal audits are written up and reported to the Hospital Board each month to make sure standards and the quality of care for patients are maintained. Patient feedback is very important and constructive with staff taking it very seriously. Staff can get very upset if they fail an audit but take it graciously as they are keen to improve.

In October 2012 after another unannounced visit the NNUH met all essential quality and safety standards. The inspectors spoke to patients, their family and carers as well as members of staff. This report highlighted how hospital audits were carried out by independent external representatives and were used daily

Continued...

to check standards of care for patients leading the way to improvements in key areas. It was noted patients and visitors had been very impressed with cleanliness and hygiene in the hospital.

The hospital has shared their methods with other Trusts much is down to the Matrons who do a great deal of this work as they all passionately believe this is making a difference. Up to May 2013 nearly 3,000 audits have taken place at the hospital.

Liz Hogbin believes that if audits have never shown up a moderate rating in a Trust the size of NNUH then they need to start again as she does not believe they can be getting it right all of the time every day.

The outcomes of all these inspections in the last eighteen months are benefitting the patient.

- i. There is now a daily fresh fruit trolley with no charge to the patient.
- ii. Toast is now available after repeated requests.
- iii. A hot food choice is available at every mealtime.
- iv. Meal times are observed by all professionals after strong opposition from some allied health care professionals and doctors who wanted to see patients at their convenience but this has now completely changed.
- v. Each department has a board displaying photographs of staff.
- vi. All roles working in the hospital wear uniforms with identification boards describing their status.
- vii. Staff are auditing each others' departments and this leads to greater understanding of others' problems.

The NNUH had their 2013 annual inspection at the end of April and are awaiting the results which will be published nationally.

Ruth McNamara (Secretary)

THE CLASS OF 1958-61.

The picture shows a reunion of six retired nurses who started together in PTS aged eighteen at the Norfolk and Norwich Hospital. We trained from 1958-1961 and have remained good friends ever since, although, of course, we have all gone our separate ways.

We arrange a reunion periodically and on this particular occasion we had lunch at Dunston Hall on a hot, sunny day in August 2013. A random sample of husbands attend, although they need to stick together as they are not included in our laughter and reminiscences!



The group in the picture includes:- Jenny Girt, Sis Barnes, Wendy Seeely (Hobbs) Monica Clarke, Joan Randle, Yvonne Morse (Brock)

I think I speak for all of us when I say that our years of training have stood us in good stead and better able to handle the varied experiences and problems which life provides.

Our group has a close bond and we look back with warm memories of our years together and I cannot help wondering if the nursing profession today will provide such good and lasting friendships.

In our day we lived in the Nurses' Home and in my case this was my Home! This must have encouraged "esprit de corps", which may well be absent today.

Yvonne Brock (nee Morse)



Happy 100th Birthday

Kathleen Lewis nee Seeley 1942-45

Kathleen was born at Wood Dalling one of 7 children. She trained during the war. After her training she married a doctor and had two children whilst living in Devon and Oundle near Peterborough.

Kathleen's party went very well. She was on good form and is still reliving the memories of her day.



Sister Bowden's Christmas Memories



Christmas 1957
with Mr Taylor
Mr McKee and
Sister Lee

Christmas
1962 Mr McKee
Mr Howard and
John Hogan



Christmas
1962 Mr McKee
Mr Taylor Mr
Howard and
Sister Bowden

Continued...

Sister Bowden's Christmas Memories



Christmas 1962
Mr McKee and
Sister Bowden

Christmas 1956
Ob Theatre
Sister Bowden
and Staff
Nurse Page



Many thanks
to Mrs Margaret
Fox nee Bowden
for these lovely
photographs.

THE SET OF FEBRUARY 1970

We were not a very big set and some of us still meet when we can.



This was taken at the start of our training in PTS.

Back Row Lesley Bailey (nee Button) Sarah Sloan (nee Rash) Joan Ellison, Trevor Harvey (became Nurse Tutor) Malcom Cracknell Simon Hughes Lyn Bean Hilary Barnes Rosemary Finch (nee Bird)

Front Row Jean ?? (went back to Australia) Julie Ellison (nee Guy) Hazel Cleave (nee Northfield) Pauline Burrell -Saward (nee Stratton) Sue Clarke (nee Thompson) Sue Hall(nee Whitely) Linda Warboys (nee Buckle) Val Postle.

Continued...

This photo was taken by the fish pond in front of the “good” old N&N in the Summer of 1971 the Bicentenary of the hospital and was on display in the Castle to celebrate.



Standing Maggie Burton(nee Howlett) Pat Wilson Sister Mary Leadsom Malcom Cracknell Jenny Bland.

Back row Joan Ellison Sue Hall Sarah Sloan

Front Row Lesley Bailey Sue Clarke Pauline Burrell-Saward Hilary Barnes Hazel Cleave Linda Warboys.



This photo was taken at a get together in 2011.

Left to right Pauline Burrell-Saward Hazel Cleave Julie Ellison Sue Hall.

From Hazel Cleave (nee Northfield)1970-73

The Edith Cavell Memorial.



On a damp and chilly October day seven members of the League attended the Remembrance service for Edith Cavell. This was held at Life's Green at Norwich Cathedral.

The proceedings began at the West Front of the Cathedral whence the parade marched to the grave side. This was led by the Norwich Salvation Army Citadel Band, followed by British Legion Standard Bearers, Veterans, and five Matrons from the Norfolk & Norwich University Hospital. Dawn Collins, Assistant Director of Nursing, Rachel Cocker, Divisional Matron Women, Children's Services, Elizabeth Hogbin, Head of Compliance and Governance, Chris Parfitt, Matron Respiratory Medicine and Julia Watling, Head of Training and Education. The Matrons looked extremely smart with their black striped uniforms, black capes and gloves.

The service included two hymns and an address by the Vicar of Swardeston, the Reverend Paul Butt.

Wreaths were laid. Chris Parfitt laid a wreath from the nurses of the NNUH and Ann Copsey laid a wreath from the London hospital, on behalf of Betty Lee. There was also a lovely wreath in the colours of the Belgium flag, from the Belgian Ambassador.

Continued...



In the afternoon some of us went to the Cavell Flower Festival held in Swardeston church where the theme was “Wise Words”. A selection of parables, proverbs and favourite quotes were interpreted very cleverly and beautifully in the arrangements.

October 12th 2015 marks the 100th anniversary of Edith Cavell’s execution in Brussels.

Her last words are truly inspiring to us all;

*“I realise that patriotism is not enough.
I must have no hatred or bitterness
towards anyone.”*

Elizabeth Blaxell



MY CYCLE RIDE FROM JOHN O GROATS TO LANDS END.

(a life time ambition achieved undertaken with her niece and best friend Nicola)



At John O Groats our adventure began,
Everything ready all going to plan
Our first day started but not too quick
After photos we cycled to Wick.
Nicola and I are the closest of friends
We cycled up hills and round the bends
Very glad our brakes didn't fail
As we descended a steep hill in Barridale.
Howard was always ready at hand,
Preparing meals in his camper van
Along undulating roads with views of the sea
Though Helmsdale, Bora and Dornock for tea.
The lorries passing were no bother at all
And soon we were cycling into Dingwall.
Down steep hills we cycled like a rocket
And by Loch Ness entered Drumnadrochit.
Camp sites were hard to find
We stayed at a livery but we didn't mind
The next day we started late
As the horses were stabled before we opened the gate.

Continued...

Fort Augustus was getting nigh
Where we met Mary and Tony returning from Skye.
The Piper was playing a lilting tune
And off we went all to soon.
At Spean Bridge a memorial stands
Remembering Comandos who defended our land.
“Come on Nicola don’t you dither”
Were now going to cycle by the river.
The Caladonian Canal gives a pleasant ride
Off road we travel by its side
Fort William is at its end
Where we meet up with our friends.

The car is ready for a spin
And off we go to the Lochy Inn
A pleasant evening and excellent meal
And home again with Wendy at the wheel.
The next day wasn’t so far to go
We stayed the night in Glencoe
Ready to begin our climb
And hoping the weather would keep fine
Our hoping and praying was in vain
As we started our climbing in the pouring rain
The higher we climbed the worse it did get
And at the summit we were soaking wet.
Now our hands were frozen cold
Making our brakes hard to hold
So we decided without delay
To continue our ride the next day.

Down hill from the summit, we were full of glee
Lots of fun for Nicola and me
Along cycle paths, by Loch Lomond shores
With beautiful views, who could ask for more?
Luss Village came next and we cycled though
Enjoying our ride the adventurous two.
Ready to tackle Glasgow the next day
Advised to take cycle paths all the way.
A good idea we thought it would be

Continued...

But got hopelessly lost in Glasgow City.
The path just came to an end
So nowhere to go for me and my friend.
No one could tell us where to go
So up and down busy streets we went to and fro.
We contacted Howard who led us on
To our nights resting place at Hamilton

Across country roads to Gretna Green
And with the piper we were seen
Relaxed over a dinner stop
And looked round the shops
On again and across the Border
Though Carlisle and Penrith in that order
Around Derwentwater we went for a ride
With Howard acting as our guide

Next Morning we studied the map
Ready for our climb up Shap
1400ft though cloud to the top
It was raining hard so we didn't stop.
Over the cloudy summit we cycled down
Passing though Kendal town
From Carnforth to Lancaster we got soaked again
The roads flooded by the rain. (an awful day)

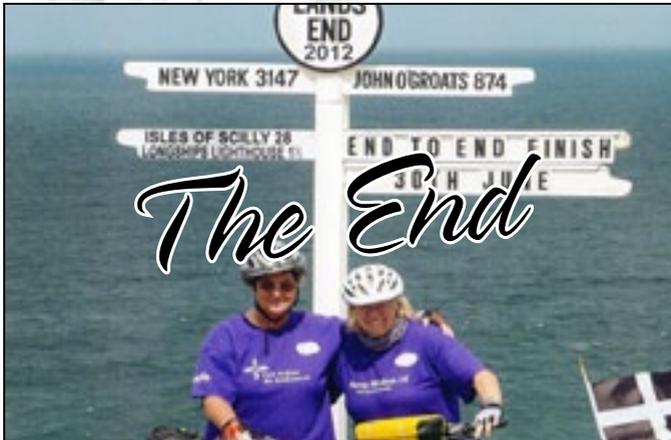
Next morning we started early as it was fine
So we covered more miles to make up the time
After a few wrong turns we reached Delamare
Had Pizza for tea and a bottle of beer.
Another long road we had to go
Though Whitchurch, Shrewsbury and on to Ludlow
From Ludlow we cycled though Leominster and Ledbury
Next day on through Gloucester and Bristol to Bridgewater for the night

It had been a good day the showers were light.
It was a foggy morning and looked a bit murky
As we made our way along the A30
A busy road used by all
But very soon we were in Cornwall.

Continued...

Quieter roads we choose next day
As we travelled on to Hayle.
This was the last leg of our journey
So we didn't leave so early
Cheers arose from family and friends
As Grandson Joe led us to Lands End
This was the most exciting moment yet.
A great adventure we will never forget
An experience I didn't want to end
I couldn't have cycled with a better friend

Hazel Cleave nee Northfield.



Hazel cycled 952 miles and raised £861
for the East Anglian Air Ambulance.

Are you a Hidden Carer?

Are you looking after someone who is frail, ill or disabled in any way (physical or mental)? He or she may be a relation, friend or neighbour; even your own husband, wife or child. If your caring role is regular and substantial you are a Carer and, as such have significant legal rights and possibly help and support from a number of Organisations. You may also be entitled to financial benefits.

It is estimated that there are over 100,000 unpaid carers in Norfolk alone and Britain's unpaid carers save the Government almost £1.2 billion each year; more than the total cost of running the NHS!

Are you a hidden Carer, managing your caring role without making your caring activities known to your GP, and without claiming benefits or help to which you may be entitled? Have you considered who would step in to take on your caring should you suddenly find yourself unable to carry on? You may have an accident or become ill and a crisis could quickly develop.

Make sure you are registered as a Carer with your GP. The Carers Agency Partnership (CAP) is a good starting point for information, and their website (www.norfolkcarersinfo.org.uk/carers-agency-partnership) or their helpline (0808 808 9876 (9-5 Monday to Friday and 10-2 Saturday) will get you started. You are legally entitled to a Carers Assessment, and you should ask for one; either by telephone or face to face. The purpose is to assess your needs as a Carer and not how well you are fulfilling your role.

If you feel that you are a Carer, act now. You have nothing to lose.

John Keeble



PRISON NURSING

In the early 90's, I was working for Bupa Agency Nursing to supplement my income.

One day the phone rang and it was the agency.

"How do you feel about prison nursing?" asked my friend, who ran the Agency in the Colchester Office. "Well I'm not sure but I'll give it a go" I said. "It'll be different". "Money's good," said my friend. "It's an F Grade."

So I, and a few other nurses, went along to Chelmsford Prison, housing males and male Young Offenders, for an interview.

A very nice Hospital Prison Officer showed us round and told us what was expected of us. "Have any of you had any mental nursing experience?" he asked. I said that I had two daughters in their early twenties and had survived their teenage years and did that count? He laughed & said "Absolutely!"

I was to remember this conversation over the months... as sadly, so many prisoners had mental issues and probably should not have been there at all. There was nowhere else for them to go.

I worked both days and nights and was based in the prison hospital. It was a very old part of the prison. I could hear the mice in the pipes.....saw the odd cockroach..... I can't remember how many cells there were..... about 10 or 12 I think. One of them was padded, and prisoners, especially those experiencing cold turkey, could become a danger to themselves and therefore needed to be in this type of cell. It was furnished with a plastic mattress.

I remember a young lad, who had been sent over to the hospital after having tried to cut his wrists. He had had stitches and during the night, we kept catching him trying to remove the sutures with his fingers, but clearly feeling no pain!

I was never left on my own and was always escorted by a prison officer if I had to go into a cell in the hospital or on one of the wings.

Now and again prisoners over on the wings tried to kill themselves. Usually they were transferred to the hospital and put on 15 minute watch but if they appeared severely agitated or depressed, I used to check on them every 5 minutes.

Most prisoners usually doubled up with another, but the overcrowding definitely

Continued...

saved one or two lives, in as much as if a vulnerable prisoner tried to take his own life, his cell mate could and would, call for help.

During the day shift I would go over to the place where they had their meals dished out. We had a Treatment Room there & I would give out medication at these times. I seem to remember giving out quite a few Ventolin inhalers. Also we had the odd Insulin Dependent Diabetic.

Sometimes I was around the wings when the prisoners had 'Association'. I got quite chatty with a tall, extremely good looking and highly educated Dutchman of about 40yrs. Being half Dutch myself we got on really well.

Then one day a prison officer said to me, "Do you know what he's in for?"
"No", I said

"Drugs. Running and supplying" he informed me

It was a real wake-up call! I am passionately anti drugs and was always worrying about my daughters being exposed to people like this.

It was quite easy to forget that the prisoners were there for a very good reason and I had to be totally professional at all times!

A Doctor was always on call, or indeed in situ, if we needed him for an emergency or advice.

One day I was asked to accompany the doctor and about 3 prison officers to strip search a prisoner. It was a real eye opener!

The prisoner was a rather nasty paedophile on A Wing – where the really bad boys were housed. He was in isolation (Rule 43) as he had attacked and sexually assaulted another inmate. I really can't remember why he was being strip searched but it included a rectal examination. He was very dirty and very smelly. There was faeces and urine splattered around. He was in the middle of a personal protest about conditions. We, of course, wore gowns/gloves/masks etc. It was an experience!

I could write a book about the 18 months or so that I was prison nursing. So many stories and so many characters come to mind.

I very much enjoyed my time working there and I was always treated with the greatest respect and consideration by both staff and prisoners. The prisoners always, to a man, called me 'Miss', never Nurse.

Eventually, the prison system recruited their own nurses, therefore not requiring the services of Bupa.

Not before time, they asked for mental nursing qualifications on the CV.

Karen Thompson (nee Nieuwenhuis) Oct 1965 – Oct 1968

2013 AGM SNIPPETS



2013 AGM SNIPPETS



DISCOVERING NURSING BADGES: PAST AND NEW

Mary Edmonds

When I turned eighteen, I applied to do my nurse training at the N&N but unfortunately at that time it was over-subscribed. So I moved from living in Norwich where I had been brought up to undertake my enrolled nurse training at the Queen Elizabeth Hospital, Kings Lynn in 1986. When I qualified, my first job was working in a long-term care of the elderly ward. I then moved to Addenbrookes Hospital in Cambridge where I worked in a Coronary Care Unit. My passion for this speciality led me to Papworth hospital where I completed a course in Cardio-Thoracic Nursing. I next moved to Hinchingsbrooke hospital working in the CCU/ICU. Whilst I was there I converted from an EN to a RGN. Shortly afterwards I returned to Addenbrookes hospital and worked my way up to level of Sister. In 2003, I left and joined Anglia Ruskin University where I am involved in the delivery and training of nurses at both pre and post-registration level.

As a nurse who had worked in different hospitals within East Anglia I had an acquired a number of nursing badges to reflect the training I had completed. These badges were always worn with pride whilst I was in practice but were then put into a safe place when I left nursing. A few years ago when clearing out a room for re-decorating I came across my badges. On discovering them I decided to have them framed for display.

These badges represented my personal achievements during my nursing career. This sparked an interest to collect nurse's badges from the East Anglia area.



My first acquisition was an N&N badge which was dated 1896. This triggered my interest to discover more about the history of nurse training. It was then I found the N&N was one of the earliest

hospitals to initiate nurse training. Since then my collection and knowledge has grown.

The badges reflect a myriad of colours, symbols and styles and date from 1896 to the present day. The photographs below show examples of badges in my collection:

Continued...

Addenbrookes Hospital, Cambridge
Broadland School of Nursing
Bedfordshire area School of Nursing (Bedford General Hospital)
Cambridge and Huntingdon
County Hospital, Hertford
Fulbourn Hospital, Cambridge



Harefield Hospital
Luton & Dunstable Hospital
Royal Eastern Counties Hospital
Severalls Hospital, Colchester
West Suffolk Hospital
West Norfolk and Kings Lynn General Hospital



My interest surrounding the history and the roles undertaken by nurses has led to my collection broadening to include British Red Cross Society medals spanning from World War I to World War II and specialist medals relating to cardiothoracic nursing, tuberculosis nursing and thoracic nursing.



Many of the badges in my collection are engraved with the names of their former recipients and completion dates of training. Part of the enjoyment of collecting these badges is undertaking the research to discover the stories behind their former owners.



Changes to Membership

New Members.

Mrs. Rachel Cocker. nee Dolding 1991-94. Mrs Shiela Hall nee Chapman 1987
Mrs Nicola Addison. nee Wright 2010-13. Mrs Isobel Money nee Smith 1970-74
Mrs Nicola Mayes. nee Baird 1983-87. Mrs Ros Fields. nee Williams 1967-70.
Mrs Judy Butcher nee Sibly. Service. Mrs Hazel Smith .nee Gregory. 1972-79
Mrs Linda Shingles. nee Prior. 1967-69

Reinstated Members.

Mrs Rose Hyde. nee Money. Mrs Monica Swan. nee Burroughs.

Deceased Members.

Mrs. Dianna Beck. Mrs Eva Basey
Mrs. June Burrough. Mrs Elizabeth Colborne
Mrs. Dorothy Colman. Mrs. Brenda Copsey.
Mrs. Patricia Dunham. Mrs. Monica Fawcett.
Mrs. Joan Hill. Mrs. Molly Houseago. Mrs. Elizabeth Kettle.(June 2011)
Mrs. Ruth Russell. Mrs. Dianne Webb.

Resigned Members.

Mrs Anne Coles. Mrs Anne Fromrow. Mrs Denise Hodkins.
Mrs Angela Mc Gonnell. Mrs Joyce Byatt.

† Obituaries

Ruth Mary Russell. (nee Thurston) 1949-52

I first knew Ruth, a pretty fair girl aged 7yrs at Primary School in Norwich.

We met later as Jenny Juniors and then in PTS (May 1949)

After State registration in June 1952 Ruth had posts at Holt Girls School and Charing Cross Hospital in London.

Later she went as an Industrial Nurse at British Sugar in Kings Lynn where she met her husband David. Ruth had 2 daughters and 4 grand children.

A lovely lady.

Pamela Green (nee Crisp.)

Continued...

Diana Mary Beck (nee Chapman) 1961- 65.

Diana died on August 22nd aged 69yrs. after ill health for several years . She suffered from the effects of long term insulin controlled diabetes and had several stays in hospital. A series of strokes followed.

Her nursing commenced in 1961 as a pre-student at Dereham Hospital and then training at the Norfolk and Norwich Hospital.

She married Hugh and had three children Kate (deceased) Nicholas and James, and lived in Colkirk, Fakenham.

Di worked intermittently in the Community and at the Fakenham doctors practice. She was widowed and survived by her two sons.

Hilary Last (nee Crane)

Dorothy Coleman (nee Fleming) 1935-38

Dorothy was truly Norfolk born and bred with generations on her father side all originating from Norfolk.

She attended Long Stratton Village School and the Blyth secondary School doing very well. Her first job was in the book department at Jarrolds, cycling 10miles each way from her home at Blofield Corner.

After a year she moved to train at the Childrens sanatorium near Holt from 1933 to 35. Dorothy went to train as a State Registered Nurse at the Norfolk and Norwich Hospital attaining her qualification in 1938 and her midwifery certificate in 1940. She went on to serve in numerous hospitals during the war.

After the war Dorothy married Walter Coleman from Saxlingham Nethergate. They settled in Drayton where Walter was head of Drayton School. They had three sons Andrew and twins Martin and Stephen.

Dorothy was practice nurse at Drayton Surgery.

The deaths of Walter, Andrew and Martin were a terrible blow for her but she continued her life with great courage.

She enjoyed talking about her life and wrote a vivid memoir of her Nursing life including the serious and the fun.

Taken from the address given by Rev. David Wells at Dorothy's Funeral.

Monica Fawcett (nee Dean) 1952-55.

Monica died on Sunday July 7th aged 88yrs. She died in hospital but had only been there 24hrs. She had been active and driving up to her end. She had a very happy life which included her family of three daughters.

E M Potter. (nee Young.)

Continued...

Mollie Housego (nee Dashwood) 1945-48.

Mollie was born in Suffolk Street in Norwich where she also went to school. Mollie was determined to be a nurse and without her parents consent went to see Matron at the N&N. She made such an impression she was accepted for training. Mollie became a Staff Nurse and a Sister but her formal nursing career ended when she married Neville and had three children, Christopher, Jane and Jonathan. When the children were older Mollie worked as Assistant Organiser for Age Concern. She was a faithful member of the Womans Institute and the Mothers Union. She was dedicated Sunday school teacher and Church organist and aided Neville in his ministry.

She was a rock and example to us all.

Enid Jones Blackett. (taken from the tribute at her funeral.)

Brenda Copsey (nee Sayle) 1954-58

Brenda was a nurse, midwife and author. Before she started her training at the age of 18 she attended Norwich City College for a year to study Biology and Physics. She then went to Edinburgh to train as a Midwife and later gained further experience in London and Cambridge before returning to Norwich to undergo her general training. She also worked at the West Norwich and Jenny Lind Hospitals. In March Brenda met poultry farmer Walter Copsey on a blind date. They became engaged the next month and married in July 1967.

Brenda then left nursing to bring up her family on a poultry farm in St Faiths.

Brenda's next step was to write a factual account of her nursing career during a period of rapid change in medicine and social attitudes. The Book was called "*Is That You Nurse*" followed by "*A Child of School Age*" recalling her life until 1954.

Brenda also wrote 10 Childrens stories based around Little Melton Light Railway. Brenda's husband died in 2011 and she leaves a son Edward, daughter Mary and four grand children. She is survived by her sisters Margaret and Diane.

Information taken from her obituary by Michael Pollitt in the Eastern Daily Press 7th July 2013.

Diane Webb (nee Howes) 1960-63

21st March 1942 – 9th September 2013

I first met my dear friend Di in 1960 when we embarked on our general nurse training at the Norfolk and Norwich Hospital. We formed a bond of friendship which lasted fifty three years. I have wonderful memories of us working together in Canada, travelling through the USA, Europe and beyond. All these memories seasoned with Di's sparkling sense of fun and humour.

In 1976 it was Di's good fortune to meet, fall in love and marry Bernard Webb.

Continued...

Theirs was a loving and happy marriage in which they were true partners. Di was a 'carer' all her professional life, working as a sister in the Accident and Emergency Department at the Norfolk and Norwich Hospital and then at the Chet Valley Medical Practice in Loddon. When she needed care herself she showed a generous gratitude to those who cared for her and supported her.

Kind, warm, interesting and interested in all around her, she will be warmly remembered and sadly missed. It was my joy to be her friend and a great privilege to hold her hand to the end.

My dear friend Di with whom I laughed and wept, but laughed much more.

Zbyska Niemiec.

Joan Hill (née Lyon) 1923-2013

Joan trained at the N&N like her four sisters and during the war she and her sister Kay were kept busy when night bombing raids meant patients had to be wheeled to the basement for safety. She always told her family her good memory was due to her training when at the start of every shift, nurses had to memorise the names of all of the patients on their ward, their symptoms, treatment and other medical information.

She left nursing when she married a farmer, Dick Hill in 1949 having nursed him at Grove House. They went on to have three children and five grandchildren.

As well as taking care of her children, Joan also threw her endless energy into rearing calves, doing the lambing, running the sprout shed, organising strawberry picking, developing a beautiful garden, playing tennis and decorating the large farmhouse. The highlight of her 90th birthday in June was all her grandsons phoning her even though they were all busy in their own work.

Twelve years ago she and Dick moved to a converted barn next to her daughter, Mary and sadly Dick died in 2008. The proximity allowed Joan to remain in her own home where she died in August surrounded by her family.

Mary said: "Mummy's great example and influence on our family will stay with us and she will live on in our memories as being a wonderful wife, mother and grandmother to our family."

Mary Rudd (daughter)



