



# OUR IMPACT 2019/20

**N&N**

Norfolk & Norwich  
Hospitals Charity

# SUPPORTING HOSPITALS & CHANGING LIVES

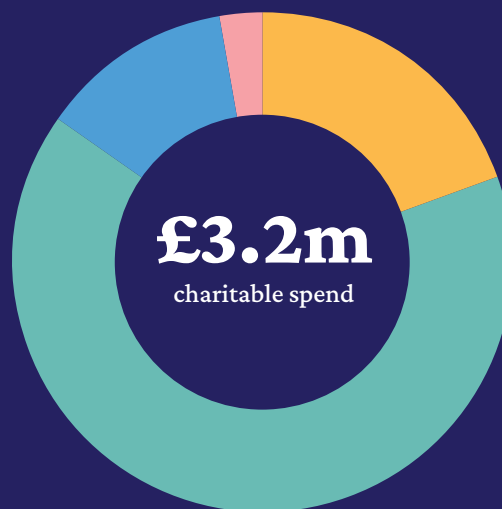
2019/20 was a significant year for the N&N Hospitals Charity, which saw us making one of our largest grants to purchase a surgical robot, and reaching an important milestone in our Boudicca Appeal.

As we look back at 2019/20, it is inevitable that our perception is dominated by the impact of the Covid-19 pandemic. This pandemic has highlighted in an extraordinary way the connection between our hospitals and the community they serve.

We are delighted that the Charity has been able to make such a difference to the Trust's patients and staff over the last year. We are grateful to all the fundraisers and donors who have supported the Charity, without whom none of this would be possible. To all of them, we take this opportunity to say a truly heartfelt thank you.

**For every £1 spent, 97p was spent on charitable activities.**

Only 3p was spent raising further funds to secure our future.



**£632k**

Enhancing the patient environment



**£403k**

Investing in our NHS Trust's staff



**£2.1m**

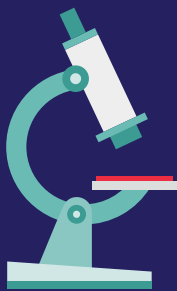
Lifesaving equipment & new technology



**£83k**

Research

# OUR YEAR AT A GLANCE



Helped patients get home from hospital with the Volunteer Driver Scheme

Funded accommodation for NICU parents at the N&N

**BODICCA**  
Breast Cancer Appeal

**Completed Phase 1 of establishing the Boudicca Breast Unit**

# BETTER CARE FOR PATIENTS & FAMILIES

The Charity is committed to supporting patients and their families throughout their time in the care of our hospitals. Every donation makes a real difference to the lives of the patients who pass through our doors every day.

**£6,200**

purchased equipment for the Children's Emergency Department which helps clinical staff to locate veins, for safe and efficient IV access.

Staff have agreed that this new equipment makes it much quicker, easier and more comfortable to insert a cannula for their young patients.



We invested  
**£2.7m**  
in enhancing the  
patient environment  
and purchasing  
lifesaving equipment



**£115,000**

funded two wheelchair-accessible vehicles and a Volunteer Driver Scheme, to help patients travel home quickly and comfortably following treatment. This service supports patients who don't need an ambulance, but would struggle to get home safely, due to illness or financial constraints, or would face a long wait.

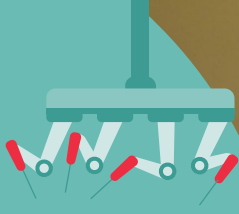
**100%**  
of patients surveyed  
said they would  
recommend this  
service to others



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We have had fantastic results so far with great clinical outcomes, quicker recovery for patients, and we have reduced the length of hospital stay for patients who have received robotic surgery to remove their cancer.

**Mr Irshad Shaikh,**  
Consultant Surgeon



## FUNDING CUTTING-EDGE SURGICAL TECHNOLOGY

As part of a package with the NNUH Trust, we were able to contribute £1 million to allow the Trust's surgeons to purchase a second surgical robot.

This grant was one of the largest ever made by the Charity and marked a significant step in our ability to support improvement in patient care.

The new dual console robot will significantly increase the number of robotic surgical procedures that can be performed, particularly related to colorectal and gynaecological cancers. This is a major step forwards in developing the Norwich Centre for Robotic Surgery, offering the most specialist surgical care and improving outcomes for patients.

# INVESTING IN STAFF TRAINING & WELLBEING

We spent £403,000 supporting the staff working across the Trust's three hospitals – the Norfolk and Norwich University Hospital, Jenny Lind Children's Hospital, and Cromer and District Hospital.

**£248,000**

supported staff training in many different areas across the Trusts three hospitals

**£40,000**

in bursaries provided higher education to six members of staff

Rachel Burridge, Advanced Clinical Practitioner in the Older Peoples Emergency Department is completing a Professional Doctorate, with a focus on patient experience within the department. Rachel's aim is to "understand the experiences of older patients who attend our OPED, and shape future service design to incorporate patient and family views, to ensure optimum care."



# COVID-19 & THE SUPPORT OF OUR COMMUNITY

The Covid-19 pandemic placed significant pressure on the Trust, its patients and staff. Staff faced long days spent in PPE, a hospital split into segregated areas, multiple uniform changes, along with the mental toll of so much uncertainty, fear, separation, stress and sadness.

The Charity created a Covid-19 Emergency Appeal and coordinated the unprecedented show of support, to ensure it reached staff and patients.



Army veteran, 96-year-old Brian Garrad raised more than £2,235 by walking 70 laps around his garden – covering over 10 miles in a month – inspired by Captain Sir Tom Moore.



Nine-year old Phoebe Davison climbed 1,300 flights of stairs in a week, raising £505.

Sue Gresham completed a 125-mile virtual walk while shielding at home, raising more than £2,500.

Thanks to the generosity of local donors and fundraisers, our Covid-19 Emergency Appeal raised almost

**£40,000**

We created pop-up staff rooms with kitchen appliances, watercoolers and coffee machines, thanks to the generosity of donors.

**£17,300**

for hand lotion for all staff, to ease the effects of repeated handwashing

**£14,120**

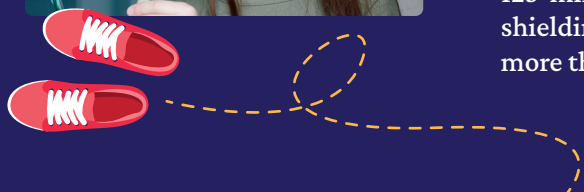
for joint projects with the Big C, giving care packages to cancer patients shielding across the region

**£500**

for additional breast pumps for mothers with babies on NICU

**£312**

for 'poppy' cards, which the Palliative Care service sent to families who suffered a bereavement due to Covid-19





# OUR FANTASTIC SUPPORTERS & FUNDRAISERS

None of this would be possible without the support of our incredible donors and fundraisers. Thanks to the patients, staff, friends, family and the local community surrounding our hospitals, we raised £1.5 million this year, to allow us to continue our vital work.

Swaffham-based travel company One Traveller donated more than £5,000 for NICU, after their staff took part in a lockdown fundraising walk. Company owners Ian and Emma Darkin spent time in NICU when their twins Francesca and Edith were born weighing 3.5lbs and 1.3lbs.



Norfolk boxer Michael Walsh made a knock-out return to the sport after a four-year absence, donating his entire £4,000 fight purse for NICU. Michael's son Liam was treated in NICU when he was born with a heart just 20% of its normal size.

We raised

**£1.5m**

this year, to allow us to continue our vital work.





# THE KINDNESS OF LEGACY GIVING

Projects funded by legacy gifts honour the donor, and help our valuable work to continue. When we are privileged to receive a gift in a supporter's will, we ensure we use it to make a real, lasting difference to patients and staff.

## **Marjorie Lockett left the Charity a legacy of £571,000**

With this gift, we established a Mobile Cancer Care Unit, funding its running costs for three years. The unit will travel to locations around Norfolk, so that patients can receive chemotherapy without needing to attend the hospital.

We are truly grateful for every legacy gift. In addition to large legacies such as Marjorie's, we are also the recipient of many smaller legacies. Some people leave us a few hundred pounds, or a small percentage of their estate. To these generous individuals and their family and friends, we extend our heartfelt thanks. Every gift makes a difference.

## **Did you know...**

a 1% legacy in your will can help us with our mission to support innovation in patient care at our Norfolk hospitals, while your family will still receive the remaining 99% of your estate.



# OUR BOUDICCA BREAST CANCER APPEAL



The Boudicca Breast Unit at the Norfolk and Norwich University Hospital will allow patients to receive clinical consultation, diagnostic tests, and imaging assessment all on the same day at their initial appointment.

Thanks to overwhelming support from our local community, we reached the halfway mark of our £800,000 appeal and purchased and installed the equipment needed to establish this same-day service.

**BOUDICCA**  
Breast Cancer Appeal



The five Rotary Clubs of Norwich presented the Charity with £60,000 for the Boudicca Appeal, raised over a year.



Around 50 people took part in a summer charity abseil down The Forum in Norwich, raising thousands of pounds.

**The next phase of the Appeal will focus on updating and improving the overall patient environment at the Boudicca Breast Unit.**

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This brings us completely into the state-of-the-art in terms of what we can deliver to our patients. It is the latest technological advance and enables us to see a lot more patients a lot more quickly. The new machine also makes biopsies a lot more tolerable for patients and we can diagnose more quickly.

Dr Arne Juetten

# LOOKING FORWARD TO 2021

The Charity is growing in strength, and even in these unprecedented times, we have ambitious aspirations for the future.

## WE WILL



Continue to provide support to patients and staff affected by the Covid-19 pandemic, including the provision of additional facilities



Support innovative services and research, pump-priming new initiatives and supplementing other funding sources



Make grants to support staff education



Work in partnership with our community and with partner organisations



Fund new and additional services where the NHS has no obligation to do so



Fundraise safely in the ongoing uncertainty.

## Raise £3 million

and fund £4 million worth of projects.

# THANK YOU

We are incredibly grateful for all of the support we have received during the year with particular thanks to all of our donors, fundraisers, local community groups and businesses. Please visit our website and social media pages to find out more about how we have been supported, and to find out how you can help us do more at your local hospitals.

A crucial part of our work happens in partnership with other organisations. During this extremely difficult year, these partnerships illustrate the fantastic results we can all achieve when we come together.

## With thanks to:

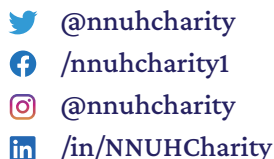


**MACMILLAN**  
CANCER SUPPORT

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Working in partnership with

