



Newsletter

Third Edition

by Joan Pons Laplana and
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Welcome to the third Academy of Fabulous Stuff Newsletter. An online publication which is produced by the Fab Ambassadors team.

We hope to share a little information about the ambassadors and what shares they have had in their own areas and also introduce you to the top shares on the main website as well as keeping you up to date with any planned events.

James Paget University
Hospitals
#ProudofthePaget

Why I became a Fab Ambassador

#hello my name is... **Joan**



Nearly 20 years ago, I became a nurse because I wanted to make a difference. I had always been very curious and inquisitive and, as a young nurse, I had a lot of energy and hundreds of ideas, most of them useless but occasionally one of them was brilliant. Unfortunately, slowly but gradually, I felt more and more constricted by a hierarchical system that was task orientated and I felt I couldn't be myself or express my ideas properly. I learned to work in a safe mode of performing tasks to avoid problems and became increasingly frustrated. I went home at the end of every shift demoralised, deflated and sad. However, all that changed in 2012 when, quite by accident, I discovered NHS Change Day and I started to use Twitter. NHS Change Day gave me the license and approval to pursue my ideas and try to change things for the better and finally Twitter gave me a voice. Twitter has connected me with amazing people and given me fantastic opportunities and is also a fantastic platform to see what other organisations are doing. My mojo was back and I decided to pursue my career as a change agent.

Sharing is caring and in last few years I have tried very hard to break up silos, flatten barriers and share good practice. Sharing has been a vital part of my role. I can proudly proclaim myself the 'King of Cut and Paste'! Every time my boss has given me a task or I have encountered a problem, I have turned to my connections and friends across the globe. I do believe that somewhere else, someone has had the same problem before. I have stolen brilliant ideas with pride and adapted to fit my problem. I have saved thousands of hours and headaches by looking at other people's solutions. Why reinvent the wheel? But I do not just steal bright ideas like a magpie, I do share them. I find there is nothing more rewarding than having someone approach me for advice and ask permission to use one of my ideas or tools.

For that reason, when The Academy of Fabulous Stuff was created, I didn't hesitate to volunteer. It makes sense to be an Ambassador and a curator of this Aladdin's cave full of treasures. The Fab Academy is a perfect platform to showcase the fantastic work we are doing at the James Paget University Hospital. By sharing our work, it has created a sense of pride that has generated a buzz and vast amounts of positive energy.

Projects like Why We Do Research, Let's Get The Nation Signing or Dementia Befrienders have made an impact internationally. Also our Do Your Bit Campaign, Kissing Goodbye Sepsis or Blue Zimmer Frames are spreading like wildfire and generating many enquiries from other organisations across the country.

The impact of the Fab Academy has been amazing. A year ago, when people asked me where I was working, they would say 'where?' when I told them. This is no longer happening. We have managed to connect the James Paget University Hospital with the rest of the country and beyond.

Why We Do Research: <https://fabnhsstuff.net/2017/02/16/whywedoresearch-from-local-to-global/>

Why We Do Research Part 2: https://fabnhsstuff.net/2015/04/17/whywedoresearch-part-2-local-global-impacts-clairegibbsuk-keeling_michael/

Dementia Befrienders in Acute Hospitals: <https://fabnhsstuff.net/2017/05/07/benefits-dementia-befrienders-acute-hospital-wards/>

Carers Welcome at the Anaesthetic Room: <https://fabnhsstuff.net/2017/03/05/careers-welcomed-anaesthetic-room/>

Let's Get The Nation Signing: <https://fabnhsstuff.net/2017/02/07/lets-get-nation-signing/>

Think Sepsis: Spot it, Treat it, (Stick it), Beat it!! <https://fabnhsstuff.net/2017/01/30/think-sepsis-spot-treat-stick-beat/>

Kissing Goodbye Sepsis: <https://fabnhsstuff.net/2017/04/18/kissing-goodbye-sepsis-james-paget-university-hospital/>

#ProtectYourselfie: <https://fabnhsstuff.net/2017/01/24/protectyourselfie/>

#DoYourBit Campaign: <https://fabnhsstuff.net/2017/03/14/doyourbit-campaign-launch-jpuh-staff-cutting-costs-not-care/>

Blue Zimmer Frames for patients with Dementia: <https://fabnhsstuff.net/2017/04/04/introduction-blue-zimmer-frames-patients-dementia/>

Kissing Goodbye Sepsis: <https://fabnhsstuff.net/2017/04/18/kissing-goodbye-sepsis-james-paget-university-hospital/>

Adam Bojelian died from Sepsis when he was only 15 just over two years ago. I only knew him briefly but he made a big impact on my life. While sitting at the back of Adam's funeral I looked up and promised to him to do everything I could to prevent another patient with Sepsis going through the same that Adam did.

Last year when I started at the James Paget University Hospitals, I bumped into the Sepsis Project and I knew that I needed to get involved. In March last year, the Trust started an ambitious three year program to try to transform the way that the Hospital identified and treated patients with Sepsis. A year on, a series of Nurse-led innovations have contributed to the fact that The James Paget University Hospital has been one of the most improved Trust in the country in related to the treatment of Sepsis Patients. By increasing significantly the number of patients treated inside one hour, we have dramatically reduced their length of stay, mortality and readmissions rates. After a year of hard work, a culture of Sepsis awareness has been embedded amongst the frontline and the results are speaking for itself.

The project was highlighted at The Nursing Times and was the most read article of that month. It has also featured on the NHS Improvement website as an example and we have recently been shortlisted at the prestigious Nursing Times Awards for Improving Patient Safety.



On a weekly basis I have been contacted about it and I have shared the tools and knowledge across the different Critical Care Outreached Teams across East Anglia, other trust and transformation leads nationally and the impact has reached as far as Finland, USA and South America.

But the best part of it is that we have managed to reduce length of stay, mortality and morbidity for patients developing Sepsis.



#ProtectYourselfie: <https://fabnhsstuff.net/2017/01/24/protectyourselfie/>

This is one of my first projects that I took on as a Transformation Nurse. At James Paget University Hospital the uptake of the Flu Vaccine was below national average - last year only 39% of front line staff were vaccinated against Flu. These figures have been similar for last few years. From the beginning I was told that it was an impossible task. It was nearly put aside but I decided to come forward and volunteer to steer the project. It was my opportunity to put into practice all of my knowledge gained at the School For Change Agents, The QI Fundamentals and the NHS Improvement QSIR Programme. Because the Trust had nothing to lose, I was allowed to take risks and think outside the box. We decided to create a campaign with FUN at the centre of it. The campaign raised a smile everywhere that we went with the mobile clinic and its positivity has been infectious leaving a lasting long effect amongst the staff. We did not only managed to dress up the frontline staff and made them pose and have pictures taken in the name of Flu; the campaign has also managed to break barriers amongst different professions. Doctors, Consultants, Nurses, HCA and Porters have all posed together and got involved with the campaign. A staff nurse has mentioned that she now feels less daunted to go and speak with a doctor because of the effect that dressing up and posing together for the Flu picture has had. It generated a huge amount of positive energy that was well needed amongst the frontline. This year we had a big push



of social media. We adopted #ProtectYourSelfie hash tag which has gone viral on social media on more than one occasion. Some of the material has been seen by over 20,000 people. But the most incredible thing has been that we've managed to nearly double the amount of staff getting the flu jab. Against all odds, at the end of December over 65% of frontline became Flu Fighters!



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Why I became a Fab Ambassador

hello my name is... **Jane**

I love the Academy of Fabulous Stuff! I have worked exceptionally hard within the team since just after its conception in 2016 and this led to me being asked by Roy and Terri whether I would take on the role of National Coordinator of the Fab Ambassadors... a role I said yes to and love! What may surprise you is that I am also one of the most junior members of our team if we look at leadership in the traditional sense - I am a third year Student Midwife from the north east just about to complete my degree programme. But there is nothing traditional about Fab and that is why I love being a part of this amazing organisation and enthusiastically jointly lead on the social movement #FabChangeWeek alongside my wonderful colleague Dr. Theresa (Terri) Porrett.

My journey has been a rollercoaster of a ride through university, through placements, through difficult personal circumstances yet I have managed to excel in my studies. Then throw into the mix my other passion... quality improvement, change and transformation. It all started with what I can only describe as a life changing course (apologies for the cliché but it is true) which was ran by Helen Bevan - The School for Health and Care Radicals. My eyes were opened to the fact that I could rock the boat as a Student; that there were ways to challenge the status quo; that a constructive discontent could be created whereby teams strived to be even better. What I would learn is that rocking the boat can be exceptionally difficult and one must learn to not only rock the boat but to also stay in it! Add to this the natural waves of resistance that we all will always encounter now and then when traditional hierarchies rooted in 'old power' notions compete with 'new power' movements. Nevertheless I am persistent and kept going, kept going, kept going, kept going...

The snowball rolled quickly and soon I was invited to join national teams from the NHS and abroad facilitating change management events... then to do consultancy work abroad facilitating change schools for senior leaders in healthcare and being invited to speak at the Irish Parliament at Leinster House. Wonderful opportunities for which I am massively grateful that continue to shape me.

It was on this journey that Terri aka 'The Blonde' and I connected via Twitter. We spoke and instantly found a common ground and I was welcomed within the team.

Being a Fab Ambassador is such a truly uplifting experience. A safe space for positivity, for creativity, for diversity, for passion for our NHS. We could even say that by being a Fab Ambassador we are putting ourselves right out there at the 'edge' - this is a good thing. We have one foot within our own organisation and one foot in a fab place which results in diversity in terms of thought processes and a cascade of relationships are facilitated by wider networks and social connection thereby enhancing the sense and scale of shared purpose across change projects and (if as a team we scale wider), potentially an entire system.

For me, the Fab Ambassadors offer a sense of hope. I truly believe that hope is mightily power in change and transformation as a process to be harnessed to motivate and inspire others and as an outcome. We all care deeply, focus on possibilities and do so from the heart.

If you would like to join our Fab Ambassadors team I would love to hear from you. Simply send me an email and let it begin: jane@academyoffabulousstuff.net

Fab Change Week <https://fabnhsstuff.net/fabchangeweek/>

Fab Change Week is back this year bigger and better than ever. A whole week of fun, change and transformation beginning 13th November 2017.

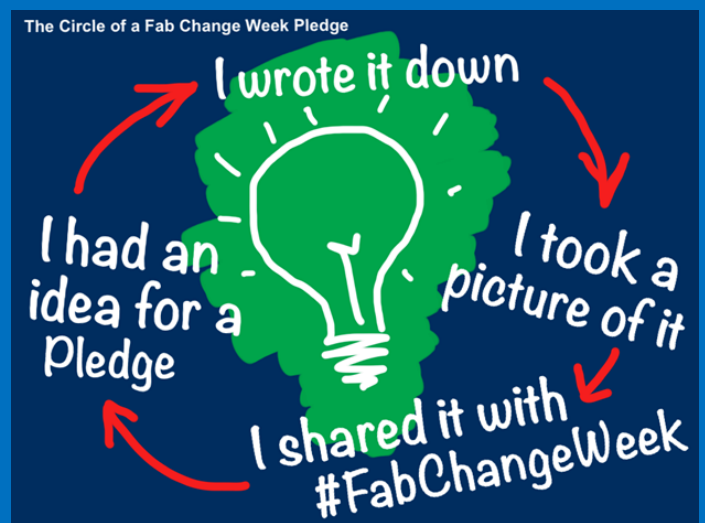
It is way to show that through collective action, we can demonstrate the significant difference that can be made to aspects of healthcare such as patient experience; leadership and staff wellbeing; patient safety and the development of service improvements by pledging one simple act. There are so many areas within health care where you could choose to make a pledge, however big or small...

So please join the movement and support a culture of curiosity and creativity within your organisation. Take part alongside the hundreds of thousands of committed healthcare staff, service users, carers, volunteers and members of the public, as we all come together to harness collective energy and creativity to make small improvements in our everyday work that can have a big impact and can show that large-scale improvement is possible, all in one week.

Encourage others to make a pledge...

It is so easy to take part:

- Think of something you want to pledge about
- Write your pledge on paper and photograph it - pledge templates are available on the website via or you could simply write it on a post-it note/notepad or a RCT coffee cup!
- Upload the pledge to the Fab website (www.FabNHSstuff.net) - this is as easy as updating your Facebook status!



What will you pledge?...

All of your pledges appear on the Fab website. It is wonderful to look through them all and see such diversity in ideas, a honey-pot of fabulousness.

This year, we aren't focussing on specific campaigns as we don't want to limit your creativity however there are broad themes on the website... you might fit into one, two or them all. Patient experience; patient safety; leadership and staff wellbeing; service improvements and The 'Fab' Fringe.

The Fab Fringe could be anything that you want... perhaps you have something truly unique; maybe it doesn't fit with the other themes; perhaps your pledge is at the edge with disruptive thinking!

Take a look for yourself and make a pledge today: <https://fabnhsstuff.net/fabchangeweek/pledge-themes/>

Jane Douthwaite

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