

West Suffolk Hospital

Newsletter

for Foundation Trust Members

Welcome from the chairman

With a tough winter season nearly over, we have received excellent news that the Trust has improved in the latest NHS staff survey results, a great outcome and positive start for 2017.

At a time when the hospital has experienced one of its toughest years of pressure on services and growing demand, we have seen staff go above and beyond to ensure quality does not slip. The latest NHS staff survey results are a true reflection of the team work, passion and commitment of our staff.

Not only have we strengthened our position as the hospital in the east that is the most highly rated by its staff, we remain in the top 20% of all similar NHS Trusts for staff engagement having improved on our score for the previous year.

I bring you further good news in this edition of our newsletter, including our rating as top in the east of England for the care patients receive when attending with a hip fracture, according to the National Hip

Fracture Database. While out in the community we have been working hard to deliver significant improvements to Type 2 diabetes

care in west Suffolk, following the introduction of a new and improved diabetes service, and most recently, we opened a new suite of beds at King Suite, part of Glastonbury Court care home in Bury St Edmunds, to ease winter pressures and aid patient flow throughout the hospital. We also report on the success of our My WiSH charity campaign, Love your Nodes.

We are constantly striving to meet local needs and priorities and improve services for our patients. I look forward to reporting on other successes during 2017.

With best wishes,
Roger Quince, chairman



Putting you **first**

Top in the east of England for hip fracture care

The National Hip Fracture Database rates West Suffolk NHS Foundation Trust (WSFT) as top in the east of England for the care patients receive when attending with a hip fracture, and sixth nationally, up three places from last year.



Mr Samuel Parsons

Hip fracture is the most common serious injury in older people, often resulting in lengthy hospital stays with only a minority of patients regaining their previous abilities and often needing long-term care.

An integrated staff team, including specialists from the emergency department, orthopaedics, elderly medicine and physiotherapy, work hard to deliver against best clinical practice guidelines. The team has introduced regular virtual fracture clinics at West Suffolk Hospital, a key part of the care given to patients attending with musculoskeletal injuries, where they assess patient needs together to identify immediate care needs and ensure they see the right specialist at the earliest opportunity.

WSFT achieved 85.1% in the best practice tariff, the highest in the east region, against a national average of 65.6%.

Records show that:

- 100% of patients received a bone health assessment (national average 97.2%)

- 88.2% of patients had surgery on the day of, or day after, admission (national average 71.5%)
- 80.2% of patients were mobilised out of bed on the day after surgery (national average 76.1%)
- The average overall length of stay in days was 17 (national average 21.1 days)

Mr Samuel Parsons, orthopaedic consultant at West Suffolk NHS Foundation Trust, explained: "Patient care is our priority and it is our team effort and organised approach that enables us to deliver this high quality service for the community. We see a lot of elderly patients with hip fractures and using the criteria set by the National Hip Fracture Database as a way to measure our effectiveness means we continuously aim to improve outcomes for them.

"For our more elderly patients, hip surgery can really take its toll on their health. They are sometimes very frail when they come to us, so it is paramount that we act quickly to enable them to regain mobility and a good quality of independent life."

West Suffolk Hospital opens care home beds

West Suffolk NHS Foundation Trust has officially opened a new suite of beds at King Suite, part of Glastonbury Court care home in Bury St Edmunds.

Opened by Mrs Dora Leeder, one of the first patients to be cared for at the unit, the King Suite is a 20-bed inpatient service managed by hospital staff, which is able to offer medically-fit patients from West Suffolk Hospital a period of optimisation, rehabilitation and recovery, before they are discharged home.

Based in a separate wing at Glastonbury Court, a care home run by Care UK,

patients benefit from single rooms, en-suite bathrooms and access to a lounge, dining room and grounds. They are encouraged to get up and dressed, enjoy social activities, therapy sessions and receive visitors at any time that suits them.

Sharon Basson, West Suffolk NHS Foundation Trust senior matron, said: "This is one of the Trust's key innovations to support the management of winter pressures. Hospitals across the country are coping with increased numbers of patients, many of whom are older people who need additional care but not necessarily in an acute hospital setting before returning home. The King Suite enables us to provide high quality care and promotes a return to normal life outside of hospital giving patients the very best chance of their full discharge being successful."



Mrs Dora Leeder opening the new suite of beds with West Suffolk NHS Foundation Trust chief executive Stephen Dunn and senior Matron Sharon Basson (far right)

Public governor elections

The Trust is holding elections to our Council of Governors later this year. Here we explain what's involved and urge members to put themselves forward to represent the views of public and patients.

As a valued member of the West Suffolk NHS Foundation Trust, you are able to nominate yourself or vote for a governor who will be your representative and have a direct link to the Board of Directors. There are 14 public governor positions available on the Council of Governors, elected by public members from the Trust's catchment/membership area.

The 14 public governors are part of a 25 strong Council of Governors, which includes five staff governors elected by staff members

of the Trust, and six appointed partner governors made up of two local authority governors and four partner governors.

Together they form the body that represents the interests of members and partners in the local community and hold the Board of Directors to account for the performance of the Trust.



Governor training day

June Carpenter, lead governor at West Suffolk NHS Foundation Trust, said: “We are calling on individuals passionate about our Trust to give back and represent those who use our services. This is an exciting opportunity for people to have a say in decisions made at the Trust and to ensure we are accountable for the services we provide.”

Governor duties

The Health and Social Care Act (2012) reinforces the role of governors in holding the Board of Directors to account and places emphasis on local responsibility and accountability.

As a governor you will:

- Appoint the chair and non-executive directors of the Trust and approve the appointment of the chief executive
- Hold the non-executive directors individually and collectively to account for the performance of the Board of Directors
- Have input to the Trust’s strategy
- Be consulted on plans for change to the health service locally
- Be prepared to meet with and speak to members in your constituency to hear their views
- Represent the interests of the members
- Make the final decision on mergers, acquisition, separations and dissolutions planned by the Trust, in line with the constitution
- Appoint the Trust’s external auditors

Time and commitment

The following sets out a range of activities and time commitment that would be expected of a governor.

The time commitment is flexible but public governors at West Suffolk Hospital need to be able to commit an average of six hours per month to this role. Many activities take place outside normal working hours (9am – 5pm), and include:

- Attending meetings
- Talking with patients and public to understand their experience of using our services
- Attending talks and training
- Feeding back on the hospital environment

What training will I receive?

You will receive a formal induction to the Trust and be given the opportunity to undertake training. This training will give governors an understanding of Foundation Trusts and the governor’s role, NHS finances and an insight into quality in the NHS.

If you are interested in finding out more please contact the Trust’s membership office on telephone 01284 713224 or email georgina.holmes@wsh.nhs.uk

Improved diabetes care in west Suffolk



Dr John Clark

Partnership working between healthcare professionals has delivered significant improvements to Type 2 diabetes care in west Suffolk.

New figures show that more patients than ever before are getting the support they need to control their blood pressure, blood sugar and cholesterol levels. These are the three key indicators measured by the national NHS Quality and Outcomes Framework to identify local levels of diabetes care.

Uncontrolled diabetes can lead to unnecessary hospital admissions and, if left unchecked, a person can develop complications such as heart disease, stroke, visual impairment, kidney failure, and amputation of a foot or toes.

The improvement follows the introduction of a community diabetes service, which sees specialist hospital diabetes nurses working alongside general practice nurses in 19 west Suffolk GP practices to provide enhanced diabetes care to patients closer to home. The service, commissioned by NHS West Suffolk Clinical Commissioning Group (WSCCG), is delivered in partnership with West Suffolk NHS Foundation Trust.

The west Suffolk area is now ranked at 81 out of 209 CCGs for diabetes care, with

61% of patients receiving the support they need, a figure which is now higher than the national average of 60%.

At the end of 2014 national data showed that the west Suffolk area lagged behind other areas in the country for the support available to diabetes patients. Fewer than one in three patients locally had recorded control of their blood pressure, blood sugar and cholesterol levels, ranking WSCCG at 209 out of 211 CCGs.

Dr Jon Ferdinand, NHS West Suffolk CCG, said: "It's a remarkable improvement and although we recognise there is more work to do, this achievement shows how working together can result in improved outcomes for patients. We were determined to make the necessary changes and turn around our performance.

Dr John Clark, lead diabetologist at West Suffolk NHS Foundation Trust, said: "This is very encouraging news for people with diabetes in west Suffolk. We are really pleased with the results which have been achieved as a result of the hard work of the hospital diabetes nurses alongside practice nurses and GPs together in the community."

Diary dates

Our Council of Governors meet several times a year. All are welcome to attend.

Meetings take place in the Education Centre at the hospital from 5.30pm unless otherwise stated.

Tuesday 9 May: 5.30pm – 7.30pm, Newmarket (British Racing School) - Cardiology presentation

Tuesday 6 June: 5.30pm – 7.30pm, Stowmarket (Cedars Hotel) – Cardiology presentation

Thursday 10 August

Thursday 16 November

Our annual members meeting will take place at the Apex from 5.30pm on Tuesday 12 September.



Membership recruitment

We are always keen to hear from anyone aged 16 and over who would like to become a member of our trust. Membership is completely free and gives you the chance to keep in touch with our news and have a say in our work.

To join, you can:

- Contact the membership office on 01284 713224
- Go online www.wsh.nhs.uk/foundation
- Email foundationtrust@wsh.nhs.uk
- Write to the NHS Foundation Trust Membership Office, FREEPOST ANG20554, Bury St Edmunds, Suffolk IP33 2BR

Electronic copy

We are always looking for ways to be more efficient wherever possible. If you can help by receiving future newsletters electronically, please let us know by emailing foundationtrust@wsh.nhs.uk



Love your Nodes campaign reaches £25,000 fundraising target



The Trust's My WiSH charity continues to see commitment from the community in raising much needed funds to help benefit key areas of the hospital's services.

The Love Your Nodes campaign was launched last year and with the aim of raising £25,000 to purchase a SentiMag machine for the breast unit. A crucial item of kit, the machine will help reduce the number of patients who suffer from side effects post-surgery, meaning quicker recovery rates and a reduction in surgery time allowing more procedures to take place. With a target time of one year, the fundraising team is delighted to announce that it has reached the £25,000 fundraising target within eight months and the machine has been delivered to the hospital.

Sue Smith, fundraising manager for My WiSH Charity, said "I am thrilled the community has come together so swiftly to make this happen. Our donors have been so generous, many of whom we have cared for while they fought this awful disease. They have made this possible and have ensured we can enhance the treatment of many more people with breast cancer, reducing the risk of

complications resulting from the removal of lymph nodes.

"I would like to say a huge thank you to all that supported the campaign."

With a growing list of fundraising activities on offer and increased support from donors, the fundraising team has grown in size with the valuable addition of new part-time staff member Debbie Collins, and Claire Braker-Finch, who has replaced valuable staff member Emma Sewell following her departure to a new role in the NHS in London.

Sue added: "We have some fantastic things currently in the pipeline, and a summer full of events, everything from abseiling, wing walking, dog shows, cycle events and football matches. If you would like to join in or just be a helping hand please do get in touch. Following a record breaking year where we raised a total of £1.2m, we would love to have another successful year but can't do it without your support."

For further information, please contact the fundraising team on 01284 712952 or email fundraising@wsh.nhs.uk