

West Suffolk Hospital Newsletter

for Foundation Trust Members

A welcome from the chairman

I am delighted to introduce our summer newsletter which brings you some of our achievements of the last few months.

In our last edition I highlighted the fact that we had been through an inspection from the Care Quality Commission in March. As this newsletter goes to press we still haven't had the outcome of that inspection but we expect to receive this in August and will share the news publicly as soon as we are able to.

In May of this year we launched a new IT system and were all holding our breath to see whether years of planning and preparation had paid off. While this was a challenging few weeks for the hospital, we are pleased with the results so far and are developing the benefits that better IT can bring to healthcare services.

We continue to focus on integrating more closely with other NHS services outside hospital. Our commissioners have agreed

that we will continue to run community services for Suffolk until October 2017 and our focus is to make services easier to use for the people of west Suffolk. This is not without its challenges but I believe the NHS in this part of the world is characterised by organisations that work well together to support change.

Of course none of the achievements described in this newsletter would be possible without our wonderful staff and the support of our patients and the public. I do hope you will come and join us at our Annual Members Meeting on Tuesday 13 September at 5.45pm in the Apex in Bury St Edmunds. Our specialists will be talking about how our patients are living through cancer thanks to better treatments and services.

My best wishes for a happy summer,

Roger Quince
Chairman



Patients benefit as new technology introduced

Patients across the hospital are receiving quicker diagnoses, improved care and help with rehabilitation following the introduction of three pieces of state-of-the-art equipment.

West Suffolk has become only the second hospital in the region to start using the GreenLight laser, which offers men with enlarged prostates fast, effective treatment and enables them to return home more quickly.

Less invasive than other surgical treatments, the procedure can be completed as a day case, which means the patient can return home more quickly.

Patients can now also have the condition of their liver checked in minutes after the Friends of West Suffolk Hospital

generously funded a new £70,000 Fibroscan machine. The technology helps our doctors and nurses to diagnose cirrhosis of the liver, which has a variety of causes including hepatitis B and C, obesity and alcohol. Non-invasive and quick, it scans from outside the body and quickly gives clear, accurate results.

Before the equipment was introduced, patients needed to have a biopsy to monitor the severity of their liver disease, which meant they would have to be admitted as a day case.





Finally, patients in the critical care unit are being given a better chance of making a good recovery following the introduction of a specialist 'bed bike' which aims to keep joints moving while combatting muscle wastage.

The £6,000 Motomed bed bike allows patients who are sedated or confined to bed to start their rehabilitation as early as possible. Fitted with a motor to help them cycle passively, it keeps their joints active and their muscle length intact, in turn reducing wastage which is common when patients are bed-bound and unable to move on their own.

We are thought to be only one of a handful of NHS hospitals in the country to purchase the bike for use on critical care. It has been paid for with £720 raised by Jess Daniels and Anna Aniskowicz during a



Diary dates

Our council of governors meet in public several times a year. Everyone is welcome to come along.

All of the meetings take place in the Education Centre at the hospital. The next two meetings will be held on:

Monday 8 August at 6pm
Wednesday 16 November at 5.30pm

Our annual members meeting and special interest talk will focus on cancer care, and takes place on Tuesday 13 September at the Apex in the arc shopping centre in Bury at 5.45pm.

charity skydive organised by the My WISH charity, along with cash from the Research and Development Fund.

Double accolade for WSH's catering team

Our in-house catering team has picked up two prized awards in recognition of its dedication to serving fresh, ethical and sustainable food while offering a range of healthier choices.

The team became the first in the area to receive a gold "Eat Out, Eat Well" accolade from St Edmundsbury Borough Council for the range of food available in our Time Out Restaurant and Courtyard Cafe. It comes after environmental health officers visited the hospital twice to carry out rigorous assessments, looking in detail at the choices people are offered, ways in which food is cooked and how healthier options are promoted.

The hospital has also been presented with the Soil Association's Food for Life Catering Mark bronze award, which shows we use fresh ingredients which meet nutritional guidelines and are free from additives and harmful trans-fats.

In addition, all of the meat we serve conforms with UK animal welfare standards and has earned the 'Red Tractor' farm assurance quality mark, while fish is certified by the Marine Stewardship Council and eggs are free range.

Brodrick Pooley, catering manager at the hospital, said: "We are delighted to have



achieved these awards, which recognise our dedication to serving fresh, ethical and sustainable food.

"We use local suppliers for our ingredients wherever possible, which means we can trace all of the meat we use from the farm right to the plate. As well as being better for the environment and more sustainable, we believe this also gives us higher quality products, which means we can create tastier, more nutritious meals which help our patients' recovery."

To achieve the Soil Association award, our catering team reviewed its recipes and changed some of the ingredients it uses, such as swapping milk powder for fresh milk in cauliflower cheese. They also worked with their butcher to change the seasoning in their sausages, while increasing the meat content of the sausage rolls which are sold to staff so that they now contain over 80% pork.

Newmarket Community Hospital needs you!

People in the Newmarket area who have a few hours to spare are being urged to help make a difference to others by signing up as a volunteer at their local hospital.

Suffolk Community Healthcare, which is provided by West Suffolk, Ipswich Hospital and Norfolk Community Health and Care NHS trusts working in partnership, has launched a recruitment campaign for volunteers at Newmarket Community Hospital.

A variety of different roles are available, from helping at mealtimes or working in the gardens to arranging patient social activities and welcoming people as they arrive at a clinic.

The hospital hopes to recruit around 20 to 25 volunteers in total, who will join the six volunteers already working at Newmarket.

Linda Murrell, voluntary services manager at West Suffolk Hospital, said: "Volunteering can be incredibly rewarding, and can make a real difference to others by improving the experience they have when coming into hospital.

"We are keen to hear from people of all ages and backgrounds who have some time to spare and would like to make a difference in their local community. Various different roles are available, and we really can find something to suit everyone, so please do get in touch if you'd like to find out more."

Anyone who would like more information can contact the voluntary services team at West Suffolk Hospital on 01284 713169 or voluntary.services@wsh.nhs.uk

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



WSH named as a 'top hospital' for safe, effective care

West Suffolk NHS Foundation Trust has been named as one of the country's 'top hospitals' for providing safe, effective and high quality care for the second year running.

Our hospital was one of 40 from across the country to receive the accolade from independent healthcare intelligence company CHKS during its Top Hospitals 2016 awards ceremony in May.

It comes following detailed analysis of 22 key areas covering clinical effectiveness, health outcomes, efficiency, patient experience and quality of care. Judges looked at a variety of data, including length of stay, hospital acquired infections, inpatient surveys and emergency readmission rates, before deciding which hospitals would receive the award.

For the sixth consecutive year, we were also one of just five hospitals shortlisted in the quality of care category. The trust won the title in 2011 and 2012.

Chief executive Steve Dunn said: "We were delighted that West Suffolk was named as one of the country's top hospitals once more. It shows that the care we deliver is safe, effective and of the highest quality.

"The accolade is a testament to the hard work and dedication of our staff, who are committed to making sure all of our patients receive the best possible care and have a good experience when using the hospital.

"We will continue to look for ways in which we can improve still further so that we can build on this success still further in the future."

Staff rate WSH as country's best

Our hospital has been ranked the country's best place to work and the sixth best to receive care, according to new data which shows how likely our staff are to recommend West Suffolk to their loved ones.

In the latest friends and family data, which covers the final quarter of 2015/16, 87% of staff recommended the hospital as a place to work – giving us top spot of all 237 trusts in the country.

At the same time, 93% recommended West Suffolk for the care we provide –



placing us as the country's sixth best district general.

Prof Dr Steve Dunn, chief executive, said: "We justifiably proud of these fantastic results. They show that our staff feel we are delivering the best possible treatment for our patients, along with an excellent experience for their families, relatives and carers."

New multi-million pound IT system successfully rolled out

A new £19m electronic patient record is revolutionising the way our services are run and managed following its successful roll-out earlier this spring.

The state-of-the art, standardised IT system, called e-Care, was introduced across the hospital over the May bank holiday weekend. It brings all available information about each patient into one place, making it easy to access from anywhere in the trust while improving safety, preventing duplication and reducing costs.

The new system will help us to monitor patients much more closely while managing capacity more carefully. It will also make it simpler for staff to double check information, which means they will no longer need to ask patients the same questions several times.

e-Care has been supplied by Cerner Millennium and replaced the hospital's existing patient administration system, which was around 20 years old and no longer receives technical support.

New charity name helps to grant people's WiSH



A charity set up to further enhance the care and support we offer to our patients has been given a new name and fresh new look to help people fulfil their fundraising WiSHes.

The My WiSH Charity was launched earlier in the spring, complete with new mascot Dr Edmund. Formerly West Suffolk Hospital Charity, it is being run in exactly the same way as its predecessor, with the same emphasis on supporting every single donor.

Sue Smith, fundraising manager for My WiSH, said: "The support we have received for West Suffolk Hospital Charity from our generous community has been phenomenal.

"But we felt it was the right time to give the charity a facelift and a greater sense of ownership to our donors. For example, it might be 'My WiSH' to support the ED, Rainbow Ward or Forget-Me-Not dementia campaign.

"West Suffolk Hospital will always give you high quality care, but by fundraising we can help to ensure that the equipment and facilities are the best they can be while also providing specialist equipment which makes life easier for both patients and staff."



A host of fundraising events have taken place over the summer, including It's a Bury Knockout, West Suffolk Spin, Toddle for Tots and the annual charity sky dive. A charity auction will take place later in the year to give people the perfect chance to pick up a unique gift before Christmas.

Sue added: "We are incredibly grateful to everyone who has raised money for our charity or supported us at our summer events. Every single penny is reinvested into improvements for our patients and visitors, and really does make a difference when they come to West Suffolk."

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

