

West Suffolk Hospital

Newsletter

for Foundation Trust Members

Welcome from the chair

There is lots more good news in the summer edition of our Foundation Trust newsletter, as well as a call for candidates to stand in our Council of Governor elections.

It is holiday season already. I hope you have managed to make the best of the sunshine that has been on offer. While we enjoy the warmer weather the Trust remains very busy and has even recorded its busiest day in the emergency department, with 241 people attending in one day. Yet we are pleased to report we have met the national 95% four-hour A&E standard for the first quarter of this year, one of only two trusts in the east of England to do so. This is a great result and one we will aim to uphold for the rest of the year.

I recently had the pleasure of thanking our wonderful volunteers for all their hard work over the last year at our annual celebration event. They volunteered an astounding 47,358 hours of their time supporting patients and staff. They do vital work and

I know many of you are those very volunteers, so thank you.

The Trust is busy setting up a brand new way of working in the community, following the lead of a Dutch system of integrated health and community care known as the Buurtzorg model. We look forward to exploring how we can apply the model in a west Suffolk pilot.

With elections around the corner we are calling on members to become a governor or to vote for another member to represent you and our community on the Trust's Council of Governors. There are 14 seats available so please do consider if you might be interested in the job; the role is crucial in ensuring local responsibility and accountability for the Trust.

With best wishes, Roger Quince



Putting you **first**

Elections – could you be a Trust governor?

Elections to our Council of Governors open soon; as a member you can nominate yourself or vote for a governor to represent you.

Would you like to have a say in how the Trust is run and to represent the views of those that use our services?

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, acquisitions, separations and dissolutions planned by the Trust, in line with the constitution
- Appoint the Trust's external auditors

You need to commit to on average six hours per month, and many activities take place outside of usual office hours. Induction to the Trust and training in the role will be provided.

What you need to know

Elections open: 4 September
Elections close: 4 October
14 seats available



Nominate yourself



Contact Trust membership officer on
telephone: 01284 713224 or email:
Georgina.Holmes@wsh.nhs.uk

Annual members meeting 2017

Every year the Trust invites you to our annual members meeting, taking place on Tuesday 12 September, 5.30pm – 7.30pm at the Apex in Bury St Edmunds.

Chief executive, Dr Stephen Dunn, will provide an update on the Trust's performance and service developments as well as an overview of future plans for both hospital and community services.

Our special interest talk will consider how we can age well, and will discuss My WiSH Charity's new appeal – Every Heart Matters, linked to the development of new cardiac services at the Trust. There will be opportunities for questions and a chance to meet governors who

represent the interests and views of our local communities. In addition, a number of community and hospital teams will be present who can provide information and support around a host of health and wellbeing topics.

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.

Thursday 10 August
Thursday 16 November

Our annual members meeting will take place at the Apex, Bury St Edmunds 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
- 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

National A&E standard met

Despite soaring patient numbers and one of the busiest days that the emergency department has ever recorded, our Trust exceeded the national 95% four-hour A&E standard for the first quarter of this year.



Stephen Dunn, chief executive at West Suffolk NHS Foundation Trust, thanks the emergency department

In the April to June quarter our emergency department (ED) saw 17,471 patients, with 95.12% being seen within four hours. This is despite an increase of 3,476 patients compared to the same period in 2016.

This quarter also saw 241 patients attend the ED in one day (Saturday 24 June); the highest number of attendances that the hospital has seen in a single day.

Helen Beck, chief operating officer, said: "I am exceptionally proud of our whole hospital team for this fantastic achievement. It is not just our emergency team who contribute, the coordination of everyone from across the hospital helps to make this happen.

"For the same period in 2016 we were achieving 85.9% at this stage of the year,

which shows the incredible commitment to quality care and the drive of our staff to deliver the very best for patients under sustained pressure."

Chief executive Stephen Dunn said: "It has not been an easy task to achieve, and I'd like to reiterate my thanks to all our staff, and the wider health economy, for helping to provide such an excellent service to our patients.

"We've seen a huge increase in patients attending ED this year compared to last, so our communities can help us in return by making sure they only attend our emergency department when absolutely necessary. The NHS 111 service and pharmacies are better alternative providers for non-life threatening conditions, and help allow our staff to care for our sickest and most life-threatened patients."

Record-breaking volunteers

Our Trust thanked more than 400 volunteers who gave a record-breaking 47,358 hours of time to the hospital last year. Cream teas were served by the Trust's executive team before an awards ceremony to celebrate their hard work and dedication.

Forty-nine long service awards were handed out by Trust chairman Roger Quince, to volunteers who, between them, have given 530 years of service, with one volunteer congratulated on 35 years' service.

Around 30 students completed the Trust's six month student volunteer programme last year, with Joshua Hayden and Freddie Allum awarded joint winners of the Dr Damian Kershaw Award, in recognition of their enthusiasm and commitment.

The Dr Damian Kershaw Award is named after a former Trust volunteer who went onto a successful career in medicine but sadly died aged 28. The award is sponsored by the Friends of West Suffolk Hospital and

Dr Kershaw's mother, Jackie, who said: "All the students agree that volunteering can be life changing and enhancing. Some begin feeling shy and nervous, but then grow in confidence. For others it can confirm whether or not a career in a medical profession is for them. While gaining experience, they are also giving to others through their hospital volunteering. This year the joint winners, Freddie and Joshua, both display the high standards required by this award."

Linda Murrell, voluntary services manager, said: "We celebrate and thank all our volunteers for their dedicated commitment to supporting our hospital in so many ways, and enhancing our quality of care and the experience our patients have. More than 47,000 hours of donated time by people of all ages from all walks of life is a marvelous achievement."

For more information about volunteering opportunities at WSFT, contact the voluntary services team on 01284 713169 or email voluntary.services@wsh.nhs.uk.



West Suffolk NHS Foundation Trust's volunteers

Dave - digital reminiscence therapy supports patients with dementia



Julie Fountain, lead nurse for dementia and frail elderly at West Suffolk NHS Foundation Trust, with patient Margaret Morrison on the memory walk

Patients with dementia receiving inpatient care at West Suffolk Hospital are now being supported by a state-of-the-art digital reminiscence therapy system, which staff have nicknamed Dave. Dave helps patients with dementia and elderly inpatients to have a more comfortable stay by providing access to archives of historic photos, music, games and even allowing patients to take their own photos.

Hospital is an unfamiliar place to most patients who are admitted, but for those with dementia this unfamiliarity can be even more distressing. West Suffolk NHS Foundation Trust is committed to making the hospital experience as enjoyable as possible for dementia patients, their families and carers, and purchasing a digital reminiscence therapy system is its latest dementia-friendly initiative.

Hannah Cousins, nursing assistant, explains the positive impact Dave has had when used with patients: "Many of our patients can become stressed and agitated when in our care. One recent patient was particularly anxious before leaving hospital to return home. He didn't want to watch television but told me that he loved music, especially bagpipes. I used the Scottish music section of Dave, our digital reminiscence machine, and he was immediately more relaxed and happier."

Dave was made possible by funds raised by the Trust's My Wish Charity Forget-Me-Not dementia campaign. With the original aim of raising £25,000 to create a memory walk, the fundraising campaign has now raised more than £100,000.

West Suffolk Hospital's ward G4 primarily supports elderly patients and those with dementia. It has been made a dementia-



Patient Mair Whitby and Jennie Gatley, craft volunteer on ward G4

friendly environment, with different coloured bays to help patients distinguish areas, and signage with visual pictures to help patients find their way round. A self-named 'calm cart' is available at all times for staff to access for any patient in distress. The cart is kitted out with 'twiddlemuffs', small brightly knitted circles of fabric made by volunteers to provide stimulation and comfort to patients with dementia, and aromatherapy oil for hand massages.

Hospital volunteers visit the ward regularly to provide social interaction for patients. Some host crafting afternoons in the day room, others use puzzles, books and board games to entertain, as well as taking them to view and chat about the memory walk.

Julie Fountain, lead nurse for dementia and frail elderly, said: "A recent snap shot survey in March showed that 28% of adult inpatients in West Suffolk Hospital had memory problems. Our local population is one of the oldest in the country, and as the likelihood of developing dementia increases significantly with age, it is important that our hospitals are accessible and accommodating to patients with dementia to ensure they have a stress-free visit. Taking the time to know their personal preferences, likes, dislikes and interests is vital and helps reassure them when in our care."

My WiSH charity fundraising manager Sue Smith said: "The incredible success of our Forget-Me-Not dementia campaign continues and is enabling us to support more and more dementia friendly initiatives across the Trust. We can't thank our donors enough."



Staff using Digital Dave

Buurtzorg community nursing



West Suffolk has recruited its first Buurtzorg team to test a Dutch model of integrated health and personal care delivered by small teams of self-managed nurses working in the community.

Buurtzorg, which in English means 'neighbourhood care', advocates the use of highly qualified nurses to deliver dedicated personal and health care to patients in a neighbourhood area. The nurses work in small self-managed teams to deliver holistic care, working closely alongside their formal and informal networks to allow individuals to stay in their homes and communities for as long as possible.

West Suffolk NHS Foundation Trust,
Suffolk Community Healthcare, NHS West

Suffolk Clinical Commissioning Group, Suffolk County Council and West Suffolk councils, with the support of the East of England Local Government Association, are seeking to test this new community model of care at home.

Rowan Procter, executive chief nurse at West Suffolk NHS Foundation Trust, said: "This is a really exciting opportunity for community nursing in west Suffolk. The Buurtzorg model has the potential to help us meet our ambition to keep people healthy and living independently for longer. We know many people would prefer to remain in their own familiar environment when unwell or managing a health condition, and through this model we can help coach individuals and families to maintain their health and wellbeing."

This team will be one of a handful in the country to explore the model and will be part of the partnership's first 'self-managed' team who will deliver care to individuals in a small area of West Suffolk.

In the Netherlands the Buurtzorg model has led both to higher levels of satisfaction and significant reductions in the cost of care provision by providing early detection of problems, increasing quality of life reducing longer term care needs and reducing hospital admissions. It has received recognition for its nurse-led approach, and interest from the UK and beyond.