

West Suffolk Hospital Newsletter

for Foundation Trust Members

Welcome from the chairman

As Christmas approaches we start to look back over the calendar year and I am proud to reflect on the considerable achievements of 2016 which has been another year of milestones for the Trust.

We underwent our first inspection by the Care Quality Commission (CQC), which spent three days with us in March. We were delighted with the report we received in August which rated our care as "outstanding" and our services overall as "good". Once again we are recognised as one of the best hospitals in the NHS and the best in the eastern region as far as the CQC is concerned. All the thanks for this have to go to our wonderful and highly caring staff who deliver "Outstanding" every day for our patients.

Another milestone for the Trust was the introduction of new technology that has given us an integrated electronic patient record. This is the direction of travel for all NHS hospitals but we are ahead of the game. So much so that we were selected, after an invitation-only bidding process, to

be one of only 12 global digital exemplars in the NHS. This recognition came with an additional £10 million of NHS central funding to invest in state of the art digital healthcare that will bring long term benefits to our patients.

The BBC reported on another achievement for the NHS in west Suffolk which has had the best rates for the early detection of cancer in England for the last three years. This is a result of both GP and hospital services and we know it saves lives because early diagnosis leads to more successful treatment. And on this subject, if you receive a letter inviting you to attend one of our screening programmes please do give this your urgent attention. Screening saves lives and is one of the things you can do to safeguard your own health.

Our charity, My WiSH, has had a stellar year. They have developed



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a new name and identity to reach out to as many supporters as we can in west Suffolk. Their report on page 4 of this newsletter describes many of their current projects. I would urge you to consider supporting them in events or becoming a donor to one of their campaigns such as "Love Your Nodes" which is helping us to enhance our treatment of breast cancer.

Finally, I'd like to thank all of you, our members, for a fantastic 12 months of support. It was wonderful to see nearly 300 of you at our annual members meeting in September. I wish you all a happy and peaceful festive season and a joyful New Year.

With best wishes,
Roger Quince, Chairman

BBC reports on cancer diagnosis

Early cancer diagnosis in west Suffolk is better than anywhere in England, according to NHS England. Nikki Fox, health reporter at BBC Look East, met with our breast care and breast imaging teams to find out why.

Dr Emma Senior, consultant radiologist, explained how effectively our multidisciplinary hospital teams work together with GPs to achieve positive early diagnosis, including opening extra clinics to deal with patient demand. Sam Newton, superintendent radiographer, was interviewed on our screening van

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.

Wednesday 8 February

Thursday 11 May

Thursday 10 August

Thursday 16 November

Our annual members meeting will take place at the Apex from 5.30pm on

Tuesday 12 September.



currently in Sudbury. She highlighted the importance of breast screening for women 50 – 70 in detecting cancer, and the value of being out in the community.

Kathleen Cohen, a retired teacher who was screened 18 months ago in Haverhill, talked frankly about her own cancer diagnosis. A real advocate for screening, she said: "I couldn't see or feel anything so it being diagnosed early was fantastic." When asked about the speed with which she was checked and treated at West Suffolk Hospital, she said: "I almost don't feel like I've had it in a sense because I didn't know about it and they got rid of it."

My WiSH Charity goes from strength to strength



In May this year My WiSH Charity relaunched with a new look and logo. Using the West Suffolk Hospital's initials and highlighting its aim of supporting the hospital, the team has spent the summer hosting events and attending as many functions as possible to increase brand awareness.

Feedback has been incredibly positive and the charity has seen an increase in the community wanting to raise funds for it.

In the past few months My WiSH Charity opened a new bereavement suite for parents whose babies are born sleeping, and unveiled the new Forget-Me-Not Dementia Memory Walk. The walk has been hailed a success by many and you can rarely walk down the 100 metre corridor without seeing staff, patients and visitors reminiscing.

A new Love Your Nodes campaign was launched, which aims to raise £25,000 to purchase a Sentimag machine for the breast unit. This machine will not only help reduce the number of patients who suffer from side effects post-surgery, it will mean quicker recovery rates, and a reduction in surgery time allowing more procedures to take place.

Sue Smith, fundraising manager for My WiSH Charity, said: "It's been a crazy summer but all the hard work has definitely been worth it. The public seem to be embracing the new look and love the use of the initials to spell wish. Awareness has increased greatly and we have some really exciting ventures to look forward to over the next few months."

With Christmas on the horizon the team were at the local Charity Christmas Market, and are planning two large events in conjunction with two local groups.

Sue added: "We are thrilled that the community is supporting the charity. It's fantastic that people want to include us in their projects and we try to ensure we can support them all."

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

The opening of the bereavement suite



'Outstanding' rating for our care

West Suffolk Hospital NHS Foundation Trust best of all hospitals in the eastern region after latest Care Quality Commission inspection

Patients using West Suffolk NHS Foundation Trust receive "outstanding" care from staff who go "the extra mile", the Care Quality Commission (CQC) found following a rigorous three-day inspection which took place in March 2016.

The CQC findings published in August give the Trust – which provides services at both West Suffolk and Newmarket hospitals – an overall rating of "good", while rating the care provided as "outstanding".

In the report, inspectors highlighted several specific examples of outstanding practice, which included:

- Excellent performance in national audits, which routinely place the Trust among the top 15 in the country. Stroke performance was a particular highlight.
- Two consultant paediatricians learning hypnosis to reduce the need to sedate children who need an MRI or CT scan.
- The respect shown by porters when transporting patients to the mortuary.
- Consultant paediatricians setting up outreach clinics in GP practices and holding telephone clinics so that patients can receive more convenient treatment closer to home.
- The work of the hospital's 'virtual fracture team', which makes sure fractures are diagnosed as quickly as possible in the

emergency department (ED).

- Staff dropping off take-home medications or going the extra mile to provide decaffeinated tea bags for patients.
- An ED receptionist giving CPR after a patient collapsed.
- Staff arranging a linked funeral service for a widow who could not leave the hospital.
- Work done by the pharmacy to provide take home medication for patients.
- The results of an independent assessment which shows the Trust was the most efficient small acute provider and the fourth most efficient provider in the country.

In its report, the CQC particularly praised staff at the hospital, saying they place the patient at the centre of the care they provide and describing them as "open, helpful and dynamic".



The positive feedback the hospital receives from patients and visitors was also commended, along with the safety of services and the infection control processes which are in place.

Prof Dr Steve Dunn, chief executive, said: "We are really pleased with the results of this rigorous inspection, which show that patients at West Suffolk are receiving outstanding care.

"We are especially delighted that the dedication and compassion of our fantastic staff was recognised and commended by the inspectors. They are the lifeblood of the hospital and this rating is a testament to their hard work and enthusiasm.

"Along with lots of key areas for celebration, the report also highlights some where we could do even better. Over the coming months, we will build on these

The full ratings given to West Suffolk Hospital NHS Foundation Trust by the CQC were:

Overall rating	Good
Are services safe?	Good
Are services effective?	Good
Are services caring?	Outstanding
Are services responsive to people's needs?	Good
Are services well-led?	Good

strong foundations and drive through the CQC's recommendations so that we can improve still further for the patients we serve."

To read the full CQC report, visit www.cqc.org.uk and search for "West Suffolk NHS Foundation Trust".

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

New private physiotherapy service launches

West Suffolk NHS Foundation Trust has launched a new private physiotherapy service to help people recover from injury and enhance their wellbeing.

Called West Suffolk Physio, the new service, based in Hillside Road, Bury St Edmunds, is staffed by a team of NHS-trained physiotherapists who also work at West Suffolk Hospital.

The innovative new service is a tailor-made private option for people who want to top-up on what can be offered by existing NHS physiotherapy services from the hospital. It also gives more choice for people who want to pay for a service that is quickly accessible and convenient for them. Any income generated by the service will be reinvested into NHS services provided by the Trust.

Therapists at West Suffolk Physio can assess and treat a wide spectrum of joint, soft tissue and nerve related problems as well as offering specialist interventions and advice in relation to respiratory conditions, rehabilitation after surgery, continence problems, mobility and falls and pain management. As well as



providing treatments at the purpose-built Hillside Road centre, physiotherapists from the service will visit people in their homes if this is more practical for the client rather than coming to the clinic.

Amanda Fairgrieve, lead outpatient physiotherapist at the hospital, said: "We are delighted that we have the opportunity to launch this brand new service which will enhance the existing physiotherapy provision the hospital is able to provide.

"The service is open to anyone who wishes to pay for a flexible service that they can access quickly. Our team has a wealth of knowledge and experience in both the NHS and private practice, and can help with a wide variety of problems. We've designed the service to be convenient, accessible and fit around our clients' needs."

The service is open from 8.00am to 7.00pm Monday to Friday. People can self-refer by visiting www.westsuffolkphysio.co.uk, or calling 01284 713721.

WSH named a “global digital exemplar”



West Suffolk NHS Foundation Trust has been named one of 12 “global digital exemplar” NHS Trusts after successfully bidding for a £10m share of £100m in funding to further improve the way technology is used to benefit patients.

The hospital was invited to bid for the money by NHS England after being identified as one of the country’s 26 “most digitally advanced” trusts following the introduction of its electronic patient record, e-Care, earlier this year.

Over the next two years, the funding will be invested in accelerating the hospital’s existing plans to develop further its e-Care system. This will see the system fully integrated with those used by GPs, other hospitals such as Addenbrooke’s, social services and other care providers so that everyone can share the same records, in turn avoiding duplication while making life easier for clinicians.

In addition, a secure patient portal will be created to give patients access to their personal health records, allowing them to view test results and send messages to their doctor, in turn ensuring they are fully involved in their own care.

West Suffolk will also share its learning with other organisations from across the UK with the aim of helping the wider NHS to move

faster to improve information technology for the benefit of patients and staff.

Dermot O’Riordan, chief clinical information officer and consultant surgeon at West Suffolk NHS Foundation Trust, said: “We are absolutely delighted to have received this funding from NHS England in recognition of the technological advances we have made. We are genuinely excited by the opportunities it presents and believe that we can achieve groundbreaking innovations in patient care.

“We have already laid some excellent foundations for digitising everything we do through the introduction of e-Care, and will now be able to accelerate and broaden our future plans for developing the system still further.

“We recognise that digitisation is essential for the future of healthcare. This funding is a fantastic boost which will help us lead the way while delivering on our vision and ambitions for the patients we serve.

“We look forward to continuing to work closely with our development partners, Cerner, as we transform West Suffolk into a true centre of global digital excellence over the next two years. We are proud of what our staff have already achieved and look forward to making ourselves a true global exemplar.”

Celebrating 20 years of healthcare



Newmarket Community Hospital which has cared for thousands of patients since opening two decades ago, celebrated its 20th anniversary in September.

Former and current staff at the Hospital marked the occasion with special tree-planting ceremony. Manuel Regueira and Ray Watson, who have both worked at the hospital site for several years, planted a flowering cherry tree in the grounds as part of the celebrations.

The community hospital was built on the site of the former Newmarket Hospital, which started life as a Victorian workhouse before becoming a small general hospital famed for pioneering transplant and orthopaedic surgery.

Much of the old hospital was demolished to make way for the new build, which was completed in 1996, although parts of the original workhouse are still standing, and have been converted into housing.

Craig Wicksted, superintendent radiographer at Newmarket Community Hospital and chairman of the site's tenants' forum, said: "We are delighted to be celebrating the 20th anniversary of this fantastic community facility.

"Newmarket Community Hospital holds a special place in lots of people's hearts and has played a key role in the lives of many local families. We look forward to continuing to provide high quality healthcare from the site for the next 20 years."