

West Suffolk Hospital Newsletter

for Foundation Trust Members

A welcome from the Chairman

We've certainly had a busy time here at West Suffolk NHS Foundation Trust over recent months. Winter is a notoriously busy time as many people succumb to seasonal illnesses, and in particular the older members of our community may struggle.

Even during March as the new season arrived we were not out of the thick of it, experiencing the highest numbers of attendances to our Emergency Department and highest number of admissions to the hospital on record. This places a significant financial burden on our services, and like many trusts across the country we continue to face financial challenges.

Also during March, we had an inspection from the Care Quality Commission, as all care providers do. Over 40 inspectors rigorously inspected our services and interviewed our staff and patients. We look forward to the results of this which we hope will reflect the high quality of care we strive to offer our community.

Our staff have worked tirelessly throughout this busy time as they always do, and I'm proud to share some examples with you of how this has been recognised. Firstly the recent 'NHS Staff Survey' shows we are the best hospital in East Anglia for being recommended by its staff as a place to work or receive treatment.

In addition to this, we picked up the 'NHS Board of the Year' award for the East of England region in recognition of the high quality of care we provide and good performance across areas such as cancer targets.

You may remember in our winter newsletter we asked you how we were performing in the areas important to you, and we are pleased to share the results with you within this newsletter.

Best wishes,

Roger Quince,
Chairman



Heart matters

Our next special interest talk for members will take place on Tuesday 17 May 2016 at 2.00pm - 4.00pm, at Haverhill Arts Centre, High Street, Haverhill, CB9 8AR.

The Cardiology Team at West Suffolk Hospital will be repeating the very successful Special Interest Talk on 'Looking after your heart', which was given as part of our Annual Members Meeting at the Apex last September.

Diseases of the heart and circulatory system (cardiovascular disease – CVD) are the main cause of death in the UK, with coronary artery disease and heart failure being the leading cause. The prevalence of CVD is predicted to double in the next 25 years. Our consultant will talk about the high quality cardiac service provided at West Suffolk Hospital, and members of the team will be available to answer your questions.

Members, family, friends, and non-members are all welcome. Please complete and return the form at the bottom of the letter that is enclosed with this newsletter. You can also email foundationtrust@wsh.nhs.uk or contact the membership office on 01284 713224 to confirm your attendance.

There is a large car park at the rear of the venue (directions will be sent out with confirmation of your booking) and light refreshments will be available.

Get involved

West Suffolk Hospital are still appealing for more people to become part of its growing army of volunteers, so that it can introduce new roles and expand the services provided for the benefit of patients.

The hospital currently has almost 400 volunteers on its books who together dedicate over 40,000 hours each year to support patients, visitors and staff.

It is now hoping to increase that number to support the new role of 'bleep volunteer', who will run errands such as collecting personal items for patients, so that staff can remain on the wards. Or volunteers to spend time with patients who have dementia, and run the 'Friends' shop in the hospital and trolley service which runs seven day a week.

Diary dates

Everyone is invited to come along and meet your Governor representatives:

COUNCIL OF GOVERNORS MEETING IN PUBLIC

Dates: Thursday 12 May 2016,
Monday 8 August 2016,
Wednesday 16 November

All meetings take place in the Education Centre at West Suffolk Hospital.

ANNUAL MEMBERS MEETING & SPECIAL INTEREST TALK

Date: Tuesday 13th September 2016
at The Apex, Charter Square, Bury St Edmunds.

Thank you

You may remember in our newsletter last winter we asked you to tell us what was most important to you as patients during your hospital visit, which were as follows:

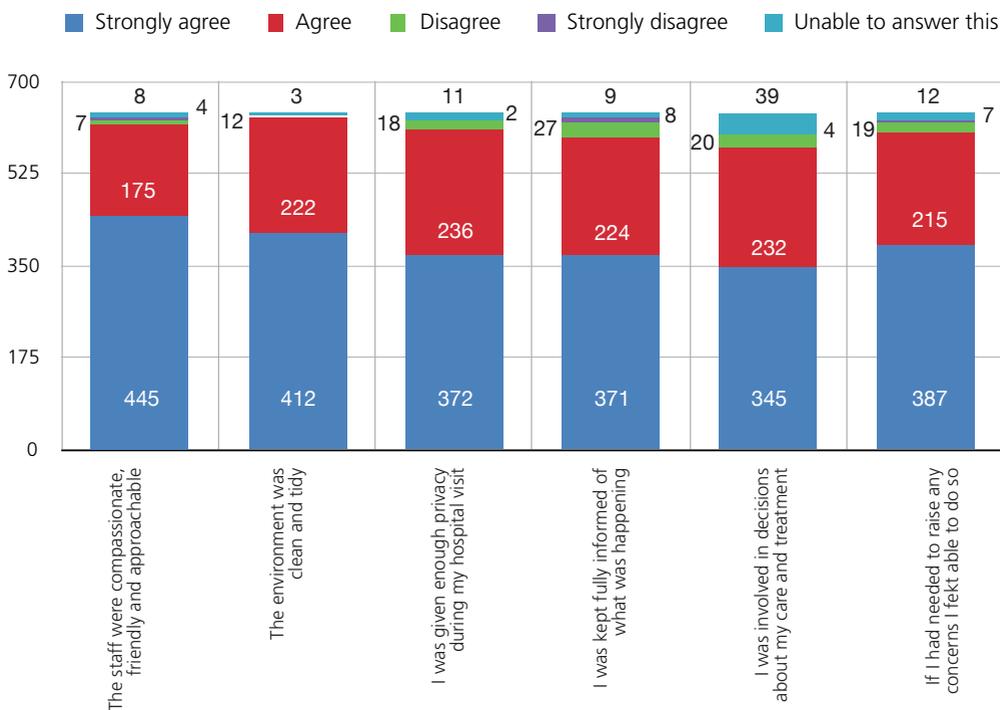
1. Compassionate, friendly and approachable staff
2. Clean and tidy environment
3. Enough privacy
4. Being fully informed of what is happening
5. Involved in decisions about your care and treatment

6. Felt able to raise concerns if needed

Since then, we've performed surveys to demonstrate how well you think we are performing across these six areas. The results are shown on the graph below.

As you can see from the graph the numbers were close, with most aspects remaining of similar importance.

We received over 600 responses to the last survey, so thank you for continuing to help us understand what matters to you most and focus on where we can continue to improve.



Be NHS wise

We know it's easy for health to drop off your to-do list when you're really busy.

Why not share this short list of four things with friends and family, to help you stay well at home:

1. Know when your GP surgery and local pharmacy will be open – this may be different from normal opening hours.
2. Know who to turn to – for help and advice when your GP surgery isn't open.
3. Check your repeat prescriptions – order only what you need and collect it in plenty of time so you don't run out.
4. Ask your pharmacist what basic over the counter remedies you should have in your medicine cabinet at home – in case you do unfortunately become ill.

Dr Mark Shenton, a GP in Stowmarket and chairman of the NHS Ipswich and East Suffolk CCG, said: "Please remember that your hospital's emergency (A&E) department is for emergencies only and staff are busy saving people's lives. The emergency department shouldn't be seen as an alternative to your GP, so please consider the other options available to you.

"One of the best things you can do to be prepared is to have a well-stocked medicine cabinet as you'll be able to quickly deal with unexpected minor injury and illness. Medicine cabinet basics include painkillers like Paracetamol or ibuprofen, antihistamines to deal with insect bites and stings, anti-diarrhoeal medicine for upset tummies and plasters and bandages. Pop into your local pharmacy for advice on what you should stock up on.

"Another important preparation to make is to ensure you have enough repeat prescription medicine. It takes 48 hours for most GP practices to process a repeat prescription request.

"If you have got an urgent medical question that can't wait until your GP practice is open then please call NHS 111. You can dial 111 anytime day or night, the service never closes and you will speak to a Suffolk-based trained advisor who will give you the best advice to meet your needs."



Hope foundation – Mobile chemotherapy unit launch

In a special ceremony at West Suffolk Hospital, Martin Brundle, patron of cancer charity Hope for Tomorrow, cut the ribbon at the official launch of the mobile chemotherapy unit (MCU).



Hope for Tomorrow has provided West Suffolk NHS Foundation Trust with the state-of-the-art MCU. The MCU has been named 'Frisbey', after Mr Brundle's grandmother who died of cancer.

The unit cost Hope for Tomorrow £260,000 to build and launch. It is their tenth unit to be put into operation, and has been funded by the Mark Benevolent Fund of the Mark Master Masons.

The unit will be visiting Thetford, with further locations to be added as the service develops. Around 10 to 15 patients a day will benefit from the new mobile service.

Karen McKinnon, cancer services manager at West Suffolk NHS Foundation Trust, said: "We are absolutely delighted that Hope for Tomorrow has so generously donated this mobile chemotherapy unit to the hospital for the benefit of the west Suffolk community.

"This unit will enable us to take care closer to home for thousands of patients every year, in turn reducing the need for them to travel to hospital for treatment. This will make a real difference when patients are feeling tired or unwell, as it will mean they can complete their chemotherapy and get back home much more quickly."

Shining lights – a celebration of achievement

West Suffolk Hospital staff who have gone the extra mile to deliver excellent care to patients, drive through service improvements and support people to live healthy lives were celebrated at a special awards ceremony.

The annual Shining Lights awards ceremony took place in March and during the event individuals, volunteers and teams who have gone above and beyond to deliver safe, personal and joined up care were recognised, as well as those who support their colleagues and help people live healthy lives.

Alyson Howard (*pic right*) from the medical treatment unit, showed great initiative when staff were unable to contact an elderly patient who had abnormal scan and blood test results, instead asking her husband – a PC – to check on her. He found the lady very ill in bed and unable to move. Thanks to Alyson's quick thinking the vulnerable lady was quickly blue-lighted into hospital.

Stella Kluge, Tim Wakefield, Sini Sabastian, Daisy Rayson, Nicola Stibbs, Ann Ciorra, Diane Dodd and Nadim Jose, all work hard to deliver good practice and safe patient care on ward G9 (*pic p7*), whilst also teaching and assessing students and newly qualified nurses. Wonderful mentors, they are friendly, supportive and always ready



to help the next generation of nursing staff take the first steps to a successful career.

There were literally hundreds of entries and tens of awards given out to staff across the Trust. Everyone who received an award was nominated by their colleagues.

Roger Quince, chairman of West Suffolk NHS Foundation Trust, said: "These individuals and teams have all gone the extra mile to put patients and visitors first.

"They have come up with some great new innovations and ways of working to further improve our services and the experience patients have when coming to hospital, while also showing compassion and kindness in everything they do.

"My congratulations and thanks go to them all."



Membership recruitment

If you are reading this newsletter, are 16 years and above, and would like to become a member of West Suffolk NHS Foundation Trust, which is completely free, please:

- Contact the membership office on 01284 713224
- Go on line 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.

Please note to keep the costs down we send just one copy of the newsletter or any correspondence to each household.

Electronic copy

Did you know this Newsletter is available electronically? We are always looking to be more efficient wherever possible – so if you would like to help and receive future Members Newsletters electronically please let us know by emailing foundationtrust@wsh.nhs.uk

West Suffolk Hospital Charity summer events

The West Suffolk Hospital Charity operates more than 90 charitable funds covering wards, departments and fundraising campaigns. This means donors and fundraisers can identify exactly which part of the Hospital they would like to support and can guarantee that every single penny goes to that area.



Give • Support • Donate

**West Suffolk Hospital
Charity**
Charity registration number: 1049223

Below are some of the events the charity is running and supporting over the coming months. Get in touch for more information or to get involved!

- **West Suffolk Hospital Charity Sky Dive** - Saturday 7th May at Beccles Airfield
- **World Record Attempt: Most People Playing Inflatable Guitars** - Saturday 21st May 2016 at Hardwick Heath, Bury St Edmunds
- **West Suffolk Spin - Family Cycle and Sportive** Sunday 29th May 2016 at Nowton Park, Bury St Edmunds
- **Homegrown Festival** - Friday 10th June to Sunday 12th June 2016 at Church Farm, Barrow
- **Toddle for Tots & Teddybears Picnic** - Saturday 18th June at Hardwick Heath, Bury St Edmunds
- **It's a Bury Knockout** - Sunday 24th July 2016 at Hardwick Heath, Bury St Edmunds
- **Sir Bobby Robson Auction 2016** Saturday 15th October to Sunday 30th October 2016.

To find out more about any of these events please visit www.wsh.nhs.uk/Charity.