

# Newsletter

For Foundation Trust members

Spring 2018

## Welcome from our chair



**I'm delighted to have been appointed chair of West Suffolk NHS Foundation Trust (WSFT). This is my first Foundation Trust newsletter so hello to you all, I look forward to working with you.**

Although this is a challenging time for the NHS, WSFT is in a strong place and has demonstrated some exceptional performance in relation to quality of care and staff engagement.

This is in no small part due to my predecessor, Roger Quince, who led the Trust for ten years. He negotiated gaining Foundation Trust status, was a driving force in supporting the hospital's innovative digital development, and in the integration of NHS community health services with the hospital as part of the new West Suffolk Alliance.

In January this year the Trust received the highest rating, 'outstanding', from the Care Quality Commission (CQC) – one of just seven general hospitals in England, and the

only one in the Midlands and East region, to hold the accolade.

Every colleague should be proud of themselves for their contribution to this result, but I'd like to personally thank Roger on behalf of us all for his compassionate leadership and help in reaching these achievements.

So, what does the future hold? We'll be working hard to maintain our high standards, improve our services, become more efficient and offer the best and safest care for our patients.

I believe in a more integrated system of health and care, and welcome the progress the Trust has made in doing this. Helping both acute and community services to join together and better respond to the needs of our community is something I'm very passionate about. I look forward to steering the Trust as we develop this over the coming months and develop the Alliance with our health and social care colleagues.

With best wishes,  
**Sheila Childerhouse**

Putting you **first**

# HRH The Princess Royal visits occupational therapy

**Her Royal Highness The Princess Royal as Patron of Royal College of Occupational Therapists, visited West Suffolk Hospital on Wednesday 28 March where she met staff and heard first-hand about the work of occupational therapists across the west of the county.**

Her Royal Highness met with occupational therapy teams from the Trust who provide innovative therapy services for patients to help them improve their independence, health, and ability to complete everyday tasks.

Stephen Dunn, chief executive, said: "We are delighted to have been able to host this very special visit. Her Royal Highness' patronage at the Royal College of Occupational Therapists has helped raise the profile of the role of occupational therapists

across the country, and we were incredibly grateful for the words of support and encouragement she shared with our staff."

On a tour of the occupational therapy department, Her Royal Highness received presentations from staff about the Trust's support to go home service, which provides close collaboration between health acute and social services to support the timely discharge of patients back home; the medically optimised team, which supports moving patients from the hospital to more appropriate beds in the community; and the early intervention team, which supports admission prevention to the hospital from the emergency department, and from the community for patients whose medical needs can be managed at home by putting in the necessary therapy and care required.



Her Royal Highness The Princess Royal talking with staff and a patient



Her Royal Highness The Princess Royal

The Trust's lymphoedema service was also showcased, with a Trust therapist and patient speaking to the Princess Royal about the implications of lymphoedema, and the support provided by the occupational therapy teams to help patients overcome the limitations the illness brings.

Gylfa Nunn, integrated therapies manager for WSFT, said: "Working with occupational therapists has been nothing but a positive, worthwhile and fulfilling experience. I have found that occupational therapists are problem solvers. They embrace change. They are natural leaders. And their commitment to quality and innovation is the reason why so many new services are led by them – and this is no easy task given some of the new and acute pressures felt in health and social care.

"I am delighted about the opportunity of this visit. It has been a chance to let our West Suffolk occupational therapists celebrate together – from mental health, social services, and community, to paediatrics, hospice, the hospital, and a number of specialisms such as hand therapy and wheelchair services. More and more we are working together, and there are exciting times ahead as there is still so much we can do - and are now empowered and supported to do so."



Her Royal Highness meeting director of workforce Jan Bloomfield

# Best for hip fracture care



Some of the hip fracture team at WSFT

**The National Hip Fracture Database (NHFD) has rated WSFT as the top hospital in England, Wales and Northern Ireland for meeting best practice criteria for patients treated for a hip fracture.**

Hip fractures are cracks or breaks in the top of the thigh bone (femur) close to the hip joint. They're usually caused by a fall or an injury to the side of the hip, and are one of the most common serious injuries for older people.

A progressive integrated staff team, including doctors, specialist nurses, trauma practitioners, and orthopaedic, elderly medicine, and rehabilitation teams, ensure the patient is identified as soon as they attend the emergency department. They work together to identify immediate care and ongoing rehabilitation needs of each patient, ensuring they receive the best standard of care as soon as possible.

WSFT achieved 94.3% against the best

practice criteria in 2017, against an average of 57.1%.

Records show that:

- 94.5% of patients had surgery on the day of, or the day after, admission (top score against an average 69.5%)
- 99.7% of patients received a perioperative medical assessment (average 88.6%)
- 99.5% of patients received a physiotherapy assessment by the day after surgery (average 94.2%)
- In December 2017, despite the Trust caring for the highest number of patients since the database began in April 2011, staff kept patients' overall average length of stay at the lowest it has been since the database began at 16.1 days.

Dr Mohanraj Suresh, lead geriatrician at WSFT, said: "Our elderly patients are sometimes very frail when they come to us, so rapid decisions about care and action are paramount to help them to regain mobility and a good quality of independent life."



# My WiSH Charity's latest campaign



Frankie Dettori, Every Heart Matters ambassador, with some of WSFT's cardiac team

## **Last year saw the launch of My WiSH Charity's biggest appeal yet: Every Heart Matters.**

The Trust is investing £5.2m in developing a state of the art cardiac suite that will provide quicker access to more treatments for our local community.

The Every Heart Matters appeal aims to raise £500,000 to support the build of a new cardiac diagnostic unit alongside the cardiac suite, to create a fully integrated cardiac centre that will enhance the treatment of all our cardiac patients.

The fully integrated cardiac centre will unite all cardiac care at West Suffolk Hospital into one location; ensuring patient care is delivered jointly with cardiologists and diagnostics working together in one specialist area.

Sue Smith, My WiSH Charity fundraising manager, said: "The appeal total currently stands at £180,847, over a third of the way to the target, with people and businesses in the community sending in donations on an almost daily basis. We can't thank them enough but still have some way to go to reach our goal. Please donate if you can; this lasting legacy will transform and improve patient care and treatment for the people of west Suffolk."

Many local groups and companies have supported the appeal and the charity has also been honoured to receive two legacies in the past year from generous members of the community. One legacy facilitated the purchase of 24 special lightweight hoists, as well as providing a significant donation to the Every Heart Matters appeal.

For more information, please visit:  
**[www.mywishcharity.co.uk](http://www.mywishcharity.co.uk)**

**Twitter: @mywishcharity**  
**Facebook: mywishcharity**

**To contact the fundraising team, or donate, please use the following contact details:**

**Telephone: 01284 712952**

**Email: [fundraising@wsh.nhs.uk](mailto:fundraising@wsh.nhs.uk)**

**Address: My WiSH Charity, Hardwick Lane, Bury St Edmunds, Suffolk IP33 2QZ**

# New staff and public governors



WSFT's five new staff governors

**Congratulations to all our newly-elected staff and public governors for 2018. All five staff governors are new to post, as are six of the public governors, so a particularly warm welcome to them.**

The Council of Governors is the collective body of 25 governors that that holds the Trust Board to account through the non-executive directors. It works closely with the Trust Board to make sure services are meeting the needs of the local community.

We have three different types of governors; public, staff and partner organisations. Public governors are elected by our public members (including our patients and their carers) who must live within our membership area. Staff governors are elected by our staff members who come from all staff groups. Partner governors are nominated to represent particular organisations (see below).

|                              |  |
|------------------------------|--|
| <b>Public</b>                | Peter Alder, Mary Allan, Florence Bevan, June Carpenter, Justine Corney, Jayne Gilbert, Gordon McKay, Barry Moulton, Jayne Neal, Adrian Osborne, Joe Pajak, Margaret Rutter, Jane Skinner, Liz Steele.   |
| <b>Staff</b>                 | Peta Cook, Javed Imam, Amanda Keighley, Garry Sharp, Martin Wood.  |
| <b>Partner organisations</b> | Judy Cory: Friends of West Suffolk, Dr Mark Gurnell: University of Cambridge, Dr Andrew Hassan: GP member, West Suffolk CCG, Cllr Beccy Hopfensperger: Suffolk County Council, Sara Mildmay-White: St Edmundsbury Borough Council, Laraine Moody: West Suffolk College |

# Changes to data protection

On 25 May 2018 the Data Protection Act will be replaced with the General Data Protection Regulation (GDPR).

The GDPR will give individuals more control over their personal data, impose stricter rules on organisations that handle data, and make sure new technology is embraced to process and protect the data held. Some of the major changes in the new legislation include:

Consent – the processes to gain patient consent for sharing information will change and be much stricter.

Privacy impact assessments – these will be mandatory and will have to be produced

for all new projects and systems where personal information is being used.

Information register – we must maintain a register of all data we process, how we use it and where it goes.

Fines – the Information Commissioner's Office will be able to impose higher fines of up to €20million.

If you would like to read more about how this will affect you as a Foundation Trust member, please read the privacy notice on the Foundation Trust section of our website: [www.wsh.nhs.uk/privacy.aspx](http://www.wsh.nhs.uk/privacy.aspx)

## 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 at 5.30pm.

The next meetings will be held on:

- Thursday 9 August
- Wednesday 14 November

Our **annual members meeting** will take place at the Apex in Bury St Edmunds on Tuesday 11 September 2018 at 5.30pm.

The next **special interest talk**: Eye conditions, with WSFT consultant ophthalmologist Dr Raj Hanspal.

- Friday 22 June: 2.30pm - 4.30pm at AFC Sudbury Football Club
- Friday 6 July: 2.30pm - 4.30pm at The Church on the Way, Thetford

Please see enclosed invitation letter for more details, and complete the form at the bottom to confirm your attendance.

# Membership recruitment

Anyone over the age of 16 can become a member of our Trust. Membership is completely free, and gives everyone the chance to keep up to date with our news and to have a say about our work:

To join, you can:

- Contact the membership office on: 01284 713224
- Email: [foundationtrust@wsh.nhs.uk](mailto:foundationtrust@wsh.nhs.uk)
- Write to the West Suffolk NHS Foundation Trust Membership Office, West Suffolk Hospital, FREEPOST ANG20554, Bury St Edmunds, Suffolk IP33 2BR

## Prefer to receive emails?

Some of our recent email engagement with members has been very successful and helpful, including our recent car parking survey and My WiSH Charity invite to a fundraising event.

Also, sending emails helps us to save our resources and save the environment too. If you can help us by receiving this newsletter via email, please let us know by contacting: [foundationtrust@wsh.nhs.uk](mailto:foundationtrust@wsh.nhs.uk)



[www.wsh.nhs.uk](http://www.wsh.nhs.uk)



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