



# Newsletter

For Foundation Trust members

Winter 2018

## Welcome from our chair



**I was born just after the birth of the NHS so am old enough to have witnessed a generation experience the miracle of free healthcare. As we celebrate the NHS at 70 I do worry that we take it for granted and make**

**assumptions that it can do anything. As demand rises, so do our expectations.**

The nation, rightly so, remains incredibly proud of the NHS; for me it is the people, everywhere, that make the difference. All are part of the team; from the porters, housekeepers, and caterers, to the consultants, nurses and doctors, as well as those working behind the scenes.

I have had a fabulous first year as chair and have loved every minute of it. We have an amazing team and culture here, which really is unique. I am also grateful that we have a fantastic Board, but, as a Trust, we are not perfect. We use time to reflect when we don't get it right, to learn and improve.

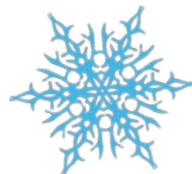
There are many areas of work ahead, not least the integration agenda. By this we mean more joined up care and services of not just our acute hospital and community services that we run, but a broader alliance of health and care organisations across the west of Suffolk, including councils, charities, community groups and social enterprises.

I am keen to see this collective action make a positive difference to the health and care of the west Suffolk community and am very proud to be leading my local Trust at such a time.

You can find out more in this newsletter about what is new around the Trust, both in the hospital and out in the community.

With best wishes for the festive season,

**Sheila Childerhouse**



# Get involved: improving patient experience with VOICE

**The Trust is committed to improving the experience of care provided to our patients and, as part of this commitment, will ensure it is as easy as possible for people to give feedback and be involved in decisions about future service planning.**

The intelligence we gather from our community is vital in enabling us to share and celebrate good practice and to make changes that matter most to our community. Our new experience of care strategy underpins the ethos of this by focusing on a three stage cycle:



**Vision, opportunity, insight, challenge, empower (VOICE)**

Our VOICE group, formed in January 2018, is a vital component of the experience of care cycle. VOICE is a lay member group made up of enthusiastic, forward-thinking individuals who want to contribute to representing the voice of our patients.

Members can be:

- Past or current patients

- Family carers or family representatives
- Members of our local community.

You will become involved with a variety of things including collecting feedback, engaging with staff, staff interviews and quality improvement projects; all with the support of our patient experience team.

We are keen to ensure that VOICE represents the diverse backgrounds of our local community and, as such, we are looking for passionate people to join the group.

Members are required to attend lunchtime meetings at the Trust on a quarterly basis. To find out more or express your interest, please contact [voice@wsh.nhs.uk](mailto:voice@wsh.nhs.uk).

You can also contact our patient experience team to find out more about their work, including our experience of care strategy, via [feedback@wsh.nhs.uk](mailto:feedback@wsh.nhs.uk) or **01284 713056**.



*Cassia Nice, patient experience lead at WSFT, and Kevin Dodman, a member of VOICE*

# My WiSH Charity success



**My WiSH Charity has had an incredible year. Not only is its Every Heart Matters appeal just £40,000 away from its £500,000 target to complete the new cardiac centre, but the awareness raised across west Suffolk about the work it does to enhance care at the Trust has been fantastic.**

The community really got behind the Every Heart Matters appeal which sought to support the development of the cardiac diagnostic unit in the Trust's new cardiac centre. An open day to show the donors what they had helped to create saw more than 200 people attend. They were in awe of the new centre and impressed by the work of the project team.

Alongside the appeal the charity held a third West Suffolk Spin, its fourth Bury Dog Show and a new event for 2018: My WiSH Charity Soapbox Challenge. The soapbox was a great success with 14 teams competing. Alongside their team fee, many teams also fundraised and the final total raised for the day was an incredible £8,000. This was added to the Every Heart Matters total.

The fundraising team also worked with Our Bury St Edmunds to create a World War One Trail to commemorate 100 years since the end of the Great War. Eighteen pieces of art were situated around Bury St Edmunds and the public were invited to purchase a map for a donation to the Every Heart Matters appeal. It was a fantastic initiative to commemorate those involved in the conflict, as well as profiling artists and

the charity. It was also an opportunity to get involved with local businesses with all eighteen pieces sponsored by local companies.

The charity has spent time over the year promoting various areas of the hospital. A fund was started to help enhance care for children across the Trust called WiSH Upon A Star. This fund has proved really popular and has allowed the charity to donate fibre optic lights and a projector to the radiology department, an Accuvein (to highlight veins) to the Rainbow ward, and waiting room toys, special light up ceiling panels and a projector for the cardiac diagnostic unit.

It has been an incredible year for My WiSH Charity, and we would like to thank everyone for their help and continued support.

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

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

# A year of community services working together in west Suffolk

**In October 2017 a number of community health services became part of the integrated West Suffolk NHS Foundation Trust (WSFT), including community health teams, specialist and support services. Newmarket Community Hospital and the countywide integrated community paediatric service were among services already provided by WSFT.**

One year on, establishing and developing integrated working as part of a wider alliance of services in the west Suffolk system has been a major focus. The aim is to embed a new way of working, breaking down organisational barriers and wrapping care and support around a patient, with professionals from different disciplines working together to meet their specific needs.

The Trust is committed to investing in community services and staff, with new posts, substantial improvements to IT

provision, developing integrated pathways of care, and outreach services, for example respiratory clinics in Sudbury. Head of nursing and senior matron posts have been created to improve quality of care, patient safety, and support nursing staff in the community. Chief executive Stephen Dunn visits community colleagues across the county to share information and hear their views on a regular basis.

Caring for patients where they live, getting them home from hospital as soon as possible, and keeping them out of hospital, is best for the patient and vital to maintaining services for the future. To do this safely means all the services in the system must work together, and the West Suffolk Alliance is driving forward with that goal.

The alliance partners have developed a strategy that will take us to 2024, with an ambitious delivery plan focused on helping people to live longer, healthier lives.



*Newmarket Community Hospital*

There have been many examples of integrated working bringing real benefits for patients and staff. Here are just two of them:

- An elderly gentleman who lives alone wanted to go back to his home from the care home he was in. He was going to need a lot of help and support to do that safely and his family were very worried about him going home. So, the care home team, the social care team and the health team all got together with the patient and his family and between them, came up with a joint plan that meant he could go home safely with shared support, and without having to be passed between services.
- A gentleman receiving palliative care was discharged from the hospital to be cared for at home by the community team – something he very much wanted to happen as soon as possible. It was a challenging discharge before a Bank Holiday, and rather than delay it, the clinicians in hospital and in the community adopted a shared approach to finding a solution, understanding each other's issues. Once the patient was home, he was able to stay there because the community and hospital staff continued working together to meet his daily medical needs. The learning from this experience has changed the way the teams approach the handing over of patients.



*The Sudbury community team won the chair's award of excellence at the WSFT Shining Lights ceremony 2018*

# New services

**Developing new services and facilities in a hospital and in the community is a huge undertaking. Many members of staff are involved in various stages of the projects, and they have to find time to manage them alongside their day-to-day duties.**

These are just a selection of the exciting new projects to have opened across the Trust recently:

## Cardiac centre

The Trust's brand new cardiac centre has now opened to patients. It has taken nearly two years to build the new lower-ground floor unit at the West Suffolk Hospital, but it has been in discussion for many more. Both our cardiology ward and cardiac care unit are now located together, and the Trust now has use of a new state-of-the-art catheterisation lab.

Previously the Trust could only offer angiograms once a week on a mobile unit that visited the hospital car park. The new lab enables a combination of diagnostic angiograms and pacemaker procedures five days a week, meaning better care and reduced waiting times for patients and reduced pressure on other centres that patients are often referred to.

The diagnostics unit, which the Trust's My WiSH Charity has been hard at work fundraising for through its Every Heart Matters appeal, has also moved to the centre, meaning the Trust can provide an integrated, improved offer of cardiac care for the west Suffolk community in one location.

## Acute assessment unit

The Trust's new acute assessment unit (AAU), will modernise the way that the Trust cares for its emergency patients.

The new unit is an innovative 'front door' service, which replaces the current service on F8. It will be staffed by the current F8 team and will operate 24-hours-a-day, housing 23 assessment trolleys and linking directly with the emergency department (ED) and clinicians in the community.

The new AAU is designed to support emergency patients that need observation, diagnosis and treatment, for example, patients with chest pain who may need a heart monitor and clinical observation. The goal is to assess patients quickly; wherever possible the unit will treat them the same day so they can return home with the help they need, like take-away medications.

Those patients who do need ongoing care in hospital can then be transferred to the appropriate, specialist ward for their needs. In due course, the unit will also provide a phased approach to assessing surgical patients referred from the community, ED and outpatient clinics.

The new AAU is phase one of the project. Phase two will see a new ambulatory emergency care (AEC) unit opening next summer. Until this time, the current AEC service will be temporarily co-located in the new AAU to provide same-day assessment, treatment and discharge of appropriate patients.

## Haverhill ultrasound service

This new service is based at the Christmas Maltings surgery in Camps Road, and is manned by sonographers from WSFT and has been supported by the NHS West Suffolk Clinical Commissioning Group. It means that Haverhill patients will be able to have much-needed scans without leaving the town – no longer having to travel to West Suffolk Hospital, Addenbrooke's, or Newmarket Hospital.

The new state-of-the-art ultrasound equipment will enable a number of procedures to be carried out closer to home, like abdominal scans, including liver, kidney and gallbladder scans, and pelvic scans like those for ovarian cysts.

It has come to fruition thanks to the unwavering efforts of Mrs Betty McLatchy, former Haverhill councillor and mayor, who spearheaded a whopping £20,000 of community fundraising to contribute towards the equipment required.

Local West Suffolk MP and Secretary of State for Health and Social Care, Matthew Hancock, joined fundraiser Betty on Friday 2 November to formally open the brand new ultrasound service that will see Haverhill patients receive ultrasounds in the town for the first time.

## Birth Reflections

A new service, Birth Reflections, has been launched to support parents after giving birth. The confidential service is offered by midwives to ensure parents can discuss their birth experience after the initial weeks of new parenthood.

Six weeks after giving birth, new parents are invited to contact the hospital and arrange a time to come in to meet the midwifery team to discuss their birth experience, or perhaps even prepare for a future birth.



*The cardiac ward in the Trust's new cardiac centre*

# Diary dates

Our **Council of Governors** meet several times a year. All are welcome to attend. Meetings take place in the hospital at 5.30pm.

The 2019 meetings will be held on:

- Tuesday 12 February
- Monday 13 May
- Tuesday 6 August
- Wednesday 13 November



Our **annual members meeting** will take place at the Apex in Bury St Edmunds on Tuesday 17 September 2019 at 5.30pm.

# 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
- Visit the corporate information section on our website, and then click the 'how we are run' page: [www.wsh.nhs.uk](http://www.wsh.nhs.uk)



# Prefer to receive emails?

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)



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



Telephone: 01284 713000

West Suffolk NHS Foundation Trust  
Hardwick Lane  
Bury St Edmunds  
Suffolk  
IP33 2QZ