

2025-2028



# What the NHS plans to do in West Suffolk



An easy-read summary

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**Reading speed is different for everybody, but we think it will take about 12 minutes to read this easy-read document.**



**This report uses blue words.**

**When a word or phrase is difficult, we have written it in blue writing and explained it.**

# West Suffolk NHS Foundation Trust: Who we are

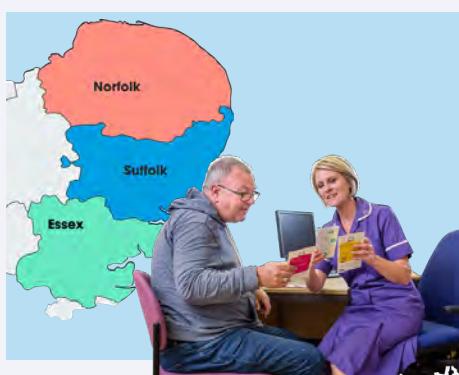


**The NHS in West Suffolk cares for people living across a big area.**



**Our patients live out in Stowmarket and up to Thetford.**

**They also reach down to Sudbury and across to Newmarket.**



**Although our main hospital is in Bury St Edmunds, some of our patients stretch into Essex and Norfolk.**



**Here are some numbers:**



**280,000 people live in our area**



**We have more than 5,000 staff**



**In 2024-2025 we had:**

**2,000 +****More than 2,000 babies born****More than 101,000 attendances at the emergency department (A&E)****More than 16,000 planned operations****More than 3,500 emergency operations**



**More than 315,000 people who had outpatient appointments**



**More than 371,900 contacts with patients through community services.**

### **Examples**

- 1**
- 2**
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**Here are some of the things we do:**



**West Suffolk Hospital in Bury St Edmunds has:**



**500 beds for patients**

**500 beds**



**An emergency department**



**Maternity and neonatal services**  
(services for women and babies)



**Same-day surgery services**



## Eye treatment



## A Macmillan Unit for cancer treatment

**MACMILLAN**  
CANCER SUPPORT

## Day patient clinics.

**The hospital works with the University of Cambridge to teach new doctors.**

UNIVERSITY OF  
CAMBRIDGE





**Some of our community teams provide nursing and other services in patients' homes, health centres and community buildings.**



**We have services helping people recover from illness and injury at Newmarket Community Hospital and Hazel Court in Sudbury.**



**There is a new centre in Newmarket Community Hospital to do the tests needed to find out why someone is unwell.**



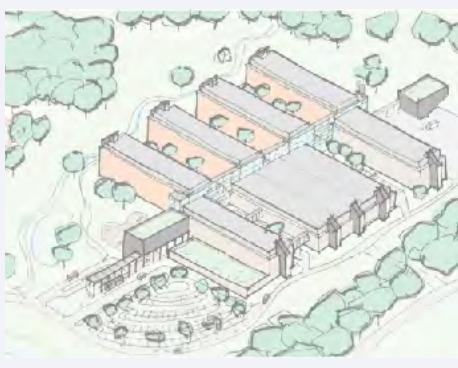
**Our stroke and hip fracture services are among the best in the country.**



**Our staff have won national awards for their excellent work.**



**We are now building a new hospital in Bury St Edmunds, just next to the old one.**



**This link tells you about the new hospital in a lot of detail.**

**[New Hospital Programme: Our Ambitions](#)**



**This video tells you where it will be:**

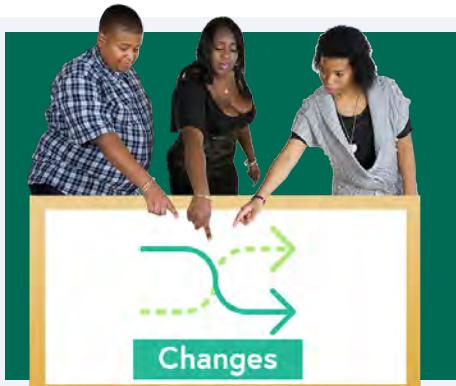
**[Youtube.com: Explore Hardwick Manor](#)**

# What we want to do between 2025-2028

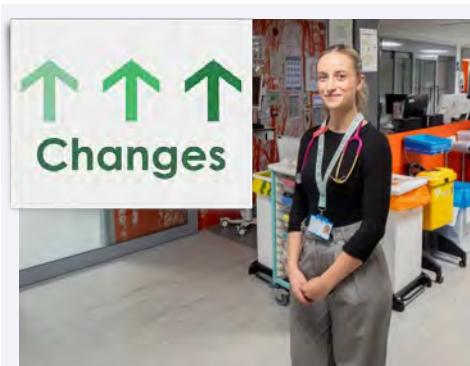


This link to our website has a lot more detail about our full plan:

[Our strategy 2025 - 2028](#)



We talk about all the changes that are happening in the NHS.



You can read more about these changes in the full plan.



**The 3 big shifts that need to happen across the NHS and in West Suffolk are:**



**1**

**Keep people as well as possible so they don't get ill or need to go to hospital.**



**2**

**When people do need care, then their care needs to be close to their own home.**



**3**

**We learn about new technology and how it can make our care better.**



**Our 2025-2028 plan has 5 ways to make these improvements happen.**



**1**

**High quality care**



**We want the people who live in West Suffolk to be healthy and independent.**



**To make this happen we will:**



**Improve how people can use the NHS and how they can do that safely.**



**Same quality**

**Make sure everyone has the same quality of care when they do need the NHS – wherever they live in West Suffolk.**



**Look at everything we do all the time and work out how to do it better.**



**Example**

**We now have a much better emergency department.**



**Our staff, with help from social care colleagues, worked out better ways of treating patients coming into the emergency department.**



**2**

**Joined-up services**



**The NHS in West Suffolk works with many other organisations to provide care.**



**West Suffolk  
NHS Foundation Trust**

**We cannot do it on our own.**



**Our local councils help with social services, housing and our environment.**



**Charities help us in many ways – our hospice just being one of them.**



**All these activities help us to stay healthy and avoid getting ill.**



**We want to make the way we work together much better.**



**We will continue to work as one team that includes health, social care and housing.**



### **Example**

**Twice a year, in Haverhill, our staff bring together all the local organisations that help us with healthcare.**



**The people working in these organisations get to know one another – so they find the best ways to work together.**



**Local people also come to these events and learn more about how the NHS works in the Haverhill area.**



3

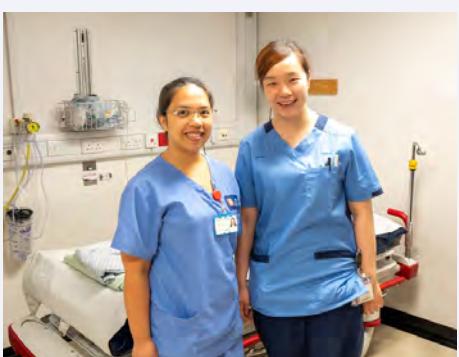
## Make the West Suffolk Hospital a great place to work



**People work well when they feel safe, happy and get support to learn and make changes for the better.**



**We will make sure staff and volunteers have the time and training to do this.**



**Staff need to feel good about themselves, have their opinions listened to, and have a safe place to work.**



## Example

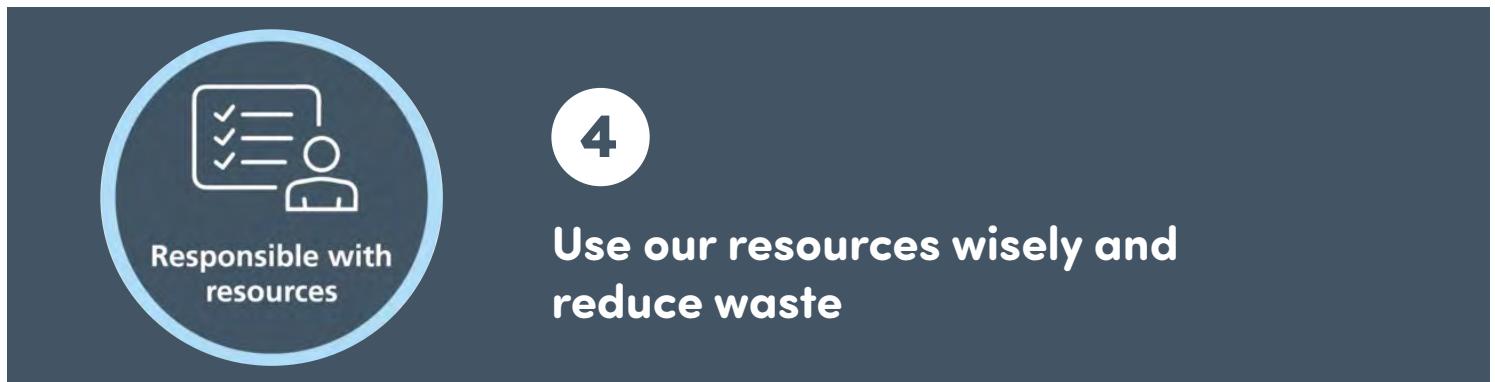
**In Sudbury, our therapists created a community garden at the health centre.**



**The garden allows patients to enjoy the benefits of calm activity outside.**



**It helps them to recover and improve how they feel.**



**We need to make sure that we spend our money wisely.**



**However, over 2025-2028 we will spend more money than we have coming in.**



**This is to make sure that:**



**The improvements in our plan can happen**



**Our buildings are kept up to a good standard to provide good quality care**



**Everyone who works for the NHS in West Suffolk will need to help.**



**Example**

**We used to buy our medicines to treat cancer.**



**Our pharmacy team suggested we employ 2 extra staff to make our own.**



**We now save £150,000 each year.**



**5**

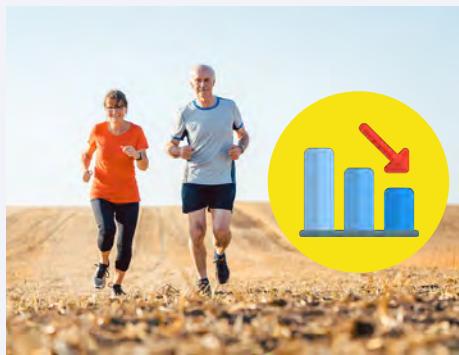
**Make sure we are ready for the things that will happen in the future**



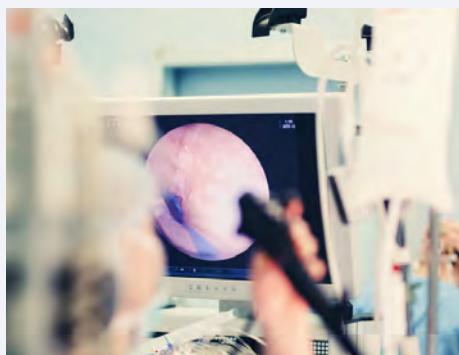
**We must work to help people to stay healthy.**



**Many illnesses are avoidable.**



**The less often people become unwell, the less they need to use the NHS.**



**We will improve how we work with the latest technology, with our partner organisations and with our staff.**



**We will act in a sustainable way so we can protect our environment, our resources, and our people for the future.**



**We will make sure the new West Suffolk Hospital is 'state of the art'.**



**'State of the art' means being the most modern hospital possible.**



### **Example**

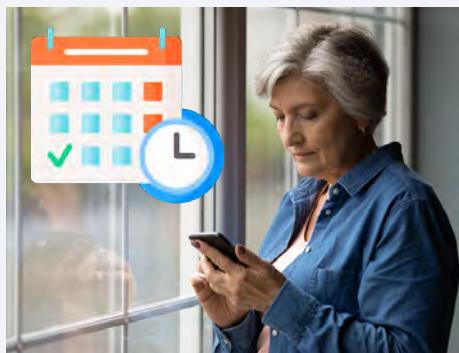
**Patients can now look at their health record on their smartphones and computers.**



**We call this the Patient Portal.**



**The Patient Portal is for patients who are having treatment from West Suffolk NHS.**

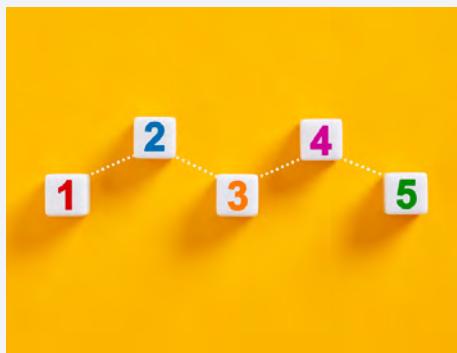


**They can check details of their appointments.**



**They can look up their health record, such as medical test results.**

# How will we check our plan is working?



We will check each of the 5 ways we want to improve.



We will make a list of what it is we want to happen in each of them.



We can then tick off the list as things happen – or try different things if some things are hard to do.



### Example 1

#### Joined-up services



**Here is some of what we can check is happening:**



**Are we still working separately from our partners – or are we including them?**



**Are we concentrating on working together with local health services, like GPs?**



**Are we working well together with all our partners?**



**Are we sharing our resources and buildings with our partners where we can?**

### **Example 2**

**Make the West Suffolk Hospital a great place to work.**



**Here is some of what we can check is happening:**





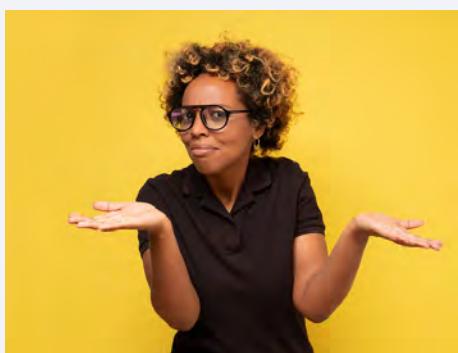
**Are we making it easy for staff to improve how they care for people?**



**Are we listening to and respecting staff for their good work?**



**Are we making sure staff have what they need to do their jobs well?**



**Who is doing the checking?**



**The Board will check if our plan is happening as we want it to.**



**The Board work closely with the hospital to make sure services are meeting the needs of the local community.**



**This is what the Board says about our plan for 2025-2028:**



**We want this plan to inspire you – as a member of staff, a patient, or partner.**



**We want the West Suffolk Hospital to be a great place to work and to receive care.**



**Everyone can do something to make this happen.**



**We can only do all of this if we work together as one.**



**Remember – you can read our plan in full on our website.**

**Our strategy 2025 – 2028**

**The information in this booklet was adapted from an original written by staff at the West Suffolk NHS Foundation Trust.**

**This easy-read version has been created with the help of the people below who use easy-read materials themselves.**



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