

2025-2028



West Suffolk
NHS Foundation Trust

What the NHS plans to do in West Suffolk



An easy-read summary

Contents

1

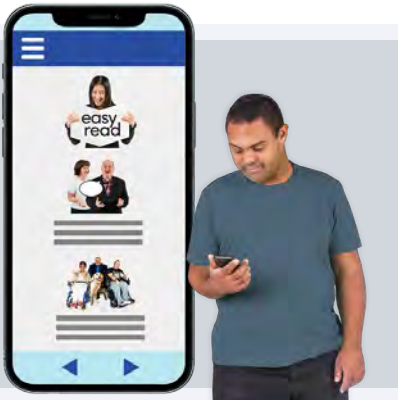
**Section 1. West Suffolk NHS Foundation Trust -
Who we are** Pages 3 - 10

2

Section 2. What we want to do between 2025-2028
Pages 11 - 25

3

Section 3. - How will we check our plan is working?
Pages 26 - 31



**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 
- 3 
- 4 

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



Day patient clinics.



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



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.



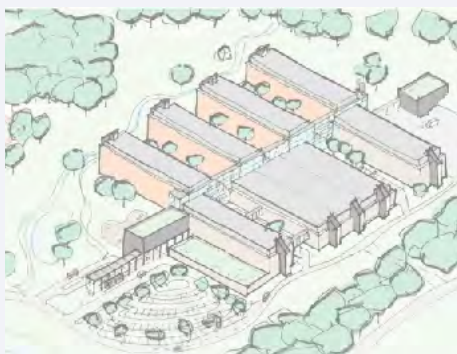
Our stroke and hip fracture services are among the best in the country.



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.



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.



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.



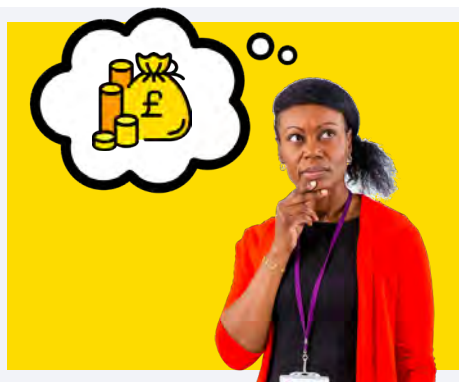
The garden allows patients to enjoy the benefits of calm activity outside.



It helps them to recover and improve how they feel.

**4**

Use our resources wisely and reduce waste



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



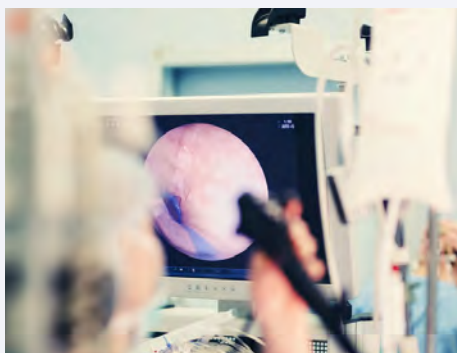
We must work to help people to stay healthy.



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.

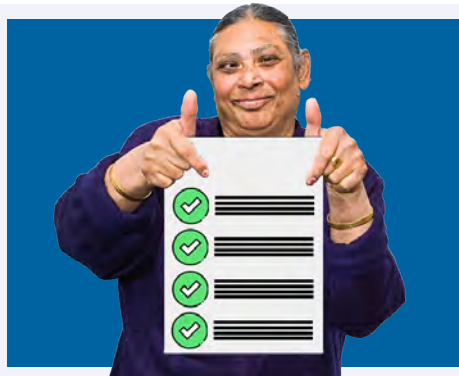
How will we check our plan is working?



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.



Online:
thinklusive.org



e-mail:
hello@thinklusive.org



LinkedIn



Made by
Thinklusive