



# Blow your own trumpet

NEWS FROM THE WEST SUFFOLK HOSPITALS NHS TRUST

## A big thank you

All our staff do an excellent job in providing the best care possible for our patients.

For the Blow Your Own Trumpet Awards we wanted to draw attention to some colleagues who have gone way beyond their everyday duties and thank them for their amazing dedication to West Suffolk Hospitals NHS Trust and to the National Health Service in general.

This year we have added a new category – the Quality and Learning Award. This award recognises the achievements staff have made in the continuous

cycle of learning and quality improvement.

It was a privilege to present these Awards to staff from such a wide range of disciplines.

It just goes to show that each and every member of staff has a contribution to make in delivering, or supporting the delivery of, patient care.

On behalf of the Trust and the patients you care for, I thank each and every one of you.

Veronica Worrall  
Chairman



“Blowing one’s own trumpet produces a single, often discordant note, but blowing each other’s creates a harmonious orchestra.”

Susan Napier, author

## Improving working lives



← The NHS Professionals (NHSP) clerical team have worked extremely hard to raise the profile of NHSP which is now a widely respected and recognised service within the Trust.

NHSP Manager Claire Scott, who nominated the team, said: “NHSP prides itself on an open door policy, which has led to the increased recruitment and retention of dedicated members where each member plays a crucial role in service delivery, feeling proud to have a sense of commitment and belonging.”

Liz Henthorn is well known to staff for her IT training courses and in particular for her championing of the European Computer Driving Licence which is now the NHS standard for computer literacy.

To date, 44 staff have achieved the full qualification, and over 100 are in the process of taking the various modules.



Radiology Services Manager Nigel Beeton has been nominated for providing a stable, positive and stimulating workplace for his staff.



He was nominated by a member of his staff who said: "His team gives of its best, not least because he does too. He deserves appreciation, congratulations and thanks."



Despite the fact that for the past eight months the busy reception at the Martin Corke Day Surgery Unit (DSU) has been short staffed, Receptionist Sue Cook has always dealt with patients and colleagues in a pleasant, calm and kind manner. Sue has been nominated by Judith Price, the Unit Manager, who said: "Sue has the admiration of the DSU staff and my grateful thanks for doing such an excellent job under very difficult circumstances."

## Improving the hospital environment

Thanks to our hard working housekeeping staff the cleanliness of our hospitals has increased in the last five months.

The modernisation of the housekeeping department has also included the addition of new equipment and facilities, as well as better working practices gained through the BCIS training programme.

Housekeeping Services Manager Victor Cruz, who nominated the team, said:

"This has been achieved by the hard work and commitment of all housekeeping staff, from Linda Donnelly, through the supervisory team and ultimately the ward and departmental housekeepers.



"The service has moved on significantly and their 'will do' attitude is now firmly ingrained and evidence of that is the patient customer care feedback where our housekeepers are averaging a healthy 95%. They all deserve a pat on the back."



### Walnuttree Hospital

This year all members of staff at Walnuttree Hospital in Sudbury have been nominated by Senior Sisters Trina Hauxwell and Judy Slinger for an award because of the way they have battled against the odds, providing excellent patient care in what are difficult and cramped conditions.



They said: "The staff here have taken on many challenges but have always risen to the occasion. The hospital may be old but it is clean, well run and the patients get the highest quality of care and support any team could give."

Karen Tonkins (Senior Housekeeping Supervisor) and Janie Mead (Housekeeping Supervisor), who also

nominated the housekeeping staff at Walnuttree, seconded this.

They said: "The housekeepers have worked above and beyond the call of duty to keep Walnuttree a clean and safe environment. We have nominated

them for working as part of a team, for ensuring staffing levels are maintained when others are on annual/sick leave and working seven days a week when we have been desperate. Most of all for simply being the best."



# Improving patient care



Since the call centre was set up, the telephone appointments staff have been through incredible changes in work practice.

Appointments Co-ordinator for Health Records Chris Cox, who nominated the team, said: "Each patient is now given a choice of time and venue, which has generated between 800 and 1,200 calls per month. The team have adapted with both commitment and dedication to this huge challenge."



Dawn Southgate has just completed her first year as the Diabetes Inpatient Specialist Nurse.

She has worked hard all year to improve the hospital experience of diabetic patients whilst trying to raise standards and knowledge of diabetes among nursing and medical staff.

She has also just completed her Diploma in Nursing, and celebrates 20 years service at the Trust.



Denise Combe has been nominated for her work in helping patients in the Intensive Care Unit (ICU).

Patients are usually sedated in ICU so have no recollection of their time there.

Sometimes this can cause psychological difficulties as patients struggle to fill the time gap. Denise, a Follow Up Sister, set up a patient day-to-day diaries scheme. Nurses and relatives can write in a daily diary for the patient and the diary

is offered to them when they awake to help them with the missing period. Our ICU is thought to be the first in the UK to use day-to-day diaries.



During its first year the Site Co-ordination Team has made considerable improvements in the way patients move through the hospital.

The team developed a transfer form, which makes the transfer of patients easier for staff, allowing them to ensure they go onto the most appropriate ward. Staff now keep a record of where patients

were transferred to with the aim of reducing the number of times patients are moved. The team has also developed a standard for the number of times patients should be transferred.



In the short time that Pru Parker has worked in the Palliative Care Team she has put in place initiatives to help both staff and patients.

Pru has introduced the use of syringe driver boxes on the wards that make it easier for staff to access the equipment required. She has also introduced the use of plastic cannulae, to be used with syringe drivers, which are more comfortable for patients and safer for staff. She has also trained the nursing staff on their use.

The Phlebotomy and Haematology teams have changed the way they work to improve their service for patients and reduce waiting times.

In April 2004, the Haematology team moved away from traditional on-call arrangements to a shift system of working. This means that the department is now fully compliant with the requirements of the working time directive whilst providing a service that is responsive to clinical need. A booking system has also been introduced for patients attending hospital for anticoagulant monitoring or fasting blood tests. This has streamlined patients attending for phlebotomy in the morning, resulting in fewer queues and shorter waiting times.





# Quality and learning

## New measures allow greater input from consultants

Dermot O'Riordan, Tim Justin, David Lawrence, Neil Keeling, Eamonn Coveney, Justin Alberts and Roshan Lal have been nominated for putting in place changes that have benefited staff and patients.

The consultants set up a surgical on-call system that frees the on-call consultant of all elective commitments and allows greater input of consultants into the care of general surgical patients.

They also put in place measures to ensure that there is a smoother hand-over of patients when they change shifts.

As a result of these new measures the number of emergency patients seen by their consultant during their admission rose from 40% to 95%.



This year we are introducing a new quality and learning award to Blow Your Own Trumpet.

The aim of this new award is to recognise staff involved in the continuous cycle of learning and quality improvement. This could be as a result of staff looking at a complaint or incident and coming up with ways to ensure such an event does not occur again.

It could be putting in place new ideas and initiatives to improve the way in which we work.

## New clinic saves arthritis patients a trip to hospital

A new telephone clinic for patients who are undergoing treatment of early arthritis with Methotrexate has been set up by the Rheumatology Department.

A nurse specialist runs the telephone clinic, which started in May 2003 and takes place once a week.

Patients are sent a letter giving them seven to 10 days notice of the date and time that the nurse specialist will call. It is an opportunity for patients to discuss their condition and for the nurse to check the patient is taking Methotrexate safely.

The new telephone clinic means that patients who do not need to see a nurse or doctor are saved a trip to hospital and a wait in a clinic. It also relieves pressure on busy clinics.



## National reporting improved thanks to staff

After a magnificent effort from staff more than 70% of patients are seen within 30 minutes of their allocated outpatient appointment time.

To improve performance the Trust needed to know which areas to target. To achieve this, it was necessary to ensure that the amount of data collected was more representative.

A regular meeting of all the key staff involved was set up and after a massive effort from everyone, the amount of data collected increased dramatically from 20% to 70% in just 12 months. The Trust was able to look at the areas that needed to be improved, and have exceeded the original 70% target.

This work is an excellent example of multi-disciplinary, multi-professional and cross directorate working: Jill Rowland, Team Leader for Surgical Team, Medical Records; Carole Bunker, Team Leader for Eye Clinic, Medical Records; Tom Elrick, Fracture Clinic; Chris Bowen, Senior Sister, Outpatients Department; Paul Thacker, Clinical Support Services Directorate Support Manager; Karen Leggett, Information Support Manager; Carol Holt, Reception Co-Ordinator for Thetford Cottage Hospital; Peter Newlands at Newmarket Hospital; Viv Martin, Medical Secretary at Walnuttree Hospital in Sudbury.



# award

## Trust's first Antenatal Screening Co-ordinators



Heather Chandler and Colleen Greenwood are the Trust's first Antenatal Screening Co-ordinators.

Heather and Colleen, who are midwives by background, started a job share in 1999 running the West Suffolk Hospital's antenatal clinic.

This new role of Antenatal Screening Co-ordinator was created in October 2003 to meet the demands of new types of screening being introduced.

Heather and Colleen co-ordinate, manage and develop antenatal screening programmes at local level including counselling women and giving information.

They audit and monitor local screening programmes and develop education and training programmes for staff at local level for new initiatives as well as existing ones. As part of their role they also collect data on screening for the eastern region and implement new guidelines.



## Dermatology – "thank you for giving me my confidence back"

The Dermatology Department treats a significant number of patients who have chronic, life-long skin conditions.

One of the treatments, Phototherapy, can be used for a range of skin disorders and can transform a patient's life by clearing their disease for the long or short term.

This service had to be discontinued due to staff shortages and equipment problems which culminated in a long waiting list and patients having to obtain their treatment at other hospitals, which meant, for some patients, travelling long distances, two to three times weekly.

Staff in the Dermatology Department quickly put together a plan of action. Some of the existing equipment was updated and with the appointment of a second Nurse Specialist to manage this important service, together with dedicated administrative support, the service was re-established.

With the service up and running, during April to September 2004, 800 phototherapy sessions were administered.

Among the very positive comments from patients was: "thank you for giving me my confidence back."

## Pressure ulcers prevention pack helps staff and patients

A pack which will help staff to prevent patients from getting pressure ulcers has won a nomination for Tissue Viability Nurse Specialist Leonora Descombes, and Tissue Viability Link Nurses Chris Harper, Debbie Clarke, Stella Kluge, Jane Chilvers, Jane Hills, Rachel Midforth, Denise Smith, Sarah Hunter, Janice Bridger, Sandra Fisher and Faith Lewis.

A benchmarking exercise showed that while patients' initial risk of developing pressure ulcers was well assessed, there was a lack of tools to support preventative care.

A pressure ulcer prevention and management pack was created to bring together tools available to support effective planning and delivery of preventative care and incorporating additional tools.

A spin off from this work has been that Specialist Registrar Dr Sarah Bailey has used some of the benchmarking information in the development of multi-disciplinary team meeting documentation, highlighting pressure ulcer risk levels to doctors.





# Innovation



The histopathologists at West Suffolk Hospital have been the first in the UK to pilot a new voice recognition system that has speeded up the time it takes for patients to get their medical test results.

The voice recognition system allows them to dictate reports directly into a typed format. The system comes from Australia and we are the first hospital in the UK to pilot it.

Cellular Pathology Manager Selwyn Stevens, who nominated the team, said: "The new system has made a significant impact on the turnaround of reports and therefore results. The histopathologists have had to get used to using the new system and continually developing it."



Allison Schofield, Senior Information Analyst, has been nominated for the many databases she has produced for staff to use in their day-to-day work.

Her most recent development is the traffic light system used by staff to alert them to potential breaches in A&E of the four hour target for patients being admitted or discharged. The system has been important in helping A&E to achieve the 97% target of patients seen within four hours for the last quarter, and will help to achieve the new tougher target of 98% by the end of December.

The Personal Development Advice Service (PDAS) is for all NHS staff or people looking for a career in the NHS.

The aim of PDAS is to centralise and formalise the many informal sources of advice and information on work and learning opportunities in the organisation.

The PDAS Advisors, Chris Fell, Jane Croker, Denise Needle, Gill Robertson, Graham Kendall, Lynette Last and Russell Simpson, offer this service in addition to their work roles. In April this year they gained the Matrix Quality Standard for information, advice and guidance services, awarded by the Guidance Accreditation Board. This is national recognition of the quality of the service offered.



Some said it couldn't be done. But Kelly Austin and Rebecca Templeman made it happen.

The two Medical Laboratory Assistants in specimen reception planned, trialled and implemented a change in working which has benefited both the Biochemistry and Haematology Departments.

Before the change, all specimen tests were logged into a computer followed by the patient's details, in two separate stages. Now, both the specimen test and the patient's details are logged in one step. The new system saves time and ensures that the right specimen is linked to the right patient.

The change had been discussed for years but no one had taken up the challenge until Kelly and Rebecca took up the reins with support from their fellow Medical Laboratory Assistants.







Sue Laflin was previously a very experienced theatre nurse, and has now taken on the role of Surgical Care Practitioner, which gets her involved in pre and post-operative care. She sees patients in the outpatients clinic before surgery explaining procedures and care pathways.

During the patient's admission she is involved in their daily care on the ward, with assisting surgery and with the post-operative phase after the patient's discharge, seeing them in the outpatients clinic. She also helps with day cases, following up the patients by telephone.



Sister Di Cocksedge and her recovery team have transformed the main theatre recovery unit over the last three years.

Recovery now provides a true 24/7 service able to cope with caring for complex surgical patients overnight and for extended periods when the critical care unit has reached capacity.

The recovery unit is now fully integrated with the critical care unit and this unique situation has attracted visitors from other Trusts to see how it's done.

## Improving relations with colleagues

The Ambulance Transport Team has nominated Receptionist Carole Bunker.

The team says Carole, who works at the Eye Treatment Clinic, always has a good sense of humour, a polite telephone manner and is very attentive to the patients she attends to at the clinic.

Stewart Sowman, Customer Services Co-ordinator for the Ambulance Patient Transport Team, said: "In our opinion she deserves a pat on the back."



Joining the hospital from a non-NHS background, James Romana-Powling in Health Records is a breath of fresh air, according to his colleagues in Clinical Coding.

They say he engenders trust, inspires confidence and is always good-humoured.

David Mason in the Pharmacy Department has worked tirelessly to organise the West Suffolk Hospital golfing days – a source of enjoyment and a way for staff to get to know other colleagues.

The golfing days are open to all staff, both in the hospital and in the community, and engender a spirit of enjoyment and competitiveness.



# Long service awards



**30 years service**  
Margaret Renshaw-Fox  
Marion Mills  
Hilary Morse  
Debbie Lyons  
Eileen Ely  
Pauline Earl  
Marguerite Smith  
Michael Croker  
Kate Turner  
Patricia Cutting  
Maria Donnelly  
Lesley Medcalf

## 25 years service

Janet Goold  
Barbara Cummings  
Chrissy West  
Sue Woodhouse  
Hilary Scott  
Mandy Bird  
Maureen Jefferies  
Celia Jones  
Sheila Piper  
Jenny Saunders  
Sally Gibbons  
Katherine Heaton  
Jane Croker  
Maureen Dean  
Paula Last  
Simon Wigley  
Linda Potts  
Merete Bland  
Anne Graham  
Betty Derrick  
Marian Rutherford  
Kwai Jerome  
Doreen Frost  
Tappy Saikul  
Brenda Parker  
Carolyn Blackman  
Jacqueline McCallum  
Suzanne Fisher

## 20 years service

Tracy Robertson  
Karen Proctor  
Joanne Sarah  
Denise Naughton  
Rachel Heathershaw  
Elisabeth Earl  
Pauline Lockey  
Helen Davies  
David Lawrence  
Anne-Marie Torode  
Julia Smith  
Helen Bluett  
Maureen Brabrook  
Andrew Woodroof  
Lynda Brignall  
Sandra Ward  
Diane Mungo  
Robert Lamb  
Judith Jackson  
Susan Prout  
Alix Harben  
Ruth Batchelor  
Elizabeth Lloyd  
Nalini Yatigammana  
Eileen McKnight  
Lesley Medcalf  
Pauline Field  
Janette Steward  
Sarah Engle  
Jane Bridges  
Dawn Southgate  
Marion French  
Margaret Brame

## Academic achievement

### State Registration in Biomedical Sciences

Rachael Allan  
Noreen Bukhtiari

### MSc in Medical Microbiology

Haydn Hammerton

### Postgraduate Certificate in Biomedical Sciences

Ruth Harman  
Abigail O'Neill

### MSc in Biomedical Sciences

Ann Hennessey  
Simon Wigley

### Portfolio Assessment for State Registration as a BMS

Carol Skidmore

### BSc in Biomedical Sciences for State Registration

Sarah Isaacson

### Institute of Sterile Services TVQ Part 1

Julia Girling  
Vivienne Minor  
Denise Hindle

### BSc (Hons) in Nursing Practice and winning the British Association of Critical Care Nurses National Essay Writing Competition

Helen Beard

### BSc (Hons) in Nursing Practice

Alex Moffat  
Jo Barker  
Sarah Reader

### Diploma in Nursing

Dawn Southgate

### BSc (Hons) in Midwifery Practice

Nicky Garrett  
Alison Littler  
Carolyn Rivett

### BSc (Hons) in Managing Health & Social Care

Sandra Chitty

### Diploma in Management Studies

Debs Ward  
Elaine Ramsden  
Carl Kwiatkowski

### Postgraduate Diploma in Executive Management

Nigel Beeton

### Postgraduate Diploma in Fluoroscopic Reporting

Joanne Rudd

### BSc (Hons) in Radiology

Martin Roper  
Rosemarie Ellis  
Pamela Gladwin

### Postgraduate Diploma in Radiographic Reporting

Laura Crighton  
Beverley Wiseman

### Postgraduate Diploma in Personnel Management

Mariella Giancola

### Merit in the Certificate in Personnel Practice

Lesley Day

### European Computer Driving Licence (ECDL)

Muhammad Asif  
Mollie Crawford

Louise Dicker

Sarah Evans  
Lynda Fentiman  
Rebecca Gibson  
Sue Howard

Dhananjay Kumar  
Jennifer Massey  
Marcus Powling  
Katy Rawlings

### First Aid and First-time Supervisors course

Brenda Morrissey

### First Aid course

Kim Malyon

### Introductory Certificate in First-line Management

Nicola Charter  
Janet Sturgeon

### Diet Cookery course

Louise Oakes  
Cheryl Green

### Effective Business Writing

Liz Henthorn

### Introducing Wordprocessing

Carol Holt

### IT2 Web Publishing

Cielito Cabal

### Introducing Presenting Information

Chris Whitton

### A1 - NVQ Assessor Award

Christine Markham  
Sara Pallant  
Juliet Bevan  
Julie Freeman  
Teresa Carter  
Ann Luck  
Marie Davis  
Sheila Goodman

### NVQ Level 2 in Clinical Laboratory Support

Melissa Gladwell  
Jean Hayhurst  
Lisa Mannion

### NVQ Level 3 in Supervisory Skills

Keith Reid

### NVQ Level 2 in Care

Sarah Corlett  
Sarah Hampshire  
Jenny Osborne  
Tracey Eagle  
Nicola Barber  
Nicola Clarkson  
Lisa Andrews  
Karen Sayer  
Debbie Mears  
Jayne Dougan  
Jane Wild  
Sonja Strickland  
Ruth Shattock  
Maria Lewis  
Lorraine Blair  
Joanne Clements  
Sonia Sayer

### NVQ Level 3 in Care

Hazel Fisk  
David Palmer  
Samantha Crouch  
Martin Lloyd  
Georgina Feaveareyear  
Helene Proctor  
Joanna Offord  
Tania Moffat  
Gail AlJabali  
Glynis Hart  
Marian Hayward  
Joleen Robinson

### NVQ Levels 2 & 3 in Care

Lynn Harden  
Alyson Toleman  
Tracey Greenacre