



Up & About

NEWS FROM THE WEST SUFFOLK HOSPITALS NHS TRUST

Blowing Your Own Trumpet

The past twelve months have been a challenging and exciting time for the NHS as a whole, and the West Suffolk Hospitals NHS Trust has been very much part of the wider process of change. Everyone within our organisation will have seen a range of changes affecting the way we work. All of these initiatives are aimed at improving patient care, either directly or indirectly.

Change is of course often a daunting process. This is why the people acknowledged in this newsletter deserve especial praise for introducing innovations despite already having a healthy change agenda to implement. I continue to be amazed when people manage not only to do a busy and demanding job and do it well, but

find the time to concentrate on improving the way they work and the treatment which patients receive.

As a Trust we have taken many significant steps forward over the past year. Under the leadership of our new Chief Executive, John Parkes, I believe that we are in a sound position to develop and improve our patient services across the whole range of our activities. That we are able to do so is entirely due to the high quality and professionalism of our workforce.

On behalf of the Trust Board I want to thank all staff for your individual contribution towards our goal of providing excellent patient care in everything we do.



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 relations with colleagues

Jim Pretty, Derrick Southgate and Stephen Plume

‘Gentleman’ Jim Pretty, Senior Supervisor – Portering, has been nominated by colleagues, who have found him to be “brilliant, courteous, helpful, polite, approachable, enthusiastic and a pleasure to work with”.

Porters Derrick Southgate and Stephen Plume are commended by staff and patients alike for the caring, compassionate and professional way they perform their duties. As porters attached to the endoscopy and physiotherapy departments, both have a lot of patient contact. Their kind and understanding demeanour has helped to reassure many patients as they await treatment.

Improving relations with colleagues

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Claire Scott above right with Delia Mendoza

Claire Scott, Nurse Recruitment and Retention Co-ordinator, has forged close relations with the nursing specialists and clinical trainers. She has encouraged participation in the excellent programme of adaptation for overseas nurses, thus enabling them to swiftly become fully-fledged members of the nursing team.

“ Lets hear it for... ”

The Clinical Duty Managers – **Linda Potts, Jane Garrod, Claire Baxter, Janice Rushworth and Clare Donnelly** – for their effort and professionalism during a challenging time, and the support given to the new Bed Co-ordinators.

Improving patient care



Jo Godden (left) with Jo Rudd

Jo Godden, Colorectal Nurse Practitioner, and **Jo Rudd**, Gastro-Intestinal Radiographer Practitioner, are responsible for setting up a one-stop clinic for barium enemas and sigmoidoscopies, meaning that patients can have both examinations in one visit to the hospital. This initiative considerably shortens the diagnostic pathway in some colorectal cases.

West Anglia Cancer Network have supported this project, but most of the 'legwork' has been done by the two practitioners and their teams.

Helen Snazell and Linda Earp, Endoscopy Clerical Officers, have set up a new administration service for endoscopies. The complexities of waiting list directives have made this a challenging and often frustrating process. Their dedication, persistence and determination has resulted in a more efficient service and reduced waiting times for patients.

Linda Earp (left) and Helen Snazell



Nursing staff and Allied Health Professionals

Nursing staff and Allied Health Professionals in all wards and departments have been nominated for their hard work and commitment, particularly over recent months, in sustaining services despite recent pressures on beds and outbreaks of infection. So, a big "thank you" to all these staff for their continued support and efforts through this time.

Improving working lives



▲ **Nigel Beeton**, Radiology Services Manager, has been nominated for his enthusiastic and proactive approach to workforce development. He is chair of the Allied Health Professionals' Workforce Development Group and has implemented new ways of working in his own department, radiology. "His interest and commitment to creating a good working environment for staff is exemplary," said one colleague.

Staff on ward G2 now benefit from flexible rostering, thanks to Sister **Karen Rayner**. Instead of the ward sister arranging the roster alone, all staff plan together which shifts they will work. This adds flexibility which helps people to get the shifts they want. It also cuts down on admin work for the ward sister.

Jenny Saunders, Elaine Ramsden & Susanna Green

The past twelve months have seen several initiatives in occupational health. Jenny Saunders, Occupational Health Manager, has implemented a childcare voucher system which saves staff money on childcare costs. Elaine Ramsden, Occupational Health Nursing Advisor, continues to run the valuable staff counselling service and encourages staff to be vaccinated against flu. Susanna Green, Manual Handling Advisor, is praised for her fresh and enthusiastic approach to safe working practices for those staff who handle loads or move patients.



Deputy Director of Personnel & Corporate Resources, **Liz Houghton** is responsible for setting up the Independent Advisors, a group of 18 staff from across the Trust who have agreed to support colleagues who have concerns about any aspect of the Trust's operations. This may involve patient care considerations or staff issues such as harassment. The Independent Advisors are intended to provide a sounding board so that individual members of staff have someone they can initially turn to for impartial advice. Thanks go to all the advisors for giving their time.



Left to right: Jenny Saunders, Susanna Green and Elaine Ramsden

The Integrated Pain Team - Christine Waters, Pain Management Nurse Specialist, John Hall, Consultant Anaesthetist, Jessica Atherton, Clinical Nurse Manager, and John Anthistle, Chief Pharmacist – have worked hard to raise the profile of pain management. In just 8 months, they have relaunched the Pain Link Nurse system, introduced an ongoing intensive education programme and developed evidence-based guidelines for acute pain management. They have also established educational meetings and multi-disciplinary working parties with colleagues.



Jill Cerny

In 9 months since Jill Cerny joined the Pathology Department as Senior Infection Control Nurse she has succeeded in raising awareness of infection control issues throughout the Trust. Technology, communications, educational materials and study days have all improved. Audit procedures have been introduced, leading to effective changes in practise. The profile of the ward-based Infection Control Link nurses has been enhanced by Jill's work.

Lynda Brignall

With the support of the Head of Midwifery and Consultant Obstetrician, Midwife Lynda Brignall recently trained to become fully competent to undertake ventouse deliveries within an agreed protocol. This is an extension of Lynda's existing role and is valuable in providing continuity of care to women who would otherwise need medical intervention.

“ Lets hear it for... ”

Mandy Jordan, Andrea Hayes and Judith Price for producing an informative and lively Health & Safety newsletter for the Day Surgery Unit.

Graham Kendall for his work as Chair of the Improving Working Lives team.

Karen Line and her team for introducing the successful Falls Reduction Programme at Walnuttree Hospital.



Hayley Hutchinson, Clinical IT Trainer, has moved forward the agenda for the use of information systems in a big way. As well as delivering IT training to all staff groups, she has been the 'driving force' behind securing accreditation for the European Computer Driving Licence (ECDL). Her hard work, support and understanding of the needs of staff has been vital in helping to roll out the intranet.



Left to right: Allison Schofield, Tanya Clark, Carolyn Stock, Karen Leggett, Alan Burgess. Seated: Liz Henthorn, ECDL Trainer.

Julie Thomson, Clinical Practitioner-Urology, ensures the urology service meets its targets from a waiting list viewpoint by working closely with the management and clinical teams. Her ever smiling face and optimism in the face of adversity is a true role model for us all.



Innovation



Left to right: Tappy Saikul, Tony Bennett, Stephanie Sprakes, Paula Heading

Nuclear Medicine

The Nuclear Medicine team, despite the age of the gamma camera, have succeeded in reducing waiting times for nuclear medicine examinations from three months to two weeks. They have taken on new ways of running the appointments system and all have worked incredibly hard to offer as good a service to patients as they possibly can.



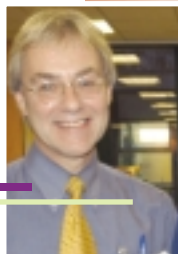
Left to right: Vivien Cotton, Carol Watson, Cathy Howe, Val Booth, Ann Hills, Elizabeth Howe, Lynda Fentiman, Jane Godfrey and Lynne Bambury.

Breast Imaging

The Breast Imaging team have coped and are coping with a good deal of change! The breast screening workload is increasing dramatically in response to the requirement to carry out two-view screening and to extend the age range from 65 to 70. They have just completed a move to new premises near G5. All this change has gone remarkably smoothly due to the hard work and professionalism of the staff.

Recognising achievement and commitment

The exceptional contribution of staff nominated for Blow Your Own Trumpet and those achieving 25 and 30 years service was recognised at a special event in Time Out, which was attended by chairman of the trust, Veronica Worrall and Chief Executive, John Parkes.



Top left to right: 30 years service group: Roy Francksen, Trina Hauxwell and Michael Stuteley. Top right: Judy Mitchell. 25 years service group: (back row) Christopher Winning, Sarah Henry, Judy Mitchell, Sandra Rogers, David Stuart-Thompson, Doreen Hammond, Kathleen Sterry (front row) Anne Dack, Rosemary Bayliss, Barbara Green, Christine Harper and Geraldine Buckle. Right: Veronica Worrall with Stephen Plume (top), Graham Kendall and Karen Line.



Staff achievement...

Above left to right: Kevin Crowe, Keith Jones, Trevor Westley, William Johnson, Cameron Chapman and Stephen Monkhouse

Infection Control
Linda Palmer

N33 Perioperative and Day Care Surgery
Diane Goldsmith
Annette Lawrence

Ophthalmic Diploma
Sally McDermott

NVQ Level 2 Electrical Installation
Ian Smith
Cameron Chapman
William Johnson
Stephen Monkhouse

Supervisory Management
Keith Jones
Kevin Crowe

Medical Gas Pipelines Systems
Trevor Westley
Keith Jones
Stephen Monkhouse
Ian Brown

HND Building Studies
Ian Minor

Managing Safely IOSH
Ian Minor

TVQ 2 Institute of Sterile Services Management
Ann Bishop

HNC - Medical Physiology and Physiological measurements
Alistair Peagram

MBA
Jill Canning

European Computer Driving Licence Test
Paula Heading
Stephanie Sprakes
Wendy Bullock
Tanya Clark
Allison Schofield
Karen Leggett
Alan Burgess
Simon Gilbrook
Carolyn Stock
Hayley Hutchinson
Liz Henthorn

Wendy Bullock from Walnuttree Hospital, Sudbury was the first person to gain the qualification at the West Suffolk Hospital Test Centre.

Advanced Life Support
Merete Bland
Kate Turner
Tracy Wallace
Martin Houghton

ENB 124 – Diploma in Nursing
Kate Turner

BSc Hons
Jane Allen
Martin Houghton

ENB 998 – Teaching & Assessing
Jane Bridges
Jane Connor
Tracy Button
Caroline Mead

Professional Studies Exam
Anne Graham

NVQ Level 2 – Care
Maria Bartrop
Cindy Benham
Marilyn Castell
Hazel Cope*
Siobhan Coward
Jo Cross
Julie Dennis
Tracey Fells
Glynis Hart
Karen Jameson
Gillian Leathers
Emma McMasters
Jo Offord*
Deborah Raine
Susan Robertson*
Karen Seeley
Christine Webster
Barbara Wright*

* Names with an asterisk are Health Care Support Workers who have completed NVQ Level 2 and are currently undertaking NVQ Level 3 as part of the development of the HCSW role in rehabilitation, acute medicine and critical care areas.

Marilyn Flack attended West Suffolk College to complete her NVQ Level 3. She subsequently commenced her nurse training and is due to start her first staff nurse post on ward G5 shortly.

NVQ Level 3 – Care
Kelly Bugg*
Sue Croft
Margaret Fox
Debbie Friston
Jinty Harris*
Nicola-Anne Pengelly
Anna Rumble
Kate Smith*

* Names with an asterisk are Health Care Support Workers who have completed NVQ Level 3 in the Trust and have successfully gained a place on Pre-registration nurse education.

Janet Miller completed the first NVQ Level 2 course run at the hospital and attended West Suffolk College to complete Level 3. She subsequently commenced her nurse training and started her first staff nurse post on ward G2 at the end of September.

NVQ Assessors
Anne Bateman
Jane Chilvers
Pauline Field
Christine George
David Higgins
Gayle Jenkins
Stella Kluge
Barbara Neville
Susan Whetstone
Tara Winfield

Long service awards

30 years service

Michael Stuteley
Lorna Bragg
Roy Francksen
Daphne Watts
Sheila Thurling
Trina Hauxwell

20 years service

Susan Scopes
Julie Klimowicz
Janet Sturgeon
Jean Downes
Anne Claringbold
Barbara Hammond
Lynda Laughton

25 years service

Brenda Farrow
Kathleen Sterry
Rosemary Bayliss
Judy Mitchell
Carol Jordan
Barbara Green
Janet Smalley
Diana Pulfer
David Stuart-Thompson
Elaine Elliott
Kathleen Cowling
Jacqueline Baldwin
Ray Godwin
Carol Fynn
William Green
Sarah Henry
Grace Price
Chris Blake
Geraldine Buckle
Doreen Hammond
Sandra Rogers
Christine Harper
Christopher Winning
Nicholas Trett
Anne Dack
Jennifer Ridgeon
Edna Gibbs
Marcia Oliver

Jennifer Gray
Valerie Nemeti
Geraldine Debenham
Sheila Langston
Sally Lawrence
Diane Hele
Shirley Davis
Gillian Lesley
Glynis Bannister
Claire Green
Julie Smith
Alan Bedford
Bernice Froggatt
Susan Pickwick
Agnes McGinley
Stuart Lowe
Andrea Allen
Graham Kendall
Madeleine Scales
Angela Scott
Bridget Glynn
Paul Siklos
Julie Liu
Jennifer Sparkes
Frances Hart