



# FOCUS

Facilities Directorate Newsletter

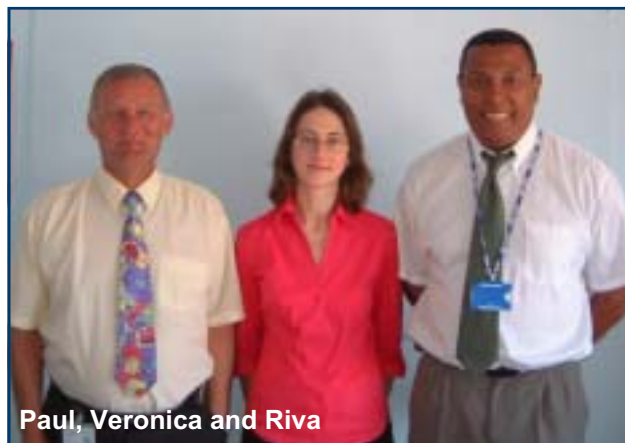
[www.wsufftrust.org.uk/facilities](http://www.wsufftrust.org.uk/facilities)

## Director's Message

**A**s many of you may be aware, Riva Knight has been the acting Hotel Services Manager for the past 8 months, covering for Mel Warren who has been on long term sick leave. Unfortunately, Mel has now taken medical retirement. I am therefore very pleased to announce - following successful interview - Riva as Mel's replacement and have great delight in welcoming him to his new position of Hotel Services Manager.

I would also like to say a big thank you to Veronica Hall who has been acting up as Catering Manager whilst Riva has been covering for Mel. Veronica has now officially replaced Riva, and in turn is to be congratulated on her new position of Deputy Hotel Services Manager - Catering.

I am sure you will all agree that Riva and Veronica have done an amazing job in their acting positions and will carry on the good work now that their positions have become substantive.



Paul, Veronica and Riva

May I also extend my congratulations to Paul Beard - formerly Senior Technician at EBME - who has recently been promoted to Chief Anesthetic Technician.

Congratulations to you all and thanks for your support during these ever changing times.



Car park C extension

**T**he first new car park, providing an extra 39 spaces, opened on Tuesday 17<sup>th</sup> June. Work has now started on the overflow car park on the opposite side of Macmillan Way and will be completed by mid-July. After this, work will start on the large car park to the rear of the new Education Centre (car park E). This car park will provide an additional 160 spaces and is due to be operational by mid to late August.

The Facilities web site has now been live for 3 months, over which time we have been measuring its use. Between March and June there were a total of 766 hits, which is encouraging and shows that the site is being accessed on a regular basis. The graph below shows that the hits made to the web site have been consistent during this period.

Although the data illustrates that the web site is being utilised, we would like to see more people logging on. The site gives a brief overview of the role and function of each department in Facilities, as well as detailed information on the current site developments. So, not only is it

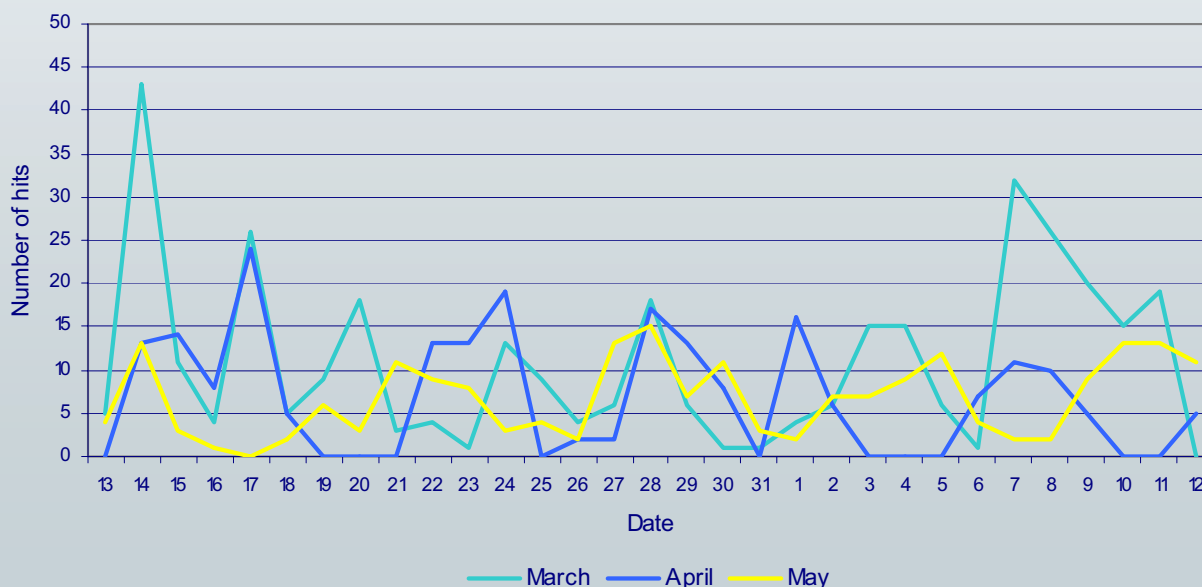
very informative, it will keep you up-to-date on your working environment. We therefore encourage you to take a look at the web site and spread the word!



A direct link to the Facilities web site from the intranet has recently been installed, and already we can see the increase in the number of hits as the site has become more accessible to staff.

If you have any suggestions on how to improve the site or make it more amenable to staff and visitors, please contact Jacqui Grimwood on ext. 2740 or [jacqui.grimwood@wsh.nhs.uk](mailto:jacqui.grimwood@wsh.nhs.uk)

Comparison of hits by month made on the Facilities web site on a daily basis



## Understanding your telephone

Since its introduction in 1993, the switchboard at West Suffolk Hospital has only been out of action 3 times;

- Once for a system upgrade in 1998,
- Once to run year 2000 compliance tests,
- And once when a major electrical storm blew the main hospital breakers

Such dependability causes people to take the system for granted, and not really ask what the system is capable of. This, combined with the high turn over of staff, and the glaring omission of telephony services from any of the induction days, has meant that few people are aware of what services the switch can offer, or how to access them.

In this, and coming issues of Focus, we will

expand and explain what services are available from your humble telephone extension.

We must firstly begin with what are, of necessity, very basic concepts. These concepts and terms are explained to ensure uniformity and not to insult you the reader.

All features are accessed via a standard telephone keypad of the 10 numeric keys 0 to 9, star \* and hash #, and the **Recall** key (which may also be shown as **R** on some handsets). The status of an extension is indicated by the tone emitted, therefore when a feature is set at the handset a confirmation tone will be emitted to inform the user.

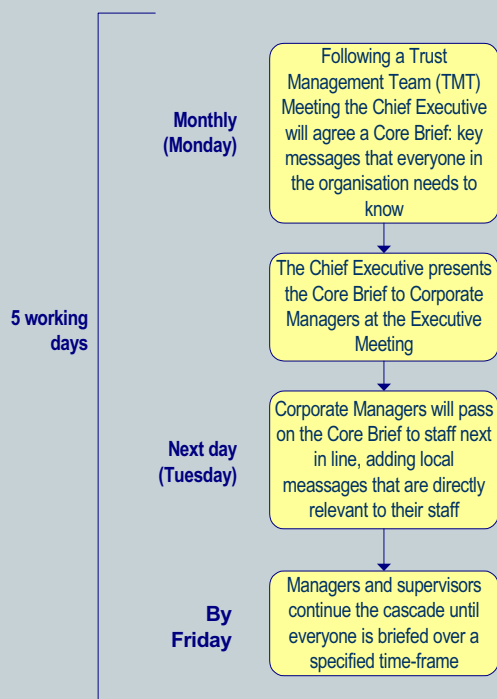
**Dial Tone** is a high-pitched continuous tone indicating that the system is ready for instructions.

# Keeping everyone informed

“No one ever tells me what is going on,” is a common complaint and in organisations where staff are not kept informed the grapevine and rumour mill soon fill the vacuum.

To overcome this problem the Trust is introducing Team Briefing, which will ensure that everyone receives the same messages, in the same format and within the same time-frame.

Starting this month a ‘core brief’ will be produced, which covers Trust-wide decisions and information for cascading down through the organisation. It will work as follows:



Ideally team briefing will take place face-to-face via team meetings so that any questions relating to the core brief can be discussed. Where individuals working shifts cannot be briefed in person, managers will make use of department notice boards, pigeonholes and email. The core brief will also be placed on the intranet under staff news.

The Facilities Directorate is the first to pilot the scheme. The Directorate was chosen because in the last issue of Focus, Steve announced the introduction of regular team meetings to improve internal communications within the Directorate and share local information amongst the different departments. The core brief will be presented alongside the local Facilities brief at these meetings.

If staff are to fully understand why things are happening and appreciate the importance of their contribution, the Trust needs a successful system of Team Briefing. Your feedback on the approach and format of the core brief is very important in helping to achieve this. Your comments can be sent directly to me or via your line manager.

I look forward to working with you to develop a system that will keep everyone informed.

**Diane Mathews**, Personnel and Communications

It will time out and change to number unobtainable tone after 10 seconds (this is commonly heard when the handset is not sitting correctly and the receiver is not down). Dial tone can be regained by pressing **Recall** or by replacing the handset and starting again.

**Holding Dial Tone** is also continuous but at a higher pitch. It indicates that you have a caller holding on your extension.

**Interrupted Dial Tone** indicates that a feature such as Call Diversion or Do Not Disturb has been set up on your extension.

**Engaged Tone** is a low-pitched interrupted tone indicating that the number you have dialled is busy, or the exchange lines are all in use.

**Number Unobtainable (NU) Tone** is a continuous

low pitched tone telling you that the number or feature you require is unobtainable or not available from that extension (a tone familiar to those who try to make international calls from corridor phones).

**Switching Successful Tone** is a repeated long low tone followed by a short low tone. It tells you that the feature you have set up on your phone has been accepted by the system e.g. Call Diversion.

**Call Waiting Tone** is a short low tone, heard when a caller is waiting on your extension. You can accept a waiting call (without losing your current call) by keying **Recall \* 1**

The next edition of Focus will give tips on making calls.

## Staff Profile: Louise Oakes



### Tell us a bit about yourself

I was born in Bury St Edmunds and have lived in this area all my life. I worked at the Sports Centre as a Catering Supervisor before I came to the West Suffolk as a Catering Assistant in April 2001.

### What do you do at the West Suffolk?

I am currently working as a full-time Trainee Cook in the Catering Department as part of my NVQ Level 2 in Food Preparation and Cooking. I have been working towards my NVQ since November last year, and will be qualified in January 2004.

As part of my training I have to work in all areas of food preparation and production in the kitchen. This enables me to gain experience of each task. On the average day I will spend the morning preparing and then cooking food for the restaurant and the patients, and the afternoons clearing away or helping others prepare for the next shift. I really enjoy my new job as I find it more of a challenge than my previous one.

### What do you do in your spare time?

When I'm not at work I like to relax at home and watch television. I also enjoy going out and socialising with my friends.

### FAVOURITES

#### Colour

Black

#### Group/record

Any, I'm not fussy

#### Food

Spaghetti Bolognese

#### Holiday destination

I don't have a favourite

## Sterile Services – Keeping on the right track

**S**terile Services Departments have changed dramatically over the last ten years due to building design, improved methods of decontamination, and the discovery of diseases such as Variant Creutzfeldt-Jakob Disease.

Furthermore, the advent of Quality Assurance Audits has highlighted the need to improve methods of Decontamination Control, including the tracking of instrumentation and overall standards nationally.

By the end of 2003 four new Washer/Disinfectors will have been installed in the Sterile Services Department at a cost of £400,000; one large compartmentalised (continuous flow) machine and three cabinet machines. These machines are capable of taking a much increased workload (providing more efficient cleaning), and will be able to record ongoing temperatures and cycle times. Manual cleaning will be reduced, the throughput of work will be increased, and consequently staff will benefit from improved working conditions.

Tray tracking will affect everyone who uses procedure sets throughout the Trust. All reusable medical devices that are used in or on the body should be recorded for inclusion in the patient's notes. This will make it possible to trace which set was used on which patient, should it be necessary to know this information. The tracking system - costing £70,000 - will also provide an



Cleaning area of SSD

up-to-date inventory, maintain stock control of raw materials, tell us where in the system the set is, and assist with "missing items".

Each tray will be bar-coded to enable Theatre staff to scan each pack used on the patient using a hand-held terminal. Ward and departmental staff will continue to use "piggy back" labels similar to those already in use, where the label is removed from the pack and placed on the patient's notes.

These new high-tech systems of working will have a huge effect on the department; a change that all the staff are looking forward to. Before the new equipment can be installed, however, we need to ensure that an IT system has been set-up, that building alterations accommodate the new machinery, and subsequent training programmes have been arranged.

# Race for life

**O**n the 22<sup>nd</sup> June 13 girls from Catering, plus 5 members of family, took part in the annual 'Race for Life' event at Nowton Park in aid of Cancer Research UK. This single lap course took the participants around 200 acres of park and woodland, and was 5 km long.

The girls were running to support another member of staff who has recently had a mastectomy and is recovering from breast cancer. The fastest member of the team was Mandy Green who completed the course in 25 minutes. At the last count, over £1,000 had been raised... well done girls!



**Back row** (from left to right): Aisha Green, Mandy Green, Kim Malyon, Jessica Boreham, Helen Haill, Wendy Boreham, Jackie Hutton, Gwen Ball, Jo Beasley, Sue Williamson, Louise Oakes, Mary Cook, Joy Tatlow, Helen Crowther.

**Front row** (from left to right): Charlotte Malyon, Alison Plested, Kelly Williamson, Michelle Williamson.

## Sterile Services : Key Performance Indicators

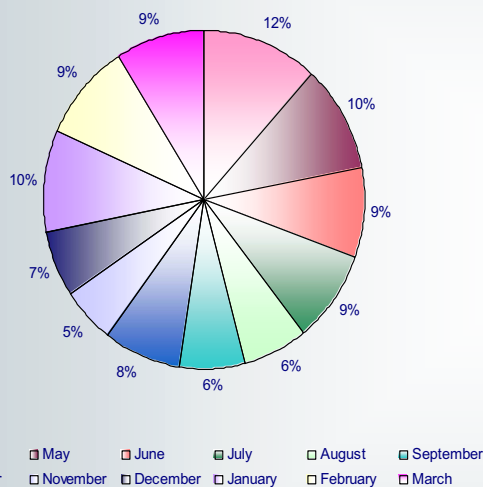
**A**s a major contributor of contaminated waste, we are very conscious of the Trust's environmental and financial concerns with this issue; looking at different methods of packaging and presentation to reduce waste is therefore an ongoing challenge.

Filtered Sterilisation Containers, which require no paper wrap, are gradually being phased in to

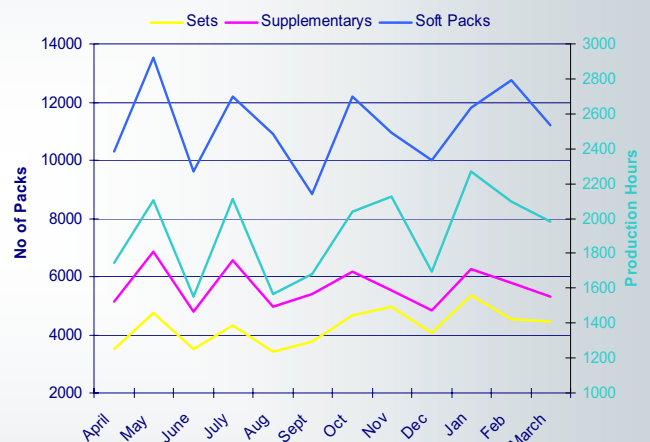
use in the operating departments. The pie-chart illustrates the gradual decrease in waste from April 02 when this began and then increases again as more operations were carried out using trays wrapped in paper.

By this time next year, with the introduction of more containers, the figures will be dramatically reduced.

**Sterile Services - Contaminated Waste 2002-2003**



**Sterile Services Output & Production Hours 2002-2003**



The line graph shows how many sets of instruments, supplementary (single) instruments and soft packs were issued from SSD to the Trust and surrounding areas over the previous year. It is interesting to note that although sets of instruments and supplementary instruments are not always used together or in the same place, one seems to shadow the other. Likewise, soft

packs (dressings, etc.) might be used with or without instruments, but they too tend to follow the same trend. The correlation, it would seem, is activity led. The green line indicates the production hours of the Sterile Services staff. As would be expected, the hours worked correspond with the number of instrument sets, etc. processed.

## Farewell Jean and Ros



**J**ean Osborne left the Trust on 31<sup>st</sup> March after 33 years service. She started as a Catering Assistant at the Hospital Road site in 1970, and then transferred to the main hospital site when it opened in 1974. When Jean changed locations, she started working for the Housekeeping Department, where she remained until she left in March. Now that she has retired, Jean will enjoy getting out and about visiting places, pottering in her garden and watching football! She also has a keen interest in Royalty and will be sure to visit places such as Sandringham if they are in the area.

**R**os Hemsley, Sterile Services Technician, will be retiring at the end of June after completing 29 years of service. Ros worked in the Theatres TSSU when she joined the hospital in 1974 and stayed there until its amalgamation with the Sterile Services Department in 1995. Ros has agreed to help us out occasionally with bank work, so although the many friends she had made in the hospital wish her a long and happy retirement, she will be popping in now and again to lend a hand.



**Jayne-Anne Webb**, Sterile Services



**C**ongratulations to Cameron Chapman, Mechanical Craftsman at Sudbury Hospitals, on successfully achieving his City & Guilds NVQ Level 3 in Electrical Installation Engineering.

Cameron attended the West Suffolk College where he gained 3 Distinctions, 4 Credits and a Pass on his way to completing the three year course. His knowledge gained has already been put to good use at Sudbury Hospitals, where Cameron is part of a small and dedicated team of craftsmen. Well Done!

**Ian Stuchbury**, Estates

## Smoking on site

It has been noticed that there are a large number of cigarette butts in the following areas:

- By the old porter's lodge
- At the back of Catering
- Near the back door to Estates
- Near the gas cylinder store

Smoking is not permitted in these areas. Smoking shelters (3 for the West Suffolk and 1 for Sudbury) are to be delivered and installed by the end of July this year. Please make use of these new shelters and stop smoking in the undesignated areas.

## Communication boards

**L**ook out for 2 new Facilities' notice boards. One gives details on the new Medical Equipment Store - due to be completed in September 2003, the other gives details on the new Renal Dialysis Unit - due to be operational by early September 2003. There are now 5 Facilities notice boards in total, each detailing new developments around the hospital site. The notice boards, which are updated on a regular basis, can be found in the main hospital corridors. There are 3 on the first floor and 2 on the ground floor. So... keep your eyes peeled!

## New Appointments

**Mark Mclean**, full-time Housekeeper, started at the Trust on 7th April. Prior to this appointment Mark worked at Newmarket Hospital, and the Pharmacy Department at the West Suffolk.



Mark Durham started working at EBME as a Senior Technician on 2nd June. Previous to this he worked in the EBME department at Addenbrookes for 10 years.

Patricia Burton, part-time Housekeeper, commenced her employment on 5th April. Patricia works for LHP during the day and in the housekeeping department in the evenings.



**Christine Last** started working in the Catering department on 28th February. Prior to her work here, Christine worked at SLI Miniature Lighting Ltd.



Rachel Hawkins, part-time Housekeeper, started in the department on 22nd March. Rachel works for LHP during the day and Housekeeping in the evenings.

Elizabeth Willis, part-time Housekeeper, started on 5th May. Prior to this, Rachel worked in Sterile Services at the Hospital Road site.



**Amie Clarke**, part-time Housekeeper, started at the hospital on 16th May. Prior to this she worked for Suffolk County Council, caring for people with disabilities.



Neil Baldwin started working at SSD on 3rd March as a Sterile Services Technician. Previous to this, he worked as a Theatre Porter at the Nuffield hospital.

Michael W Smith, Maintenance Craftsman - Electrician, started in the Estates department on 10th March. Previous to this, Michael worked at Phoenix Precision as an Electrical Inspecting Engineer



**Nicola Kidd**, part-time Housekeeper, started on 16th May. Previous to this she worked for housekeeping while contracted to Medirest.



Gavin Bradley: Started working in the Estates department as a carpenter/handyman on 9th June. Prior to this he worked at Wiles Building and Servicing Contractors as a general builder.

Ronaldo Gonzales started working at SSD on 31st March as a Sterile Services Technician. Prior to this he worked as a Care Assistant at North Court Nursing Home.



## Turning of the Sod Ceremony

In a joint project with Macmillan Cancer Relief, the hospital is looking to provide improved cancer facilities for diagnosis and treatment. Such a facility is greatly needed in this area as many local patients currently face a journey to Addenbrooke's Hospital, Cambridge, for these services. The construction of a £2.1 million oncology unit on the hospital site is therefore a very exciting prospect.

The new department will be developed alongside ward G1. In addition to some refurbishment of

this existing ward area, the project will provide an extension to facilities for day and outpatients, and extra inpatient rooms. The new unit will enable the Trust to focus on the complete needs of oncology and haematology patients, offering treatment, information and support under one roof.

The development of this unit took a major step forward this week; on Wednesday 17<sup>th</sup> June former Blue Peter presenter Peter Purves turned the first turf at the hospital, bringing the dream closer to a reality. Mr Purves said: "It is a privilege for me to be here for this particular event, firstly because I lost my mother to cancer 20 to 25 years ago and a very good friend of mine died from breast cancer recently". He praised the partnership work between the Trust and Macmillan and also said there was a need to update the appearance of the existing cancer care site. "It will be something that doesn't make you feel depressed but a little bit lighter, brighter and a little less worried



Peter Purves cutting the sod

about the future" he said.

The Trust has been given £1.1 million towards this project by the NHS, thus leaving Macmillan to raise the remaining 1 million. Macmillan Cancer Relief announced that fund raising for the building is at roughly the half-way stage, having collected around £500,000 to date.



From left to right: Veronica Worrall, Peter Purves, Lord Iveagh, John Parkes and Sharon Ireland

## Renal Dialysis Unit

Plans are going ahead to build a renal dialysis unit on the hospital site. The facility, which will treat patients from West Suffolk and the surrounding area, will be managed by Addenbrooke's Hospital.

The unit is being built at the back of the old G8 area and will provide facilities for up to 12 patients to be dialysed at any one time.

Addenbrooke's is leasing the accommodation from the Trust over the next 10 years and have contracted Fresenius National Medical

Care (UK) Ltd. to provide the service. Service level agreements are being negotiated with the Trust to provide some support services.

The unit - costing £449,000 - will mean that patients in the West Suffolk area do not have to travel to Cambridge for dialysis. In turn, this will also relieve pressure on Addenbrooke's Hospital.

Construction commenced in early April and it is anticipated that the unit will be ready to receive



The site of the new Renal Dialysis Unit, located at the back of the old G8 Ward

patients in early September 2003.

For more information, please contact Ian Stuchbury (for building issues) on ext. 3946 or Sue Vincent (for clinical issues) on ext. 3359.