



FOCUS

MERRY CHRISTMAS

Facilities Directorate Newsletter

www.wsufftrust.org.uk/facilities

Director's Message



Steve Moore

Christmas again, time fly's when you're having fun, below you will see some of the fun and frolics from the "facilities time out" bash! Some 127 staff attended and judging from the pictures had a very enjoyable evening.

in many ways over the next year with an ever increasingly challenging agenda to deal with.

Hope you all have a wonderful Christmas and a terrific New Year. Remember be safe, get a taxi. Enjoy and see you all in the new year.

I would like to thank all the staff in our team who have made it a truly successful year for the directorate. We have and will continue to grasp the nettle and lead the way

'Facilities Time Out Bash'



Housekeeping



Switchboard



Christmas Lunch Serving Staff

Patient Satisfaction Survey

Improving the NHS experience of each patient is at the centre of the NHS Plan reforms. Obtaining feedback from patients and taking account of their views and priorities is seen as vital in delivering the plan and meeting the needs for continual service improvements. The NHS Facilities Inpatient Satisfaction Survey enables the service quality to be assessed through direct interaction with the patient.

The questionnaires were first distributed in April 2002 as part of the Trusts ERIC (Estates Regional Information Collection) returns. After the successful completion of last year's survey, the questionnaires were distributed again this year. The questions were derived from a working group, which included patients representatives and are connected to a number of previously identified concerns from patients. The questionnaire was divided into four sections, covering the patients journey, their arrival, their stay, and general information about the patient.

400 surveys were sent out to wards F3-F9 and G2-G8 over a three week period commencing the 27th October. Each patient was given a questionnaire to complete prior to his or her discharge by the ward clerk and the PALS service was available for patients requiring support in completing the form.

We would like to take this opportunity to thank all the staff and patients involved in the survey for their help and time. We wouldn't have been able to do it without you.

Some of the results from this years survey can be seen in this article. The graphs show the results of this years survey compared to those gained last year. This enables us to monitor the services provided by the facilities department on a annual basis. A full set of the results will soon be available on the facilities website. In the mean time if you have any queries or would like more information on this

years results, please contact Laura Morley on ext. 3450.

Graph 1. Your Stay - Catering

This years results showed an increase in patient satisfaction towards catering services. The majority of patients were very satisfied with the choice and quality of food and drink available, however, patients requiring special diets would like to see more variety in their menus. Other patients asked whether the first tea service could be made available earlier in the morning.

Graph 2. Your stay - housekeeping

More patients expressed satisfaction in the housekeeping services assessed in this years survey, to those gained last year. Many patients commented on the friendliness of housekeeping staff and cleanliness of the wards.

Graph 3. Your stay - other services

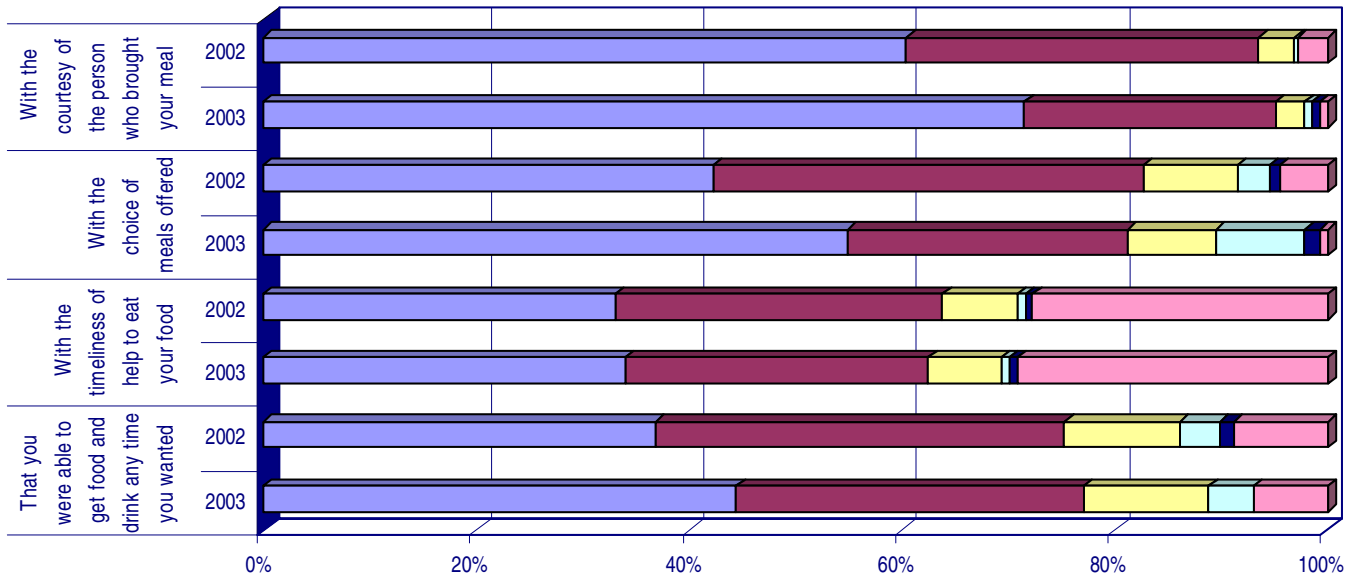
This graph shows an increase in patient satisfaction to the criteria monitored, with the exception of noise levels. Many patients expressed concern that noise levels during the day were quiet noisy, and suggested a break in visiting hours to allow patients to rest.

Patient Profile

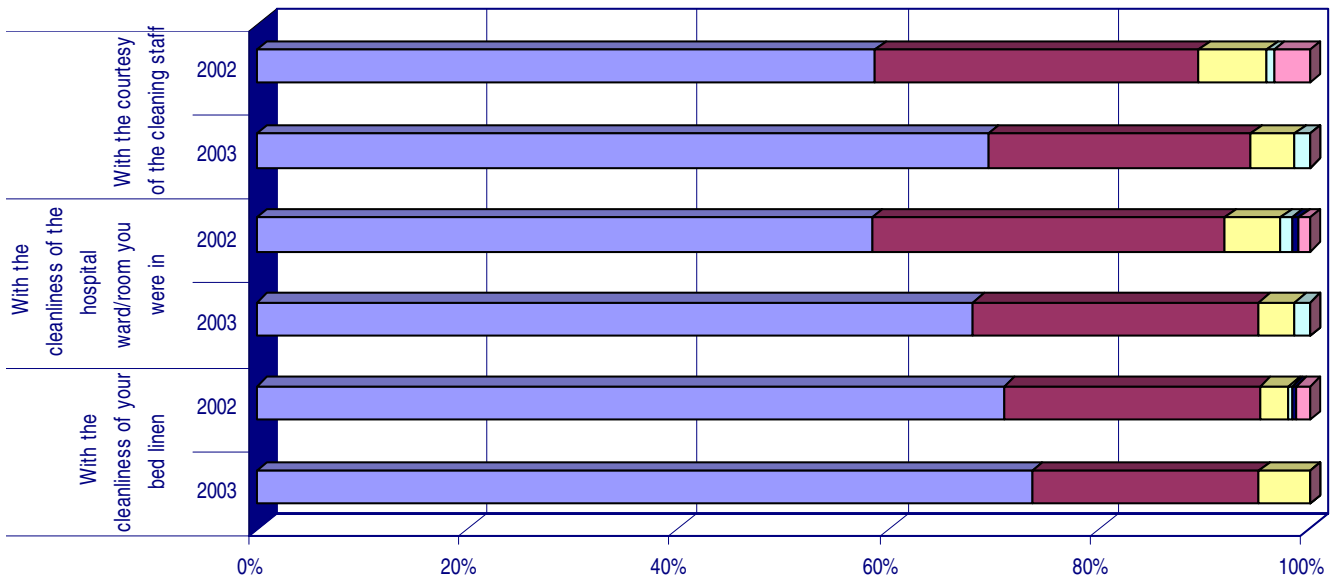
Information gathered in the patient profile section, allowed formation on the patients sex, age and duration of stay in hospital to be gathered. In this years survey, the majority of patients surveyed were female compared to a male majority last year. The average length of stay was between 5 and 10 days compared to 2-4 days last year. The majority of patients were of white European ethnic origin, with only 1% Black Asian ethnic origin in both surveys.

Key:

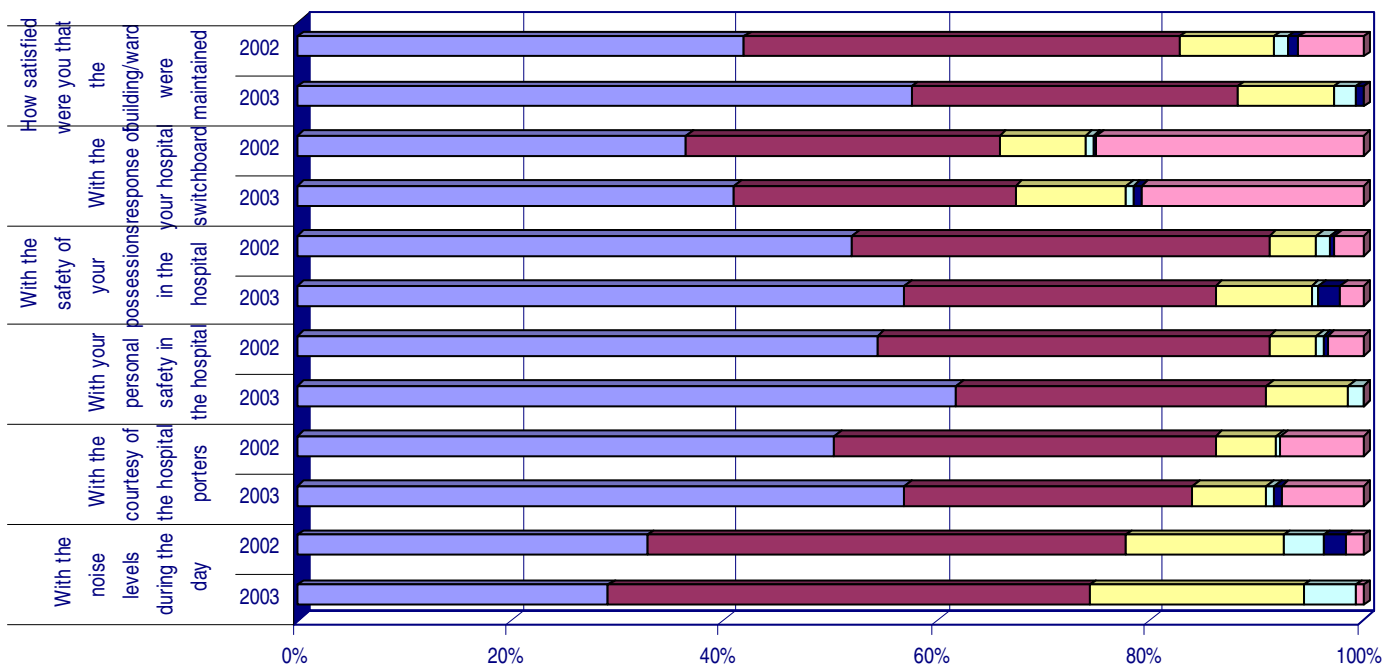
Very positive	■
Positive	■
No opinion	■
Negative	■
Very negative	■
Not applicable	■



Graph 1. Your stay - catering



Graph 2. Your stay - housekeeping



Graph 2. Your stay - other services

Bedside Communication Systems - Patient Power Programme Update

The Government set out in the NHS Plan (published in July 2000) that the NHS should shape its services around the needs and preferences of individual patients. The NHS Plan says that patients should have access to bedside televisions and telephones, and that these services would be available in every major hospital by end of 2003. This project is nationally known as the 'Patient Power Programme'.

You can access up to date information on the projects progress by logging into wsuff-trust.org.uk/Facilities/Modernisation/PatientPower, where you will find the latest project plans, cabling schedules and other useful information.

State of the art bedside televisions and private telephone services will be available to all patients during 2004. The system will give patients access to satellite and terrestrial TV channels, radio, a telephone and a personal telephone answer machine via a terminal at their bedside. The system enables patients to make local and national phone calls at any time from their bedside. Friends and family can telephone patients direct, and if the patient is away from their bed, asleep or having treatment, callers will be able to leave a message. None of the installation or operating costs fall to the Trust - all are met by

Wandsworth, a private company that recovers its investment over a period of years through charges made to patients for TV and outbound telephone calls and to friends and relatives for inbound calls. As well as improving services for patients, the system may mean less non-clinical work for nurses because a patient's family and friends will be able to telephone direct to the bedside instead of ringing the ward nurse station and asking for a message to be passed on. "This is not an investment that the Trust itself could have made," said John Parkes. "The scarce resources available to the Trust need to be spent on direct patient care, such as improvements to our clinical and medical facilities and additional staff."

The installation programme started on 21st August and will run until the end of March 2004. The installation programme has three phases:

- Laying of cables and wall box installation
- Installation of equipment
- Commissioning of system

The end of January 2004 should see the completion of the first phase (the longest). We have taken the opportunity of combining the installation work with long needed maintenance work, redecoration and stripping/sealing of floors in the bays and side rooms.

As soon as the commissioning date has been confirmed we will organise information and training sessions for all members of staff. These will be provided as general and departmental sessions.

Should you require further information on the project please contact Jacqui Grimwood on ext.

Patient Environment Action Team

On Monday 22nd September, the A&E department at West Suffolk received an on the spot PEAT (Patient Environment Action Team) visit and were awarded an overall rating of 3. The review involved awarding scores to 20 components identified by patients as being important, scores ranged between 1 and 4, where 1 is 'poor' and 4 is 'excellent'.

I am very impressed with the teamwork and commitment provided by all members of the A&E department. Thank you once again to all those involved.

Steve Moore, Director of Facilities



Men at Work

Hospital donates redundant equipment to the third world

Obsolete medical and office equipment, which can no longer be used at West Suffolk due to unavailability of spares, redundant technology etc; is being collected by TOOLS WITH A MISSION (TWAM) for use in the third world. Items collected to date include an x-ray viewer, lectern, bed tables, bedside cabinets, flipcharts and stands, chairs, racking, beds, video equipment, hoists, lamps, lockers, computers and monitors, stainless steel bowls, instrument trays and an operating table.

"This is an excellent opportunity for the Trust to help developing countries by providing much needed medical equipment" said Steve Moore, Director of Facilities and Estates. *"The equipment we are donating is no longer any use to the hospital; and rather than throwing the items away, we are giving them to a charity which will use them in parts of the world which don't enjoy the same level of investment in healthcare that we know in this country".*

TWAM is an independent Christian charity sending new and refurbished tools all over the world. TWAM was started over 25 years ago, by a small number of volunteers who started sending tools overseas to meet the needs of various Christian Missionaries. Over the years, their work has expanded and grown to such a level that now around 160 members, collect and send tools to TWAM headquarters at Perry Barn near Ipswich.

The equipment collected from the hospital will be given to 'Medical Mission', a sister charity to TWAM, who will be using the equipment to refurbish hospitals in South Africa, to provide medical aid for the poorest communities. Other tools collected are made up into kits before shipping. These kits include carpenters

kits, electricians kits, and builders kits etc. Overseas workshops and offices have also been set up to train individuals in various trades and skills.

All equipment donated by the hospital to TWAM, has been agreed to be the responsibility of TWAM. It is also assured that there will be no reversion on the Trust or NHS in any way, once the equipment has left the hospital site.

For more information or if you would like to get involved with TWAM, call 01473 652029 or email twanhq@gofree.co.uk

The photos below show some examples where TWAM's help has been gratefully received:



Introducing Environmental Management



I have recently graduated from Salford University where I studied Environmental and Resource Science. On returning to my home town of Bury, I searched for employment within the environmental field, which is where the

West Suffolk fits in.

On July 10th I started at the Trust as 'Facilities Project Officer'. Within this role I am involved in a variety of different project in the Facilities

Directorate these range from undertaking the patient satisfaction survey to assisting with major incident planning and I am the directorate lead for environmental management. Which brings me nicely to explaining what is involved in environmental management.

In January 2004 I will be establishing an environmental steering group to help improve the trusts environmental progress and performance against national standards. From this point forward I will regularly submit articles to keep you updated about the Trusts environmental performance.

Ozone Depletion

What is the ozone layer?

Although ozone (O_3) is present in small concentrations throughout the atmosphere, most ozone (about 90%) exists in the stratosphere, in a layer between 10 and 50 km above the surface of the earth. This ozone layer performs the essential task of filtering out most of the sun's harmful ultraviolet (UV-B) radiation.

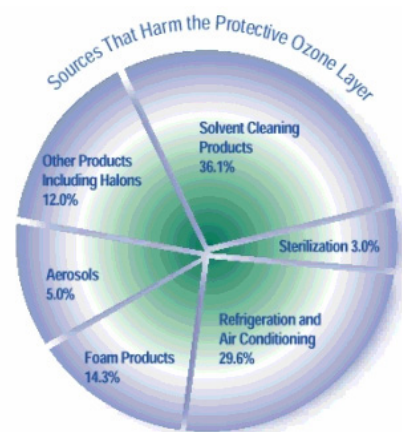
The Ozone Hole

In 1985, scientists identified a thinning of the ozone layer over the Antarctic during the spring months which became known as the "ozone hole". According to scientists, certain man-made chemicals are major contributors to this problem. These chemicals are called Ozone-Depleting Substances (ODS) and include many gases containing chlorine and bromine, such as: chlorofluorocarbons (CFCs, substances containing chlorine, fluorine and carbon) used in refrigerators and blowing agents for foams, the "Halon", used for fire fighting, and methyl bromide, used in agriculture.

Environmental and Health Effects

The reduction in the ozone layer will cause an increase of UV radiation at earth level. In 1997 UV-B levels continued to rise at a rate of 2% per annum. An excess of UV rays has been

linked to skin burns, skin cancer, cataracts, and harm to certain crops and marine organisms. Depletion of stratospheric ozone also alters the temperature distribution in the atmosphere, resulting in indeterminate environmental and climatic impacts.



What you can do to protect the Ozone Layer

The only way to mend the ozone hole is to stop the release of CFCs and other ozone depleting substances (ODS) into the atmosphere. European legislation aims to achieve this by phasing out ODS as soon as viable alternatives become available, and where no such alternatives are available, restricting the use of these substances as far as possible. However, there are a number of practical initiatives which can be taken at the individual level to help protect the ozone layer, these include:

- Using products which are labelled "Ozone-Friendly"
- Ensuring vehicle air conditioning units are checked regularly for leaks.
- Ensuring refrigerators, air conditioners, and dehumidifiers are disposed of correctly.

Climate change: what does it mean?

"Precipitation patterns are changing, with more floods and droughts; sea level is rising, glaciers are melting and ice in the Arctic is melting. A significant number of changes are occurring, and we cannot explain them by natural phenomena - only by human action." Dr Robert Watson, Chairman, Intergovernmental Panel on Climate Change, 2000.

Is our climate definitely changing?

Since records began 338 years ago, four out of five of the warmest years in England have been in the last decade. Weather patterns also seem to be increasingly extreme - rainfall is more intense, flooding more common etc. Even though our planet's climate has always been changing, scientists now believe that humans are partly responsible for the current dramatic changes. The build up of certain gases (e.g. carbon dioxide, CFC's otherwise known as greenhouse gases) from industry and transport are trapping the sun's heat in the earth's atmosphere, producing a 'greenhouse effect'; which in turn is leading to global warming.

What will the impacts of climate change be?

In April 2002, the UK Government released new climate change findings. Key predictions for the 2080s include:

- Average temperatures may rise by between 2 and 3.5°C. Warming will be greatest in parts of the south east, where temperatures may rise by up to 5°C in summer.
- Winters will become wetter and summers may become drier. In the south and east, summer rainfall may decline by up to 50%. The amount of snow could decline by 60% or more in parts of Scotland and up to 90% elsewhere.
- Sea levels will continue to rise around the UK, from a few centimetres in northern Britain to 26-86 cm in the south and east.
- Extreme sea levels could occur between 10 and 20 times more frequently in some east-coast locations.
- Although the Gulf Stream may slow, it is

unlikely to cause the UK's climate to cool.

What can we do to slow climate change down?

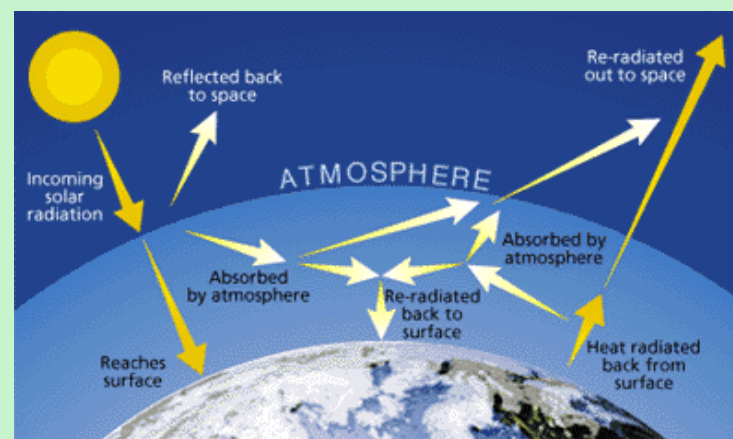
Firstly, cut our emissions of greenhouse gases, mainly carbon dioxide, which accounts for around two-thirds of the global warming effect. This means reducing emissions from industry and transport, for example by:

- Replacing power stations fuelled by gas, coal and oil with clean energy resources such as wind farms
- Helping manufacturing industries to reduce their emissions
- Reducing private car usage (e.g. by improving public transport)
- Developing low/zero emission transport technologies (e.g. electric, fuel cell, hydrogen)

YOU can also slow down the rate of climate change - simple measures such as switching off lights and equipment when it's not in use will reduce the amount of energy we use both at home and at work

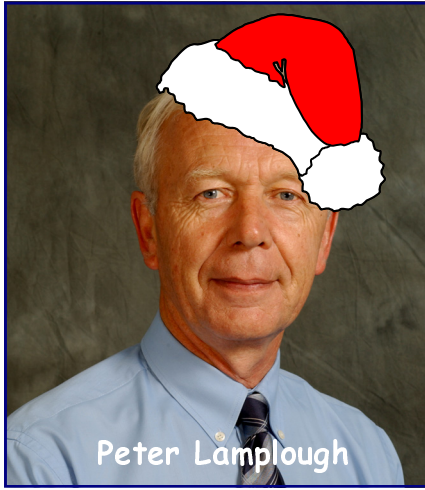
Are the changes inevitable?

Some change is inevitable - past and present greenhouse gas emissions have already determined much climate change for the next 30-40 years. But gases emitted over the next few decades will increasingly influence the climate from 2050 onwards.



The Greenhouse Effect

Capital Team



The health service is constantly changing to meet the needs of patient care. The Capital Programme helps meet the changes by providing the required standard of building and engineering environment to enable all staff to undertake the role they are employed to do. It is therefore important we understand the needs of any development. Part of the process is to obtain a clear brief on the services to be provided.

The hospital is a constant building site, no sooner we have finished one project another starts and in most cases we are undertaking many projects

at the same time and in doing so still keep the hospital going so, staff may treat and care for patients at all times

How do we do it?

First we advise on the project feasibility, this is undertaken in consultation with others in obtaining a clear brief from a department or users within the Trust of what their needs are. We then prepare a feasibility drawing with costs to see if the project may be funded. If funding is approved we start the design process in consultation with the users of the department to develop a design that is functional and within the budget allocated, tenders are then invited from various contractors,

Once a contractor has been appointed a detailed programme is prepared on how the work will be undertaken while maintaining all existing services for patient care during the duration of the works.

On completion of the contractor's works the building is handed back to the Trust to

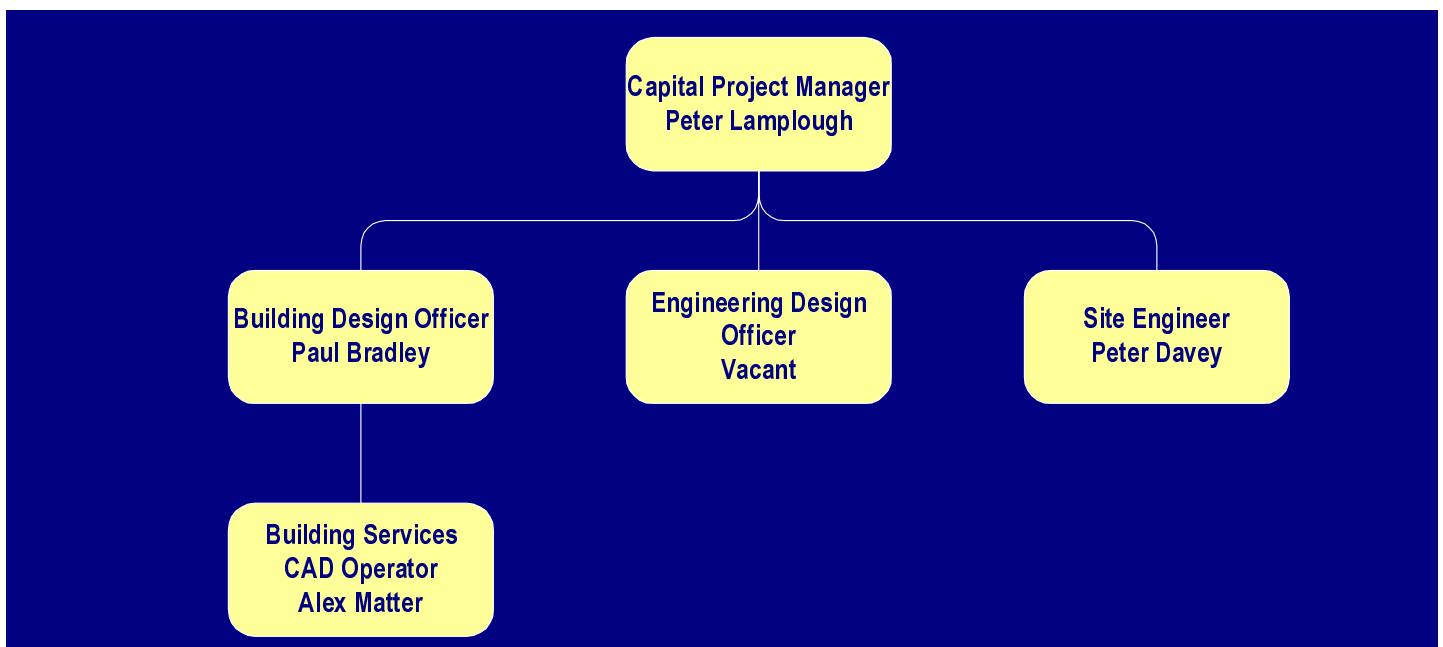
commission ready for use. This will include cleaning, infection control checks, IT and telephone installation, general equipping, installation and calibration of specialist equipment, staff familiarisation and training etc. before the building is ready for the users and patients to move in.

Projects currently ongoing

- Extension to G1 Oncology Unit
- Improvements to x-ray department, reception and provisions for a new CT scanner
- Relocation of EBME workshop
- Improvements to the SSD department and new equipment

The Team

We have recently strengthened the team with the addition of a CAD Operator and Site Engineer. Our team structure is detailed below:



Alex Matter

I was born in this very hospital back in 1985 and have continued to live in Bury most of my life. I left school in August 2001 and after a month in Africa I started working full time as a trainee CAD Draughtsman for a refrigeration consultancy firm in Stowmarket. Whilst studying on a day release basis for my ONC in mechanical engineering I was responsible for the drawing side of design projects. My roles included existing site and sales floor layout surveys running and the keeping of the archive system amongst other drawing office duties. I spent some time in the engineering office, deciding on and engineering pipe routes for the refrigeration systems that were to be installed, it was a tough but enjoyable experience. Two years on I was successful in completing my ONC with overall Merits and I was very much

enjoying the beginning of my HNC in Building services, again at the West Suffolk College. However I felt my interest in construction was not being satisfied and my search for greener pastures lead me here!

I joined WSH estates team on the 17th of November as a CAD Operator. After a bumpy start (3rd party in motorcycle accident on 1st day at work) I have found myself very welcome in the department and am enjoying my new job immensely and I look forward to working here for many years to come.

My role as a Computer Aided Design Draughtsman at the West Suffolk enables me to be involved in the design side of projects being undertaken by the facilities team, from the initial surveys through to looking after Operation and



Alex Matter

Maintenance manuals upon completion. I am still studying building services at the West Suffolk College one day a week and am enjoying applying what I learn to my work.

Outside of work I enjoy just about anything to do with motorcycles, from riding miles upon miles to repairing and maintenance. I also enjoy socialising friends and family.

Peter Davey

After completing an apprenticeship with Eastern Electricity, majority of my working life has been spent in the Property Services Agency. Between 1992-94 I had a job change and sold switchgear for one of Europe's premier electrical equipment manufacturers before returning to the Property Services Agency as a M & E Clerk of Works on the first phase of the refurbishment and extension of Lakenheath Military Hospital and many other projects.

Following my wife's retirement earlier this year after 39 years as Biomedical Scientist, I decided to

take up part time employment. Which is where the West Suffolk fits in, I joined the Trust in November as a Site Engineer.

My primary responsibility is to monitor the quality of works by building, civil and mechanical and electrical contractors undertaking new and major refurbishment capital projects. I ensure the contractors deliver what they are contracted to do, that they comply with construction industry Health and Safety legislation. I ensure that quality we specify in our tender

documents is translated into the finished project. I am part of a project team that endeavours to ensure that the finished article is what the end user wants, it is delivered on time, on budget and is constructed to a standard appropriate to the 21st century. I also make sure that the appropriate documentation is available at handover and I am the point of contact for defect correction in the 12 months maintenance and defects period that follows project handover.

Staff Profile: Roger Gembis



Tell us a bit about yourself.....

I was born in Hammersmith, London and moved to Bury St Edmunds at the age of eleven. After leaving school, I completed an apprenticeship in heating and ventilation. I have been married for 27 years, and have one daughter.

What do you do at West Suffolk?

I joined the Trust in June 1976, as an mechanical craftsman. After nine years I became a Maintenance Supervisor and in 1993 after going back to college I became 'Operations and Maintenance Engineer, in 2001 I was offered the role Estates Labour Manager. The title Estates Labour Manager' doesn't really give you an idea of the areas covered by my role. Some of the broad areas of responsibility which I carry out on a day-to-day

basis include liaising with capital projects, dealing with estates labour issues, managing clinical waste and generally dealing with the day to day running of the maintenance of the hospital.

During my time at West Suffolk I have completed courses in foundation management, energy management systems, sterilizer and air conditioning at the Hospital Engineering Centre and several other testing and operational courses.

What do you do in your spare time?

Out of work I enjoy socialising with friends and family, I particularly enjoy spending time with my grandson, Patrick. I also spend much of my time doing DIY.

FAVOURITES

Colour

Navy blue and white

Group/record

ELO and the Beatles

Food

Steak

Football team

Spurs

Ten Year Site Development Plan

This plan has been drawn up by facilities and lists all site developments for the next ten years as envisaged at this particular moment in time. The plan is essentially divided into 3 sections. Section 1 covers those projects, which are currently under construction, and would include such things as the Treatment Centre and the Oncology Extension. The second section covers medium term schemes, normally to be completed within 2 years e.g. Urology/Endoscopy development and the Work Place Nursery, and finally section 3 which covers the longer term vision of where we see the West Suffolk Hospital heading within the next ten years.

Clearly the nearer a scheme is to implementation the more likely it is to go ahead as planned. Whereas some of the visions for the future, 3 to 10 years, are probably going to be the subject of major change prior to

construction start. For this reason, the Ten Year plan is a flexible document and in need of constant amendment if it is to remain of any real use.

The plan has been submitted to, and discussed with the St Edmundsbury Council Planning Department in order to ensure that any future planning applications will come as no surprise to the planners and they will be able to readily see how the scheme in question fits in with the Trust's future aspirations.

This discussion with the planners took place on 20th November in an effort to smooth the way for a re-submitted planning application for a Work Place Nursery, formerly known as the crèche, which will be presented to the council prior to Christmas.

Watch this space for further updates on the progress with this scheme.

Blow your own Trumpet

Every year the Trust recognises staff achievement and commitment through the production of a special newsletter, 'Blow Your Own Trumpet' and an award ceremony, which took place on the 19th November.

The awards recognise outstanding achievement carried out by members of staff working for the Trust, these take place in all shapes and forms that help achieve the Trust goals and successes. Within the facilities directorate, there were many awards received these include:

For 20 years service:

Sally Coote, Catering Assistant
Robin Lowe, Kitchen Porter
David Cracknell, Gardener
Michael Hayhoe, Gardener

For 25 years service:

Maureen Wing, Catering Assistant
Sue Vincent, Senior Nurse, Capital

For 30 years service:

John Bugg, Maintenance Craftsman
Margaret Bird, Supervisor, Linen Services



Margaret Bird

Academic excellence

Terry Robertson, for BOHS Asbestos Management Exam
Cameron Chapman for NVQ3 Electrical Installation
Riva Knight, Hotel Services Manager for Diploma in Management Studies



Riva Knight

Other awards:

For outstanding contribution to portering services

Lenny Armor, Porter Malcolm Piper and Paul Cowlin.

Ann Bishop, SSD for effort, attitude and approach of the highest standard.



Ann Bishop



Matthew Russell

Matthew Russell, Assistant Head Cook for being considerate.

As well as a Team award collected by Keith Jones on behalf of all the facilities staff for their tremendous effort during an extremely busy year!

Congratulations again to all those who received an award. Keep up the good work.

Thank you

A big thank you to ALL the staff associated to the Estates Dept at West Suffolk Hospital, Hospital Road Site and Sudbury Sites for your hard work and dedication this last year. As always you have continued to provide a first class service and it is greatly appreciated by all the wards and departments throughout the Trust, even if it is not always expressed to you at the time.

I would like to extend a warm wish for a Merry Christmas and a Happy New Year to you all.

Ian Stuchbury
Deputy Estates Manager

New Appointments

Meg Wilson, part-time catering assistant, started at the Trust on the 10th November. Prior to this, Meg worked as a waitress and kitchen porter.



Hannah Denise-Bradley, part-time catering assistant, started working in the department on 6th November. Previous to this, Hannah delivered newspapers.



Angela Killingray, full-time catering assistant, started work at the Trust on 13th October. Prior to this, she worked as a line feeder at Bosh Atco-Qualcast.

Helen Sturgeon, Facilities Receptionist, started at the Trust on 29th September. Prior to this appointment Helen worked as a hotel receptionist at the Priory Hotel.



Ian Purt, started working in the Estates department as a maintenance assistant on the 1st December. Prior to this he worked for GW Padley as a team leader

Sunny John, full-time SSD technician, started in the SSD department on 16th October. Sunny previously worked as a security officer for Abbey Security Ltd.



Min Xu, full-time catering assistant, started at the Trust on 20th October. Previous to this, she worked as a catering assistant at the University of Reading.

Rosalie Edwards, full-time catering assistant, started in the department on 1st September. Prior to this, Rosalie worked as a production operator for Grampian Foods.



Tracey Cornish, started working in the catering department as a catering assistant on the 17th November. Prior to this she worked for Ipswich Town Football Club as a catering assistant.

Chris Newman, full-time kitchen porter, started in the department on 22nd October. Chris previously worked as a domestic support worker.



Retirements

Jean Stuart and Angie Toogood will be leaving Walnuttree hospital after almost 30 years service in the domestics department.

Gladys Finbow, catering assistant retired on the 14th October after completing 13 years service. Gladys started in the catering department in 1990.

We would like to wish them all a long and happy retirement.

