



FOCUS

Facilities Directorate Newsletter

www.wsufftrust.org.uk/facilities

Director's Message



Here comes another year with plenty to do... Agenda for Change, Foundation Trust application and many more exciting initiatives, all of which will need our support and input over the coming months.

We are nearing the end of the housekeeping consultation and

should soon be modernising and moving the service further forward.

Remember

'If you always do what you have always done you will always get what you have always got'

Private Finch Returns from Iraq



Paul Finch, a member of the portering team has recently returned from a six-month tour of duty in Iraq. Paul is a member of the Territorial Army's East of England Regiment (Volunteers) based in Newmarket Road, BSE. His day to day duties, whilst serving in Iraq, involved patrolling and guarding a number of high value facilities including Basra International Airport, Saddam Hussein's Basra Palace and the Army's Shaibah logistic base. The work involved foot patrols around the perimeter of the installations, manning vehicle check points and vehicle escort duties in and around the local area.

Paul commented that 'One of the best things about being in the TA is the opportunity to see the world'. Since joining the TA some five years ago I have trained in Kenya, Cyprus and Germany and have served in the Balkans and Kosavo.

I am sure you will all join us in welcoming Paul back to the Trust after what was probably, at times, an exciting but difficult six months.

Treatment Centre Opens



Treatment Centre

The new Treatment Centre at West Suffolk Hospital opened its doors to patients on 2nd February 2004. The centre is a two storey extension to the existing Martin Corke Day Surgery Unit providing an additional 1852m² of accommodation. This comprises a two theatre operating suite together with ward recovery, recliner recovery and cataract assessment clinic on the ground floor and a state of the art ophthalmology clinic on the first floor.

The whole project has been completed in less than 2 years from inception. Having secured necessary funding for the centre in June 2002, representatives from the Trust facilities team met with local companies providing project management, architectural and mechanical and electrical design services. The basic design and footprint was agreed prior to inviting personnel from

Congratulations Louise & Cheryl

We would like to take this opportunity to congratulate Louise Oakes who has finished her Cooks Training and passed her NVQ Level II in Food Preparation and Cooking. Louise has also passed with Distinction, a Diet Cookery Course at Waltham Forest College.

Cheryl Green who started at the Trust in March 2003, has also passed with Distinction, her Diet Cookery Course at Waltham Forest College. She is also currently studying for her NVQ in hospitality.

The Catering Department would like to congratulate Louise Oakes and Cheryl Green for their recent academic achievements. We are very proud of you both.

ophthalmology to assist with the operational and patient flow elements.

A two stage tendering strategy then followed with Barnes Construction being appointed as the principal contractor. Construction actually started on the site in the early part of 2003 with a basic 50 week build program.

Warners were selected as mechanical and electrical contractors who subsequently started work on site in the summer of 2003.

The Treatment centre will enable the Trust to carry out an additional 2000 cataract operations per year, thus reducing the waiting lists to meet government targets.

Commissioning

The ophthalmic clinic on the first floor was the first part of the new build to be handed over to the Trust on the 12th January and the ground floor extension the following week. Reconfiguration works in the existing DSU could not start until the new extension was commissioned and open for business on the 2nd February. This work was completed in early March.

Thank you

Staff from across the Facilities Directorate played a crucial part in the commissioning process in enabling the new Centre to open on time. It is thanks to the hard work and co-operation from all staff involved that this was able to happen.



Treatment Centre viewed from Macmillan Way



Ophthalmic Consulting Room

Ann Robertson Retires

Ann retired on 19th February 2004 after 34 years of service at West Suffolk Hospital. Ann worked as a supervisor in the Housekeeping Department, and as a NUPE/Unison Representative, progressing from Shop Steward to Branch Secretary, culminating with a seat on Unisons National Executive.

There have been many changes at the West Suffolk Hospital during this time. The Housekeeping Department itself has gone from 'In House' to 'Contractors' back to 'In House', with Ann at the forefront, negotiating for the best working conditions and pay for the housekeeping staff.

Ann's farewell and presentation on February 19th was attended by many of her friends and

colleagues. After Steve Moore, Jan Bloomfield and Tony Jones (Unison) praised her work and wished her well in her retirement, we witnessed a rare event, with Ann, lost for words!!



Agenda for Change

The aim of Agenda for Change is to harmonise the conditions of service for NHS staff by providing a more transparent system of reward. This also helps to create the conditions for new kinds of jobs.

What does it mean?

It means that new single pay spines will replace the current individual occupational pay spines in existence. The pay spines will be divided into eight pay bands. All staff will be assigned a pay band on the basis of job weighting as measured by the NHS Job Evaluation Scheme. Each band will be divided into points to allow pay progression in post. Staff can progress from point to point on an annual basis provided their performance is satisfactory.

It also means that a standard

working week of 37.5 hours will be introduced along with new arrangements for annual leave and sick leave.

The new system was introduced in twelve 'early implementer' sites in June 2003. They will establish best practice in using the system and delivering the intended benefits. Subject to a successful outcome of this phase and second ballot for some trade unions, the system will be implemented across the NHS from October 2004.

The NHS Job Evaluation Scheme (JE) will be looking at assimilating NHS jobs into the new system, ensuring equal pay for work of equal value.

Development of JE has been carried out by the Job Evaluation Working Party (JEWPP), comprising NHS employer representatives, staff side representatives and

independent experts from across the UK supported by the Human Resources Directorate of the Department of Health in England.

The JE scheme ascertains a points score to match jobs to pay bands, and thereby determines levels of basic salary. The new structure will bring together jobs of similar score into common pay bands. A partial list of 160 nationally agreed job profiles has been developed and published on the Department of Health website at www.doh.gov.uk/agendaforchange.

More job profiles will be developed in the leap up to national roll-out for October 2004.

For more information please contact your manager or Mariella Giancola in Facilities.

Oncology Development

The Trust is working in partnership with Macmillan Cancer Relief in the redevelopment and expansion of its cancer unit.

With the growing demands on current cancer services, more space is needed to provide the best care possible for cancer patients and their families. The appointed architects work closely with Macmillan and it has been proposed that a light, airy new reception will be built to allow direct access to the new unit. This will form a comfortable, relaxing atmosphere as soon as you enter the hospital and it will also house its own drop-in patient information suite.



Construction of front entrance



Artists impression of front entrance

The new treatment area will provide reclining chairs and beds which will be situated in a large open lounge with access into the garden if the patients wish. There will also be additional in-patient area and a five-room out-patients suite including counselling rooms. The project will be the Charity's 106th building appeal.

The experience gained with existing Macmillan cancer developments is allowing the unit to be built around the needs of the patients and their



Artists impression of reception

families, including enhancing privacy and dignity. The standards and specification of the new unit will reflect Macmillan's commitment to the creation of high quality buildings, which actively benefit patients, their families and staff. This will be made possible through the generosity of the local community supporting Macmillan Cancer Relief in Suffolk.

Work commenced on site during December last year and is due for completion in October this year. Meetings are already taking place to plan the equipping and commissioning of the building, which includes staff as well as Macmillan representatives.



Extent of footprint

Keep an eye out for progress updates on the facilities notice boards. These are situated along the main hospital streets and are updated regularly.

Sale of Hospital Accommodation Stock

Suffolk Housing Society and West Suffolk Hospital partnership helps to house key workers

Suffolk Housing Society and the Trust have joined forces to help provide living accommodation for key health workers in Bury St Edmunds.

Suffolk Housing has bought nine two and three-bedroom flats in Banks Walk, Bury, at a cost of £820,000, which were owned by the Trust.

The society has refurbished them for letting with health staff getting priority. The management of the flats will be undertaken by Linnet Homes, Suffolk Housing's commercial lettings subsidiary.

"We are very pleased to be working in partnership with the hospital to provide good quality housing for members of staff," said Steve Clarke, the society's chief executive.

Suffolk Housing has generally refurbished the flats, including replacing kitchens, bathrooms and heating systems where necessary. It has also upgraded insulation in the properties.

"We have agreed with the trust that their key

workers will have first call on flats that become vacant," said Mr Clarke. "I hope this will be the first of a long term relationship which allows the hospital to concentrate on its core purpose of providing health care while we focus on housing needs."

Steve Moore, Director of Estates and Facilities said: *"This is an important step for us. It means that investment can be made in improving and maintaining accommodation for members of staff without eating into resources which are needed for health care.*

Having good quality accommodation available is also an important factor in our being able to attract new people to work for us."



Steve Clarke, right, with Steve Moore outside Banks Walk.

Truly a Three Star Department

A big thank you to all the Sterile Service Department staff during this time of increased activity and upheaval during the installation of new washers. Your dedication, commitment and hard work is much appreciated.

Steve Moore & Jayne-Anne Webb

Thank you WRVS

John Snow of the Medical Equipment Library presents a Certificate of Appreciation to Sue Webster of the WRVS Hospital Shop and Trolley Service at the Southgate Community Centre on the 22 March 2004. The presentation

was in appreciation for the much valued service provided by the WRVS and in particular for their substantial donation to the Trust for the purchase of much needed Medical Equipment.



Sue Webster and John Snow

Water pollution

What are the sources of water pollution?

Water pollution occurs when water is badly affected due to the addition of large amounts of materials. There are many causes for water pollution but two general sources exist: direct and indirect contaminants. *Direct* sources include effluent outfalls from factories, refineries, waste treatment plants etc. that give off solutions of varying quality directly into water supplies. In the UK and other countries, these practices are regulated, although this doesn't mean that pollutants can't be found in these waters. *Indirect* sources include contaminants that enter the water supply from soils/groundwater systems and from the atmosphere via rainwater. Soils and groundwaters contain the residue of agricultural practices (fertilizers, pesticides, etc.) and improperly disposed of industrial wastes. Atmospheric contaminants are also derived from us, such as emissions from vehicles and factories.



Types of Water Pollution

Toxic substances are chemical pollutants that do not occur in water systems. The largest contributors to toxic pollution are herbicides, pesticides and industrial waste.

Organic - Organic pollution occurs when too much organic matter, such as manure or sewage, enters the water. When this happens there is a reduction in oxygen levels threatening the environments ability to sustain life.



Thermal pollution can occur when water is used as a coolant near a power or industrial plant and then is returned to the water system at a higher temperature than it was originally.

Ecological pollution takes place when chemical, organic or thermal pollution is caused by nature rather than by human activity, such as a major environmental event e.g. volcano eruption.

What are the effects of water pollution?

The effects of water pollution vary. They include poisonous drinking water, poisonous food animals or unbalanced water systems that can no longer support life.



So what can you do?

There are many practical solutions to minimise the present level at which pollutants are introduced into the environment, such as recycling of materials, taking responsibility for household chemicals and their disposal. Everyday you can make choices that will affect the level of pollutants you introduce into the environment. Heavily packaged foods, for instance, contain boxes, cartons, bottles etc. made with polluting dyes, many of which are released from groundwater at public landfill sites.



Do your bit for the environment and think before you buy!

Green Travel Plan

In February 2002 the Trust commissioned Steer Davies Gleave to conduct an on site parking survey. This was followed in May 2002 with the commissioning of a transport assessment and recommendations for a travel plan.

In March 2003 the Trust Board approved the Green Transport Plan which identifies measures that need to be considered to reduce the reliance on cars and includes a package of measures designed to change the way that people travel.

Reducing car journeys is central to the government's new Transport policy to reduce congestion on the roads and to reduce greenhouse gas emissions. Encouraging walking and cycling are also key objectives for health promotion, the importance of which is emphasised in 'Our Healthier Nation', the government's green paper on improving health and also the National Service Frameworks for Coronary Heart Disease

Situation at the moment

A full travel assessment to inform the outline business case planning applications and Green Transport Plan (GTP) was completed in May 2002 including traffic, travel method, public transport and staff postcode analysis. The assessment included a travel questionnaire for employees to complete.

The travel survey indicates that around 83% of staff and 93% of patients/visitors travel by car, 15% of staff walk to work between 1 and 6 days/week and around 7% of staff either cycle or use public transport at the same frequencies. It can clearly be seen that the car is by far the most popular form of transport.

Some respondents cited issues of personal safety and shift patterns as reasons for not supporting car sharing. There are also some employees who do need to use a car for community based work, and as a result travelling by public transport, bike or walking is not a viable option.

Bicycle sheds have recently been improved under the 'Improving Working Lives' initiative the facilities are now more secure .

Future Plans

It is essential that the Trust takes steps to reduce car journeys to the hospital. The GTP identifies measures that need to be considered to reduce the reliance on cars. It includes a package of measures designed to change the way that people travel.

Any increase in car sharing, bicycling, walking and use of public transport will, as a consequence lead to a reduction in employee driver journeys. It is not proposed to set separate targets for each alternative mode of transport, leaving the employees free to choose the best alternatives and minimising administration.

The following targets are therefore proposed: Reduce employee driver journeys by 2.5% per annum for a five-year period as a proportion of all employee journeys to and from work at the hospital measured in 2003.

Reduce employee driver journeys to and from work at the TC centre as a proportion of all employee journeys to and from work in the TC centre by 2% per annum for 5 years from the first occupation.

Conclusion

The consequences of doing nothing will be increasing levels of complaints, non-compliance with NHS standards, non-compliance with government policy and a deteriorating reputation within the health and local community.

There are opportunities to improve the situation by investment in the measures described within this GTP. However, the travel assessment and information gathered indicates that a GTP alone is insufficient and must be supported by investment in car parking.

The implementation of the GTP requires considerable time, effort and enthusiasm as well as the financial implications as described in the GTP. For Further information please contact Terry Robertson on ext 3651 or email Terry. Robertson@wsh.nhs.co.uk

Catering Facts

The Catering Department employ approximately 80 staff comprising of chefs, catering assistants, store men and administration staff, which provides the service of food and beverages to patients, staff and visitors across the hospital.

We buy on average 139,654 pints of milk per year

Patients receive individual menus on a daily basis from a two week menu cycle, and are able to choose from a

selection of three hot choices at lunchtime (served with a selection of vegetables and potatoes), salad or sandwiches, and from four dessert choices. Supper consists of two hot menu items (served with potatoes and vegetables) or sandwiches and five dessert choices. Breakfast offers a range of fruit juices, grapefruit or

During February we served 42,387 patient meals

prunes, five different cereals including porridge, and a roll with butter or spread and preserves.

Snacks are also provided for patients twice a day and all meals are accompanied by a beverage.

The main staff facility, Time Out Restaurant situated on the first floor was opened by the Duchess of Kent in 1992 and was refurbished again in 2000.

During January there were 28,181 customer transactions in Time Out



Time Out Food Servery

The average spend in Time Out during February was £1.64

The restaurant is open from 8.00am to 8.00pm everyday, serving cooked breakfasts, lunches between 12pm and 2.00pm with daily specials and hot suppers between 6.00pm and 8.00pm.



Foodstop Service Counter

Sandwiches, cakes, snacks and hot & cold beverages are available all day.

We buy 23,400kg chips per year

The Foodstop restaurant created primarily for visitors to the hospital is situated near the main entrance on the ground floor. Refurbished in December 2002, provides seating for 74 people at one time, serves hot and cold drinks, sandwiches, confectionary and snacks all day, and hot breakfasts and lunches until 2.30pm. Foodstop is open from 8.45am to 8.30pm Monday to Friday and 11.00am to 5.00pm at the weekends.

There are also a variety of vending machines on site providing hot beverages, bottled and canned cold drinks, confectionary, sandwiches and microwavable meals such as curry, lasagna and jacket potatoes.

We buy on average 31,720 loaves of bread per year

For more information please refer to the facilities website www.wsufftrust.org.uk/facilities/HotelServices/Catering.htm

Did you know the NHS currently spends around £500m each year on food, and the scale of its catering services is enormous. Over 300 million meals are served each year, in more than 300 NHS Trusts across approximately 1,200 hospitals.

Directorate Sickness Strategy

The Trust has set a sickness target of 4% for each Directorate, historically we have performed the worst. To improve this we have developed a sickness strategy which aims to:

- analyse current sickness absence trends within the Facilities Directorate
- evaluate tools at our disposal
- find out how we can minimise periods of sickness absence and prevent people from becoming long-term absentees

To fulfil these aims a planned and structured approach to reduce absence is essential. The plan will look at three different areas: prevention, incentives and punitive approaches.

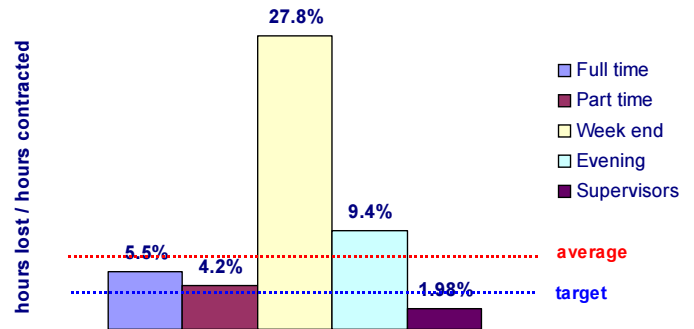
Prevention is about raising awareness about the importance of changing the "absence culture", focusing on motivating factors. Incentives are not necessarily about more money but they are definitely about appreciation for the hard work done. Despite all our efforts and hard work to prevent absence, we need to be realistic and have in place a consistent way to manage absence, which will cover the assessment of absence records, the investigation of the facts, patterns and trends, warnings and eventual dismissal.

The graphs show departments within the Directorate that have reported absences due to sickness during February 2004.

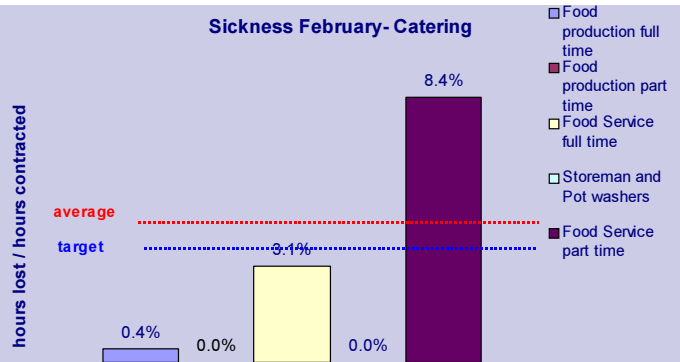
The total cost of the hours lost for the Directorate for February 2004 was £8,600.00 this money could have been spent on:

- Electricity for 14 days or
- Water for 28 days or
- Gas for 10 days or
- All patient meals for 5 days or
- 46 housekeepers for 7 days

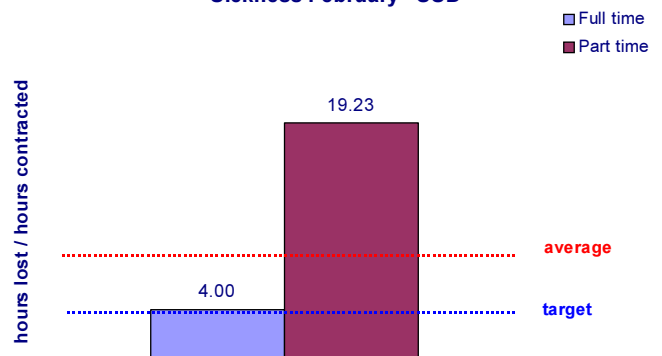
Sickness February - Housekeeping



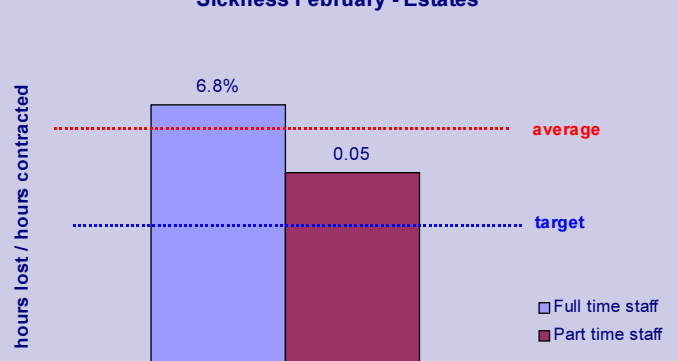
Sickness February - Catering



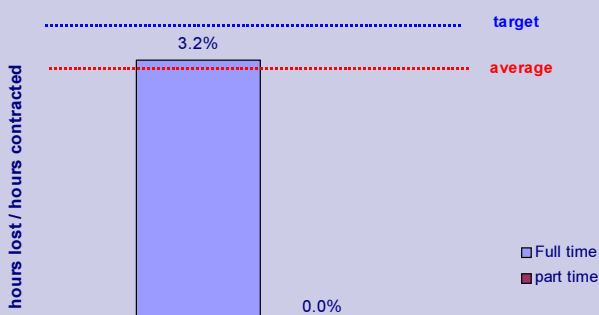
Sickness February - SSD



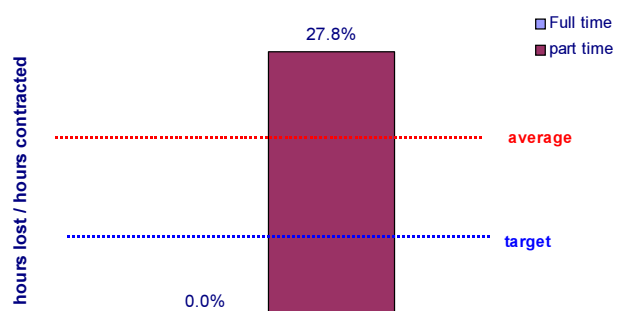
Sickness February - Estates



Sickness February - Portering



Sickness February - Walnuttree Domestics



New Appointments

Mark Gormer, Chef, started at the Trust on the 5th January. Prior to this, Mark was a leading Chef in the Royal Navy since 1991, and has chosen work at the Trust to allow him to settle down and spend more time with his children .



Rebecca Axton, full-time housekeeper, started work at the Trust on 26th January. Prior to this, she worked as a housekeeper at the Angel Hotel.

Stella Drew, full-time housekeeper, started on 1st March. She joined the Trust in 1993 as a volunteer but left after 3 years to care for her husband, we now welcome her back to the Trust



Gossi Diarawa, started working in the Housekeeping Department as a fulltime housekeeper on the 8th September. Prior to this he worked for GW Padley as a hygiene operative

Karen Brightley, evening housekeeper started at the Trust on 1st March. Karen is also a student at Thurston Community College.



Jacqueline Green, evening housekeeper, started at the Trust on 28th January. Previous to this, she looked after her family.

Salvador Lanon, started working as a evening housekeeper on the 27th February. Prior to this he worked in the Philippines as a qualified Nurse.



Maala Mario, evening housekeeper, started in the department on 26th February. Prior to this, Maala worked for Enterprise Clean as a cleaner.

Rachel Newport, part-time housekeeper, started in the department on 21st November. Rachel previously worked as a cleaning supervisor for ACS Cleaning.



John Thomas, full-time team cleaner, started in the department on September. John previously worked as an area manager for East Anglian Cleaning Systems.

Samantha Wiseman, catering assistant, started in the department on 2nd January. Samantha previously worked as a relief kitchen assistant and is also a qualified pharmacy assistant.



Staff Profile: Gavin Bradley



Tell us a bit about yourself...

I was born in Colchester and lived in Wivenhoe on the Essex Coast, before moving to Sudbury where I have lived on and off for the past 35 years. I live with my long-term partner and have a 2¹/₂ year old son and two step

sons of the age 17 and 18. After completing school I completed a HND in Graphic Design

What do you do at West Suffolk?

I joined the Trust in June 2003 working in the Estates Department as a carpenter/handyman. Prior to this I worked at Wiles Building and Surfacing Contractors as a general builder. On a day to day basis my work varies depending on the type of maintenance/repair required to help the Trust carry on running efficiently. At present I am involved in the construction and interior set up of the new storage unit.

What do you do in your spare time?

Most of my spare time is spent doing up my family home and spending time with the children. However, on the occasions where I do get free time I enjoy drawing/painting and sculpting, these are often commissioned projects.

The mural pictured below was designed and produced by Gavin for the Emmeline Centre at Addenbrookes Hospital, Cambridge. The mural incorporates the aspirations and interests of Charlie Butcher, pictured in the middle who recently undertook a hearing implant operation. The mural sized 4*6ft took around 40 hours to complete.



Pictured right to left to Charlie's Mum and Grandma, Gavin, Charlie, Consultant Dr Gray and doctors in training

Important date for your diary!

Charity Hospital Ball - Friday 4th June 2004 at Culford School

A great chance for you and your colleagues to have fun..... all proceeds from the event will go towards the purchase of cancer equipment.

Tickets are now on sale from:

- Facilities Reception
- Pathology Reception
- Voluntary Services Office

Your ticket price includes...

- Live music
- Buffet and dancing
- Pimms reception
- Entrance ticket prize draw
- 9.00pm till 11.00pm-supervised Bouncy Castle and Dolly the Rodeo Sheep.

There will be a pay bar on site and wine can be ordered and paid for in advance.

Raffle tickets are due to be on sale shortly at £1.00 each £5.00 per book. Prizes include:

- A day clay pigeon shooting at

Suffolk Shooting School.

- Bliss day for two at Clarice House
- £10.00 Theatre Royal voucher
- Green King Museum tour and beer tasting voucher for four
- Three month free membership for LA Fitness
- Two hour gliding tuition and two months free memberships at Rattlesden Gliding Club
- Two children's tickets to Banham Zoo.
- Tour of RAF Whatisham.
- Wine tasting for two people courtesy of Grape Sense

Culford School ~ 4th June ~ 7.30pm-Midnight

Hospital Ball

GET YOUR TICKETS NOW!

for a

GREAT NIGHT OUT



Table
Magician

Bouncy
Castle

Music by 

Random Play

Marrakesh 

Radio West Suffolk

Pimms Reception
with
String Quartet

Dolly the
Rodeo
Sheep

Buffet
and
Dancing

GREAT VALUE!

Tickets £25

from

*Facilities Reception
Pathology Reception
Voluntary Services*

**Make up a Table of
Friends & Family!**

Hospital Charity Ball - proceeds for Cancer Equipment