Discover... The Ipswich Hospital NHS Trust Magazine


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Bringing medicine to life On page 3
Colorectal team helps patients get home quicker

Patients having bowel operations at our hospital are recovering more quickly thanks to the Colorectal Surgery team. The team has made such a difference to recovery that the average time people stay in hospital following major bowel surgery has reduced from 11 days to 5 days.

In fact, the Ipswich colorectal surgeons have the best length of stay results in the region.

**Short stay:** Surgeons Michael Crabtree, James Pitt, Abdel Omer and Matthew Tytherleigh with nurse Vicki Reid.

Vicki Reid is a colorectal nurse specialist who works alongside the surgeons. She said: “We are aiming for patients to be at their best before, during and after their operation.

“This means keeping their body as fit as possible for surgery and explaining goals such as getting up and moving about the next day, and managing pain with pain relief medication, from an early stage. If we get it right, it means they can go home a lot sooner.”

Elements which can help bowel surgery patients include:

- Giving patients carbohydrate-packed drinks before surgery so their body has energy needed for the operation and so they do not go to theatre feeling hungry.
- Performing more procedures as laparoscopic (keyhole) surgery which is less traumatic on the body.
- Encouraging patients to take a short walk and begin physiotherapy the day after their operation.

Patients are also able to call a helpline for up to a fortnight after they are discharged from hospital. The phone is answered by Vicki or another senior nurse able to trouble-shoot queries.

Vicki said: “Patients are more than happy so long as you explain why we are speeding up recovery and how it benefits them. A patient satisfaction survey showed 97% of patients felt prepared for admission and 94% said they were prepared for discharge.”

The work is part of a national scheme called The Enhanced Recovery Programme.

**Glimpses of Brilliance**

Did you know that 12 of our wards now have a ‘Glimpses of Brilliance’ poster outside? The posters include quotes from patients and relatives who have had good experiences on the ward – providing reassuring messages to new visitors.

The posters also explain how you can give your comments – good and bad – to the hospital team.

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**House in order:** Needham ward housekeeper Lynne Taylor with the Glimpses of Brilliance poster outside her ward.

**Alison Syers is the hospital's work experience coordinator who helped organise the event. She said: “The students were given tips on how to apply for university.”**

“Making the decision to go to medical school is a big one and hopefully the knowledge and experience we’ve given them will help.”

**So you think you want to be a doctor?**

Students dreaming of going to medical school have a taste of what life is like as a hospital doctor.

The hospital hosted an open morning for 40 local school students to check they have their minds set on the right career path.

The students were able to try their hand at real medical skills – suturing artificial skins, performing ultrasounds, resuscitation and analysing X-rays.

Consultant anaesthetist Martin Mansfield said: “Medicine is a hugely rewarding career but it needs hard work. It’s at this point in these students’ lives that they need to start thinking about whether they are cut out for it.”

The youngsters were able to hear first-hand accounts from junior doctors, a medical student in training and fully fledged hospital consultants.

One student said: “I found the master class extremely informative and useful.”

Another said: “The session was good to understand how the medical journey is going to be and to be able to decide if that’s definitely what we want to do.”

Dr Mansfield said: “When I applied to medical school there was little out there to help you know what to expect.

“Hopefully we’ve given these students an honest but exciting look at what is ahead of them.”

The hospital team is now hoping to offer the students a short work-experience placement in the hospital.
Building work has begun to bring a new state-of-the-art cardiac centre to our hospital. The centre is for patients needing planned coronary angioplasty and will open next year.

Consultant cardiologist Dr Paul Venables said: “Patients will no longer have to travel to a regional centre for this treatment which will make a real difference to both them and their families.

“Coupled with some of the other great service improvements going on in Cardiology, it’s a great time to be part of the team.”

Hospital colleagues were joined by community partners including Ipswich Star editor Nigel Pickover and MP Ben Gummer to see work get underway.

Three local businesses involved in the build – Castons, KLH Architects and The Energy Practice – were also there and have kindly sponsored this edition of Discover.

Health bosses announced in February that £5million had been pledged by the Department of Health for the build thanks to a bid for funding by NHS Midlands and East.

The hospital had been working on plans to open a cardiac facility since national heart tsar Professor Roger Boyle recommended in 2010 that planned angioplasty (also known as percutaneous coronary intervention or PCI) should be available at Ipswich. This treatment involves narrowed arteries being widened in patients at risk of having a heart attack.

Emergency patients will continue to receive care at one of the region’s specialist centres for PPCI (primary percutaneous coronary intervention).

The building work, being undertaken by local company Barnes Construction, is expected to last until February. The site is in the centre of the hospital, formerly home to the Foxhall Unit.

First impressions:
Architect impressions provided by KLH architects. See our hospital website for a 3D virtual tour.
Local children are being introduced to the world of pioneering international clinical trials thanks to diabetes research at our hospital.

"With one particular study, the families can choose to find out if their child is at low, medium or high risk of developing diabetes in the future," said Jon Hassler-Hurst, research nurse for the Paediatric Diabetes Research team.

The genetics study for example has gone from small beginnings to big things. "We now have more than 100 local children involved."

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Employed by the East of England Diabetes Local Research Network (DURN), Jon spends half of his time with Ipswich Hospital patients and the other half covering the east of England.

"The genetics study for example has gone from small beginnings to big things. We now have more than 100 local children involved."

Fact! National audit figures show 222 under 19s in and around Ipswich have diabetes.

"With one particular study, the families can choose to find out if their child is at low, medium or high risk of developing diabetes in the future.

Studies currently underway at Ipswich include a genetic study looking at what causes type 1 diabetes and whether it can be prevented. Another is looking at preventing renal damage in adolescents with type 1 diabetes.

Jon said: "As a hospital we are one of the top recruiters onto studies in the country.

"The genetics study for example has gone from small beginnings to big things. We now have more than 100 local children involved."

The work of the Paediatric Diabetes Research team with diabetic youngsters and their siblings contributes to international research projects.

Children as young as five are being recruited to trials here to help scientists find out more about the disease and how it can be prevented.

Paediatric diabetes research nurse Jon Hassler-Hurst leads the team. He said: "We currently have four studies on the go and it just goes to show that we can deliver national and international studies at a district general hospital.

"With one particular study, the families can choose to find out if their child is at low, medium or high risk of developing diabetes in the future."

Dr Jonathan Sheffield, chief executive of the NIHR Clinical Research Network, said: "We know from recent polls that patients want to see the NHS do research, and they want the chance to get involved. This Trust's recruitment of 1,261 patients indicates a strong commitment to research and innovation as well as their drive to improve clinical outcomes for patients."

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Developing a research-active culture brings a host of benefits for patients, clinicians and the NHS. It drives innovation, gives rise to better and more cost-effective treatments, and creates opportunities for staff development.

Our hospital has joined an international campaign to improve care and help increase survival rates for patients with sepsis.

It comes as the Global Sepsis Alliance prepares to celebrate the first World Sepsis Day on 13 September. The goal is to increase awareness of how to prevent and treat the illness worldwide.

Sepsis can be a life-threatening condition that occurs when the body's response to an infection damages its own tissues and organs. It is the leading cause of death by infection in the world despite modern vaccines, antibiotics and intensive care.

Claire Gray, practice educator in critical care at our hospital, said: “Evidence reveals that sepsis is an immense challenge to healthcare professionals and is often a hidden killer. It is responsible for more deaths annually than HIV, prostate and breast cancer combined.

“The World Sepsis Day website highlights that sepsis is often diagnosed far too late leading to high mortality and morbidity rates. Leading research suggests that early recognition and resuscitation measures such as antibiotic and intravenous fluids can really influence survival and patient outcomes. Sepsis must be treated as a medical emergency.”

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The Staff Awards went off with a bang honouring our staff and volunteers

A showbiz-style award ceremony gave hard working staff and volunteers a moment in the spotlight this summer.

The awards were the hospital’s very own ‘Oscars’ where dozens of colleagues were recognised for their commitment to patients and the NHS.

Gongs were given out in seven categories: Clinician of the Year, Team of the Year, Volunteer of the Year, Support Colleague of the Year, the Award for Outstanding Contribution, the Patients’ Favourite Award and the Leadership Award.

The hospital awards were held at Trinity Park in Ipswich and saw 280 NHS colleagues and partners get together to celebrate including local MPs Ben Gummer and Therese Coffey.

Winners

**Team of the Year**
Joint winners: Saxmundham Ward team and the Stroke Project Group/Shotley Ward team

**Clinician of the Year**
Winner: Jan Wright, head matron for Trauma and Orthopaedics
Highly Commended: Gillian Clarke, Occupational Therapy lead

**Volunteer of the Year**
Winner: Robin Massey, Red Cross volunteer in the Emergency Department
Highly Commended: Peter Brunning, Outpatient welcome volunteer

**Outstanding Contribution Award**
Winner: Cath Gorman, associate director of Nursing
Joint Highly Commended: Tracey Wakeling, head matron for Special Surgery, and Annie Ribbons, midwife

**Patients’ Favourite Award**
Winner: Sandra Wintrup, healthcare assistant
Highly Commended: Etaine Connolly, nurse

**Support Colleague of the Year**
Winner: Sally Talbot, Acute Medical Unit secretary
Highly Commended: Sharon Randall, Coloproctology secretary

**Leadership Award**
Winner: Ward matron Clare Carr
Lab fab – Pathology new kit

Our Pathology department is boasting two new state-of-the-art bits of kit. Here, Discover finds out more.

A digital microscope which cleverly interacts with electronic patient records is today helping scientists at our hospital analyse blood tests.

Every day the Haematology team is sent approximately 1,200 blood samples. On average, 6% are potentially abnormal and need microscopic examination from a biomedical scientist.

Chief biomedical scientist John Butcher has spent six months linking the department’s new digital microscope – a stand-alone piece of kit – to the existing computer system (Lab Centre) which is accessible across the hospital including on the wards.

We are the only hospital in the country where the technology is linked in this way.

John, who has 35 years experience as a biomedical scientist, said: “I wanted to make sure we got the full potential from the microscope. It’s much easier for us to view the images on screen and the process is a lot quicker. Not only does the information link itself automatically, but the microscope’s ‘eyes’ do not get tired like a human’s so it just keeps going.”

John has spent six months working on the technology. The digital microscope (Cellavision DM-96) sends images of the blood film slides the scientists insert to a linked computer. It also messages the computer asking for patient details such as the date of birth and diagnosis. All the information needed by scientists is then displayed on screen.

John added: “Because of the efficiency of the set-up we have saved a whole time equivalent staff member who we have been able to redeploy elsewhere in the lab where there was a staff shortage.”

John’s colleague James Reed, a senior biomedical scientist, said: “It now takes about half the time for an experienced scientist to review a blood film but it’s not just the speed which makes it such a brilliant tool, it’s the versatility.”

The microscope is also linked to email so blood film images can be sent to consultants out-of-hours for review off site. As an image library is built up it will become a training tool too.

Our Transfusion Department is the first in the UK to purchase new state-of-the-art technology for blood grouping.

The Transfusion team in the Pathology labs is now using a new blood analyser, speeding up the test used to identify blood groups and perform antibody screens.

It is used for all patients having an operation, those having blood transfusions and women undergoing antenatal screening – adding up to 30,000 blood samples a year.

Lisa Haythornthwaite, the chief biomedical scientist for transfusion, said: “Growich Hospital is leading the way and we are proud of our pioneering role in bringing this new technology into the live hospital environment.

“Lots of other hospitals are now asking us about it and will be visiting us to see it in action.”

The analyser is able to work continuously so samples no longer have to be treated as batches – saving staff time loading and unloading. It is also able to automatically recognise what other blood tests are needed. All results are sent to the hospital computer system Lab Centre which can be accessed by the wards.

The new machine, officially known as the Erytra Dimension from Spanish manufacturers Grifols, replaces equipment which is now eight years old.

Science in her blood: Colleague Lisa Haythornthwaite (left).

Patient safety trip to Mozambique

A team of senior clinicians and educators at our hospital travelled to Mozambique this summer to take part in a ground-breaking programme to improve patient safety in Africa.

Peter Donaldsson, Trust Medical Director, Caroline Vergo, senior infection control specialist and Derek Bartle, senior trainer in theatres, represented the hospital at Beira Hospital in a World Health Organisation African Patient Safety Partnership Programme.

Mr Donaldsson said: “We are delighted to be invited to be part of this important programme. Our involvement reflects the strength and expertise of infection prevention and patient safety within the hospital. It also builds on the tremendous partnership we already have with Beira Hospital thanks to the work of Dr John Day and the Beira Health Initiative.”

Dr Day, a former consultant and now honorary professor at our hospital, pioneered links with the Mozambique hospital and together with clinical colleagues helped set up a medical school at the hospital.

The team spent time at Beira Hospital understanding the issues faced by their African partner, and shared their own skills and expertise to suggest ways of addressing some of the challenges they face.

“Patients and families deserve a consistently high level of care”

Our hospital is working with experts at national charity the King’s Fund to improve the care it gives to dying patients and their families.

The healthcare team want to strengthen practical and emotional support, particularly in making sure patients’ choice of where they would like to die (for example at home) is respected.

The National Bereavement Survey (published in July) shows that although seven in ten people want to die at home, more than half die in hospital.

Hospital Patient Experience lead Sarah Higson said: “We want to instil care, kindness and compassion at the heart of end of life care so patients who are dying feel in control and empowered to make choices and patients and their families feel supported and cared for when they are vulnerable and afraid.

“Patients and families deserve a consistently high level of care and our staff need to feel well trained and supported to provide the best care possible.”

The new King’s Fund programme, also partnered by national charity The Health Foundation, means the hospital will have access to training and advice from national leaders in end of life care and bereavement.

Supportive and effective end of life care is already offered in specialist areas, such as paediatrics, cancer, and critical care. The work with the King’s Fund is focused on the hospital’s general wards.

Our hospital is one of just 11 hospitals in the country taking part in the programme.
Midwives and mums are breast of friends

Our Maternity team has been awarded a Certificate of Commitment in its first step towards gaining international recognition from the UNICEF (United Nation’s Children’s Fund) Baby Friendly Initiative.

“We decided to join forces with the Baby Friendly Initiative to increase breastfeeding rates and to improve care for all mothers,” said head midwife Christine Colbourne.

“Breastfeeding protects babies against a wide range of serious illnesses including gastroenteritis and respiratory infections in infancy as well as allergies and diabetes in childhood. We also know that breastfeeding reduces the mother’s risk of some cancers – although mums might be more interested in hearing that it’s easier, cheaper and simply less hassle than bottle feeding,” Chris added.

The Baby Friendly Initiative, set up by UNICEF and the World Health Organisation, is a global programme which provides a practical and effective way for health services to improve the care provided for all mothers and babies. In the UK, the initiative works with health professionals to ensure that mothers and babies receive high-quality support to enable successful breastfeeding. The Certificate of Commitment recognises that a health care facility is dedicated to implementing recognised best practice standards.

Breastfeeding has a whole host of benefits for mum and baby. Here are just a few:

- Breastfeeding protects your baby from infections and diseases.
- It’s free.
- Breast milk is the right temperature and available whenever and wherever your baby needs it.
- Breastfed babies have less likelihood of becoming obese and therefore developing type 2 diabetes and other illnesses later in life.
- Breastfeeding lowers a mother’s risk of getting breast and ovarian cancer and naturally uses up to 500 calories a day.

When it comes to promoting breastfeeding, midwifery teams at our hospital are supported by volunteers from the Breastfeeding Network. The volunteers – and there are 73 of them – are all mothers themselves who have experience of breastfeeding. Debbie Jenkins has been volunteering since 2008. She said: “We not only visit new mums on the maternity wards but also hold drop-in sessions at children’s centres across east Suffolk.

“I think mums appreciate talking to people who have been there themselves and the value the time we have to sit with them and listen.”

Tania Browes, community midwifery manager, said: “Support is vital for women to continue breastfeeding when they leave hospital. Statistics show that when women encounter challenges with breastfeeding, and most will in the first few weeks, support provided by the volunteers can really help get them through and continue breastfeeding.

“Most women are keen to breastfeed their babies but once the sleepless nights begin without the correct support and advice it may seem easier to introduce an artificial feed. The volunteers are there to help these women overcome any problems they may encounter and continue breastfeeding long-term.”

This year marks the 15th anniversary of the Breastfeeding Network and the local volunteers organised 15 bake sales to celebrate.

Celebrate...

Good news stories from around the hospital

The 1st Orwell Park School Brownies donated their homemade cot covers and quilts to the Neonatal Unit.

Covered with pictures of teddy bears, flowers and dolls, each has been hand stitched by one of the youngsters.

The Brownies met ward matron Sheila Gauld, head matron Karen Wolfe and operational manager Heather Arkle when they visited the hospital.

Debenham Ward healthcare assistant Elisha Robinson (pictured) won a hospital competition quiz celebrating the National Patient Safety Agency’s Nutrition and Hydration week.

The quiz encouraged staff to think about ways of improving nutrition and hydration for patients.

Emergency Assessment Unit nurse Shibi Vitus helped with a fundraising event for Brantham Ward. The Ipswich Malayalee Association hosted an Indian meal, dance and music event to raise £350 for a reclining chair for deep vein thrombosis (DVT) patients.

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Staff who go above and beyond

Thousands of people work at our hospital so it is a special merit to be chosen as a Shining Light. Each month just one colleague – nominated by those who work closely with them – is given the award for dedication. You may have seen the gallery of previous winners in the main corridor near the Courtyard Restaurant. Here is a look at the winners since the last edition of Discover.

Pharmacist Carlos Gonzalez
Carlos is a pharmacist who works closely with the trauma and orthopaedic team on Saxmundham Ward. He is also involved in education and training sessions for trainee pharmacists. Carlos picked up the trophy after he was nominated four times.
From Spain, Carlos learnt his profession in Madrid but has been working at the hospital for eight years. His first language came in useful recently when he helped a patient who broke her hip while on holiday from Spain.

Psychiatric liaison nurse Frances Yule
Nurse Frances cares for patients who have a mental health problem, both in the Emergency Department and on the wards. Her assessments help identify patients at risk of self-harm, suicide and any other mental health needs. She then works with the patient/carers/family to establish what care or support is needed.
Frances has worked as the hospital’s psychiatric liaison nurse for eight years but has been a nurse at the hospital for more than 20 years.

Theatre assistant Sheridan Rey
Sheridan is friendly and reassuring to nervous patients about to undergo surgery. One of his patients said: “He was absolutely outstanding in the way he dealt with me on the way to theatre. He was friendly and tried his best to distract me as we left the ward.”

Biomedical scientist Stephen Gee
Stephen led the clinical biochemistry team to win national accreditation from the Clinical Pathology Accreditation. This accreditation is used to drive up quality of care for patients and assures that pathology services are safe, reliable, robust and up to date. It is proof that the hospital laboratory complies with best practice.
Comments from the assessors included: “There are a lot of prestigious laboratories that could learn from the Ipswich model.”

Spotlight on...

Gynaecology Nurse Specialists

Asked why she chose to pursue gynaecology as a career, lead Gynae nurse specialist Alison Garnham said: “To me there’s something so important about making women feel comfortable. Memories of gynaecology surgery can stay with patients a long time, so we have to get it right.” And she’s right. At a time when women can feel their most vulnerable, the nurse specialist team is with them at every step of their patient journey.
Alison has three colleagues in her team – Hazel Adams, Vicky Kemp and Sarah Hadwen.
Between them they have more than 60 years of experience in Gynae nursing.
The team helps patients coming in for operations, both before and after the procedures – commonly cancer, hysterectomy and prolapse patients.
Hazel and Alison specialise in care for cancer patients while Sarah and Vicky care for the benign cases.

What the patients say...
“From start to finish I was completely satisfied with all that took place. I shall be extremely grateful for all the care and kindness I was shown.”
“The nurses and doctors were some of the finest people I have ever met and I am greatly indebted to all for my care.”
“I was treated with care and respect both during the stay in hospital and the subsequent treatments which made the ordeal bearable.”
“Thank you so much for all you have done for me. I can’t tell you how much at ease you made me feel on the day of my op.”

Fact!
Last year, the nurse specialist team saw 2,000 pre-admission patients and 600 outpatients in nurse-led clinics.
Fun sudoku

Just for fun, have a go at this sudoku puzzle.

If you are new to sudoku, here is what you need to do:

Simply fill in the squares with a number from 1 to 9. Every row, column and 3 x 3 box must contain only one of each number from 1 to 9. If you fulfil all three conditions and fill all the spaces, then you have succeeded.

Good luck...

Staff photo competition

Winner of ‘Best of British’ photo competition:
Simon Fairchild from Woodbridge Ward. His photo is above.

Simon’s nostalgic picture has helped us decide the subject for the next photo competition… Photographs in Black and White. To take part, send us one photograph that you have taken, as a JPEG (1 megabyte or more) to discover@ipswichhospital.nhs.uk or in the internal post to N057. The Discover... editorial team will pick the photo it likes the most. The winner gets a £15 book token. Please make sure your name, department and extension number are included on your entry. Closing date is 31 October 2012.

Answers

Quick quiz

Test your general knowledge with these quiz questions.

1. Who wrote the opera ‘The Marriage of Figaro’?
2. Which country has Montevideo as its capital city?
3. In which year was actor Tom Cruise born?
4. Bryce Canyon National Park and Zion National Park are scenic attractions in which US state?
5. In which Shakespeare play does a dog called Crab appear?

Answers at foot of page

Teaser

My daughter has many sisters. She has as many sisters as she has brothers. Each of her brothers has twice as many sisters as brothers. How many sons and daughters do I have?

Answer at foot of page

The Ipswich Hospital NHS

Please send your articles and photographs (on disk or via email whenever possible) to:
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