Emergency matters

See behind the scenes in A&E: centre pages

Also in this issue...

Midwives change lives
One direction
Proud of our staff
Speaking technology
Discover...your magazine

Issue 27...Spring 2013

86-year-old Joan is sew fantastic

Age and disability prove no limit for stitching superstar Joan Rogers. In under a year Joan has made 230 memory bags for the hospital's special care babies in the Neonatal Unit despite being 86 years old, partially blind and deaf.

Joan has amazing skills in both crafts and technology which can be rivalled by people half her age.

The latest ‘it’ bag – the neopuff pouch
Joan has also branched out into special bags which help keep babies’ breathing masks clean. Neopuffs machines are used to help babies who need assistance breathing. Oxygen is passed down a tube and into a disposable mask. The masks used to dangle from the machine and risk getting knocked or dropping to the floor — now they are kept clean in one of Joan’s special pouches.

Spotlight on...

Multiple sclerosis nurse specialist

An experienced ward nurse has been appointed as our new multiple sclerosis (MS) nurse specialist. Senior nurse Louise Palmer has taken up the post, providing an expert lifeline to the 600+ patients with MS in east Suffolk. The part-time role involves caring for both inpatients and outpatients at the hospital and doing home visits.

Louise has worked at the hospital for 13 years, most recently working on Sprighton Ward which cares for patients with neurological illnesses. She said: “My experiences of nursing elsewhere in the hospital have held me in good stead for this new role. As MS nurse specialist I’ll be working with all the local MS patients, from those who are newly diagnosed to those receiving end of life care, and everything in between.

“I’m always here as a point of contact if patients have questions. It may be that they’ve started some new medication and are getting side effects, or they may think they are having a relapse and need more treatment. Whatever their query, I’m on the end of the phone.”

Louise is now planning to start an education course for patients called ‘Getting to Grips with MS’.

The hospital’s former part-time MS nurse specialist, Chris Boyes, retired last year. Patients, MPs, the MS Society and the local media started a campaign to make sure a new nurse specialist was appointed.

MS is the most common neurological disorder among young adults and is usually diagnosed when patients are between 20 and 50 years old. A cure has yet to be found.


Follow us on Twitter @IpswichHosp

@Matisse Thank you for the amazing care and treatment my Mum has received. Just 8 weeks from breast cancer diagnosis to results, via op... People forget to praise. Her journey has been really well managed.

@Lora._mayyy Our little man has survived 20 weeks early but doing very well! Managing to breathe on his own, proud of him! #neonatal @IpswichHosp. Amazing! I’m so grateful he’s in good care!

@lotmon just to say a huge thanks to the staff in A&E and Cardi ward who treated me over the weekend! Absolute stars!

@RandomHousehold Another day in @IpswichHosp the staff on Babyplant ward are amazing.

@scbenstead Thank you to all the fantastic staff in critical care today. #amazing

@KGGolfShow @IpswichHosp. The staff on the Langham Ward have been very kind and also very helpful. Thank you!

Handy-bag: Ward sister Sheila Gauld with one of Joan’s neopuff bags in place.
The Maternity team has won the Royal College of Midwives’ Maternity Service of the Year award. It’s the icing on the cake after an exciting year. Here Discover finds out more.

£650,000 windfall

Our maternity team has won £652,190 to refurbish all its bathrooms and buy new furniture for patients. The hospital is one of 100 trusts sharing a £25 million government fund to improve and upgrade maternity units across the country. Health minister Dr Dan Poulter said: “A new arrival in the family is a joyous time but it can present a real challenge for mums and families, particularly those experiencing it for the first time. We are now going to see huge improvements to maternity services right across the country.”

Former head of Midwifery at Ipswich, Christine Colbourne, said: “This will help us improve facilities for mothers and their families in labour and the postnatal period. The refurbishment and improvement of the existing sanitary facilities on all three maternity wards will significantly improve the environment making the wards look clean, up to date and fit for purpose. The additional furniture and equipment requested will improve the quality of their experience and enable the clinical teams to keep women’s childbirth experience as normal as possible, regardless of the setting.”

The hospital’s Maternity Block is currently undergoing a £3m building project focusing on fire safety standards.

What a year it has been for our outstanding Maternity Services team

Best in UK

Our maternity service has scooped a top UK award. The team was awarded the Maternity Service of the Year Award from the Royal College of Midwives at a ceremony in January.

Our hospital – where 4,000 babies are born each year – has made great efforts to improve the care women receive. It is one of just 12 trusts that took part in a national project led by the King’s Fund to improve safety in maternity services.

Consultant obstetrician Andy Leather said: “The maternity team works 24/7 to make sure mothers, babies and their families get safe, high quality and personal care. “I am immensely proud from a medical point of view to have led and supported this team. To witness them receiving the award is undoubtedly one of the highlights of my professional life.”

Cathy Warwick, chief executive of the Royal College of Midwives, said: “These are midwives and teams pushing at the boundaries of practice to deliver a better service for women and their babies.”

Baby boom

There’s something in the water in the Maternity Unit. In just a year, 11 midwives and seven midwifery support staff have had or are expecting babies.

A get-together was held where mums, babies and bumps had the chance to catch up and have commemorative pictures taken with their colleagues and friends.

Hypnobirths: delivering relaxation

Our midwives are delivering expert hypnotherapy lessons to pregnant mums to help them relax during childbirth.

The hospital’s Maternity team is to become the third NHS hospital in the UK to offer mums hypnobirthing.

Hypnobirthing is a technique that women and their partners learn and practise for labour and childbirth. It includes self hypnosis, deep relaxation and breathing techniques. This helps couples to feel calm and confident throughout the birthing process and reduces anxiety and pain levels.

Catherine, HRH the Duchess of Cambridge, is rumoured to be choosing a hypnobirth for the delivery of her baby, due this July.

Trained hypnobirth midwife Angela Leach said “We will teach women how to deeply relax during the sessions and encourage daily practise of the techniques at home during the pregnancy. This will enable women to become confident with the techniques and be fully prepared for when the big day arrives.

“The hypnobirthing sessions also teach women how their bodies work during the birthing process. It reinforces the normality of birth and the effects that hormones and adrenaline can have on it. By practising the techniques and learning how the body can work, women can give birth with calm confidence.”

Relaxation is good for women at any stage of pregnancy. The hypnobirthing sessions are ideally aimed at women between 24 and 28 weeks pregnant, although women can start later than this and still benefit.

Angela’s colleague Claire Lyes said: “It’s a couples’ course and it’s crucial for the partner to learn how to properly relax too. If you’re teaching someone about relaxation, you need to be relaxed yourself. We give them scripts and massage techniques to support the woman.”

The hypnobirthing course is an evening class at the hospital once a week for four weeks. It costs £200 per couple and includes reading material, a CD and ongoing telephone and email support from the midwives. The first courses begin in April.

Hypnobirths: midwife@ipswichhospital.nhs.uk

Bye bye Christine

Head midwife Christine Colbourne has retired this spring after 32 years of delivering babies at our hospital.

If you’re interested in joining a class, or want to find out more, email hypnobirths.midwife@ipswichhospital.nhs.uk
New colorectal operation

The Colorectal Surgery team has been learning a new procedure for treating patients with anal fistulas. An anal fistula is a small channel that develops between the end of the bowel and the skin near the anus. It is painful and can cause bleeding.

The department organised for a visit from David Jayne, professor of surgery at the University of Leeds, who demonstrated the new operation called the ligation of intersphincteric fistula tract (LIFT). LIFT in operation: Ipswich Hospital colorectal surgeons James Pitt (left) and Michael Crabtree (right) with professor David Jayne.

Surgical skills school

Six trainee doctors organised and hosted an undergraduate medical student basic surgical skills course this spring. The course started with a theory presentation, then the 24 Cambridge medical students were divided into groups for practical suturing skills including reef knots, instrument-tied reef knots, interrupted sutures, mattress sutures, tendon repairs and subcuticular sutures.

Dignified stance in Gynaecology: from left to right, Ward matron Hannah English, ultrasound advanced practitioner Gillian Stiff and head matron Karen Wolfe.

Cancer research with young people

Our cancer research team is taking part in a groundbreaking national study looking at the treatment of young patients. Patients between the ages of 13 and 24 are being recruited onto a three-year study to find out what affects their quality of life and experience of cancer care.

Called the Brightlight study, the results will influence care in the future so young people have the best chance of returning to as healthy a life as possible after treatment.

Paul Ridley, clinical trials practitioner, said: “This is the first study specifically for teenage and young adult cancer patients we have ever been involved in. These patients have a different set of needs to young children or adults, they’ll have impacts on schooling, jobs, further education and training and finance to think about, and clinical outcomes tend to be different too.

The young people who agree to take part will be interviewed and sent a series of questionnaires over the three years. These results will be combined with the clinical outcomes collected by the hospital, and collated by the study leads at University College London Hospitals. A recent survey of Ipswich patients asked to participate in cancer research studies showed the most common reason why patients take part is that they want to help others. Sadly, only 23% of people knew that the hospital undertook cancer research before coming into hospital.
Keep Calm and Carry On’ says the poster just inside the doors of the hospital’s Emergency Department.

‘Easier said than done’ say the doctors and nurses more often than not too busy to look at it. The poster supposedly serves no other purpose than to raise a smile, but perhaps is more effective than the team realise. When you take a good look, you see they do employ a healthy stoicism when the going gets tough. And it does get tough...

Every day the department cares for somewhere in the region of 220 patients. That is more than 80,000 each year. Patients arrive with conditions ranging from a broken toe or mysterious rash to a heart that has stopped beating or multiple and life-threatening injuries. Last year the department became a designated Trauma Unit for the region with a 24/7 trauma team on call.

The Emergency Department (ED) is split into different areas – majors (where ambulance crews bring patients), ambulatory care (for walking wounded) and a specialist paediatric area. It is a layout which works well, so very ill patients are not rushed on a trolley by paramedics through a waiting room of people. However, when the majors area is extremely busy, walk-in patients may find their waiting room is quiet and are left wondering why they have to wait.

Nurse coordinator John Chell said: “It’s a privilege to do this job but it’s also a balancing act. We want to spend our time with patients, providing direct care, but that is only one element. You only have to look for a minute to see how busy my nurses are.” That is true. When not answering the persistent phone, they are organising transfers to wards and taking ambulance handovers. There are tests to request, reviews from doctors to organise and specialist beds to arrange. And underpinning all this is the need to make sure they are meeting government targets, which if they don’t meet – regardless of the mitigating circumstances – they get fined for.

The key target for all Emergency Departments is seeing, treating and either admitting or discharging patients within four hours of their arrival. The hospital continues to meet the government standard of making sure this is the case 95% of the time.

Patients can now benefit from an outpatient clinic in the ED. It runs five days a week for patients who need a follow-up, for example, those with burns, dressings or limb injuries which need further assessment. Led by a clinician and supported by a physiotherapist, the clinics are very popular with patients.

For example, last week Dr Hartin saw a four-year-old boy with a hurt arm. The X-ray on the initial visit did not show anything unusual, but a follow-up was booked for the next day and Dr Hartin was not happy with his progress – the arm was still sore and the little boy was reluctant to use it. A hidden fracture was suspected so it was placed in a plaster cast and the young patient referred to the fracture clinic.

Dr Hartin said: “The vast majority of patients go away very satisfied with their care in our department. We get many thank you letters and the team is always grateful for that.”

“Having said that, complaints are there to learn from too so it is not always a bad thing to receive them. We always take all concerns very seriously.” The numbers of patients going through the doors of the department is rising. The team sees an average of 65 extra patients a day compared to last year.

The numbers of patients going through the doors of the department is rising. The team sees an average of 65 extra patients a day compared to last year. Two-thirds of patients walk in, with the remainder brought in by ambulances.

Receptionist Mandy McKenzie and her colleagues play an integral role when patients arrive, using the hospital’s computer system to find the patient’s medical history for the clinicians. She said: “It is a bit like a bus stop, with everyone coming in at once, but I love it. We are a busy and hardworking team, including the ambulance crews.

“We are not under the same levels of pressure as the doctors and nurses but we do have an important job to do. For obvious reasons we have to make sure we get the records of the right patient, and if they have a common name and we don’t know their age, address or hospital number, that isn’t always easy.”

The department technicians have a vital role to play too, assisting the nurses by portering, monitoring patients’ vital signs and making beds. The team also includes Red Cross volunteers who make tea and coffee for patients and visitors.

In the not too distant future, the department is hoping to introduce advanced nurse practitioners, a higher skilled nursing role to reduce the workload of junior doctors. And recruitment is underway for more consultants. Dr Hartin said: “We want to have consultants on the frontline as much as possible to be able to give advice and support to staff, and to help keep patients safe. We’ve a consultant team of four at the moment, and we want to double that.”

So the future looks bright for the department and the patients who so desperately need it. As long as they just keep calm.
New generation: Saving CO₂ in electricity drive

Right sparks are switching on a new environmentally-friendly generator to revolutionise the hospital's electricity supply. The hospital has teamed up with specialist firm Raygen to install a Bio Fuel electricity generator, in the first partnership of its kind in the UK.

The generator will reduce the hospital’s carbon footprint by at least 4,100 tonnes of CO₂ (carbon dioxide) every year – the equivalent of filling 850 Olympic sized swimming pools. In equivalent energy terms, this is enough electricity to supply nearly 4,000 homes for a year and is a 40% reduction in the hospital’s carbon footprint.

Jeff Calver, associate director of Estates, said: “We are proud to be NHS trailblazers in this hugely significant carbon reduction scheme. The benefits stretch far wider than the hospital, out into the community and beyond at a time when reducing our carbon footprint is of international importance.

“Other NHS organisations are now following in our footsteps but the fact we are leading the way shows our commitment to being a low carbon organisation.”

Not only will the generator produce the electricity needed to run the 47-acre hospital site, but surplus will be sold by Raygen to the National Grid for local homes, with a percentage of the profit going to the hospital’s electricity hubs.

Building work will soon begin at the north end of the site. The equipment will be on a large site, 16m by 15m, and is set to be up and running by October.

Raygen spokesman Colin Taaffe said: “I think one of the most positive aspects of this scheme is the electricity that is being exported back to the grid. In essence, this is allowing the hospital to provide green electricity to the very community which it serves.”

Staff who shine every month

To make sure we do not forget our hospital heroes, each month we hand out a Shining Light award to a colleague who shows extraordinary dedication or innovation. Here is a look at the winners since the last edition of Discover.

Ginny Rose
Senior research nurse

Ginny leads the generic research team which is involved in groundbreaking clinical trials in a range of departments including stroke, respiratory, paediatrics, orthopaedics and ophthalmology. Her team is currently working on 76 trials.

Ginny said: “Patients like taking part in trials because it helps them feel involved in their care. It also means they often have the chance to take part in new treatments.”

Gemma Bourne
Therapeutic radiographer

Gemma is a radiographer with passion for her profession. Gemma works as a therapy radiographer in the Radiotherapy department and won an award after organising education events to celebrate World Radiography Day (WRD). WRD is the anniversary of the discovery of X-rays by physics professor Wilhelm Roentgen in 1895.

Sue Haddoch
Ward clerk

Sue’s brightness warrants the need to wear sunglasses, says head matron Viv Barker. Sue has been working on Kesgrave Ward where extra beds have been opened to help the hospital through a very busy winter. Sue greets patients and visitors warmly, is a constant source of help to nurses and even regularly dons a pinny and helps make beds.

Vicki Nunn
Nurse educator

Vicki is a nurse who turned life-saver on her way to work. She found her nursing skills called into action when a young man was found unconscious in a garden while walking to work. Two student nurses also passing by had begun caring for him and Vicki performed CPR until the ambulance crew arrived, saving the man’s life.

Vicki works as a nurse educator, teaching student nurses and healthcare assistants.

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Ringing up a £1 million saving

Our hospital has saved £1 million thanks to a telephone reminder service encouraging patients not to miss appointments. In November 2011, the hospital introduced a reminder service where patients receive a telephone call reminding them of the date, time and location of their appointment seven days before. It is followed up by a text message two days prior to the appointment.

Latest figures show the hospital is in the best performing 13% of hospitals nationwide for ‘DNAs’ (patients who do not attend appointments), and the reduction in missed appointments has saved £1 million in the past year alone.

Information Technology’s Patrick Harrington, the telephone reminder service project lead, said: “Not only does this help patients who have forgotten their appointment, but it makes it easier for patients to cancel if they no longer want the appointment, or to rebook if they cannot make the date available. The hospital team is then able to offer any unwanted appointments to other patients on the waiting list.

“We need everyone to understand that we cannot treat an empty chair. The slot forgotten or ignored by one patient would be so valuable to someone else.”

In 2010/11 there were 32,774 missed appointments at our hospital. In 2011/12 it was 31,038 and latest figures for 2012/13 show it dropped further to somewhere in the region of 27,400.

Doctor Foster went to Ipswich

Our hospital has been rated in the top six in the country for clinical efficiency. Dr Foster, an information analyst company independent from the NHS, has released its annual hospital guide. Our hospital is well rated for clinical efficiency, mortality rates and access to treatments.

For example, the use of day case surgery (where patients come in and go home on the day of surgery) is high while the number of patients who need to be re-admitted after discharge is low.

Consultant urologist Peter Donaldson said: “This guide is the best way of bringing information on medical quality at hospitals into the public eye. The results will give our patients confidence that we are running an efficient and safe hospital, and continually striving to make it better.”

The report highlighted areas where hospitals need to improve. At Ipswich, there needs to be more scans available at the weekend. The hospital wants to become more efficient by making investigative tests, like scans, available in evening and weekend appointments.

Celebrate...

Good news stories from around the hospital

The Rheumatology team has set up a new education course for patients with rheumatoid arthritis and their families. The course covers drug treatments, physio and occupational therapy, exercise and joint protection advice.

Rheumatology practitioner Rachel Brett said: “Participants are given advice on general wellbeing, with an emphasis on self-management of arthritic flares.

“The use of various gadgets and equipment is discussed to help with activities of daily living and advice given on employment and benefits.”

Have you noticed that the roundabout at the front of the hospital has undergone a facelift? It’s been spuced up by Otley College students undertaking placements at the hospital as part of their degree studies.

All the materials and plants have been rescued so it is not costing a penny.

A new support group for patients with lung cancer has started at our hospital. Both patients and their carers are invited to the group to meet other people affected by the disease.

Nurse specialists Chris Garlick and Gerda Bailey (pictured) will be on hand at each session.

Chris said: “The hospital diagnoses approximately 200 people with lung cancer every year and meeting other patients and hearing their stories can be a real support.”

For further information, contact Chris or Gerda on 01473 702202.
Delving into the archives

Look at these old photographs of our hospital. The pictures were part of a photographic exhibition staged in the hospital Library to celebrate International Nurses Day. The hard work was carried out by Gary Wynne, our hospital librarian, and the members of the East Suffolk Nurses League.

What one thing would you change?

NHS staff up and down the country made a collective promise on March 13 – NHS Change Day – to make pledges to improve care. It was hoped 65,000 pledges would be made to coincide with the 65th anniversary of the NHS and that target was smashed. As Discover went to print, 182,968 pledges had been made.

Experts helping you find your voice

State-of-the-art new video equipment in the Voice Clinic is helping clinicians diagnose voice disorders. The Ear, Nose and Throat (ENT) department’s specialist voice team has invested £30,000 in new video-laryngeal stroboscopy equipment. The kit is used to examine patients as they use their voice and records hundreds of images every second. The images show abnormalities of the vocal fold wave and help clinicians diagnose problems. This often results in avoiding surgery.

ENT consultant Mahmoud Salam said: “The voice is recognised as an important specialty within ENT and our Voice Clinic provides a high level of expertise. We see patients with all types of problems ranging from performance issues to vocal fold paralysis and cancer.”

Speech and language therapist Tracey Weller said: “We all need a voice to work, play and express ourselves. A lack of voice can affect our work and the way we feel about ourselves. In older people especially it can lead to social isolation.”

Fact!

Women’s vocal folds vibrate 200 times a second.

Fact!

April 16 is World Voice Day – a worldwide event dedicated to celebrating the phenomenon of voice.

Fact!

Women’s vocal folds vibrate 200 times a second.

For men, it’s 100 times a second.
Our Diabetes team, led by Dr Gerry Rayman, has won the national Health Service Journal Awards patient safety gong.

The award is for the team’s pioneering ‘Ipswich Touch Test for feet’ which helps identify patients at high risk of diabetes-related foot disease and therefore requiring protection.

The test has been rolled out to other hospitals in a drive to reduce hospital-acquired heel ulceration by 50%.

As a result of research by our Diabetes team showing that relatives and carers can use the test at home, the charity DiabetesUK launched a nationwide self-test initiative.

The awards ceremony was held in London.

Get thinking...

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.

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Teaser

What letter when added to the beginning of a word meaning distance or limit produces a type of fruit?

Answer at foot of page

The Ipswich Hospital
NHS Trust

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

Discover...

Press Office (N057), Victor Bonney Rooms, Ipswich Hospital, Heath Road, Ipswich IP4 5PD

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Tel: 01473 704372 (Ext: 6372)

If you would like to read Discover in another language, please contact us on 01473 704770.

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