

UserView

Issue 26
January 2017

This newsletter brings you news from our user groups together with details of other activities around the Trust which aim to improve the patient and carer experience.

Your contribution to the life of the hospital, helping us to make improvements large and small, is so important and very much appreciated.

Please contact Pam Talman if you have anything you would like to be considered for inclusion in the next edition of UserView.

Patient Experience Office

Tel: 01473 702101

Email: pam.talman@ipswichhospital.nhs.uk

We currently have 14 user groups and are always seeking/welcoming new members. If you would like more information or are interested in becoming a member of a group, please contact the Patient Experience Office (contact details above).

- Cancer Services User Group
- Cardiology User Group
- Diabetes User Group
- Endoscopy User Group
- Eye Clinic User Group
- Hearing Services User Group
- Hotel Services Group (cleaning, food etc)
- Inflammatory Bowel Disease (IBD) Patient Panel
- Joint Action in Musculoskeletal Services (JAMS) User Group
- Maternity User Group
- Older People's User Group
- Pain Management Unit User Group
- Stroke Services User Group
- 'Voice for change' – young people's group

You Made
A Difference
Award



We've got our first award winners – read more on page 5...



DPS ref: 06114-16

Find out more about our user groups and view this newsletter in colour on the Ipswich Hospital website at www.ipswichhospital.nhs.uk/getinvolved

Our Passion, Your Care.
www.ipswichhospital.nhs.uk



IHUG is made up of the chairperson or a representative from all the user groups.

Meetings are held every six weeks to discuss a wide variety of issues, members of the Trust Board also attend, with key Trust staff members attending as and when the agenda requires. When members raise an issue at IHUG it is often resolved quickly, as the issues are taken straight to the people who can implement the changes needed, or who are able to take the issue to the correct department for resolution.

All members share the same passion to help improve the lives of all patients, whether they are outpatients or inpatients, children or adults.

Additional information about IHUG can be found on the notice boards in the hospital corridors, or on the Ipswich Hospital website at www.ipswichhospital.nhs.uk/getinvolved/join-a-user-group.htm

Update from Gill Orves, Chair of IHUG

On 4 October we held the ceremony for our IHUG 'You Made A Difference' award. We were delighted Lisa Nobes was able to join us and present the badges. Read more on page 5.

It is IHUG's main aim to make a difference in the hospital and I think we achieved that with our award. It felt good to be able to put a smile on the faces of some of our truly amazing staff.

We are now busy planning the East of England Patient Experience Seminar, which will be held here on 16 March.

The theme of the day is 'Working Together' and we will be looking at coproduction and how this can be of benefit to organisations. Our guest speaker is Pete Fleishmann from Social Care Institute for Excellence. Ceinwen Giles will be facilitating, she is well known nationally for promoting the patient voice, in her work with the Kings Fund and Point of Care Foundation.

We are looking forward to welcoming patient leaders and patient experience leads from

all over East Anglia for what promises to be an inspirational and empowering day. This seminar is cohosted with the Patient Panel at Princess Alexandra Hospital, Harlow – putting coproduction into action at the very onset of this event!

Members of IHUG, along with members of staff, have been visiting the community hospitals at Aldeburgh, Felixstowe and Bluebird Lodge. This is strengthening engagement with the local communities and members have thoroughly enjoyed finding out more about community care.

We also attended the Disability Forum at One in October, where we helped both as facilitators and note takers. There were some interesting issues raised and these have been brought back and handed over to the appropriate members of staff.

Adopt a Ward continues to grow. We are now covering eight wards and one department, with another ward and department waiting for members to 'adopt' them! Two more members have undergone the full volunteer induction programme and have shadowed out on the wards.

Adopt a Ward captures 'soft intelligence' through informal chats with patients to find out their experience of the hospital. Patients value talking to someone with the time to sit and listen and long-stay patients enjoy having someone different to chat to. It also helps to build relationships with members of staff.

As a concept it has turned out to be so much more than we anticipated when we started in September 2015. We've even had an article written about it in the local papers!

I'd like to take this opportunity to say a heartfelt "thank you" to all the IHUG and User Group members, who give up hundreds of hours voluntarily each year. We all share a common passion for helping to improve the experience of patients. User Group members raise issues and also support staff. We are incredibly fortunate at Ipswich Trust Board who, along with senior members of staff, warmly welcome the input of user group members.

User Group News

Cancer Services User Group

It's been an eventful year for Cancer Services users with decanting into the maternity block for a few months and then back into the new unit. Such a wonderful place, so light and spacious with room to move.

Our sub group has been looking at a different sort of open forum. Last year we sent out 600 invites and only received 29 acceptances. This year we are in the early stages of designing several small workshops to gain patient and carer views on a few set questions.

We attend locality meetings, and have representatives on other groups such as the Patient and Carer Experience Group and cancer development.

As always we are looking for new members with recent experience of cancer. Most of us are several years down the pathway and treatment progresses

Jenny Pickering, Vice chair

Older People's User Group (OPUG)

Our member Mr Walker was involved in the transition of the wards that are now dementia friendly.

Other members have been busy with looking at how some wards and departments are evolving into becoming career aware to making the awareness into work in practice everyday, and some are in the process of being rewarded for good practice.

We hope to be working with more staff bringing good practices to their patients in the new year.

Maureen Brown, Chair

Endoscopy Patient User Group

Attendees at the September meeting enjoyed two separate presentations. The first on colorectal polyps by Dr Daniel Gavin, consultant gastroenterologist, described the development of polyps, why it is necessary to screen for them by colonoscopy, the manner of their excision during such a procedure, and the whys and wherefores of subsequent follow-up steps. The second talk by Amanda Sayer, Endoscopy nurse practitioner, described Barrett's Oesophagus, its association with gastro-oesophageal reflux disease as a risk factor, and its role as a potential precursor for oesophageal cancer.

The meeting was well attended and both presentations generated much interest and many questions. Attendees found the talks informative and very useful in filling in knowledge gaps. We hope to be able to arrange more such talks in the future.

On a separate note, the EPUG Chair, Peter Sutton, announced that he and John McCrae, Vice chair, were standing down after three years at the helm. Seamus McMillan and David Vincent expressed interest in assuming these respective roles, although Seamus noted that filling Peter's shoes would be a 'big ask'. Amanda thanked Peter and John for their support and input during their tenure, a sentiment strongly echoed by those present.

However, handover steps have been initiated and formal election will take place at the March 2017 meeting when a tour of the new decontamination unit is also planned.

Seamus McMillan, Acting chair

User Group News

Hotel Services User Group

The Group continues to provide a patient perspective on the Trust's Hotel Services. We were involved in the development of the Trust's three-year food and hydration strategy and will monitor its implementation. We will also feed into the working group dealing with the renewal of the hotel services contract, given that the contract with the existing supplier ends in September 2017.

The results of the national NHS environment assessment (PLACE) were published in August and it is fair to say that the Trust did not perform particularly well.

We are aware that a number of capital projects have been put in hand which should have a positive impact on our 2017 results. Finally, the Group continues to undertake monthly assessments of both the environment and inpatient catering using the same methodology as in the national PLACE reviews.

As ever, we would welcome more volunteers for this and anyone who is interested in taking part or would like more information, please contact Pam Talman (see details below).

Cliff Oakley, Chair

Joint Action Musculoskeletal Services User Group (JAMS)

JAMS represents patients and users of the Rheumatology, Trauma & Orthopaedic and Physiotherapy departments. It meets every two months on the first Wednesday of the month.

Feedback on refurbished main outpatient waiting area

When the new waiting area was first opened, the JAMS group gave extensive feedback on what we considered were major problems for people with musculoskeletal conditions. These issues included the lack of arms on the chairs, the fact that the chairs are low and the lack of provision for wheelchairs. We also raised concerns regarding the new self check-in kiosks. While not all our issues have been fully resolved to date, the hospital is in the process of doing so.

Input to the new Musculoskeletal Service Transformation

The JAMS group worked with the Ipswich and East Suffolk Clinical Commissioning Group and the Transformation team based at the hospital on aspects of the new process. We were particularly involved in developing methods to enable the hospital to monitor feedback from patients using the new service.

Delays in getting follow-up appointments

We have continued to raise patient concerns regarding the delays and lack of information for patients waiting to receive dates for follow-up appointments. This is a particular problem in the Rheumatology Department and we are continuing to push for changes to improve the situation.

Responding to general feedback from members

Over the last few months we have raised a number of issues that impacted the patient experience within the Rheumatology Department and associated clinic areas. We are pleased to say that these were always quickly resolved by the departments concerned.

John Abbott, Chair

Are you interested in joining one of Ipswich Hospital's user groups?

If you are, please contact **Pam Talman**
Patient Experience coordinator on **01473 702101**
or email **pam.talman@ipswichhospital.nhs.uk**

Celebrating the staff who 'make a difference'

Staff from our hospital who go the extra mile to make a difference to the lives of patients, relatives and carers have been given an extra special thank you for their dedication after becoming the first people to receive a brand new IHUG recognition award.

A total of 12 colleagues have been presented with a You Made A Difference Award, which celebrate the kindness and compassion of staff working at the hospital.

Patients, families and carers were invited to nominate any member of staff for the award, including cleaners, caterers, porters, pharmacists, receptionists, therapists, doctors and nurses.

You Made
A Difference
Award



'Unsung hero' **Linda Hughes**, who is a hostess on Lavenham Ward, was nominated for her sunny disposition and the help she offered to a patient who was struggling to eat. The patient said: "Linda goes above and beyond her role to ensure the comfort and wellbeing of her patients. She is an unsung hero who brightens my day."

Nurse **Etaine Connolly**, who works on Lavenham Ward, was recognised for her kind, calm and supportive nature. A good listener, she was nominated for the dedication she shows to her role and for understanding her patients' needs.

Petra Claxton, who is a support worker in the Wolverstone Wing, received an accolade after giving up her own time to make a special dressing so that her patient was more comfortable. The patient also praised her honesty and communication skills, and said that Petra made them feel really understood.

Lucy Boddington, a diabetes specialist podiatrist, stayed behind for two hours after her shift had finished to help reassure and prepare a patient at the diabetes foot clinic for a frightening operation. "Lucy is caring and compassionate and went beyond care and duty in my case," said the patient. "If it wasn't for her, I wouldn't have gone through with the operations."

Stroke Unit nurse **Samantha Race** was nominated by a patient for the positive impact she had on their recovery. They said: "Sam explained with absolute clarity the effects of my stroke which I had not previously understood. She gave me confidence and hope."

Martlesham Ward nurse **Melissa Stevenson** helped make a patient feel listened to, picking up on their anxiety and offering reassurance and practical help with their medication. Along with another nurse, she then washed the patient's hair, which they described as a 'wonderful' thing which made them feel much better.

Chris Brown, a healthcare assistant on Woodbridge Ward, was nominated by a relative who was hugely grateful for the care and compassion he showed their mum. They said: "Chris really cheered her up when she felt very lonely and depressed, and always stopped for a chat and made mum feel like a person, and not a silly old woman."

Surgical nurse consultant **Tracey Wakeling**, who works in Division 2, was recognised after going out her way to help a visitor's mum. "She spent time with us, learning all about mum and us, and even went to Audiology when mum's hearing aid wasn't working to ensure she could communicate," said the grateful relative.

Nurse **Zoe Zawayira** went above and beyond by bringing in her own toiletries and giving a patient on Kesgrave Ward a much longed-for bath, helping them to feel relaxed. The patient said she felt genuinely cared for an understood, with Zoe always finding time to stop for a chat.

'Caring' **Sadie Cooper**, who is an adolescent diabetes specialist nurse in the Diabetes Clinic, was nominated for being a constant support to her young patients. "The connection with my daughter has given the whole family reassurance and we find a way to cope (with the diabetes)," said the relative. "Sadie is always available, approachable, honest and caring."

Emergency Department resus nurse **Emily Watson** received her accolade after she refused to leave her patient's side as she battled sepsis, until the lady's family eventually forced her to take a break. "She genuinely cared what happened to my 89-year-old mum, and mum is still with us 10 months on," said her nomination.

Critical Care Unit nurse **Marek Tomaszewski** played a key role in helping to reassure both his patient and her family during a very difficult time. The person who nominated him said: "It was a terrifying time for my family as we watched Ashley suffer, but Marek was 100% reassuring – not just with us but with Ashley herself. She responded to his voice and looked for him, and he made us feel safe and calm."

Gill Orves, chair of IHUG, said: "We were absolutely delighted with the quantity and quality of the nominations we received, which shows the appreciation which patients, their families and carers have for the wonderful staff at Ipswich Hospital.

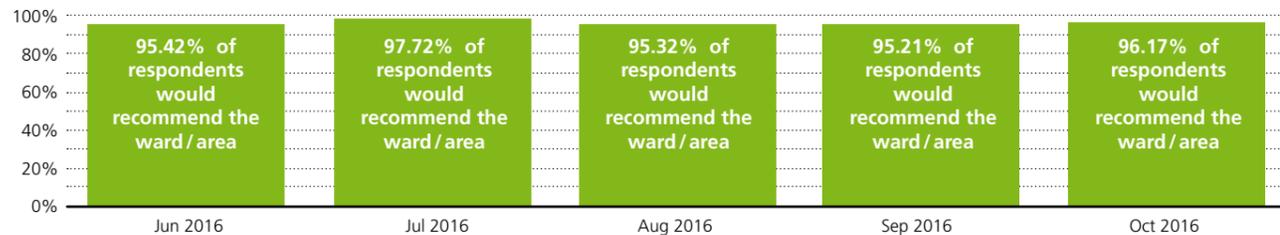
"Our winners show real compassion and exceptional kindness to their patients, and I am so pleased that we've been able to thank them publicly for their hard work and dedication. The awards were really well received by everyone at the hospital, and created a real feelgood factor by showing people they are appreciated. Our judges really enjoyed reading through all of the entries, and found it very humbling to hear more about such lovely examples of the kindness which takes place at the hospital every single day."

Friends and Family Test (FFT)

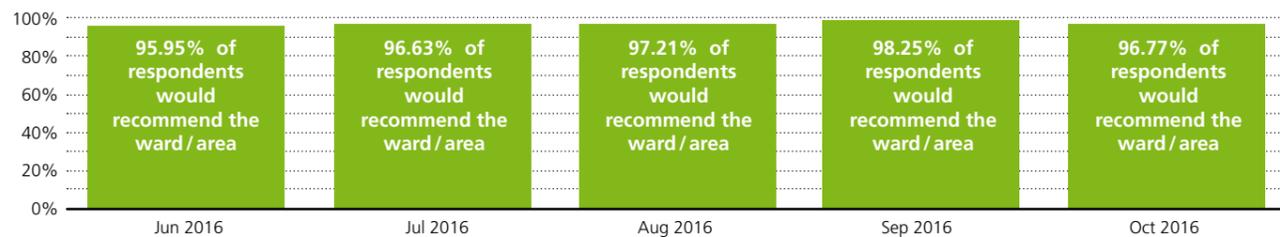
The FFT is a feedback tool that Ipswich Hospital uses to support the fundamental principle that people who use our service should have the opportunity to provide feedback on their experience. This feedback is used to improve services for our patients.

We ask **“How likely are you to recommend the ward, area or department you visited or stayed on to your family and friends if they needed similar care or treatment?”**

FFT Monthly comparison: Inpatients



FFT Monthly comparison: Outpatients



19,794: Total surveys completed June to October 2016 inclusive.

The First East of England Patient Experience Seminar

The first **East of England Patient Experience Seminar** will be held in the Lecture Theatre at **The Ipswich Hospital NHS Trust** from **9.30 am to 4pm** on **Thursday 16 March 2017**.

It is **designed by** Patient Experience Leads and Patient Leaders and **led by** Patient

Leaders. The theme of the day is **‘Working Together’** – exploring how to make genuine patient/staff co-production a reality.

Our hostesses are **Gill Orves, Chair of Ipswich Hospital User Group, The Ipswich Hospital NHS Trust** and winner of the 2016 NHS Leadership

Recognition Awards – Patient Leader and **Ann Nutt, Chair of Harlow Patient Panel, Princess Alexandra Hospital NHS Trust** and winner of the 2015 NHS Leadership Recognition Awards – Patient Champion.

>> Full details to follow...

‘You said, we did’ Using feedback to make a difference

You said:

“Kesgrave and Stradbroke wards can be noisy at night.”

We did:

We identified one of the main sources of noise at night – the bins – and relocated those without soft-close lids to non-patient areas (sluice room for example). We have reminded staff of the need to keep noise to a minimum when possible, wearing quiet shoes, don’t jangle keys or money in pockets and be aware of the noise your actions generate.

You said:

“It would be really helpful to have a set time where we can chat to the Somersham Ward sister and ask questions.”

We did:

We have set aside 2.30–3.30pm each day when the ward sister is on duty for relatives to ask questions. If you would like to speak to the ward sister, please ask any of the nurses or the ward clerk to make sure she is free.

You said:

“On Somersham Ward, it can take a long time for results to come back before we can have some treatment.”

We did:

An INR machine has been purchased through Charitable Funds. This checks blood clotting and removes the need to have samples sent to Pathology, reducing the waiting time for some procedures.

You said:

“Somersham Ward is very busy and it is sometimes difficult to get rest.”

We did:

We have introduced quiet times for patients, where visiting and ward duties are kept to a minimum to ensure that patients can rest if desired.

You said:

“It can get really hot on Stradbroke Ward.”

We did:

We have purchased 27 fans through Charitable Funds, one for every patient. This gives each patient the ability to have their own area as they would like.

You said:

“The decoration on the ward looks tired.”

We did:

We are in the process of agreeing when and what in the ward will be refurbished.

Ipswich colleagues are winner and finalist in top awards

The 2016 East of England NHS Leadership Recognition award ceremony, run by Health Education England, was held on 24 November 2016.

Sarah Higson, Patient Experience lead, was a finalist in the 'excellence in patient experience' category, while Gill Orves, chair of the Ipswich Hospital User Group (IHUG) was a winner for 'patient leader of the year'.

Sarah was nominated by Gill for the support she has given to IHUG to drive through improvements while making sure the voices of patients are heard.

She said: "It was really nice to be nominated for this award, and especially heart-warming that the

nomination came from Gill, who I respect hugely as a patient leader within our organisation. It's fantastic to have your work recognised in this way."

Gill was nominated by Lisa Nobes, the hospital's director of nursing, for the passion she shows for further improving the experience of fellow patients and the innovations she has introduced since becoming chair of IHUG in April 2015. This includes the 'adopt a ward' initiative, which sees patient representatives visit wards to gain real-time feedback so that simple changes can be made, such as improving lighting and staff ID badges.

"I was absolutely over the moon and really surprised," she said. "I was delighted when I found out who had nominated me as it shows a real level of appreciation from the trust board for the work which IHUG does. It also highlights just how much the hospital values the voice of patients, and for that I think we are very lucky."

L–R: Carole Broadbank, Associate Director of Nursing (Corporate); Neill Moloney, Managing Director; Gill Orves, Winner and IHUG Chair; Lisa Nobes, Director of Nursing; Sarah Higson, Finalist and Patient Experience lead.



Healthcare careers for takeover students

Young people are heading into hospital careers after 'taking over' our hospital.

In 2015 we opened our doors to 25 students as part of the national Takeover Challenge day. Young people from local schools and colleges spent the day with doctors, nurses and managers – shadowing jobs and getting involved in decision making.

In the summer, after getting exam results, three of the group have begun studies for careers in healthcare.

Lauren Page (left of picture) has been accepted at Brighton University to study medicine.

She is taking a gap year to get some experience and has joined our staff bank as a healthcare assistant.

Meanwhile, Nicole Anscorb (centre) is off to study midwifery at St George's Hospital, Kingston-upon-Thames University. Katie Dzungza, unavailable for the photo, has joined our hospital as a healthcare assistant.

All three of the girls have also been involved in the hospital's young people's user group Voice4Change.

The 2016 takeover day was held on 18 November and planning is now underway for 2017. The team includes operations lead Dominic Mundy (also pictured here).

