

The Green Sheet

Staff newsletter

14 April 2023

Emergency department 4-hour target information sessions

In 2019, the Trust joined the urgent and emergency care clinical review of standards pilot. The pilot looked at different metrics to measure emergency care and as a result, we stopped reporting on the national 4-hour standard.

The pilot has now ended and WSFT will begin reporting against the 4-hour emergency care standard again from **Monday, 15 May 2023**.

This target measures the percentage of people attending our emergency department (ED) who are admitted, transferred, or discharged within 4 hours of arrival. This measure is designed to provide prompt care, reduce crowding in ED departments and also give patients an idea of how long they may have to wait.

In the lead-up to the reintroduction of the 4-hour target, a number of short education sessions have been arranged, lasting approximately 15-30 minutes. These sessions are available for everyone but colleagues from ED, AAU, SDEC, radiology and ED portering are especially encouraged to attend.

The session will cover what the target means, the trajectory we are working to, current work being undertaken to help us meet this target and what you can do to help us achieve this.

All sessions will be held in the emergency department meeting room on the following dates:

Monday, 24 April: 1.30pm and 3pm

Tuesday, 25 April: 7.30am and 2.30pm

Friday, 28 April: 10.30am and 4pm

Tuesday, 2 May: 10am, 12pm and 3pm

Wednesday, 3 May: 7.30am and 11am

Thursday, 4 May: 8am, 12pm and 1.30pm

Friday, 5 May: 10am, 1.30pm and 4pm.

If you're unable to attend or would like the team to come and talk to your team/department, please contact [Sarah Watson](#), [Jane Allen](#), [Abigail Ormes](#) or [Michelle Lawrence](#) to arrange this.

May is WSFT Patient Safety Month

The month of May will bring with it the first ever 'WSFT Patient Safety Month'.

Patient safety is at the heart of everything we do and a central pillar of our organisational culture. According to the NHS Patient Safety Strategy, patient safety is about "maximising the things that go right and minimising the things that go wrong for the people receiving our care." In practical terms, that means sharing learning around good practice as well as when things don't go as planned.

To help put patient safety front and centre of our work at the Trust and to help drive improvement, there will be 3 main parts to our 'WSFT Patient Safety Month'.

Week one will see the launch of our third Patient Safety Incident Response Plan (PSIRP) 2023-24, which aims to create safer cultures by seeking to understand the complex systems we work in and help shape improvement.

Weeks two and three will see the sharing of a number of online presentations on the opportunities for improvement identified from patient safety reviews and investigations, with a focus on medicines safety.

In week four we will launch WSFT's new patient safety education programme. This will be a modular education programme to help all colleagues understand the complex systems-based approach to patient safety.

More detailed information will be shared in the run up to our 'WSFT Patient Safety Month', including through the [patient safety intranet pages](#), so please look out for more information coming your way.

Goodbye to Joan as she retires

Joan Bryant, secretary in our trauma and orthopaedics department, retired recently after working in the NHS for more than 25 years.

Joan's first job was as an administrator in the RAF, where she met her husband, leading to 13 postings in 20 years. After leaving the service, she joined the NHS in 1995, working in Wales and Oxford, before coming to the West Suffolk in 2001.

Joan said: "I have met so many lovely, friendly and helpful people over the years and in particular, the staff in trauma and orthopaedics, the fracture clinic, orthotics, radiology, admissions, the housekeeping and catering staff. It's been a wonderful time, I will miss all my colleagues and friends very much and I'd like to say thank you to everyone."

A welcome to Anita – transfusion personal assistant

A big WSFT welcome to Anita Ahmed who has recently joined the Trust. She will be working alongside the transfusion nurse specialists and the transfusion laboratory manager in this brand-new role.

Anita will be taking over the traceability of blood components from the nurses so will be coming to wards and departments within the hospital to review blood prescription charts – so say hello if you see her out and about!

New off-site parking option for staff

While off-site parking at the Bury St Edmunds Rugby Club will continue, **the parking trial at Olding Road will end on Friday, 14 April.**

The Trust has been working with West Suffolk Council to secure an alternative additional off-site parking option for colleagues at the multi-story car park on Parkway, Bury St Edmunds.

From Monday, 17 April, park and ride from the multi-story car park will be available for colleagues.

To request season tickets, please contact carparkingenquiries@wsh.nhs.uk, but please allow at least seven days for permits to be made available for collection. We apologise if your permit is not available before Monday, 17 April, however we will work hard to process these as quickly as possible.

For more information, [please follow this link to the intranet page.](#)

Skin and Wound Assessment awareness day

On Thursday, 20 April, the tissue viability service will be promoting the skin and wound assessments on e-Care. This is an opportunity to support accurate documentation of wounds.

The tissue viability team will be talking to staff around the hospital and we'll have a stand in Timeout promoting the template as well as an educational drop-in to demonstrate how to access and complete the assessment tool.

There will also be a quiz being sent via email, please contact the tissue viability team on extension 2888 or via Medic Bleep for any information.

Christian Staff Fellowship

A new Christian Staff Fellowship, which aims to help those who may feel isolated when it comes to living out their faith and beliefs in the workplace, has its first meeting next week.

Religion and belief are one of the nine protected characteristics when it comes to equality and inclusion and the group is having an initial meeting to discuss how it can look in the future and how to take things forward.

The date of the meeting is Wednesday, 19 April between 1pm-2pm. Those interested can attend either face-to-face at the chapel at the West Suffolk Hospital or via MS Teams.

[Please click this link to join.](#)

The team can be contacted via West Suffolk Hospital ext.3771 or email Revd Canon Rufin Emmanuel Lead Chaplain ext.3486 (rufin.emmanuel@wsh.nhs.uk)

Revd Stephen Griffiths Deputy Lead Chaplain ext.2704 Stephen.Griffiths@wsh.nhs.uk

My WiSH Charity

Neonatal unit is supported by charity shoot

The charity headed over to Eriswell Lodge recently to help at a charity clay shoot.

Owners, Melissa and Stuart Smith, have worked with us before, supporting our Every Heart Matters appeal, stroke unit and more recently, fundraising for the new transitional bay on F11.

The couple are passionate about supporting the neonatal unit after their baby, Elsie, was born prematurely and needed its services. When regular shooters, David and Heather Pointer from Norwich, approached them for a charity suggestion for their fun day the NNU was their first thought.

Fundraising officer, Tanya Fifield, headed over to Eriswell with our admin officer, Myra Ferrari, for a day of shooting and charity fun. Despite the awful weather David and Heather raised an incredible £4000 which is just fantastic.

Eriswell Lodge Ladies Day for the Neonatal unit

We are heading back to Eriswell Lodge on Saturday 15 July for a charity ladies' day. There are still some places left [so click here to find out more.](#)

Spring Party Bingo Bonanza

It's not too late to get your tickets for the stroke unit's night of fun. Click the link to find out more and buy your tickets:

www.tickettailor.com/events/strokeservice

Health and Wellbeing

Stress Awareness Month

Stress is something that everyone feels at times. Specifically, work-related stress is defined by the Health and Safety Executive (HSE) as "the adverse reaction people have to excessive pressures or other types of demand placed on them". It is more prevalent in public service occupations, such as health and social care.

The [2022 NHS annual survey](#) revealed that 44.8 percent of staff report feeling unwell as a result of work-related stress (down from 46.9 percent in 2021). The NHS has been identified as having higher than average stress-related sickness absence, compared to all job sectors across the country.

For stress awareness month we are promoting support around violence prevention within the workplace as this can have negative impacts on stress. The impact on staff is significant, with violent attacks contributing to 46.8% of staff feeling unwell as a result of work-related stress in the last 12 months, with 31.1% said thinking about leaving the organisation according to [NHS England](#).

We also have support with stress available from our staff psychological support team.

The staff psychological support team is available to support with the following:

- Coping strategies
- Anxiety management
- Trauma-focused interventions
- Mindfulness sessions
- Psychological first aid

The staff support team can offer individual or team support – please get in touch to discuss support for either yourself or your team.

The team has space in the Drummond Education Centre, and also has a room in the operational directorate opposite the Time Out corridor. The team can also meet you in Time Out, the Courtyard Café, or even for a walk on the heath – wherever you would feel most comfortable.

Telephone support and virtual consultations can be offered for those working from home or not able to access the West Suffolk Hospital site.

At the moment they're available 9-5 Monday to Friday with extended hours to accommodate appointments 8-6 if required.

Contact them via Medic Bleep (search for 'staff wellbeing'), call them on 01284 712598, 07971 884731, or drop them an email at staffsupport@wsh.nhs.uk.

Understanding how wellbeing is among those living in Suffolk

Suffolk Mind and Suffolk County Council are working together to understand how wellbeing is among those living in Suffolk.

If you have a spare few minutes please visit www.suffolkmind.org.uk/emotional-needs-survey and enter your email for a chance to win a £50 Tesco voucher.

Financial wellbeing – housing

Money and the rising cost of living affects us all. Your financial wellbeing is important to us. [The financial wellbeing guide on the intranet here](#) has been created to share all the advice, tools and support that are available across a number of money-related topics to help us all find the things that are most useful for us.

Each week we're focusing on a different are of the guide. This week we're focusing on health and wellbeing support.

If you are worried about your housing situation, or need affordable household items, these resources on the intranet can help. Find out more here: [Housing - West Suffolk NHS Intranet \(wsh.nhs.uk\)](https://wsh.nhs.uk)

Education and Training

Joint clinical audit and quality improvement training

What is clinical audit?

NHS England defines clinical audit as a way to find out if healthcare is being provided in line with standards and lets care providers and patients know where their service is doing well, and where there could be improvements.

What is quality improvement?

“Quality improvement is the continual actions to improve outcomes for service users and to develop the workforce that supports them using systematic methods. The two key elements are 'continual' and 'systematic' where data is collected and used to demonstrate change.”
(NHS England, 2019)

Who is it relevant for?

All staff are welcome to attend. The sessions will be most relevant for individuals who wish to initiate a project; or perhaps who have partaken in a project and would benefit from additional training and support for their re-audit or next project.

People who attend the full training day will be offered a certificate.

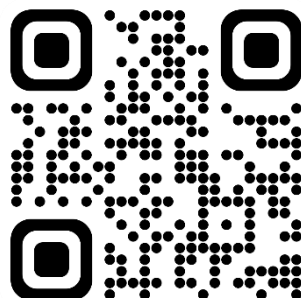
Session plan:

1-hour introduction to clinical audit and quality improvement (10am - 11am)

Full-day training (9am-4pm)

How can I book?

To view the schedule and book your session [please click here](#) or scan the QR link below



Are you out of date for your moving and handling training?

If you're out of date on your moving and handling training, now is the chance to book on one of the below training sessions to get yourself up-to-date:

1 June: 1pm – 2.30pm or 2.30pm – 4pm

14 July: 1pm – 2.30pm or 2.30pm – 4pm

24 July: 9am – 10.30am or 10.45am – 12.15pm

1 August: 10.15am – 11.45am or 12pm – 1.30pm

4 August: 10.15am – 11.45am or 12pm – 1.30pm

1 September: 10.15am – 11.45am or 12pm – 1.30pm

6 September: 9am – 10.30am or 10.45am – 12.15pm or 1pm – 2.30pm

18 September: 9am – 10.30am or 10.45am – 12.15pm

20 September: 9am – 10.30am or 10.45am – 12.15pm or 1pm – 2.30pm

29 September: 10.15am – 11.45am or 12pm – 1.30pm

3 October: 1pm – 2.30pm

18 October: 9am – 10.30am or 10.45am – 12.15pm or 1pm – 2.30pm

25 October: 9am – 10.30am or 10.45am – 12.15pm or 1pm – 2.30pm

1 November: 9am – 10.30am or 10.45am – 12.15pm or 1pm – 2.30pm

29 November: 9am – 10.30am or 10.45am – 12.15pm or 1pm – 2.30pm

14 December: 9am – 10.30am or 10.45am – 12.15pm or 1pm – 2.30pm

Please note that all sessions are limited to 12 spaces per session. To book your place, please email Charlene.Cross@wsh.nhs.uk.

Upcoming webinars from NHS Elect – free to all staff

Social media in the NHS: 10 May, 2pm – 3.30pm

Effective writing: 11 May, 2.30pm – 4pm

Lean thinking methodology: 11 May, 2.30pm – 4.30pm

Negotiation: 17 May, 9.30am – 11am

Complexity and systems: 18 May, 10.30am – 12.30pm

Service user engagement: 23 May, 10am – 12pm

Details are available under 'What's On' on the intranet on how to register.

Jobs

Team Leader / Supervisor Apprenticeship

We are pleased to be working with Lighthouse Group to offer an exciting development opportunity for team leaders and managers across the Trust. The programme is designed to equip you with knowledge and skills to support you in your current role and aid your personal development.

Applicants should typically be in a supervisory or first line management role, with responsibilities for a small team or project on a regular basis.

What are the costs? Course fees are £4,500 and these will be paid by the Trust

How long is the programme? The programme is delivered over 15 months

Does the programme offer a recognised qualification? Yes, as well as achieving the apprenticeship standard the programme offers you the opportunity to complete the Level 3 CMI Award in Principles of Leadership and Management.

The programme

You will be required to attend one training day every month as well as some group/1-1 tutorial sessions. After each workshop you will be given a workbook with exercises, tasks and/or assignments to complete building a portfolio of evidence. Most of the sessions will be delivered remotely via MS Teams

Workshop topics will include:

- Personal effectiveness
- Introduction to leadership and management
- Engaging and motivating teams
- Communication and building relationships
- Presentation skills
- Performance management
- Difficult conversations
- Performance coaching
- Problem solving and decision making
- Implementing change
- Equality and diversity
- Chairing meetings

You will be given time during your paid working hours to attend the study sessions and complete the learning activities.

Entry requirements

You must have (and be able to prove by certificate) GCSEs Grade C/4 or above in Maths and English (new GCSE Grade 4-9) OR Functional Skills Level 2 in Maths and English or equivalent.

If you wish you apply for the apprenticeship course please complete an apprenticeship [application form found here](#) and return to Apprenticeships@wsh.nhs.uk

Closing date for applications is Friday, 5 May 2023.

An information session has been arranged for 26 April between 3pm and 4pm for anyone interested in finding out more about the course. This will be an MS Teams meeting and if you are interested in joining then please email Julia Wood (email below) to have the meeting link forwarded. Any further enquiries or if you wish to discuss whether you are in a suitable role to complete this course please contact Julia Wood Julia.wood@wsh.nhs.uk.

Please note – If you do not hold the required maths and English qualifications, we have joined up with West Suffolk College to offer staff the chance to study for them.

The courses are suitable for all ages and levels, whether English is your first language or not. The qualifications you can study for range from entry level qualifications right up to functional skills level 2 qualifications.

The programmes start each term and run for around 12 weeks. Most of the lessons are online but there may be some requirement to attend college.

To find out more information please contact Julia Wood, apprenticeship project manager, at Julia.wood@wsh.nhs.uk.

Would you like to work in occupational health?

There is an exciting opportunity for a band 5 nurse available, working in the workplace health and wellbeing department at West Suffolk Hospital.

Candidates for the role will ideally you will have post-reg experience and will work as a part of a team of occupational health professionals.

Training will be provided and opportunities for development. The post is advertised on NHS Jobs via job reference

You would be working as part of a team of occupational health professionals

There will be training provided and opportunities for development

The post is advertised on NHS Jobs, with the job reference being 234-22-C2237.

The date for this role closes on 24 April, and to find out further information please contact Sue Pollet via extension 3424 or via wsft.whwbmailbox@nnuh.nhs.uk.

Jobs

AAU

Senior nursing assistant – band 3

Reference: 179-C9179-23-8123-M

Closing date: 17/04/2023

Bury Town community healthcare team

Local administrator – band 4

Reference: 179-C9179-23-0001-I

Closing date: 25/04/2023

Catering

Catering support – band 2

Reference: 179-C9179-23-3583-F

Closing date: 17/04/2023

Children's outpatients

Nursing assistant/receptionist – band 2

Reference: 179-C9179-23-5329-W

Closing Date: 19/04/2023

Clinical coding

Accredited clinical coder – band 5

Reference: 179-C9179-23-9469-C

Closing date: 21/04/2023

Community neurology

Clinical administrator – band 3

Reference: 179-C9179-23-8017-M

Closing date: 16/04/2023

COPD/respiratory

Community respiratory specialist nurse – band 6

Reference: 179-C9179-23-9432-M

Closing date: 18/04/2023

Elective admissions

Admissions officer – band 4

Reference: 179-C9179-23-6715-S

Closing date: 19/04/2023

Emergency department

Floor coordinator – band 7

Reference: 179-C9179-23-0000-M

Closing date: 25/04/2023

Service manager – band 8a

Reference: 179-C9179-23-2373-M

Closing date: 17/04/2023

Staff nurse – band 5

Reference: 179-C9179-23-0001-M

Closing date: 25/04/2023

Estates and facilities

Head of capital development – band 8b

Reference: 179-C9179-23-7787-F

Closing date: 20/04/2023

Human resources

e-rostering and workforce administrator – band 4

Reference: 179-C9179-23-0001-P

Closing date: 25/04/2023

Glemsford surgery

Healthcare assistant – band 3

Reference: 179-C9179-23-8940-I

Closing date: 18/04/2023

Practice nurse – band 6

Reference 179-C9179-23-1865-I

Closing date: 18/04/2023

Inpatient theatres

Theatre practitioner - anaesthetics – band 5

Reference: 179-C9179-23-0200-S

Closing date: 25/04/2023

Theatre practitioner – band 5

Reference: 179-C9179-23-0100-S

Closing date: 25/04/2023

Integrated community paediatric services

SEND coordinator – band 7

Reference: 179-C9179-23-0002-I

Closing date: 25/04/2023

Maternity

Midwife – band 5/6

Reference: 179-C9179-23-0312-W

Closing date: 04/05/2023

Newmarket integrated neighbourhood team

Community nurse – band 5

Reference: 179-C9179-23-9900-I

Closing date: 16/04/2023

Generic worker – band 3

Reference: 179-C9179-23-9177-I

Closing date: 19/04/2023

Organisational development and learning

Organisational development manager – equality, diversity and inclusion – band 8a

Reference: 179-C9179-23-7856-P

Closing date 16/04/2023

Organisational development manager – health and wellbeing – band 8a

Reference: 179-C9179-23-1241-P

Closing date 16/04/2023

Patient Safety

Human factors ergonomics specialist lead – band 8a

Reference: 179-C9179-23-0000-P

Closing date: 19/04/2023

Pathology

Administrative assistant – band 3

Reference: 179-C9179-23-3552-C

Closing date: 21/04/2023

Procurement hub

NHS Workforce Alliance marketing and communications officer – band 6

Reference: 179-C9179-23-0002-P

Closing date: 25/04/2023

Sterile services

Decontamination technician – band 2/3

Reference: 179-C9179-23-1840-F

Closing date: 19/04/2023

Sudbury integrated neighbourhood team

Integrated neighbourhood team coordinator – band 4

Reference: 179-C9179-23-4887-I

Closing date: 17/04/2023

Virtual Ward

Healthcare support worker – band 3

Reference: 179-C9179-23-8612-M

Closing date: 17/04/2023