Small wonders

Also in this issue...

Two eyes on disability  Picture perfect nursery  Not forgetting dementia  Pushing Medical Records
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Physios wave goodbye to waiting list backlog

O ur musculoskeletal physiotherapy team has slashed its patient waiting list from four months to just three weeks.

Superintendent physiotherapist Sue Voules said: “Shorter waiting lists mean we can get on top of their problem quicker, prevent conditions from turning chronic and help people have less time off work. “This is the waiting list for our new patients, so patients we are seeing for the first time, rather than follow-ups.”

The reduction is thanks to a waiting list blitz event held in the autumn. A team of 13 physiotherapists held extra appointments to see 359 patients over three days to get rid of the waiting list backlog.

Senior physiotherapist Jennie Norris said: “Now we want to hold a few more blitz days and get the waiting list down to two weeks. “The team has shown great team work and we are confident that we can keep the waiting times low. “Patients can help us too by letting us know if they cannot make an appointment in advance so we can offer it to someone else.”

The team’s first ‘blitz’ was held earlier this year and saw waiting times reduced from 16 to seven weeks.

They won’t leave you waiting: Members of the musculoskeletal physio team at the hospital who have drastically reduced waiting lists.

Three reasons to celebrate in Neonatal care

O ur hospital’s Neonatal nurses are helping mothers and babies at home after launching a specialist outreach service.

For the first time, nurses from the Neonatal Unit are carrying out home visits - allowing babies to be discharged sooner.

And the service launched with a triple whammy as the very first little ones to be cared for via outreach were triplets Harriet, Freya and Gabriella Temple. Karen Clarke, lead nurse for special care, said: “For some babies it may only make a difference of a couple of days, and for others it could be a couple of weeks. What’s certain is that it’s better for the babies and their families to be at home together.”

Benefits include getting the family together at home quicker, less exposure to hospital infections and freeing up cots for other babies. Only babies assessed to be clinically fit for discharge will leave the unit.

Joining Karen in the team are neonatal nurses Sarah Riches, Carol Tobin and Cheryl Ward.

Carol said: “We are working closely with health visitors and giving parents loads of support at home, from teaching them how to tube feed their baby to basic life support.”

The service, which is seven days a week, is expected to help approximately 10 babies a month.

Meanwhile...

V olunteer motorcyclists are delivering breast milk to babies in need at our hospital.

The Neonatal Unit has teamed up with Suffolk and Cambridgeshire SERV (Service by Emergency Rider Volunteers) to help new mums unable to breastfeed or express their own milk.

Neonatal Unit matron Sheila Gauld said: “Breast milk is very important for the health of babies, particularly those in special care. It’s absolutely terrific that there are volunteers out there willing to help get the milk to the babies who need it.”

The Neonatal Unit gets its donated breast milk from the Rosie Maternity Hospital in Cambridgeshire. It used to have to pay for the milk to be transported but the SERV volunteers are on-call every night, plus during the daytime at weekends, free of charge.

And thanks to...

The East of England Co-operative Society has donated £10,000 to the Neonatal Unit to buy new humidifiers.

The unit has 20 cots with specialised breathing machines to provide babies with a mixture of air and oxygen. These gases need to be warmed and humidified first so the babies do not breathe in cold, dry air which could damage their lungs.

The hospital is replacing its existing humidifiers and the Co-op donation will enable the unit to buy seven new, updated models.

Reaching out: The neonatal nurses, from left to right: Cheryl Ward, Carol Tobin, Karen Clarke and Sarah Riches.
Barnes Construction are delighted to be working with Ipswich Hospital NHS Trust bringing the new state-of-the-art cardiac centre to the Hospital and undertaking the redevelopment of the new sterilisation and decontamination unit.

We show below photos of our previous health sector projects

Breaking down disability barriers in hospital

Our hospital held its first learning disabilities open day this autumn. People with a learning disability were invited to come into the hospital and find out more about some of the different services we offer.

Sally Ryan, learning disabilities nurse specialist, said: “The aim was to break down some of the fears, barriers and misconceptions people have.

“It was friendly and fun. An opportunity to ask the questions they needed to about treatments and investigations in an informal atmosphere where there was no pressure.

“It was also a health promotion event with information given out in easy to understand formats – pictures and photographs.”

Hospital cleans up with sterilisation unit cash

Staff have celebrated the start of building work on a new £5million state-of-the-art sterilisation unit.

A hospital sterilisation service makes sure that safe and clean instruments and medical devices are available to all the surgeons and clinicians when performing operations on patients.

The £5million funding from the Department of Health means the new centre can be completed by March next year and maintains the service on-site in the heart of the hospital. It is being built by Ipswich-based Barnes Construction, sponsors of this edition of Discover.

Peter Donaldson, Hospital Medical Director, said: “The sterilisation services department is a great example of an essential clinical ‘back office’ service which supports the frontline.

“Hospital surgeons and clinicians feel very strongly that on-site sterilisation is by far the safest option allowing the clinicians to put patient safety at the centre of everything we do.”

Tony Ramsey, chairman of the Ipswich Hospital User Group, said: “We are delighted with this major investment in the hospital. It comes hot on the heels of news of funding for the £5million development for a cardiac centre. The £10million investment by the Department of Health is tremendous news for the community we serve and all who work within the hospital. Work on both new centres is now underway.”

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Cancer team who’ll get under your skin

Our hospital’s skin cancer care is among the best in the country. A recent review of services shows the hospital shares top fourth spot in a national league table. Dermatology consultant Khalid Mahmood, the hospital’s lead clinician for skin cancer, said: “This is fantastic news for patients. To say the service here is among the very best in the country is a great result for the team’s hard work.”

The results, published following a peer review assessment process, look at all areas of patient care including waiting times, clinical guidelines, psychological support and patient satisfaction results. It also looks at staff education, teamwork and contributions to clinical trials.

Our hospital’s overall score is 97%. It is a huge leap since 2009 when the hospital scored 32%.

Dr Mahmood said: “Since then we have appointed Macmillan skin cancer nurse specialist Rachel Alexander who makes a huge difference as a key worker to patients.”

“We have also been joined by consultant plastic surgeon Allan Bardsley who sees patients who need a plastic surgery opinion. “We have great team work now and hope that next year we can get 100%.”

Rachel Alexander said: “The skin cancer multidisciplinary team aims to provide a clear care pathway from the time a person with a suspected high risk skin cancer in the community is referred into our care. Once referred, the patient can expect high standards of care. One area where we wish to excell in the coming year is to ensure we provide patients with information at a pace which is suitable to the individual.”

The results are published by the Cancer Quality Improvement Network System and are based on assessments by panels, including cancer managers, doctors and patients. Speaking of Ipswich, the assessors said: “The panel was very impressed by the well organised, well led multidisciplinary team. The team should be commended for its continued delivery of a high quality integrated service.”

Last year the hospital cared for 336 patients newly diagnosed with serious skin cancer. To find out more about nurse Rachel Alexander, see page 10.

An Apple (iPad) a day for patients on wards

Our wards have been prescribed tablets of the electronic kind. Each ward is getting a new Apple iPad tablet (a mobile computer with touch screen) to collect instant feedback from patients.

The iPads will be used to help record and analyse patient opinions on aspects of care including cleanliness, food quality and friendliness of staff.

Sarah Regent, ward matron for Somersham Ward, said: “We are always looking for new ways to capture patient experiences. “The iPads are quick and easy to use at patients’ bedside and provide the perfect technology for us.

“We want to learn from our patients and their stories and encourage them to be honest and open with us.”

The new iPads have been supplied thanks to an NHS innovation fund.

Impressive: Ward matron Sarah Regent and volunteer Gordon Carless using one of the new hospital iPads to collect feedback from patient Deborah Grimwade.

Nursery opens at our hospital

Our hospital’s day nursery is offering childcare places to all families in the area for the first time.

Until now, the nursery on the hospital site has only been open for children of hospital staff. Now, it is opening its doors to all.

Nursery manager Jackie Naylor said: “We offer high quality care in a safe and stimulating environment where children can learn and experience nursery life at their own pace.

“Our staff have a minimum NVQ level 3 in childcare and, because we are used to catering for hospital shift workers, we can offer real flexibility on the days and hours that parents need the child care.”

The nursery, called Hunnitots, has dedicated areas for babies (four months to two years), toddlers (two to three years) and pre-school (three to five years). It also offers a holiday club for children aged five to nine and has a sensory garden with an outside teaching area.

Parent Anneleise Da Costa said: “Both of my children have loved going to Hunnitots every day as the activities and learning they get is fun and varied.

“The staff are great and always very understanding of the hectic lifestyles of parents and families.”

The nursery, rated ‘good’ by Ofsted, is open 7 am to 6pm, Monday to Friday. It is registered with the Edenred national salary sacrifice scheme so parents can make payments through their wage packet and save on National Insurance and tax contributions.

To ask about enrolling a child to Hunnitots, or to find out more about the competitive prices, call Jackie Naylor on 01473 704514.

Optometrist’s eye for a winning photo

Congratulations to specialist optometrist Amanda Hayes who has proven she is one of the country’s best wildlife photographers with this stunning photo of a herring gull and puffin.

The shot has won Amanda a national British Wildlife Photography Award as she scooped the prize in the Animal Behaviour category. The puffin eventually managed to escape the gull’s grasp.

Amanda’s picture has appeared in a series of national newspapers and online galleries. It will now feature in a book and be part of a year-long exhibition touring the country.
Our hospital is one of the first in the UK to sign up to a ‘call for action’ to improve care in hospitals for patients with dementia. The Dementia Action Alliance and NHS Institute for Innovation and Improvement have set out to make this a landmark year for people with dementia, their families and carers.

Sarah Higson, patient experience lead, said: “Our hospital has already received national recognition for its work for patients with dementia, including the opening of a dementia-friendly ward. “We are proud to stand up to the call for action challenge and are 100% committed to further improve the care and support we give these patients.”

Did you know 24% of patients in our hospital have dementia?

Dinner time
Red beakers are used to help staff identify patients who need extra help at mealtimes. Meanwhile, a water jug with a red lid highlights those who need prompting to have drinks.

Red non-slip mats are also used to help patients who find their plates slide around on their table when trying to eat. Finger foods are perfect for patients who have difficulties using cutlery. They can help patients maintain their independence at meal times and restore lost interest in food. And now we have picture menus to help patients who find reading difficult or confusing.

Ward with the wow factor
Haughley Ward has been transformed into a friendly environment for dementia patients. It has colour-coded bed areas and toilets to help patients find their way, plus user-friendly signage, calming artwork and a clear and calm reception area with seating for staff and patients. There’s a sensory garden too.

Early diagnosis
Dementia assessment nurse Clare Scarfe makes sure all patients aged over 75 who are admitted as emergencies are screened for possible dementia within 72 hours. The hospital wants to make sure it is diagnosing dementia and delirium in patients as soon as possible.

Suitcases
Old-fashioned memory suitcases can now be found on wards to bring back memories for patients with dementia. The Paddington Bear-style cases are full of memory-evoking items that will encourage reminiscing and conversations with relatives and staff, helping to promote calmer, more relaxed and happy patients.

In training
Meet Shalwin Mutisi and Emma Talbot, the hospital’s dementia trainers. Shalwin and Emma are tasked with rolling out training to all staff, particularly how communication and behaviours should be adapted when interacting with a person with dementia. They are helped by an army of dementia champions across the Trust – at least one in each ward or area.

Up-to-date dementia training is available for staff. Those who have minimal patient contact need to work through a level 1 booklet, just email dementia.trainer@ipswichhospital.nhs.uk for a copy. Staff with close patient contact can request team training for five or more members of staff.

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Forget you not
This blue forget-me-not symbol is used to indicate when a patient has dementia. Staff then know to use their specialist dementia communication and care skills. Our specialist dementia colleagues wear the symbol on their ID badge.

Alzheimer’s Society
The Alzheimer’s Society is hosting dementia drop-in sessions in our Carers’ Kitchen. A team from the Society offer support, information and advice in the kitchen (at the south end of the site) on the first and third Wednesday of each month – from 9.30 am to noon.

This is me
We encourage patients with dementia to keep a ‘This is me passport’. It features information such as hobbies and interests, what relaxes or worries them and communication, mobility and eating and drinking special needs. Carers can help fill them in and/or keep them safe. It helps GPs and community nurses as well as hospital staff.
Focus on our staff award winners

Every single hour of every single day, colleagues around the hospital are giving first class care – much of it unnoticed to the wider world. To make sure we do not forget our hospital heroes, each month we hand out a Shining Light award to colleagues who show extraordinary dedication or innovation. Here is a look at the winners since the last edition of Discover.

Volunteer hairdresser Margaret Pinkerton

Margaret is a volunteer hairdresser who pampers patients on wards with a wash and blow dry or new style. One ward colleague said: “It really gives patients a lift and helps to make them feel better. It’s great to see all their smiling faces and posh hairdos.”

Medical Records team leader Adam Davies

Adam’s role involves making sure all of a patient’s past medical history notes are in the hands of the doctor or clinical team where the patient is due for treatment. His nomination said: “No stone is left unturned when Adam is on the case.”

Macmillan skin cancer nurse specialist Rachel Alexander

Skin cancer care in our hospital is among the best in the country and the team says Rachel plays an integral role. Rachel acts as a key worker to patients. She also runs a support group (pictured right with her support group patients) and raises cancer awareness in the community, particularly in local schools. See page 6 for news on our skin cancer service.

New top positions announced at the Clinical Society

Hospital consultant gastroenterologist Monica Bose has been announced as secretary of the Ipswich and District Clinical Society. This autumn the Society entered a new term. Dr Bose will be working closely with the new president, Dr Owen Thurtle (a GP from Ipswich’s Ravenswood Surgery), who takes over from past president Winky Johal, a consultant obstetric gynaecologist at our hospital. The role of president alternates between a hospital consultant and a GP.

For further information, contact: Dr Walter Tobias, at Martlesham Heath Surgery, 23 The Square, Ipswich IP3 8SW. email walter_tobias@yahoo.com or call 07801 671144.

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High society: Hospital doctor Monica Bose (left) with Linda Devonish from biotechnology company Ipsen Limited which sponsored the recent Clinical Society meeting.

Behind the scenes with patient notes

Have you ever wondered how patient notes get from one department to another? Or why notes sometimes take longer than expected to arrive? Let Discover introduce you to the Medical Records team.

The team are the guardians of 400,000 sets of notes kept on site. And every week they are responsible for the safe delivery and storage of 5,500 notes needed for appointments, admissions and operations. The team works 24/7 so there’s cover for emergency patients.

Every patient has a six-digit hospital number and notes are stored numerically. If your number is 123456, it will be stored with all the others that end ‘56’ and then broken down even further to those which end 456 and then 3456 and so on. As notes are moved around the hospital for clinicians to use, all departments are responsible for booking them onto an electronic system. This means the notes should be easily located at the touch of a button – but it does not always happen.

Around 10% of notes are not where they are expected to be on first look. Most are easily tracked down by working back from where they were last seen. The team keeps on looking for notes and making a duplicate set is the last resort.

Phil Owens, service delivery manager, said: “I hope patients understand that if notes are temporarily missing it’s not that we don’t care, it’s that we can’t find them.”

“Logistically speaking in the hospital, I don’t think there’s anything that compares to getting notes across the site.”

Staff include the pre-filing team, the delivery team, the locating team, the emergency notes team, the library team and the scanning team.

Caroline said: “We’ve a very dedicated team here, and now they are all trained in all aspects of the medical records function. Everyone can do everyone’s role so we are able to cover when staff are on leave.”

Self scan

The hospital’s ambition is to move completely over to electronic patient notes – so a dedicated Scanning Bureau team is scanning thousands of pages every week. Since starting in November 2009, the team has scanned 4.5 million pages. The record week for scanning was in October this year when 56,000 pages were scanned.

Now, about 58,000 patients have complete electronic notes while 242,000 have some electronic information.

Take note!

- There are 63 colleagues in the team and 20 of them have worked in the department for more than 10 years.
- The main storage library is at the back of the site, opposite the Courtyard restaurant, but there are six other on-site storage areas including the Old Laundry where large notes are kept.
- Approximately 12,000 further sets of patient notes are stored in an off-site secure location (mostly deceased patients).
- For planned appointments and admissions, the team tries to deliver notes 24 hours ahead.
- Every year the hospital sees 55,500 inpatients, 124,000 outpatients and 17,500 admitted patients via emergencies – and they all need notes!
Inspectors praise care and compassion in new report

Our hospital has been given a clean bill of health by the Care Quality Commission, the national independent regulator of health and social care in England. A team of inspectors visited 13 wards and departments and interviewed dozens of staff and patients this summer. The inspectors found the hospital was meeting all its standards. These include privacy and dignity, nutrition, care and welfare of people who use services, cleanliness and infection control, supporting workers and quality. The Care Quality Commission (CQC) team noted areas of very good practice within the hospital including good communication between patients and doctors, and care and compassion from all staff towards patients and their families.

Satisfied patients: One patient questioned by the CQC said: “Staff are very accommodating and bend over backwards to help even when they are low in numbers.”

Passed the inspection: Our hospital is meeting all the essential standards of quality and safety inspected.

“It is a real team effort”

Cath Gorman, associate director of Nursing and Quality said: “The biggest credit of course goes to our frontline staff, not only nurses, doctors, therapists and health care assistants, but also porters, hostesses and cleaners – it is a real team effort.”

Last year the hospital received a report from the CQC which criticised care for older people. The hospital has since been working to put things right.

Keeping standards high

Senior nurse Sue Pettitt (right) is working with the clinical teams to make sure they continually monitor standards of care. The aim is to be proactive, picking up any areas where levels of care are dropping, rather than waiting and being reactive to a report like that from the CQC in 2011.

Every ward and department now assesses itself against the CQC strict standards every three months. Then, senior clinical colleagues carry out a ‘peer assessment’, asking exactly the same questions but using fresh eyes. Finally, external assessors are invited in by the hospital to visit and inspect the wards on an unannounced visit, just as a CQC inspection would be. At the most recent assessment in October, the key areas needing improvement were medicines management, staffing levels and documentation. However, they also found much good practice. Comments included “There was good evidence of kindness and caring attitudes to patients” and “more equipment is needed to enable staff to provide excellent care”.

Passed the inspection: Our hospital is meeting all the essential standards of quality and safety inspected.

Celebrate...

Good news stories from around the hospital

The Pain Management Service team (pictured here) has launched a new website. The website provides comprehensive information for patients about chronic pain, how it can be treated and managed, and informs patients about the hospital’s pain management service. Hospital staff and referrers may find it helpful to signpost patients to the site when they make a referral, or if their patients have specific questions about pain management.

See www.ipswichhospital.nhs.uk/chronicpainmanagement service

Our Speech and Language Therapy team has had a taste of patients’ medicine. The therapists have been understanding more about patient experience by drinking thickened liquids, eating a puréed diet and using communication aids – just as they would advise patients with swallowing and communication difficulties.

A group of Japanese student nurses visited our hospital to learn about English hospitals and the NHS. They visited the Emergency Department and Critical Care to see frontline care being delivered.

Clinical photographer Marcel Kok is hoping for a photo finish when he runs the London marathon next year. Marcel is busy training for the famous Virgin London Marathon to raise money for visually impaired children, and his training regime includes a series of gruelling mud races (see photo).

The winner of the ‘Photographs in Black and White’ staff photo competition is phlebotomist Joanne Jenkins. Here’s her photo of her cats Stig and Ella. Joanne wins a £15 book token.

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Happy birthday carers’ lifeline

The hospital’s Carers’ Kitchen has celebrated its first anniversary.

The brightly coloured kitchen based at the front of the hospital is the first of its kind in the country.

It’s a place carers can drop-in to take a break from the ward and find someone to talk to. It is run by Suffolk Family Carers and volunteers.

Sarah Higson, patient experience lead, said: “We’ve seen the numbers of people using the kitchen grow every month during its first year.

“We now have more volunteers providing support which means that the kitchen is open for longer.”

The East of England Co-operative Society supports the kitchen by paying for tea, coffee, milk and biscuits each week.

We care: The Carers’ Kitchen is a success story for the hospital, Suffolk Family Carers, the Co-op and volunteers to share.

Not often empty: The Carers’ Kitchen helps more than 40 carers every month.

Scan your memory back to the eighties

Fact!

What else happened in 1981?

• The first London marathon was held.
• UK pop group Bucks Fizz won the Eurovision Song Contest with ‘Making Your Mind Up’.
• Zara Phillips and Britney Spears were born.

Hospital news on the small screen

New screens are on display across the hospital to help keep patients and visitors up-to-date with key information.

The LED screens, launched by Ipswich MP Ben Gummer, have been placed in the hospital’s Emergency Department, Children’s Centre, Outpatient clinics and Cancer Centre.

Mike Meers, the hospital’s chief information officer, said: “We wanted to be able to give patients really useful information about appointments at the hospital, as well as letting people know who they should talk to if they are worried about their medication, or any aspect of their treatment and care.

“People coming to the hospital will also be able to see on the screens a new film about the work of the hospital, take part in surveys and find out more about volunteering.”

NHS TV: Here’s the banner at the north entrance to the hospital, Ipswich MP Ben Gummer, right of centre, said the banners were terrific for patients.

Send your items to Discover...

Meryem’s support for miscarriage mothers and families

Maternity senior theatre assistant Meryem Suhail has set up a support group for families affected by miscarriage.

Meryem volunteers as the local Miscarriage Association helper, meaning she mans a helpline and runs monthly support group meetings.

She realised further support was needed after doing a university assignment.

She said: “One in four pregnancies ends in miscarriage and a woman who has miscarried may not have time to understand and process what has happened before she is discharged from hospital.

“Just after I finished my research about what help is out there, I realised the benefits of ongoing support for women affected by miscarriage.”

The new support group, for Ipswich and east Suffolk, meets monthly at the hospital Parentcraft Rooms. There is an information display in the hospital’s Emergency Pregnancy Admission Unit where patients are given Meryem’s contact details.

Now working towards a foundation degree in healthcare practice, Meryem hopes to become an assistant practitioner in Theatres. She has worked in Blyth Theatres for six years.

Meryem can be contacted via the support helpline on 07905 001429. There is further help and support at www.miscarriageassociation.org.uk
Did you know that each ward and department has one or two nurses who link to Critical Care?
The Critical Care link nurse role involves attending link meetings and educating frontline colleagues on critical care issues.
Claire Gray, practice educator for Critical Care, said: “The link nurses’ role is highly valuable, without them it would be a near-impossible challenge to get all the information to the people who really need it.
“For example, the importance of fluid balance accuracy and vital signs monitoring, launches and awareness on policies, changes in the way we manage sick and deteriorating patients, and the recognition and treatment of sepsis.”
To find out who the link nurse is for your ward or area, ask your matron.

Spotlight on...

Critical Care Link Nurses

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.

Get thinking...

Fun sudoku

Teaser

Which single five-letter word can be added to B, J, T, D and M to make a series of six-letter words?
Answer at foot of page

The Ipswich Hospital NHS Trust

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