# ESNEFT life

Issue 5: Winter 2020/2021

The East Suffolk and North Essex NHS Foundation Trust (ESNEFT) Magazine





A new fast track referral service has launched at Ipswich Hospital to streamline cancer care.

The hub team registers all suspected cancer referrals and books in patients for their first appointments.

It provides GPs and patients with a single point of contact for all queries in relation to the GP referral for first appointment on a cancer pathway.

It helps to streamline the appointments system whilst bringing lpswich Hospital in line with Colchester, which has successfully operated a hub for around six years. To mirror the service in lpswich, the Colchester hub changed its name to the fast track referral hub.

Beth Melhuish, change manager for cancer and diagnostics at ESNEFT, said: "As well as ensuring referrals are processed as quickly as possible – which is vitally important in cancer care – the hub also makes it easier for patients to get in touch." Some of the Ipswich Hospital hub team are pictured above.

**New MRI scanner** 

A new MRI scanner at Ipswich Hospital will help improve patients' experiences when it's up and running in the new year.

The £800,000 scanner, which arrived at Ipswich at the end of November, will be able to offer quicker appointment times for patients, and enable them to be seen within the hospital, rather than a temporary scanner previously situated outside.



Belinda Ling, superintendent MRI radiographer, said: "It will also allow patients to view pictures and videos while having the MRI scan procedure and is particularly great for paediatrics and anxious patients."

The machine also has the ability to perform MRIs on patients with cardiac conditions, who currently have to travel to



Basildon or Papworth to have a scan. In time, it's hoped the new scanner will be able to perform these complex MRIs and remove the need for ESNEFT patients to travel.

As well as scanning people with issues relating to their heart, MRI scans are carried out on patients for a variety of reasons, from assessing tendon damage, looking at musculoskeletal conditions to scanning people with cancer.

Training and setting up the software for the scanner is already in progress, and it's hoped the machine will be up and running by the beginning of February 2021.

See the centre pages for more news about building developments at our hospitals.

Such a spectacle when

ESNEFT **life**...your magazine



**History made** 

Here's members of our Pharmacy team with the special delivery.

The moment the vaccines arrived!

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as teams give Coronavirus (COVID-19) vaccine

The Coronavirus (COVID-19) vaccine is here and Colchester Hospital was one of the first 50 hubs in the country to start giving the vaccine to those who need it most. Teams are working hard to bring the vaccine to Ipswich too. Here are some stories as we made history by introducing the vaccine



## **Raymond Wray**

Raymond Wray, from Clacton, was the first person to have the vaccination at Colchester Hospital. The 81-year-old is an outpatient and was due to have surgery but chose to postpone it until after Christmas. He was glad he made that decision though as it meant he was able to have his vaccine sooner.



## **John and Margaret Barrett**

Husband and wife John, 81, and Margaret, 80, Barrett, who are from Rowhedge, had the vaccine on the same day, and are looking forward to being able to see their children and six grandchildren again, who they have not been able to see face-to-face since February.



## **Dr Gerry Rayman**

Ipswich Hospital diabetes consultant Prof Gerry Rayman has safely received the first dose of the vaccine. He was offered it after being identified in the high risk category for COVID-19 due to his ethnicity and age.

Prof Rayman said: "This is a really advanced vaccine. It contains only a tiny bit of the mRNA of the virus so is far less likely to cause problems than the vaccines we currently use for other viral infection."



Pharmacy clinical quality practitioner Chinyere Agbugba-Ezebuiro was one of our first staff members to have the vaccine and said she "jumped at the chance".





It was a team effort to make sure we were ready for the vaccine. Colleagues across our organisation worked for weeks in the background and pulled out all the stops to make tight deadlines as day-one loomed. Thanks to everyone involved.

# What's the story behind drive-through swabbing?



# Having the test at the drive-through

Drive-through testing stations make sure no one with Coronavirus (COVID-19) enters Ipswich and Colchester hospitals unnecessarily.

Swabbing involves having a long cotton bud run around the back of your throat and then into your left nostril before putting it into a tube.

Sharon Austin, senior transformation lead, said: "Every site has three people – two swabbers and one bagger, who is also responsible for making sure all paperwork is completed."

Inpatient tests are taken by ward teams, and all test samples are collected by the microbiology team and taken back to the laboratory.



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# Analysing the test in the lab

Emma Whittaker, molecular biology lab manager, said: "Once the sample is received in the laboratory, the details are checked against those on the request form before being booked into the laboratory information system. The samples are unwrapped, decontaminated, and mixed so that any virus on the flocked swab is shaken off into the liquid. A portion of this liquid is then pipetted into a tube for testing on a PCR (polymerase chain reaction) analyser."

As Coronavirus (COVID-19) is transmitted through the air, it's considered a "high-risk pathogen" so has to go through highest level of containment in the lab to ensure everyone remains as safe as possible. Emma said:



Working at this level of safety takes concentration."



# The results

Staff are emailed their results and clinical teams liaise with patients about their results.

Sharon Austin added: "All the teams have worked tirelessly for months, and it's been hard at times. It's been wet and cold at the drive-through stations, and people are understandably worried about the test and the results. It's been difficult but everyone continues to work hard to keep testing".



As well as drive-through swab testing described here, our teams are introducing other types of Coronavirus (COVID-19) testing as technology develops.

- There's rapid testing which is not as sensitive as PCR swab testing, but results are faster
- Patient-facing staff have kits to nostril swab themselves at home and get results within minutes
- We are introducing LAMP testing which involves swabbing too, but uses different technology to get quicker results





# **Surgical robots**

When Patrick Murray's surgeon said his cancer operation could be carried out by a robot, it sounded like something from a sci-fi film. But he was more than happy for the cancer team at ESNEFT to use the state-of-the-art Davinci Xi surgical robot to remove a tumour that had grown in his colon.

Patrick (pictured right with hospital colleagues) is only one of a handful of our patients so far to have been operated on using the technology, and only needed to stay in Colchester Hospital for three days as the operation isn't invasive, with just four incisions made, a bit like keyhole surgery.

The 81-year-old said: "My recovery has been remarkable – I was walking on day one, climbing stairs on day two" and within two weeks he was walking an hour a day.

The robot is controlled by the surgeon, and in Patrick's case, it was Dr Subash Vasudevan (centre of picture, above right) who sits in the same room as the patient, looking through the eye piece of the machine at a console, and controlling the four

arms of the robot to move tissue or make cuts where necessary.

Dr Vasudevan said he prefers to use the robot because "it magnifies areas, such as nerves, and means you can be even more precise. It's also incredibly stable, so makes complex surgery easier and means the surgeon is less tired after a long operation".

Dr Vasudevan, the lead for Cancer at ESNEFT, said: "This is a real team effort. This has certainly boosted the morale of all staff involved and has shown ESNEFT's commitment to innovation, even during these difficult times."

My recovery has been remarkable – I was walking on day one"

Patient Patrick Murray

# Background Bob

Noah Jones, aka Background Bob, from Essex, started a lockdown art project with his dad. They posted online to ask if artists wanted to collaborate. Hundreds of artists responded and Noah designs the background for the artists to complete.

Now the pieces of art have been turned into a book, with 100% of sale profits going to our Colchester & Ipswich Hospitals Charity for the Colchester Hospital children's department. It is a thank you for the NHS care he received when he was younger, as Noah has hydrocephalus, epilepsy and cerebral palsy.



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# Going green

# We are committing to a wide range of eco-initiatives over the next three years in a new Green Plan.

All areas of the Trust are earmarked for improvements to help reduce the environmental impact; with travel, buildings, green spaces and how staff work among the list.

Part of the Green Plan is to encourage behaviour change among staff, with initiatives to help them become more environmentally friendly. Employees can already sign up for the Cycle Scheme, which offers reduced-cost bikes to ride to work. There will also be improvements to recycling, with additional bins installed across the sites, while the Trust has already signed up to an NHS pledge to reduce single use plastics.

Additional trees will be planted as part of the NHS Forest Project and the grounds maintenance teams will be highlighting fitness trails and measured walks around the hospital sites.

Changes to our buildings are also part of the plan, with outdated fluorescent lights being changed for more energy-efficient LED lights which will save more than £30,000 a year. Retrospectively fitting solar panels is also being explored and harvesting rainwater and surplus waste water to reuse is in the plan.

Sustainability champions are being recruited to help share the ways in which staff can help, and feedback or new ideas about how improvements can be made is being encouraged. If you have an eco-idea for us, email sustainability@esneft.nhs.uk



Trees have been planted at Colchester and Ipswich hospitals. An ornamental cherry blossom tree has been planted at both hospitals to help raise awareness of organ donation



A team is visiting Ipswich and Colchester hospitals every week to offer a drop-in bike maintenance check for hospital colleagues.



The lake at Colchester Hospital has been landscaped and relined. Tree roots were removed as well banks restored and fish given health checks.

# Their kindness meant the absolute world and made such a difference."

# Bob and Joan – husband and wife reunited story

The granddaughter of a couple who have barely spent a day apart during their 67 year marriage has thanked staff at ESNEFT for arranging daily visits between them while they were receiving care on separate hospital wards.

The granddaughter Bob and Joan Fisher were both admitted to of a couple who have barely Bob and Joan Fisher were both admitted to Colchester Hospital within three days of each other earlier in the year.

The pair, who have rarely been parted during their 73-year relationship, found the separation difficult to begin with. But when staff heard about the couple's plight, they sprung into action to reunite the duo as quickly as possible.

From that point onwards, staff took 92-year-old Bob to visit 88-year-old Joan every single day. The visits continued throughout their stay until both were transferred to Clacton Community Hospital the following month to continue their rehabilitation.

Lorraine Boggis, the couple's granddaughter, said that they "have barely spent a day apart in

their 73 years together, and wouldn't even go to the shops separately. They are together 24/7 so understandably found it hard when they were both admitted to hospital. The kindness of the staff meant the absolute world and made such a difference. They were both so worried about one another, but the visits gave them the opportunity to see that the other was OK. They were just so happy to be given the chance to spend time together."

Joan and Bob have since moved to a nursing home, where they still spend all their time together.

NB, Bob and Joan's stay in hospital was between wave one and two of Coronavirus (COVID-19) when visits like this were being safely managed by ward teams. There is now less movement of beds on our wards as we work further to stop the spread of the virus.

# Community IT upgrade

A major £1.25 million project which has seen IT support brought in-house and computer equipment upgraded to make life easier for colleagues working in the community is now complete.



The team from IT have spent six months setting up new telephone systems, networks and Wi-Fi at nine community sites before transferring 717 staff onto ESNEFT's IT systems.

The Care Coordination Centre has moved across to a new call centre platform, while 520 aging IT devices have been replaced with brand new laptops and PCs to allow colleagues in the community to work more flexibly. The changes

mean that staff can now log on more quickly and from any site, including patients' homes, and will receive dedicated support from our local IT team if necessary. Previously, IT support and equipment for community staff were provided by a London-based support unit.

Around £750,000 has been spent installing new networks, Wi-Fi and phone systems at Felixstowe, Aldeburgh and Hartismere hospitals, as well as Ipswich sites Bluebird Lodge, the Allington Clinic, Sandy Hill Lane, Walker Close, Stow Lodge and the Whitton Clinic. And £500,000 has been invested in new equipment.

# Macmillan family support workers

Our Macmillan
Family Support
service provides
expert emotional
and parenting
support for families
where a parent or
main caregiver has
been diagnosed
with cancer.

The Ipswich service has been established for many years and a new member of the team – Julie Eke – is now developing the service at the Colchester site. Julie (pictured right) works with Angelika Rohrig (left), who is based at Ipswich Hospital, and the two work closely together across both sites.

Angelika Rohrig, Macmillan family support worker for the service, said: "A cancer diagnosis is a challenging time for any patient, but especially for parents whose concerns for their child or children are massive. We can help and speak to the whole family and work directly with children, liaise with schools as well as run workshops for children and young people."





Staff can refer families to Angelika or Julie on the hospital Evolve system, or by contacting them directly. Angelika said: "We can work with families face to face, on the telephone or through virtual appointments. We work with the family throughout their treatment and beyond. People can often feel they're supposed to be OK after treatment, but it can be hard to adjust and many families struggle with the long term consequences of cancer. We do like to be there right at the start, at the point of diagnosis, so we can get to know the children and the family to offer the best support possible."

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# Developing buildings for better care

We are investing millions of pounds to create state-of-the art new buildings and departments where colleagues can deliver the best possible care. ESNEFT life looks at what's happening....

Plans for a new £5.3million state-of-theart Breast Care Centre at Ipswich Hospital have been revealed. The new centre will transform the experience patients have when they come to hospital by bringing all elements of breast care under one roof – the clinic, the imaging department and breast screening. It is being paid for by a partnership of NHS funding from ESNEFT and a fundraising appeal called the Blossom Appeal by Colchester & Ipswich Hospitals Charity. Visit the charity website to find out more.







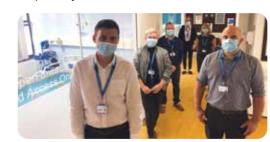
Plans have been submitted to transform the Children's Department at Ipswich Hospital. We hope the works will improve and transform patient experience and care for children and their families. Funds to make the new department a reality are being provided in partnership between ESNEFT and The Children's Appeal, which is being run by Colchester and Ipswich Hospitals Charity.

A new Acute Medical Same Day Emergency Care (AMSDEC) unit is being built at Ipswich Hospital. This new unit will help us better care for patients with problems such as chest infections or palpitations who need to be assessed and treated quickly, but without the need for a hospital stay. The AMSDEC unit is being built above the existing Emergency Assessment Unit (EAU). Colchester Hospital already has an AMSDEC unit up and running.



Work to create extra clinical space to care for patients at Colchester Hospital is underway. Existing administration areas will be converted into clinical space in both the Emergency Department and in Paediatrics. A canopy will also be put up outside the Urgent Treatment Centre to expand the waiting area so patients can maintain social distancing. Administration teams are being moved to new office areas.

Teams worked around the clock to build a brand new acute respiratory care unit at Ipswich Hospital. The unit has eight individual patient rooms, each with their own side room for donning and doffing of PPE and negative pressure environments. This is supporting our respiratory teams to give the best possible care to patients with Coronavirus (COVID-19) and other acute respiratory conditions.







Work to build a £7 million state-of-the-art specialist centre for diagnostic cardiac and radiology procedures is underway at Colchester Hospital.

Patients will be able to be treated more quickly in the new combined interventional radiology and cardiac angiography (IRCA) unit. Staff on the unit will be able to carry out a range of radiological procedures, usually involving the insertion of a needle, cannula, catheter or wire into a patient for diagnosis and/or treatment. This type of minimally invasive technique will reduce the level of risk to the patient, meaning they spend less time in hospital and can recover guicker. Work is due to finish in spring 2021.

We are investing £5.3million to build a new high volume molecular testing lab in the pathology department at Ipswich Hospital. This investment is a key part of our response to Coronavirus (COVID-19) and will expand our molecular diagnostic capacity. We know we will have to provide up to 3,500 Coronavirus (COVID-19) tests a day, and this new capacity will allow us to do it. We hope to see the new build complete early next year.

in Colchester for patients who need planned orthopaedic surgery such as hip and knee replacements. The new centre will mean fewer cancelled operations and shorter waiting times for patients in pain. The centre is due to open by 2024/25. Alongside the EOC are works to move the day surgery unit at Colchester Hospital into a space in the Elmstead unit.

# Managing through Coronavirus (COVID-19) with a team called Tactical

Throughout the pandemic the NHS has had to adapt. One key change at ESNEFT was the introduction of Tactical Teams. We look at how the teams were created and how they are working to help protect our patients and staff.

There have been many changes within the NHS because of Coronavirus (COVID-19). The pressure for frontline staff has been at times overwhelming, hundreds of colleagues adapted to work from home, and those at the helm of decision making have been facing challenges never faced before.

One new team that had to group together quickly to make sure decisions were made and rapidly implemented were the Colchester and Ipswich Tactical Teams.

With twice-daily meetings at the height of the pandemic, 'Tactical' as it is often called, is a group of key leaders who help to make and put in place quick decisions about how care is provided.

The Tactical teams include key operational colleagues, plus leaders from our clinical divisions and corporate services, including HR, Estates, Infection Control and Communications.

# But what does Tactical mean?

Tactical, or Tactical Command, is a government-led phrase used for the group of individuals in NHS organisations who meet to agree on decisions about beds, communication, changes to wards, how physical buildings are adapted and a range of other problems to solve during the pandemic.

For ESNEFT, there is a Tactical Team for Ipswich and east Suffolk, one for Colchester and they come together for a joint one. They meet regularly depending on the severity of the situation, but through the height of Coronavirus (COVID-19) meetings were twice a day.





Donna Bradbrook, pictured above right

Everything we did was led by the government. We had to implement the changes on a daily basis."

Anne M Centre a



Donna Bradbrook, general manager of the Ipswich Hospital Operations Centre and Tactical Team Member. Looking back at the first wave of the pandemic, she said:

Tactical was – and still is – essentially a group of key people who got together every day to go through the agenda and timescale of what needed to be resolved. The priorities changed daily. Data changed daily and we had to do exactly what we were told by the government.

"Having a Tactical team meant we had a clear structure of the way to work. We could get the results and manage what we needed to achieve – which all had to be done very quickly!

"We were discussing the Coronavirus (COVID-19) admissions, the impact on the Trust, medication, bed capacity, the effect on the buildings, our members of the older community, how existing patients needed to be treated. It went on and on. It didn't matter what area you worked in, it was about having a united focus."



Anne Morris is general manager at the Colchester Hospital Operations Centre and Tactical Team member. She said:

The teamwork was our biggest achievement. We learnt a lot between the hospitals and we made things happen incredibly quickly. Staff thought in a completely different way. When you look back it's hard not to say 'wow did we do all that in those time frames'."



First UK cases of Coronavirus (COVID-19) announced.



Pods for screening patients were set up at ESNEFT sites, so people who may have had Coronavirus (COVID-19) were tested outside and didn't enter the main hospital buildings.



First UK death due to Coronavirus (COVID-19) confirmed. The Government declared a national major incident.
Tactical teams were set up at ESNEFT.



Schools closed.



Prime Minister Boris Johnson declared a national lockdown



First Clap For Carers.



Non emergency operations postponed for the first time



The NHS COVID-19 app was launched, and the rule of 6 was introduced.



Lockdown two in England began until 2 December.



























# **Commendation stories**



## **Louie Horne**

Hundreds of international nurses are travelling thousands of miles to strengthen our NHS... What do they need when they get here? A supportive matron like Louie Horne.

Louie is a nurse from the Philippines who moved to England 20 years ago. Now she is a pillar of support to all the new international nurses joining Ipswich and Colchester hospitals.

We gave a Commendation staff award to Louie to say thanks for her dedication and kindness.

Louie is described by those she helps as 'ate' which means 'big sister' in Filipino. She was nominated by the new nurses who she supports here at ESNEFT, often in her free time.

Louie, a senior matron in our musculoskeletal team, has also played an instrumental role in our preparations and care during the Coronavirus (COVID-19) pandemic. Put simply, she's an NHS star.

# **Grace O'Mahony**

We all know dogs are a man's best friend. Now imagine being given the opportunity to see your best friend one last time before you die.

Imagine your hospital therapist caring so much, they arrange for your dog to visit you at hospital. And imagine that same NHS worker arranging for your dog to be re-homed, giving you peace of mind about your beloved pet before you die. Dog lovers, people lovers – meet Colchester Hospital occupational therapist Grace O'Mahony.

Grace knew her patient had no next of kin but was very close to his dog. Colchester Hospital has a peaceful time garden where patients at the end of their life can spend time with their loved ones. Grace arranged for the dog to visit the garden with the patient.

With help from another colleague, Grace was able to find a new home for the dog and she told the patient that the dog would be looked after, in a home with a garden and children to play with. The patient died shortly afterwards.







We must keep on protecting each other





FACE



STAY ALERT CONTROL THE VIRUS SAVE LIVES

Bite-size good news stories from around our Trust

## Midwife Ali Brett wins award

Specialist bereavement midwife Ali Brett helps families at the most difficult time - when a baby dies. The help and support Ali provides grieving women and their families at Ipswich Hospital is vital. The chief midwifery officer for England has thanked Ali with a national Excellence in Midwifery award for going 'over and above'.





# Community staff deliver PPE

Many community-based staff members have gone above and beyond their job roles during the Coronavirus (COVID-19) pandemic by delivering personal protective equipment (PPE) to where it is needed. Lots of vital PPE was delivered to Ipswich and Colchester hospitals and it was thanks to helpful and organised community staff that it reached colleagues in the community wherever they needed it.



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Patients and their friends and loved ones can call for help if they are worried about a patient's deteriorating condition in hospital. The Call 4 Concern telephone service is available for anyone receiving care at Ipswich or Colchester hospitals, and their families, who are concerned or feel "something isn't quite right". Family members, or the patient themselves, can ring the dedicated telephone number (details on our website). Once alerted, the Critical Care Outreach Team will visit the patient at their bedside, make assessments and speak to ward staff about the worries.

# Cancer care navigators

Patients receiving cancer treatment at ESNEFT are being offered extra help and practical support from diagnosis through to



discharge thanks to a new cancer care navigator service. The team is contacting patients with a new diagnosis of cancer to provide advice and signposting to support groups or other services to help them manage the practical, emotional and financial challenges they may face.

The team will get in touch with patients every three months to offer further advice as their needs change and will also be on hand to answer any questions they may have.

## Teenage volunteer in Grounds team

Having been treated for type 1 diabetes since the age of two, Jack Dawson is familiar with trips to Ipswich Hospital. But in addition to his regular hospital visits, the 18-year-old decided to become a volunteer so he can give something back. He's been helping out with the gardens and grounds so visitors, staff and patients have relaxing areas to go while at the hospital.





Here's Colchester Hospital porter Andre Besant with a new electric bike which is being used to transport specimens, waste and small equipment. It is for the Portering team for short journeys, such as to the Oaks hospital and the microbiology building, and has been funded by Colchester Borough Council thanks to an energy saving grant.



## Learning news skills in lockdown

A team of healthcare assistants put lockdown time to good use by learning new clinical skills. Twelve colleagues who work in the Outpatient clinics at Ipswich Hospital found time to study during the height of the pandemic while clinics were scaled back. Most of the 12 were also redeployed to other jobs in the hospital. Each completed the NHS Care Certificate – a national qualification with extra learning on basic life support, health and safety, equality and diversity, safeguarding children and adults, privacy and dignity and fluids and nutrition. Here are some of the upskilled HCAs with nursing colleagues who supported them.

# Audio Faith Cubes

Here is chaplain Keith Ponsford with audio faith cubes, now available to patients. The cubes can be used to listen to the bible and other religious texts and prayers.



# Joint replacement surgery

New figures show patients having joint replacement surgery at Ipswich and Colchester hospitals receive some of the safest and best care in the country. Data published by the National Joint Registry shows Ipswich Hospital performed better than expected for hip and knee revisions for all operations carried out in the last ten years, while Colchester Hospital performed better than expected for knee revisions. In addition, Ipswich is the only hospital in the country to record better than expected outcomes in all four hip and knee revision categories measured by the registry, which include operations carried out in the last ten years and those taking place in the last five years.



# **Marathon story**

Simon Gallo, 61, took on his 27th marathon and 25th consecutive London Marathon in 2020. However, it wasn't like any marathon he has ever done before.

Simon was still recovering from Coronavirus (COVID-19). He was feeling better, but was still short of breath, and had no taste or smell.

For the first time, the London Marathon was ran virtually with the 45,000 runners taking part on courses up and down the country, and across the world.

Not only that, but Simon had developed a rare autoimmune condition which had caused damage to part of his leg and meant he was "way out of shape" and "less fit than ever". That didn't stop him though. Simon ran the 26.2 miles and he chose the site of lpswich Hospital to do it.

He ran the marathon in scrubs to raise money for Colchester & Ipswich Hospitals Charity and said it was "in recognition of the fantastic treatment I have received (and continue to receive) from the NHS and Ipswich Hospital".

Colchester & Ipswich Hospitals Charity raises money to improve facilities, fund new equipment, provide additional services, support staff development and initiate local medical research and innovative projects.

Simon's marathon raised more than £1,000 for the charity's COVID-19 Staff Wellbeing Appeal. Senior fundraising manager



Angie Tillett said: "We are honoured that Simon picked Ipswich Hospital as the venue of his 2020 marathon. He was clearly still in discomfort, but giving up was never an option. What a trooper!"

If you're as inspired as us, contact the charity team for help with your own fundraising ideas.

Charity@esneft.nhs.uk or 0300 770 1369



# We were in the pink for Organ Donation Week

Our specialist organ donation teams are asking everyone to talk to their friends and families about their wishes for their organs when they die. The law changed this year to an 'opt out' of organ donation system to help to save more lives. The pink buildings, lit up for a week, were our way of showing our hospital communities the importance of organ donation.







To contact the team behind this magazine, please email **communications@esneft.nhs.uk** or call **01473 704372**.



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