

Autumn 2016

# aspire

Our magazine for staff and members



In this issue: Spotlight on Quality Improvement



**Aileen McLeish**

Chairman

**Suzanne Rankin**

Chief Executive

# Welcome to Aspire

As we move through autumn, the temperature drops and the nights draw in, we are starting to think ahead to winter.

We've spoken a lot recently about the pressures we are facing in emergency care, and as the 'front door' of St. Peter's Hospital, much of this pressure is felt in A&E. Providing safe, good care for our patients is our priority and we've made some positive changes in the department recently, improving our four hour A&E target performance. As winter approaches, however, we know there will be increased demand on our services and it's really important we do everything we can now to plan ahead. We have just begun a programme of reconfiguration in our A&E department, to expand and better organise the different areas. The first step is the expansion of our Clinical Decisions Unit by six bed spaces. Read all about this and other future plans in A&E on page 6.

We had some great news in September when we found out that we have been shortlisted in the 'Provider Trust of the Year' category of the 2016 HSJ Awards. We were also really pleased to learn that our close colleagues at North West Surrey Clinical Commissioning Group were shortlisted for an award in the 'CCG of the Year' category. This is a good reflection of all the positive work taking place in partnership throughout the healthcare system in North West Surrey. The winners will be announced at an awards ceremony on 23rd November - so good luck to everyone involved and watch this space!

It was also good to see our hospitals featured so prominently in the prestigious annual Parliamentary Review (healthcare edition) - again,

along with our colleagues at North West Surrey Clinical Commissioning Group. The article was an opportunity to highlight many of our achievements, particularly around our quality improvement strategy.

On the theme of partnership working you can read an update on Surrey Heartlands - the five year sustainability and transformation plan for our local healthcare system - on the opposite page. This project is gaining pace and presenting interesting ideas and opportunities for the future.

We'd also like to highlight our recent success in securing the Surrey Integrated Musculoskeletal Service (iMSK) contract in August, which means we are now the lead provider of this service in Surrey. The new service launched on the 1st of October and you can read more about it on page 7.

Looking to the future, we've also had some recent changes to our Board and would like to warmly welcome our new Non-Executive Directors - whom you can meet on page 4. They bring a wealth of experience and skills with them and we look forward to working with them.

Governor elections are currently taking place and some of our existing governors have decided not to stand. Among these we would particularly like to thank David Frank, Lead and Public Governor for Surrey Heath, who is stepping down after six years of service. David has been instrumental in the development of the Council of Governors since its inception in December 2010 and has been a pleasure to work with.

## In this edition:



### Spotlight on ...

In this issue, we take a look at what our Quality Improvement Team are up to.

► Pages 12, and 13

Our plans for reconfiguring our Emergency Department

► Page 6

### Members' Matters

Read an interesting report of our recent Members 'Diet and Nutrition' Event by Governor Steve McCarthy

► Page 8

Front Cover: One of our Surgical Teams at ASPH.

# The Sustainability and Transformation Plan (STP)

*A five year plan to improve local health and care services across the area known as Surrey Heartlands*

Ashford and St. Peter's is part of a new partnership - Surrey Heartlands - which is bringing together clinicians and other health and care staff, alongside patients, their carers and families and members of the public, to think through how we can transform services so residents have access to the very best care and treatments, working together in a new and exciting way.

Surrey Heartlands covers the central and western parts of Surrey; those areas currently looked after by Surrey Downs, North West Surrey and Guildford and Waverley Clinical Commissioning Groups (see map to the right). It includes all three CCGs, Ashford and St. Peter's Hospitals, Epsom Hospital, Royal Surrey County Hospital, Surrey and Borders Mental Health Trust, Virgin Care, Central Surrey Health, South East Coast Ambulance Trust and Surrey County Council.

## Background

In December 2015, the Government asked local health and care organisations to work together across larger areas to plan services over the next five years and deliver the NHS vision (known as the Five Year Forward View). These *Sustainability and Transformation Plans* are expected to be ambitious, improving services for local residents to offer the very best care and treatments, and importantly making sure they are sustainable over time. The NHS is subject to considerable challenge - both financial but also in terms of recruitment, increasing demand and rising costs and we know the system has to change.

## What has happened so far?

The organisations within Surrey Heartlands have been working together to develop their plan, focussing on six key clinical areas, which represent high patient volumes and those where we know there is more work to do:

- Urgent and emergency care
- Mental health
- Women and children's services
- Cardiovascular services
- Musculoskeletal services
- Cancer

We are still in the early stages of our thinking with



no firm plans agreed. This autumn the organisations involved will start wider engagement with local residents, building on previous work we have been doing to make sure local people have an opportunity to shape the overall plan.

This includes four key themes:

- Creation of a Surrey Heartlands clinical academy where clinicians can work together and agree common standards - so all local residents have access to the same, high quality standards of care.
- To promote self-care and encourage and support residents to take more responsibility for their own health.
- To improve the way we provide services – with more care in the community, and single centres for some of the most specialist hospital services (creating expertise and improving outcomes)
- Working as one – moving towards one overall plan and budget for the Surrey Heartlands area.

More information can be found at [www.surreyheartlands.uk](http://www.surreyheartlands.uk).

# Meet our new Non-Executive Directors

Six new Non-Executive Directors have been appointed to the Board of Ashford and St. Peter's Hospitals NHS Foundation Trust. They are replacing long-serving directors who are retiring over the course of this year and next.

Trust Chairman, Aileen McLeish said: "We are lucky to have had a very stable Board for a long time and would like to thank all of our long-standing Non-Executive Directors who have been with us for many years, but are standing down this year and next. We are extremely grateful to them for all their hard work and expertise over a long period. Their input has been invaluable in helping us to build the Trust into a well performing, effective and highly-regarded healthcare provider."

"Looking to the future, we have been very lucky to recruit six new excellent Non-Executive Directors, whom we are delighted to welcome to the Trust and will ensure continuity for our Board. They bring a wide range of knowledge and experience that will be invaluable in times of rising demand for our services, when we will need to be making the best and most efficient use of all our available resources."



**Dr Mike Baxter**

Currently in practice as a private physician, diabetologist and endocrinologist at the Runnymede Hospital, Mike possesses a long and successful track record at ASPH as a previous Medical Director and Deputy Chief Executive.



**Chris Ketley**

Appointed in July 2016, Chris has amassed significant senior management experience in a variety of sectors including banking, private healthcare, energy and media, with a particular focus on digital marketing and transformation.



**Professor Hilary McCallion**

A former Director of Nursing in a Mental Health Foundation Trust. Hilary currently works as a Healthcare Consultant providing standards of service reviews, design, investigation and transformation to support healthcare organisations.



**Keith Malcouronne**

Keith has a background in consultancy with KPMG, specialising in audit and corporate finance internationally. Since then he has developed experience as a Public Sector / NGO Non-Executive Director.



**Neil Hayward**

Neil Hayward has held Board and Executive level appointments for over 20 years, in both the public and private sectors, in the UK and globally.



**Meyrick Vevers**

Meyrick has a significant CFO and Commercial Director background across multiple industries including telecoms, professional services, FMCG & film / TV.

**Changes at Ashford Health Centre** – North West Surrey Clinical Commissioning Group has recently consulted on the future of the registered GP list at Ashford Health Centre (which is located at Ashford Hospital) as the contract for the service is due to expire at the end of March 2017 (and for legal reasons can't be extended as is). Following the 10 week consultation and consideration of all the evidence, the CCG's Primary Care Commissioning Committee unanimously agreed to allow the contract to expire. This means that by 31 March 2017 Ashford Health Centre's GP service will be closed. The CCG is now supporting patients to register at alternative local practices. Please note the Walk-In-Centre service at Ashford Health Centre will remain and will be a nurse-led service running from 8am – 8pm. For more information see [www.nwsurreyccg.nhs.uk](http://www.nwsurreyccg.nhs.uk) or call 01372 232463.



*The VTE team with colleagues from NHS England*

## ASPH now a NHS England Exemplar Centre

**We are delighted that Ashford and St. Peter's has been awarded Venous Thromboembolism (VTE) Exemplar Centre Status by NHS England. This is a huge achievement as it recognises our commitment to patient safety and VTE prevention at the Trust.**

Initial feedback from the NHS England panel was great and particularly highlighted our 'impressive governance processes, extensive VTE training and education plan, excellent use of marketing, branding and creativity to bring VTE to life.' They went on to say

how VTE Prevention Nurse Specialist, Rebecca Bushby's extraordinary enthusiasm and passion for bringing VTE to the forefront is both inspiring and exciting.

Chief Executive Suzanne Rankin, commented, "I am absolutely delighted with the VTE team's huge achievement and recognition for all of their amazing work, in being accredited as an Exemplar Centre by NHS England – just fabulous!"

*Below: Clinical Fellow (Cornea), Francesco Sabatino and Consultant Ophthalmologist, Mr Vinod Gangwani*

## Innovative eye procedure launched

**Our Ophthalmology team has started a new service, known as 'Corneal Cross-linking'. The procedure is used to treat a relatively rare condition called Keratoconus, which leads to progressive bulging and thinning of the cornea and ultimately to a deterioration in vision.**

In the early stages, keratoconus can be managed with special contact lenses or glasses, but in advanced cases a corneal transplant may be required, which comes with associated risks and complications. The new Cross-linking procedure is designed to stop the condition worsening, by strengthening the cornea, preventing further bulging or thinning and therefore further loss of vision, and is effective in nine out of ten patients.

It involves numbing the eye with drops and removing the top layer of the cornea (the epithelium). Riboflavin (vitamin B12) drops are then applied to the eye and exposed to ultra-violet light – this causes a chemical reaction which leads to the formation of bonds

between the collagen molecules in the cornea. This clever 'cross-linking' reaction is how the cornea is strengthened.



The Trust has been able to fund the new service through the use of hospital charitable funds. Clinical Lead for Ophthalmology, Miss Heidi Chittenden, said: "This is a welcome development for our service and our younger adult patients, who now have an alternative to a corneal transplant by halting the progress of this condition. On behalf of all the Ophthalmology team, I would like to thank everyone – patients, their families, friends and the local community – who have donated to the Ashford and St. Peter's Hospital's charitable funds and enabled this to happen."

# A&E Reconfiguration

Our Emergency Department (ED), like many others across the country, is under increasing pressure. When the unit at St Peter's was built some years ago it was expected to cater for around 180 patients per day with 45 ambulance attendances. Today we are seeing around 300 patients per day with 95 ambulances attending.

We have a long-term plan to increase the size and capacity of the ED, tied into our overall ten-year plan for the St. Peter's Hospital site. At the heart of this is a necessity to improve the flow of emergency patients throughout our hospitals and most importantly, to provide them with a better experience whilst under our care.

The first step of our improvement programme has been the establishment of our Urgent Care Centre (UCC) opposite the main ED. This has been set up in order to reduce crowding in the main department and, by seeing the less sick patients who attend, it ensures that the very sick and/or injured patients in the main department receive the highest attention. The UCC now sees about 100 self-referring patients a day, with additional renovations to the unit completed last month that include an expanded, comfortable air conditioned waiting area for patients.

The next step is to create more room within the main Emergency Department itself. This is split into separate care areas for our patients.

**Resus** – the resuscitation room will be expanded from four to six bays. This receives our most critically ill and/or injured patients.

**Pitstop** – this is where our patients who have been brought in by ambulance come to be assessed, ready to be seen by Senior doctors and nurses. It is currently located at the back of the department, meaning ambulance crews have to walk through the whole of the ED to get to it. With the reconfiguration, Pitstop will be moved to the front of the department to ease flow and will become a nine bay unit.



**Clinical Decision Unit (CDU)** – this is for patients needing further observation and treatment. Patients can stay overnight if necessary before a decision on whether to admit or discharge them is taken. This area is currently a single six bedded bay, which is not only too small but also creates problems in providing single sex accommodation. The new unit, which will incorporate the space of the old Pitstop and the former Multi-Faith Centre - which has been relocated - will deliver 12 beds - six female and six male.

**Majors Cubicles** – this is the main part of the emergency department where most patients are seen. The current area is being knocked through to make an open plan space which will allow better trolley movements and increased visibility for staff of all the patients, while preserving their privacy.

We hope these works will be completed by the end of the year, and we will make every effort to minimise disruption throughout this period. However we would ask staff and patients to bear with us during this time. If you would like to discuss these plans further with one of the team, please contact Rick Strang, Associate Director of Operations (Emergency Care) or Helen Lawrence, Emergency Department Matron.



## Surrey Integrated Musculoskeletal Service

Following our successful bid at the beginning of August to be the lead provider for the Surrey Integrated Musculoskeletal Service (iMSK), we are pleased to announce that the new service is up and running having been launched on the 1st October.

For those of you not familiar with the term, musculoskeletal services relate to the parts of the body that give people the ability to move. Conditions that might need treating are pain in the body's joints, ligaments, muscles, nerves, tendons and structures that support the limbs, neck and back; so things like arthritis, back pain and osteoporosis, all of which can have a tremendous influence on someone's quality of life.

We have called our service an 'integrated service' to reflect the way individual services need to work together to make sure that our patients receive all the care they need, in a joined up way, without having to take themselves from service to service.

### The benefits for patients

Our service includes a comprehensive range of complementary disciplines including orthopaedics,

podiatry, orthotics, rheumatology, chronic pain services, occupational therapy and musculoskeletal physiotherapy. These services are delivered by a wide range of professionals, all working together. These include: orthopaedic surgeons, extended scope practitioners, physiotherapists, other manual therapists, rheumatologists, pain management specialists, podiatrists and psychologists.

There will also be more focus on supporting patients in understanding their condition / what's causing their pain or discomfort, whilst encouraging them to take more responsibility for their condition where that's appropriate - for example, for someone experiencing knee pain, a course of physiotherapy or encouragement to lose weight might be the appropriate solution, rather than automatically considering them for surgery.

You will find lots of information on our website - [www.surreyimsk.com](http://www.surreyimsk.com) - about the services we offer, our teams of highly trained professional staff as well as lots of information on self-care and exercises you can try at home (following advice from your clinician).

# Governor Article: Diet and Nutrition Talk



Governor Steve McCarthy reports on our latest members' event on Diet and Nutrition.

Trust Members enjoyed an excellent afternoon in early September with a set of talks covering the popular subject of diet and nutrition.

The talks were given by members of the Dietetics team at Ashford and St Peter's, comprising 25 dietitians and led by Liz Hedges. Liz started the presentations with a talk on 'Introducing Dietetics' and she also summed up at the end. Three of her colleagues, Vanessa Ridland, Julie Fleming and Laura Clancy, respectively talked about 'Nutrition in the News', 'Sugar and Fats - Good or Bad?' and 'Dementia Prevention through Diet'.

The topics covered had been guided by feedback from members of the things they would like to hear about. The talks covered a very wide range of topics, with something of interest for everyone. All present probably picked up some useful advice which may change their eating habits for the better, together with useful handouts to take away. Among many things we learnt about were:

- Florence Nightingale's influence on hospital food;

- the difference between dietitians and nutritionists;
- the value of polyphenols and anti-oxidants;
- why not to believe many things you read in newspapers about 'superfoods' and advice from so-called 'dietary experts';
- why lard is not as bad as you think it is;
- the importance of a balanced diet to guard against the diseases of old age;
- why for most people if you have a good diet vitamin supplements are unnecessary.

The big message that came out was that everyone should eat a balanced set of foodstuffs similar to the so called 'Mediterranean diet'. This was brilliantly summarised on the colourful single sheet, 'Eatwell Guide', which was available to take away and also emailed out after the talk.

A very big thank you to all the presenters who made this a very engaging and illustrative set of talks together with the excellent Q&A session at the end.

## Constituency Changes

In June the Council of Governors and Board of Directors took the decision to increase our boundaries, to reflect the number of patients from outside our "catchment" area who are receiving treatment at the Trust.

Previously our catchment only included **some** of the wards in the boroughs of Elmbridge, Hounslow, Richmond-upon-Thames, Windsor and Maidenhead, Surrey Heath and Guildford. Now, **all** wards from these boroughs are included, together with all wards in Runnymede, Spelthorne and Woking as previously.

We would encourage you to spread the word among your friends and family and remind them that they can become a member of more than one NHS Foundation Trust.

Further information can be found on our website at: [www.ashfordstpeters.nhs.uk/members](http://www.ashfordstpeters.nhs.uk/members).



# Members' Update

## Meet our New Appointed Governors

We welcomed three new Appointed Governors who recently joined the Trust at the beginning of the summer. Here they tell us why they are excited to be taking on these new roles at Ashford and St. Peter's Hospitals.



**David Bittleston - Appointed Governor from Woking Borough Council**

I have little experience of the health service or hospitals, but I have worked in a number of large organisations and I understand the business of communication, so hopefully I will bring some of my skills to help improve what so far appears to be a brilliant organisation.



**Prof Jill Shawe - Appointed Governor from University of Surrey**

I am honoured to take on the role of governor at this challenging time of STP development. Coming from the Faculty of Health and Medical Sciences, I bring an educational and research perspective and can contribute to workforce education and training issues and evidenced based quality healthcare. I value the opportunity to engage with the Executive Board and other Governors representing their localities in order to ensure high quality care and sustain positive patient experience at ASPH.

### **Cllr Mark Maddox, Appointed Governor for Runnymede Borough**

**Council** is our third appointed governor and we will be hearing from him in our next edition.

**Governor Judith Moore (pictured on the left) who is also the Chair of the Transplant Group, was out and about during Organ Donation Week in September - urging Surrey residents to help 'turn an end into a beginning'.**



Every day across the UK, around three people who could have benefited from a transplant die because there aren't enough organ donors, and currently, in Surrey around 87 people are on the active waiting list for a transplant. With small numbers of people dying in the right circumstances to become an organ donor and with so many adults and children in need of a transplant, it is vital that no opportunity for someone to become a donor is missed.

Jacqueline Rolf Specialist nurse in Organ Donation at St. Peter's Hospital said: "We're delighted by the number of lives saved or improved by the generosity of donors and their families at our hospital over the past five years. Life-saving transplants are only possible if people are willing to be donors and we are extremely grateful to the 17 people from Surrey who helped to give a new beginning to people across the UK. Their families should be very proud that they agreed to donation going ahead and we hope that others will be inspired to talk about organ donation and to share their decision with their relatives."

Start a conversation today and help turn an end into a beginning. Join the NHS Organ Donor Register and make sure you tell your friends and family your decision. Visit [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk) or call 0300 123 23 23. Share your decision with your friends, using #YesIDonate

## Dates for your Diary

### Members' Events:

24 November 4 - 6pm

Stroke Services – Education Centre, Ashford Hospital

8 Feb 2017 2.30 – 4.30 pm.

Research and Development – Postgraduate Education Centre, St Peter's Hospital

### Council of Governors:

5 December 4 – 6 pm, Chertsey House, St Peter's Hospital

### Trust Board:

27 October 11.15 – 1.30 pm, Chertsey House, St Peter's Hospital

24 November 11.15 – 1.30 Room 3, Education Centre, Ashford

Papers are available a week in advance via the Trust website.

# Members' Election Update



Anu Sehdev, Membership and Engagement Manager

Since the last edition of *Aspire* we have been holding our elections and below I have an update for you all.

## Uncontested Elections

The following Governor Positions were uncontested.

| Constituency   | Update   |
|--|--|
| Surrey Heath   | John David Collins will begin his Governor role on 1 December 2016.  |
| Nursing and Midwifery  | Sue Harris retains the role of Staff Governor. Sue will begin her final 3 year term on 1 December 2016.                      |
| Hospital Volunteers  | Richard Docketty retains the role of Staff Governor. Richard will begin his second 3 year term on 1 December 2016.           |
| Allied Health Professionals, Healthcare Scientists and Healthcare Assistants | Matt Stevenson, Clinical Specialist Physiotherapist in Occupational Health, will begin his Governor role on 1 December 2016. |

Congratulations to John, Sue, Richard and Matt!!

### Who to contact:

For more information, or if you are interested in becoming a member, please visit the Membership pages on our website or call Anu Sehdev, Membership and Engagement Manager on 01932 722063.

Membership is completely free!

10 Autumn 2016

## Your vote counts!

I wanted to remind you that elections are now underway and if you reside in Elmbridge, Hounslow, Richmond upon Thames, Spelthorne, Woking and Guildford you would have by now received a ballot paper and instructions on how to vote. If you are a member of staff, elections are also underway in the category of ancillary/administrative/clerical/managerial.

So please take a minute or two to vote - it is important that you have a say on who represents you as your Governor. **Voting closes at noon on 10 November 2016.**

## We say a fond farewell to Governor David Frank

We would like to take this opportunity to thank David Frank for his commitment to the role of Lead and Public Governor for Surrey Heath over the past six years. David took the decision not to stand in elections this year and will be stepping down from his role on 30 November 2016.



David has been instrumental in the development of the Council of Governors since its inception in December 2010 and has managed to ensure every Governor on the Council has had a "voice" so they could fulfil the Council's principal remit of holding the non-executive directors, individually and collectively, to account for the performance of the board of directors. We would also like to thank Sam Lamb, Paul Darling-Wills, Michael Smith, Hugh Meeres and Ann Gallagher, who have all stood down in the last few months.



## Welcoming our new doctors

Over the summer, almost 160 junior doctors have joined our hospitals. This includes almost 100 doctors who are in their first (Foundation Year 1) or second (Foundation Year 2) year of training after completing medical school.

They will complete a one year programme of three rotations, across a variety of departments, including:

- medicine
- surgery
- A&E
- intensive care
- paediatrics
- maternity
- anaesthetics
- radiology
- psychiatry.



In addition, around 60 other doctors will join as GP and Specialty Trainees – having completed their Foundation programme and to gain more experience in their chosen speciality.

Dr Peter Martin, Consultant Neonatal Paediatrician and

Head of Postgraduate Education, said: "We'd like to extend a warm welcome to all of our new doctors. We know it is a steep learning curve, especially for our FY1 doctors who have just finished university. We have an excellent Postgraduate centre at the Trust and a great team of colleagues to help and support our new recruits."

Dr Martin explains that the junior doctors at Ashford and St Peter's Hospitals are recruited through the South Thames Foundation School, which is fed by some top universities and medical schools, such as Kings College London and St. George's University of London.

He adds: "We have more F1 and F2 posts than any other local hospital Trust and are a popular choice because of the excellent teaching opportunities offered and convenient location of both hospital sites, being close to London."

*Pictured above: New Foundation Year 1 doctors (from left to right) Jasmine Arnold, Laura Fisher, Jessica Banks and Jack Goodall.*

# Spotlight on...Quality Improvement



In this issue of *Aspire* we caught up with **Mark Hinchcliffe, Programme Office Manager**, (pictured above right) to talk about the work our **Quality Improvement team** do.

At ASPH we are aiming to have a culture of 'curiosity and creativity' that is fair, open and supportive. One of the ways we are creating this culture is to have an approach to quality improvement that develops capacity and capability for individuals and teams to lead and make improvements for themselves.

The programme management team are here to support all the quality improvement activities in the Trust, however large or small and, although we are a small team, we have a large skill set that we can use to help colleagues get projects underway.

We work closely with clinical teams and with the Trust leadership teams to support and facilitate improvement projects that are focussed on some of our biggest challenges; quality, safety, efficiency and patient experience. But we also help with coaching and improving the way teams work together to achieve common goals.

We provide training and support with problem solving for teams and individuals, and we are here to help anyone in the organisation to make changes through our 'Be the Change' programme.

We are really lucky to work in a caring and compassionate organisation and our approach to quality improvement reflects and harnesses these strengths. We have great support from the leadership team who are keen to encourage experimentation and innovation to deliver better care and patient experience. Last year we agreed a strategy for quality improvement, which describes how we would work with teams to be creative, innovative and find ways to improve their services.

Our aims are:

- 1 - To continually improve the care given to our patients
- 2 - To contribute to an organisational culture of 'curiosity and creativity'
- 3 - To strengthen teams and build collective leadership for improvement

We recently appointed Dr Keefai Yeong as the Trust's first Clinical Lead for Quality Improvement. Most people will know the role Keefai has played in recent years in leading the Doctors Advancing Patient Safety (DAPS Global) programme and in supporting quality and patient safety projects across the organisation. We are really pleased that he will be joining the team to provide strong clinical leadership to QI projects, programmes and other patient safety initiatives.

*Above from left to Right: Sally Greensmith, Ria Wright, Katherine Gumbs, Rebecca Matthews, Gillian Nelson and Mark Hinchcliffe.*

# How small steps lead to big changes

## Case Study - Improving Surgical Clerking Documentation

Surgical clerking, is the primary documentation taken on first contact with a patient by our surgical team. It is a vital source of information in ascertaining the presenting condition and a patient's history. During the summer of 2016 some of our junior doctors working within surgery at ASPH noticed that there was a great deal of variation between the quality and comprehensive nature of surgical clerking, as there was no standardised layout or structure to guide the doctor as to all the necessary documentation.



The team decided to pilot the introduction of a standardised form which would be simple and logical to follow and brightly coloured to be easily identified. Since re-auditing, the improvements to the documentation has been 100%. Along with feedback from colleagues that the proforma helped focus junior doctors' clerking, it ensured all the information was in one place, and was being used widely with our surgical teams. Since August 2016, this has been routinely used for clerking of surgical patients and has become accepted practice by all juniors, for all patients. It is strongly supported and championed by both consultant and nursing staff. Re-audit is planned to take place October 2016.



## Case Study - ED Assembly

Another initiative to come out of the 'Be the Change' programme is the Emergency Department Assembly. Dr Asim Nayeem, (pictured right) one of our ED Consultants - who has also just been shortlisted for a 'WOW' award 2016 in the category of 'Supporting the Front Line' - is passionate about Quality Improvement. He wanted to create a culture of 'curiosity, creativity and inclusiveness' to bring about positive changes within our ED. With the help of the team, he came up with the idea to hold a weekly ED Assembly, a meeting with the aim to discuss innovation and change in the department. The meeting is open to all, and held regularly. The ED Assembly has been so successful it has been rolled across the Trust with several areas/departments adopting this idea, including Paediatrics and the Acute Medical Unit (AMU).



## Submit your ideas

If you are a member of staff and have an idea for an improvement that you would like some support with, or if you have a problem and would like to talk through how you could get started – just get in touch. **Go to our quality improvement microsite – [www.bethechangeasph.com](http://www.bethechangeasph.com) –** which provides helpful tools and resources to get started with improvement. Or you can download our mobile app, which is a great way for staff to access all they need to help them with improvement projects.

## Staff Training

There are a number of ways that staff can access training to improve their own skills in making changes:

### Quality Improvement in Action

### Foundations of Quality Improvement

### The IHI Open School

For more information about any of these courses and to attend, please visit our website or contact: [bethechange@asph.nhs.uk](mailto:bethechange@asph.nhs.uk).

## The Patient Safety Team



## Learning from Incidents at ASPH

We want to encourage an open culture of reporting and learning from incidents that occur within the Trust. In order to do this, we use a risk management software system called Datix - which enables staff to record any concerns that they have regarding patient care or their working environment.

Our aim is to increase reporting rates in order to help us to identify any worrying themes and trends. The Patient Safety Team recently produced a video to explain the incident reporting process, and encourage

staff to use Datix to highlight concerning issues. Check it out on the Patient Safety section of Trustnet and also follow the team on Twitter @ptsafetyASPH.

A recent survey also highlighted that staff would be keen to receive more feedback once an incident has been reported and we are working on better ways to share learning. Anonymised investigation reports are now available on Trustnet - in order to disseminate wider learning and we are also currently working on ways to improve individual feedback.

## Chief Executive's Sounding Board

The Chief Executive's Sounding Board is a series of meetings open to all members of staff on a rotational basis. The meetings typically run once a month and Suzanne likes to bring issues/ideas to discuss from her Exec Board for staff opinion and discussion. Equally, they are meetings for staff to bring any queries/points that they feel would benefit from being discussed with Suzanne and various other staff who will be present.

The last Sounding Board meeting took place in September and Suzanne chose the topic of Quality Improvement (QI) to be discussed. She wanted to know if any colleagues present had been part of any QI projects, or had any ideas they wanted to highlight to her. One of the ideas (amongst many) was put forward by a nurse on Falcon Ward, who suggested all wards should have a 'red phone' - one that only doctors can ring once they have been bleeped. This idea is now with the 'Be The Change' team and is just about to be launched! If you would like to attend this meeting then please contact [heather.bixley@asph.nhs.uk](mailto:heather.bixley@asph.nhs.uk). All are welcome.

# 60 Seconds with ....

Each week, we interview a member of staff for our daily staff email bulletin.

Here are two "60 Seconds with" so that you can get an insight into two connected parts of the hospital.



Angelo Phowon  
Patient Service Manager  
OCS

**Q1. What is your role and when did you start at Ashford and St Peter's?**

I am Patient Service Manager and I came in 1979.

**Q2. Tell us briefly about yourself**

I met my wife Yvonne in the hospital. We have three children and one grandchild.

**Q3. What do you love about the NHS?**

It has always been a friendly environment.

**Q4. What was your first job in the NHS?**

Apprentice Chef.

**Q5. What is your greatest achievement?**

I was named Employee of the Year for OCS.

**Q6. What makes you smile?**

Talking to patients and seeing how much they enjoy their food.



Nina Cron

Specialist Nurse, Nutrition Support

**Q1. What is your role and when did you start at Ashford and St Peter's?**

Specialist Nurse, Nutrition Support. I started in July 2013.

**Q2. Tell us briefly about yourself**

I am married - no children but 10 nieces and nephews.

**Q3. What do you love about the NHS?**

The amazing difference it can make to so many people.

**Q4. What was your first job in the NHS?**

Staff Nurse on the Urology and Vascular Ward at The Royal Surrey County Hospital.

**Q5. What is your greatest achievement?**

Finishing the London Marathon in 2006 - I still wonder how I did it.

**Q6. What makes you smile?**

Simple pleasures - like a great sunrise or spending time with family and friends.



## 'Lunch4Life' fighting breast cancer

Members of the committee and supporters of the Trust 'Lunch4Life', recently visited to present a cheque for £1860 to Consultant Breast Surgeon, Mr Tayo Johnson – raised by committee member Jane Gales after she requested donations to the charity instead of presents for her 50th birthday. This is just one of many generous donations the fundraising group have given to our breast service over the years. Established in 2007 by Lorna Ponti, who was diagnosed and treated for breast cancer herself in 2005, Lunch4Life aims to raise awareness of the disease and funds towards the purchase of new, state-of-the-art equipment.

"Sadly, breast cancer still kills more women under the age of 50 than any other disease", said Lorna. "Being told I had breast cancer back in 2005 was a dreadful shock but I feel lucky that my cancer was discovered and treated. It was an incredibly hard journey, but of course, worthwhile. All too many women discover their cancer too late because they don't check for symptoms, ignore them or are too scared to seek help.

" This year will be the 10th anniversary of Lunch4Life and the committee have again held their annual ball

at the Wentworth Club. Money raised at the event will go towards the purchase of a new Hologic Tomosynthesis 3D Mammogram machine. Mr Johnson said, "I'd like to thank all of the Lunch4Life team for their unwavering and generous support over the years. This new machine will make a big difference to our breast patients and I really hope we can raise as much money as possible towards it."



*Trust Chairman, Aileen McLeish, Consultant Breast Surgeon, Mr Tayo Johnson, Lunch4Life Committee Members, Mary Mitchell (back row), Lorna Ponti, Jane Gales and Zara Redhead*

**Preparing for Winter** Yes, it's that time again and while the Trust is making it's preparations, we are urging local residents to do the same: By following the guide below, we can all have a safer winter.

Don't forget, your pharmacist is a great source of advice for medicines.

|                                      |  |   |
|--------------------------------------|--|---|
| The sorts of symptoms you might have | Headache, cold flu, nausea, diarrhoea, sore throat | <p><b>Self-care</b></p> <p>Many common illnesses can be treated at home with over-the-counter medicines, plenty of rest and regular fluids. Keep your medicine cabinet well stocked.</p> <p><b>NHS Direct</b></p> <p>Visit <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a> or call <b>0845 46 47</b> for advice about your symptoms and details of local health services, including GPs, walk-in centres and pharmacies.</p> <p><b>Pharmacist</b></p> <p>Ask your pharmacist for advice on the best medicines and treatments for minor ailments. NHS Direct has details of your local late night pharmacy.</p> |
|                                      | Medical examinations, advice and prescriptions     | <p><b>GP</b></p> <p>Contact your GP surgery for routine doctors appointments. An out-of-hours GP service is available when your surgery is closed. NHS Direct can help you with this.</p>   |
|                                      | Cuts, sprains, strains, minor burns, stings        | <p><b>NHS walk-in centre or GP-led health centre</b></p> <p>Walk In centres are located in Woking, Weybridge and Ashford and no appointment is usually necessary. Contact details and opening hours can be found on the next page.</p> <p><b>Minor injuries units and urgent care or treatment centres</b></p> <p>The closest minor injuries units are at Heatherwood Hospital in Ascot and Queen Mary's Hospital in Roehampton. Contact NHS Direct for more details.</p>   |
|                                      | Serious injury, Life threatening conditions        | <p><b>A&amp;E or 999</b></p> <p>In an emergency or if you are seriously ill call 999 or go to A&amp;E. <b>Please only use these services if you really need them.</b></p>   |

### Catch up with the Trust on Social Media

For up to date news and information about Ashford and St Peter's Hospitals, follow us on Twitter



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