New Special Care Baby Unit at St. Peter’s

The neonatal team at St. Peter’s recently celebrated the opening of a new 9 bed Special Care Unit (SCU).

The new SCU is replacing the old 6 bed transitional care unit and will be part of, and managed by, the Neonatal Intensive Care Unit (NICU).

The SCU aims to keep mother and baby together when the baby needs extra special care, for example when the baby is premature, needs monitoring, and/or requires IV fluids.

Preventing separation of the mother and baby allows for quicker bonding, less anxiety, and establishes feeding faster.

Subsequently this promotes earlier discharge, so less time is spent in hospital. It also prevents unnecessary admissions to the NICU.

The new SCU has 6 beds for transitional care, 3 beds for special care babies and a treatment room for ward attendees where babies’ blood tests and doctor’s reviews can take place.

The extra 3 beds for special care babies will release cot space on NICU for sicker babies.

The new Special Care Unit is located on the first floor of Abbey Wing in the Joan Booker Ward and will be staffed by neonatal nurses, including Lead Nurse, Sister Therese Nursey.

Admissions to the new unit can be made either directly after delivery or for babies who have previously received care in NICU and are nearly ready for discharge.

Date of formal opening to be confirmed...WATCH THIS SPACE!

From L-R: Senior Nurse Louise Hall, Senior Nurse Rebecca Parson, Matron Audrey Elmore (who has now left) and Sister Therese Nursey.

New Special Care Baby Unit at St. Peter’s

Catherine Casewell - British Dietetic Association Roll of Honour 2011

Currently on maternity leave, Catherine has been named in the British Dietetic Association Roll of Honour for 2011.

Catherine received the honour in recognition of her outstanding personal contribution.

The time and effort she puts in is above and beyond what is normally expected of standard member contributions to committees or groups.

Catherine was also chair of the BDA Paediatric Specialist Group for two years.

Now we are on Twitter please send any ideas of what we can Tweet directly to our new Communications Officer, Laura Jones.

She can be contacted on ext.2409 or laura.jones@asph.nhs.uk. Let the tweeting commence!
The Appointments Centre for Ashford & St Peter’s is based on the second floor of Ashford Hospital, next to the Minerva Centre, and has been located here for over four years. It is the first port of call for making new patient appointments for 450 clinics, with staff taking on average 400 calls a day.

After merging with St Peter’s in September 2001, the Appointments Centre has seen expansion into a variety of new services. One recent development is the new appointment confirmation service, launched on Monday 15 August, which is supplied by Chronos 360.

An automated telephone reminder is sent to patients seven days before their hospital appointment in the hope to reduce DNA (Did Not Attend) rates and ensure that all available appointment slots are filled.

The team at the Appointments Centre, officially the Appointments and Registration Department, are responsible for booking new appointments with clinics across both hospital sites in a target-driven environment. Contact is made by both telephone and letters. They do not book clinics for some departments, such as Paediatrics, because they have their own booking systems in place. In addition, they reschedule Trust clinic templates, make appointments for Outreach Clinics across Surrey and Middlesex, manage the online Choose and Book system, work closely with the Patients Pathway team, and more!

There are approximately 20 team members when fully staffed, many of whom have been working in the department for over 10 years. The Appointments Centre always needs to be open and is always very busy, so staff are very important. Luckily, all employees at Ashford enjoy their job and the flexible working hours on offer. They have great working relationships with each other, as well as the many secretaries and service managers they speak to on a regular basis, and have all been on customer care courses. Resultantly, they never fail to meet their targets. The Appointments Centre consists of the Green Team - Medicine appointments, the Yellow Team - Specialist Surgery appointments, and the Red Team - Cancer and Surgery appointments. Our Red Team have a “two week rule” policy to adhere to when booking appointments. There is also a dedicated fax machine for cancer patients, with urgent appointment requests going on the Trust’s cancer tracker.

Future plans for the Appointments Centre include outsourcing their mail. They are currently conducting a pilot study with a virtual printing company, Synertec, who provide better quality printing and can resolve formatting issues experienced with some departments, e.g. Ophthalmology. If all goes well then the aim is to push this out to all specialities.
MEETING THE QUEEN AT THE ROYAL GARDEN PARTY

A&E Nurse Patricia Miles and guests were invited to attend the Royal Garden Party this summer, after being put forward for nomination along with others from Foundation Trusts across the country.

To Patricia’s delight she was successful and was selected to attend. Patricia said, “I felt privileged to be nominated to attend the Queen’s Garden Party, after working in the Trust for 36 years…”

Approximately 8,000 guests attend each Garden Party. The Queen and The Duke of Edinburgh, accompanied by other members of the Royal Family, enter the garden at 16:00, when the National Anthem is played by one of the two military bands who play music throughout the afternoon.

“...We all managed to speak to Prince Philip, who was intrigued by what had happened to my husband prior to going to the Palace; he fractured his ankle 10 days before the event and was wheelchair bound. As a result we were directed to a different entrance with no queue and we were allowed into the gardens before the other guests entered. We even met the Queen! thanks to my daughter who had the courage to ask.”

People from all walks of life are invited on the recommendation of a number of national organisations and generally are those who’ve made a valuable contribution.

Patricia and her family had a lovely time and it will be a day they’ll never forget.

Submit your story!

If you have a story for Aspire please contact Laura Jones, Communications Officer, on ext.2409 or via Trust email.

MEDICAL HIGH DEPENDENCY UNIT ARE THIS MONTH’S WINNER FOR PATIENT CARE

The Medical High Dependency Unit (MHDU) at St. Peter’s are the proud recipients of the Chief Nurse’s monthly award for the best improvements in patient care.

The award is made following analysis of the monthly ward indicator reports and Your Feedback forms from patients, and is an important part of our overall work to improve patient experience.

Well done to all the staff on MHDU!
WELCOME TO...

STEWEPN HEPWORTH
Associate Director of Business Development

CLAIRE BRAITHWAITE
Associate Director for Performance Improvement

LAURA JONES
Communications Officer and Editor of Aspire!

BLEEPER’S CUP WINNER

Well done to Dr Keeley Alce, an F1 doctor from the Respiratory Team, who won the Bleepers cup in August. Keeley answered her bleep in a speedy 2 seconds and her prize was a bottle of wine presented by Dr Clive Grundy.

Arabis Design & Print
Onsite Studio

Arabis works in partnership with the Trust’s Communications Department and is based next to the facilities offices on the St Peter’s site.

Arabis can print anything - big or small (leaflets, posters, booklets.) They are also familiar with the patient information templates, so contact either Richard or Lisa on ext.2194. Alternatively, please email them: arabis@asph.nhs.uk

They offer competitive prices and can accommodate short print runs, which most high street printers are not able to do.

ONE OF OUR VOLUNTEERS HAS TURNED 90

Marion Dorrell, who works voluntarily at the Atrium Café at Ashford Hospital, recently celebrated her 90th Birthday.

Marion turned 90 years young on Monday 29 July and had a lovely day.

Congratulations to her from everyone at Ashford and St Peter’s Hospitals.