The Trust’s Cardiology Department have recently received a ‘Silver Award’ for being the first UK centre to register over 100 active users on the Biotronik Home Monitoring system for pacemaker and ICD patients.

The team was presented with the award at St Peter’s on Friday 21st October. Ian Clement, Lead Cardiac Physiologist, commented: “This service we run with the manufacturer Biotronik is currently at 138 patients – we only need 150 for the Gold Award.” In August 2010, just 80 patients were using the service. Ian’s pro-active recommendations of Home Monitoring to patients with Biotronik pacemakers and defibrillators means remote detection of atrial fibrillation can take place before the patient really notices.

Ian was also joined by a delegation from the Trust to present on Home Monitoring to over 100 attendees in a symposium at the 2011 Heart Rhythm Congress in early October.

New patient reminder service a success

Missed appointments in Outpatients has reduced to 7.9% - over 30% less than last year, thanks to this new reminder service.

The Trust has received lots of great feedback. One patient said: “I’ve never had a phone call to remind me before - that’s a really good idea.” Another benefit is avoiding unnecessary delays to patient care.

The service also offers patients the chance to easily re-arrange or cancel their appointment.

Most money spent on tobacco goes to the tax man or big tobacco companies! Why not keep that money for yourself and your family?

Three ways to quit...

Option 1: Weekly Clinic at Ashford Health Centre, Tuesdays 1-2pm. Expert advice and meet others trying to quit smoking.

Option 2: Drop in Clinic at St Peter’s Hospital Outpatient Department, Mondays 5.30-7pm. For those who are short on time and want one to one support from a specialist advisor.

Option 3: Telephone support and advice from a specialist advisor, Monday-Thursday 5-7.30pm.

Call us on 0845 602 3608
Earlier this year Customer Affairs and Quality merged to form our new Quality Department, aimed at bringing a sharper focus on improving patient experience and greater divisional accountability.

The revised approach to quality and safety places much more responsibility on doctors and nurses who have contact with patients everyday, rather than issues being handled at a corporate level. New Associate Director for Quality, Heather Caudle explains: “This is a real culture change, but a very important one, putting our front-line staff back into the driving seat where they can make the most difference and respond more directly to what patients are telling us.”

Quality’s overall vision is to:
- create a culture that is more directly responsive to patient feedback and involvement;
- create stronger links with our Council of Governors; and
- generate greater transparency.

One of the biggest changes is the creation of our new Patient Experience Team. Currently led by Jill Down, the team brings Complaints and PALS together (under new Patient Experience Manager Sal Maughan) and aims to resolve issues at an earlier stage. And, although corporate complaints is still a patient’s first port of call, the handling of individual complaints and the responses are now down to the relevant divisions, giving greater emphasis on divisional accountability and problem solving.

The Patient Experience team also includes a Patient Experience Project lead (Lynn Robinson) who is promoting the Living our Values programme, using real patient stories and emotions to help staff understand the impact they can have on how patients feel. Our Patient Safety Team, led by Marty Williams, deals with clinical and non-clinical risks, with a big focus on how we learn from incidents, claims and risks at all levels of the Trust. The team has expertise in a variety of areas including manual handling, root cause analysis, litigation, coroner’s investigations and NHSLA standards.

The other key team is Clinical Effectiveness, led by Ann Spiropoulos, responsible for all aspects of clinical audit and who play a key role in collating our patient feedback forms. The whole department is supported by an excellent and well experienced admin team.

Heather is the Associate Director of Quality. She is passionate about patient experience and believes quality should be promoted by all.

A Trinidadian with two sons, Heather has been in the NHS for more than 15 years, with time as a nurse & psychotherapist.

She will concentrate on working in partnership with doctors, nurses and allied health professionals to take ownership of the quality of care that patients receive.

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Retirement of Professor Britton

28 years on, Professor Mark Britton is retiring to pursue his other interests and to spend time with his family.

Mark Britton, aka “The Prof”, is a Respiratory Consultant and was Medical Director at the Trust from ’93-’96. He was also Chairman of the British Lung Foundation (BLF) from ’99-’06.

Reflecting back, Mark said: “I have many fond memories at St Peter’s, but 1992 was a particularly special year as we launched the fundraising campaign for St Peter’s first CT scanner. We raised £1million in just over 18 months…the scanner is still in use today.”

Bright Spark

Mike Carpenter returned from a year’s sabbatical in August after completing his masters degree in Musculoskeletal Physiotherapy.

He passed with a distinction and the team are very proud of him.

Catering Update

We are now part-way through our tendering process for a new catering contract to cover all our patient food, staff and visitor food and our retail outlets. Bringing all the catering and retail services into one new contract gives us a great opportunity to make significant improvements to the quality of these services, and to patient food in particular.

We are now considering the detailed plans from the companies who are tendering, and around 30 members of staff (including Governors, our Employee Partnership Forum, medical, nursing and dietetic staff) and patients recently came together to hear presentations from the final three.

There are some really interesting options and the feedback was very positive and will contribute to the final recommendation. This will be made by the Catering Steering Group (which includes staff and patients) and we should hear the final result early next year. The new contract is expected to start on 1st April 2012.

New Staff Physiotherapy Service

Do you know about our new Physiotherapy service in Occupational Health?

We have been running a new physiotherapy service for staff since May. Available via the Trust’s Occupational Health department, the new service gives staff easy access to assessment and treatment, including a weekly drop-in clinic. Employees now have the opportunity to take responsibility for their own health without taking time off work.

The service, devised and run by Clinical Specialist Physiotherapist Jonathan Sheppard, offers a clear benefit to staff with 60% using the service saying they are more active as a result.

Pip Watson, Quality Team Administrator at St Peter’s: “It’s not just one session – and thanks for attending – but ongoing appointments as necessary…Thank you.”

Rebecca Clarke, Medical Support Worker at Ashford: “Jonathan was very informative and helpful in the rehabilitation of my foot…it now feels stronger than ever. I also recommended this service to a colleague suffering from back pain. She was seen inside a week and already feels an improvement.”

Pancreatic Cancer Awareness Month

Help stop this silent killer.

Some sad facts:

• 3% survival rate
• 5th most common cause of cancer death in the UK, yet it receives only 1% of overall research funding
• 90% of patients are diagnosed too late for potentially life saving surgery

Don’t just think…act!

Patients first • Personal responsibility • Passion for excellence • Pride in our team
Promotions

Anu Sehdev
Membership Manager

Gabriel Ganancia
Housekeeping Coordinator

...and also Clare Bates who is now Junior Sister in A&E

Breast Cancer Awareness Week Update

Total money raised = £1300

This will be donated between Breast Cancer Care, Cancer Research and Breakthrough Breast Cancer.

Submit your story!

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

Movember

Twas the month to grow a tash in aid of men’s health.

This worldwide campaign sees both men and women adorning a moustache to raise money for prostate and testicular cancer.

At ASPH, 13 members of staff signed up to support this worthy cause, including consultant anaesthetists, trainees and others from Theatres.

You can follow the progress made by these ‘real men’ and show your support by donating via the following link: www.mobro.com/asph. So far they have raised over £1200.

Some background info on Movember:

- Founded in Melbourne, Australia in 2003.
- The campaign has inspired more than 1.1 million participants so far.
- In 2010, over 111,825 Mo Bros and Mo Sisters raised £11.7 million in the UK and £48.7 million globally.

If you have walked through Theatres you may have witnessed a change.

Before...

L to R: Sam Bampoe, Martin Raymond, Mike Jordan, David Robinson and Tom D'Souza.

...After

Back L to R: Jeremy Fernandez, Mike Jordan, Richard Wooley. Front L to R: Mark Lindsay, David Robinson and Martin Raymond.

KINGFISHER

Chief Nurse’s Ward of the Month

Kingfisher were presented with the monthly award that recognises the best improvements in patient care by Deputy Chief Nurse Vanessa Avlonitis.

Please remember to let the Press Office know whether you require more or less copies of Aspire by calling ext.2163. Ask for Sheila.