
Aspire

Winter 2018



Our magazine for staff and members



Staff Achievement Awards 2018

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A new estates plan to transform the Trust

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PM hands award to our Doctor

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CQC report



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Page 9: Leigh Hughes (left) and Sarah Tyerman (right) with Victoria Derbyshire at the Staff Achievement Awards

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Front Cover:

Toks Ogunbanjo (Chief Pharmacist) gets a selfie with Victoria Derbyshire at the Staff Achievement Awards.

Andy Field
Chairman

Suzanne Rankin
Chief Executive



Staff recognition

Recognition can be a very powerful way of demonstrating the value colleagues bring and to gather us together around a shared vision or goal.

The Staff Achievement Awards are always the highlight of the ASPH calendar and a superb occasion to take some time out and appreciate everything colleagues do day-in day-out, for patients, their teams and each other. We hosted an afternoon tea for about 300 colleagues and took the opportunity to celebrate with the Long Service Award winners for their amazing commitment and service to the Trust.

ASPH teams have also had award-success outside the Trust with several teams winning national awards one of which was awarded on behalf of The Sun newspaper by the Prime Minister, Theresa May to Dr Peter Reynolds. This recognition of the quality of care provided to patients is very important as it showcases our teams to the outside world and provides confidence and reassurance on the quality of care Team ASPH seeks to deliver to each and every patient.

To enable Team ASPH to deliver the very best quality of care they need to be operating within an enabling environment and infrastructure. To that end we are embarking on a very ambitious

transformation plan which will play a major role in the development of 21st century urgent and emergency care, team wellbeing facilities and enhanced patient parking and retail services. We have recently been granted planning permission that will allow us to sell some of the estate to help fund some of the new developments.

Our new Team Member of the Month has launched with the first winners being announced. We hope that this new online scheme will encourage and empower colleagues to continue the hard work that already takes place.

We would like to take this opportunity to thank colleagues for their hard work and continued support from members during 2018. Your dedication and help has been superb.

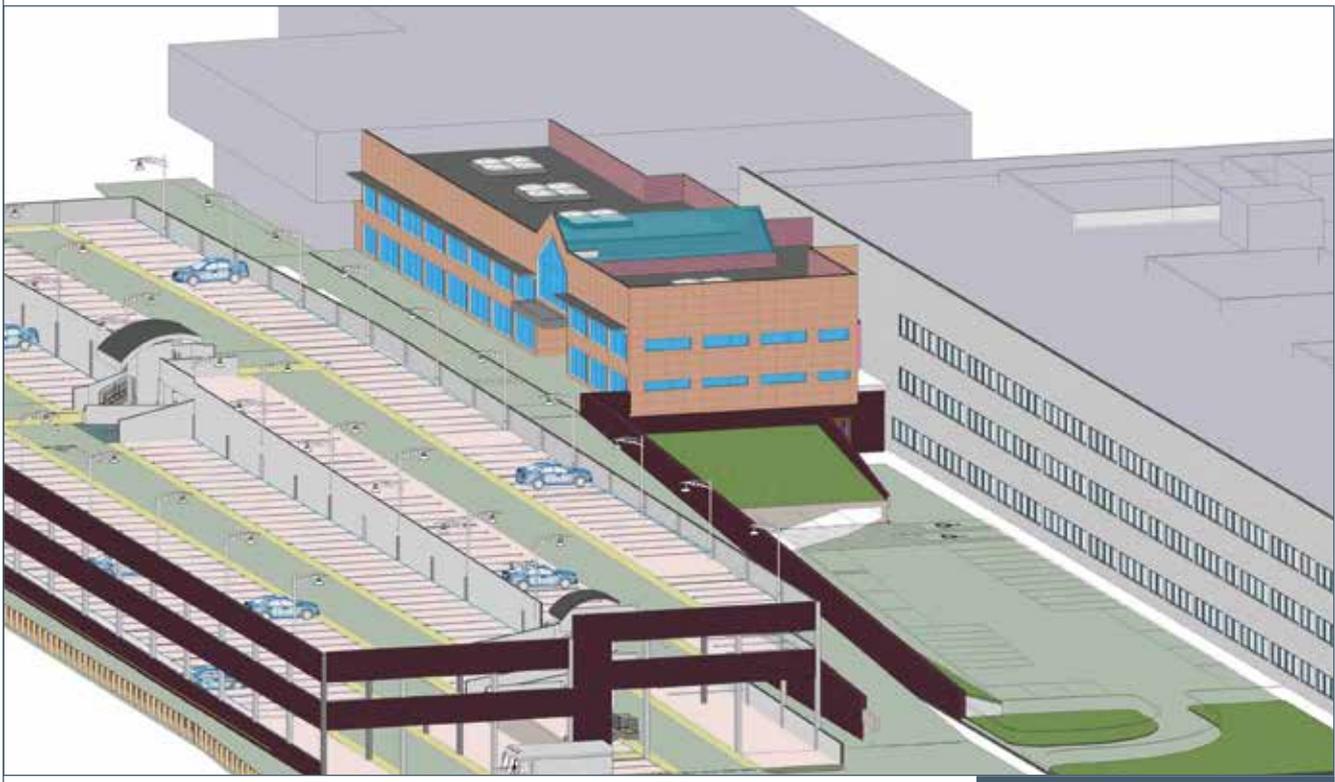
Wishing you and your family the very best time over the festive season. ■■■

Suzanne Rankin

Andy Field

ASPH Transformation programme

Ashford and St Peter's Hospitals (ASPH) is embarking on one of the biggest regeneration and rejuvenation projects ever seen at the Trust. This extensive investment programme will enable us to deploy 21st century technology and healthcare to develop services for patients.



Runnymede Borough Council has recently given the go-ahead for the redevelopment of surplus land at St Peter's Hospital, Chertsey in a decision that will pave the way for major healthcare improvements for Surrey.

ASPH and Surrey and Borders Partnership NHS Foundation Trusts will now sell an area of surplus land on the west side of the St Peter's site and all the revenue from the

sale of the land will directly benefit the public; funding healthcare improvements and providing new keyworker accommodation. This will include:

- New urgent and emergency care facilities integrated with a large assessment unit, delivering 21st century healthcare
- Improved mental health facilities

- A new main entrance to the hospital
- A new multi-storey car park
- 147 modern and affordable flats on site for doctors, nurses and other keyworkers, helping the Trusts to attract and retain the best staff – an increase of over 80 bedrooms
- A new staff and visitor restaurant and shop.



The proposed front and aerial view of A&E

The application includes proposals for 328 new open market homes on the West Site, including family houses, smaller homes and a 116-apartment retirement village. The new homes, along with the affordable keyworker accommodation, will make an important contribution to solving the borough's housing shortage.

Following a full Transport Impact Assessment provided by the Trusts, Highways England is now satisfied that the development will not have an impact on Junction 11 of the M25 and consequently has removed its objection. Surrey County Council is working with the Trusts to improve bus services for staff between the hospital site and Ashford, Chertsey, Staines and Woking. The details of this will be agreed as part of a Section 106 Planning Obligations Agreement.



For St Peter's the main entrance will house a new restaurant, shop and coffee outlet and a planned three-storey block containing our Urgent Treatment Centre as well as assessment and clinical wards will be located on the Rowley Bristow car park. We are also planning a new Team ASPH wellbeing centre for staff that will include "chill out" and relaxation areas and exercise facilities.

Construction of a staff and visitor multi-deck car park will help address one of the biggest issues the Trust faces. The multi-deck car park will be at the main entrance to the hospital and a new car park will be located near the front of St Peter's A&E. ■■■

A day in their shoes

Shadowing Junior Doctor Joy Brockbank in A&E on her nightshift

*By Heather Bixley
Staff Engagement Officer*

In Their Shoes – the Trust’s fantastic opportunity for all staff to be able to shadow other colleagues within the Trust. This is my story.

Not so long ago I was in a meeting and Suzanne Rankin mentioned a book called “This is going to Hurt” written by Adam Kay about his time as a junior doctor. After reading it I was so filled with admiration and respect for all junior doctors that I decided to shadow one on a night shift in A&E. All I knew about A&E was their rounders team is pretty good!

My expectations of the evening were pretty “bloody and gory” and I would probably feel pretty knackered by the time I went home but no more than bad jetlag. I thought the staff would probably be stressed and tired, working hard with little chat between themselves and the tea room would be either empty or have sleeping bodies in there.

How wrong I was...

All day I was so excited and bored my colleagues to tears in the office with what I was going to do that night. At 9.30pm I left home in the dark and the rain to drive here. All of a sudden I felt nervous, scared, worried, what would I see, how would the staff treat me, how does the doctor really feel about having me there.

I shouldn’t have worried.

I met Dr Joy in A&E reception at 10pm promptly on the night as she had asked. There she was, dressed in green, happy as anything to see me.

After briefly introducing me to some staff on duty we set off to start the night. Our first patient had a bad oozing leg and I resisted the urge to embarrass myself. I witnessed the doctor carefully examining, asking questions, searching for what else was going on. To my horror she beckoned me to take a look at the oozing leg and never once saying “eeewww”. Dr Joy never faltered. She was incredibly kind, showed empathy and always always completely non-judgemental. I can’t tell you the things that were running through my mind. This doctor was touching the bad leg yet I could barely look at it. Not many could do that?

Next patient up was a man with heart pains and off we went to meet him and his wife. She said that they had been married for 52 years, such a lovely couple. He was 88 years old yet when we met him you could tell this was

someone who was young at heart, who clearly looked after himself and kept healthy, he and his wife looked more like in their 60’s than 80’s. Thankfully after a stay of six hours with careful monitoring and tests he was able to go home. The night didn’t drag on and the cases continued with normal regularity.

I was feeling great, thinking I had been doing well keeping up with my Dr Joy but was very aware she hadn’t had a break! All of a sudden at 5.20am it just hit me, I felt completely drained. She kindly sent me off to the tea room where I sipped on a coffee wondering how on earth I was going to finish the shift at 8am with her. She then came in to grab some food quickly. Her break was 20 minutes throughout her entire shift. Whilst I was in the tea room I chatted to nursing staff who told me about our “regulars”, some of them were weekly visitors, some challenging regulars and some lonely ones. I went home early not because I am weak but I was tired. Properly tired.

Dr Joy and I parted with a hug and an apology for what she thought might have had been a slightly

quieter than normal shift but as I walked to my car I realised she was so wrong.

I had learnt an astonishing amount from her and the things she did astounded me. She taught me about compassion and patience while not judging. She was so thorough with every patient she treated. She asked questions, taking her time, never making them feel rushed, explaining why they would have to wait, telling me “patients will accept waiting if they know why they are waiting”. At times she checked things with her seniors, always with good humour – though her singing didn’t do a lot for her!

Whilst I was there I also learnt that A&E has many units within a little world of its own. I consider myself to be a good, compassionate person with a kind heart but I can be judgmental and I wouldn’t have the patience that these doctors and nurses have or the tolerance.

The entire staff on shift that night kept in good humour yet were professional at all times. They made the time go a bit quicker with their passing chat and quips. I didn’t see stress I saw professionalism. I saw calmness and patience on a level I couldn’t even begin to explain. I saw a fantastic team.

This is a BIG thank you to all those clinical colleagues who work through the night. I can honestly say I don’t know how you do



it. Thanks to all those in A&E especially “two nine” for your helpfulness and professionalism at all times all night.

The biggest thank you of all goes to Dr Joy Brockbank without whom I wouldn’t have learnt what I did. One day you will be the most fantastic of all consultants. For those of you that haven’t done a day In Their Shoes, I thoroughly recommend it. ■■■

*Heather Bixley and
Dr Joy Brockbank*

Theresa May honours NHS heroes at The Sun's inspiring Who Cares Wins health awards

Dr Peter Reynolds, Consultant on Neonatal Intensive Care (NICU) at St Peter's Hospital, was awarded Best Neonatal Specialist for treating 130z Frankie Thompson.



He was smaller than a can of beans when mum Michelle from Farnborough gave birth at 24 weeks. Frankie was then treated by Dr Reynolds and a very experienced team on NICU.

Frankie's mum Michelle is also very pleased with his progress and is starting to plan ahead and said, "Watching him for the first three months and wondering what would

happen was very difficult for me but also as a family."

Michelle was also very happy with the treatment she and Frankie received and added, "Without the treatment at St Peter's we would not be able to celebrate all the things that he has achieved so far. Thank you very much for everything you have done for us." ■

VTE Prevention team commended for outstanding practice



We are delighted to announce that the Venous Thromboembolism (VTE) Prevention Team have been "Commended" for their work at the Anticoagulation Achievement Awards in the category for "The best work in prevention of hospital acquired thrombosis" held on 10th October 2018.

The award was presented to the VTE team by Professor Roopen Arya, VTE National Lead and Director of Thrombosis at Kings College Hospital.

Sue Tranka, Chief Nurse and Dr David Fluck, Medical Director said, "We are very proud of our VTE team and absolutely delighted with their achievement of this award. It is testament to their dedication and

innovation to improving patient safety. Their commitment has been recognized by the national award, which highlights not only their passion in improving awareness of VTE, but also translating this into tangible benefits for patient who may be at risk."

The Anticoagulation Achievement Awards recognise outstanding practice in the delivery of anticoagulation services across the UK. The awards are made to teams and individuals across secondary, primary and community services who can demonstrate innovation and excellence in delivering anticoagulation services, resources or individual leadership. ■

Staff Achievement Awards

TV broadcaster and journalist Victoria Derbyshire, herself a former patient, hosted the Trust's annual Staff Achievement Awards at Brooklands Museum on Friday 7th September. Awards were made in 11 categories, including Long Service Awards to 29 people.



All of the award winners

Victoria Derbyshire commented on presenting the awards: "It's a real privilege, its magical being in a room with hundreds of NHS staff who work really hard day in day out. To recognise and acknowledge the kind of work that they do and reiterate that they are not taken for granted. What they do on a daily basis is remarkable and I absolutely love being here and being a part of it.

"For people like me who have been treated at the Trust it is so wonderful to see members of staff smiling away, when

everybody knows how hard it is working in the NHS at present. I'm happy to be alive and that's thanks to the treatment I received at Ashford and St Peter's Hospitals"

Chief Executive Suzanne Rankin said: "What an inspiring and uplifting event! This is my absolute favourite event of the year – our very own Oscars – celebrating all those colleagues who have gone the extra mile on behalf of patients and others. Just the tip of the iceberg I know, but nevertheless an opportunity

to showcase Team ASPH at its very best.

"The whole event made me feel incredibly proud of our team at Ashford and St Peter's, who do a fantastic job in often difficult circumstances. Those who received awards are all worthy winners; however, I know they feel able to do their job well because of the support of their colleagues and, in this way, the awards recognise and celebrate the efforts of everyone.

"Well done Team ASPH! Looking forward to next year." ■■■



continued...



Above from Left to right:
 Dr Clive Grundy - Lifetime Achievement Award,
 Emma Cheeseman - Passion for Excellence Award,
 Dr Mohson Ahmad - Personal Responsibility Award.

Below: SAMS Team - Be the Change Project of the year
 Award for the "What matters to me" project.



Above from left to right: Leigh Hughes - Inspiring Leader Award, Toks Ogunbanjo - Chief Executive's Award, Sarah James-Reid - Patients First Award

Below: The Paediatrics Diabetes Team with their Pride in our Team Award



continued...



Above from left to right: Marvin Asis - *Unsung Hero Award*, Marjorie Nesbit and Teresa Bunguard - *Volunteer of the Year Award*

Below: Also at the awards were (from left to right) Dr David Fluck - *Medical Director*, Andy Field - *Chairman*, Suzanne Rankin - *Chief Executive*, Cllr Mrs Dolsie Clarke - *Mayor of Runnymede*, Cllr Dr Brian Perry - *Runnymede Council*.

Our new Recognition Scheme launched in November 2018

The new scheme includes the new Team Member of the Month award, which has one overall winner and two runners up, and will have a mix of clinical and non-clinical contenders.

Our first Team Member of the Month and overall winner is Steve Hill, Non Clinical Risk Manager. Our first two runners up are Kelly Irvine – Acting Divisional Chief Nurse, Orthopaedics and Jolly Saculles – Emergency Services Technician.

Winners of Team Member of the Month receive a certificate, they get their photo displayed on the wall in the main entrance for 12 months (both at Ashford and St Peter's) and they receive £50 worth of ePoints. Runners-up receive a certificate and £20 worth of ePoints.

What are ePoints?

Alongside our new Team Member of the Month scheme we are also launching a new online recognition and benefits platform called ePoints.

ePoints has two functions, one to allow all colleagues to send ecards to each other to say thank you in

recognition of work completed, long service and any other events which individuals want to recognise. This is a free and easy service which once everyone has logged into, they can send as many cards as they wish.

The second function has a benefits option which allows staff to log on individually and shop via their usual online retailers such as Amazon, Boots, Argos etc...but with 10% off. As part of the Team Member of the Month Award winners and runners up points will be awarded and added to their accounts which they can use to redeem against any item they wish to. Points can also be allocated throughout the year in recognition of other work well done.

By now you should have received your individual login to ePoints, but if not, please do contact asp-tr.staff.recognition@nhs.net.



Steve started with Ashford and St Peter's in his current role just over two years ago and has led on all Health and Safety issues in the Trust since then. It is not only that he is excellent at his job but that he has an astoundingly caring approach to his role and the people he meets on a daily basis will all attest to that. His appearance at induction goes down a storm, our new starters love listening to him. The majority of us know who the "big fella with a big heart" is patrolling our corridors and keeping us all safe and if you don't you should make yourself known to him. He will appreciate it.

Steve will always help and support people if he can, especially those who go through difficult times associated with negative experience or incidents as part of their working lives. He also has a wicked sense of humour. Estates & Facilities and the broader Trust would be a much poorer place without him

From left to right: Chris Bell, Director of Facilities & Estates, Steve Hill, our first winner, Louise McKenzie, Director of Workforce Transformation.

R&D goes from strength to strength

Research and Development at the Trust takes place in four distinct specialties which include Medicine, Therapies, Surgery & Oncology and Women's Health & Paediatric Research.

Suzanne Rankin, Chief Executive says, "I am very proud of our engaging research department who have over the years helped us build a research culture that is inclusive for all those in the wider community, patients and colleagues. I am delighted that we play a key part in medical research and we are now in the top 10% of trusts recruiting participants and their families for commercial and academic studies across the country. Well done Team R&D!".

Suzanne has also become chair of the Clinical Research Network (CRN) Kent, Surrey and Sussex Partnership Board, where she will be facilitating the strategy and involve partners across CRN to optimise their involvement in promoting clinical research and increase the impact.

Here is a list of exciting new trials opening at the Trust throughout the rest of the financial year:

Medicine Research

SELECT – Cardiovascular Risk & Obesity Trial

AEGIS-2 – Cardiology – Acute Myocardial Infarction Trial

ORION-4 – Cardiovascular – Lipid-lowering Trial

BIOSTREAM-HF – Cardiology – Pacemaker registry

EARLY – Cardiovascular – Lipid-lowering Trial



CRAFT – Cardiology – Atrial Fibrillation Ablation Trial

ABBVIE – Inflammatory Bowel Disease – Crohn's & Colitis Trial

OPTIMAS – Stroke – Timing of Anticoagulation treatment

British Society for Rheumatology – Rheumatology – Psoriatic Arthritis Biologics treatment register

Therapies Research

FEMUR 3 – Orthopaedics

Surgery & Oncology Research

PRONOUNCE – Oncology & Cardiovascular – Prostate Cancer Trial

CADMUS – Urology – Ultrasound vs MRI in Prostate Cancer Trial

CIPHER – Colorectal – Stoma Operations, frequency of hernias

INDEX – Urology – Prostate Cancer HIFU treatment trial

SUBSONIC – Colorectal – Faecal incontinence & sacral neuromodulation

MACPT – Palliative – Improving communication between patients and healthcare professionals.

Women's Health and Paediatrics Division

BIOJUME – Paediatrics – Juvenile Mycolonic Epilepsy Trial

REGAIN – Paediatrics – Rolandic Epilepsy Trial

Synbiotic Extensively Hydrolysed Feed Study – Paediatrics – Cow's milk allergy Trial

FOOTPRINT – NICU

Please contact the R&D team should you want to know anything about these clinical trials.

asp-tr.research@nhs.net

Winter planning

Every year winter comes and winter goes and every effort is made to ensure that during this very pressurised time we continue to provide people with the best possible care. A number of schemes have been put in place to support ASPH and the wider north west Surrey system in responding to the winter surge in demand for our services.

Development of the UTC

The new Urgent Treatment Centre (UTC) was opened on 1st November. The service is GP-led and has been treating a substantial proportion of patients, as well as streaming patients directly to the correct specialist unit in the hospital. This is helping to alleviate pressure in the main A&E department making sure that patients are treated in the right environment and by the right specialist for their condition.

Community hospital "Step Up" beds

Walton and Woking Community Hospitals now have six dedicated beds for patients who do not require full admission into an acute hospital bed. Patients can be referred by their GP or the community health teams and will be able to access the appropriate support to get them back home as quickly as possible. This keeps acute hospital beds free for those patients that really need them.

Falls prevention scheme

The 'Falls in the Community' Admission Avoidance Scheme will support a Community Crisis approach to falls in the community and subsequently address prevention and management to decrease risk of future falls. In doing so, it will improve experiences and outcomes for not only the patient but also their families and carers.

Enhanced Health in Care Homes

We are utilising the extensive experience of care homes in collaboration with some specialist services to help us relieve the pressure this winter;

- As part of the medicines optimisation in care homes programme pharmacy technicians have been recruited, managed by pharmacists, to ensure regular and timely medication reviews are undertaken for care home residents.
- The Locality Hubs provide a proactive and reactive service to care homes and their residents which supports suitable discharge and reduces readmission.

Care Home Advice Line

Care UK's Care Home Advice Line across Surrey Heartlands was established during winter 17/18 and will continue this year. The Advice Line is run by Care UK and provides rapid access clinical advice to health care professionals and non-professional staff across Surrey Heartlands Care Homes.

Extended GP Access

This has now been successfully implemented and provides a range of services in core with extended hours at five hub locations across north west Surrey, 7 days a week, 52 weeks a year. GP appointments can be accessed in two ways: booked via the patient's usual GP practice and/or booked via a digital app called Livi. They provide digital consultations between 8am and 8pm during the week and 9am to midday on the weekends. Patients can download the app and book a GP appointment (following a digital symptom check and assessment of the appropriateness of the service) without the need to call their GP practice.

www.livi.co.uk

Staff Flu Vaccinations

Flu prevention remains a priority this winter and we are again providing vaccinations onsite for all staff. We have currently vaccinated around half of all our staff and will actively and will continue to actively promote this in the Trust. ■



Fundraising – supporting patients

Many Trusts now have a fundraising arm that will raise money for additional equipment and services that make such a difference.

The Ashford and St Peter's Hospitals' Charitable Fund (Charity No: 1058567), abbreviated to Ashford and St Peter's Hospitals' Charity, is what we will use in future to pull together all fundraising efforts at the Trust.

The Neonatal Intensive Care Unit started a charitable arm in 2013, now called Little Roo Neonatal Fund, which has helped them purchase many extra pieces of equipment for the unit. They too are now part of the new collective fundraising mechanism.

Within the Charity we have 60 individual Trust Funds held by some of our wards, departments and services, each having at least two fund holders. If you would like to find out who your fund holders are please contact Nicola Oliver, Fundraising Manager.

A new contactless electronic donation box is now located at St Peter's Hospital Reception and it is a very easy process to follow if you would like to donate using this mechanism. ■



Ashford and St. Peter's Hospitals'

CHARITY

Reg No: 1058567

Introducing you to Nicola Oliver, Fundraising Manager

I have been in post since January this year. Previously I held a similar role at Hampshire Hospitals NHS Foundation Trust. Many of you may not have met me yet as I have been busy working on our fundraising policy and making sure clear procedures are in place.

I also help and advise the public about our charitable activity – how to donate and what exactly their donation will be used for. To improve confidence, a trend has emerged to give donors the choice to support either of our hospital sites, wards, services or individual pieces of equipment that they may feel is important to them.

I have really enjoyed my first year with ASPH, mainly because of the great people I have met and the support I have received. Thank you for this and I look forward to working with you all to provide our patients and their family with those additional services and equipment that make such a difference. ■



Nicola Oliver

and their families

Lunch4Life's Charity Glitter Ball raises £15,000

Philanthropy and fun joined forces at Lunch4Life's Glitter Ball held at the Wentworth Club in Virginia Water on Saturday, 6th October. The evening was a resounding success and raised £15,000 for the Ashford and St Peter's Hospitals' Charitable Fund.

Lorna Ponti, Chair of the committee, expressed her gratitude, "I am touched by the loyalty of our supporters, and equally pleased to welcome new guests each year. Wayne Sleep wowed our guests by taking to the dance floor first, pirouetting across it bringing back memories of his own dance career. It's always quite a magical evening full of love, laughter, and enjoyment."

Anyone wishing to make a donation or wanting more information can contact the committee through www.lunch4life.co.uk



Members of the Lunch4Life Committee handing over the cheque to Suzanne Rankin, Chief Executive.

Parents Charity Ball raises £10,000 for Neonatal Intensive Care Unit

Sharon-Peirson Hagger and her husband, Russell along with daughter Mia (aged 10) and son Leo, (aged 13) presented a cheque on 15th August to Dr Tracy Lawson and Dr Peter Martin (Neonatal Consultants). £10,000 was raised for the Little Roo Neonatal Fund on behalf of Mia who was born with complications at Ashford and St Peter's Neonatal unit ten years ago.

Dr Peter Martin, Consultant Neonatal Paediatrician, said: "It was with great delight that we were able to receive this fantastic contribution to the Little Roo Neonatal Fund from Mia and her family, following the 10th birthday celebration for Mia that was held at the Runnymede hotel. This will be a great contribution in helping the unit purchase state of the art intensive care equipment to look after critically ill babies like Mia, so that in the future we can continue to see patients having just as happy 10th birthdays."



From left to right: Leo, Sharon and Russell Peirson-Hagger, Dr Peter Martin, Dr Tracy Lawson and Mia Peirson-Hagger

Our Care Quality Commission (CQC) rating remains ‘Good’ for the second time

The CQC’s “Good” rating shows some significant improvements across both hospitals in the services they chose to inspect: in particular at St Peter’s Hospital.

Chief Executive, Suzanne Rankin, said: “I am delighted with the outcome of this inspection and that we have maintained our overall Trust rating of ‘Good’ since the last inspection in 2015. I’m particularly proud to see some fantastic improvements – the overall rating for St Peter’s Hospital and for our Children and Young People’s service is now ‘Good’ and our Critical Care service classed as ‘Outstanding’.

“In the current context of the pressures we face, which include very high demand on our services, challenging staffing levels, difficulties in recruitment and in some circumstances working with some very old infrastructure – this is a fantastic achievement. It is testament to the hard work and dedication of every member of the team at both Ashford and St Peter’s Hospitals and in addition, provides important regulatory assurance on the quality of our services to the local population we serve.”

The CQC provide an overall rating for the Trust, individual ratings for each hospital and specific ratings for certain services and measures and the most significant of these were:

- Our Critical Care service is rated as ‘Outstanding’ – a huge improvement from the ‘Requiring Improvement’ rating in 2015 and a phenomenal achievement,

reflecting the team’s particular strengths in providing high quality, compassionate care and leadership.

- The CQC also inspected the Children’s and Young People’s, Medicine and Outpatients services at St Peter’s Hospital. All are rated as ‘Good’ and for the Children’s and Young People’s service this is an improvement from the 2015 rating of ‘Requiring Improvement’, so a great result for the team.
- In the measures of being Caring, Effective, Responsive and Well-led, the Trust is found to be ‘Good’. This is the same as 2015 and shows consistency in the service provided to patients.
- Use of Resources is a new holistic measure of productivity and sustainability and we are rated as ‘Good’. To achieve this rating for both quality and efficiency in this challenging environment is a real achievement and the CQC particularly recognised our strong financial performance and pro-active approach to reducing emergency readmissions.
- Ashford Hospital is rated overall as ‘Requiring Improvement’, with some areas for improvement identified around safety and leadership in the Outpatients service and



we will be working closely with the relevant teams to produce robust action plans. Ashford Hospital remains an important part of the Trust, offering many highly regarded services to the local population. Supporting the improvements necessary will be a high priority for the Board and leadership team.

Medical Director David Fluck and Chief Nurse Sue Tranka said: “Overall, this is a really fantastic result and we are so proud of all our colleagues. The CQC report paints a picture of high quality and responsive care, good leadership and management. We know, of course, that we still have some work to do and safety issues to improve upon and we have been putting specific action plans in place, which we have shared with the CQC and throughout the Trust.”

Our lead Governor – Danny Sparkes

Sparkes by name and sparks by nature. She is known for her fabulous sense of humour which is enriched by her passion for the Trust.

Now retired, Danny is able to apply her “volumes” of experience gained as a medical secretary and channel her passion into her work here as Governor. With many years of experience with the NHS she has worked in various

hospitals for much of her career and mostly in the Respiratory (or back then ‘Chest’) team at ASPH for 14 years from 1983. She finally retired in 2015 and quickly became involved in various community based activities.

Ward where she has been for four years and more recently appointed Lead Governor replacing Andrew Ryland – around six months ago.

As Lead Governor she says her role is to support the other governors and induct new governors into their roles. Next year there will be a big changeover with nine governors departing which will mean new governors and lots to do. She very much sees it as a networking/relationship building role and recently met governors from SECamb.

A key part of the role of Governors is to hold the Board to account and this means asking difficult questions that are “constructively challenging” but still have the Trust, staff and patients’ needs at heart.

Danny also sits on the Patient Experience Committee, Membership & Engagement Group where her drive and energy are used to help develop new thinking around the way we talk to patients.

Danny says this about her role as Lead Governor, “I want to learn something new at every meeting I go to. I enjoy getting around the Trust and finding out more about all our services I never would have access to as a volunteer. I love learning and hope my collection of new information will be valuable at the Trust.” ■



She says she ‘loves’ ASPH and has lived locally her whole life. Her love and connection to the Trust is also borne out of her experiences as a patient here and visiting family who have also been admitted for treatment. Most significantly she had a sudden brain haemorrhage in 1996 and this gave her first-hand experience of how it worked from a patient’s perspective.

She was also closely involved in one of the first big fundraising efforts at the Trust for the Sarah Brown CT Scanner Appeal launched in 1992.

She has recently been re-elected as governor for Runnymede, Windsor, Maidenhead and Surrey Heath

Your votes have been counted

The results for our election of staff and public governors have been declared and the following people have been duly elected



Elmbridge (Public)
David Charles
Carpenter



**Ancillary,
Administration, Clerical
and Managerial (Staff)**
Julian Ruse



**Medical and
Dental (Staff)**
Oscar Garcia-Casas



**Trust Volunteers
(Staff)**
Tom Allan



**Runnymede, Surrey Heath & Windsor
and Maidenhead (Public)**
Chris Marks, Lilly Evans, Danny Sparkes



Thank you to everyone who took the time to vote.

Who to contact:

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

Dates for the diary

Members' Events

Dementia Services
28 May – 2.30-4.30pm
Lecture Theatre, Postgraduate Education Centre,
St Peter's Hospital

Council of Governors

6 March – 6-8pm
Education Centre, Ashford Hospital
5 June – 4-6pm
Chertsey House, St Peter's Hospital
4 September – 4-6pm
Chertsey House, St Peter's Hospital
4 December – 4-6pm
Chertsey House, St Peter's Hospital

Trust Board

31 January – 10.30am-1.30pm
Education Centre, Ashford Hospital
28 March – 10.30am-1.30pm
Chertsey House, St Peter's Hospital

Christmas this year

Light of Advent Candles in Ashford Hospital Chapel
– 5, 12 and 19 December
Ashford Christmas Carol Service – 13 December 2.30pm
Volunteers Lunch – 20 December (for Volunteers only)
ASPH Choir Christmas performance in St Peter's Reception
– 20 December
Roman Catholic Mass, Ashford Hospital – 21st December

