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Front Cover:
Team photo from Staff Achievement Awards in October 2019
Welcome to Aspire

Welcome to the first Aspire of 2020...

We’d like to start this edition of Aspire by saying a big thank you to all colleagues who worked over the Christmas and New Year period. As always, it was an exceptionally busy time, but it was great to see Team ASPH pull together and support each other to ensure that we provide patients with the best possible care and treatment.

Looking back, we’ve celebrated some fantastic Trust events over the past few months. Our Staff Achievement Awards (pages 4 and 5), held in October, recognised the achievements of individuals and teams who have gone the extra mile to help us achieve our vision of providing an outstanding experience and best outcome for patients and the team. It was a celebratory afternoon enjoyed by all who attended. We also held the first ever ASPH Pantomime—Cinderella (pages 10 & 11), which was an absolute triumph. Well done to everyone involved; your hard work and dedication ensured that it was a show to remember.

We are delighted to be able to share some patient experience stories, (pages 6 & 7). One is from a former patient who was treated in the Neonatal Intensive Care Unit 18 years ago and recently came back to visit, and another from a member of Team ASPH whose daughter was treated for Leukaemia by the Paediatric team at St Peter’s. The experiences shared speak so highly of the teams and the care received, we hope you enjoy reading them.

Once again, thank you for all your hard work and support; we are looking forward to the year ahead and the development and progress of the exciting transformation projects.

Suzanne Rankin
Chief Executive

Andy Field
Chairman
Annual Staff Achievement Awards 2019

We celebrated Team ASPH at the Annual Staff Achievement Awards on 3rd October – it was a fantastic and inspiring event, celebrating all those colleagues who have gone the extra mile on behalf of patients and who do a fantastic job in often challenging circumstances.

This year we were fortunate to host the awards at the very special location of Sandhurst Military College, a stunning venue with a rich history. It felt particularly pertinent to host the awards in this environment as I often think that the values of the Military and the NHS are closely aligned – you certainly need similar attributes to be part of either, and working within the NHS can sometimes feel like being on permanent deployment!

Major Russell Lewis kindly hosted the awards, designed to recognise those teams and individuals who depict the Trust values, helping work towards our vision to provide an outstanding experience and the best outcome for patients and the team. Some of the categories included Quality of Care, Personal Responsibility, Patients Choice, Digital and Collaboration.

All of the nominees and winners are worthy of recognition, and I felt immensely proud to be surrounded by so many passionate, caring and dedicated colleagues. We always say “It takes a team” and these awards really personify that.

We’d love to be able to take all of Team ASPH out for tea but of course that isn’t possible, so this is our way of thanking those colleagues who have been nominated by their team or patients.

You can see all of the award winners, along with photos from the evening below. If you have a colleague who leads by example, shows exemplary behaviour and incorporates the Trust Values into their work, please nominate them for Team Member of the Month.

Finally, I would like to thank all those behind the scenes who worked very hard to make the event so special: Louise McKenzie, Karen Archer-Burton, Judith Thompson and Heather Binley.

Suzanne Rankin
Chief Executive
Winners

Heather Ramsay
Critical Care Nurse
Patients First 2019

Anita Fliszta
Sterile Services Technician
Personal Responsibility 2019

Brian Clarke
Materials Management Supervisor
Passion for Excellence 2019

Aspects Restaurant Team
Pride in Our Team 2019

Helen McEvoy
Clinical Assistant in Dermatology
Quality of Care Award

Rita Thethy
Clinical Office Co-ordinator
People Award

Kelly Irvine
Matron
Modern Healthcare Award

Theatres
Simulation
Team
Digital Award

Sarah Legg
Named Midwife for Safeguarding
Collaboration Award

Ryan Mackie
Physiotherapist
Sandhurst Leadership Award

Mr and Mrs Northgreaves
Volunteers of the Year

Aspen Ward
Patients Choice

Cathy Parsons
Director Clinical Services
Lifetime Achievement Award

Dr Allan Irvine
Consultant Radiologist
Lifetime Achievement Award
Helen Ellis, Mum to Alyssa and Junior Doctor Rota Coordinator at ASPH

I would like to take a moment to say how proud I am to work for ASPH, and for my daughter, who has been treated at ASPH.

My daughter, Alyssa, was diagnosed with Acute Lymphoblastic Leukaemia in August 2016. Despite having worked for the Trust for four months at the time, my manager went above and beyond to make sure that I had nothing to worry about during the early months which were the most invasive period of Alyssa’s treatment. Whilst my manager has changed a few times since then, the support I have felt from each new one has never wavered.

I’d like to share our experience at St. Peter’s Hospital. It started when Alyssa was diagnosed here in A&E, she was treated in the Paediatric Oncology Unit, Little Oaks, in addition to Ash Ward. Each team was absolutely amazing. Whilst it breaks my heart to say, Alyssa was never sad to be visiting or staying because the ward and clinical teams always made each stay feel like a home away from home.

We could not have contemplated this journey without the wonderful team in Little Oaks who offered support, guidance, tea and lots of cuddles from the very first moment they met us. Whilst I’m pleased to say we aren’t a priority family anymore, the support from the team hasn’t changed!

My daughter’s last Chemo infusion was over a year ago in December 2018 and she rang the “End of Treatment Bell” in January 2019 — both happened here in Little Oaks. The team were on hand to celebrate with Alyssa. Alyssa’s journey was featured in an edition of the Daily Mail, along with these pictures of her ringing the Bell and with the Little Oaks team (view online: Here).

My experience as an employee and as the mother of a patient, could not be more positive. Thank you Little Oaks & Team ASPH!!

Helen Ellis
Junior Doctor Rota Co-ordinator
Theatres, Anaesthetics, Surgery and Critical Care (TASCC) Division
Gallagher Family

Olivia was one of three triplets born 18 years ago at St. Peter’s Hospital Neonatal Intensive Care Unit (NICU).

She weighed more than her two brothers, who sadly passed away shortly after birth, at 1 lb 11oz. Despite being born very prematurely and having cerebral palsy, hearing loss, and impaired vision, Olivia has gone on to achieve not only as an individual but as an athlete. She has faced many challenges throughout her childhood, but a few years ago found athletics after being inspired by the London 2012 Olympics. Olivia became part of the David Weir Academy, which has boosted her confidence and led to many other opportunities to inspire others.

Olivia has represented England at The Cerebral Palsy World Games. Her category is not recognised for women internationally at the Paralympic Games yet, despite the Male T33 being included. She is on a mission to change this and has written to the President of the International Paralympic Committee. Olivia is determined to make the change and will continue to campaign until she can fulfil her dream to compete at the Paris 2024 Games.

Olivia competes in the T33 category, but beyond her cerebral palsy she has had to battle her challenging vision and hearing which isn’t taken into account when competing. She had to learn to know where the lines for her track were and when she started, she would drift from lane 1 to 6 because of her inability to see like her fellow competitors. Olivia has won the award for Pride of Sports, presented by World Record Holder Para Athlete, Hannah Cockcroft. She also went onto the Victoria Derbyshire TV Programme.

Olivia is a First Ambassador for ‘Ability Today’ and is currently ranked #1 in the UK and #3 in the world in T33 for 800m, 4th in 100m, 200m and 400m. She says “bring on Paris 2024 Paralympics”. She feels that her dedicated training regime and supportive family will enable her to reach her goal of getting Gold at the Paralympics. None of this would have been possible without receiving the care and support from St Peter’s Hospital, giving her the best opportunity possible to thrive.

Olivia recently visited St. Peter’s NICU to present the money she has raised, for the unit, where she was reunited with her consultant Mr Haddad and nurses who cared for her and her brothers all those years ago. Whilst it was an emotional reunion, there was such a great sense of achievement that brought happiness to Olivia, her family and the team. Olivia’s parents previously donated £30,000 to create parent accommodation in NICU. This has enabled many parents to get some rest and relaxation whilst being close to their premature baby.

The Trust would like to say a big thanks to the Gallagher family for all they have done to help other families who face similar challenges. The Gallaghers are eternally grateful for the care the team at St. Peter’s Hospital NICU provided many years ago, and recognise the impact that this has had on their family.
How transforming outpatient physiotherapy services made a huge impact on the life of one patient

ASPH has made some changes to improve the way we provide outpatient physiotherapy sessions, including gym based classes and hydrotherapy services at St Peter’s. Since 30th July 2019, we have provided these services at The River Bourne Health Club in Chertsey, where we have access to modern, state-of-the-art facilities and equipment.

There are numerous benefits that River Bourne offers. Primarily, it enables us to provide a better service, as some of the facilities and equipment we used at St Peter’s were in need of modernisation, particularly the hydrotherapy pool. It also offers improved changing and exercise facilities, and a better environment for patients during their sessions.

Providing rehabilitation in a gym environment has inspired patients to be more active and continue to be active after their course of treatment has ended. “De-medicalising” the environment is in line with the biopsychosocial approach of the Surrey IMSK Service.

We heard from one patient who owes their health and well-being transformation to the hydrotherapy sessions she had at River Bourne which led her to join a local gym. The patient has allowed us to share their letter on the back of page 10. Well done to all of the Therapies team for making this such a successful move.

Alex Bushel, Physiotherapist, who treated the patient referenced.
To Whom it may concern,

I’m writing to thank you for the physio sessions in the pool received for my CRPS.

Not only did it have a beneficial effect on my condition but actually made a profound difference to my life.

I’m diagnosed with Autism and would have never previously considered going along to a health/leisure centre on my own. too daunting. I needed to list everything to have every time and the anxiety of going almost stopped me turning up. It was so hard for me. But I did, as I knew how much I needed the treatment.

The butterfly effect on my life has been profound:

* I joined a local health club (felt confident to do so)
* I lost a stone in weight
* It gets me out the house and amongst people
* It has given my life purpose
* I feel my depression has lifted
* I sleep well now
* I never knew how exercise improved EVERY aspect of your life before this
* My confidence increased
* I got my son to join the health club too and he’s now benefitting
* I feel less daunted doing things on my own now
* THANK YOU from the bottom of my heart!
As most of you know, we had our first ever ASPH Pantomime in December – Cinderella. For those of you that attended – you don’t need me to tell you how much fun it was!

The cast was made up entirely of members of Team ASPH and they all put so much time and effort into rehearsing. It paid off with three fantastic, sell out performances – we even sold tickets to the dress rehearsal to try and cope with demand. I’m sure there are people that you will never look at the same way again and I can say this with full confidence – the cast are firm fixtures in each other’s lives. They started off as strangers and ended up as family! If you would like to join the ASP Players (an acting/singing/dancing group) then please do contact me and let me know: heather.bixley@nhs.net

From Heather Bixley
Heather’s Update
By Heather Bixley, Staff Engagement Officer

A Day in their shoes
November 2019

Work Experience...

In January, nine students from Brooklands College started work experience placements at both Ashford and St Peter’s. This scheme has been really successful in the past, and offers students who have supported needs the opportunity to get some real hands on experience. Please do give them a friendly ASPH welcome if you see them.

My future plans consist of a randomised coffee trial in February, which involves meeting for coffee with someone in the Trust that you might not meet under normal work circumstances. I have done one before and it was hugely popular – hence this coming back. If you are interested do let either myself or Olwen Revill know – olwen.revill@nhs.net.

In March I intend organising some sort of talent or variety show evening for all staff to come along, take part, or just enjoy the talent. More details of that to follow. Should you wish to be a part of this or have ideas of what sort of evening you would like me to hold then do let me know.

If you have anything that you would like me to support you with or help you get off the ground then you can always contact me with any questions or ideas on heather.bixley@nhs.net.
Team Member of the Month

The ASPH Team Member of the Month scheme aims to recognise those colleagues who have gone above and beyond, and those who really incorporate the Trust values into their work.

The September award was presented to the Infusion Suite Team at Ashford. A patient made this nomination and praised the team here as being wonderful. She said the knowledge, expertise, and care received was excellent.

In November, the winner was Bart Nucum, Medical Engineering Technician, Intensive Care Unit, who was nominated by a colleague who noted his incredibly hard work and dedication to a new, vitally important role: equipment technician, responsible for maintaining, developing, and supporting the "mission critical" equipment on ITU that keeps patients alive. Bart’s enthusiasm to make the role a success was praised by his colleagues.

The October award went to Eileen German, Clinical Pathway Co-ordinator, Obstetrics and Gynaecology. Eileen was nominated by colleagues who noted her supportive nature of the team and praised the positive changes she’s implemented to the pathways to improve patient experience.

It has been excellent to see so many outstanding examples of Team ASPH.

If you’d like to nominate someone, please visit Trustnet or contact the Employee Recognition Team at: asp-tr.staff.recognition@nhs.net
01932 726837 / 726790
Chantal Barr

We spoke to Chantal Barr, Healthcare Assistant (HCA) on Ash Ward, about her background and her role at St. Peter’s Hospital in Paediatrics.

Please can you tell us about your background?
I was born in South Africa and lived there until I was six years old which is when we moved to Kingston upon Thames. I now live locally with my husband and two daughters. I started my career as a teaching assistant which led me to become a nursery teacher at a private school in Windsor. I joined Ashford and St. Peter’s Hospitals Trust in April this year.

How did you come to this role in Paediatrics?
I chose a career in education as I wanted to make learning fun for children. After working for seven years as a teacher I wanted a change but my love of working with children was something that I couldn’t give up. The HCA role enabled me to combine my interest in helping children whilst being able to care for sick children in a way that provides good personal and emotional support in the same way I did as a teacher.

What do you like best about the role?
I truly believe that children can’t thrive unless they have the right level of social and emotional support; this is first and foremost over academic attainment. Being mentally well is just as important as being physically well. On Ash Ward, we treat children who have both mental and physical conditions. I thoroughly enjoy the one-to-one sessions with our mental health patients on Ash. I feel a sense of achievement when I have spent most of my shift with them and have helped them through a difficult time.

Do you have any other responsibilities within the trust?
Yes, I am on the council representing Paediatrics. This is new for me so I have yet to see how and what I will be contributing, but I’m excited to be involved. I also get involved in other Paediatric projects such as the ‘Think before you Drink’ promotion on sugary drinks.

Anything else you would like to add?
I would like to thank all of the Paediatric team for making me feel welcome, part of a great team and ‘not just a HCA’. 
The role of Consultant Midwife was introduced to the NHS in 2000.

Ashford and St. Peter’s Hospitals have recently appointed Lisa Sharpe as consultant midwife for the Trust.

The role of consultant midwife has four functions:

- Expert midwife practice and service delivery
- Professional leadership and consultancy
- Education and training
- Research audit and evaluation

The concept of the ‘NHS consultant practitioners’ was intended to ensure that experienced midwives remained in clinical practice which meant that patients had the direct benefit of their skills and expertise. The focus of Lisa’s role varies from ‘normality’ to ‘transformation’. She is part of a national network of consultant midwives so is able to share and learn from this highly skilled group.

Prior to taking on her new role, Lisa was the Better Births Lead Midwife. This role was focused on the NHS Maternity Transformation Programme which came from the Better Births Report published in 2016. A key focus of this valuable work was to introduce ‘Continuity of Care’ for women giving birth at ASPH. A huge amount of work is underway to meet the national ambition for the majority of women to be booked onto a continuity pathway by 2021.

Here is what Lisa has to say about her new role:

I’m delighted to have the opportunity to become the ASPH consultant midwife and embrace the challenges ahead. I know how fortunate I am to have such a dynamic and capable team supporting me and that this challenge would be one in which I could tackle with confidence. I am not sure if it is the fact that I work with such committed colleagues who are passionate about midwifery, or that I am in a midwifery role, that allows me to practice in a way that suits my philosophy of care putting women and their families at the heart of what matters. Either way, I know it is a privilege to be a Consultant Midwife.

Whilst continuing to deliver the transformation agenda, I am excited about the strategic opportunity this role presents. My role as consultant midwife will allow me to support my colleagues to further enhance our midwifery offering and build upon our expert skills. We are very proud of our first class birthing facilities and have a modern but homely midwifery led birthing centre integrated with our maternity unit. For those that wish to birth at home, we are passionate about our home birth offering and are keen to include this in our Continuity of Care Plans. At the forefront, we want to ensure that women have the right information, in the right format, to make an informed choice about their antenatal, labour and postnatal care.

Another part of my role is to support my healthcare colleagues to explore education and training opportunities so that they may develop their own careers and enhance their knowledge and skills. I am keen to build upon the research opportunities within women’s health so that we may continue to provide leading edge care and always strive to meet the needs of the women and their families. In addition to multiple women’s health research studies, we are excited to be participating in a clinical trial called REACH Pregnancy Circles which aims to evaluate the effectiveness of group antenatal care.

I am looking forward to my journey as consultant midwife here at ASPH and know that this journey wouldn’t be possible without my brilliant team supporting me. They are a credit not only to the NHS and our Trust but also to the huge number of women and babies who they care for. Some of our own midwives have not only been born in our maternity unit but have chosen to have their babies here. I have also had first-hand experience of our midwifery services and chose to have my children here at St. Peter’s. I received the best care possible from the moment I attended the antenatal appointment through to the birth and then the postnatal care. Having a baby is a significant milestone and one of life’s major events which we want to make as memorable and as positive as possible.
Fundraising Update

Ashford and St. Peter’s Hospitals’
CHARITY
Charity No: 1058567

Stroke Rehabilitation wheelchair

A very special wheelchair was presented to the Stroke Rehab Team at St. Peter’s in November. This has been entirely funded by the Rotary Club of Chertsey. This chair is ideal for stroke and neuro patients as it can be adjusted to support each patient’s needs and in some cases, it is the only way that a patient can leave their bed.

Mr. Richard Bailey and his granddaughter Lois Brown presented our NICU team with a cheque for £3,100 for our Little Roo Neonatal Fund. A lovely way to say thank you.

Chairman Andy Field and members of Chertsey Rotary Club.

May we also thank the Rotary Club of Chertsey for donating 400 mince pies for staff and visitors to the hospital while we sang carols in December. We really appreciate your support.
The canopy is up!

Little Oaks, our children’s chemotherapy unit

Earlier this year we became aware that some of our children having chemotherapy were not allowed to play outside the unit due to contact with UV rays. Thanks to the Momentum Charity and West Byfleet golf club, we now have state of the art electronic canopy that filters out the UV rays from several angles. The generous donors have also provided four sets of companion seats for parents to watch their children playing. The icing on the cake for this project is the amazing donation from the New Haw & Woodham Women’s Institute’s Tea Party in September. They raised £380 to provide sustainable play stations for the children to use under the canopy. Thank you ladies!

Children’s Presents

APHA - The Animal and Plant Health Agency supported us with a Christmas initiative involving staff taking a tag from the tree and donating the gift written on the tag to the children’s wards — great idea APHA. Thank you for your generosity.

Christmas carols and songs

This was one of several events raising funds to support Ashford and St. Peter’s Hospitals’ Healing Arts initiative.

Our sister charities the Friends of Ashford and the Friends of St. Peter’s have made considerable donations to the hospitals:

Friends of Ashford have funded
• Diathermy machine for plastic surgery
• Opmeters for Ophthalmology and a Vein finder for Phlebotomy

Friends of St. Peter’s have funded
• Diagnostic Stroke equipment

Would you like to help?

If you are interested in helping the ASPH Charity please contact us at:
Tel: 01932 726585
Email: Asp-tr.fundraising@nhs.net
Tweet: @ASPHFundraising

Our Fundraising Manager is Nicola Oliver and can be contacted on 01932 726585 or asp-tr.fundraising@nhs.net
ASPH Social

It’s great to receive feedback from patients via social media, and especially nice when someone has gone out of their way to thank an individual or team who has made their hospital experience a positive one. In addition to our Facebook and Twitter pages, we’ve recently launched an Instagram account—so make sure you’re following us there too.
Meet our re-elected Governor – Bertie Swan

After a successful first term as Governor, Bertie Swan has been re-elected and was interviewed just after the election. Here’s what she has to say:

Having just completed my first term as Public Governor for Elmbridge, I feel very lucky to have been re-elected, enabling me to continue contributing to the work of the Trust and shaping its future. My particular area of interest is patient care so I have joined several committees which focus on this particular area ranging from the Patient Panel to the Mortality Working Group. As a Governor, I am able to walk around and meet staff who deliver direct patient care, which I very much enjoy. It allows me to recognise and praise the excellent work they are doing.

Having retired from a long nursing career, of which, over 20 years were spent at St. Peter’s, Ashford and Weybridge hospitals, I wanted to use the experience and knowledge gained in a useful and productive way and becoming a Governor at the Trust enabled me to do that. During my career I have carried out many roles from ward sister to running the Occupational Health Department, which benefits me and the Trust in my role as Public Governor.

I fully support the work Andy, Suzanne and the whole Board are doing and feel privileged to be a part of it. When I was re-elected, I decided I wanted to contribute further so have become a chaplaincy volunteer within the maternity unit, visiting both staff and patients on a regular basis.

I am truly looking forward to the term ahead.

Bertie Swan
Council of Governor Elections

I am very pleased to announce the following members have been elected as Public Governors in the following constituencies:

**Elmbridge**
- David Carpenter
- Bertie Swan
- Helen Percival

**Hounslow, Kingston-upon-Thames and Richmond-upon-Thames**
- Edwin Addis
- Hina Malik

**Spelthorne**
- Neal Adiphous
- Colin Hood
- Derek Barnes

**Woking and Guildford**
- Michael Smith
- Shirley Holmes
- Miranda Alcock

**Staff Governor Constituencies:**

**Nursing and Midwifery**
- Tracey Bradshaw

**Allied Health Professionals**
- Matt Stevenson

I would like to thank everyone who nominated themselves in the elections this year. I am sorry if you were not elected this time but hope you will consider applying again when vacancies arise. Also thank you to everyone who voted.

Finally, a very special thank you to those Governors who have come to end of their three terms and those that have taken the decision not to stand again:

**Elmbridge**
- Steve McCarthy

**Hounslow, Kingston-upon-Thames and Richmond-upon-Thames**
- Godfrey Freemantle
- Bhagat Singh Rupai

**Spelthorne**
- Brian Catt
- Simon Bhadye
- Denise Saliagoopoulos

**Woking and Guildford**
- Keith Bradley
- Maurice Cohen
- Judith Moore

**Staff Governor for Nursing and Midwifery staff**
- Sue Harris

2020 Dates for your diary:

**Council of Governors’ Meeting**
- **Wednesday 4th March, 4-6pm**, Education Centre, Ashford Hospital
- **Wednesday 3rd June, 4-6pm**, Chertsey House, St Peter’s Hospital
- **Wednesday 2nd September, 4-6pm**, Chertsey House, St Peter’s Hospital
- **Wednesday 2nd December, 4-6pm**, Chertsey House, St Peter’s Hospital

**Trust Board Meetings**
- **Thursday 26th March, 10.30-1.30**, Room 3, Education Centre, Ashford Hospital
- **Thursday 28th May, 10.30-1.30**, Room 3, Education Centre, Ashford Hospital

If you would like to attend any of the above, or are interested in becoming a Governor, please contact Anu Sehdev, Membership and Engagement Manager at asp-tr.foundation@nhs.net