Chief Nurse Suzanne Rankin appointed as new CEO

CONTENTS

4 Junior Doctors driving change
5 Our new Admissions Lounge
7 Merger update
Since the last edition of Members’ Matters we announced our proposed plans to merge with the Royal Surrey County Hospital NHS Foundation Trust. We’ve held two membership events in June, which many of you attended, to talk more about our plans for the merged Trust and to answer questions. One of our governors Michael Smith has reported on the events on page 6. More detail on the merged Trust, what each hospital site will focus on and the advantages this will bring for patients is described on page 7.

As you will no doubt be aware our Chief Executive, Andrew Liles, is to leave the Trust at the end of August to take on a new role as partner in a healthcare consultancy. It is with great pleasure that I can now announce we have appointed our Chief Nurse, Suzanne Rankin, as our new Chief Executive. I have no doubt we have secured the right leadership to ensure Ashford and St Peter’s continues to build on its success and to realise our ambitions on behalf of both patients and staff. As well as demonstrating exceptionally strong leadership during her time here as Chief Nurse, Suzanne is able to draw from a wealth of experience from other senior roles within both the NHS and the Royal Navy, where she spent her early nursing career. I look forward to working with her in her new role from September.

We are also looking for a new Public Governor to stand for Runnymede, so if you’d like to represent your fellow residents and stand for election please fill in a nominations form - more details are given on page 3.

Regrettably, due to other professional commitments, Non-executive Director Jim Gollan will be leaving the Trust shortly. I would like to thank Jim for all his contributions to the Trust over the past three years and to wish him well for the future.

Finally, we’ve seen some brilliant results after an audit of our new Older Person’s Assessment and Liaison Team. The team has helped improve quality of care for our over 75 year-old patients, including reducing admissions to our wards from the Medical Assessment Unit by 75%, a huge achievement - see page 4.

Suzanne Rankin has been appointed as the Trust’s new Chief Executive. Suzanne spent her early nursing career in the Royal Navy, becoming the first Queen Alexandra’s Royal Naval Nursing Officer to be selected for the Advanced Command & Staff Course in 2005. In 2006 she became Deputy to the Defence Nursing Advisor where she developed the defence nursing services strategy. In 2008, Suzanne left the Royal Navy and joined NHS South Central SHA as Deputy Chief Nurse before being appointed as Chief Nurse at Ashford and St Peter’s in 2010.

Suzanne says: “I feel privileged to have been appointed to lead Ashford and St Peter’s and am really looking forward to the challenge. Having worked here as Chief Nurse for the past three and a half years I feel passionate about the Trust and the great things our staff do for patients every day. And as a nurse I intend to keep up to date with my clinical registration and will continue to undertake clinical duties on our wards, leading the Trust to do the very best we can on behalf of our patients.”

Suzanne appointed as new Chief Executive
Volunteers’ Tea Party

As part of national Volunteers’ Week some 60 volunteers enjoyed the chance to meet and share experiences over tea and cake.

They were thanked for their invaluable contribution to the smooth running of the Trust by Chairman, Aileen McLeish.

Pictured above volunteers: Alan Gibb, Jane O’Kill and Ann Parkin. And right: Derek Mathieson, Chris Chilton, Peter Lynn and Janice Kirby-Smith

Jim Gollan steps down

After just over three years on the Board Jim Gollan is stepping down as a Non-executive Director due to other professional commitments.

Jim has been an extremely valuable member of the Board during his time with the Trust and has chaired the Finance Committee and been a member of the Audit Committee. We wish Jim well in the future.

Notice of Bye-election

For the Council of Governors of Ashford and St Peter’s Hospitals NHS Foundation Trust.

The Trust gives notice that it will hold a Bye-election to the Council of Governors of Ashford and St Peter’s Hospitals NHS Foundation Trust.

A Bye-election is to be held for one Public Governor in the following constituency:

- Runnymede

A nomination form to stand for election to this position can be obtained from the Returning Officer at the address shown below, from 18th July 2014.

All nomination papers should be received by the Returning Officer, Ciara Norris, at the address as detailed below, by 12 noon on Monday 11th August 2014.

Electoral Reform Services Limited
The Election Centre
33 Clarendon Road
London. N8 0NW
Tel 0208 889 9203
ciara.norris@electoralreform.co.uk

The regulations governing this election can be obtained from Electoral Reform Services Ltd (address as above).
Bereaved family’s chair will give comfort to other relatives

When Barry Stafford was a patient in St Peter’s Hospital a year ago, his wife Pat and son Darren, spent many nights in the hospital before he died. Afterwards they raised £1,000 to buy a reclining chair for Birch Ward and the Coronary Care Unit (CCU) so that other families in similar circumstances could be near their loved ones in greater comfort.

Cardiology Manager, Dawn Reeves-Turner, said: “We are extremely grateful to this lovely family who, despite the sadness at their loss, have shown care and compassion for others. Barry’s chair will be a very welcome addition to the ward’s amenities.”

Older Person’s Assessment and Liaison Team

Our Older Person’s Assessment and Liaison (OPAL) service went live in October 2013.

OPAL is a dedicated resource designed to target the hospital’s frail elderly patients. It is a multidisciplinary team with the skills to provide a Comprehensive Geriatric Assessment and develop an individual care plan for these patients. The core team consists of an OPAL nurse, therapist and geriatrician, with support from a pharmacist and dietician.

Now the service has been running for a while, a recent audit demonstrated some very positive results:
• Quality of care has improved with falls and pressure ulcers reduced
• Significantly less patients need to be admitted from the Medical Assessment Unit onto our wards. This has reduced from 90% to 81% and for the last 3 months has gone down to 75%
• We have reduced length of stay for these patients by at least one day
• We have reduced readmissions from 21% to 15%, which equates to 62 patients which we have prevented from having to be re-admitted to hospital.

Comments from patients include:
“Only the OPAL team made me feel involved with my discharge home.
“You were all lovely to me and went beyond your call of duty, you all looked after me very well.”

Going forward the team plans to continue to improve their community links with nursing and residential homes.

Celebrating front-line driven change

“Be the change that you wish to see in the world” – Mahatma Gandhi

These words echoed around the lecture theatre at St. Peter’s recently, as staff celebrated their achievements in how they are improving patient experience.

The first-ever Be The Change Awards Ceremony showcased 14 projects ranging from improving documentation to a fun teaching day bringing together ward staff, with 88 projects underway in total across our two hospitals.

Launched in February by a co-ordination team of junior doctors in their first rotation at the Trust, the campaign captured the imagination of teams across our hospitals who made suggestions about how they could make a difference. Some schemes needed funding, others required people’s time and co-operation and no other cost.

The overall winners who will receive a £5,000 cheque are the Portering and Security Team for their colour coding scheme for patients to identify departments around the Trust.
As many of you will have noticed, work has started on the creation of our new Admissions Lounge, due for completion at the end of August 2014. This modern, bright and spacious new area will include a main entrance reception, patient waiting areas and consulting room provision. The new admission lounge will be better for our patients as it will be closer to theatres. The project also involves a phased move of the porters lodge from level 3 down to level 2 – this move is planned to start in mid-July.

As part of our capital developments currently underway at the Trust, refurbishment has started to relocate Birch Ward (our cardiology ward) to what is currently Swift Ward (which was our escalation ward for last winter) to be next to our recently opened Cardiac Unit.

This will provide a 21-bed high-dependency Coronary Care facility for our patients at St Peter’s. This is a 12 week programme with completion of works due in August 2014.

The Trust is adopting a new programme, set up by a local mother from New Haw, that could save the lives of up to 1,000 babies each year, by preventing stillbirths. The Growth Assessment Protocol (GAP) programme creates personalised growth monitoring charts for expectant mothers.

One of our community midwives, Jillian Hickman, said: “We are keen to adopt this important approach. Using these individualised charts will enable us to quickly identify babies that perhaps need extra surveillance in the form of ultrasound scans and the involvement of consultant care.

All Trust midwifery and medical staff are now in training and we hope to fully implement the programme in the very near future.”
A bout 70 members attended a briefing session in the Lecture Theatre at St Peter’s on 18th June 2014 to receive a progress report on the proposed merger between this Trust and The Royal Surrey County Hospital NHS Foundation Trust. After an introduction by our Chairman, Aileen McLeish, Chief Executive Andrew Liles gave a brief but persuasive presentation on the current situation and the compelling reasons for merging. Although the two Trusts are currently performing well, clinically and financially, the next few years will present challenges to both. These challenges are fourfold. An ageing population, advanced costly technology, even higher quality standards and reduced Government funding.

No change is not an option. Both Trusts will slip into deficit situations in the next four years with a consequent negative impact on clinical performance.

So, how will the merger stop this happening?
Again, four main benefits:

The merged Trust will have a doubled consultant base and will be able to offer seven day working for many specialties. There will be opportunities to deliver even higher quality standards through increased specialisation. Because of the doubled patient base there will be better access to ‘cutting-edge’ technology. And, the merged Trust will be better placed to take advantage of digital technology, most particularly electronic patient records.

Andrew went on to say that all NHS trusts are working in a ‘Rough and Tough’ financial environment where demand is ever increasing but funding is, at best, capped and may well go down. Working together will not just overcome an imminent difficulty but will provide something better and more stable; built on the excellence of both organisations.

Members then learnt more about how the merged Trust will operate:

Ashford will become the centre for elective procedures, particularly orthopaedics, and an outreach facility from the Royal Surrey for some cancer services such as chemotherapy and, in time, potentially radiotherapy.

St Peter’s will become the major emergency centre for Surrey, and will expand its already established expertise in cardiovascular services.

The Royal Surrey will continue to offer all the services it currently does. A&E will remain but major vascular emergencies will be directed to St Peter’s, if medically advisable. The hospital will be enabled to further diversify and expand cancer services and become a referral centre for much of the South East of England.

What happens next?

There will be consultation with patients and staff. There needs to be approval from Monitor and the Competition and Markets Authority. If all is agreed it will be ‘full steam ahead’ and the new merged Trust could be formed by June 2015. In the meantime, it is ‘business as usual’.

In Aileen’s words “This is a coming together of equals in order to maintain and improve quality”, or as Shakespeare wrote “let not to the marriage of true minds admit impediment .”.

A further meeting took place at Ashford Hospital on 26th June 2014 when another 60 members attended.
Our clinical vision for merger - in more detail

Our vision for a new merged organisation includes a strong future for all three of our hospitals, and a number of clear benefits for patients.

**Ashford Hospital**
We want to continue to develop Ashford Hospital as an elective centre - we already undertake the majority of our day surgery and joint-replacement work there. Working with The Royal Surrey County Hospital we have recently launched a chemotherapy service at Ashford and the merger will give us further opportunity to develop a wider range of cancer treatments, bringing care closer for local people.

**St Peter’s Hospital**
Our vision is to develop St Peter’s Hospital as the Major Emergency Centre for Surrey. To do this we need to continue to develop our most specialist services (such as cardiovascular work) and a larger overall catchment population will allow us to bring more specialist services back into Surrey - for example a Surrey Renal Unit.

**The Royal Surrey County Hospital**
Merging our organisations and creating a larger population base will help The Royal Surrey to further develop specialist cancer services, for example a Paediatric Oncology Shared Service Unit, allowing more children to be treated locally rather than in London. Our vision includes continued emergency services at The Royal Surrey for their local population.

**Keeping core services local**
This merger is about enhancing services and improving quality (for example providing more services 7 days a week). Very importantly:

- A&E will continue at both St Peter’s and The Royal Surrey County hospitals
- There will be no change to consultant-led maternity services
- Patients won’t have to travel further for routine treatment
Blue Badge Parking Charges - STOP PRESS

At a public board meeting on 31st July, the Trust agreed not to re-introduce parking charges for blue badge holders at our two hospitals.

At a previous public board meeting on 29th May, the Board had agreed to re-introduce the charges (which were due to start on 1st August). However, following strong opposition from many local people including members of the disabled community and representative groups, much of which was expressed at an open public meeting on 17th July, the Board agreed to reconsider.

Trust Chairman Aileen McLeish said: “After careful consideration and reflection – as we had promised to do – the Board has decided to reverse their previous decision to charge blue badge holders for parking at our hospitals. Our original decision was not made lightly but, in response to some very strong views and strength of public feeling, it was right to reconsider. The views of our patients and visitors are important to us and I hope that local people feel that we have listened. Moving forward we would like to continue to work with the local community and their representatives to further improve access to our hospitals and our overall patient experience.”

Diary Dates 2014

Members’ Events

VTE (Venous Thromboembolism)
Tue 14th October
2.30 – 4.30 pm
PGEC, St Peter’s

If you would like to attend this event please contact the Membership Office - see right for contact details.

Council of Governors’ Meetings

9th September
6 - 8.30pm
Education Centre, Ashford Hospital

3rd December
4 - 6.30pm
Chertsey House, St Peter’s

Trust Board Meetings 2014

All Thursdays
2 - 4.30pm, in the Education Centre at Ashford Hospital

25th Sept
30th Oct
27th Nov

You are welcome to attend any of the meetings, which are held in public. Papers will be available in advance from our website: www.ashfordstpeters.nhs.uk.

Please let us know if you would prefer to receive Members’ Matters by email in future - it helps keep costs down and is better for the environment!

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If you have any feedback about Members’ Matters or if you would like to contribute to a future edition, please contact Anu Sehdev, Membership Manager, at: foundationtrust@asph.nhs.uk or write to her at this address:

Membership Office
St. Peter’s Hospital
Guildford Road
Chertsey, KT16 0PZ
Tel: 01932 722063

If you would like to contact your Governor, please e mail members@asph.nhs.uk
Or you can send your request online by visiting the ‘Members/ Contact us’ section on our website.

Wi-Fi at the Trust

Did you know there is free WiFi available at the Trust? To access, search the available wireless networks choose TempPublicInternet, no code is needed - happy browsing!