

Members' Matters

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**Election Special: your
chance to represent
your community**

Welcome....

....to our third edition of **Members' Matters**, our magazine designed and written exclusively for our members.

Since our last edition, a major policy White Paper, *Equity and Excellence: Liberating the NHS*, has been published.

It sets out a number of major changes for the NHS, with a big emphasis on devolving power from Whitehall to patients and professionals.

The Government is encouraging NHS organisations like us to continue in our bid to become a Foundation Trust (FT) with our services commissioned by new GP groups.

At the time of writing, the regulator, Monitor, is formally assessing our FT application and we are now able to start electing our Council of

Governors - and this is where we would really like your participation!

There is an article on the next page which highlights how you can become a governor.

As we were about to go to press with this edition of *Members' Matters*, I received the sad news that one of our non-executive directors, John Kelly, had died unexpectedly over the Bank Holiday weekend at St Peter's Hospital.

I have written an article about John [see below] who will be sadly missed. My sincere condolences to his family and friends.



A handwritten signature in black ink, reading 'Aileen McLeish'.

Aileen McLeish
Chairman

Obituary: John Kelly, Non-Executive Director

In the three months John Kelly had been a colleague, *writes Chairman, Aileen McLeish*, he had become an integral member of the team gaining a great deal of respect from his contributions to the work of the Trust.

At the time of his death at the age of 57, he was senior partner of Bridge Consulting International LLP which he helped found in 2003. After graduating from Trinity College, Dublin, he enjoyed a distinguished business career, starting off at Unilever and moving on to work for Coopers and Lybrand and Ernst and Young Consulting UK.

More recently he had worked for the Department of Health, for a consortium of NHS trusts seeking to share best practise in the measurement of quality of care and patient safety. He also assisted a leading US healthcare organisation in considering their response to the Obama health reforms.

He was a Fellow of the Chartered Institute of Management Accountants, and a Fellow of the Royal Society of Arts.

John lived in Elmbridge for many years. He leaves a wife and three daughters.



Nominate yourself as a Governor!

Enthusiasm and support for Ashford and St Peter's Hospitals are the requirements for any would-be Public Governor.

If the Foundation Trust application is successful, a Council of Governors will be formed.

Its purpose is to make sure that the views of the community, our staff and partners are heard when decisions are made about the Trust. There will be 28 seats for public, staff and appointed governors from partner organisations.

You are welcome to nominate yourself to be a member of the Council of Governors in the constituency where you live [as listed below] or you can vote for someone else who lives in your constituency.

No special skills or knowledge about healthcare is required and support will be provided through the Membership Office to make

sure any Governor can carry out his or her role.

All public and staff governors seats will be subject to an election process, which will be run externally.

Details of the Governor elections are being sent in a personal letter to every member - the mailshot started on August 18.

We would ask you to:

read your personal letter carefully;

decide if you want to nominate yourself as a governor; and

in any case, please vote when you receive your ballot papers in September.

To ensure all is fair and transparent in this process, all correspondence from the Electoral Reform Services will be sent through the post.

Seven Steps of the Electoral Process:

18 August: All members receive notice of the elections by post and can then request a nomination pack.

16 September: Completed nomination forms to be returned to the Returning Officer (Electoral Reform Services).

7 October: Notice of Poll. The Trust and Electoral Reform Society will publish a summary of the nominated candidates.

8 October: Voting packs will be sent to all members.

2 November: Closing date for the election.

3 November: Election results provided to Ashford & St Peter's Hospitals NHS Trust for publication.

3-5 November: Successful candidates to be notified

Public Seats	No
Elmbridge	1
Guildford	1
Hounslow	2
Richmond	1
Runnymede	3
Spelthorne	3
Surrey Heath	1
Windsor & Maidenhead	1
Woking	3
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Welcome to James, Membership Manager



Hi, I'm James Harley and I'm delighted to be the new Membership Manager. I've been involved in Foundation Trust membership since 2005, so I'm hoping to bring some of my experience and ideas to make the membership here as involved and engaged as possible. I'm hoping that I meet some of you soon.

Outside of work, I enjoy a variety of different sports, dining out and cooking for friends and reading.

I also love to travel, and went to visit the spectacular Angkor Wat temples in Cambodia last year as well as spending some time working in an orphanage there.

Celebrating successes in Maternity Services

More women are choosing St Peter's Hospital to have their baby. In this edition of *Members' Matters*, we highlight some of the reasons why they are making that choice.

Our Maternity Services have received a 'Highly Commended All-Party Parliamentary Group on Maternity Award' for the unique Birth Reflections Service.

The exceptional level of aftercare and support offered to women following pregnancy by a team of midwives from St Peter's has resulted in this national award.

The team of midwives made a special trip to the Houses of Parliament to collect the award in July.

Explains Deputy Head of Midwifery Julie Frolich: "Our birth reflections service gives all women the opportunity to discuss and reflect on their pregnancy and birth experience with a specialist midwife counsellor in a safe, unhurried and confidential environment."

There has been a steady and significant rise in the number of women and their partners who use the birth reflections service since it was established 10 years ago.

This is the third national award that the St Peter's midwives have won in as many years.

Associate Director of Maternity Services, Eileen Nolan, said: "This award is testament to the dedication of our midwives and other staff and we are very proud to receive it. The birth reflections service is unique, not commonly provided within maternity units and really does make a big difference to the women who use it."

Pictured left to right are: Julie Frolich, Deputy Head of Midwifery and Bereavement Support; Midwife Micky Young; and Birth Reflections Midwife Zara Chamberlain collecting their award.



Baby Friendly Recognition



Pictured left to right are: Senior Midwife, Trish Watts, and Infant Feeding Assistant, Alex Bell, on Joan Booker Ward with the UNICEF Certificate of Commitment.

St Peter's Hospital has been awarded a Certificate of Commitment in its first step towards gaining international recognition from the UNICEF (United Nation's Children's Fund) Baby Friendly Initiative.

The Initiative is a global programme set up by UNICEF and the World Health Organisation, and in the UK they work with health professionals to ensure that mothers and babies receive high quality support with breastfeeding.

Alison Howker, Maternity Matron, said: "We know that breastfeeding protects babies against a wide range of serious illnesses including gastroenteritis and respiratory infections in infancy as well as allergies and diabetes in childhood. New mums may also be interested to hear that it's easier, cheaper and simply less hassle than bottle feeding!"

"We want to offer as much support as possible to our mothers who want to breastfeed and the Baby Friendly Initiative is another positive step in this direction."

Introducing

Sarah Legg, Antenatal Clinic Team Leader

What is your role?

My role is running the consultant antenatal clinics, overseeing the running of the Maternity Day Assessment Unit, Maternity Reception and shortly Maternity Triage. Recently, I have also been acting team leader for one of the community midwifery teams.

How did you train?

I qualified in 2000 after completing a Direct Entry Midwifery course in Winchester, which is the equivalent of the recent diploma. I joined Ashford and St Peter's in 2005 as a community midwife and have worked my way up to my current position, which is a great achievement for me personally.

Is there a particular element of your work you enjoy?

I enjoy all aspects of my job and particularly being able to share my midwifery knowledge with others and being able to offer advice to other midwives in relation to women's care. I also

feel great job satisfaction from following women through their pregnancies and supporting them and meeting their babies at the end of the nine months. I always say if you wake up in the morning and don't look forward to going to work then it's time for a change! I still wake up looking forward to work.

What do you feel most passionately about?

Being able to provide women with continuity of care is very important to me, to enable them to trust and build up a good relationship with the midwife. I also feel strongly about offering women normality in birth and run a monthly clinic for those hoping to give birth vaginally after a previous caesarean section.

What is the most difficult thing to deal with in your job?

The hardest aspect of my job is helping to support women who may have been through traumatic events relating to their pregnancy.



Helping them through this is both challenging and rewarding.

Have there been any defining moments in your career?

Actually giving birth to my own son, Isaac, at St Peter's last year totally changed my perspective. I feel that I can better relate to the experiences of women coming through our service and the feelings and anxieties they may face.

Seeing Double at Summer Party!



Maternity staff at St Peter's Hospital hosted their annual picnic for families with multiple babies.

Judi Linney, the President of the Twins and Multiple Births Association (TAMBA) and more than 30 families attended the event and enjoyed the glorious sunshine and picnic on the lawn outside Abbey Wing.

The twins that came ranged from three weeks to two years old. Many families have met through the specialist antenatal classes, which help expecting parents to prepare for the challenge of looking after more than one baby.

White Paper Latest.....

You may have read about the Government's White Paper, *Equity and Excellence: Liberating the NHS*.

It signals a significant change across the NHS, with a big emphasis on devolving power from Whitehall to patients and professionals.

The Government wants to focus on four key objectives across the NHS, namely:

- To give patients more information and choice about their care - "there will be no decisions about me without me";
- To improve health outcomes to be among the best in the world;
- To hand back power to patients and the NHS professionals who treat them; and
- Remove unnecessary bureaucracy, cut waste and make the NHS more efficient.

As part of the changes, GPs will be given the authority to commission health services from hospitals like Ashford and St Peter's.

There is also a change in direction about targets for hospitals to achieve. There will be a focus on clinical outcomes and measures.

For further information, go to:

www.dh.gov.uk

Making our contribution count

At home and at work, we all need to reduce carbon emissions and help to save the world's resources.

This is why the Trust has joined the 10:10 carbon commitment, which is a national incentive for everyone to reduce their carbon footprint by 10% during 2010.

As one of the largest employers in Europe the NHS can really make an impact on this initiative, but only if organisations such as ours play their part. So, we have embarked on several carbon reducing projects, including:

Heating

This has changed from a system which keeps water hot all the time to one which heats water on demand. This has saved energy and around £20,000 in fuel and servicing.

Waste

We recycle 63% of our household waste and the remainder is burnt in specialist incinerators to fuel the generation of electricity.

Lighting

As an ongoing project, our lights are being replaced with new



efficient sensor lights that adjust according to light levels.

Procurement

Some of our deliveries have been reduced from daily to once a week.

New buildings

We have committed to produce 10% renewable energy as part of any new build project.

Monitoring

With electricity meters for each of the main buildings.

But our efforts don't stop there, as we also have projects in the pipeline to reduce the number of car trips between Ashford and St Peter's and promote the use of the hopper bus; increase thermal insulation to our buildings to reduce heat loss in the winter; and add secondary double glazing to some of our windows.

Quality is driven by the public

Engaging the public about quality issues in hospital is the aim behind the production of Quality Accounts.

The Trust, like hospitals around the country, has produced its first Quality Account.

Sarah Johnston, Head of Quality and Integrated Governance, said: "We are proud of our first Quality Account and feel it clearly

demonstrates how seriously we consider quality and safety in our two hospitals. We would welcome feedback about the document."

It can be viewed at www.ashfordstpeters.org.uk/qualityaccounts

Or if you would like a hard copy, please contact Sarah via sarah.johnston@asph.nhs.uk or ring 01932 723647.

High ratings for patient environments welcomed

For the second year running a national survey has rated the Trust highly for the environment its provides for patients.

The Patient Environment Action Team (PEAT) assessment was undertaken in January and the results have recently been published.

The assessment looks at a range of factors that could affect a patient's experience of staying in hospital, such as cleanliness, privacy and dignity and the catering service. It also assesses how easy it is to access and park at the hospital and those small but equally important details which can really make a difference to patients, such as how hot or cold the ward is.

The assessment teams comprise patients, patient representatives, and members of the public. They also include NHS staff such as nurses, matrons, doctors, catering and domestic service managers, executive and non-executive directors, dieticians and estates managers.

Both Ashford and St Peter's hospitals maintained their ratings of 'excellent' for food,

'good' for environment and 'good' for levels of privacy and dignity.

One major project the Trust has undertaken over the last year is to refurbish most of the wards at both hospitals so as to comply with the national requirement to virtually eliminate mixed sex accommodation.

Ken Ellis, Vice Chairman of the Trust Patient Panel, said: "The ongoing refurbishment of the wards, outpatient and public areas has made a fantastic change to the general environment. The bathroom and toilet facilities are modern and damaged flooring in corridors and wards has been largely replaced."



Save the date: Annual Meeting on September 30

We are delighted to inform you that this year's Trust Annual General Meeting will be held on Thursday, September 30 from 6pm at the HG Wells Centre in Woking.

The meeting is an opportunity for the Trust to present its annual review of 2009/10. This will include our performance over the

past year and our plans for the future, including progress with our Foundation Trust application.

You will have the chance to hear from Chief Executive, Andrew Liles, and John Headley, Director of Finance and Information.

We hope lots of our members will be able to attend the event. To

make sure that we cater for appropriate numbers, we must ask you to 'book' in by **Friday, September 18.**

You can do this by contacting the Membership Office on 01932 722063, and speaking to either James Harley or Debbie Roberts, or by emailing them: FoundationTrust@asph.nhs.uk

Get a 'round' to help your local

Ashford and St Peter's Hospitals NHS Trust has joined forces with The Urology Foundation to improve the diagnosis, treatment and management of urological disease for local people.

Explains Justin Collins, Urology Consultant [pictured]: "We are organising a Golf Marathon, with the aim of raising around £1 million to fund several exciting and important new services that will benefit hundreds of NHS patients in Surrey each year. We specialise in urological services at Ashford and St Peter's and help patients with conditions such as prostate cancer, kidney stones, kidney cancer, bladder cancer and incontinence to name but a few."



The Golf Marathon will take place throughout September and October and there are several ways that local people can help this worthy cause.

Justin said: "We really want people to get behind Golf Marathon, sign up to play a round of golf and collect sponsorship from family and friends. With so many fantastic courses to choose from in Surrey it won't be a hardship for keen golfers to play 9 holes, 18 holes or as many as they can fit into their own personal marathon!"

As an extra incentive, every registrant who donates £36 (which is only £2 a hole) or

more in sponsorship is automatically entered into a prize draw to play a round with a celebrity or sports personality, plus other fantastic prizes.

If you can't play yourself, you can still sponsor Justin during Prostate Cancer Awareness Week (19th – 25th September), when he will attempt to play four rounds of golf per day for seven days – a total of 504 holes! Visit www.golfmarathon.co.uk and click on 'donate'.

The final way to get involved is to buy a ticket for the Golf Marathon Gala Fundraising Dinner on 8th October at Wentworth Golf Club. A table of ten costs £1000 to book, and this includes a champagne reception,

three course meal, after dinner speakers, charity auction and dancing. Call Serena at The Urology Foundation on 020 7713 9538 or email swyman@theurologyfoundation.org for more information.

Justin added: "The money we raise will help to buy a laser to treat kidney stones and certain types of kidney cancer, provide access to new "one stop clinics" where patients referred to hospital get their investigations and management plan on the first appointment if appropriate. We would also like to help introduce robotically assisted surgery in Surrey, as a safe and effective treatment option for localised prostate cancer."

Staff sign up to 'Good night' charter

We know from patient feedback that we need to do more to address noise levels and provide a quieter, more restful environment for our patients.

To encourage this we have launched a new 'good night' charter for all staff to sign up to, which is about putting patients first and carrying out our duties as quietly as possible.

We have asked staff to be mindful and be alert to the following:

- Keep disturbances caused by giving essential care to a minimum.
- Use only essential lighting after 11pm and during rest periods.
- Minimise noise from medical equipment and the environment.
- Wear soft soled shoes.
- Work and speak quietly.
- Answer ward telephones and pagers as quickly as possible.
- Challenge others who may be making unnecessary noise.

Membership office: Call James on 01932 722063

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FoundationTrust@asph.nhs.uk

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