

September
2008

Ashford and St. Peter's Hospitals



NHS Trust

For all our primary care and community colleagues.....

GP NEWS

.....keeping you in touch with Ashford & St. Peter's

NEW TRUST CHAIRMAN APPOINTED

The new Chairman for the Ashford and St. Peter's Hospitals NHS Trust from 1st October, 2008 is to be Ms Aileen McLeish. Her term of office will run for four years. "It is a tremendous privilege to be appointed Chairman of Ashford and St. Peter's and succeed Clive who has set such high standards of leadership," said Aileen. "A great deal has been achieved by the whole team over the last few years in turning around the performance at both hospitals and improving the services provided to our patients."

Making the announcement, the out-going Chairman Clive Thompson CBE said: "I am delighted that my successor as Chairman will be Aileen, the current Deputy Chairman, who will take over on October 1st, 2008." Aileen has a Mechanical Sciences degree from Girton College, Cambridge and joined Unilever on their graduate trainee programme, where she gained a financial qualification. Following further experience at a senior level in H J Heinz, Aileen joined the "Not-for-profit" sector as Director of Finance at Historic Royal Palaces and in 2003 became Director of Resources at the World Wildlife Fund (WWF-UK). She left WWF-UK in 2007 to give more attention to her family and her other interests, including her role at the Trust. She is married with two teenage children and lives in Hampton.

Said Clive: "At Aileen's original interview in 2005, her qualities and experience of strategic and financial management marked her out as a potential Chairman, and she has impressed us all with what she has done at the Board, and representing the Trust. Nevertheless, to be selected as Chairman, she had to undergo the full competitive public appointments process, and the appointment has been made in accordance with the Commissioner for Public Appointments (OCPA) Code of Practice. It is good for the Trust that this appointment will not only provide us with an excellent Chairman, but will also ensure a considerable degree of continuity."

"From my point of view, as departing Chairman, I have great confidence and satisfaction that the Trust will be in good hands and that the substantial progress of the last few years will continue and even accelerate. One of Aileen's first tasks will be to lead the Board as we apply for Foundation Trust status and take Ashford and St Peter's to a position of leadership in the health service in the South-East meeting the major challenges of the ever-changing NHS. I wish Aileen every success in this very rewarding post." Ms McLeish's appointment, which runs until 30 September 2012, has been made by the Appointments Commission's Health and Social Care Appointments Committee. Welcoming Aileen's appointment Trust Chief Executive Paul Bentley said: "Aileen is a strong leader who will play a major part in the Trust's development as a provider of high quality care for our patients. As Ashford and St. Peter's enters a new era in the health service Aileen will provide a positive guiding hand towards improved services for patients and greater success for the Trust."

All non-executive appointments are made on merit and political activity plays no part in the selection process. However, in accordance with the original Nolan recommendations, there is a requirement for appointees political activity (if any declared) to be made public. No political activity, or ministerial appointments, have been declared in this case.



New Chairman Aileen McLeish (left) is pictured with outgoing Chairman Clive Thompson CBE and (right) Non-Executive Director Jenny Murray

GP Referrals Top Tips - advice direct from our departments

GPs and Practice Staff have recently asked me to confirm the details around referring to some of our more specialist areas. After some investigation, please see an update below provided directly by our operational teams:

Minor Procedures for Lumps & Bumps - As you know, these are considered by the PCT to be a Low Priority. Ashford & St Peter's Hospitals will only operate on Lumps & Bumps if the GP referral letter contains the details of exceptional circumstances with patient symptoms including: suspected malignancy, recurrent infection or pain. Other symptoms will need to follow the PCT Exceptions process via the Case Review Committee to gain approval first.

Referrals to Sleep Apnoea - For investigative sleep studies and an appointment with a specialist regarding sleep apnoea, referrals should be sent in the first instance to a consultant in Respiratory Medicine. ASPH consultants in this area include Dr Mark Britton, Dr Paul Murray, Dr Michael Wood and Dr Andrew Winning

Audiology re: hearing aids - Once referred to audiology for hearing tests, if a hearing aid is provided then a patient is invited to return and self-refer for maintenance for a period of three years. Once beyond three years, the patient is asked to return to their GP for a new referral to again carry out full testing and to update the patient regarding deterioration etc. A patient will only need re-referring within the three year period if: They experience bi-lateral hearing problems, if there is total loss or failure of the hearing aid or if they fail to attend at their first appointment.

Dual role for Consultant with Dual Speciality

The team in the pathology laboratory of the Ashford and St. Peter's Hospitals NHS Trust has been joined by another "detective" who will be dividing his time in the two areas of lab work and seeing patients in clinics.

Dr David Cartwright, 35, is a Consultant in both Chemical Pathology and Metabolic Medicine. He qualified at Glasgow University 10 years ago, with a Commendation. He also obtained a BSc 1st Class in Medical Biochemistry. Said Dr Cartwright: "I'm very pleased to have joined Ashford and St. Peter's Hospitals and the pathology laboratory team where much of the "detective work" relating to diagnosis takes place. My clinical role seems likely to be centred around Nutrition – particularly obesity – and the management of Lipid disorders such as cholesterol and triglycerides, the fats in the bloodstream."



He added: "I am enjoy the clinical liaison and advising on the most appropriate investigations for patient management and equally enjoy the process of improving the quality of the biochemistry service provided to our users on the wards, in the outpatient departments and in the general practices. My interest in Biochemistry stemmed from my days doing the BSc in Glasgow. After completing my general medical training (MRCP, Member of the Royal College of Physicians) I was attracted to Chemical Pathology and its new sub-speciality of Metabolic Medicine. The Chemical Pathology component offers the opportunity to lead the delivery of the hospital's biochemistry services, and to offer an advisory service in the interpretation of results and suggestions of further investigations to clinicians."



"I enjoy having contact with patients in a clinic setting. The new Metabolic Medicine sub-speciality ensures a clinical role for a Chemical Pathologist, such as myself, concentrating in one of the five areas of clinical training: Diabetes, Nutrition; Lipid management; Metabolic Bone Disease and the management of Adult patients with Inborn Errors of Metabolism. I find this balance of lab work and clinical work very interesting and rewarding."

Before joining Ashford and St. Peter's Hospitals NHS Trust Dr Cartwright was a Senior Specialist Registrar at Addenbrookes Hospital, Cambridge, which is a national referral centre for the interpretation and investigation of patients with abnormal thyroid function test results, which was his specialty.

Dr Cartwright is already familiar with this part of Surrey as his wife did her PhD at the Royal Holloway College, Egham. The couple live in Staines and have a baby daughter. When not busy with family life he enjoys outdoor activities of walking; golf; football and natural history as well as the cinema and music.

Ashford & St Peter's Pathology Department gets a clean bill of health at recent inspection

The Pathology laboratories at Ashford & St. Peter's Hospitals have been subject to the biennial surveillance inspections of Clinical Pathology Accreditation (CPA) during the last week in July and first week in August 2008, against the new standards issued by this body earlier this year. The inspector reported after her first and second day on inspections of the Quality Management System (QMS) and Biochemistry service:

"Very transparent systems in place, lots of good, relevant information available on the internet" and "Good Quality Management System (QMS) in place, very well organised and well structured.....easy to find your way around.....systems in use were designed to uncover problems quickly.....good evidence of an evolving quality service".

"Open, honest and transparent systems in place. There was evidence of constant self-assessment, with a very impressive QMS in place which was highly developed and evolved".

The inspector went on to recognise all the hard work put in by the Microbiology department staff over the preceding months and noted that staff morale was good. She noted that the facilities were well organised, clean and tidy.

During the second week of inspections, the inspector visited the Haematology and Blood Transfusion departments and attended one of the off-site blood fridges at Woking Hospice. She noted that there was *"good morale, very positive staff with good general awareness of the Quality Policy and Quality Management System"*.

The final day of inspections was spent looking at the Cellular Pathology services (Histopathology and Cytology). The inspector recognised that the Cytology department was *"very upbeat and positive, well staffed and coping well with the workload"* and went on to note that there was *"good monitoring of EQA performance across both labs"* and *"impressive COSHH and risk assessments"* in place in Cytology.

The inspector issued recommendations for improvements for a number of areas during the course of the two weeks. In total, 18 recommendations were issued (5 of these applied across all departments/services) in respect of the entire Pathology services, all of which will all be addressed by the senior Pathology management team in the coming weeks. For comparison, the inspector noted that it would be usual to issue perhaps four times this number for an entire Pathology service!

Following the inspection, Dr. Andrew Laurie, Clinical Director for Pathology said, "I would like to congratulate all our Pathology staff who contributed to achieving such a positive external assessment report. This is a powerful validation of the high quality professional service that they provide for local patients and clinicians."

Stephen Shiel, the Pathology Services Manager said, "I think this is a tremendous endorsement of our Pathology services which we recognise as being amongst the best in the country. Staff should be proud of this achievement along with the others that they have made in recent times, including the 1 hour turnaround for urgent samples and the unbeatable performance of our Cervical Screening service (98% of samples reported in under two weeks)."

The previous Spotlight Seminars have been really well received and thank you to all of those who attended. We have now secured funding for some future events and please see below for the details. Please don't forget that all practice based primary care staff are welcome including Nurses, Practice Managers and administration staff (as the events are both educational as well as an opportunity to discuss process and guidelines with time for networking) and you all get a certificate of attendance!

Lunch is included with the compliments of Ashford & St Peter's Hospitals NHS Trust and hospital parking permits are available to you on request. We have two events in the diary: Rheumatology and Ophthalmology and please do let me know (for catering purposes) that you would like to attend - alternatively feel free to join us should your diary allow at short notice.

Under the Spotlight next is....

Dr Gulam Patel	Consultant Rheumatologist	Osteoporosis, steroids and fractures, Osteoarthritis, COXIBs and NSAIDs, Soft Tissue and Joint Injection Workshops, Polymyalgia Rheumatica	Foxhills Hotel & Country Club, Library Room, Thursday 16th October 12-2pm
Dr Mike Irani	Consultant Rheumatologist	1) Paget's disease of the bone - history diagnosis & mgmt 2) Recognition of inflammatory synovitis - clinical signs, investigations & differential diagnosis 3) Carpal Tunnel & risk factors, DXA, scanning & mgmt	
Dr Michael Creagh	Consultant Radiologist (& Clinical Director)	An update from Radiology	



Rheumatology at Foxhills!

Foxhills hotel and Country Club is the venue of choice for some of our Spotlight Seminars. The setting is very accessible with plenty of parking, and has excellent conferencing facilities which are tailored to our needs. While some events remain on either the

St. Peter's or Ashford Hospital sites, these venues, when available, also provide good facilities and allow us to increase our geographical availability supported by a good working environment for our Spotlight Seminars. Parking permits are available and the usual green temporary signage will be in place to help guide you to the venue. All practice based primary care staff are welcome to attend any of the seminars and we look forward to seeing you there.



Ophthalmology Spotlight Seminar at Ashford Hospital

This seminar is booked to take place at Ashford Hospital in the Lecture Theatre. As well as the clinical speakers, there will be an update aimed at Hounslow GPs for the move of Ophthalmology Services from the West Middlesex Hospital site to Heart of Hounslow in the Community. Referral guidance and clinic information will be provided at this event, although GPs from across the region are also welcome to attend.

Namir Kafil-Hussain	Consultant Ophthalmologist	1- Paediatric Ophthalmology : What every GP should know? 2- Vision screening in pre-school children by Judi Saiet, Senior Orthoptist	Ashford Lecture Theatre, Tuesday 21st October 12-2pm
Mr Arun Gupta	Consultant Ophthalmologist	Age Related Eye Diseases-Cataract and Macular Degeneration	

Masters Degree Questionnaire success - a big thank you to everyone

Just a quick note to thank all of you for your completed returns of my recent academic questionnaire. Over 75% of the circulation were returned with some truly excellent feedback and information from GPs, Practice Managers and Secretaries alike. The dissertation is now well underway and once completed (target for before Christmas!) I would like to share the results with you on request. Thanks once again to everyone for your continued support. **James Perrin**



EXERCISE TESTS MAJOR INCIDENT RESPONSE AT ASHFORD AND ST. PETER'S HOSPITALS

Major incident systems at Ashford and St. Peter's were fully tested last week in an exercise involving 'live' casualties, Surrey Police, South East Coast Ambulance Service and representatives from local media. At 06:05hrs on Thursday morning South East Coast Ambulance Service activated St. Peter's as a major incident receiving hospital for a coach crash said to have occurred at 06:00hrs on the M25/A3 junction at Wisley. Over 70 casualties were said to have been involved.

For this full triennial exercise St. Peter's along with two other local hospitals were theoretically 'activated' but for the purpose of the exercise only St. Peter's received the activation call and live casualties. A total of 25 walking wounded, 5 seriously injured, 6 critical cases and 2 dead were received at St. Peter's. The role of the live casualties was

taken by trainee police constables and volunteer staff from Surrey Police. They were transported to St. Peter's in a fleet of ambulances organised by St. John's Ambulance who in a real major incident would provide support to South East Coast Ambulance Service. As soon as St. Peter's was activated an automatic call out system sent messages to pagers and mobile phones to alert key staff. Phone calls were also placed to some key staff to enable them to be briefed quickly. All these staff then started a well rehearsed routine to implement the trust's Major Incident plan and either delay staff going home from their shift or bring additional staff in to cope with the casualties.

In A&E staff coped with both the influx of patients from the exercise and real patients. The additional staff who stayed behind and were brought in made a real difference. Most of the hospital was able to continue operating normally although in a real incident some major surgery would have to be postponed and patients who were assessed as ready would be discharged to Ashford and neighbouring community hospitals. As in a real incident some of the first people to arrive at St. Peter's were representatives from the media and two briefings in the hospital's temporary media centre with hospital Chief Executive, Paul Bentley, were held at 08:30 and 10:00. Co-ordination of the hospital's response to the incident was managed from an Incident Control Room set up in the centre of the hospital.

Staff that were activated as part of the major incident were required to report to the control centre and collect equipment and instructions or be allocated to tasks. Volunteers play an important role in major incidents by providing support to both staff and relatives. A special centre for relatives was established in the Education Centre at St. Peter's staffed by volunteers and the Trust's chaplaincy service. Speaking after the exercise, which ended at around 10:30hrs, Trust Chief Executive Paul Bentley said: "This was a real test of how the organisation would cope and I am proud of the way hospital staff and volunteers reacted. As a major Accident and Emergency Centre, with nearby Heathrow and the busiest stretch of motorway in the country running past our front door, it is important that we are prepared for all eventualities. I am pleased to say that everything went really well and we will be ensuring that the lessons we have learnt from this morning are implemented and shared with our colleagues elsewhere in the NHS and emergency services."

Emergency Planning manager Jacky Bush commented: "Paul and I would just like to say a really big thank you to everyone who was involved in organising and participating in yesterday's full live test of our major incident plan. It is important that we learn from this event and ask ourselves how can we improve our response to such events for the future. It is therefore essential that we critically review what happened and document what went well and what could be improved for next time."



An update from the DEPARTMENT OF BONE DENSITY SCANNING

The Department of Nuclear Medicine/Bone Densitometry at St Peter's Hospital serves a local population of up to 2 million people. In the past we have struggled to keep up with the demand for Bone Density requests. The department successfully reduced the maximum waiting time for DEXA scans to below 6 weeks from the beginning of April, and are currently aiming to reduce maximum waits for our patients still further by Christmas.

We are now offering this improved service which has been achieved by adequate staffing, a changed booking method and a new state of the art Hologic Discovery Bone Density Scanner. All of these factors have now increased our throughput of patients.

We have a new referral form and would like to request that we have adequate information regarding the patient to fit the necessary criteria and for your continued support regarding the increasing demands for additional information. Referral forms are available from the Radiology Department directly. Electronic versions can be requested from james.perrin@asph.nhs.uk or they can be found on the GP Extranet site, www.asph.nhs.uk. Results are available on a new contact number **01932 723054**. Please note that patients are no longer required to pay for this service.

GENERAL PRACTITIONER LUNCHEON CLUB

Oliver Plunkett Education Centre, St Peter's Hospital
12.15 pm – lunch & 1 – 2 pm – meeting

AUTUMN TERM 2008 - Always on a Tuesday!

30th September: Dr Diab Haddad - Peanut Allergy in Children

7th October: Dr Sophie Davison - Forensic Psychiatry: What the GP needs to know

14th October: Maggie Cooper - Immunisation against Cervical Cancer

28th October: Dr Shailini Bahl - Growth failure on over two's

Choose and Book Update

GPs have been informing me that sometimes it is proving difficult to find a slot to book a patient into on Choose and Book. I am advised that if this should happen, then please call the Appointment Centre at Ashford Hospital and watch out for an article about this in the next edition of the Choose & Book Newsletter where further advice will be provided.