



### STARS SHINE FOR ASHFORD AND ST. PETER'S Winner and Surrey Finalists in the Best of Health Awards categories



**Award winner  
Terry Fulgencio**

The Trust had three entries in this years South East Coast 'Best of Health Awards'. Senior Staff Nurse Terry Fulgencio in NICU (pictured left receiving her award & right) was nominated by one of the student nurses she mentored, for the South East Coast Academy award which aims to recognise an individual who, though their own high standards of leadership, mentoring or staff development skills, has inspired and motivated others to make real and lasting improvements and to achieve personal and professional goals. Of the three finalists from Kent, Surrey and Sussex it was Terry who received the Award.



Terry was nominated because "she sets a prime example of a nurse and healthcare professional. Her positive approach is a benefit to everyone from staff to patients and promotes high morale and an enjoyment of work. A neonatal intensive care unit obviously brings great stresses and anxieties for staff and parents but despite this, Terry unfailingly remains calm and controlled yet approachable and empathetic to all relatives. She gives student nurses as many opportunities as possible to practice their nursing skills, working closely with them, involving them in patient care and using day-to-day tasks and activities to enhance their learning and development". Student nurse Rebecca Morello sums it up, "I have

shadowed Terry for four weeks as a nursing student and, not only have I learnt a great deal about caring for neonates, but I have developed a tremendous passion and enthusiasm for it due to Terry's attitude and teaching methods. Terry ensures that we meet during each shift to discuss what I have learnt and experienced during the day. She treats me as a responsible student but recognises my limitations and boundaries. However busy Terry is she will always have time to answer my questions, go through my paperwork and explain techniques and rationale." Speaking after the presentation event at Brighton, Trust Chairman Clive Thompson said: "Terry is a real credit to the Trust and her profession. I was very proud of her."

The other finalists from Ashford and St. Peter's were Michelle Green in the Leadership for Improvement category and the SMS Reminder Team in the Innovative ICT category. The Leadership for Improvement award recognises great leadership approaches which demonstrate positive and sustained impact on the patients, users and staff they work with. Assessors look for evidence of leadership which embraces innovation and improvement, and shows a clear focus on enhancing the quality and experience of service users and staff. The awards citation says: *Michelle Green has dramatically improved patient care and staff morale since she arrived as a senior physiotherapist on*



**Surrey finalist Michelle Green**

*Chaucer ward, a rehabilitation ward for stroke patients, nine months ago. She immediately set about identifying areas that needed improvement, injecting her enthusiasm and innovation from the start. She introduced the ethos of patient-centred care and rehabilitation by encouraging relatives and carers to be involved in all aspects of patients' treatment and care so they can work together towards achievable goals. This greater understanding of rehabilitation and of the need to allow independence has helped patients to reach their potential sooner than they expected. Rehabilitation sessions are timetabled so that patients always know when and what they are doing. Newspaper groups are set up daily to encourage patients to socialise and keep abreast of events outside the ward. Crossword groups are used to encourage speech and word finding and are attended by all abilities. Everyone helps each other. Michelle was nominated by a*

*fellow physiotherapist Julia Farnworth who said, 'Chaucer Ward is firmly back on the map. Michelle is very self-effacing and claims it is all the result of the team – but the team believes it has only happened because she is at the helm.'*

In the Innovative ICT category the SMS reminder team (Dr Paul Crawshaw, Ian Mackenzie, Andrew Davies & Dr Peter Reynolds) were nominated for the text reminder service which was piloted in Paediatrics and is to be rolled out across the Trust and elsewhere. Outpatients are being reminded of their appointments by text message by this innovative new service. The initiative has led to a big reduction in the number of patients who fail to turn up for appointments, resulting in a better service for patients and a huge cost saving for the Trust. It has been estimated that it costs the Trust £50 for each non-attended appointment. In any one year approximately 36,000 patients miss their appointments at Ashford & St. Peter's at an estimated potential cost to the Trust of £1.8m per year. The service needs no user involvement on a day-to-day basis. The message within the text is written by the Trust and is individually written as required to speciality, age, sex or any other aspect of a patient's appointment. The approach is unique in using NHS Mail as the message sender, and by using standard NHS facilities the service is entirely free. Interest in this across the NHS has been very encouraging and the team has now shared the software (free of charge) with sixty other NHS institutions.



**Surrey finalist  
SMS Reminder Team**

**Congratulations to Terry and the finalists. Got an example of good practice? Don't keep it under your hat! Nominate it for an award!**



**Centre Dr Chris Alexakis with  
colleagues from Birch Ward.**

**PRAISE FOR BIRCH WARD** Paul Steele, a 27 year old from Ashford, stayed as a patient at St. Peter's Hospital for a few days with pneumonia and was discharged on Sunday 27<sup>th</sup> April. He and his parents, Sharon and Barry want to thank all of the staff on Birch Ward for their kindness. Sharon comments: "The ward was very clean and all of the staff were extremely helpful and kind to the patients there, as Paul observed. St. Peter's gets such a bad press and it was the first time anyone in our family had actually stayed in St. Peter's - we had always been Ashford patients. We were however, very, very impressed." In particular, Paul too was impressed by the professional and outstanding care provided from Dr Chris Alexakis, a Senior House Officer based at St. Peter's. Sharon said: "We all thought he was outstanding for a junior doctor and he will go a long way. My son and he were the same age and on the same wave length. Paul is still tired, but he's on the mend now."

# INTERNATIONAL NURSES DAY - HOW WELL DO YOU KNOW MATRON?

12th May is the birth date of Florence Nightingale and is recognised as International Nurses Day. It is an opportunity to recognise the fantastic work of all our nursing colleagues - past and present - in whatever sphere of healthcare they work. So how well do you know our Matrons - one of the senior levels of nursing in the Trust? Try matching the picture letters to the names and send your answers by 2.00p.m. on Thursday 15th May to [lauren.shiel@asph.nhs.uk](mailto:lauren.shiel@asph.nhs.uk) or mail them to her in Communications, The Studio (SDU), St. Peter's. There will be four prizes - two for each site, one for the correct staff entry and one for the correct volunteer entry. In the event of a tie the 'first out of the hat' wins. You can view the pictures on Trust Net or at the Main Entrances to both hospitals.



## Match the Matrons

- |                 |                     |
|-----------------|---------------------|
| 1. Terri Hess   | 7. Debbie Palmer    |
| 2. Mary Wardle  | 8. Delores Thomas   |
| 3. Jane Ryman   | 9. Den Hallett      |
| 4. Mandy Wilson | 10. Jill Hickman    |
| 5. Kathryn Wood | 11. Diane Lashbrook |
| 6. Denise Flack |                     |



With the appointment earlier this year of two new Matrons we now have a full compliment of Matrons. Sarah Hill was appointed Matron for Wards at Ashford and Jill Hickman was appointed Matron for Maple and May Wards at St. Peter's. The pair complete the now 17 strong team of Matrons across the Trust all working to improve patient care and improve the experience of being in hospital for patients in every way. Along with their Consultant and Senior Nurse colleagues they provide leadership to the hundreds of nurses who work at Ashford and St. Peter's. The Matron role was introduced to the Trust in 2004 with just seven Matrons initially. The Matrons look after designated areas and work, with amongst others, the ward sisters, heads of nursing, doctors and housekeeping services to enhance the experience of patients during their stay in hospital.



...putting people at the heart of everything we do...