

# LOVE AT FIRST SIGHT

It's a showroom, state-of-art. Just two of the phrases used by Mitzie Anquilo, assistant sterile services manager at Ashford and St Peter's Hospitals NHS Foundation Trust, to describe the busy and impressive endoscopy reprocessing facility she manages.

"I love my machines," Mitzie told *Inside Hospitals*. "They are my babies. I love and respect the team here - all the guys. I love all the technology that's helped us come so far. And I love the suppliers who give us so much support."

"Patients First is our core value and you have to love the machines, to have the passion, to deliver the service. We don't allow the patient to wait. The doctors are very happy."

"The volume of work is very high," explained Mitzie. "Last month we reprocessed nearly 900 scopes. We're working 8am to 7pm Monday to Friday, plus add-on lists Wednesday



**In control:** Mitzie Anquilo, assistant sterile services manager Ashford and St Peter's Hospitals NHS Foundation Trust, in the spacious endoscope reprocessing facility

A passion and commitment to achieve Patients First is vital says **Mitzie Anquilo**, who manages the impressive endoscope reprocessing facility that's delivering a first class service at St Peter's Hospitals, Chertsey

requirements it was decided to locate all endoscopy procedures at St Peter's, moving reprocessing to a centralised sterile services facility where Mitzie is responsible for the full-time running of the whole department.

A registered midwife from Manilla, in the Philippines, Mitzie was in the Middle East for 13 years, initially as a midwife at the King Fahad National Guard Hospital, in Riyadh, Saudi Arabia, then changing disciplines to become supervisor of the sterile services department - where the main process was ethylene oxide and plasma. She continued her CSSD studies with the International Association of Healthcare Central Services Management.

Mitzie's UK career began at Brighton and Sussex University Hospitals NHS Trust, later



**Trusted supplier:** Mitzie with Rebecca Salvatore, schülke's regional hospital sales executive - instruments and surfaces

**"The technology we have today is wonderful but you have to have the passion to achieve the service"**

evenings and Saturday mornings, and we provide on-call trolleys with a range of scopes for any emergencies over the weekend. And I'm available on bleep whenever needed."

Now in a spacious, purpose-built department alongside sterile services at St Peter's Hospital, the trust's endoscopy reprocessing facilities were previously located next to the procedure rooms at both its Ashford Hospital, in Middlesex, and St Peter's Hospital in Chertsey, Surrey. To meet JAG

embryonic unit where she has overseen the development of the department through to today's current, impressive facility.

Tasked with developing the new centralised department, Mitzie shared her broader experience with Jackie Butler, the trust's sterile services manager. "We had to start the department from scratch," explained Mitzie. "We had the ISIS machines and endoscope storage cabinets but borrowed trolleys and tables and gradually built the department up."

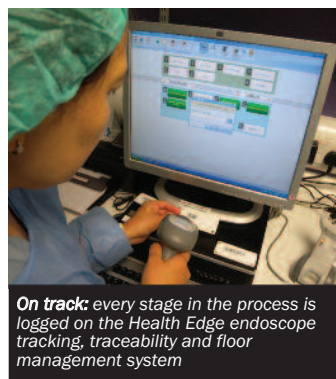
"It took a lot of perseverance in the first six months, bringing us up to a very good standard then adding the Health Edge tracking system."

Now the, state-of-the-art facility has spacious 'clean' and 'dirty' rooms, built around four Puricore ISIS pass-through AER washer-disinfectors and an array of five Puricore endoscope storage cabinets.

Every stage of the process is



**Simple:** scopes are connected to the hub and loaded into the AERs



**On track:** every stage in the process is logged on the Health Edge endoscope tracking, traceability and floor management system

moving to the trust's Princess Royal Hospital, in Haywards Heath, where she was senior supervisor of CSSD and endoscopy.

In 2009 Mitzie moved to the SSD at Ashford Hospital. And in 2010, with the trust's decision to centralise endoscopy reprocessing at St Peter's, was appointed assistant sterile services manager of the



**AER choice:** gigaseptOnce, a two-part, high level disinfectant comprising of additive and base



**Manual cleaning:** gigazyme multi-enzymatic cleaner



recorded and monitored by scanning bar codes using Health Edge Solutions' computerised endoscope tracking, traceability and floor management system.

Following a procedure and once the scopes have been thoroughly inspected they have a manual clean at the 'dirty' and 'clean' purpose-built, height adjustable sinks, supplied by Goldsworth.

At the sinks, schülke's gigazyme multi-enzymatic cleaner is delivered by an automatic dosing system,

supplied to the unit by schülke and calibrated to ensure the correct dose every time. gigazyme has a built-in temperature indicator which changes colour if the water is too hot to ensure it performs at its optimum temperature.

The manually cleaned scope is then connected to the ISIS AER's removable hub in a simple and straightforward operation which allows the technician easy access to all ports and connectors. The assembled unit is loaded into the AER which has an integral RO providing point-of-use high purity water.

The short, 20-minute to air-dry cycle includes five minutes

**“The staff are my backbone, they’re very competent - that’s why the department’s running so smoothly”**



**Short cycle:** includes five minutes contact time with the detergent

contact time with schülke gigaseptOnce, a two-part, high level disinfectant comprising of additive and base. The low concentration peracetic acid formula is highly effective, and chosen for its good material compatibility with the scopes and AERs

“We’ve always used schülke chemicals,” said Mitzie. “They are tough but gentle on the scopes. Using the soil test, schülke always gives a good result.”

Both schülke chemicals are widely used in endoscopy departments and available through NHS Supply Chain - giving departments the reassurance of a quality product that has been assessed for performance and value for money.

Once the cycle is complete the scopes are unloaded from the AERs on the clean side,



**Teamwork:** Mitzie with three of the department’s technicians (left to right) Ricky Cabrera, Ben Pettite and Jan Nessia

removed from the hub and placed in the drying cabinets.

“The storage cabinets give us 72 hours in sterile conditions. We’re now looking to upgrade that to 31 days by re-programming the machines.”

Mitzie’s attention to detail is typified by the department’s stylish colour scheme and particularly her meticulous paperwork and colour-coded storage of all records. “My documentation is my testimony,” said Mitzie. “In the procedure room they scan patient’s notes with the same tracker system. If there’s any recall you can go to the history and find it instantly - all the validation, all the test results - it’s all here.”

There are over 35 staff in the decontamination facility - sterile services and endoscope reprocessing - with the well trained technicians qualified to work across both disciplines. Mitzie’s endoscope reprocessing unit is always staffed by a minimum of four technicians, together with the services of a porter, who is dedicated to the delivery of sterile scopes to endoscopy, theatres, ITU, DSU and anorectal clinic, and the collection of the securely



**Attention to detail:** Mitzie’s meticulous, colour coded documentation

bagged, used instruments.

An obviously inspiring department and team leader, and keen to credit her staff, Mitzie explained: “The staff are my backbone, they’re very competent - that’s why the department’s running so smoothly. Managing people is

**“My documentation is my testimony. If there’s any recall you can go to the history and find it instantly”**

the hardest part, but we have a very good team. We’re a very busy department. When it’s manic - what I call “toxic” - I jump in and help. They’ve all



**Sterile storage:** the trust is looking to re-programme the drying and storage cabinets to give 31 days in sterile conditions

had full training and the end users are very happy with the service.”

Indeed, training is one of the key factors in the department’s success. As well as extensive in-house training, Mitzie is quick to acknowledge the support of her suppliers. “We used schülke in the hospital’s AERs previously,” explained Mitzie.

“They are a very good provider - so cooperative with us.”

Rebecca Salvatore, schülke’s regional hospital sales executive - instruments and surfaces, explained: “We provide training for all chemicals, including Health & Safety and COSHH, to ensure staff understand how they should be used and are aware of all the regulations. In addition, members of schülke’s new gigazyme plus points loyalty scheme receive complimentary detailed team training on the importance of manual cleaning.”

Mitzie added: “The ISIS machines and the engineers are very good - always there if ever I need them. We’ve a very good



**Height adjustable:** sinks positioned for optimum working position.

relationship. It’s the same with Health Edge - they’re very good if we have problems, and helping me generally.”

Full of the passion necessary to achieve Patient First, Mitzie added: “It was a blessing that the trust decided on the new centralised unit and that we had the space. The technology we have today is wonderful but you have to have the passion to achieve the service.

“We’ve had visitors from the local area and London. They were all impressed.”

No doubt they were equally impressed by Mitzie and her hard working team - not just the sparkling facility.

For further information, call schülke UK on 0114 254 35 00, e-mail [mail.uk@schulke.com](mailto:mail.uk@schulke.com) or visit [www.schulke.co.uk](http://www.schulke.co.uk)

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