A close-up of a logo

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INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So welcome to this member’s health event.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
My name is Brian Ingleby and I am the Chair of the Trust.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We have what I think is a really interesting agenda for you this evening.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We will be hearing first from our Chief Executive, Neil Dardis, who will talk about the performance at the Trust and some of the investments that we're making in our services.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I'm sure he'll be talking about the New Hospital Programme and our new strategy.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
You should have received the Members newsletter this afternoon that contains links to surveys where we're looking to get your views on both the Trust strategy but also the selection criteria that we will be applying when determining where the new Frimley Park Hospital will be.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So I'd strongly encourage you, if at all possible, please do engage with those surveys.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
This is your Trust.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
You pay for it and we're absolutely as keen as we can be to get as much of your feedback as possible to inform those two areas.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But Neil will talk a little bit more about that and we will then have our keynote speech transforming services at Heatherwood Hospital.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Our lead governor, Sarah Peacey.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Will introduce Ms Manju Chandran and Dr Lorraine North for that talk.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
There are some interactive elements to it.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If you happen to have your smartphone next to you, there will be an opportunity to engage in a few quiz questions as we go through.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Don't worry if you don't.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It doesn't detract from the experience, but if you are able to take part in that, that sort of interactive part of that session, that would be that would be fantastic.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I'm there'll be a Q&A I Q&A session at the end with the consultants with Neil and myself and with Sarah as well.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Please, when the time comes, if you can put your hands up and we will, one of the team will bring you off mute and ask you to put your question.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Or alternatively, if you prefer, you can use the chat function and we will make sure that those questions are answered as well.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So I think at this stage, without further ado, I will hand over to our Chief executive.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
There's artists for an update on the trust.

INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

0:5:49.850 --> 0:5:53.800  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you, Bryan, and good evening everyone and thank you very much for joining us.

0:5:53.810 --> 0:6:2.700  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So when yeah, I'll start with a little bit of context in in which we're operating update around some of the key performance areas for the organization.

0:6:2.870 --> 0:6:7.440  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And then touch a little bit around some of our plans for the future as well.

0:6:7.750 --> 0:6:14.410  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I think we'd all recognize, and I'm sure colleagues have seen it in the media, the pressures that the NHS continues to be under.

0:6:14.420 --> 0:6:17.560  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I think waiting lists are record high nationally.

0:6:17.670 --> 0:6:25.830  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Obviously there's been the impact of the industrial action and the immense inconvenience that's called to so many patients.

0:6:26.280 --> 0:6:32.170  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Increasing financial pressures around the NHS and actually a lot of periods of reflection as well.

0:6:32.180 --> 0:6:39.40  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Some of the uh national media attention around here is like the shocking outcome from the Lucy Lesby trial.

0:6:39.190 --> 0:6:42.620  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
The Martha Mills case that received quite a lot of media attention.

0:6:42.920 --> 0:7:15.210  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
A few months ago, and indeed the independent reporting to behaviours within surgery have all given the NHS, I think, moments for reflection and consideration about how we continue to improve moving forward and that's certainly been a part of some of the work we've been doing over recent weeks and months as well in terms of our performance and what that's meant for us as an organization, I'll break it down to the key areas about waiting lists, our quality, our workforce and around urgent care and the finances as well.

0:7:16.230 --> 0:7:25.860  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So in terms of our weighting, this performance, teams working really hard to continue to reduce weight and transformations which remain a lot longer than we would like them.

0:7:26.210 --> 0:7:37.440  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And in terms of from our own perspective, if anyone has been inconvenienced by either long waiting times or changes in appointments, particularly in relation to the industrial action, then please accept our sincere apologies.

0:7:37.450 --> 0:7:41.180  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I know our teams are working incredibly hard to provide the best service we possibly can.

0:7:41.610 --> 0:7:50.510  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
The NHS has set a target to reduce waiting times to a maximum of 65 weeks that by the end of this financial year and our teams have done made some really good progress.

0:7:50.860 --> 0:8:1.490  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We've seen our numbers over that time reduced from 18,000 just a few months ago down to 8000 now, and we've remained on trajectory to achieve that standard by the end of March.

0:8:1.560 --> 0:8:7.970  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Clearly, if there's any more industrial action, or indeed particularly higher pressures to win to, that's going to cause us some pressure in that area.

0:8:8.100 --> 0:8:11.270  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But our teams are working continually hard to reach that standard.

0:8:12.140 --> 0:8:21.700  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
What's really important to us is that we continue to perform really well, ensuring patients with a potential cancer diagnosis are seeing diagnosed and treated as quickly as possible.

0:8:21.890 --> 0:8:36.40  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
There's a national standard in the NHS now that patients will be seen for their diagnosis as quickly as possible, and we're meeting that standard from a national perspective and continuing to see a reduction in some of our waiting times for cancer.

0:8:36.50 --> 0:8:47.850  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So teams working really hard there and there's been real expansion in some of our services and he was like urology and gynaecology where we've increased the levels of staffing to meet those standards in terms of quality.

0:8:47.860 --> 0:8:59.330  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I've touched on some of the some of the reflections nationally and some of the incidents that have occurred and thinking about the Martha Mills case where perhaps patients and their families weren't listened too sufficiently or involved enough.

0:8:59.400 --> 0:9:17.170  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We tried to respond in many ways to that, talking to a lot of our teams around how we take that feedback on board and we've particularly introduced a process called calls for concern where families can contact our critical care team to come and review their families, loved ones who may be an impatient with us.

0:9:17.230 --> 0:9:34.650  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
They've got particular concerns the perhaps they don't feel are being responded to sufficiently, so hopefully that we reemphasizes the importance of listening to families in our organization and Heatherwood Hospital, which I'm sure you've heard me, were actually recoil about before, continues to go from strength to strength.

0:9:34.820 --> 0:9:46.710  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's now been accredited as one of the leading planned care facilities in the whole of the NHS and it's a living some of the best performance standards and efficiency markers across the entire NHS.

0:9:46.720 --> 0:9:57.800  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We're really proud of the work that continues to do and we're really seeing a lot of traction now in giving our teams the skills that they're looking for in terms of continuously seeking to improve quality.

0:9:57.810 --> 0:10:6.970  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We've got over 1400 of our staff now trained in what we call our Family excellence program, and that's being a real improvement in quality in many of our key areas.

0:10:7.70 --> 0:10:22.120  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We've seen a 35% reduction in fools, so real markers have improvements in safety and quality being seen across our services, and I'm particularly proud of the work our teams have done in terms of supporting our people and improving our staffing levels.

0:10:22.630 --> 0:10:36.680  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We've seen 40% less staff leave our organization this year compared to the year before, which is a huge improvement and makes a real difference to the number of staff we have on our shifts and unable to provide improved care for patients.

0:10:37.170 --> 0:10:49.980  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We're also on target to recruit over 3000 staff this year, which would be a 30% increase on the same period last year and that's helping us move to now one of the lowest vacancy rates for nursing across our region.

0:10:49.990 --> 0:10:50.910  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So real improvements.

0:10:51.220 --> 0:10:59.310  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Uh, in how we improving our staffing levels and that's also seen our expenditure on agency half over the last nine months as well.

0:10:59.380 --> 0:11:0.590  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So real improvements there.

0:11:2.10 --> 0:11:7.260  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Sadly, the finances are a particular pressure for us and we are in a deficit position.

0:11:7.370 --> 0:11:7.720  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Uh.

0:11:7.730 --> 0:11:24.740  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Year to date, there's particular drivers around that we've had additional beds open to support the extra demands that will be seen on our services clearly covering for the industrial action has called a lot of cost pressures for us that I'm sure you've seen in national media as well.

0:11:24.960 --> 0:11:31.160  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And we've had to outsource particular levels of activity to continue to improve those waiting times.

0:11:31.630 --> 0:11:43.740  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And reduce our waiting list so those key areas have caused us a lot of financial pressures this year and we're currently forecasting what that means for us in terms of our year end position this year, but also in future years ahead as well.

0:11:45.190 --> 0:11:54.680  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Now, last but not least, one of the key areas of focus for us are keeping our patients safe and delivering the best possible urgent and emergency care, particularly over the winter period.

0:11:55.550 --> 0:12:0.720  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We've seen a 13% increase this year so far in the number of 80 attendances.

0:12:0.830 --> 0:12:1.60  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Uh.

0:12:1.70 --> 0:12:6.630  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Through our hospitals and it's been really important for our teams to try and respond to that in the best way possible.

0:12:7.590 --> 0:12:15.640  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we're working with colleagues and partners across the health and care system to to improve offerings for patients outside of the AE departments.

0:12:16.90 --> 0:12:25.560  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We're also expanding our bed numbers, both at works and Park and Frimley Park and in the community to make sure we've got the capacity needed to support our patients over the winter.

0:12:26.730 --> 0:12:28.750  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We developed some new models of care.

0:12:28.760 --> 0:12:43.220  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
What are called same day emergency care units where we're able to divert patients from queuing in a in the accident emergency departments to see the specialists, they need to see who can make a decision for them quickly and hopefully support them to get back home on the same day.

0:12:43.530 --> 0:12:58.170  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And as I say, we're working really closely with colleagues around making sure that we've got the appropriate management arrangements in place, escalation policies and work across the system so that we can support patients to get back home as quickly as they possibly can.

0:12:58.280 --> 0:13:5.430  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And hopefully those measures will ensure we provide continue to provide safe services through no doubt, what will be a really challenging winter period.

0:13:7.510 --> 0:13:18.480  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Now, Brian alluded to some of the improvements we have planned in in the years ahead and clearly the most significant of those are the new Frimley Park Hospital.

0:13:18.990 --> 0:13:30.220  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
This really is a once in a lifetime opportunity to create a state of the art facility which will be modern, efficient and enable us to transform the care we provide for our patients.

0:13:30.410 --> 0:13:36.290  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It will have more on suite facilities, improved numbers of state of the art theatres.

0:13:37.230 --> 0:13:52.110  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It will incorporate the very latest in sustainability and environmental initiatives and really help us work closely with our partners to create a facility that the whole health and care sector can come around to make sure we delivering the most modern healthcare possible.

0:13:53.20 --> 0:14:7.280  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Now we've been focusing on some really urgent actions to get this program and this project off the ground, not least employing the skills and the team we need to lead this high quality program, but also scoping potential sites as to where the new hospital can be.

0:14:8.30 --> 0:14:12.660  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's not possible to develop the new hospital on our current site.

0:14:13.110 --> 0:14:19.140  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
There simply isn't the room to develop a new hospital in the same site, as we also continue to deliver services.

0:14:19.150 --> 0:14:39.70  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So it will mean a new site and we want to now engage really strongly with all of our staff, our partners, our stakeholders and importantly all of you, our Members and a wider communities as to what's important for you in developing the criteria that will enable us to assess where the best site for the new hospital will be.

0:14:39.950 --> 0:14:45.620  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So it's going to be lots of ways for you to be involved and we're really keen that we hear from as many of you as possible.

0:14:46.50 --> 0:14:53.180  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We'll be undertaking a series of in person and virtual events throughout December to gather feedback from the public.

0:14:53.330 --> 0:15:14.730  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
There will be lots of opportunities in pop up stands in local shops and leisure centres over December and there will be a lot of other methods that will be developed on our website for you to be involved and really become part of helping us choose where that new site will be and what some of those developments in the new hospital will offer.

0:15:15.80 --> 0:15:28.580  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So as I say, this is an amazing opportunity, one that doesn't come around very often and we're really keen that as Brian says, this is your hospital and your local facility and we want to hear from as many of you as possible into what that needs to look like.

0:15:30.340 --> 0:15:36.650  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Now linked to the new hospital, but not solely in relation to it, is a development of our new strategy.

0:15:37.100 --> 0:15:40.870  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Now we're really proud of what we've achieved over the course of the last strategy.

0:15:41.760 --> 0:15:53.10  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We've obviously been through a really challenging period through the pandemic, but Despite that, we've delivered the amazing new Heatherwood Hospital which is I've touched on, is really transforming the care we provide for our patients.

0:15:53.100 --> 0:15:57.10  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And I think you're gonna hear more about that from our clinical colleagues shortly.

0:15:57.500 --> 0:16:1.300  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We've also developed a new electronic patient record which is enabling us.

0:16:1.590 --> 0:16:13.740  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
To really advance uh, the methods of healthcare delivery that we have in our organisation, and we've been able to expand many of our services to provide the highest standards of the latest advances in medicine.

0:16:14.370 --> 0:16:18.280  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But the current strategy doesn't mention pandemic or the impact of it.

0:16:18.510 --> 0:16:25.640  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It doesn't even mention rack, the decaying concrete, which means we have to redevelop a new Frimley Park Hospital.

0:16:25.810 --> 0:16:37.880  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we want to develop a new plan for the future and we want to hear from many of you as possible as to what you would want to see from the healthcare we provide in the years up to and potentially beyond 2030.

0:16:39.50 --> 0:16:42.420  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So it's gonna be lots of opportunities over the coming months to get involved.

0:16:42.470 --> 0:16:58.410  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And again, please look out for those opportunities and updates via our social media, our website and through the Members updates that we will provide in addition to the new hospital and the new strategy, there's a number of other developments that are really exciting at the moment.

0:16:58.880 --> 0:17:5.990  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We've got our new M Block, a £50 million investment continuing to be developed on the Frimley Park site.

0:17:6.660 --> 0:17:20.10  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
This will see us create much needed additional bed capacity, 74 inpatient beds coming on site, but also really importantly dedicated breast care and diagnostic facilities in the state-of-the-art imaging centre.

0:17:20.380 --> 0:17:22.970  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So as I say, this is a £50 million development.

0:17:23.100 --> 0:17:34.180  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It will provide us much needed capacity to be in place before we open the new hospital and it'll be part of a suite of facilities that are able to be maintained even after the new hospital is built.

0:17:35.530 --> 0:17:41.230  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Similarly, we're progressing our plans for a new community diagnostic centre in Slough.

0:17:41.590 --> 0:17:53.570  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
This will be a £25 million development which again will provide much needed local facilities to help expand our diagnostic capability and that should open in the spring of 2025.

0:17:55.80 --> 0:18:6.990  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So as well as those really important capital developments and investments in our healthcare services into the future, I'm really proud of all the continued improvements that our teams are able to deliver.

0:18:7.440 --> 0:18:9.270  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I wanted to draw a few to your attention.

0:18:9.280 --> 0:18:12.650  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
For example, a team that a leading on virtual wards.

0:18:13.330 --> 0:18:24.400  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So this is a mechanism by which our consultants and our senior nurses are visiting patients in their own homes and providing what would care that we've normally provided in hospitals.

0:18:24.820 --> 0:18:36.730  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Inpatients own homes, and they've supported and almost 1500 patients over the last 12 months, but are now expanding that to see US support a further 16,000 in the year ahead.

0:18:37.40 --> 0:18:43.750  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And our latest statistics show that they're able to support patients so that only 3% of them are admitted to hospital.

0:18:43.760 --> 0:18:52.110  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So 97% continue to be supported in their own homes and the length of stay of that support is significantly reduced from that which would be in hospital.

0:18:52.280 --> 0:18:58.340  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So a real change in the way care has been provided that's helping people remain independent and in their own homes.

0:18:58.950 --> 0:19:18.40  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We're also investing 2,000,000 pounds in a new cath lab refurbishment, providing the latest advances in technologies for that, our teams have developed mark far faster ways to diagnose and treat potential cancer patients such as a one stop cancer clinics that are developing at Heatherwood Hospital.

0:19:19.560 --> 0:19:29.650  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Our research and development teams are now running nine breast cancer studies on ways to treat early cases and manage the side effects of breast cancer for a better recovery.

0:19:30.140 --> 0:19:37.550  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And we're really proud of our team that are doing some supportive work around the development of artificial intelligence across healthcare.

0:19:37.660 --> 0:19:44.0  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And we've LED a steering group that is now supporting the development of those projects nationally, which we're really proud to see.

0:19:46.790 --> 0:19:56.700  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So despite the challenges that we're seeing across the NHS at this time, we're continuing to work incredibly hard and provide the best care we possibly can.

0:19:57.90 --> 0:20:3.960  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And they're also leading some really exciting developments that will see healthcare transform for many, many decades to come.

0:20:4.70 --> 0:20:10.670  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And we're really keen to hear from each and every one of you about your aspirations and how we can help to serve you our communities.

0:20:12.140 --> 0:20:12.540  
DARDIS, Neil (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

0:20:27.190 --> 0:20:27.700  
PEACEY, Sarah (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Hello.

0:20:27.810 --> 0:20:29.480  
PEACEY, Sarah (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Hi I'm really huge.

0:20:30.10 --> 0:20:31.360  
PEACEY, Sarah (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Welcome to everybody.

0:20:31.370 --> 0:20:49.30  
PEACEY, Sarah (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's great to see so many people here and we've got a really fantastic presentation coming up from Ms Manju Chandran, who is our lead clinician for ophthalmology services and also Dr Lorraine North, who is an ophthalmology consultant.

0:20:49.430 --> 0:21:0.860  
PEACEY, Sarah (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And I want to say a really big thank you because they've created a really interesting presentation and you'll see how innovative their work is as well within developing services for us.

0:21:1.270 --> 0:21:4.260  
PEACEY, Sarah (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And I hope you'll find it informative and valuable.

0:21:4.840 --> 0:21:7.690  
PEACEY, Sarah (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But really importantly, they've actually done this in their own time.

0:21:7.700 --> 0:21:14.130  
PEACEY, Sarah (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we're really grateful to you for spending the time to explain all of this to us because that's really terrific.

0:21:15.20 --> 0:21:17.480  
PEACEY, Sarah (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So I sort of hand over to you and say thank you.

0:21:20.930 --> 0:21:27.620  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Hi, good evening, everybody and thank you for coming today and listening to our presentation.

0:21:28.10 --> 0:21:29.520  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
My name is Manju Chandran.

0:21:29.570 --> 0:21:35.160  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I'm one of the consultants working in ophthalmology and I'm all the lead clinician for the service.

0:21:35.630 --> 0:21:37.870  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And Lorraine, do you want to introduce yourself?

0:21:40.510 --> 0:21:41.240  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Good evening.

0:21:41.390 --> 0:21:47.760  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
My name is Lorraine North so I am at the head of ophthalmology and strategy lead and also a consultant orthoptist.

0:21:50.80 --> 0:22:1.230  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we are going to do a double act today and Lorraine is actually my partner in crime for all these new ventures and this is going to be an interactive session.

0:22:1.340 --> 0:22:8.140  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So please be ready with your smartphones so you can participate in the polling exercise which follows later.

0:22:9.120 --> 0:22:18.900  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So the main content of my talk is focused on how we set up the cataract surgery services at Heatherwood as to set the scene for that.

0:22:18.950 --> 0:22:30.920  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I will also talk give you a brief introduction about cataract if it of cataract and your side and little bit of information regarding cataract surgery.

0:22:32.480 --> 0:22:48.970  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I'm also going to show you a surgical video recording for the cataract surgery and if anyone of you is a little bit squeamish about watching surgical videos, I would always say that viewer discretion is advised.

0:22:49.420 --> 0:22:50.840  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
You can look elsewhere.

0:22:51.810 --> 0:22:55.820  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So ok, so coming to the contest now, what does cataract?

0:22:56.680 --> 0:23:1.510  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We all need a clear, transparent lens in the friend of our eye.

0:23:1.570 --> 0:23:9.410  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So if you look at the picture on the right, you can see a clear lens and at the bottom you can see a cloudy lens.

0:23:9.680 --> 0:23:23.450  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So due to various reasons and the most common one I want, I don't want to say that, but it is aging that normally clear lens you see at the top becomes opaque after a period of time.

0:23:24.590 --> 0:23:27.10  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
The clear lens loses its transparency.

0:23:28.730 --> 0:23:29.550  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide please.

0:23:31.490 --> 0:23:41.20  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And it clear lens is absolutely essential in focusing the light that comes from outside onto the retina at the back of the eye.

0:23:42.160 --> 0:23:59.390  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If you can look carefully that in the picture there in the second picture where I have shown you, you can see that the opaque lens is scattering all the light comes from outside and finally the image you see will be out of focus and hazy.

0:23:59.940 --> 0:24:8.260  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
You can see at the bottom how a normal eye sees the picture, and once you develop cataract, how you say it next slide.

0:24:10.500 --> 0:24:13.930  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
There are several interesting facts about cataract surgery.

0:24:14.260 --> 0:24:16.910  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Some people come, some patients come and tell me.

0:24:16.920 --> 0:24:18.470  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Oh it's very simple operation.

0:24:18.480 --> 0:24:19.530  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Nothing is involved.

0:24:19.620 --> 0:24:32.50  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
They are the brave ones, but if you talk to them really seriously about the operation, you can say that 70% of them thought no, I'm not worried about this failing side.

0:24:32.60 --> 0:24:33.450  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's part of aging.

0:24:33.760 --> 0:24:42.80  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I'm not bothered about it and 50% said they never realised how much they were missing in their lives after the surgery.

0:24:43.490 --> 0:24:48.100  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
The common comments I get from my patients is not after cataract surgery.

0:24:48.170 --> 0:24:52.530  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
My house needs a fresh coat of paint under the comment.

0:24:52.540 --> 0:24:57.550  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Common one is I need more makeup now because I can see more wrinkles on my face.

0:24:58.480 --> 0:25:0.90  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Everything looked white.

0:25:0.220 --> 0:25:10.410  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Everything looks a bit more clear, so many comments we get, but most of the patients they don't realize what they're missing after we replace the lens.

0:25:10.680 --> 0:25:11.260  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

0:25:13.760 --> 0:25:19.530  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And one in five patients think there's a non-surgical treatment for cataract surgery.

0:25:19.600 --> 0:25:26.770  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But I have to tell you, if you want to Frimley eye services, do a load of clinical trials and research here.

0:25:26.860 --> 0:25:30.630  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But there's nothing else we can do other than operate.

0:25:31.480 --> 0:25:41.390  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And if when you talk to patients again, they will say that you can't touch my eye, I'm OK with any other part of my body.

0:25:41.460 --> 0:25:49.720  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I'm have got very sensitive eyes, so more than 50% of the patients are worried about an eye surgery than any other procedure.

0:25:50.940 --> 0:25:59.650  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If you talk to them after the surgery, 90% will tell you their fears about the operation and recovery were unfounded.

0:26:0.80 --> 0:26:12.80  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I have certain patients who sleep during the procedure, despite really being anxious, so it even though it is a very delicate area, we are handling it is not that difficult.

0:26:12.90 --> 0:26:13.730  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
That's the message I want to give you.

0:26:13.940 --> 0:26:16.670  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So these are the common myths about cataract surgery.

0:26:17.180 --> 0:26:17.690  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

0:26:19.980 --> 0:26:20.600  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So before.

0:26:21.560 --> 0:26:27.530  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Explaining more about cataract surgery, I would like to have a brief intro into the history.

0:26:28.80 --> 0:26:33.990  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
The earliest cataract surgery was documented as early as 6th century before Christ.

0:26:34.540 --> 0:26:38.80  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
They used to use a primitive method called couching.

0:26:38.560 --> 0:26:43.840  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If you look at the bottom left picture, you can see two people there.

0:26:46.520 --> 0:26:53.30  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
One person is holding the patient's head and the surgeon is has got a pointy instrument in his hand.

0:26:53.160 --> 0:26:59.350  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And what he does is that he will push this opaque lens into the inside of the eye.

0:26:59.820 --> 0:27:8.540  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But this was done many, many years ago and over the 17th and 18th century several techniques came into Edward.

0:27:8.580 --> 0:27:21.550  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Several techniques came and if you look at the second picture at the bottom, you can see that what they did in the 17th and 18th centuries, they opened the eye, made a big incision and took out the lens completely.

0:27:24.810 --> 0:27:31.660  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And after that you can see a tiny lens that this is a pictorial representation of an intraocular lens.

0:27:32.50 --> 0:27:36.510  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
The first intraocular lens surgery was done in 1948.

0:27:37.420 --> 0:27:50.390  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Sir Harold Ridley was a person who first discovered this lens and he was an ophthalmologist who was deployed to look after the aircraft pilots during the Second World War.

0:27:50.920 --> 0:27:55.30  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
He treated many pilots and he found what he found.

0:27:55.80 --> 0:28:5.930  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Interesting observation was that some of the tiny acrylic pieces these pilots had in their eyes after the enemy fire.

0:28:6.0 --> 0:28:10.890  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
This acrylic elements inside the eye did not create any inflammation.

0:28:11.40 --> 0:28:25.550  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It appeared completely inert, so based on this observation, Sir Harold Ridley, he manufactured the first intraocular lens using the same acrylic material and implanted in the eye.

0:28:25.590 --> 0:28:29.870  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So you can see a picture of the lens there and the final picture on the right.

0:28:29.880 --> 0:28:35.380  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Extreme right side shows you clearly the technique which we news today.

0:28:35.570 --> 0:28:48.180  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It is called phacoemulsification where we suck out the lens using an ultrasound handpiece like a little pen, and then we will inject an artificial lens inside which I'll show you later.

0:28:49.740 --> 0:28:52.190  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So after Lorraine for the quest now.

0:28:54.460 --> 0:28:55.750  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide please.

0:28:55.940 --> 0:29:1.610  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So this is where we would like to ask you if you do have a smartphone to scan the code.

0:29:1.620 --> 0:29:9.370  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So there's a question on the screen that just say, where do you think the first cataract surgery with an IOL implant was performed?

0:29:10.340 --> 0:29:12.470  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So if you can scan the QR code.

0:29:12.520 --> 0:29:13.900  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Alternatively, there is.

0:29:13.910 --> 0:29:18.340  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
You can use a for a 8 digit code that's displayed at the top.

0:29:47.130 --> 0:29:48.820  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But still getting votes in.

0:30:19.740 --> 0:30:20.670  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Oh still receiving.

0:30:28.680 --> 0:30:29.110  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK.

0:30:29.120 --> 0:30:30.170  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Should we reveal the answer?

0:30:33.110 --> 0:30:35.560  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So the answer is actually St Thomas's Hospital London.

0:30:38.380 --> 0:30:38.950  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But to Manju.

0:30:39.880 --> 0:30:41.70  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK, no.

0:30:41.770 --> 0:31:2.160  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Uh, so I just want to tell you that seven, her old Ridley, he worked in St Thomas's Hospital, and he did perform the first intraocular implantation in the year 1949 when you walk through the corridors in the ground floor, his picture is on there, on the wall.

0:31:2.250 --> 0:31:10.640  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And whenever I walked past, you know, always you get this overwhelming feeling because you are working in that hospital where he worked.

0:31:10.970 --> 0:31:14.230  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Who changed the landscape of cataract surgery completely?

0:31:14.740 --> 0:31:20.830  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Because before we found the intraocular lens, patients used to wear very thick glasses to see in the distance.

0:31:21.770 --> 0:31:26.20  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
After the intraocular lens came in, you need to have only a tiny prescription.

0:31:26.470 --> 0:31:37.920  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So for those people who don't want to see the video for the cataract surgery, they can look elsewhere just like the Premier League matches match of the day.

0:31:37.990 --> 0:31:43.280  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But I'm going to show you the video now and I will give you a brief explanation as I go along.

0:31:43.350 --> 0:31:52.780  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's a very short video where I just want you to see how simple the operation, even though it is complex to perform, can we start the video please?

0:31:56.120 --> 0:31:59.390  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So this page and had just drops in his eyes.

0:31:59.480 --> 0:32:0.610  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Anaesthetic drops.

0:32:0.760 --> 0:32:8.660  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We have not given any injection or anything and I have put tiny incision in his eye using the tiniest of the blades.

0:32:11.170 --> 0:32:16.480  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And we enter the eye, and after entering the eye, I'll be putting some anaesthetic in.

0:32:16.850 --> 0:32:22.390  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
This is the anaesthetic which will give you relief from the pain throughout the procedure.

0:32:22.650 --> 0:32:30.790  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
When I put the anaesthetic, it will give you a little bit of a burning sensation, which is very, very tolerable on a scale of 1 to 10 between one and two.

0:32:31.700 --> 0:32:49.240  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
After the anaesthetic, I make it very small, opening in the front part of the lens, you can see that using that needle I am an I am opening the French part of the lens, so I have made a tiny opening in the lens now.

0:32:53.700 --> 0:32:54.740  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
That is complete.

0:32:58.230 --> 0:33:9.960  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And now I am pushing some water in the eye for to facilitate the operation so that the lens moves around and this is the most important part of the procedure.

0:33:10.290 --> 0:33:16.860  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
This is the tiny pen like ultrasound handpiece, which I used to suck out the cat, right?

0:33:19.30 --> 0:33:29.960  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
What I do is that I make tiny grooves in the cataract and then turn it around using another instrument through the side and throughout the procedure.

0:33:29.970 --> 0:33:32.340  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If you ask the patient, are you feeling anything?

0:33:32.350 --> 0:33:36.870  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
They will say we feel a tiny bit of pressure, nothing more, no pain at all.

0:33:38.460 --> 0:33:50.490  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So I'm rotating that lens around so that I can divide it into tiny fragments and take it out through the small incision I have done in the beginning.

0:33:50.700 --> 0:34:1.160  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So you can see that the handpiece is sucking out the lens and the instrument in my left hand is facilitating that sucking to get it out completely.

0:34:3.460 --> 0:34:8.240  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We so the main part of the nucleus is taken out.

0:34:8.510 --> 0:34:15.590  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Now I am going to do a little bit of cleaning of the bag so that it is very clear for you after this.

0:34:23.200 --> 0:34:30.990  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So the cleaning is done now and now is the final part of the surgery which will restore your vision back to normal.

0:34:31.240 --> 0:34:35.950  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
You have can see that the lens is coming out through that pen like injector.

0:34:36.100 --> 0:34:37.150  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It has come out.

0:34:37.200 --> 0:34:43.990  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
The folded lens comes out and it opens in the eye, so the lens has gone inside the eye.

0:34:44.60 --> 0:34:50.90  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I'm going to stabilize it by rotating it and putting it in the right position.

0:34:51.740 --> 0:35:4.680  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Immediately after surgery, you won't be able to see much, but after some time, if I do a surgery in the morning by evening, your site will start coming back and but by the next day morning you will be back to normal.

0:35:6.510 --> 0:35:8.200  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And we don't put any stitches.

0:35:8.370 --> 0:35:13.350  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We just push some fluid in the wound so that it is a self-sealing wound.

0:35:14.590 --> 0:35:22.530  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
The whole procedure, depending upon the skill set, will vary between 7 minutes to 30 minutes for a surgeon to do so.

0:35:22.540 --> 0:35:28.990  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
That's a short video clipping for the cataract surgery and we will go back to how we transformed our services.

0:35:29.430 --> 0:35:29.900  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

0:35:33.890 --> 0:35:52.730  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So Frimley eye treatment centre, it caters to a population of around 400,000 because we sit on the borders of Hampshire, Surrey and Berkshire, even though this is a DGH we perform around 4500 cataract surgeries every year comparable to other University Hospitals like Southampton.

0:35:54.360 --> 0:35:58.130  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
After COVID, we also had our share of challenges.

0:35:58.340 --> 0:36:12.480  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Huge backlog capacity issues in the eye clinic eye ward, all the patient restrictions, self isolation, swabbing and our waiting list became around 8 to 10 months after the time of COVID next slide.

0:36:15.360 --> 0:36:15.900  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

0:36:16.770 --> 0:36:30.730  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So during this time, the new Heatherwood Hospital was nearing completion and all the clinical leads were given an opportunity to put in a bit for any to expand the services.

0:36:31.760 --> 0:36:36.220  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So I discussed with Lorraine and we came up with this business plan.

0:36:37.640 --> 0:36:47.390  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We said in the business case that normally in a cataract list we will do only 6 to 8 cataract surgeries depending upon the complexities.

0:36:47.680 --> 0:36:52.410  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So in our business case, we said we will do high volume cataract surgeries.

0:36:52.560 --> 0:36:57.690  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We will do 10 cases in one session and 20 in a day.

0:36:57.900 --> 0:37:5.110  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And if you're operating for three days, we will do 60 cases per week, which will help us to reduce the waiting list.

0:37:5.540 --> 0:37:6.950  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So that was a plan A.

0:37:7.160 --> 0:37:8.110  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We also had a plan.

0:37:8.410 --> 0:37:11.100  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's very innovative and very daring.

0:37:11.190 --> 0:37:21.400  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We said we will see the patients who are referred for cataracts from the GP and optometrists, and we will operate them on the same day.

0:37:23.480 --> 0:37:29.330  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
That did not go well at that time because of COVID, because we need to have you need to test the patience.

0:37:29.400 --> 0:37:30.780  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But swabbing result?

0:37:30.860 --> 0:37:37.990  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So the Plan B was put on the back bench for some time and we went ahead with a plan, a next slide.

0:37:41.10 --> 0:37:48.620  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So to make this business case attractive, we redesign the whole pathway starting from the referral process.

0:37:49.50 --> 0:38:3.250  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We said we will put an electronic pathway for the referrals, so the optometrist can send an email to us saying that this patient needs cataract and it hits us immediately without going without going through the GP.

0:38:3.920 --> 0:38:29.130  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Second thing we said previously, when you are referred to As for cataract surgery, you will come and see us in the clinic and after seeing myself or one of my colleagues what I do is that I'll bring you back on another day for a preassessment to take the measurements of the eye and then when I see measurements it is to calculate the power of the implant that I have to put in your eyes.

0:38:29.350 --> 0:38:31.270  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So that was a two-stop service.

0:38:31.740 --> 0:38:49.200  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we said we will make this a point as one stop and do everything in one day and Frimley cataract surgery service has always had a an always done exemplar things in the past also.

0:38:49.270 --> 0:39:9.270  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we always offered while we do both eye surgeries at the same time, if the patient is skin, if you're having astigmatism, we offer special lenses and whenever any high volume surgery was done, nobody trained anybody because there's no time for training.

0:39:9.560 --> 0:39:20.530  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we said we will train the senior level trainees who are very good with it because without integrating training in the pathway, the Deanery will not be happy at all.

0:39:21.540 --> 0:39:28.50  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And as a final thing, I said the whole patient journey will be completed within 60 minutes.

0:39:28.480 --> 0:39:29.0  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

0:39:34.580 --> 0:39:39.10  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And Lorraine came up with this brilliant two week rule, she said.

0:39:39.140 --> 0:40:2.890  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Once we get the referral from the optometrist, we will see the patient within two weeks time and once the patient is seen in the clinic in two weeks time, they will be getting a date for the surgery in another two weeks and after the surgery, the nurse from the clinic will do a telephone postop assessment in another two weeks.

0:40:3.20 --> 0:40:4.710  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So this was a two week role.

0:40:4.720 --> 0:40:7.840  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We proposed hands on my heart.

0:40:7.910 --> 0:40:12.910  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I cannot say that we still stick to the two weeks rule, but we do strive to next slide.

0:40:15.980 --> 0:40:19.910  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So what happens when you come to a one stop cataract assessment clinic?

0:40:19.980 --> 0:40:24.600  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I want to take you through that journey when you come to our assessment clinic.

0:40:24.610 --> 0:40:34.130  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
What do you what we normally do is that we will check your site 1st and after that you can see the nurse will take the measurements of your eye.

0:40:35.30 --> 0:40:39.340  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Then the third step is you will have a scan of the back of the eye.

0:40:39.590 --> 0:40:45.860  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
After these three steps, you will see myself on one of my considered colleagues and we do an assessment.

0:40:46.230 --> 0:40:51.720  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Discuss cataract surgery options whether you want bilat both eye surgeries done at the same time.

0:40:51.850 --> 0:41:4.320  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Whether you need a special implant, whether you need a local anaesthetic, slash general anaesthetic and I have to tell you at this point 90% of the surgeries are done under local anaesthetic, some people are very anxious.

0:41:4.330 --> 0:41:7.490  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But we always give a pep talk saying that ohh nothing to be worried.

0:41:7.920 --> 0:41:10.840  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We will ask one of the beautiful nurses to hold your hand.

0:41:12.140 --> 0:41:12.570  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK.

0:41:12.580 --> 0:41:16.210  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So that's what we give the pep talk to make them for the local anaesthetic.

0:41:16.220 --> 0:41:30.720  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
90% of them are done at the local anaesthetic, so we can send them and then pass the patient to the nurse who will give all the relevant medications and all the pathway procedures, everything, and you go home next slide.

0:41:33.530 --> 0:41:37.920  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
What happens on the day of the surgery you are asked to come 30 minutes prior.

0:41:37.970 --> 0:41:46.0  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
This might be a little bit different and when you arrive on the eye ward, the nurse will adhere the wood we have dedicated.

0:41:46.50 --> 0:41:48.300  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I would rooms for cataracts, surgery.

0:41:48.530 --> 0:41:56.560  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
The nurse will greet you and they will reconfirm your concern and then they will mark which eye to be operated on.

0:41:58.530 --> 0:42:10.180  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Will be moved to the theatre where there will be a consultant slash training, very senior training in the theatre and the turn around time is just two hours for the time being, we are planning to cut it down.

0:42:10.250 --> 0:42:17.380  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We'll reach there in the end and we have a very dedicated eye care pathway for admission and discharge.

0:42:17.630 --> 0:42:18.110  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

0:42:21.830 --> 0:42:22.900  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So after Lorraine?

0:42:23.810 --> 0:42:27.440  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK, so another interactive question please.

0:42:27.590 --> 0:42:32.760  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So many of you may have had cataract surgery or no relative that's had cataract surgery.

0:42:32.810 --> 0:42:37.160  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we always strive to improve on the information we provide.

0:42:37.250 --> 0:42:42.930  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So again, if you could use your QR code and we'd like to describe the information that you've received.

0:43:45.420 --> 0:43:45.690  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Good.

0:43:45.700 --> 0:43:47.50  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We're getting some thumbs up as well.

0:43:47.60 --> 0:43:47.560  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
That's great.

0:43:50.840 --> 0:43:51.890  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you so much.

0:43:52.180 --> 0:43:52.480  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Lovely.

0:43:51.950 --> 0:43:53.850  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I think these commands have made our day.

0:43:54.230 --> 0:43:54.830  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

0:43:54.320 --> 0:43:55.100  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Fabulous.

0:43:55.0 --> 0:43:55.760  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you once more.

0:43:55.160 --> 0:43:56.500  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next, next slide please.

0:44:0.20 --> 0:44:0.470  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK.

0:44:0.480 --> 0:44:2.890  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So just wants to do another question.

0:44:2.900 --> 0:44:9.690  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So just interesting, we thought we'd ask you how many personnel do you think are involved in your cataract pathway?

0:44:47.100 --> 0:44:48.480  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK, would give a few more seconds.

0:45:8.20 --> 0:45:10.770  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK, so so far it seems over 5.

0:45:11.80 --> 0:45:11.360  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Yep.

0:45:11.370 --> 0:45:13.20  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we'll go next slide please.

0:45:17.200 --> 0:45:26.100  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So you'd be surprised to know there's 20 plus individuals involved in your care and have put I won't go through more, but lots of them on that slide there.

0:45:26.110 --> 0:45:27.940  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Just to mention just a few, there's probably lots more.

0:45:30.550 --> 0:45:31.310  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide please.

0:45:34.950 --> 0:45:50.100  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So I got my business case approved, OK and the business case was submitted in October 2020 and after that came the pantomimic and it was actually submitted to reduce the waiting list for the cataract surgery.

0:45:50.470 --> 0:46:9.490  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
However, the Heatherwood Hospital became a reality only on March 28th, 2022, and by this time the number of referrals to the eye service had plummeted drastically due to the increased activity in the neighbouring independent sector providers.

0:46:9.500 --> 0:46:11.90  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We call them the ISP's.

0:46:11.460 --> 0:46:16.70  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
They do the NHS work for, for example, your cataracts get done there.

0:46:16.420 --> 0:46:27.610  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So if you look at the year 2019, we did around 1500 referrals, 2020 it was curved 13612021.

0:46:27.660 --> 0:46:36.280  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We kept crept back to our original numbers, but when Heatherwood Hospital became a reality, our numbers were just three figures.

0:46:36.290 --> 0:46:48.470  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It was 659 and for this it was slightly a big impact assessment from both of us because we had talked about big things.

0:46:48.660 --> 0:47:1.530  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And finally, when we had a dedicated theatre list to fill, then patients with, we didn't have enough because you cannot have all the patients for Heatherwood, for high volume, low complexity surgeries.

0:47:1.540 --> 0:47:3.410  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We need to take certain criteria.

0:47:3.700 --> 0:47:15.120  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We have a waiting list for the complex patients, but they cannot be operated at Heatherwood, so it was slightly an embarrassing situation because the management started asking what have you done?

0:47:15.570 --> 0:47:17.460  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Do you have any patients to operate?

0:47:17.930 --> 0:47:21.820  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And so we needed to get our act together.

0:47:21.910 --> 0:47:22.460  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

0:47:25.60 --> 0:47:36.480  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide please and see what we can do to improve the situation because we have got a brand new theatre and brand new clinic.

0:47:36.580 --> 0:47:46.570  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And if I feel don't live up to the expectations, things are not going to work out for ophthalmology because there are several people in the pipeline who can easily come and get the theatres for them.

0:47:46.940 --> 0:47:57.890  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So I'm also the regional clinical lead for ophthalmology in the Southeast and with that networking thing I got in touch with all the local optical committee chairs.

0:47:58.120 --> 0:48:2.50  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I told you before, we need to liaise with Surrey, Hampshire and Berkshire.

0:48:2.320 --> 0:48:6.110  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I asked them why are you not sending you referrals to friendly?

0:48:6.240 --> 0:48:13.310  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And they told me that we thought after the COVID Frimley is closed for all that elective work.

0:48:13.780 --> 0:48:17.150  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So I said we are not closed, we are quite open.

0:48:17.160 --> 0:48:19.970  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We have got this brand new facility here.

0:48:20.80 --> 0:48:22.170  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Please do refer patients back to us.

0:48:22.460 --> 0:48:29.810  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We also communicate with the general practitioners and reconfirm that Frimley is now open for cataract referrals.

0:48:30.40 --> 0:48:30.520  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

0:48:32.850 --> 0:48:44.990  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And the next 6 to 8 months was not easy for us because the optometrist felt that we have not contributed in any of this or engaged with them in any of the discussions.

0:48:45.240 --> 0:48:54.670  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we conducted regular teaching sessions for the optometrists in the community, and initially we started off the teaching sessions with her debut.

0:48:54.740 --> 0:48:58.650  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But I cannot teach Heatherwood in all the others, so I always talked.

0:48:58.660 --> 0:49:7.190  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We always brought another speaker and talked about different subspecialties and in the end I will have a brief overview about Heatherwood.

0:49:7.260 --> 0:49:8.450  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
This is where we are.

0:49:8.540 --> 0:49:29.770  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We are getting better, but we need more patients to come through and use the facility and then because we had so many independent sector providers who are mainly managed by private people, not NHS, we redesigned our cataract pathway on a glossy flyer to make it look more attractive to be at level with others.

0:49:30.330 --> 0:49:43.600  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And we added these Flyers to the local optical committee newsletters so that everybody knows that we have started this new venture and we used to send regular communications saying that this is our waiting list.

0:49:43.850 --> 0:49:50.480  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Many of the optometrist said that the patients will ask them what is the waiting list at Frimley if it is too much.

0:49:50.490 --> 0:49:54.10  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We don't want to go there, so I said this is our waiting list.

0:49:54.20 --> 0:49:56.190  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We don't have a bad one at all.

0:49:56.520 --> 0:50:1.810  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Please do send your patients here and we also redesigned the cataract referral pathway.

0:50:1.880 --> 0:50:5.800  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we did a lot of work for the next 6 to 8 months next slide.

0:50:9.710 --> 0:50:23.450  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
These are the biggest ones which we did after the teaching sessions with optometrist, we commissioned the post operative cataract Surgery service in the community so that you can book your optometrist when you come for cataracts.

0:50:23.460 --> 0:50:26.180  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Surgery for the post operative visit also number one.

0:50:26.630 --> 0:50:29.500  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And then came this option for.

0:50:30.130 --> 0:50:43.670  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
At that time, I had won an award for using an artificial intelligence platform for grading diabetic retinopathy on the side of that, there was another not for my, so that we can use it for cataract surgery conversations.

0:50:44.20 --> 0:50:52.70  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we got in touch with the company called Euphonia, which gives gave us the artificial intelligence platform called Dora.

0:50:52.640 --> 0:50:54.810  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Many of you in the audience, we had used this.

0:50:54.820 --> 0:51:1.600  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Dora might have called you so Dora calls the patients after the cataract surgery to make sure you're fine.

0:51:3.510 --> 0:51:16.520  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And we are also piloting the same platform for pre assessment, for example, before coming to the eye clinic to see me, Dora will ring and tell you, OK, this is what is cataract surgery is about.

0:51:16.590 --> 0:51:20.260  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Do you really want to get the cataract surgery done and do you have?

0:51:20.270 --> 0:51:21.540  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Do you need a wheelchair?

0:51:21.550 --> 0:51:26.180  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Dora will ask all these questions and give us gives us a pre assessment report.

0:51:26.470 --> 0:51:27.480  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
That's number one.

0:51:27.710 --> 0:51:34.570  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Second thing is we do get a little bit of cancellations on the day because some people, they forget about it.

0:51:34.800 --> 0:51:41.870  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So Dora will call and remind you, Mrs X, you are having a cataract surgery tomorrow at half ten.

0:51:41.920 --> 0:51:43.90  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Are you ready to go?

0:51:43.230 --> 0:51:53.810  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So Dora gives you a reminder call and we also we are also encouraging all the comorbidities to facilitate appropriate coding for cataract surgery.

0:51:53.960 --> 0:51:57.520  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So the trust gets the financial reimbursement next slide.

0:51:59.840 --> 0:52:7.490  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK, so after we initiate months I will check the reference every day to see is there any effect on them.

0:52:7.500 --> 0:52:9.270  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Then Lorraine will say, tell me that.

0:52:9.280 --> 0:52:10.130  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK, calm down.

0:52:10.140 --> 0:52:10.970  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It will happen.

0:52:11.40 --> 0:52:23.110  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Of course we have done all the hard work, so if we can look at the number of referrals to Frimley in 2022, if you look there, you can see 659 in the box on the left.

0:52:23.480 --> 0:52:30.130  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And if you look at 2023, we have already crossed 2511 referrals.

0:52:30.760 --> 0:52:37.320  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
This was a huge increase for us, and outpatients have really embraced Heatherwood.

0:52:39.300 --> 0:52:42.490  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And after the Heatherwood Centre opened, we have performed.

0:52:42.500 --> 0:53:3.830  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
After about 3500 cataract surgeries over the last 18 months and out of them 600 were bilateral surgeries, which means we operate on both eyes at the same day we started another cataract assessment clinic in Wexham Park to get more patients from the north of the patch draining to the Heatherwood again.

0:53:4.320 --> 0:53:19.320  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And if you look at a waiting list time before Heatherwood opened, it was 12 to 14 weeks for outpatients and theatre, and after Heatherwood it is due to two weeks now for outpatients and two to four weeks for the theatre.

0:53:20.930 --> 0:53:21.470  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

0:53:23.860 --> 0:53:27.310  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So what are the unique features of this cataract surgery hub?

0:53:27.370 --> 0:53:34.750  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Every week I'll get an email from somebody up north or somewhere nationally to ask me, how did we set it up.

0:53:34.900 --> 0:53:36.290  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
They wanted to know too.

0:53:36.340 --> 0:53:45.970  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
They will always ask two questions because most of the NHS trusts in the UK has lost a big chunk of their market share to the independent providers.

0:53:46.180 --> 0:54:1.40  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's the figures are around 50 to 60%, but at Frimley we are the other way around, so they always want to know from us what we have done to turn the dial around and we have become a case study for NHS England.

0:54:1.250 --> 0:54:2.440  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
They visited us.

0:54:2.510 --> 0:54:10.870  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
They did a time and motion study to see whether they can make any improvements in the pathway so that we can do one more patient.

0:54:11.630 --> 0:54:13.400  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
They couldn't find anything at all.

0:54:13.410 --> 0:54:16.580  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
They came back and said we don't have any recommendations.

0:54:16.590 --> 0:54:18.230  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
You are doing a stellar job here.

0:54:19.70 --> 0:54:28.320  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Second thing is we are one of the few senders in UK which performs both eyes cataract surgeries at the same time doing both eyes cataract surgeries at the same time.

0:54:28.330 --> 0:54:42.360  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's not easy because you need to have different batches of products for right eye and left eye we cannot use the same, so it is very difficult for the nurses to keep these boxes.

0:54:42.630 --> 0:54:44.80  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I'm not exaggerating.

0:54:44.90 --> 0:54:56.170  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If you look at that whole journey, you will find around 30 things which we use for surgery and all of them have to be separate batches and we offer special lenses for correcting stigmatism.

0:54:57.470 --> 0:55:9.240  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We regularly conduct workshops for the neighbouring trust in the region so they could then come and learn from us what they do is that they come and visit us and Heatherwood and we reciprocate the visit to them.

0:55:9.250 --> 0:55:23.300  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Also telling them what steps they can adopt to streamline the pathway and we are the second trust in you, OK to adopt the artificial intelligence platform I told you about Dora for making the postoperative calls to patients.

0:55:23.510 --> 0:55:25.640  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we are in the national spotlight now.

0:55:25.910 --> 0:55:26.410  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

0:55:30.940 --> 0:55:33.970  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK, so for you to interact again.

0:55:33.980 --> 0:55:43.380  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we would really like to know, having heard the pathway from Manju, would you like to be offered your assessment and then surgery on the same day?

0:56:11.220 --> 0:56:12.470  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
You want to repeat the question.

0:56:14.100 --> 0:56:14.470  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Yep.

0:56:14.520 --> 0:56:18.450  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Would you like to have your assessment then surgery on the same day?

0:56:18.580 --> 0:56:21.210  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So if you could vote yes, no or not sure.

0:56:25.350 --> 0:56:27.70  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I think that's some problem there.

0:56:28.340 --> 0:56:29.200  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's not picking up.

0:56:27.950 --> 0:56:29.240  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Not not not. Working.

0:56:29.610 --> 0:56:30.200  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK.

0:56:30.270 --> 0:56:31.620  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We'll go to next slide please.

0:56:36.400 --> 0:56:41.770  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So I thought after all these numbers increase, we're happy with the patience.

0:56:41.780 --> 0:56:43.610  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It is all the IT is done.

0:56:43.820 --> 0:56:46.50  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
No, our journey is still continuing.

0:56:46.400 --> 0:56:51.520  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We are starting to see and treat patients on the same day.

0:56:51.530 --> 0:56:57.120  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
For example, when you come to us, we do the pre assessment and we will operate on you on the same day.

0:56:57.130 --> 0:57:0.870  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If it is OK with you, so how do we do that?

0:57:1.660 --> 0:57:24.810  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So what we will do is that once the referrals hits us, we will identify those patients who are suitable for us to operate on the same day and we will select all the we will send you all the patient information leaflet which will include a copy of the consent form and we are also planning to send a QR code where you can scan and you can see a video of the preassessment.

0:57:25.80 --> 0:57:27.30  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I would 3 theatres.

0:57:27.140 --> 0:57:38.660  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
What you expect on the day, so everything will be sent to you in the first itself and one of the nurses will do a televideo preassessment for you, and then you come on the day of the surgery.

0:57:39.470 --> 0:57:45.260  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If you come at 9:00 o'clock, I'll plan is that you go upstairs after a couple of hours and get it done on the same day.

0:57:45.270 --> 0:57:48.520  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If it is all fine with you next slide.

0:57:52.980 --> 0:57:56.780  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And we have launched a new project called Ophthalmology going green.

0:57:58.10 --> 0:58:10.160  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
You know that the carbon footprint of NHS is estimated at 20 million tons of green gas greenhouse gases per annum and cataract surgery is one of the most common operations.

0:58:10.710 --> 0:58:15.680  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we looked at what can we do to reduce the carbon footprint footprint here.

0:58:15.790 --> 0:58:21.480  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So when we looked at our pathway, travel contributes to around 10% of this footprint.

0:58:21.710 --> 0:58:28.480  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we have already reduced the number of appointments by doing a one stop assessment clinic.

0:58:28.700 --> 0:58:30.310  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
One journey we have avoided.

0:58:30.850 --> 0:58:39.830  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
2nd, If you do both eyes at the same time again one trip is avoided and we do an artificial intelligence platform phone call after the cataract surgery.

0:58:39.980 --> 0:58:47.350  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So that also avoids one trip, and now the second part is to use more reusable instruments for cataract surgery.

0:58:47.760 --> 0:59:1.650  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Currently, due to the infection guidelines microbiology guidelines, we most of the instruments we use were cataract surgeries, disposable and we do need to find a way of using reusable instruments in a Safeway.

0:59:2.500 --> 0:59:3.110  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

0:59:5.460 --> 0:59:10.830  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So I would like to talk to you a slightly about Dora because I'm very passionate about this AI platform.

0:59:10.980 --> 0:59:12.330  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
How does Dora work?

0:59:12.780 --> 0:59:28.270  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
What we do is that we when we, when we after cataract surgery, we make a patient list to be called and we pass it on to them and then the patients receive a call from Dora and Dora gives us a report and we review the report.

0:59:28.380 --> 0:59:30.270  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
This is what the normal process is.

0:59:30.620 --> 0:59:31.140  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

0:59:33.510 --> 0:59:39.320  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So if you want to hear what Dora how Dora talks, we are going to play a video for you.

0:59:39.750 --> 0:59:40.780  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Audio clip actually.

0:59:55.770 --> 0:59:57.310  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK, let's get started.

0:59:57.600 --> 1:0:0.630  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I've just got a few simple questions about your eye.

1:0:0.670 --> 1:0:2.380  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
First up is your eye red.

1:0:4.650 --> 1:0:6.130  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Yeah, that's a little red.

1:0:8.460 --> 1:0:9.70  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK.

1:0:9.200 --> 1:0:14.510  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Is it just read in the corner by the nose or is it red all over just in the corner?

1:0:16.780 --> 1:0:18.830  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And is the rest of the eye completely white?

1:0:20.210 --> 1:0:21.70  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Yes it is.

1:0:23.690 --> 1:0:26.980  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So this is a short audio clip of the door.

1:0:27.90 --> 1:0:28.340  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Call next slide.

1:0:31.800 --> 1:1:2.320  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next year, so when we introduce Dora, our biggest concern is will patients accept this call and our patients completely embraced it and I get so many lovely comments about Dora and the patient acceptability was more than 90 and clinical productivity increased because otherwise one band 5 nurse will do 10 sessions of phone call conversations throughout the week.

1:1:2.830 --> 1:1:3.820  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So I'll clean.

1:1:3.890 --> 1:1:6.690  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Those nurses can do something else.

1:1:6.830 --> 1:1:7.340  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

1:1:12.90 --> 1:1:17.840  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And we have completed around 2000, Dora calls now and Frimley is the site.

1:1:17.850 --> 1:1:26.550  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
We just got the highest number of door which has done the highest number of door conversations and it is usually within two to three weeks of surgery.

1:1:26.870 --> 1:1:28.520  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It inch it is highly.

1:1:28.610 --> 1:1:36.650  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's of high ensures high quality standardized followed for all patients and we have got high patient satisfaction skills.

1:1:37.500 --> 1:1:38.20  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide.

1:1:40.690 --> 1:1:41.550  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
After Lorraine now.

1:1:43.0 --> 1:1:43.470  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
OK.

1:1:43.480 --> 1:1:46.330  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we just like to play a video to you.

1:1:46.380 --> 1:1:48.250  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So you've heard from both of us this evening.

1:1:48.260 --> 1:1:51.800  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So we would like you to hear from with our patients, would you like to play a video?

1:1:53.930 --> 1:1:57.100  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
What has your experience being?

1:2:1.420 --> 1:2:17.280  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If the cataract service prior to the surgery prior to the surgery, I I was told that there would be a long wait, but my experience has been that the wait it's been very short.

1:2:17.850 --> 1:2:29.740  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I was given my assessment appointment very quickly, which was very thorough and then within days of the assessment appointment I was given my surgery date.

1:2:31.90 --> 1:2:38.650  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
What has been your experience after you first cataract surgery prior to the surgery?

1:2:39.260 --> 1:2:43.370  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
My optician had told me I was safe to drive, but I didn't feel happy.

1:2:43.380 --> 1:2:46.540  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Driving and driving is very important to me.

1:2:47.590 --> 1:2:53.350  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Immediately after the surgery, it was a whole new experience again.

1:2:53.360 --> 1:3:2.300  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I felt completely confident driving and my eyesight was perfect, almost even though only one I had been done.

1:3:4.270 --> 1:3:12.80  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Do you feel you were given enough information at each stage, verbally and written prior to the assessment?

1:3:12.90 --> 1:3:18.910  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I was sent information which was very thorough when I came in for assessment, I was.

1:3:20.70 --> 1:3:32.120  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
This was reiterated any questions I had were answered and after the surgery I all my questions were answered and I felt happy.

1:3:32.870 --> 1:3:35.260  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
What has been your experience been today?

1:3:36.730 --> 1:3:51.460  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Because I'm less anxious today than I was the first time, the experience has been well, it's just been like routine, just hanging around, waiting and but not anxious at all because I now know what to expect.

1:3:52.440 --> 1:3:56.470  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Would you recommend the Heatherwood cataract help to your friends and family?

1:3:56.880 --> 1:3:57.850  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Definitely.

1:3:57.920 --> 1:4:12.190  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I was actually given the choice of going to an NHS scheme which had subcontracted cataract surgery to private clinics, but two friends didn't have really good experiences there.

1:4:12.200 --> 1:4:19.690  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So I opted out of that and waited for Heatherwood, which came very quickly and I'm very pleased.

1:4:19.700 --> 1:4:20.120  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I waited.

1:4:21.870 --> 1:4:24.140  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Anything you would like us to improve on?

1:4:26.750 --> 1:4:28.390  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I can't really think of anything.

1:4:30.870 --> 1:4:33.70  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
No, I don't think I can think of any improvements.

1:4:33.830 --> 1:4:34.270  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

1:4:36.450 --> 1:4:37.40  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

1:4:37.90 --> 1:4:37.920  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next slide please.

1:4:40.960 --> 1:4:46.650  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And now we're gonna hear from Naresh Gurung, who is one of our ophthalmology nurses.

1:4:46.890 --> 1:4:48.680  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And he's just going to talk to the journey.

1:4:49.990 --> 1:4:50.800  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Play video, please.

1:4:51.930 --> 1:4:53.370  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Hi I'm Naz.

1:4:53.380 --> 1:4:56.380  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
One of the ophthalmology nurses in Heatherwood hospital.

1:4:56.910 --> 1:4:59.280  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I'm doing this role for the last two years.

1:4:59.290 --> 1:5:4.0  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Now we have 5 dedicated rooms for cataract surgery patients.

1:5:4.570 --> 1:5:14.610  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
On the day of the surgery, patients checking at DSU one reception on level 2, then one of our nurses will come and get the patients to optimality rooms.

1:5:15.810 --> 1:5:23.20  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Our eye ward has three staff members to registered optimality nurses and one health care assistant.

1:5:23.550 --> 1:5:26.740  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Once you are in the ward, we verify your details.

1:5:27.130 --> 1:5:32.500  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Confirm the eye and the patients consent and we administer the dilating drops.

1:5:33.760 --> 1:5:41.0  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Typically, if it's your first cataract surgery, you will receive those dilating drops during the pre of assessment.

1:5:41.810 --> 1:5:47.380  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
However, if you haven't got the dilating drops our staff can administer them on the day.

1:5:49.40 --> 1:5:56.340  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
After receiving the dilating drops, it takes approximately 30 to 40 minutes for your eyes to fully dilate.

1:5:57.160 --> 1:6:1.410  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Once ready for Porter and one of our staff will escort you.

1:6:1.420 --> 1:6:2.250  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Theatre 6.

1:6:2.580 --> 1:6:11.890  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
The procedure using last around half an hour after you return from the Theta, we offer you tea or coffee and explain your eye drops.

1:6:12.310 --> 1:6:28.310  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Any necessary follow-ups, post op care and provide you with the distance letter and telephone number in case if there's any issues after post doc the entire process from checking to discharge usually takes around 2 hours.

1:6:28.760 --> 1:6:33.830  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If you are considering cataracts surgery we extend a warm welcome to Heatherwood hospital.

1:6:34.360 --> 1:6:37.820  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Our team is here to support you and eagerly await your visits.

1:6:38.780 --> 1:6:39.220  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

1:6:41.960 --> 1:6:42.480  
LEYTON, Kimberley (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Hi, I'm.

1:6:45.80 --> 1:6:45.590  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Lovely.

1:6:45.820 --> 1:6:46.230  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

1:6:46.240 --> 1:6:52.610  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So I'm going to hand you back to Brian, who is going to just go through the poem that we received from one of our patients yesterday.

1:6:54.790 --> 1:6:55.560  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Yeah, brilliant.

1:6:55.570 --> 1:6:56.460  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you very much.

1:6:56.470 --> 1:7:0.270  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And what one of the privileges of being chair of an organization alone.

1:7:4.190 --> 1:7:9.450  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Patients want to give their feedback and they want to talk about some of the positive experiences they've had.

1:7:9.460 --> 1:7:14.530  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Obviously, we don't always get it right and we have to deal with that, but it's lovely for us as board members.

1:7:14.540 --> 1:7:25.90  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's lovely for the clinicians, it's lovely for everybody to receive some really personalized feedback and this is a patient who had their cataracts done at Heatherwood hospital.

1:7:25.100 --> 1:7:33.510  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I understand they hand delivered their poem to Heatherwood yesterday and if you'll bear with me, I would just like to read it.

1:7:33.520 --> 1:7:35.520  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I don't know if the individual is on the call.

1:7:35.990 --> 1:7:38.480  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If they are, thank you so much for your feedback.

1:7:38.490 --> 1:7:44.690  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I hope I do your words justice, but if you'll bear with me, I I I would just like to just like to read it.

1:7:45.780 --> 1:7:48.520  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So the title is cataract stone at Heatherwood Hospital.

1:7:50.400 --> 1:7:52.430  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Someone has turned down the lights.

1:7:52.520 --> 1:7:54.390  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I cannot see as well as I could.

1:7:54.940 --> 1:7:56.10  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
My eyes are dull.

1:7:56.20 --> 1:7:58.730  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Time has taken its toll, as I knew it would.

1:7:59.660 --> 1:8:3.430  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Where do you go to be measured for a white stick to the optician?

1:8:3.440 --> 1:8:7.740  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I go hoping new glasses do the trick, Opticians said.

1:8:7.750 --> 1:8:10.850  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
No glasses as cataracts, as the name of the game.

1:8:11.310 --> 1:8:24.90  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So to the hospital, I came collywobbles as both eyes are the same, my eyes inspected by nicest staff as nice as can be, who reassured me, but still in the back of my brain.

1:8:24.100 --> 1:8:30.870  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's worrying me come day of the OP laid on a bed marked with a pen ride around hospital.

1:8:30.930 --> 1:8:34.410  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
This is fun introduced to man amongst men.

1:8:35.380 --> 1:8:36.530  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Do as I'm told here.

1:8:36.540 --> 1:8:40.830  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
My knees knock and it's over before it began back to where I got on the bed.

1:8:41.40 --> 1:8:42.650  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
One down, one to go.

1:8:42.700 --> 1:8:45.990  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
As soon as I can, my fear of the OP has all gone.

1:8:46.0 --> 1:8:47.910  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I am just as silly and foolish old man.

1:8:49.340 --> 1:8:54.570  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
The staff at the hospital, all as Nice as can be and they give you a biscuit and a cup of tea.

1:8:55.260 --> 1:8:59.370  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Next morning, I take off the patch to find the lights are back on.

1:8:59.920 --> 1:9:1.880  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Brightness is here and darkness is gone.

1:9:3.60 --> 1:9:4.500  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Flowers. Colours.

1:9:4.780 --> 1:9:9.980  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I can count the leaves on the tree's fantastic as I have one eye with which I can see.

1:9:11.230 --> 1:9:18.640  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you all cleaners, porters, nurses, doctors, surgeons, including those I have not mentioned.

1:9:19.30 --> 1:9:20.680  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you each and every one of you.

1:9:21.680 --> 1:9:27.870  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's just wonderful to receive feedback like that that someone's gone to the trouble to help us with.

1:9:27.880 --> 1:9:34.10  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Help us to understand the impact that we are having on their lives and it's a privilege for me to be able to read that out this evening.

1:9:34.20 --> 1:9:37.810  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And with that, just back to back to Manju and Lorraine to finish their session.

1:9:37.940 --> 1:9:38.300  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

1:9:40.250 --> 1:9:41.180  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you, Brian.

1:9:41.810 --> 1:9:54.590  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It was such a touching poem because since we are at the forefront of these services it it touches your heart and I really thank the person who is wrote it down because he has captured in it everything.

1:9:55.400 --> 1:9:57.0  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And thank you everyone.

1:9:57.150 --> 1:10:0.460  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Any questions and answers we have, we have a Q&A session.

1:10:0.570 --> 1:10:3.560  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If you have anything more, please reach out to me.

1:10:3.630 --> 1:10:5.120  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
My email address is given here.

1:10:6.180 --> 1:10:6.600  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

1:10:7.460 --> 1:10:7.900  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

1:10:10.100 --> 1:10:10.700  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you both.

1:10:10.710 --> 1:10:11.950  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
What an amazing session.

1:10:11.960 --> 1:10:21.970  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I found myself both fascinated and looking slightly through my fingers at the at the operation, but it also strangely comforting uh.

1:10:22.700 --> 1:10:23.850  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I'm to look at it.

1:10:23.860 --> 1:10:24.430  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

1:23:28.880 --> 1:23:33.530  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you so much to to Manju and Lorraine for your, for your talk tonight.

1:23:33.860 --> 1:23:43.930  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Really, really interesting, fascinating, informative and great to see just how far we've come and how much we're now able to offer through the fantastic new facility.

1:23:43.940 --> 1:23:46.230  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But obviously the facility is just a building.

1:23:46.300 --> 1:23:55.380  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's what you've designed in terms of what the patients are experiencing and the service that you're providing and the outcomes that you're delivering is what really makes it work.

1:23:55.390 --> 1:23:59.660  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And so thank you so much for coming and showcasing what you're doing today.

1:24:0.190 --> 1:24:3.20  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I'm if I could ask you for feedback.

1:24:3.540 --> 1:24:4.720  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
It's a QR code.

1:24:4.730 --> 1:24:7.440  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I'm conscious of the question we had a few a few minutes ago.

1:24:7.450 --> 1:24:12.980  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
If you wish to provide feedback in any other way possible then please do as well.

1:24:12.990 --> 1:24:17.900  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
But for those of you that are able to use the QR code, please do.

1:24:17.910 --> 1:24:24.300  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
And Sarah Waldron has just put something in the Q&A, saying a feedback link will be emailed to everybody tomorrow.

1:24:24.630 --> 1:24:25.740  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
So thank you for attending.

1:24:26.290 --> 1:24:26.710  
CHANDRAN, Manju (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

1:24:27.580 --> 1:24:28.20  
NORTH, Lorraine (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you.

1:24:25.750 --> 1:24:28.500  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I think we had more than 160 at our peak.

1:24:28.510 --> 1:24:34.760  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
I think that's amazing engagement from you all and thank you very much and I wish you a pleasant evening.

1:24:35.630 --> 1:24:36.650  
INGLEBY, Bryan (FRIMLEY HEALTH NHS FOUNDATION TRUST)  
Thank you. Goodbye.