

**DATE FOR  
YOUR DIARY**  
Health event – Slough  
**Tuesday 22 September**  
Cophthorne Hotel, Cippenham Lane,  
Slough SL1 2YE  
7.30pm – 9pm  
Refreshments available from 7pm  
Foundation trust members and  
non-members are welcome

Frimley Health

# NHS Foundation Trust

MEMBERS MAGAZINE – JULY 2015

## Message from the Chairman

Welcome to the summer edition of your foundation trust magazine.

I am writing this on one of the hottest days of the year and the pressures that our hospitals experienced last winter seem a long way off. It feels strange that in the middle of a heat wave we are already planning for the challenges of next winter. But in the health service we know we must continually be looking ahead to achieve the gains in quality and efficiency that we have to make.

In October, inspectors from the Care Quality Commission (CQC) will return to Wexham Park for the first time since they placed the hospital in special measures following an inspection last year. That was before Frimley Park Hospital NHS Foundation Trust took over Heatherwood and Wexham Park hospitals and became Frimley Health NHS FT.

Although this transaction instantly took Wexham Park out of special measures status, it alone did not solve much. The major improvements that we are seeing today are down to the determination of the new leadership and the readiness of staff to embrace plans to provide excellent services across the whole trust. Last month we organised our own 'mock' inspection at Wexham Park – a sort of dress rehearsal for the real thing four months later. Our initial feedback from the independent inspectors who carried out this unofficial inspection was encouraging and we will get a full report from them soon. Without trying to pre-empt their account, I am hoping they will say there is a noticeable difference at Wexham Park since the CQC's 2014 inspection. More importantly, we will gain some unbiased insight into where we need to focus our efforts over the coming months to make the biggest difference to our patients.

We are still only nine months into the transitional phase following the creation of Frimley Health. It will be a few years before we will be where we want to be and we will have to face some testing times ahead. But the signs so far are good.

For example, between April and June, we have for the first time hit all the key performance standards that we report to Monitor, the health service regulator. This includes the four-hour A&E waiting target and waiting times for cancer and outpatients. Complaints at Wexham Park and Heatherwood have fallen significantly and many of our patients say they have noticed a change for the better. Meanwhile we continue to deliver outstanding services at Frimley Park.

We know that despite these external indicators of quality not everything is perfect in any of our hospitals, which is why the only tenable position for an organisation such as ours is one of continuous improvement. But we have been buoyed by the support of our community and local healthcare partners, and by the enthusiasm and commitment shown by all our staff. It is early days but we are already seeing the signs of the excellent and sustainable services that we are all aiming for.

*Sir Mike Aaronson*

Sir Mike Aaronson  
Chairman

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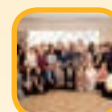
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# Sign up to SAFETY LISTEN LEARN ACT



## A day in the life... Tracey Coulson, head of patient safety

### Promoting an open, honest culture and learning from any mistakes is at the heart of Tracey's role.

Tracey has happily spent her entire nursing career at Frimley Park Hospital after qualifying in 1993.

After a few years as a staff nurse on a general surgical ward, Tracey was promoted to ward sister. Then, wishing to take on a more educational role and broaden her experience, she moved into practice development within medicine where she stayed for five years.

In May 2006 she applied for the role of head of patient safety, initially to cover maternity leave, but was offered the job permanently and nine years later she is still there.

Tracey said: "I returned to work at the beginning of 2014 after my own maternity leave and thanks to the support of my fantastic team, I am able to work three full days a week allowing me to spend the remaining time with my two-year-old little boy."

The patient safety remit at Frimley covers many areas and Tracey also manages the litigation, safeguarding and dementia services at Frimley Park. A similar role is planned to cover Wexham Park and Heatherwood to provide a consistent approach and standard of patient safety across the organisation.

Tracey's day starts just before 8.30am each day.

"My first port of call is to catch up with my team and my manager to check if there is anything urgent I need to pick up, such as if an incident has occurred or something that hasn't gone as well as it should have done which requires investigation. This will always take priority.

"For example, if a patient has fallen I will check their wellbeing, whether they have sustained an injury, and make sure somebody has spoken to the patient and their family to reassure them about what has happened and what will happen next in our investigation.

"If something goes wrong we don't leave any stone unturned until we get to the bottom of it.

"When I talk with patients and their families after any incident they always tell me they don't want it to happen to anyone else. It is therefore of the utmost importance that we learn from any mistakes, and share that learning with them, together with measures we have put in place to prevent a future occurrence.

"We have an open door policy and I encourage staff to come to us with any concerns.

"I think it helps that I have a nursing background and my role is all about being visible and approachable. Wednesday morning is my clinical time when, if there is nothing that needs my urgent attention, I will work on one of the wards. I think it is crucial that I maintain my clinical credibility – I wouldn't ever want to lose that."

Tracey's team is also heavily involved in staff training including staff induction and annual updates.

Tracey has led on many patient safety work streams including falls prevention, avoidance of blood clots, recognising and managing sepsis, and safe medicines management.

Frimley Park was one of 12 trailblazer hospitals for the national Sign Up to Safety campaign and has subsequently

been awarded £600,000 from the NHS Litigation Authority to fund patient safety improvements.

Tracey explained: "This money is ring-fenced for three specific areas of work; the consent process, perineal damage in obstetrics and clinical handover.

"Along with our work with the 'Sign Up to Safety' campaign this is a great opportunity for us to bring further significant benefits to patients and make them feel even safer in our care."

The team is also hoping to introduce a safety DVD which shows what patients can do to help with their own safety while in hospital. For example having well-fitting slippers, moving as much as possible to avoid blood clots and making sure they keep hydrated.

"I liken this idea to an airline safety card," Tracey added.

"We have designed our own for the bedside that will highlight 10 things patients can do to help themselves. It's about giving people the right level of information so they can contribute towards their own safety."

Outside of work Tracey's interests centre on sport and running in particular. She has applied for the London Marathon next

year, is a regular participant in the Run Frimley 10k and has just started a running club in her home village of Bramley. So who knows, there could be a 'Bramley Mums' team at Run Frimley 2016.

### What do you like most about your job?

"It's such an interesting role and no two days are the same. It allows me to continue my clinical work and all the time think about how we can improve. Every day we can make a difference – that's what drives me and my team."

### And what do you like the least?

"Probably the administration aspect and sometimes I feel pulled in several directions at once. It's a challenge to balance that – but that's where my brilliant team comes in. And as a nurse and a mum, some of the incidents I investigate really affect me emotionally. But that drives home the message about just how important this work is."

## BIGGER SERVICE boosted by ultrasound investment

**Frimley Health's vascular service, which recently expanded into the Berkshire and Buckinghamshire area, has been boosted by a new portable system for monitoring a potentially fatal condition.**

The three portable ultrasound machines are used by the vascular team to screen abdominal aortic aneurysms – bulges in the main blood vessels near the heart that can rupture if unchecked, with often fatal results.

The uSmart3200t Terason machines made by Vertec were chosen for their portability and excellent image quality. They allow doctors to carefully monitor patients with the condition in local outpatient clinics rather than having to refer them for extra appointments at main hospital sites. This reduces the number of appointments and travel that patients need to make.

In April 2015 the vascular team at Frimley Health expanded its service into the Wexham Park and Heatherwood catchment area and now runs local clinics from Haslemere to Slough.

The trust purchased the machines at £20,000 each to replace much bigger outdated machines.

Consultant vascular surgeon Mr David Gerrard said: "Since last October our catchment population for vascular services has increased to 1.3 million people, and has resulted in a 20% increase in our workload.

"Because the new Terason system is much more portable, has excellent resolution and an intuitive interface, it has helped to improve the efficiency of our new clinics and has provided big improvements in point of care testing for aortic aneurysm and varicose vein assessment at our many satellite outpatient services."



Pictured (from left): vascular nurse specialist Andrea Croucher; consultant vascular surgeon Mr David Gerrard, nurse Jackie Almond, consultant vascular surgeon Ms Sabine Sonnenberg, lead vascular nurse specialist Claire Martin, lead vascular theatre sister Daisy Fernando, consultant vascular surgeon Mr Neville Dastur and Vertec product specialist Gavin Adcock.



# Encouraging signs after first nine months

Since Frimley Park Hospital joined with Heatherwood and Wexham Park Hospitals to become Frimley Health NHS Foundation Trust in October 2014 the trust has been focused on an ambitious programme to deliver excellent and sustained services for the long term.

Fully integrating all hospitals into one trust and bringing all services across the organisation up to excellent standards will take time, but much has already been achieved. This was highlighted recently when the trust hit all the Monitor key performance standards for the first quarter of 2015-2016 for the first time.

## Frimley Health performance April – June 2015 (quarter 1)

More than 95% A&E patients waiting less than 4 hours	✓
More than 90% waiting less than 18 weeks for treatment	✓
Cancer two week maximum wait for test	✓
31 day diagnosis to first treatment for cancer	✓
62 day referral to first treatment for cancer	✓
Clostridium difficile within limits	✓

The initial focus has been on the workforce with the successful roll out of the trust's staff values – committed to excellence, working together, facing the future – last year. This was followed by the Listening into Action programme which promotes staff led change and improvement. In addition a major recruitment drive is underway to reduce staff vacancies and the trust's over-reliance on agency staff. Already vacancies at Wexham and Heatherwood – which had risen during the uncertain period ahead of the acquisition – are significantly down and spending on agency nursing has almost halved.

The priority for the Wexham Park and Heatherwood sites has been a programme of service improvements and multi-million pound redevelopments.

This includes a brand new emergency department (A&E) and a rebuilt maternity unit at Wexham. There is also a huge programme to repair and rebuild across the entire hospital following years of under-investment so that all facilities are fit for the 21st century.

### Our strategy includes:

- Consultants leading acute services (urgent, short term care) seven days a week.
- Designing parts of the service to better suit our frail and elderly patients.
- Treatment for heart attacks and other complex heart problems at Wexham.

- Developing an eye treatment service.
- Better acute care for liver, kidney, neurological (brain, nervous system) and blood conditions.
- Wards for higher levels of care for medical and surgical patients and children.
- Expanding the on-site parking to create extra capacity for patients and staff.
- Develop plans for future services at Heatherwood.

At Frimley Park we are planning an expansion and refurbishment of the Emergency Department (ED) minors unit. This part of the ED was not included in the 2012 rebuild and is overdue a revamp. There are also plans to move medical records to nearby offices off-site. This will free space on site for services or wards that connect to the main hospital hub – the trust has yet to determine which service should be prioritised for this space. In addition a second car park deck is being added to the front of the hospital to ease some of the on-site congestion, which can be very stressful for patients and visitors.

The trust has made a lot of progress with its local commissioners and social service providers in redesigning some of the services that the NHS provides to local people. These projects are aimed at preventing unnecessary admissions for frail or chronically ill patients whose needs could be better served with more community support.

# Will you stand and deliver?

## Elections for governors are about to begin in five of Frimley Health's public constituencies to represent you on the trust's Council of Governors.

We are seeking nominations for public governors from Thursday 13 August for the following constituencies:

- Rushmoor
- Surrey Heath and Runnymede
- Hart and East Hampshire
- Guildford, Waverley and Woking
- Bracknell Forest and Wokingham

As a public organisation, Frimley Health NHS Foundation Trust serves a truly diverse community and is keen to ensure that every section of that community is represented on its Council of Governors.

If you are a member and live within any of the above constituencies and would really like a say on how your local hospital trust is run, please consider putting yourself forward for this important role. You don't need any special qualifications to become a governor, just passion and enthusiasm for the work of the trust.

The Council of Governors is the body that holds the trust board to account for its performance and represents the interests of foundation trust members and the public. Governors also contribute their views and ideas through, for example, joint working at committees, seminars and workshops.

Frimley Park, Wexham Park and Heatherwood are your hospitals. It is really important that your voice is heard.

Foundation trust members from the constituencies above will receive a letter from trust Chairman Sir Mike Aaronson outlining the election process. Meanwhile, keep checking the trust's website for further details and nomination forms.

### Key dates in the election process:

- Thursday 13 August**  
Notice of election/nominations open
- Friday 11 September**  
Nominations deadline
- Friday 2 October**  
Notice of poll published
- Monday 5 October**  
Voting packs despatched
- Wednesday 28 October**  
Close of election
- Thursday 29 October**  
Declaration of results

In constituencies where the governor election is contested, members will have from Monday 5 October until Wednesday 28 October to vote for their preferred candidate. Your vote really does count.

This is the second and final phase of restructuring the Council of Governors following the formation of Frimley Health NHS Foundation Trust in October last year.

Successful candidates will be invited to a governor induction day.

For further information about elections to the trust's Council of Governors, please contact:

**Meg Stevens** – deputy company secretary  
Frimley Health NHS Foundation Trust  
Portsmouth Road, Frimley, Surrey GU16 7UJ  
Tel 01276 526814 or 01753 634824  
Email [meg.stevens@fhft.nhs.uk](mailto:meg.stevens@fhft.nhs.uk)

### Electoral Reform Services

The Election Centre, 33 Clarendon Road, London N8 0NW  
Tel 020 8365 8909



# Spotlight on

## Wexham Park's emergency department



**The emergency department (ED) at Wexham Park Hospital rarely has a quiet moment, caring for over 100,000 patients every year with a wide variety of conditions and needs.**

In 2013, a small extension and a redesign of the department brought changes that made better use of the space and created spaces that allowed patients with similar clinical needs to be in one area, helping to improve patient care and reduce delays.

Jo Hawkes, ED lead nurse explained how the new layout has brought benefits to patients and made a considerable difference to the efficiency of the department, which is clearly shown as the department has met the national four-hour wait target for a number of months.

"Before the reconfiguration the layout of the department meant that we could only group adult patients into two main sections – one for minor illness and injury and the other for major illness and injury.

"This arrangement worked well for many years. However, over time the demand on the department grew and we began to see an increase in the number of patients who were very sick, requiring more dedicated care. As a team we knew we needed to do something to use the space more effectively and continue to provide the very best care for all our patients."

The ED team worked with planners to create the new purpose-designed department that was ready to use by early 2014.

"The redesign works incredibly well and allows us to stream our patients more efficiently, ensuring they are cared for in the most suitable area of the unit and receive the treatment they need when they need it," explained Jo.

"It has also helped with the management of staffing. The ED can be a challenging place to work – the pace and constant demand is quite different to working on a regular ward. Being able to allocate the team more efficiently has really helped, not only in terms of patient care but also in the development of our nurses. Rotating through all areas ensures they get the opportunity to care for patients with varying degrees of need and a wide range of illnesses which is invaluable in their own personal development," Jo added.

The team is always looking at ways to further improve the service and will be introducing point of care testing for blood tests which means results can be available in just 15 minutes, helping to speed up diagnosis of some conditions and enabling treatment to begin sooner.

**"Although we have come a long way in improving the service we offer there is always more that can be done. I'm excited about the news of a brand new unit being built and looking forward to being involved in the planning and design,"** concluded Jo.

### Designated areas of the emergency department

- Resus – for acutely unwell patients and those brought in by emergency ambulance
- Blue – majors area, for patients that need to be on a trolley (bed)
- Purple – an assessment area for sicker patients
- EDDU – emergency decision unit where patients go for ongoing assessment and intervention from four hours to 24 hours
- Green – for minor injury/illness and walk-in patients who are seen by a GP or specialist nurse
- Ambulatory care – for patients needing investigation but not admission
- Paediatric – care for children



## Celebrating International Day of the Midwife

**Midwives based at Wexham Park Hospital marked International Day of the Midwife on 5 May by hosting a series of information stands to raise awareness of the services they provide and showcase the work they are doing to support mothers, babies and families.**

The International Day of the Midwife is a global celebration and a time for every individual midwife to think about others in the profession and to widen the knowledge of what midwives do for the world.

"The day was a great opportunity to remind people about the role of midwives and to share examples of great care and positive ways of working," said Andrea Anderson, deputy head of midwifery.

"The midwifery team at Wexham Park is passionate about sharing their knowledge and skills with others who work in areas where they are less fortunate, and don't have the same access to training and equipment as we do in the UK. As a result the team has formed a partnership with a non-government organisation not-for-profit hospital in Hoima, Uganda, and this year we wanted to give special recognition to our midwives who give their time to help support and improve midwifery there."

Rhiannon Grindle has visited Uganda on a number of occasions to work clinically and share knowledge and best practice with her colleagues from across the globe. Rhiannon explained: "We have been taking trips to Uganda for seven years now, helping to train and provide education on everyday skills like suturing, postnatal checks and identifying sick mothers and babies, as well as topics such as managing obstetric emergencies using guidelines created by the World Health Organisation.

"Using the Millennium Development Goals to see statistics for Uganda we are able to pinpoint where education is needed to reduce maternal and neonatal morbidity and mortality ensuring we focus our energy in the right place.

"This year we are concentrating on infection prevention and control, teaching hand washing, providing hand washing units, hand gel and soap."



# Our **NEW** Frimley Health Charity



Following the merging of Frimley Park, Wexham Park and Heatherwood hospitals to form Frimley Health NHS Foundation Trust last October, the hospitals' charities have also joined forces under the name Frimley Health Charity.

The Frimley Health Charity will work with the trust across all three hospital sites and in the local community.

Its mission is to help provide equipment and services that go above and beyond the NHS for your local hospital. This means the charity works to fund state-of-the-art technology and helps to create a more comfortable, dignified environment for families in which to spend some of the most vulnerable and stressful times of their lives.

The charity still has all of the designated funds that were in place prior to the merging of the two organisations, so all donations past and present will still benefit the specific area of Frimley Park, Wexham Park or Heatherwood hospitals that donors wish to support.



## The BIG jump



Register now for the thrill of a lifetime at the trust's fifth annual Big Jump event on Saturday 12 September at the Chiltern Aerodrome, about eight miles north-west of Reading.

Organisers are providing a highly personalised tandem skydiving experience for everyone who takes part.

Over a dozen people so far have signed up to skydive in aid of Frimley Park, Wexham Park and Heatherwood hospitals. Frimley Park breast care nurse Ruth O'Connor is taking part in aid of the Breast Care Appeal along with her daughter and they would love you to join them.

For more information or to register, visit [www.fphcharity.org/bigjump](http://www.fphcharity.org/bigjump).



**Breast Care Appeal**

## Breast Care Appeal update

The Breast Care Appeal has raised well over £475,000 since it began in October 2013 thanks to the incredible generosity of the local community and hospital staff.

The appeal aims to provide a dedicated breast care unit and 3D mammography machine as well as other surgical and imaging equipment for Frimley Park Hospital.

The charity would like to sincerely thank everyone who has supported the appeal so far. There is still a long way to go to reach its £750,000 target, which will then be matched by the trust to fund the development of the new unit. Find out how you can help by visiting [www.fphcharity.org/bca](http://www.fphcharity.org/bca) or call the fundraising team on 01276 604642 or 01276 604626.



## Get involved

Frimley Health Charity's fundraising team is always looking for volunteers to help them in their work. If you would like to find out more about how you can get involved, they would be delighted to hear from you.

01276 604642 | 01276 604626 | [theteam@fphcharity.org](mailto:theteam@fphcharity.org)

## Ride4Frimley



Join the ride to diagnose cancer earlier at Frimley Park Hospital.

Ride 4 Frimley is the charity's second annual cycle sportive on Sunday 27 September. The event starts and finishes at Pirbright Village School in Surrey, with a choice of 11, 26 or 50 mile routes to suit everyone from families to leisure and amateur cyclists.

The event in 2014 sold out three weeks early with over 460 people taking part so organisers have increased capacity to 750 this year.

Registration includes chip timing (26 mile and 50 mile routes), finisher medal, goody bag, rider insurance, feed station (50 mile) and bike-racking, in addition to full medical and mechanical support.

The charity would like to thank the event's principal sponsors, the Parkside Suite and Wise & Co, for covering core event costs so that even more of participants' registration fees and 100% of their fundraising will benefit the Breast Care Appeal.

Visit [www.fphcharity.org/ride](http://www.fphcharity.org/ride) to register or call the Frimley Park fundraising office on 01276 604642 for more information.

## Tour de Frimley 2015

A group of 12 people are also riding for the Breast Care Appeal in August with a 1,200km cycling challenge from Frimley Park to France and back. The team is made up of hospital staff, former patients, supporters and military personnel from Farnham-based 3PWRR.

You can view their progress at [www.facebook.com/tourdefrimley](https://www.facebook.com/tourdefrimley) and sponsor the team at [www.virginmoneygiving.com/team/tdf2015](http://www.virginmoneygiving.com/team/tdf2015).

## Thank you

Once again a huge thank you to everyone who has fundraised for their local hospital and the Breast Care Appeal. Some big fundraising successes that we would like to highlight include:

- Transport Research Laboratories and their staff raised £6,089 for the Frimley Park stroke unit fund by choosing it as their charity of the year.
- Lorien Cummins organised a walk with her family and friends from Ealing Town Hall to Wexham Park Hospital, raising over £6,000 for the hospital's special care baby unit (SCBU).
- Marie Warwick from Crossfit in Wycombe organised a 24-hour work-out and also raised £4,500 for Wexham Park's SCBU.
- A team of 16 colleagues from Airinmar rode from Bristol to Reading in May in support of the Eden cancer ward at Wexham Park. The ward had been treating one of their colleagues – Keith Halfpenny – and he suggested this excellent cause. Sadly, Keith passed away in March but the team decided to continue with the fundraising effort in his memory and has raised over £6,000.
- Chefs from the Four Seasons Hotel in Hampshire and catering students from Farnborough College of Technology worked together to host a five-star dinner in aid of the Breast Care Appeal that raised £2,360. Thanks also to volunteer fundraiser Jose Harrap for organising the event.



# Congratulations!

The first Frimley Health staff awards ceremony at the Berystede Hotel in Ascot in May was a night to remember for dozens of colleagues.

The awards, the first as the Frimley Health three hospital foundation trust, celebrated some of the excellent work of individuals and teams who are committed to improving the care of patients at Wexham Park, Frimley Park, Heatherwood hospitals and our satellite sites.

Trust chairman Sir Mike Aaronson described it as an evening of inspiration, celebration and pride. Medical director Dr Tim Ho and director of HR and corporate services Janet King presented the awards which were based on the trust's values of committed to excellence, working together and facing the future.

They took turns to read out citations for each award winner, explaining why they were nominated.

Chief Executive Sir Andrew Morris cheered on colleagues as they accepted awards and drew the raffle for a meal in the hotel's restaurant.

Over 40 individuals and teams were recognised for their outstanding work – the following citations highlight just a few of the reasons why.

Housekeeper **Dawn Wilcox** has worked in the new day surgery unit at Frimley Park since it opened. Recognised for being committed to excellence, her citation noted that she shows particular kindness to the elderly and patients with special needs with whom she is able to develop a special rapport if they are very distressed. She gives her time freely to chat with elderly patients to cheer them up or give them that little extra help as she knows that sometimes a friendly face and a few kind words can make a real difference to them.

Colleagues said Dawn is a real character and makes them all laugh although she rules the unit with a very firm hand when it comes to cleanliness and will challenge senior colleagues if they do something she deems unsatisfactory. Patients feel especially safe and cared for when Dawn is around.

**Lynette Nunn** has worked at both Wexham Park and Heatherwood hospitals for over 31 years. She received an excellent customer care award for her outstanding commitment to the organisation, the paediatric team and her patients during this time. She always goes the extra mile to complete her work including coming in at weekends to make sure everything is done.

Over all these years she has shown a friendly, caring and proactive approach to parents when they call in with questions or concerns about their children. Long-standing patients often ask to meet her so they can personally thank her. She is a tremendous asset to the department and a positive role model for other staff throughout the hospital.

One of many worthy recipients of a team award were the **colorectal cancer team** at Frimley Park Hospital. They were recognised for their first class clinical service. In particular their citation noted the team's great achievement in recruiting the highest number of patients in the world to the ROLARR trial and the fact that their long-term local recurrence rates for rectal cancer are among the best published.

Another well-deserved team award went to Heatherwood Hospital's **theatres and day surgery unit team** who, it was noted, had worked tirelessly together during the past year to recruit, train and retain staff. And with a focus on cleaner departments and new ways of working they have turned Heatherwood's theatres into an operational success, enhanced the patient experience, ensured staff are valued and resources used efficiently. All of which helped the hospital to receive a green rating in last year's CQC inspection – a great achievement for all concerned.

The final award of the evening was given to **Ros Rushworth**, lead nurse for paediatrics at Wexham Park Hospital. Extracts of her citation noted that Ros works hard to help ensure she

and her staff deliver high standards of care. She is able to see the daily challenges that come with nursing on the ward, the paediatric assessment unit, children's clinic and children's community nursing team. Ros encourages, motivates and inspires confidence in others by recognising their efforts to strive for excellence, help improve practice and patients' and families' experience.

As a key figure, Ros has been able to enhance facilities and services available for children and their families. This has been achieved creatively and outside of NHS funding, working closely with local charities Sebastian's Action Trust and the Alexander Devine Children's Hospice Service.





# UNLOCKING THE POTENTIAL TO improve patient care

**Frimley Health has embraced the Listening into Action (LiA) approach to put clinicians and staff at the centre of change for the benefit of patients in each of its hospitals.**

LiA is a way of working that has been adopted by a number of NHS trusts across the country and aims to energise staff by connecting the grass roots of the organisation with the top managers.

It has been running at Wexham Park and Heatherwood hospitals since January 2014 and has subsequently been rolled out across Frimley Health NHS Foundation Trust.

LiA lead Melanie Walker explained: "Listening into Action is a fundamental shift in the way we work. Its absolute focus, and the actions and outcomes that follow, is to support and enable staff to make changes and improvements so we can all do the very best for our patients, their families and each other.

"It aims to empower staff to take the initiative in making improvements and to make them feel valued, engaged and proud of their work."

The LiA journey began with a 'pulse check' to find out how staff felt about the organisation and feedback will be used as a starting point against which to benchmark progress.

Subsequently, a series of 'Big Conversations' was held throughout May, June and July – events where Chief Executive Sir Andrew Morris led listening and information sharing exercises with around 200 members of staff to find out what matters to them, what gets in their way and what they think should be prioritised to enable positive change.

From this, a number of 'quick wins' and unblocking schemes will be put into action.

For example, following last year's launch of LiA at Wexham Park and Heatherwood a number of themes emerged and steps were taken to improve the patient experience including:

- Staff wanted to improve mobility of patients around the hospitals so 20 more wheelchairs were procured and the portering team explored ways of improving communication to ensure requests and tasks were actioned promptly.
- Responding to feedback from patients, staff on the acute medical unit wanted to improve how they communicate with patients. They adopted three simple steps of 'Stop, Look, Listen' to help them improve their patients' care and experience by making sure they always introduce themselves and check before they leave each patient that they are comfortable and have everything they need within reach. Stop, Look, Listen is now being rolled out across the organisation.

Sir Andrew said: "This process gives staff permission to act – to make small changes themselves that can make a big difference to patient care. It doesn't always take very much to improve things.

**"The Big Conversation events have also given me even more of an insight and a better understanding of the issues that matter to the front line. I think there is a lot to gain from this approach and we can build on the successes that colleagues at Wexham and Heatherwood had last time around."**



# Heart and sole for Breast Care Appeal

**Run Frimley 2015 on 3 May marked the 10th anniversary of Frimley Park's annual 10k Road Race and 2.5k Fun Run.**

The 1,700 participants did the occasion justice by turning up in record numbers for the 10k road race, showing off some excellent fancy dress and fundraising incredible sums for the Breast Care Appeal.

So far the event has raised over £55,000 for the appeal. It's an amazing contribution that will help to provide a state-of-the-art 3D mammography machine and a dedicated breast unit at Frimley Park Hospital.

The trust and the charity would like to express sincere thanks to everybody who helped make this event such a success:

- Principal sponsors – Vickery's Estate Agents, Charters Peugeot and Lakeside International – helped fund the core costs of the event so that even more of the entry fees and 100% of fundraising directly benefit the appeal. Woodend Removals also sponsored the event and Arena Leisure provided all the water and the warm-up instructor.
- Huge numbers of the Frimley and Camberley Cadet Corps helped manage the start and finish lines.
- The 50-strong charity's volunteer team and all the hospital staff who participated either by running, volunteering or helping to spread the word.

And last, but by no means least, special thanks must go to stalwart volunteer Bob Fisher. Ten years ago he had the idea to stage the first fundraising race day at Frimley Park. A decade on, Bob is still one of the main event organisers and his original idea has now raised several hundreds of thousands of pounds to enhance services at Frimley Park.

Here are just a few photos taken on the day of our enthusiastic and generous runners, many of whom embraced the event's 'Frimley at the Movies' theme.



And they're off

Some of the breast care team

Bob Fisher (left) with trust chairman Sir Mike Aaronson



# Car parking

## Major investments in car parking provision at both Wexham Park and Frimley Park hospitals aim to improve access and ease congestion.

Following initial board approval for a £1.8 million investment in car parking at Wexham Park Hospital, plans were subsequently approved by Slough Borough Council to build over 560 extra parking spaces.

It will take the total number of parking spaces on the site to just over 2,000 and help to improve access and alleviate parking pressures on local residential streets.

The extra spaces for visitors, patients and staff will be created by reconfiguring existing car parks. And an internal ring road will enable patients and visitors to get closer to where they need to be.

Janet King, the trust's director of HR and corporate services, whose portfolio includes hospital parking said: "This is a great opportunity to get parking levels right at Wexham for now and for future growth. We identified this as one of our key priorities under our plans to invest tens of millions of pounds into the infrastructure of the hospital.

"We know parking difficulties cause stress to patients, staff and visitors, not to mention local residents who sometimes bear the

brunt of overspill traffic on their roads. I can't say for sure that this will cure all our parking woes forever, but increasing our parking capacity by 40% is going to make a big difference."

Preparatory work and ecological surveys have already taken place at the Wexham site, and the new parking areas will become available in phases between August this year and early 2016.

At Frimley Park, plans to create 118 extra parking spaces to tackle increasing demand were approved by Surrey Heath Borough Council's planning committee in early June.

Work to extend the decked car park at the front of the hospital facing the Portsmouth Road is due to begin this month.

Mrs King added: "In recent years we have invested a lot of time and effort in trying to alleviate parking pressures on the Frimley site.

"For example, we have already invested in offsite parking for hundreds of staff to free up more visitor spaces and expanded our satellite outpatient and diagnostic services at Aldershot, Fleet, Farnham and Bracknell. But having a successful hospital at Frimley with a good reputation has meant that demand for access has continued to grow.

"Combined with the road widening on Portsmouth Road by the highways authority, we believe the extra spaces will make a significant contribution towards easing congestion on the site and on surrounding roads."



# A new model of care for local people

## Frimley Health is participating in a multi-disciplinary approach to reforming local healthcare.

The health and social care system surrounding North East Hampshire and Farnham, including Frimley Health, has been chosen as a Vanguard site led by the Clinical Commissioning Group (CCG) to design a new model of care for local people.

As one of 29 national pilot sites for the Vanguard new models of care programme selected by the Department of Health, its aim is to develop a more integrated local health service by bringing home care, mental health and community nursing, GP and hospital services together to provide the best possible joined-up care for patients.

By working more collaboratively in new locality teams to provide care around the needs of the individual, the Vanguard work will also help prevent emergency admissions to hospital and enable people to be discharged home when they are medically fit with the right support in place.

Drawing on a Department of Health transformation fund, local NHS and social care services will share resources and skills to provide support to people to stay healthy and well at home and to provide more care in the community and away from hospital.

The programme capitalises on the partnership work already taking place locally.

Sir Andrew Morris, chief executive of Frimley Health NHS Foundation Trust said: "For our system to be chosen as a Vanguard is a great honour.

"It also brings with it great responsibility, as what we do here will be used as an example for the rest of the country.

"As a system we are already performing well and we have a good track record of working well together. We are in good shape and willing to take on this exciting challenge."

During the next 12 months, Vanguard's partner organisations will work together to break down traditional boundaries to provide seamless person-centred care to people and ensure their physical and mental health needs are met.

If you live in Aldershot, Farnborough, Farnham, Fleet or Yateley, the CCG invite you to work with them to make sure that your local knowledge, experiences and views are central to their planning for the future. If you are interested in becoming a community ambassador in this important project, please contact them at [NEHCCG.public@nhs.net](mailto:NEHCCG.public@nhs.net), 01252 335154 or visit [www.northeasthampshireandfarnhamccg.nhs.uk](http://www.northeasthampshireandfarnhamccg.nhs.uk).

### Partner organisations are:

- NHS North East Hampshire and Farnham CCG
- Frimley Health NHS Foundation Trust
- Southern Health NHS Foundation Trust
- Surrey and Borders Partnership NHS Foundation Trust
- North Hampshire Urgent Care
- Virgin Care
- Hampshire County Council
- Surrey County Council
- South East Coast Ambulance Service NHS Foundation Trust

In any new model of care that is developed, people will continue to be registered with their GP and use them as their main point of access to local health services.





Members and non-members are welcome to attend as many of the following public meetings as they would like, not just the meetings in their constituency.

We have listened to your feedback when planning presentations and hope you will find them of great interest. If you have any suggestions about future meetings, please do not hesitate to contact **Sarah Waldron on 01276 526801 or email [sarah.waldron@fhft.nhs.uk](mailto:sarah.waldron@fhft.nhs.uk)**.

The trust would like to thank all venues for offering their facilities at substantially reduced rates for these meetings.

Date of meeting	Venue	Type of meeting	Presentation
Tuesday 22 September 7.30pm - 9pm Refreshments from 7pm	Copthorne Hotel Cippenham Lane Slough SL1 2YE	Health Event Constituency – Slough	Mr Naffis Anjarwalla Consultant Orthopaedic Surgeon 'Breaking the back of the spinal problem'
Tuesday 29 September 6pm - 9.30pm Including refreshments	Legoland Resort Hotel Winkfield Road Windsor SL4 4AY	Council of Governors and Annual Members' Meeting	This year's annual meeting will feature a 'market place' showcasing innovative services and expert advice from Frimley Health. Please come along to find out more about what goes on at your local hospitals.
Tuesday 27 October 7.30pm - 9pm Refreshments from 7pm	Lakeside International Hotel Wharf Road Frimley Green GU16 6JR	Health Event Constituency – Runnymede and Surrey Heath	Dr Udesb Naidoo Consultant in Elderly Care 'Dementia – is "good" enough?'
Tuesday 17 November 7.30pm - 9pm Refreshments from 7pm	Crowne Plaza Hotel Fieldhouse Lane Marlow SL7 1GJ	Health Event Constituency – Chiltern, South Bucks and Wycombe	Mr Bob Soin Consultant General Surgeon 'The length and breadth of general surgery'

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Magazines are also published as PDF files on the membership sections of our website.

Foundation Trust Office – If you would like to pass anything on to the governors or if you need an application form to join the Foundation Trust as a member, please contact Sarah Waldron: Telephone 01276 526801 Email: [foundation.trust@fhft.nhs.uk](mailto:foundation.trust@fhft.nhs.uk) Website [www.frimleypark.nhs.uk](http://www.frimleypark.nhs.uk)  
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