

**DATE FOR  
YOUR DIARY**  
Health event – Rushmoor  
Cardiology evening special  
**Tuesday 28 April**  
The Village Hotel, Pinehurst Road,  
Farnborough GU14 7BF  
6pm – 10pm  
Refreshments available from 6pm  
Foundation trust members  
and non-members  
are welcome

Frimley Health

# NHS Foundation Trust

MEMBERS MAGAZINE – APRIL 2015

## Message from the Chairman

Welcome to the spring edition of your foundation trust magazine, following what has been a very challenging winter across the whole of the NHS.

I am sure you are aware that hospitals across the country were struggling to cope with unprecedented demand. The pressure continued for many weeks, resulting in the trust missing its target of treating or admitting 95% of patients within four hours on a number of occasions.

All our hospitals were flat out. But thanks to the resilience and dedication of our excellent staff we performed relatively well. It is a testament to all our staff that in spite of how busy they have been, the overwhelming reaction from the public was praise for the care they received.

Although things have levelled off a little, an aging population living with more chronic diseases means activity is still high everywhere.

It is six months since Frimley Park took over at Heatherwood and Wexham Park hospitals in the first ever acquisition of one foundation trust by another. The past few months have tested our new services and underlined some of the reasons why we all felt we needed to be part of a bigger organisation. For example, it is allowing us to collaborate closely with commissioners across a wide area to design models of care that will treat more patients in the best possible settings, often outside of hospitals.

We have also been able to plan for some major investments in infrastructure. News of our planned new A&E at Wexham, which could be started next year, was very well received in the community. We are also planning to start work on a major maternity upgrade at Wexham this year, following the completion of another investment in maternity services at our Frimley Park site which saw the final phase – the midwife-led Mulberry Birth Centre – opened. You can read more about the wonderful centre on page 7.

We have also been able to announce multimillion pound plans to improve public and staff car parking at Wexham and Frimley Park, which will help to relieve something that I know is a constant source of frustration.

On the new management structure, first and second tier posts have been filled and most of the third tier completed. Our successful membership recruitment drive and governor elections in the Berkshire and Buckinghamshire areas mean we have welcomed a tranche of enthusiastic and capable governors to help guide us – meet them on pages 4 to 6.

So despite being only half a year through our integration phase, we are already seeing strong signs of improvement in the infrastructure, in staff engagement, and in the strategic outlook. We know the road ahead will be challenging and that there is no room for complacency, but I hope you will agree that we have made a good start and are heading in the right direction.

*Sir Mike Aaronson*

Sir Mike Aaronson  
Chairman

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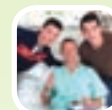
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## A day in the life... Sarah Coxon, consultant midwife

**Sarah began her career at Wexham Park as a student midwife in 2001. Since qualifying she has never looked back and feels very fortunate to have a role that she loves.**

Although midwifery wasn't her first experience of the workplace, following a short break to raise her family Sarah had a calling to become a midwife that she couldn't ignore.

After qualifying she became a permanent member of the midwifery team at Wexham Park and settled into her new role.

"Since I started at Wexham Park the maternity service has constantly developed, which has given me the opportunity to grow and expand my knowledge. Each role I've held has taught me something new and played a part in my development.

"My first real experience of this was working with the head of midwifery on getting the midwife-led birth centre up and running in 2005. Helping it develop into a fully operational unit was challenging at times, but the skills I gained have been invaluable."

While at the birth centre Sarah was involved in a number of projects to improve services for mothers-to-be. She later took on the role of practice development midwife before moving into the position of matron, which gave Sarah the perfect opportunity to put all she had learnt through completing her master's degree in Leadership in Healthcare into practice.

"My next career move took me more out of clinical practice and into the operational side of running a maternity service. Although I enjoyed the challenges this brought, it was very different from my hands-on roles and I missed clinical practice, so when the position of consultant midwife was introduced I applied, knowing this would give me the 50/50 role I wanted.

"As a consultant midwife no two days are ever the same, but a day in my life might include taking part in the multi-disciplinary labour ward round, reviewing women and assessing their birthing needs, supporting and guiding midwives with questions about women's care plans or, in my role as a supervisor of midwives, carrying out midwives' annual reviews.

"I also play a role in teaching midwives, joining-in with my practice development colleagues at midwifery update days, and in more impromptu ways, turning up unexpectedly on a ward and pressing the emergency bell to carry out an obstetric emergency skills drill."

Sarah's role also requires a thorough understanding of local and national objectives so that she can contribute to the strategic planning of maternity services.

"Currently perinatal mental health is high on the government's midwifery agenda, with an expectation that maternity units will make significant efforts to improve mental health care during pregnancy and after childbirth. The Thames Valley Strategic

Clinical Network is driving this at a local and national level and I am an active participant.

"It is also important that I keep up-to-date with changes to guidelines, ensuring national recommendations are incorporated into local practice. Right now I'm working on fetal monitoring following the new NICE intrapartum care guideline. This has given me the opportunity to work with my midwifery and obstetric colleagues at Frimley Park creating one guideline for both units to follow.

Sarah has also been working to further develop the maternity bereavement service, training midwives and doctors and improving the environment.

"The developments we are currently looking at for the environment will fit nicely with the improvements the new build will bring. I'm looking forward to hearing more about the plans for the maternity unit and to the opportunity of being involved. The new build is a very positive message for staff and I know it is well received by our midwives.

"As a newly-formed trust, the board is supporting the approach of team based working and recently, along with other colleagues from Frimley Health, I have just finished a four-day training programme to become a team coach. I am very excited to be a

team coach and work with others to support the culture for Frimley Health."

When she has spare time Sarah likes to spend it with her family, and as a big believer in life long learning is committed to get started on her PhD... in the near future!

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

"I like that it allows me to focus on service improvements while still working clinically providing leadership on the ground. This means I get to experience first hand any changes made and gain proper working knowledge which I use to inform further improvements."

### And what do you like the least?

"There really isn't anything I don't enjoy about my job and I feel very privileged to be in this position."

## A knighthood for chief exec



**Andrew Morris, chief executive of Frimley Health NHS Foundation Trust, was awarded a Knighthood in the New Year Honours list 2015 published on New Year's Eve.**

Trust chairman Sir Mike Aaronson said: "This is a great tribute to an outstanding 40 years of service to the NHS and above all to Andrew's relentless commitment to providing the best possible care to our patients."

Andrew marked 40 years in the National Health Service in 2014, with the last 25 years spent at Frimley Park Hospital where he was appointed general manager in 1989 and became chief executive in 1991.

Frimley Park Hospital NHS Foundation Trust acquired Heatherwood and Wexham Park Hospitals NHS Foundation Trust on 1 October 2014 when Andrew became chief executive of the newly formed merged organisation, Frimley Health NHS Foundation Trust.

Andrew said: "2014 truly turned out to be an amazing year – with Frimley Park Hospital being the first to be rated 'Outstanding' by the CQC, the launch of Frimley Health NHS Foundation Trust and now this! It really is a great honour to be recognised in this way and I see it as a reflection of the fantastic team we have here at Frimley Health."

Congratulations Sir Andrew!



# Introducing our new governors

**Nineteen governors were elected to the trust's Council of Governors in January in the first elections since the formation of Frimley Health NHS Foundation Trust.**

Governors represent you on the body which holds the trust board to account. If you have any issues you wish to raise with them, please get in touch via the membership office (details on the back page).

All details published here were taken from information candidates supplied for their election statements.

## Public constituency – Bracknell Forest and Wokingham



### Victoria Browne

Victoria wants to be part of ensuring that patients' needs continue to be at the heart of the trust's future development. Having seen a gradual reduction in facilities at Heatherwood, she relishes the opportunity to be part of the proposed redevelopment plan.

Victoria has spent her working life in education and understands the demands of achieving targets, working to budgets and interpreting data.



### Jan Burnett

Jan has lived in the Bracknell Forest area for 37 years and has first-hand experience 'from cradle to grave' of local services.

Jan's career has been as a teacher in further and higher education.

She currently works for the Open University in delivering a course in Healthcare Leadership, designed for and with the NHS. She feels her insight into current debates surrounding health and social care provision could be useful.



### Richard Lloyd

Richard, a resident of Owlsmoor for over 20 years, has a personal interest in health service policy and a professional involvement in strategic planning for large scale pandemics and other mass disasters.

He is currently a research scientist in forensic toxicology and believes his analytical and reasoning skills, together with professional credibility will enable him to act as an impartial intermediary between the new trust and its users.

## Public constituency – Chiltern, South Buckinghamshire and Wycombe



### John Ager

John has observed first-hand how hospitals deliver treatment and care and believes that follow-up and after-care services are key to full recovery. How the trust manages these services will have his particular attention.

John finds that polite and patient negotiation ultimately achieves success. Almost entirely retired, he remains a partner in a small international consultancy and has previous experience in the management of manufacturing, consultancy and financial businesses.



### Paul Henry

As the former lead governor at Wexham Park, Paul has established a reputation for holding the board to account, ensuring that high clinical standards are maintained and patient experience issues aggressively addressed.

He will strive to ensure the trust is continually aware of the needs of South Buckinghamshire residents and believes his substantial knowledge gained at Wexham Park will provide continuity to the new governing body.

## Public constituency – Slough



### Tamoor Ali

As a governor, Tamoor's desire is to give the constituents of Slough a voice and to maintain, retain and improve the benefits of the trust as required by its diverse community.

He believes it is important to be proactive about health and the need for better health education for all is paramount. He hopes to utilise his degree in finance and economics and experience as a research analyst in his governor role.



### Graham Leaver

Graham is due to retire from his part-time role as parish clerk at the end of May and wishes to continue his involvement in local matters. As a governor, he will be able to contribute to the Slough community in particular.

He believes his life in Slough spanning 40 years, together with his extensive local government experience, brings a breadth of experience that could be beneficial to the trust.



### Julia Long

Julia has for many years been involved with Wexham Park, both as a patient and volunteer. She feels strongly that governors should be accessible to patients and members of the community as so often a listening ear can give reassurance.

As a school governor for over 30 years and a Slough Borough Councillor, Julia has served on several committees and is a member of the Parochial Church Council.



### Sharon O'Reilly

As a former public governor of Wexham Park and Heatherwood hospitals, Sharon hopes that Frimley Health will show a strong and honest leadership for the good of staff, patients and relatives.

She has a background in cleaning, catering, caring and voluntary work. She describes herself as a people person, believes everyone has a right to be heard and as a public governor it will be her duty to serve her constituents.



### Margaret Woodley

A retired staff nurse from Wexham Park, Margaret wants to use her experience to help the trust provide first class health care for the community.

She is a passionate supporter of the NHS and would like to encourage health promotion as a means of saving money. Now a Homestart volunteer, she has previously been involved in various community organisations in administrative roles.

## Public constituency – Windsor and Maidenhead



### Rod Broad

Rod believes the new trust provides a great opportunity to develop a first class patient focused service. Now semi-retired, he has been actively using his business skills in the local community.

Using his Cranfield MBA, Rod has worked at all levels of business and understands the issues at operational levels. He feels his skills and experience mean he is ideally placed to represent the community and members of the trust.



## Public constituency – Windsor and Maidenhead continued...



### Fiona Dent

Fiona has lived in Holyport for 26 years and she and her family have been regular users of local NHS services. She wishes to use her professional skills to make a difference within her community.

Fiona's career has included nursing, social work, probation and work as a health and social care commissioner. She believes her skill sets give her a broad perspective on issues affecting patients, staff and other stakeholders.



### Tony Monk

Tony from Windsor has spent most of his professional life designing and writing about modern hospitals and healthcare services and wishes to improve his local health service.

As an architect, author and educationalist, Tony says he has the experience and knowledge of up to date healthcare facilities and best practice healthcare services around the country. He is a founder partner of HLM architects who are national leaders in hospital design.



### Karen Saunders

Karen is a strong believer in local general hospitals close to patients and relatives where each patient is treated as a whole person to improve their quality of life.

She started as a hospital nurse in Belfast and is the current chair of Heatherwood and Wexham's clinical assurance working group. She has an MBA combined with a practical knowledge in meeting patient needs.

## Public constituency – Rest of England



### Chris Waller

As a governor at Frimley Park for seven years, Chris knows that governors can make a worthwhile difference. He feels well placed to represent the wider interests of the new 'Rest of England' constituency given his experiences of living and working in different parts of the country.

As a member of a local voluntary care scheme, he is constantly in touch with good care, mistakes and misunderstandings and understands the challenges ahead.

## Staff constituency – Frimley Park Hospital



### Mel Fish

Mel is the adult safeguarding lead at Frimley Park. She works with all staff and believes that everyone is crucial to the hospital working effectively, efficiently and safely.

Mel was a staff representative in a previous role and was the voice of staff throughout seven mergers, amalgamations and acquisitions and therefore believes she has the necessary skills and experience to carry out the role of staff governor.



### Udes Naidoo

Udes, a previous Frimley Park staff governor, wants to work together with staff and management to achieve Frimley Health's goals and aspirations.

A consultant in elderly care, he brings good communication and leadership skills, is a team player and enjoys working with people from a multitude of backgrounds. He is a dedicated and hard working physician and an advocate for the elderly in his role as geriatrician.

## Staff constituency – Wexham Park and Heatherwood hospitals



### Alex Saunders

Alex has worked in healthcare for nearly 20 years. He believes it is vital that a governor has the ability to articulate issues and concerns effectively, is transparent in their actions and where necessary act as an advocate for others.

As an enthusiastic and motivated individual, he has the courage to support and challenge where necessary and ask the difficult questions if required.



### Bob Soin

Bob, a consultant general surgeon at Wexham Park for 10 years, believes the trust offers new opportunities to play to its strengths and improve weaknesses. As governor he will advocate for a compassionate approach from the board which has financial and organisational challenges ahead.

He wishes to challenge the trust to look at pragmatic and common-sense solutions that patients want, prioritising the needs of users and also value staff.

# Birth of new midwife-led centre at Frimley Park

## A new midwife-led birth unit at Frimley Park Hospital welcomed its first arrival in early February – a baby boy called Ethan.

Weighing in at five pounds and three ounces, Ethan Thomas Aldridge was the first baby born in the new Mulberry Birth Centre – part of the hospital's newly refurbished labour ward.

He is the first baby for mum and dad Sarah and Daniel Aldridge who arrived at the hospital in the early hours of Tuesday 10 February from their home in Owlsmoor, near Sandhurst. Barely an hour later, at 4.40am, Ethan was born.

"It really felt like a home from home and the staff have been absolutely brilliant," said Sarah, who works as an early years practitioner.

Electronic design engineer Daniel added: "It felt very relaxing and calm – well as calm as it can be at 4am with everything bearing down!"

The couple moved to the area recently and chose Frimley Park to have their first baby because it had been recommended by friends. The maternity services were also praised as part of the recent Care Quality Commission report which awarded the hospital with the first 'Outstanding' rating in the country.

They heard about the Mulberry Birth Centre at antenatal classes and had already decided that this was where they wanted to have their baby if possible.

Sarah said: "Our due date wasn't for a couple of weeks so although we had already made a choice, the last thing we expected was that we would be the first to have our baby here!"

The Mulberry Birth Centre offers a choice for women with low-risk pregnancies.

The new suite has four fully fitted rooms, each with an en suite bathroom. There is also a birthing pool with ambient lighting and a second pool room in another part of the ward can be used if the unit is busy. The rooms are designed to encourage active birthing, with slings and exercise balls to assist labour, and the double beds in two of the rooms fold up into the wall to make more space if preferred.

The name of the centre was chosen by staff and users to reflect the unit's colour scheme. Photographs of the unit uploaded on to the Frimley Park Maternity Facebook page created a social media buzz in February.

The completion of the Mulberry Birth Centre marks the end of a 19-month project to upgrade the entire labour ward. All rooms are now fitted out to a high standard and have en suites with showers or baths.

Labour ward manager Helen Whapshott said: "We are so pleased that we can now offer a much improved environment for all our women and their partners. Having a baby is a special time so where you have it is really important.

"That's why it means so much to us here that we can offer such a positive environment for all types of birth.

"The upgrade to the rest of the labour ward was completed recently and that made a big difference, but the midwifery-led unit was the missing piece, as we didn't have anything like it before."

The Mulberry Birth Centre is located in what used to be the special care baby unit. A new neonatal unit, kitted out with equipment raised by the community through a fundraising appeal, was formally opened by HRH the Countess of Wessex across the corridor.

Helen added: "We have kept disturbance to a minimum during the ward upgrade and we are very grateful for the support and co-operation we received from colleagues, women and their families. I hope they would all agree it has been worth it."





# And they're *OFF*



By the time you read this, tens of hundreds of runners will be limbering up ready to take part in Frimley Park Hospital's biggest fundraising event of the year on Sunday 3 May in support of the Breast Care Appeal.

Run Frimley organisers are hoping to break new records when the gun fires for the hospital's 10th annual 10km road race and 2.5km fun run starting and finishing at Frimley Park.

Last year the total raised topped £70,000 and the number of entrants was also a record with almost 1,800 people taking part. This year organisers had 2,000 spaces available and an ambitious target of raising £100,000 through entrance fees and individual sponsorship.

And you can help our valiant runners on their way. Why not come along and cheer them on while soaking up the atmosphere and who knows, maybe even get inspired to take part next year!

The fun run starts at 9.30am and the 10k road race will get underway at 10.30am. More information at [www.fphcharity.org](http://www.fphcharity.org).



## Walk for Wards

Walk the extra mile for your local hospital.

The hospitals' charities are holding two Walk for Wards events on Sunday 28 June in support of Frimley Park and Wexham Park hospitals.

The 5km walk for Frimley Park Hospital is taking place in the picturesque parkland and woods of the private Hampton Estate at Seale, GU10 1JH. The estate is designated as an Area of Outstanding Natural Beauty and home to deer, cattle, rabbits, pheasants, partridge, buzzards and badgers. The charity would like to sincerely thank the Hampton Estate for their support.

The walk will end at Myrtle's Courtyard, a cluster of early Victorian farmyard buildings. Delicious hot and cold food and drinks will be available to purchase and there will also be entertainment for adults and children to make this a great day out for the whole family.

The walk for Wexham Park Hospital is an ideal opportunity to take in the wonderful Buckinghamshire countryside which is home to much varied flora and fauna, starting and finishing at the hospital. The exact distance is yet to be confirmed at the time of going to print but at the end of the walk there will be a barbecue and drinks available to purchase at Wexham Park.

Entry fee for both events is £3 for individuals or £10 for a family. We ask that to join us you also commit to raising at least £15 each in sponsorship (or £30 for a family) for the department or speciality of your choice. More information about what you can support at your local hospital will be available on the website.

Both walks will be on moderate terrain and suitable for all ages. Unfortunately the 5k Hampton Estate walk will not be suitable for wheelchair users, those with limited mobility, or buggies.

Visit [www.fphcharity.org/walk](http://www.fphcharity.org/walk) to register or call Frimley Park on 01276 604642 or Wexham Park on 07920 267427 for more information.

## Thank you

Thanks to everyone who has fundraised for their local hospital and Frimley Park's Breast Care Appeal recently.

Some big fundraising successes that we would like to highlight include:

- The Johnson Wax Charitable Trust donated £57,950 to the Breast Care Appeal in December to fund a portable ultrasound scanner.
- Camberley WI donated £4,000 and Fleet Morning Townswomen's Guild donated £2,944 in January following a year of fundraising for the Breast Care Appeal.
- Mr Duffy made a donation of £2,500 in support of the Sunflower Garden and Dementia Lounge at Wexham Park Hospital.
- Paul Wallis also made a significant cash donation to support the Sunflower Garden at Wexham Park Hospital.



## The BIG jump

Registration is now open for the thrill of freefalling at 120mph at the trust's fifth annual Big Jump which takes place on Saturday 12 September at the Chiltern Aerodrome about eight miles north-west of Reading.

The entire venue has been booked for the day providing a highly personalised skydiving experience for everyone who takes part.

This year the event is in support of Frimley Park's Breast Care Appeal and any ward or department at Frimley Park, Wexham Park or Heatherwood hospitals that participants wish to support. Visit [www.fphcharity.org/bigjump](http://www.fphcharity.org/bigjump) for more information.



Breast  
Care  
Appeal

The Breast Care Appeal has raised well over £400,000 to date. The appeal aims to provide a dedicated breast 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 the £750,000 needed, 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 by calling the fundraising team on 01276 604642 or 01276 604626.

## Get involved

The hospitals' fundraising teams are always looking for volunteers to help them in their work. Find out more about how you can get involved by getting in touch with Nick or Mike.

Nick Le Resche | Frimley Park Hospital  
01276 604642 | [nicholas.leresche@fhft.nhs.uk](mailto:nicholas.leresche@fhft.nhs.uk)

Mike Stone | Wexham Park Hospital  
07920 267427 | [mike.stone@fhft.nhs.uk](mailto:mike.stone@fhft.nhs.uk)



## Run Wexham

Run Wexham is a 5 mile race and 1.5 mile family fun run taking place on Sunday 19 July in the countryside that surrounds Wexham Park.

The traffic-free races will be run on an equal mix of tarmac, hard tracks and scenic paths on the fringe of the hospital, providing a great all-rounder for everyone. There will be a variety of prizes on offer and medals for all participants. An assembly area village will be located adjacent to the finish with toilets, bag drop, prize giving and catering (barbecue) and the best news of all is that there will be free parking!

Run Wexham will be raising funds for state-of-the-art equipment and services at Wexham Park Hospital, including projects with the Sunflower Dementia Garden and the Eden Cancer Unit.

Please visit [www.fphcharity.org/runwexham](http://www.fphcharity.org/runwexham) for more information and to register. You can also contact Mike Stone on 07920 267427 or via [mike.stone@fhft.nhs.uk](mailto:mike.stone@fhft.nhs.uk) for more information.



# Sons' CPR skills help save their dad's life

**Little did Dominic and Ryan Burrows know that the skills learned at basic lifesaving courses when they were younger would be used to save their own father's life over the festive holiday.**

Mark Burrows, originally from Church Crookham but now living in Esher, was spending Christmas with his family at his mother's home in the village near Fleet.

Mark, aged 55, runs and cycles regularly, mostly on his own. However on Saturday 27 December he cajoled sons Dominic, 20, and Ryan 22, to join him on a run to show them his favourite old haunts.

"I was intending to run through the woods in Church Crookham, up to Beacon Hill and along to Caesars Camp," Mark explained. "But we didn't get far before I collapsed – and I don't remember anything else until I woke up in hospital."

Ryan takes up the story: "We had only been going for three or four minutes when I saw dad keel over. At first I thought he had fainted and we put him into the recovery position but we soon realised it was worse – he wasn't breathing and it looked like the blood was draining from his face."

Dominic recalled: "I shouted at Ryan to start CPR. It was really frightening but with both of us having done a few basic life support courses in the past, we knew we had to act quickly."

While Ryan performed CPR, Dominic called 999 but as they were in the woods it dawned on both boys that only their father actually knew their exact location. Fortunately Dominic spotted some walkers and ran to them for help, one of whom knew the area and another knew CPR and was a great help in supporting Ryan as they worked together to carry out compressions.

Ryan added: "Having learned basic life-saving skills in the past certainly helped. Even though I was really worried and stressed, I was able to recall much of it. Practising on a manikin is one thing though; it's totally different when you are trying to help your own dad.

"At one point I heard a crack and thought I may have broken a rib but carried on regardless (it turned out to be just badly

bruised) and when the paramedics arrived they said it was a sign of good CPR."

They continued to perform CPR for about nine minutes until the ambulance arrived. By then the boys thought they could detect some shallow breathing from their father and because they had kept their dad's heart 'twitching' with CPR compressions, paramedics were able to use a defibrillator straight away to 'shock' Mark just once. After a while, his condition improved sufficiently for him to be transferred by ambulance to Frimley Park Hospital and into the care of consultant interventional cardiologist Dr Jo Shannon.

There he had a procedure called a primary angioplasty, where a stent is inserted to reopen the artery.

## The consultant's view – Dr Jo Shannon

"As time was of the essence, Mark was brought straight to our cardiac cath lab. Within a matter of minutes it was clear that Mark had a blockage in his main coronary artery which can be catastrophic.

"I knew I had to act quickly to clear the blockage and insert a stent, although this can be quite challenging when the main coronary artery is involved. To all intents and purposes Mark was awake during the procedure – I was talking to him to make sure he was ok and he told me to 'just work away!'

"All went well and after about an hour in the cath lab, he was taken to our coronary care unit and reunited with his family.

"I have no doubt that the CPR performed by Mark's sons restored some of the blood flow to his heart and saved his life. The immediate and effective CPR, coupled with getting him

to the cath lab quickly and having the artery reopened, stented and stabilised, has meant that there was little damage done and Mark's heart is now working normally again.

"This is what makes my job so rewarding – it's why I became an interventional cardiologist. We have the potential to make a huge difference and it's lovely to be able to save someone's life.

"The main learning point from Mark's case is that it is so important for the general public to learn a bit about basic life support because you never know when you may need it. And if you do find yourself in the same situation as Dominic and Ryan, just go for it – do CPR – it may not work but if it does it is truly life-saving. Mark is testament to that."

Mark was one of seven emergency heart attack cases at Frimley Park that fateful Saturday resulting in Jo and her team spending 11 hours in the cath lab that day alone. Consultants at Frimley Park Hospital carry out about 300 primary angioplasty procedures a year which is more than some tertiary centres in London.

Mark left hospital just two days after a major heart attack and cardiac arrest. At just 55 years old, he is of slim build, follows a healthy diet, is a non-smoker and, like the rest of his family

is very active enjoying running, cycling, climbing, diving and exploring. Not the profile of somebody one might expect to be at risk of a heart attack.

Before he left hospital, Mark said: "Looking back, there were signs. I travel a lot with my job and regularly fly between California and the UK. Normally I deal with jet lag very well but this time I felt more tired and couldn't sleep well. But I just put it down to the travelling.

"Most of the time I run on my own so I'm well aware things could have been very different. As it is I feel great – better than I did a week ago. I know I am incredibly lucky and it's all down to the immediate treatment from the boys, the people that helped out at the scene, the paramedics and the trauma specialists and care at Frimley Park which has been excellent."



Dr Jo Shannon





# TOP MARKS for quality assessment

**Staff and volunteers at the Macmillan cancer information and support centre at Wexham Park Hospital are delighted to have achieved top marks in an assessment of its service and facilities and to have been awarded the Macmillan Quality Environment Mark (MQEM).**

The MQEM is the first award in the UK that specifically assesses how well facilities such as information centres and chemotherapy units provide support and care to people affected by cancer, and also recognises high standards in building design.

It is based on the evaluation of four areas covering design and use of space, the user's journey, service experience, and the user's feedback. Each of the areas is assessed, using a numerical grading system where one is very poor and five is excellent, against five core principles of quality: accessibility, privacy and dignity, comfort and wellbeing, choice and control, and support.

The assessment took place at Wexham Park in October 2014.

Nicola Neale, Macmillan cancer information and support manager said: "We were thrilled to hear that we had received the highest mark possible, a level 5, in all areas. Receiving the award is a testament to the dedication and hard work of the team. When you or a loved one is facing cancer, not being able to find the answers you need can be frustrating and isolating. We are here to ensure no one has to face cancer alone."

The Macmillan cancer information and support centre at Wexham Park is a purpose built facility located at the hospital's main entrance. It opened in 2012 and includes an information centre, a quiet room and a staff office. It operates four days per week and offers out-of-hours telephone support and some outreach service. Those affected by cancer are invited to drop-in or call to make an appointment for information and emotional support.

The service also offers access to the Macmillan benefits advice service, outreach groups, self-help and support groups, complementary therapies, user groups and volunteering activities.

Presenting the award, Shelagh Thompson, associate Macmillan development manager for Berkshire said: "This award reflects the hard work and dedication of the team that designed the centre and all the staff and volunteers who work to make it a welcoming and supportive environment for patients and their families.

"To receive the award, environments have to score highly in areas such as use of space, comfort and atmosphere, personal and social interaction and health and wellbeing. Consideration is given to such things as the greeting people receive when they come to a centre, the use of natural light, and the availability of quiet, private rooms – all areas that were highlighted as really important by people living with cancer who helped develop the award."

The mark is proudly displayed in the Macmillan cancer information and support centre at Wexham Park.



(L-R) Shelagh Thompson (associate Macmillan development manager), Patricia Thornhill (Macmillan cancer information and support assistant), Nicola Neale (Macmillan cancer information and support manager), Sir Andrew Morris (chief executive) and Jane Depledge (nurse consultant – lead cancer nurse)



## Community pulls together to improve the needs of patients and staff

**Representatives from Wexham Park's diverse local community came together in December to formally open the hospital's new ablutions facilities.**

Lead chaplain Peter Blackshire welcomed the group including trust chief executive Sir Andrew Morris and Slough MP Fiona Mactaggart.

Explaining why the new ablutions facility is so important, Peter said: "The chapel caters for all religions. However, some time ago I realised that members of the Muslim faith – staff and visitors – were preparing for prayer using hand basins in toilets which was not ideal for them, or for other people using the bathroom.

"So, along with our community faith leaders we began work on improving provision which we are delighted to say is now complete and in full use.

"This facility helps to meet our Muslim friend's spiritual needs in a more practical, respectful and dignified way."

Honorary chaplain Mr Mohammed Ayub added: "The new ablutions room is a much welcomed facility and is a demonstration of what can be achieved when we all work together. I would like to thank everyone who helped in its creation, especially those who financially supported the work."

The new ablutions facility was built in partnership with the local community which raised half the funds, with the trust providing the other half.

The facility, which is located in a quiet corridor and leads directly into the hospital's chapel, has been warmly appreciated by patients, families and staff and helps to ensure that their spiritual and religious needs are met.

## # hello my name is...

**Frimley Health is backing the 'Hello my name is...' campaign created by Dr Kate Granger, a young, terminally ill, hospital consultant from Yorkshire who works in elderly care, to improve the patient experience not only in the UK, but across the world.**

The campaign is simple – reminding staff to go back to basics and introduce themselves to patients properly. Kate describes this as

**"the first rung on the ladder to providing compassionate care"** and sees it as the start of making a vital human connection, helping patients to relax, and building trust. Feedback from patients nationwide shows how vital this is to them, saying that the smallest things make the biggest difference. Many staff at Wexham Park and Heatherwood hospitals had already embraced the #hellomynameis campaign and signed up to become champions when the campaign was first launched last year.

Along with staff across Frimley Health, they are firm believers that it is not just excellent clinical care, but also the small additional courtesies and behaviours, such as introducing yourself, that can make a big difference to patients and their families, and that by showing we are friendly, welcoming, and caring we can help patients feel more relaxed and positive about their experience.



# Spotlight on

## ward F9 at Frimley Park Hospital



Romanie (left) with some of her team

Here we focus on a very busy ward at Frimley Park. Ward F9 covers the specialties of gastroenterology and hepatology – or in plain terms, conditions of the bowel and liver. Ward manager Romanie Westwood describes the ward and caring for patients with very complex needs.

The ward currently comprises 32 beds configured in five bays of six beds each plus two side rooms. Last summer part of the ward was refurbished with the remainder due to be completed later this year, when it will benefit from a full complement of three side rooms.

“Ward staffing was one of the main areas I worked on when I joined in December 2013,” Romanie said. “Acuity and dependency audits governed this decision and I changed the shift system to operate on a 12-hour shift pattern which freed up an extra nurse every day, and managed to get staffing levels increased overall.

“We also appointed a ward co-ordinator – a senior nurse who has oversight into the smooth running of the ward including liaising with bed managers, supporting junior staff and ensuring the timely discharge of our patients.

“An essential part of the ward co-ordinator’s role is to say ‘Hello’ to every single patient on the ward before 9am and check if there is anything they need or any specific worries they may have that day.

**“I really believe it is the little things that can matter to patients so much, small personal touches can make all the difference.”**

Ward staff care for a wide range of patients with varying and complex needs.

For example they may have alcoholic patients undergoing detox, patients suffering from alcohol related dementia and other diseases, and chronically sick patients with long term conditions who are confused and can wander. For patient safety reasons, Ward F9 is one of the locked wards at Frimley Park.

Romanie added: “We know that patients with liver disease can deteriorate very quickly so our staff must be on the ball with all the acute skills necessary to recognise the deteriorating patient and to act quickly.”

Patients of all ages with alcohol related diseases form a large proportion of the ward’s patients. Romanie explained: “It is important to remember that it is a disease based on an addiction which is very hard to overcome and we must put that into perspective. And of course we try to support the families of those patients in the best way we can.”

Patients with colitis or Chron’s disease will also be admitted to F9 if they are having a crisis, as will patients with abdominal pain requiring investigation. And occasionally people suffering from anorexia are also referred for nasogastric feeding.

A number of new consultant gastroenterologists boosted the team at Frimley last year which now includes:

- Professor Aftab Ala
- Dr Philip Berry
- Dr Kuldeep Cheent
- Col Patrick Connor
- Dr Natalie Direkze
- Dr Sarah Langlands
- Dr Heather Lewis
- Dr Susannah Woodrow

Following recent audits, a new safety handover process has recently been introduced which not only includes staffing and bedside checks but actively engages the patient by giving time for them to ask questions and ensuring they have their bell, that a drink is within reach and they are clear who is looking after them by way of introduction.

Romanie concluded: “F9 is a really busy ward and staff need resilience to deal with the emotional, physical and mentally challenging aspects of their patients’ needs, as well as all the acute skills to work here – when I recruit nurses, that’s what I look for. And I can’t wait for the rest of the ward to be upgraded!”



## How staff rated their hospital in 2014

**People who work at Frimley Park Hospital have given it the best rating in the country to receive care and to work.**

In the latest NHS national staff survey the hospital had the best score of any acute trust in the country for staff who would recommend their hospital as a good place to work or to receive treatment.

Staff also gave Frimley Park the top score in the country for good communication with senior managers and it was once again among the top for staff engagement, job satisfaction and fair and effective incident reporting.

The results for Wexham Park and Heatherwood hospitals were similar to the previous year, although there were signs of improvement. For example colleagues at those hospitals rated their motivation among the best 20% in the country and the overall staff engagement score was slightly higher.

Director of human resources and corporate services Janet King said: **“Frimley Park staff have consistently rated their place of work very highly in the national staff surveys. The latest set of results is probably the best yet in the 12 years that the surveys have been conducted.”**

The 2014 staff survey was carried out among all NHS trusts in England and was conducted shortly after the launch of Frimley Health NHS Foundation Trust. The results were published in late February 2015.

Janet added: **“One of our top priorities has been to extend the good practices we have developed at Frimley Park**

**across the entire new trust because we believe that a happy and engaged workforce is a cornerstone of good patient care.”**

An example of this work is the roll-out of the trust’s values across all of Frimley Health’s hospitals.

The shared values are at the heart of Frimley Health, reflecting the commitments and behaviours of every single member of staff.

Other areas where Frimley Health’s hospitals scored among the very best in the survey were:

- Effective team working
- Job relevant training and development
- Well-structured appraisals
- Support from immediate managers
- Low levels of work-related stress
- Staff feeling secure about raising safety concerns
- Low rates of bullying or harassment from colleagues
- Using patient feedback to improve services
- Equal opportunities in career development and promotion

This will be the last time that the hospitals will have separate surveys. The 2015 NHS survey will cover Frimley Health NHS Foundation Trust as a single organisation.

To view the hospitals’ reports visit [www.nhsstaffsurveys.com](http://www.nhsstaffsurveys.com) and click on latest results/feedback reports.



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
<b>Tuesday 28 April</b> <b>Cardiology evening special</b> 6pm – 10pm Includes constituency meeting from 6.40pm – 8pm and refreshments	The Village Hotel Pinehurst Road Farnborough GU14 7BF	<b>Health Event</b> <b>Cardiology evening special</b> Constituency – Rushmoor (Includes specialist stands on various aspects of heart health)	'Cardiology at Frimley Health in 2015' Presentations by consultant cardiologists: <b>Dr Vinod Achan</b> <b>Dr Peter Clarkson</b> <b>Dr Matthew Faircloth</b>
<b>Tuesday 12 May</b> 6pm – 9.30pm Refreshments from 5.45pm	Lakeside International Hotel Wharf Road Frimley Green GU16 6JR	<b>Council of Governors</b> Open to the public	No consultant presentation
<b>Tuesday 19 May</b> 7.30pm – 9pm Refreshments from 7pm	Farnham Hog's Back Hotel Seale Farnham GU10 1EX	<b>Health Event</b> Constituency – Guildford, Waverley and Woking	<b>Dr Angela Jones</b> Consultant in Respiratory Medicine 'A team to take your breath away!' <b>Dr Gareth Roberts</b> Consultant in Respiratory Medicine 'Doc, these inhalers are useless!'
<b>Tuesday 23 June</b> 7.30pm – 9pm Refreshments from 7pm	Coppid Beech Hotel John Nike Way Bracknell RG12 8TF	<b>Health Event</b> Constituency – Bracknell Forest and Wokingham	<b>Mr Raman Dega</b> Consultant Orthopaedic Surgeon <b>Mr Callum Clark</b> Consultant Orthopaedic Surgeon 'Modern approaches to problems with the foot and ankle'
<b>Tuesday 21 July</b> 7.30pm – 9pm Refreshments from 7pm	Warbrook House The Street Eversley Hook RG27 0PL	<b>Health Event</b> Constituency – Hart and East Hampshire	<b>Mr Rakesh Kucheria</b> Consultant Orthopaedic Surgeon <b>Mr Henry Bourke</b> Consultant Trauma and Orthopaedic Surgeon 'A modern approach to lower limb surgery – facing the future'

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

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