

DATE FOR YOUR DIARY
Health event –
Surrey Heath and Runnymede
Tuesday 20 January 2015
Lakeside International Hotel,
Wharf Road, Frimley Green GU16 6JR
7.30pm – 9pm
Refreshments available from 7pm.
Foundation trust members
and non-members
are welcome

Frimley Health

NHS Foundation Trust

MEMBERS MAGAZINE – DECEMBER 2014

Message from the Chairman

Welcome to this special edition of your membership magazine, the first from Frimley Health NHS Foundation Trust!

It gives me particular pleasure to greet all our new public members from Berkshire and south Buckinghamshire and the staff who work at Wexham Park and Heatherwood Hospitals, who will all be receiving this magazine for the first time.

Our journey as Frimley Health NHS Foundation Trust finally began on 1 October 2014. The coming together of Frimley Park Hospital NHS Foundation Trust with Heatherwood & Wexham Park Hospitals NHS Foundation Trust was something we had been planning for months and at times it felt as if progress was painfully slow. But considering the complexity of such a transaction, and the fact that it was the first time in history that one hospital foundation trust had been taken over by another, it actually went as smoothly as we could have hoped. That was testament to the hard work and commitment from everyone involved, from the staff at both trusts to our allies in the healthcare community and wider networks.

We know we have a tough road ahead and that it will not be an easy journey. We have ambitious plans to transform the quality of your hospital services to create excellent and sustainable healthcare across our Hampshire, Surrey, Berkshire and Buckinghamshire catchment.

We will achieve this through major investments at Wexham Park, the creation of a state of the art surgical centre at Heatherwood, and delivery of ever improving standards at Frimley Park.

But, as our chief executive constantly reminds us, healthcare is a people business. It is about staff working together as one team with a shared focus on the people they serve, whether these are patients, their loved ones, colleagues, or the wider community. We have been addressing this by spelling out throughout the new organisation our shared values of Committed to Excellence, Working Together and Facing the Future. You can read more about how we are doing this on page 10.

Our success will also depend upon you, our foundation trust members. You are our sounding board, our support network, and our key link to our community. By becoming a member you have already shown that you are interested in your local hospital services. In the New Year we will be expanding our popular series of health events to include our new areas in Berkshire and Buckinghamshire and I hope you will try to attend at least one of these. Details are on the back page of this magazine and further events will be scheduled later in 2015. They are a great opportunity to hear directly from medical experts on their specialist subjects and to engage with hospital leaders.

Thank you for your support; I look forward to working with you during the exciting and challenging days ahead. Finally may I offer you season's greetings and I hope you have a happy New Year!

Mike Aaronson

Sir Mike Aaronson
Chairman

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A new era for patient care

October 1 marked the official launch of your new NHS foundation trust that is now running hospital services for nearly a million people across four counties.

Frimley Health NHS Foundation Trust provides a wide range of services to patients in Hampshire, Surrey, east Berkshire and south Buckinghamshire.

Final approval for the new organisation was confirmed by Monitor, the foundation trust regulator, which brings together Wexham Park Hospital in Slough, Heatherwood Hospital in Ascot and Frimley Park Hospital in Frimley.

On the day, chief executive Andrew Morris said:

Today marks a new beginning. We have a once in a lifetime opportunity to make a major difference to the way we deliver healthcare to our communities in the future.

"We have put in place a new management structure and along with strong clinical leadership, we will be focusing on enhancing the quality of care for all our patients, ensuring we deliver against targets, working more efficiently and improving things for staff –

I believe that happy staff equals great patient care.

"I am passionate about consultant-delivered services within a seven-day NHS and we will all be working hard to bring that about across the enlarged organisation.

"We have secured vital new funding which will enable us over time to build a new emergency department and invest in women's health services at Wexham Park, including a new transitional care unit for mothers and babies, and improve the overall estate to provide a much better environment in which to care and be cared for.

"And we plan to build a dedicated new elective centre on the Heatherwood site while continuing with our capital investment programme at Frimley Park.

"It is a bold agenda and I hope that local people from across our new catchment area will join us by becoming foundation trust members to help guide our plans for the future and, ultimately, hold us to account for the services we deliver."

In September, Frimley Park Hospital was the first in England to be awarded an 'outstanding' rating by the Care Quality Commission. The health watchdog highlighted its positive and open culture, exemplary nursing leadership at ward level and how team working

and cooperation across specialties was identified as improving patients' experience.

Andrew added: "I also believe it reflected the quality of leadership and guidance afforded by a strong council of governors and membership that holds an organisation to account ensuring that decisions best reflect the needs of the local community they represent. As a new trust, Frimley Health now needs new members to help ensure that large scale, local change is delivered with genuine passion and local direction.

"The new investment that is now available to Frimley Health NHS Foundation Trust will be an important catalyst for change, and we will ensure that a positive culture and values are instilled across the enlarged organisation as quickly as possible. We all now have a unique opportunity to make a big difference to the quality and delivery of local care, and want local people to be part of that."



The first day of the new trust was a busy one for members of the board, whom you can read more about on page 6 and 7.

They spent the day visiting each hospital in turn where they introduced themselves during a series of briefings about the new organisation and its plans for the future to packed staff audiences. Here you see a selection of photos taken on the day.

Frimley Health NHS Foundation Trust serves a catchment population of c. 900,000 across Hampshire, Surrey, east Berkshire and south Buckinghamshire. The enlarged trust sees over 200,000 A&E attendances a year with

over 70,000 emergency admissions, and treats around 100,000 patients for elective surgery each year. The new organisation employs over 8,500 members of staff across a wide range of services and specialties.

Patients will see little obvious change at first as services will continue to be delivered from the same locations with the same clinicians.



Members of the board arrive at Wexham Park



A warm welcome at Heatherwood

Read more about membership of Frimley Health NHS Foundation Trust on page 11.



A day in the life... Beth Bal, head of quality

Beth only started at Frimley Park Hospital in February 2014, but before that held a similar role at Heatherwood and Wexham Park Hospitals NHS Foundation Trust. So when the two trusts combined in October to become Frimley Health NHS Foundation Trust she was left with a unique insight into the working of the new enlarged organisation.

Growing up in Northamptonshire, Beth did not initially have a nursing career in mind. In fact after leaving school she worked for several years in retail.

But after carrying out some voluntary work at a local care home she realised that her heart lay in nursing. Even after entering nursing she studied for a degree in economics – skills that she says have proved invaluable in understanding the many aspects of nurse management and the complex business and financial relationships in the modern healthcare system.

Her nursing career started at Basildon University Hospital in Essex and then Kettering General Hospital where she was on the stroke unit for a couple of years. It was while she was here that Beth had her two children, now aged 10 and 11. She transferred to the Battle Hospital (now closed) in Reading, when her GP husband's career brought the family south. Soon after, she landed a job at Wexham Park where she worked as matron of angiography at the hospital's cath lab.

She later moved into quality improvement and was associate director of compliance for about six months before switching

to Frimley Park. Her diverse career has also included nursing management in the private sector and community nursing.

"I was at Wexham for a few years and when the job at Frimley came up I thought it was a great opportunity. I was aware of Frimley's reputation and of course I knew that an acquisition was on the cards, so there was already a strong link between the two hospitals," said Beth.

"It's quite strange coming to a new trust finding out your role and building relationships. I have to say everyone has been really welcoming."

The quality agenda has a very high profile in English hospitals so Beth's role has a big portfolio. It includes overseeing delivery of the quality schedule – part of the NHS contract. This involves making sure the trust is hitting a series of standards and targets that ensure high quality of service.

Her remit of improving patient experience includes linking with local Healthwatch organisations, Friends and Family tests, trust-run and independent patient surveys. She also helps oversee clinical audits and demonstrating innovation and improvement to commissioners. She regularly meets with commissioners to find the best way to factor quality improvements for patients into service contracts.

Beth's role also includes heading up the complaints and patient advice and liaison services (PALS).

"Although the great majority of patient experiences are positive, it's important when patients and families feel we haven't got everything right that we listen carefully and see what can be learned.

"We try to encourage real ownership of any complaints we get. We want to avoid a culture of blame and use complaints as a positive way of making changes.

"We also look for trends and themes and encourage people to respond to complaints in a timely way."

A typical day for her could start any time between 7am and 9am depending on meetings or whether she is going on to the wards.

"I will often visit the wards to talk to staff or to patients, and I like to spend a proportion of my time caring directly for people on the wards.

"That's one of the things I love about my role – the balance between clinical and managerial leadership."

Beth says she was delighted when Frimley Park and Heatherwood & Wexham Park trusts finally came together.

"I still have many good friendships and strong working relationships at Wexham so I hope that will help to bring us together as one team. I can see the fantastic hard work that has gone in at Wexham recently to change and improve.

"There's a real sense of pride developing and with continued focus I can only see that getting better.

"I'm aware of the pressures out there and I see my role as supporting and encouraging any changes that are necessary to improve quality of care."

Despite her busy job and young family, Beth enjoys finding time to go swimming three or four times a week.

What do you like most about your job?

"I like the people I work with and the fact that I can still get a balance between my managerial role and seeing patients."

And what do you like the least?

"Sometimes I don't like the number of reports I have to write!"

Frimley Park is first to offer new treatment on the NHS

Urologists at Frimley Park Hospital are the first in the country to routinely offer an effective new treatment to NHS patients.

It is using the novel UroLift system as an option for suitable patients with benign prostatic hyperplasia (BPH) – a condition caused by an enlarged prostate that begins to obstruct the urinary system. It is a common condition that affects more than 40% of men over 50 years old. Symptoms can include urgency, hesitation, straining, dribbling, weak urine flow, increased frequency of urination, nocturia and dysuria.

The minimally invasive procedure offers an alternative to surgical removal of part of the prostate gland or long term drug use, both of which can have damaging side effects. Instead, a clever implant is delivered via a catheter to permanently hold back the enlarged prostate and open up the point of blockage. It can be delivered under local or general anaesthetic.

The new system, developed by NeoTract, has been validated by

National Institute for Health and Care Excellence (NICE) as safe and effective.

Surgeon Mr Neil Barber, who has been leading the introduction of the system at Frimley Park, has been using the system effectively in trials and on private patients. He said he was delighted that it will now be offered routinely as an option for his NHS patients.

"I am very excited that Frimley Park is pioneering this treatment within the NHS. I believe this is an exciting, game changing procedure.

"Up to now, men with BPH have had two pretty unattractive options: either lifelong drug treatment which is less effective than surgery and has possible side effects including sexual dysfunction, dizziness and headaches, or cutting away parts of the prostate, known as TURP. That is really good at relieving BPH symptoms but has a significant chance of causing permanent dry orgasms and erection problems and a small chance of developing urinary incontinence.

"UroLift involves retracting and holding back the enlarged prostate so it's gentler than TURP with minimal side effects and it's more effective than drugs.

"It adds another option in the armamentarium for some men and can be particularly useful in those who want to quickly return to their normal activities and preserve sexual function."



Meet the board of Frimley Health NHS Foundation Trust

Together, our team of executive directors bring over 60 years of stable and successful board leadership experience to Frimley Health NHS Foundation Trust.

Many of them will be familiar faces to some of you having served on the board of the former Frimley Park Hospital NHS Foundation Trust.

More detailed biographies for all directors can be found on the Frimley Health website at www.frimleyhealth.nhs.uk by clicking on the individual hospital's 'About us' sections. However, here is a flavour of your new executive team.

EXECUTIVE DIRECTORS



Andrew Morris
Chief executive

Andrew has over 40 years' experience in NHS management and has held a range of senior NHS appointments. He became chief executive at Frimley Park Hospital in 1991.



Martin Sykes
Deputy chief executive and director of finance and strategy

Appointed as director of finance at Frimley Park in 2004, Martin has 19 years of NHS experience. As the senior information risk officer (SIRO), he leads on information governance matters on behalf of the board.



Dr Tim Ho
Medical director

A consultant chest physician at Frimley Park since 2004, Tim was appointed medical director in December 2013. He is the professional lead for doctors and is responsible for the trust's quality and clinical governance framework.



Helen Coe
Director of operations, Frimley Park Hospital

Helen was formally appointed to the board in September 2014 having been acting director of operations since July 2013. Helen has significant NHS expertise gained during her 30 years' experience in a number of senior clinical and managerial roles. She has a strong operational background, has held several senior nursing positions across specialties in both surgery and medicine and has been awarded an MBE for outstanding contribution to nursing and quality.



Lisa Glynn
Director of operations, Wexham Park and Heatherwood hospitals

Lisa was appointed to the Frimley Health board when the trust came into being on 1 October 2014. She joined the NHS in 1994 and has since held a number of senior operational roles in the acute sector, including director of operations for urgent care at the Royal Berkshire NHS Foundation Trust and more recently as chief operating officer at the former Heatherwood and Wexham Park Hospitals NHS Foundation Trust.



Janet King
Director of HR and corporate services

Janet has been a director at Frimley Park Hospital since 1991. Her portfolio includes human resources management, all non-clinical support services, estate and capital planning, media and communications.



Nicola Ranger
Director of nursing and quality

Nicola was appointed director of nursing, quality and patient services at Frimley Park Hospital in January 2013. Her key areas of responsibility are professional lead for nursing, midwifery and therapies, maintaining clinical standards, patient safety, governance and patient involvement.

These executive directors are complemented by eight independent non-executive directors with a variety of backgrounds and together provide an appropriate composition of skills and depth of experience to lead the trust.

The most recent non-executive director appointee is Mike O'Donovan whom many of you will know served as chairman of the former Heatherwood and Wexham Park Hospitals NHS Foundation Trust and played a key role in its successful acquisition by neighbouring Frimley Park resulting in the formation of Frimley Health NHS Foundation Trust. He brings his experience and detailed understanding of the east Berkshire hospitals to the trust board.

Chiefs of service

Clinical engagement is a high priority for the new organisation and high up within the top level structures of Frimley Health NHS Foundation Trust are 10 chiefs of service – clinical leaders with responsibility for quality, clinical vision, governance and management of doctors across all three main hospital sites. They are supported by a number of associate directors.

Chief executive Andrew Morris said:

Good clinical engagement and leadership at all levels is paramount and it is important that we develop a positive culture around a shared vision and values and an engaged workforce.

I am passionate about consultant-delivered services, in particular for emergency care, and the difference they can make to patient outcomes. We will all be working together to make everyone, our patients, our local communities and our staff really proud of the services we provide.

NON-EXECUTIVE DIRECTORS



Sir Michael Aaronson
Chairman



David Clayton-Smith



Stephen Crouch



Mark Escolme



Tina Oakley



Mike O'Donovan



Rob Pike



Andrew Prince



Some of the core team at the launch.
Back row from left: Fiona Hearn (consultant radiologist),
Isabella Karat (consultant breast surgeon), Sir Mike Aaronson (chairman).
Front row from left: Raouf Daoud (consultant breast surgeon), former patients
Heather Acheson and Heidi Kilgariff, Ian Laidlaw (consultant breast surgeon)



**Breast
Care
Appeal**



Start of the 2014 Run Frimley Fun Run

Breast surgeon Isabella Karat at the launch

A year of BIG success

Fundraisers celebrated the first year of the Frimley Park Breast Care Appeal by smashing the quarter of a million pound mark.

Since its launch in October 2013 the Breast Care Appeal has attracted astounding support from staff and the community and is already on track to hit its £750,000 target within three years.

The Frimley Park Hospital charity launched the appeal in response to the growing number of people referred to the hospital for breast screening. The appeal will be raising money for a dedicated breast unit to create a more compassionate environment with greater privacy and the latest 3D mammography equipment for early and more accurate diagnosis.

Janet King, who chairs Frimley Park's fundraising committee, said: "We aim to provide an excellent breast care service at Frimley and our patient feedback and clinical results reflect that. But we really need to have a dedicated unit and the best possible diagnostic equipment if we are to offer local people the best they can get.

"That's why the board has agreed to fund half of the £1.5m cost of the project if the fundraising team could raise the other £750,000 from the local community.

"Since the launch on 1 October last year we have been stunned by the tremendous response to this appeal and just want to say a huge thank you to everyone who has supported it so far."

Some 90 guests attended the 2013 launch of the appeal, where they met the team delivering breast care services at Frimley and heard from former patients about how important a dedicated unit would be for the 6,000 people who use the services each year.

They were told that the 3D mammography that will be part of the new unit is set to be the gold standard for breast screening and is capable of detecting breast cancers earlier, giving a greater chance of successful treatment.

Since then thousands of staff and members of the public have helped to raise money for the appeal.

Major fundraising events during the appeal's first year:

- **'To Russia with Love' themed Christmas party:** hundreds of guests enjoyed the Bond themed event in December 2013 raising £8,500.
- **Run Frimley:** A record number of runners raised a record sum of money on the 10km and 2.5km runs – some 1,700 runners raised more than £65,000. The biggest fundraising group was Cove School – many staff and pupils took part raising an incredible £12,000 between them.
- **Tour de Frimley:** 15 riders cycled more than 100 miles a day from Frimley Park to Brest in Brittany, France, and back and boosted the appeal by over £27,000.
- **The Big Jump:** Supporters experienced the thrill of a lifetime on the annual Big Jump skydive in September, raising more than £4,500.
- **Ride 4 Frimley:** The sportive bike ride, with routes ranging from 12 to 50 miles through the Surrey Hills, attracted more than 450 riders in its first year and over £21,000 in sponsorship so far.

Fundraising Manager Sally McLaren said: "Our events are really important and we hope that even more people will get involved in 2015. But they are only part of the story. There are countless further donations, events and goodwill gestures from the community that have resulted in one of the most successful fundraising years in our history.

"I never cease to be amazed by the generosity of our community, even at a time when money is tight for many people."



Wheelie big thanks

Organisers of two major cycling events said a big thank you to some of the people who made them possible.

The Tour de Frimley 2015 saw 15 cyclists conquer over 1,100km through wind, rain and eventually a glimpse of sunshine to fundraise over £27,000.

Dubbed 'Breast to Brest', cyclists rode all the way from the Frimley Park Hospital to Brest in Brittany and back over eight days.

The team was a diverse mix of breast cancer survivors, members of Frimley Park's breast care team, four members of Farnham-based 3 Princess of Wales Royal Regiment (3 PWRR) Army Reserve and other staff. The charity is particularly grateful to the 3 PWRR Army Reserve team for also providing the event with a support vehicle and two further volunteers.

And September's inaugural Ride 4 Frimley event, which saw cyclists of all abilities taking part in rides through the Surrey Hills, raised over £21,000.

The hospital charity is very grateful to Pirbright Village Primary School, who hosted the start and finish of the rides, sponsors Wise & Co, the Students Association at The Sixth Form College, Farnborough, and Pirbright Day Nursery.



Thanks to staff and children at Pirbright Village Primary School

BIG jump for breast care

Eight people participated in the Big Jump skydive challenge in September and have raised over £4,500 for the Breast Care Appeal. The team comprised hospital staff, former breast cancer patients and a member of the military.



Fundraisers Suzie Kenton, Sarah Slater and Dale Watchorn get ready to take to the sky

More THANKS

Thank you to everyone who has fundraised for your local hospital and the Breast Care Appeal. Recent examples include:

- Joy Cross held a 'sparkling tea' at Warbrook House, Eversley in September raising £4,000 for the Breast Care appeal
- Caroline Perri organised a music fundraiser featuring Elvis in Mytchett in October and fundraised over £1,700 for the appeal

The charity is always looking for volunteers to help them in their work. Find out more about how you can get involved by getting in touch with Sally or Nick.

Sally McLaren | 01276 604626 |
sally.mclaren@fph-tr.nhs.uk

Nick Le Resche | 01276 604642 |
nicholas.leresche@fph-tr.nhs.uk

Please note that although the trust that runs Frimley Park Hospital has enlarged recently to include the management of Wexham Park Hospital and Heatherwood Hospital in Berkshire, all money raised for the Breast Care Appeal up to now and in the future will continue to be invested in the Frimley Park site.

Legacy for the future

Have you considered leaving a gift in your will to the hospital charity?

Even a small gift in your will, otherwise known as a legacy, will help future generations and allow our staff to continue providing quality care to patients in our local communities in the years ahead. Legacies or gifts are always used to purchase items over and above those provided by NHS funds. Medical equipment that benefits patients and is purchased by the charity with legacies or donated funds is exempt from VAT which is a considerable saving.

The charity is always extremely grateful for legacies. While it is helpful if you can leave your gift to be spent at the discretion of the trustees, the charity will always honour your wishes if you wish your gift to benefit one of Frimley Health's hospitals or a particular ward or department either at Frimley Park Hospital, Wexham Park Hospital or Heatherwood Hospital.

Values at the heart of new trust

A major awareness campaign for the organisational values that will pave the way for a successful future for Frimley Health has been launched.

Committed To Excellence

Committed To Excellence, Working Together and Facing The Future, were originally introduced at Frimley Park over a year ago. They are now being embedded across all the hospitals that make up the enlarged trust and will underpin the new organisation's strategy for the future.

When Frimley Health NHS Foundation Trust was formed, it was apparent that the previous organisations' historical values and behaviours had much in common. The behaviours that formerly underpinned Frimley Park's values were subsequently adjusted to accommodate those of Wexham Park and Heatherwood hospitals.

Janet King, director of HR and corporate services said: "Our values and behaviours highlight what the trust expects of its staff. And equally importantly, what patients and anyone who comes into contact with Frimley Park, Wexham Park and Heatherwood hospitals can expect from us.

"This is not a 'top-down' exercise – our values came into being through hundreds of staff articulating what best reflects the work they do and the services they offer. They were recognised and praised by external assessors the Care Quality Commission during

Working Together

an inspection at Frimley Park and they will truly guide everything we do across the enlarged trust."

In a nutshell, the trust's values state:

- We are **committed to excellence** in everything we do, striving to be one of the best acute trusts in the country
- We are **working together** as one team dedicated to meeting patients' needs
- We are **facing the future**, continuously improving our performance and adapting services to meet demand

The extended roll-out of the values has provided an opportunity to refresh them at Frimley Park and reflect on their effectiveness in the first year, and to introduce them to staff at Wexham Park and Heatherwood. And of course to inspire and engage all staff to 'live the values'.

A new set of posters and banners featuring staff at all three hospital sites has been created to illustrate the trust's values and ensure their visibility throughout the organisation. And they are being actively promoted among staff and embedded via leadership briefings, appraisals, training programmes and recruitment policies as Frimley Health evolves.

Facing The Future

Here are just a few examples of the behaviours that link to each core value:

Committed To Excellence

- We make safety and quality a priority for ourselves and others
- We strive to achieve our goals consistently to the highest quality standard, getting the basics right every time
- We take responsibility for our own performance and for bringing our values to life

Working Together

- We are friendly, welcoming, courteous and caring
- We respect others' privacy and dignity
- We work as part of one team with colleagues within and outside the Trust in support of patient needs

Facing The Future

- We challenge poor performance in others and expect to be challenged if our own performance is poor
- We are open to developing ourselves and constructive feedback
- We engage with others to improve how things are done

"This is an exciting time of change and opportunity. Together we can build an organisation of which we can all be proud, one that recognises and celebrates achievement and best practice and provides first class care to our patients. Our values will help guide us along our journey to be one of the best acute trusts in the country."

Janet King, director of HR and corporate services



Thousands of new members join enlarged trust

More than 4,000 public members have signed up to Frimley Health since the trust was founded on 1 October 2014.

A huge membership drive in the Berkshire and South Buckinghamshire areas during October and early November meant that there were nearly 5,000 public members eligible to vote in governor elections when nominations closed on 7 November.

And of those new members more than 60 put themselves forwards for elections for governors to represent public members and staff of the new organisation.

Membership manager Sarah Waldron was delighted that so many people had chosen to join.

"I have been membership manager for the Frimley Park area for many years and we have built up a fantastic network of support and engagement with our public members. We now want to bring that same level of interest and community partnership to the whole of the Frimley Health catchment."

"What I have found overwhelming is the number of people in the new areas who are really keen to support their local hospital services and find out more about them," she said.

When Frimley Park Hospital NHS Foundation Trust combined with Heatherwood and Wexham Park Hospitals NHS Foundation Trust on 1 October it was not possible to automatically transfer public members of the latter trust into the new organisation.

With elections for governors looming in the Berkshire and South Bucks constituencies, the new trust needed to sign up as many members as possible in just five weeks.

Some of the former Heatherwood and Wexham members responded to an appeal to transfer their membership to Frimley Health, but most signed up afresh.

This was achieved through a publicity campaign and a proactive membership drive.

Sarah and her team were at Wexham Park Hospital every Thursday talking to staff and members of the public, and a week-long information and recruitment event was held at the Queensmere Observatory shopping centre in Slough.

The new trust also held its first health event as Frimley Health NHS Foundation Trust at the Copthorne Hotel in Slough on 14 October.

"Although the health event meeting was new to this area it was amazing to see nearly 150 people turn out in Slough on a Tuesday night. It truly was a wonderful evening and everyone there felt the energy and enthusiasm," said Sarah.

"Dr Achan's presentation on treating heart attacks was enthralling but the public were equally keen to hear from our chief executive and others about the trust's plans to ensure a great future for hospital services across the area."

She is now planning more health events in the New Year – turn to the back page to see all those that have been arranged for the first part of 2015.

By the time you read this magazine the elections for the Berkshire, South Buckinghamshire, Rest of England and staff constituencies will have closed. Results will be announced soon and the winners will be taking up their posts on 1 January 2015. They will join the other public and stakeholder representatives from the former

Frimley Park foundation trust on the Frimley Health council of governors.

Do you know anyone who would like to be a member?

The trust is still encouraging as many people as possible to sign up as foundation trust members, especially in the Berkshire and South Buckinghamshire areas where membership remains under-represented.

The easiest way to do this is to visit www.frimleyhealth.nhs.uk and click on the box that says 'Join us' at the bottom of the home page for an online registration form, or contact foundation.trust@fph-tr.nhs.uk, telephone 01276 526801.

Sarah Waldron
Membership manager



First 'Outstanding' rating

in England for Frimley Park Hospital

Frimley Park Hospital is the first in the country to be rated as 'Outstanding' overall by England's Chief Inspector of Hospitals.

The report published in September follows thorough inspections of all areas of the hospital by teams of inspectors from the Care Quality Commission in July and August including doctors, nurses, pharmacist, patients and public representatives, senior NHS and CQC managers.

Under their new robust system of inspection where services are assessed under five key domains, they rated Frimley Park as 'outstanding' for being caring, responsive and well-led and 'good' for being safe and effective, resulting in an overall rating of 'outstanding'.

Chief executive Andrew Morris said: "This is fantastic news for our staff and the communities we serve. In my view, the outstanding rating is a massive endorsement of the hard work and dedication of our excellent staff who every day are committed to providing the best possible service to patients in their care.

"I am particularly pleased that the report highlights the positive, open and transparent culture at Frimley as well as examples of what has been described as 'exemplary care' throughout many wards and services.

"And what shines through for me is the emphasis on team working and cooperation across specialties that have been identified as improving our patients' experience."

Director of nursing Nicola Ranger agreed, adding: "I was so delighted that nursing leadership at ward level was seen as outstanding."

The report highlighted a number of areas of outstanding practice including:

- A&E, which had been redesigned taking patient views into account to create an environment where exceptional patient care was provided, including specific dementia friendly areas
- The four hour target in A&E was consistently met and other core services worked well with the A&E department to take joint responsibility for meeting the target
- Joint working between elderly care doctors and A&E which had led to improved patient experience

- There was a high standard of care provided for patients at the end of their life and staff were seen to go to great lengths to respect and accommodate the wishes of patients and their families, including the use of the Time Garden
- Use and audit of the trust wide 'personalised care plans for the dying patient' in place of the previously used Liverpool Care Pathway
- The ophthalmology service which had received a 'Clinical Service of the Year' award from the Macular Society
- Joint working with specialist providers to allow patients to attend outpatient clinics as close to home as possible

The CQC's Chief Inspector of Hospitals, Professor Sir Mike Richards, said: "When we inspected Frimley Park Hospital, we found the vast majority of care to be outstanding. Even where we rated services as good, these were found to be towards the upper end of that scale.

"One of the most striking things about this trust is the way that teams work together across the hospital, and with other providers, to make sure that people get the best treatment and care."

The strength and depth of leadership at both board and ward level was also thought to be outstanding and bringing demonstrable benefits in high quality patient care.

Medical director Dr Tim Ho said: "This is a truly heart-warming report and I am really pleased for all our staff that their efforts have been recognised in this way. We have had three very thorough inspections since early November last year and I think it's fair to say that the CQC knows us inside out!

"It is therefore reassuring for us to have confirmation of where we are doing things well and having their advice on how we can improve."

Inspectors found that limited improvements were needed in paediatrics with regard to staffing levels and skill mix and record keeping.

Dr Ho added: "Patients can be assured that we are addressing the issues highlighted with regard to our paediatrics service. We have already boosted the paediatric team with the appointment of a new ward sister and two new consultants and I am confident that our usual high standards will be met."

Frimley Park was initially inspected by the CQC under their new system in November 2013 as one of their pilot hospitals, prior to ratings being introduced.

Professor Sir Mike Richards, Chief Inspector of Hospitals:

"When we inspected Frimley Park Hospital, we found the vast majority of care to be outstanding. Even where we rated services as good, these were found to be towards the upper end of that scale.

One of the most striking things about this trust is the way that teams work together across the hospital, and with other providers, to make sure that people get the best possible treatment and care. This is something that other trusts could learn from – and we hope they will take note of our findings here.

Staff engagement and culture at this trust is impressive, and we saw that it had a clear vision and set of values which had been developed with staff. These were well embedded, and the sense that staff felt empowered and part of a Frimley family was felt throughout the organisation.

The trust also has a strong patient centred culture and sees public engagement as essential in developing services for their communities they serve. The strength and depth of leadership at both board and ward level was outstanding here, the benefits of which were clearly demonstrated by the consistency of high quality care provided across the vast majority of services."



Spotlight on...

the Lady Sobell gastrointestinal unit at Wexham Park Hospital



Staff from the gastrointestinal (GI) unit at Wexham Park Hospital were delighted when it was awarded full accreditation by the Joint Advisory Group (JAG) of the Royal College of Physicians for its endoscopy services in October.

The JAG sets standards for endoscopy units throughout the UK to ensure the quality and safety of patient care.

Following a JAG assessment last year, the unit which provides a full range of diagnostic and therapeutic endoscopy* procedures, was set a number of demanding challenges to meet against these standards.

Clinical lead Dr Sass Levi, lead nurse Richel Oliver and the rest of the team have since been focusing on improving the service and the environment for patients.

The effort and determination shown by everyone to make those improvements has clearly been worthwhile, as their most recent assessment by JAG proved.

"We are committed to delivering high quality patient focused care and are delighted the unit has made such great progress, received its JAG accreditation and been recognised as providing an outstanding service," said Richel.

"There were seven key areas of performance with an underlying emphasis on quality, safety and training that we had to meet. The inspection regime was rigorous and to gain accreditation we had to provide detailed evidence that we were performing to the highest standards in every aspect of care.

"We put patients at the centre of our thinking and designed audits to look specifically at patient comfort, the consent process and privacy and dignity. These helped us appreciate issues in areas which can sometimes be overlooked in a busy unit where attention is focused on clinical care. We were pleased with the excellent feedback we received from patients."

The unit employs 23 nurses, support workers, endoscopy technicians and 14 endoscopists, along with a team dedicated to bowel cancer

screening. Staff see 150 – 200 patients over seven days a week and provide an on-call service for emergencies.

Richel added: "As nurses we are at the forefront of influencing the patient experience. As well as excellent clinical practice, we need to have exceptional communication and organisational skills, along with a supportive manner to make sure we do all we can to ensure every patient has a good experience.

"The admin team have been fantastic, working extremely hard to underpin the whole service and providing a friendly and accommodating interface with patients from the very beginning of their clinical pathway."

Alongside their clinical work, staff participate in regular endoscopy user group meetings. Feedback from those who use the endoscopy service is always welcome and working together, the group has played an active role in responding to suggestions and improving the patient experience.

"It is important to take the time to reflect on the service we provide to ensure we deliver the very best clinical practice," commented Dr Levi.

"The meetings allow us, as a team, to do this and it has been invaluable in moving the department forward. The group also acts as the decision making body in reviewing and establishing new protocols and guidelines to make sure the trust provides a quality, safe and effective service in line with the government's modernisation agenda and patient needs".

*An endoscopy is a procedure where the inside of the body is examined using an instrument called an endoscope – a long, thin, flexible tube with a light source and a video camera at one end.



The Rt Hon Theresa May MP visits Wexham Park's new wards

Staff and patients of two new wards at Wexham Park Hospital were delighted to welcome The Rt Hon Theresa May MP in September.

Mrs May made this special visit to officially open the new wards and meet patients and staff.

Mike O'Donovan, former trust chairman, welcomed Mrs May to ward 11 which opened in July this year and gave a short address to staff and visitors. "We are delighted that Mrs May could join us on this special occasion to officially open these two new wards. The state-of-the-art wards demonstrate that we are continuing to invest in improving the facilities and care we provide for our local communities."

After unveiling a plaque, Mrs May was escorted by matron Jackie Howes on a tour of the ward, which cares for surgical, plastic surgery and ear, nose and throat (ENT) patients, where she had an opportunity to chat to patients and staff.

Ward 11 is a 23-bed ward consisting of four bays of four beds each and seven single rooms with ensuite facilities. It also includes a large treatment room in which consultants can see patients with ENT problems.

After the tour Jackie said: "We are honoured that Mrs May has been able to visit and I am proud to have been able to show her our fantastic new ward and its facilities. It is a super environment for patients who need to spend time with us and for the staff who are looking after them."

Mrs May also visited ward 10, a 26-bed ward comprising five four-bed bays and six single rooms with ensuite facilities, that had opened to patients earlier in the month. Ward 10 admits surgical and urology patients, both for routine admissions as well as emergencies.

Matron Georgie Becks explained: "Both these wards are laid out in a circular design, quite different to the usual ward layout. Each four-bed bay is bright and spacious and has its own nurse station which helps to keep nurses on the wards and visible to patients."

To complete her visit, Mrs May cut into a commemorative cake, which staff and patients all enjoyed together in the new surroundings.

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@fph-tr.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 20 January 2015 7.30pm – 9pm Refreshments from 7pm	Lakeside International Hotel Wharf Road Frimley Green GU16 6JR	Health Event Constituency – Surrey Heath and Runnymede	Mr Jonathan Hull Consultant Orthopaedic Surgeon 'Shooting from the hip'
Tuesday 17 February 7.30pm – 9pm Refreshments from 7pm	Crowne Plaza Hotel Fieldhouse Lane Marlow SL7 1GJ	Health Event Constituency – Chiltern, South Bucks and Wycombe	Mr Philip Rosell TBC Consultant Trauma and Orthopaedic Surgeon 'A back to front view of the shoulder – a modern perspective of shoulder surgery'
Tuesday 24 March 7.30pm – 9pm Refreshments from 7pm	Legoland Resort Hotel Winkfield Road Windsor SL4 4AY	Health Event Constituency – Windsor and Maidenhead	Mr Marcus Cleanthis Consultant Vascular and Endovascular Surgeon 'Vascular Services at Frimley Health NHS Foundation Trust'
Tuesday 28 April Cardiology evening special 6pm – 10pm Includes constituency meeting from 6.40pm – 8pm and refreshments	The Village Hotel Pinehurst Road Farnborough GU14 7BF	Health Event Cardiology evening special (Includes specialist stands on various aspects of heart health) Constituency – Rushmoor	'Cardiology at Frimley Health in 2015' Presentations on various aspects of cardiology by consultant cardiologists: Dr Vinod Achan Dr Peter Clarkson Dr Matthew Faircloth

Constituency meeting plus

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This magazine can also be found as a PDF file on the membership section
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