

Frimley Park Hospital

# NHS Foundation Trust

M E M B E R S M A G A Z I N E – J U L Y 2 0 1 4

## Message from the Chairman



Welcome to the summer edition of your foundation trust magazine, which includes a summary of our performance over the previous financial year and a review of parts of our recently published Annual Report.

Completing the Annual Report for 2013-14 has once again brought home to me how far we have come over the past few years. The excellent achievements in the face of ever growing demand and tougher finances are a testament to our committed workforce and dynamic leadership.

The trends of more demand and tighter budgets are likely to continue for the foreseeable future, so the route ahead is even more challenging than the path we have just trodden.

You probably know by now that we are seriously considering taking over a neighbouring foundation trust, Heatherwood and Wexham Park Hospitals NHS Foundation Trust (HWPH), to effectively double our catchment. We believe this could offer us the scale to meet growing demand more efficiently and give us opportunities to improve standards further.

I am very grateful to everybody who has attended one of our evening health events recently, where we have been explaining our reasons for considering this move. It has given us the chance to hear what you think and to answer your questions. I hope we have been clear that we do not underestimate the task of acquiring a trust that has been performing much less well than ours.

I also hope it is clear we would not be considering this move if we did not believe it would create better care for the enlarged community over the longer term. We will not be asking patients to travel further for their care and we have taken measures to ensure that money and resources would not be diverted from looking after our current patients to bring the acquired hospitals up to standard.

It has been heartening to discover that after hearing more about it most of you have felt reassured about the proposed transaction. Most people at these events have also said they have faith in our board to turn around performance at Heatherwood and Wexham Park Hospitals.

As I write, there are still a number of important steps to go before we can say for sure that we will be acquiring HWPH. If we do it will be by the early autumn.

Recently, some of our more senior clinicians and strategic leaders have been supporting and advising their HWPH colleagues on the best ways to turn around their performance. This is a 'buddying' arrangement we have undertaken as part of the special measures that HWPH is in and is not directly related to the potential acquisition. However it has enabled us to really get to know the organisation much better from the inside, and what we have learned so far has given us cause to be optimistic.

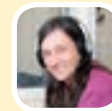
By the time you receive your next FT magazine the picture will be clear, but I wanted to reassure you again that your best interests will be at the forefront of any decisions we take.

*Mike Aaronson*

Sir Mike Aaronson  
Chairman

**DATE FOR YOUR DIARY**  
Health event - Waverley  
**Tuesday 30 September**  
The Cellar Bar, Farnham Maltings,  
Bridge Square, Farnham GU9 7QR  
7.30pm – 9pm  
Refreshments available from 7pm.  
Foundation trust members  
and non-members  
are welcome

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## A day in the life... Paul Wilder, IT, audio visual and simulation technical support officer

**Role play has featured in Paul Wilder's life for many years but little did he know that a form of one of his hobbies would become the basis of an integral part of his working life when he applied for a job in the Postgraduate Education Centre (PGEC) at Frimley Park.**

Paul joined the trust in November 2011. His earlier career in IT training and technical support in both education and health sectors, made him an ideal candidate for the job of IT, audio visual and simulation technical support officer at Frimley.

Paul's role involves supporting and influencing the direction of technology related equipment, primarily in the PGEC and the trust's health sciences library, to facilitate the provision of medical education, or as he summarises it: "I am responsible for anything with a plug on it!"

The Postgraduate Education Centre at Frimley comprises a suite of conference, seminar and lecture rooms with ceiling mounted projectors, computerised control wall panels and sound systems used daily for presentations. It is like a small school inside the hospital for staff.

Paul uses his expertise for the effective application of all the centre's systems including digital signage, video conferencing, presentation tools, teleconferencing, online materials and mobile apps, providing a service for facilitators, presenters and candidates.

A more recent addition to the PGEC is a simulation suite in which 'real-life' hospital scenarios can be played out and assessed using computerised manikins which can replicate anything from heart attacks, seizures, complex obstetric deliveries to the effects of administering medication. It is a valuable teaching resource for clinical staff.

Paul said: "The simulation suite went live on my very first day at Frimley. So there I was training with all the consultants in how to use it on day one – my first exposure to medical simulation.

"I have had a voluntary role in event management for many years involving role playing scenarios, for both fun and security situations, and in a way the principles for that and medical simulation are similar – to create as life-like a situation as possible so that, in the case of the hospital, people can learn in a safe environment."

Paul's working day usually begins just before 8am. "Many of our seminars start at 8am so I like to get in early in case problems with the technology need sorting out before they begin.

"No two days are the same. For example so far this morning among other things I have sorted out an issue with the conference room screen, fixed a frozen touch panel in the teaching room, demonstrated to midwife trainers the capabilities of the simulation suite for a post-delivery emergency, liaised with my counterpart at King's Hospital on a video conferencing issue and converted presentations from

yesterday's GP study day to make them available online for doctors in their surgeries and assist a consultant with his presentation.

"And it's only 10am!

"During simulation sessions I will provide technical and admin support and even occasional role-playing. I also assist with writing scenarios and help simulation faculty staff learn to write, run and debrief simulations.

"I look ahead to see how new technologies can improve what we do here. I am not interested in gadgetry for gadgetry's sake. I am far more interested in its practical application and how it can enhance medical education and our working environment.

"For example, with all the appropriate consents, we have filmed a knee operation in theatres, beamed it to the PGEC and from there to a hospital in Portsmouth where 40 medical professionals observed, discussed and learned from the procedure in real time. I think that's a cool use of technology."

Foundation trust members may well have seen Paul at evening constituency meetings when he makes sure all the audience voting software works properly and helps people set up their laptops and presentations.

Paul added: "I like to direct my energy, organisational ability, tutoring and technical skills to help encourage and assist everyone I come across in our collective mission to improve the health and care of people in our community."

Outside of work Paul, who lives in north Farnborough, has spent over 20 years managing evening and weekend-long improvisational fantasy role-playing events on a voluntary basis involving up to several thousand participants and is a volunteer supervisor steward for Oxfam, managing a small team of stewards at festivals. Just last month he worked for Oxfam at Glastonbury.

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

That fact that I feel like I am making a difference, that I am kept very busy and there are lots of different things to do.

### And what do you like the least?

I get frustrated when I come across problems I can't quickly and easily solve myself. I think I am a bit of a control freak!

## Acquisition update

**At the time your magazine went to print, there were still some important steps to be taken in relation to the approval process for the potential acquisition of Heatherwood and Wexham Park Hospitals NHS Foundation Trust (HWPH) to proceed.**

Meanwhile Frimley Park Hospital NHS Foundation Trust would like to thank everyone who has attended the evening health events in recent months. We have been explaining our reasons for considering the acquisition at these meetings and your feedback has been really valuable.

In a completely separate arrangement to the acquisition process, since 10 June Frimley Park has entered into a 'buddying' agreement with HWPH as part of its special measures regime. A group of senior Frimley Park clinicians is supporting HWPH with its Care Quality Commission action plan to help lift that trust's performance. While unrelated to the acquisition, it has nevertheless enabled the Frimley Park team to really get to know the east Berkshire trust much better from the inside.



## Nursing opportunities

**We have some great opportunities for nurses to come and join our successful team at Frimley Park Hospital.**

**If you, or someone you know, are interested in finding out more, please visit the home page of our website at [www.frimleypark.nhs.uk](http://www.frimleypark.nhs.uk) and click on the 'High flyers' feature box to go through to our vacancies.**



# New mobile macular unit will treat Frimley Park patients in three counties

Health Secretary Jeremy Hunt has opened a pioneering new service that will bring vision saving treatment closer to NHS patients in three counties.

Frimley Park Hospital, in partnership with locally based pharmaceutical leaders Novartis, has launched a mobile service that will assess, diagnose and treat patients with age related macular degeneration (AMD) – the commonest cause of sight loss in the over 50s in the UK.

Mr Hunt, whose constituents in South West Surrey use services at Frimley Park, cut a ribbon on Thursday 26 June to mark the start of the service.

He said: “I was delighted to be able to open this new service today at Frimley Park Hospital.

**This is the first mobile unit of its kind in England, and is an excellent example of how innovative services lead to better access and improved treatment for patients.**

The mobile unit, comprising two large trailers ‘zipped’ together side by side, will replicate the treatment patients receive at the hospital site in a similar environment.

It is believed to be the only mobile unit in the country offering one stop diagnosis and treatment for AMD. Up to 50 patients per day will be assessed and treated in a single visit by the same team who work at the main hospital site.

Typically, patients undergoing treatment for AMD will need injections every few weeks, so the unit will be stationed for a week at a time in different locations in Hampshire, Surrey and Berkshire.

Supermarket sites throughout the hospital’s catchment area were chosen for their convenient access, free parking and proximity to patients needing the service. The host sites will include Tesco in Aldershot, Sainsbury’s in Farnborough, Sainsbury’s in Bracknell and The Meadows in Camberley. Another site in Basingstoke will follow along with other locations.

Frimley Park Hospital has one of the best and busiest eye treatment centres in the region. Nearly a third of the hospital’s 350,000 outpatient appointments every year take place there. The macular service at Frimley has been at the forefront of innovative care and more and more patients are choosing Frimley Park for treatment.

This growing demand has put pressure on the treatment centre site so managers sought a solution that would allow the service to continue to expand and improve.

The two year partnership with Novartis makes accessing the service much more convenient, especially for the 50 per cent of patients who come from outside the hospital’s traditional catchment.

Frimley Park consultant ophthalmologist and lead for macular services Mrs Geeta Menon said: “The ophthalmology team at Frimley Park Hospital have always been trailblazers in providing innovative care for patients with eye disease.

“The opening of the mobile unit marks another step in our exciting journey to providing exceptional care. I am very proud to be part of the team that has helped make our dream for the service come true.”

The mobile unit is a one-stop treatment centre for AMD, including two visual acuity lanes, a scanning room, two consultation rooms and a clean room for injections.



Jeremy Hunt, Secretary of State for Health, cuts the ribbon to open the new unit with (from left): Andrew Morris, chief executive; Fred Guerard, managing director of Novartis UK and Ireland; Mrs Geeta Menon, consultant ophthalmologist and macular services lead; Mrs Melanie Bostock, matron for the eye treatment centre; Eric Malanta and Louise McCaffrey, both staff nurses in the eye treatment centre.



## Review of the year 2013-14

**Another year of consistently improving performance, increasing demand and looking to the future.**

Following a year when the hospital completed some of its biggest capital projects in its history, 2013-2014 reaped many of the benefits of our rebuilt and redesigned emergency hyperacute departments.

Demand continued to grow in both emergency attendances and outpatients services. Despite the financial squeeze, the trust also managed to turn a small surplus to be reinvested into patient care.

We launched our staff values – Committed to Excellence, Working Together, Facing the Future – and were chosen as a pilot site for a new style of hospital inspection believed to be among the toughest in the world.

It was also a year when key strategic decisions were needed to put the trust in the best possible position to meet the many challenges facing the NHS locally and nationally. A major piece of work was undertaken to explore the possibility of taking over a neighbouring foundation trust to double our trust’s size and help face the future.



# 2013-14: A busy and successful year

Annual  
Review 2013-14

*Continued growth in activity throughout the year proved that the record rise in emergency admissions during the winter of 2012 -2013 was far from just a spike.*

*The establishment of a longer trend for increasing demand has brought home to the local health community the need for transformational change over the next few years.*

*New and innovative ways will have to be found to manage this demand while improving efficiency and controlling costs. Some is already happening but more is needed.*

*In the face of these challenges the excellent staff at Frimley Park Hospital NHS Foundation Trust maintained a high quality safe service that was a credit to their professionalism and dedication.*

## Safety

Putting consultants and senior clinicians in the front line of health care around the clock has been at the heart of our successful safety strategy. This is something the trust has been doing for several years now and the results have vindicated this policy. Independent and internal indicators for mortality and safety show a trend of improvement better than the national average.

Having the most senior doctors on site to make important decisions and support junior staff is one of the best ways of providing the right care at the right time and with the highest level of safety. It has required continued investment over the years and highly motivated staff who understand the benefits of consultant delivered services out of hours. Frimley Park Hospital now has a level of consultant cover that is unrivalled locally and is very unusual for a trust of its size.



### Examples of on-site consultant cover at Frimley Park Hospital, March 2014:

Specialty	On-site consultant cover
Emergency department	8am to midnight week days, 8am to 10pm weekends
General medicine	12.5 hours x two consultants week days, 12 hours a day weekends
Radiology	8am to 8.30pm Monday to Friday, four hours on Saturday
Critical care	12 hours a day week days, 8am to 4pm weekends
General surgery	8am to 8pm week days, ward round and operating Saturday and Sunday
Trauma	8am to 7pm consultant delivered week days, nine hours Saturday, five hours Sunday
Paediatrics	8.30am to 7.30pm week days, on call plus ward rounds at weekends
Maternity	8am to 10pm Monday to Friday, six hours Saturday and Sunday
Cardiology	Ward round seven days a week plus pPCI 24/7
Emergency theatre	8am to 7pm week days, on call at weekends
Vascular and interventional radiology	24/7 consultant delivered service for emergencies
Stroke	24/7 consultant delivered service for acute stroke patients
Respiratory medicine	Daily consultant review of inpatients and Medical ADU. General physicians provide consultant review of inpatients admitted to MAU at weekends.

## Third party endorsement

While our own indicators pointed towards a very successful year, there was also plenty of third part endorsement. For example:

- Dr Foster Hospital Guide 2013 Hospital Trust of the Year for the South of England (based on mortality rates and service quality).
- The Royal College of Gynaecologists found Frimley Park was leading the way nationally on specialist doctor presence on the labour ward. In addition, a BBC survey found the trust had one of the best staffed emergency departments in the country.
- Crowned Board/ Governing Body of the Year at the NHS Leadership Recognition Awards for consistently dynamic and inspiring leadership.
- An outstanding report from the Care Quality Commission following a thorough inspection in November.
- The annual NHS staff survey once again found that staff at Frimley Park are among the very best and most motivated at any hospital trust.
- Rated by patients as among the best trusts locally in the annual inpatient survey and national cancer survey.
- Judged by junior doctors in the south east of England deanery to be the best environment in which to learn.

## Engaging communities



Our programme of free evening health events for our 16,297 foundation trust members hit new heights with record attendances. Extended events about cardiology in Hart and respiratory medicine in Rushmoor attracted 220 and 250-plus people respectively. All 11 events had an average audience of 118. In the annual staff survey our staff once again gave us one of the best engagement scores across the country, leading the trust to be held up as a case study for good engagement.

Following the fantastic support shown for the Saving Tiny Lives Appeal, which equipped our new neonatal unit with some of the best facilities available, the launch of the Breast Care Appeal was a huge success. Considering it only started in October 2013 the appeal has already made great progress towards its £750,000 target and the 2014 Run Frimley charity event had record support with 1,700 runners.

## A busy year

With the exception of a stabilising of the birth rate, nearly all aspects of care at the trust saw a growth in demand on the previous year. The number of people admitted to the hospital via A&E also continued to grow, but did not increase as a proportion of overall attendances to the emergency department.

While the 22-bed extension to the east side of the hospital was not completed before the end of the financial year, the trust managed to deal with the high number of patient admissions.

- 34,927 emergency admissions (+3.4%)
- 109,649 A&E attendances (+5.2%)
- 47,765 day cases (+9.2%)
- 7,740 elective inpatients (-7.3%)
- 398,963 outpatients (+5.8%)
- 5,318 births (-4.4%)

## The year ahead

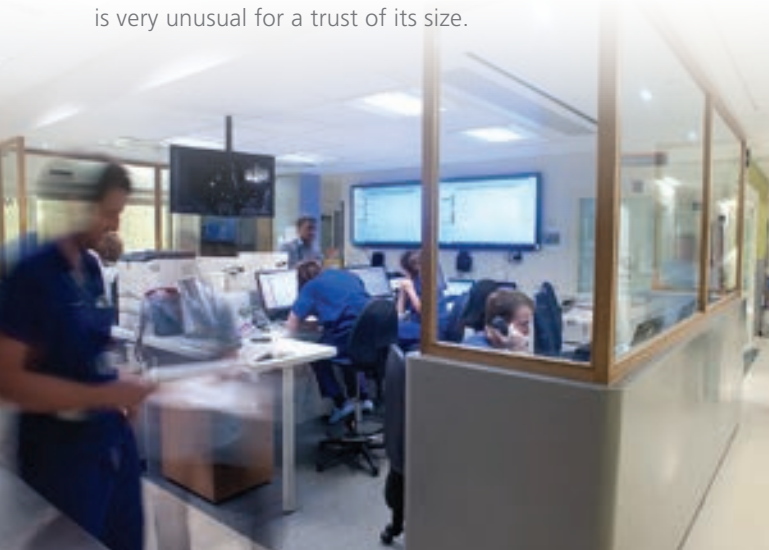
We will continue to invest in services over the coming year. Some £13m has been earmarked for capital projects including the ongoing upgrade of our labour ward to include a midwife-led unit, a new ward serving an acute dependency ward for medicine and surgery, and extra elderly care beds.

Care links between the hospital and the community will be developed more with a mobile macular unit treating age related macular degeneration, an expansion of the outreach rehabilitation programme and an integrated elderly care model.

Our new three year strategy has identified hyperacute services (services and treatment provided to patients who are urgently and dangerously sick or injured) and we will aim to achieve all standards required for specialist service status for vascular, heart attack, trauma, cystic fibrosis, spinal, stroke and foetal medicine.

We also have to take key strategic decisions over how to put ourselves in a strong position to transform the delivery of our services in a way that is sustainable and continually improving. This primarily revolves around the potential acquisition of

Heatherwood and Wexham Park Hospital NHS Foundation Trust, with a final decision from our trust and other parties imminent. Both boards of the two trusts have agreed that Frimley Park acquiring Heatherwood and Wexham to create a much larger trust is the right move in principle, provided certain conditions were met and other key parties approved.





# A 'passion for excellence' from dedicated staff

**In November, Frimley Park Hospital became one of the first hospitals to undergo what has been described as one of the biggest and most thorough health service inspection regimes in the world.**

The trust had been chosen as one of 18 pilot sites to trial the new regime devised by the Chief Inspector of Hospitals Professor Sir Mike Richards, partly in response to the Mid Staffs scandal. The Chief Inspector wanted to trial a range of performing trusts and Frimley Park was one of six in the pilot classed as 'low risk' or high performing based on 150 indicators that took into account patient and staff experience and performance.

A team of more than 20 senior health professionals, including doctors, nurses, patient experts and senior NHS managers, inspected every aspect of hospital services on behalf of the Care Quality Commission (CQC). They spent two days on site and spoke with more than 80 patients and over 100 staff. In addition they held a public listening event to hear the opinions and experiences of patients and the public.

The team was tasked with asking of each key area of service:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well led?

## OUR VALUES

One thing the inspectors were particularly impressed with at Frimley Park was the staff knowledge and understanding of the organisation's core values.

These values – namely Committed to Excellence, Working Together and Facing the Future – were launched to staff in June 2013. The workforce at Frimley has long been recognised as its key asset and the organisation's success has been attributed to staff's positive and professional attitude. The chief executive Andrew Morris summarises it as staff feeling that they work 'for' Frimley, not 'at' Frimley.

While it was clear there were shared values among staff, these had never been properly articulated before. So in 2013 the trust began some work to define them, including a series of workshops and surveys among staff. This resulted in the headline values, formulated from staff input to those workshops. This was further underpinned by a set expected behaviours associated with the values.

Senior managers and inspectors were delighted by the findings of the CQC report, which demonstrated that staff had learned, understood and embraced the values.

Staff are now actively encouraged to live the values at work, encourage good behaviour from colleagues and challenge poor behaviour when they see it. The values have also been wired in to a number of processes such as appraisals and recruitment.

When the report was published in January 2014 it soundly endorsed the quality of care at the hospital, finding that much of it was outstanding. It picked out several areas as examples of best practice, including:

- Warm and sensitive interactions between staff and patients
- Great teamwork and leadership in A&E
- An open culture of learning
- Good end of life care
- Excellent education and support for junior doctors
- Highly visible and outstanding leadership

It was particularly complimentary of the attitude of staff, saying they were 'overwhelmingly happy' working at Frimley Park and describing them as 'a workforce of dedicated staff caring for people'.

Trust chief executive Andrew Morris said: "I am really pleased for staff and for our community that we received such an outstanding report after what was the most intense inspection we have ever undergone.

"The conclusions inspectors reached in this report were overwhelmingly positive and it is heart-warming and reassuring to see that they recognise so much good practice and dedication from our excellent staff.

"I was also very pleased to see that the inspectors recognised the high morale among our staff, which I have no doubt makes a big difference to patient care."

The report came just a month after the hospital was named Trust of the Year for the South of England by the Dr Foster Hospital Guide 2013.

Trust medical director Dr Tim Ho said: "This was a thorough inspection the likes of which we haven't experienced before. As we were one of the first trusts to undergo this new style of inspection we were naturally unsure what to expect.

"But I think we can say that it has been a very positive experience for us and has been very useful in reassuring us where we are doing things well, and advising how we can improve.

"As medical director I was pleased that the inspectors recognised how we support and train junior doctors, because that all helps us recruit and retain excellent doctors now and into the future"

The CQC found that there was no immediate improvement action required. However they did advise that the trust focuses on a few areas, including continuing to implement plans to further improve care for dementia patients. The trust has already made significant progress and has identified dementia as a key area for focus this year.

The pilot scheme concluded at the end of 2013 and the CQC is now continuing with its substantive programme of inspections and giving trusts an overall rating, either outstanding, good, requires improvement or inadequate.

Although Frimley Park's report was one of the best published so far the trust did not receive a rating because it was part of the pilot. So earlier this month a smaller team of inspectors from the CQC was due to return to the trust to re-examine the original findings with a view to rating services.





# A year in review: April 2013 to March 2014

## April

Patients staying at Frimley Park rated it among the best in the region in the Care Quality Commission's National Adult Inpatient Survey. They scored the trust particularly well for privacy and dignity, availability of hand gels, sticking to admission dates, receiving all necessary information for planned care and were positive about their care and treatment.

## April

New non-executive directors David Clayton-Smith and Stephen Crouch joined the board, bringing their skills and expertise to help guide Frimley Park through a time of significant changes in the NHS.

## May

A remarkable 50 mile helicopter dash from Gatwick Airport to Frimley Park's heart attack centre saves the life of airport worker Geoffrey Constable who suffered a near fatal heart attack. Thanks to his boss who performed CPR when he collapsed, the air ambulance crew, and the heart attack team on standby at Frimley Park where he had an emergency procedure 15 minutes after arrival, Mr Constable survived to tell the tale.



## May

The hospital charity's annual Road Race and Fun Run got under starters orders for the eighth time attracting over 1,000 runners in the May bank holiday sunshine. Thanks to amazing community support from countless individuals, local businesses and hospital staff, over £30,000 was raised for the Saving Tiny Lives appeal. And this year heralded a new event – a 10k roller race for skaters.

## June

A growing research culture at Frimley Park saw the Trust join the National Institute for Health Research's 'OK to Ask' campaign to encourage patients to enquire about clinical research opportunities at Frimley Park.

## June

Staff were shocked and saddened by the sudden death of a popular and respected colleague. Consultant orthopaedic surgeon Lt Col Mike McErlain tragically died while participating in an endurance event, the D-Day 44 Run of which he was co-founder, for charity in northern France.

## June

Frimley Park launched its staff values: Committed to Excellence, Working Together, Facing the Future. Developed by staff, each of the values has a set of behaviours that highlights what is expected from each and every member of staff in the way they treat patients, visitors, service users and colleagues. The values underpin the trust's overall strategy and are embedded throughout the organisation.

## July

The eye clinic was nominated for a national award after receiving outstanding praise from patients. Consultant ophthalmic surgeon Geeta Menon and the eye clinic team were nominated for the title of 'Clinical service of the year' as part of the Macular Society's Awards for Excellence.

## May

The trust was awarded the Investors in People Bronze award for going above and beyond in the way it develops, supports and motivates staff. The Bronze award is achieved by just over 5% of Investors in People recognised organisations in the UK.

## August

The national Friends and Family Test was launched and the first set of published figures showed encouraging results from Frimley Park Hospital. The single question survey asks 'How likely are you to recommend our ward/A&E department to friends and family if they needed similar care or treatment?'. The trust had the ninth highest return rate in the country for A&E users and showed that fewer than 1% of inpatients said they would be unlikely to recommend the hospital.

## August

Frimley Park Hospital was granted the prestigious Baby Friendly award becoming the latest UK health care facility to win international recognition from UNICEF. It was only the second hospital trust to receive the award from the combined south central and south east coast regions.

## August

Thanks to overwhelming support from the local community and the efforts of hospital staff, the Saving Tiny Lives appeal target to raise £150,000 to equip a new unit for sick and vulnerable newborn babies was smashed.

## September

Cancer patients rated Frimley Park Hospital the best in Surrey and east Berkshire in the national cancer patient experience survey 2012-2013.



## September

One of the trust's regular health events and constituency meetings broke all records with approximately 250 people attending the respiratory medicine evening special in Farnborough.

## September

Work begins on a new ward extension at Frimley Park to provide a net increase of 22 beds. The ward was due to open in the summer of 2014.

## October

The biggest and most ambitious appeal yet was launched for a dedicated breast care clinic at Frimley Park including the latest 3D diagnostic imaging equipment. At a special event, 90 invited guests including hospital supporters, dignitaries and community representatives heard how money raised from the £1.5m Breast Care Appeal would enhance the already excellent breast care service at the hospital. The appeal's aim is to raise £750,000 for diagnostic and surgical equipment from the community and the hospital trust's board agreed to match fund donations to the charity to pay for the building and development of the new unit.

## October

Reports highlighted that Frimley Park is leading the way on consultant-led services. Workforce data from the Royal College of Gynaecologists showed the hospital has a least one full-trained specialist doctor present in the labour ward for more hours than any other hospital nationally and a BBC survey revealed the trust had one of the best staffed emergency departments in the country.

## November

A large team from the Care Quality Commission (CQC) carried out a three-day inspection of the trust which had been nominated as one of 18 pilot sites for its rigorous new inspection regime.

## December

The board at Frimley Park was named NHS Board/Governing Body of the Year in the regional Kent, Surrey and Sussex Leadership recognition awards.

## December

Consultant chest physician Dr Tim Ho took the reins as trust medical director following in the footsteps of consultant urologist Mr Edward Palfrey who stepped down from the role after 13 years.

## December

Frimley Park was named Trust of the Year for the south of England in the Dr Foster Hospital Guide 2013 awards. The news came just a year after the trust was named national Hospital of the Year runner-up by Dr Foster.

## December

Midwives at Frimley Park received an early Christmas present when the trust's new neonatal unit opened to tiny patients and their families. The unit is about twice the size of the former special care baby unit it replaced. With extra equipment funded by community support for the Saving Tiny Lives appeal and family accommodation, the new unit was reclassified as a neonatal unit (NNU) capable of treating premature babies from 27 weeks gestation.

## January

The Care Quality Commission published an overwhelmingly positive report following its inspection the previous November.

## January

Following its regional success at the end of last year, Frimley Park's board of directors scooped the award for Board/Governing Body of the Year at the national NHS Leadership Recognition Awards.

## January

Twenty four individual members of staff and two staff teams were worthy recipients of NHS Heroes awards at a celebratory gathering held in their honour.

## January

The inauguration of the Surrey Heart, Stroke and Vascular Centre at Frimley Park brought together a number of specialties in a collaboration among clinicians to better co-ordinate patient care for a family of conditions related to cardiovascular disease.

## February

A team from the trust's eye department, along with chairman Sir Mike Aaronson, visited Kitwe Central Hospital in Zambia in the latest of a series of exchange visits as part of the World Health Organisation's Vision2020 Link scheme. The Frimley team helped take Kitwe's diabetic retinopathy screening programme to the next stage and introduced corneal surgery that was previously unavailable in Zambia.

## March

HRH The Countess of Wessex made an emotional return to Frimley Park where she had her two children to officially open the new neonatal unit.

## March

The latest results of the annual NHS staff survey showed that once again Frimley Park staff are among the best, most motivated and engaged in the NHS.

## March

Council of Governor elections this month saw the re-election of five governors for a further term, and the foundation trust was pleased to welcome 10 new faces plus another who rejoined the team.

Annual  
Review 2013-14



# Quality Report

Annual  
Review 2013-14

Every year we publish a quality report alongside the annual report outlining how well the trust is delivering on its quality improvement strategy. This includes a number of metrics that apply to all NHS hospital trusts as well as a number of challenging targets and standards that Frimley Park sets to stretch performance and help teams focus on performing as best as they can.

2013-2014 was the first of a new three year quality strategy for the trust, developed in accordance with the three categories that define quality:

- Patient safety

We will work to ensure there will be no preventable harm to patients from the care they receive from us. Our aim is to reduce avoidable harm by a further 15%.

- Patient experience

We aim to improve experience of patients leaving hospital by improving the planning process for their discharge and the quality of patient information.

We aim to ensure that we deliver first class care with staff who continually show kindness, compassion, professionalism and skill, together with an ambition to do even better for patients, families and carers.

We believe that care should be delivered in partnership and we will work to ensure communication is effective at all stages of our patients' journeys.

- Clinical effectiveness

The most appropriate care and treatment will be provided at the right time, in the right place by the right staff. Our aim is to maintain the mortality index (death rate compared with 'expected' rate) in the best quartile.

Indicator	2010-2011	2011-2012	2012-2013	2013-2014	Trend over time*
MRSA*** (Number of avoidable cases)	3	2	1	4 (1)	👍
C. difficile	25	15	16	15	👍
Pressure ulcers – Grade 2	243	247	144	88**	👍
Pressure ulcers – Grade 3	16	13	15	7**	👍
Pressure ulcers – Grade 4 (most serious category)	4	2	0	0**	👍
% of falls resulting in significant injury	0.10%	0.08%	0.03%	0.03%	👍
VTE ( blood clot) % patients risk assessed	83%	91%	93%	97%	👍
NHS Safety Thermometer (NHS ST) % harm free care	NA	NA	93%	95%	👍

\*Trend over time relates to 2010 – 2011 data

\*\*Data period April 2013 – February 2014

\*\*\*MRSA bacteraemias are reviewed at a root cause meeting to determine whether each case was either avoidable or unavoidable. In 2013-2014 only one of the four was deemed avoidable.



# Staff reap research awards

Two members of Frimley Park staff have been recognised by the National Institute for Health Research's Comprehensive Local Research Network (CLRN) for their outstanding support of its research portfolio.

Consultant ophthalmologist Geeta Menon and deputy research and development (R&D) manager Melvyn Dunstall were nominated by the regional Surrey and Sussex CLRN as it came to the end of its five-year term.

As specialty group leads for ophthalmology and reproductive health and childbirth, both Geeta and Melvyn respectively have been responsible for a significant increase in research at Frimley and across the whole Surrey and Sussex Network.

Geeta said: "In the case of ophthalmology we have managed to increase the delivery of research by 790% over two years. There were places in the region previously where research didn't happen at all so we have managed to get the infrastructure in place and raise the profile of research in new areas."

Melvyn agreed: "Research has increased significantly in my area too which includes gynaecology, obstetrics, midwifery and neonatal. At Frimley in particular we are doing more research in this area than the other hospitals in the region put together.

"And I believe one of our biggest achievements is getting midwives as lead researchers in addition to obstetricians."

The CLRN has restructured and as a result a larger region has emerged to cover Kent, Surrey and Sussex (KSS). Melvyn has been appointed the specialty lead in his field for the expanded region and Geeta has been appointed a divisional lead for the KSS Local Clinical Research Network's division six, in charge of nine specialties, including ophthalmology.

Geeta added: "Research at Frimley is on the up and this is good for the trust and great for our patients."

In their research and development roles, both Geeta and Melvyn will attend national meetings where new potential research projects are discussed, putting them at the forefront of this rapidly moving field.

Several years ago research was largely confined to the specialist university-based hospitals – it was rarely carried out in district general hospitals like Frimley Park. And funding follows research.

Frimley's associate director for research Jo Zamani, pictured below right with Geeta and Melvyn, said: "Five years ago there were just 40 research studies running at Frimley Park. Now there are over 150 and it is a nice broad portfolio. The research team encourages consultants to get involved so we can offer as much opportunity as we can to patients to take part.

"Our research nurses regularly scan vast numbers of patients' notes and if they identify someone who is potentially eligible for a study they can send out an information sheet and a letter of invitation.

"But more and more we are finding that patients are taking the initiative and contacting us about research and we are really pleased to hear from them."

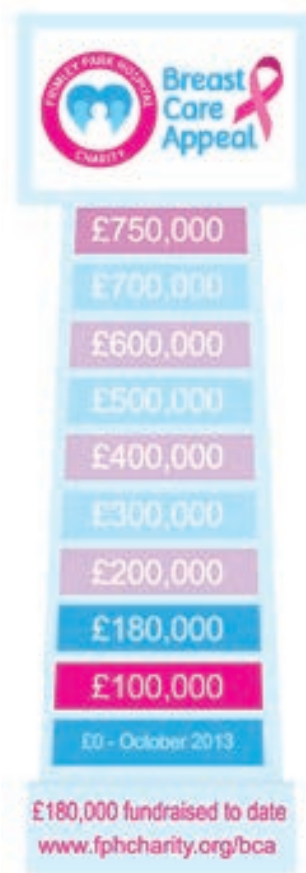
If you are interested in finding out more about clinical trials and the opportunities available to patients, please ask a member of the research and development nursing and support staff who can be found around the hospital in their purple uniforms, or email [research.development@fph-tr.nhs.uk](mailto:research.development@fph-tr.nhs.uk). Alternatively, if you are a patient, please ask a member of your care team at your next visit.





# Upcoming Events...

Thanks to the enthusiastic support from staff, local people, community groups and businesses, the Breast Care Appeal has already raised **over £180,000**



## Ride 4 Frimley

**Cycling fever is expected to break out locally when Camberley welcomes some of the top riders in the world for the Tour of Britain.**

So hospital charity organisers of a major new cycling event to raise money for the Breast Care Appeal are hoping some of that excitement rubs off when the their ride gets underway a fortnight later.

The Ride 4 Frimley cycle sportive on 28 September 2014 is aimed at everyone from families to leisure and amateur cyclists.

There are three routes to choose from (12 mile, 22 mile and 50 mile) all starting and finishing at Pirbright Village Primary School. The 50 mile route takes in some of the 2013 Tour of Britain, which went through Pirbright and finished in Guildford.

Registration includes chip timing (22 mile and 50 mile routes), finisher medal, goody bag, rider insurance, feed station (50 mile) and bike racking, in addition to full medical and mechanical support. The event site is close to main line Brookwood Station and ample free car parking is available.

Fundraising manager Nick le Resche said: "The way that the Run Frimley event has grown over nine years shows that we have tremendous support from the community.

"We wanted to emulate the success on two wheels, rather than two legs, so we are hoping to get a good response to our inaugural cycling event.

"When we planned it earlier this year we had no idea that the Tour of Britain would be coming to Camberley just a couple of weeks beforehand. The longer route we have chosen takes in parts of the 2013 Tour of Britain route, which finished in Guildford last year, so riders can really feel that bit closer to their sporting heroes."

You can find out more and join the ride online at the Frimley Park Hospital charity website: [www.fphcharity.org/ride](http://www.fphcharity.org/ride)

## Flying HIGH for charity

**This is your chance to really get the adrenaline pumping by jumping out of an aeroplane!**

This year's Big Jump fundraiser, at the Chiltern Aerodrome north of Reading, takes place on Saturday 13 September.

The cost of the tandem sky dive is £230 but anyone who raises more than £400 in sponsorship for the Breast Care Appeal gets to jump for free!

After a training session you will be taken to around 12,000 ft and jump from the plane strapped to a skydiving instructor. After freefalling at speeds up to 120mph for about 45 seconds, your instructor deploys the parachute. You can even help control the descent before the instructor takes over the landing.

To register and find out more, visit [www.fphcharity.org/bigjump](http://www.fphcharity.org/bigjump)



## CHORAL MUSIC CONCERT

The Waverley Singers invite you to an evening of 20th century choral music on **Saturday 25 October** at St Andrew's Garrison Church of Scotland, Princes Drive, Aldershot. During the evening a collection will be made for the hospital charity's Breast Care Appeal.

## 'MIDNIGHT IN MONTE CARLO' ON 18 DECEMBER

Following the success of last year's event at FIVE in Farnborough, the hospital charity has rebooked the venue with Best Parties Ever in the week before Christmas this year.

Guests will be joining the jet-set at 'Midnight in Monte Carlo'. Stroll down the red carpet into the Millionaires Casino, race the Monaco circuit on Grand Prix simulators, enjoy a sumptuous three-course dinner and pyrotechnic displays and then head in to the casino to play blackjack and roulette or have a free ride on the dodgems and waltzer.

It will be a night of fun-filled entertainment at just £45 per head so don't miss out - save the date and go to [www.fphcharity.org/Christmas](http://www.fphcharity.org/Christmas) for more information and to book tickets.

**SAVE THE DATE FOR YOUR CHRISTMAS PARTY!**

## Record turnout for Run Frimley 2014

**Over 1,700 people donned their trainers and skates to take part in the largest ever fundraising event at Frimley Park Hospital on Sunday 4 May.**

Batman, Captain America, Star Wars characters, Zippy and Peppa Pig were among those who turned out in the warm May sunshine to support the hospital charity's Breast Care Appeal in the 10k Road Race, 2.5k Fun Run or 10k Roller Race, raising over £65,000 for the event so far.

Assistant Fundraising Manager Nick le Resche said: "It really was a brilliant day. To witness such amazing support from our local community was truly gratifying. I would like to thank all our volunteers, sponsors, supporters and hospital staff for helping to make this such a fantastic event."

Star fundraisers this year were Cove School in Farnborough. Teacher Paula Hurst rallied over 120 pupils and teachers to take part after she was treated for breast cancer at Frimley last

year. They have raised £10,000 for the appeal to date.

Special thanks go to main event sponsors Vickery's Estate Agents and Cohort Technology for helping to cover the costs of staging the event so that even more of the participants' sponsorship benefits the Breast Care Appeal.

Thanks also to Popcorn Kitchen in Woking for providing popcorn at the end of the Fun Run, the Arena Leisure Centre in Camberley for providing water and our warm-up instructor, and Runners Request of Camberley for most of the 10k Road Race prizes.

And not forgetting the Frimley and Camberley Cadet Corps, Jigsaw Events of Farnham for providing the stage at a reduced rate, the Scouts for providing refreshments, all of the hospital charity volunteers and event founder Bob Fisher.



## Our THANKS

The fundraising team at the hospital charity is continually amazed at the level and variety of support it receives from the local community. Here are just a few recent examples of how you are helping to boost the Breast Care Appeal:

- Aldershot Youth Swimming Club held a sponsored swim and raised £636. One 12 year old did 5km, or 200 lengths of the pool, in two and a half hours and two six year olds did 200 metres each.
- Fitness First of Camberley raised over £521 with a 12-hour spinathon.
- House of Fraser, Matalan, The Mall in Camberley and Mooeys in Farnham have each taken the Breast Care Appeal as their charity of the year.
- Waitrose branches from across the catchment area have donated over £900 to date from their community donation scheme.



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](mailto: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
<b>Tuesday 30 September</b> 7.30pm – 9pm Refreshments from 7pm	The Cellar Bar Farnham Maltings Bridge Square Farnham GU9 7QR	<b>Health Event</b> Constituency – Waverley	<b>Mr Philip Rosell</b> Consultant Trauma and Orthopaedic Surgeon 'A back to front view of the shoulder – a modern perspective of shoulder surgery'
<b>Tuesday 7 October</b> 7.30pm – 9pm Refreshments from 7pm	Hog's Back Hotel Seale Nr Farnham GU10 1EX	<b>Health Event</b> Constituency – Guildford	<b>Dr Ottilia Speirs</b> Consultant Stroke Physician 'Managing strokes FASTER'
<b>Tuesday 28 October</b> 7.30pm – 9pm Refreshments from 7pm	Lakeside International Hotel Wharf Road Frimley Green GU16 6JR	<b>Health Event</b> Constituency – Surrey Heath	<b>Dr Timothy Wang</b> Consultant in Biochemistry and visiting Senior Fellow in Metabolic, Endocrine and Nutritional Medicine 'The cholesterol story – fact or fiction?'
<b>Tuesday 11 November</b> 7.30pm – 9pm Refreshments from 7pm	The Village Hotel Pinehurst Road Farnborough GU14 7BV	<b>Health Event</b> Constituency – Rushmoor	<b>Mr Simon Bott</b> Consultant Urologist 'Are we screaming for screening? The future of prostate cancer diagnosis and treatment'

At the time this magazine went to print, decisions were being made about future meetings. Please continue to check your emails, if you are on our distribution list, and the hospital website for any updates.

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