

intouch

Members Magazine April 2016

Chairman bids farewell

Sir Mike reflects on
a decade at the top

Outstanding!

Inside the special
world of critical care

A great turnaround

Hospital watchdog's
remarkable verdict

Dig for Frimley

Volunteers are
changing the
landscape

A day in the life of Karen Plews

Meet the matron helping
to keep careers on track

Welcome



Welcome to the spring edition of your membership magazine, and my first as chairman.

I would like to pay a huge tribute to my predecessor Sir Mike Aaronson, who steps down after his 10-year tenure leading the board of directors concluded on 31 March 2016. Sir Mike has done an awesome job as your chairman and he will be a hard act to follow.

We have made some big changes to this edition and renamed your magazine InTouch. The content is similar but presented in a new style. We hope you like it.

Firstly let me say how delighted I am to join you and become part of the Frimley Health story. And what a story it has been so far!

The most recent chapter in our journey has seen one of our hospitals receive a glowing report from the Care Quality Commission – a remarkable turnaround that surpassed all expectations. It is testament to the hard work and dedication

of all colleagues across the trust for their support, inspiration and commitment. You can read more about the inspection result on page 4 and 5.

I join at a time when the challenges facing the NHS have never been greater. Growing demand and financial constraints have created the perfect storm and we need to be in great shape to weather it. Our ultimate ambition of providing three outstanding hospitals with the best possible care for our community is in sight and we will only get there with the continued support of our brilliant staff and vibrant community. A great example of this is our annual Run Frimley and Run Wexham events which exemplify how much goodwill there is among colleagues and friends locally (see pages 6 and 7).

Another encouraging sign is the result of our recent staff survey (page 10). An engaged and committed workforce is a cornerstone of any successful organisation and I believe that happy staff leads to happy patients. This will not only help to put a smile on every patient and their loved ones' face but more importantly on their heart, as we would have given them great patient care and experience.

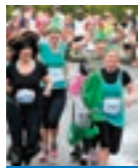
I am looking forward to spending as much time as possible with you so that I can get to know you better and what you do, which in turn will help me deliver my role. I passionately believe that we are very lucky to have the NHS in this country and I would like to play my role in helping Frimley Health become a great place to work for our people and a great place for our patients and their care needs.

Pradip Patel
Chairman

Appearing in this issue...



Sir Mike Aaronson looks back at 10 years as chairman
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Run for their lives – the countdown is on for major fundraising events
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Matron Karen Plews helps thousands of staff through revalidation
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Job satisfaction in highest 20% says national staff survey
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A helping hand for doctors in Sudan from Frimley surgeon
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Corporate volunteers in gardens makeover
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On the cover

Karen Plews, featured in our Day in the life article on pages 8 and 9, explains the importance of revalidation for nurses and midwives

Coming soon

Health Event – Bracknell Forest and Wokingham
Tuesday 28 April
Coppid Beech Hotel
John Nike Way
Bracknell, RG12 8TF

All welcome

Foundation trust office

If you would like to pass anything on to the governors or if you need an application form to join the Foundation Trust as a member, please contact Sarah Waldron:

Telephone:
01276 526801
Email:
foundation.trust@fhft.nhs.uk
Website:
www.fhft.nhs.uk

Foundation trust office:

Frimley Park Hospital
Freepost G1/2587
Portsmouth Road
Frimley, Surrey
GU16 5BR



Sir Mike hands over the reins to new chairman Pradip Patel

Farewell from Sir Mike Aaronson

What a privilege to have been chairman here for the last 10 years! Together we have achieved a huge amount: as "Frimley Park" we made the most of our Foundation Trust (FT) status, keeping our finances in good shape so that we could modernise and develop our site, and above all developing our clinical services and becoming the first hospital in the country to be rated 'outstanding' by the CQC.

We then achieved the first acquisition of one FT by another and within just over a year had managed to lift Wexham Park out of special measures, achieving a 'good' CQC rating. We have managed all this thanks to a wise and resolute board, a dynamic leadership team, and a workforce inspired by a set of shared values.

Three things in particular have guided me. First, putting patients at the centre of our thinking. That means that we must start with what we think is right for them and then check that this meets all the compliance and regulatory requirements. To do it the other way round is the road to disaster; it takes our eye off the imperative to provide safe and effective treatment and a patient experience that is as good as we can possibly make it.

Occasionally we get it wrong, and when I write to complainants I always acknowledge that every single day something happens in one of our hospitals of which I am not proud – which is why a culture of learning from experience and striving for continuous improvement is essential.

Second, having been the chief executive of a large and complex organisation I know how difficult the executive leadership task is; I have been determined that the board should not only provide the necessary challenge to management but also be as sympathetic and supportive as possible. I – and Frimley Health – have been lucky to have had a chief executive of Andrew's calibre, supported by a high performing senior team of executives, clinicians, and managers. We have also been blessed with an extraordinarily able team of non-executive directors both past and present.

Third, boards need to be empowered by the system to take responsibility for the destiny of their organisations and to be held properly to account for their stewardship of them, not least by governors on behalf of our members. The FT model has delivered this freedom and it is

really important that it is not diluted in any way despite the current need to bring NHS finances into balance – which always tempts the centre to try to manage more itself.

My greatest satisfaction has come from the articulation of our core values. They always existed, but the power of bringing them out into the open and inviting everyone to consider what they mean for them in practice is huge. The fact that 99% of our staff know what they are speaks for itself; the culture this exemplifies is what has made coming to work here such a joy. The future will be challenging but I am sure that my successor, Pradip, can count on the same support from you that I have had. Onwards and upwards!

Mike Aaronson

Sir Mike Aaronson



Newsletters are also published as PDF files on the membership section of our website within the 'About us' section under 'About our members':
www.fhft.nhs.uk/about-us/about-our-members

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Power of ‘Good’

Wexham Park Hospital has been transformed from ‘inadequate’ into one of the best performing in the country, Care Quality Commission inspectors concluded.

Staff cheered and burst into spontaneous applause when trust chief executive Sir Andrew Morris broke the long-awaited news of the CQC inspection result to staff in February. The announcement that every aspect of the hospital’s six core services was ranked good or outstanding surpassed all expectations.

The inspection took place over three days in October last year. A team of 45 inspectors spoke to scores of staff, patients and partners from the healthcare community to gauge performance.

Their verdict was that the hospital was unrecognisable from the venue that they had previously rated as inadequate and placed into special measures before Wexham Park and Heatherwood hospitals joined with Frimley Park Hospital in October 2014.

Chief Inspector of Hospitals Prof Sir Mike Richards described the improvement at Wexham Park as ‘undoubtedly the most impressive example of improvement that CQC has observed’.

Staff were able to demonstrate improvement across the board with six services rated as good and two, critical care and urgent and emergency services, achieved the highest possible rating of outstanding.

Chief executive Sir Andrew Morris said: “It’s an amazing result and testament to the hard work of staff across Wexham Park who are really committed to making the hospital somewhere they could be proud to be part of, delivering the kind of care they would want for their own family.

“We are pleased to be in a position where the CQC can give positive reassurance to the communities we serve that we deliver safe, caring and effective care.

“We know that there are still things to improve – and the CQC’s report has helped us focus on our plan for the next 12 months.”

Sir Andrew added that the result was also a reflection of the standards set by Frimley Park Hospital and the superb support that staff there had given to their Wexham Park colleagues in the past couple of years.

Across the site inspectors recognised the culture shift where staff are proud to work at the hospital and delivered care in line with our vision and values. More student nurses continued their employment with the hospital when their training ended and staff are far more likely to recommend the hospital as a place to work, and as a place to receive care. Inspectors described staff as a ‘positive and ambitious’ workforce.

Following the Wexham Park result, Frimley Health is now the best ranked multi-site hospital trust in the country.

Frimley Park Hospital became the first in the country to be rated as outstanding by the CQC – a result that was announced just days before it formally joined with Wexham Park and Heatherwood in 2014. Heatherwood Hospital in Ascot has already achieved a ‘Good’ rating.

Sir Andrew said that Frimley Park continued to set the standard which was now within the grasp of the trust’s other two hospitals. The recent result brought the trust a step closer to its ambition to develop an ‘outstanding’ trust where all three main sites achieve the top possible rating.

“We heard from staff working at Wexham Park that the culture in the hospital had improved markedly with a greater degree of openness at all levels.”

What the Chief Inspector had to say...

“This report demonstrates that remarkable progress has been made since our previous inspection. Indeed this is undoubtedly the most impressive example of improvement that CQC has observed since our new approach to inspection started in September 2013.

“All the external stakeholders we spoke with as part of this inspection were very positive about the progress that has been made over the past year. These included Monitor, NHS England, local CCGs, local HealthWatch and the Health Overview and Scrutiny Committee.

“We heard from staff working at Wexham Park that the culture in the hospital had improved markedly with a greater degree of openness at all levels.”

**Chief Inspector of Hospitals
Prof Sir Mike Richards**



Detailed findings

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Good	Good	Good	☆ Outstanding	☆ Outstanding	☆ Outstanding
Medical care	Good	Good	Good	Good	Good	Good
Surgery	Good	Good	Good	Good	☆ Outstanding	Good
Critical care	Good	Good	☆ Outstanding	Good	☆ Outstanding	☆ Outstanding
Maternity and gynaecology	Good	Good	Good	Good	Good	Good
Services for children and young people	Good	Good	Good	Good	Good	Good
End of life care	Good	Good	Good	Good	Good	Good
Outpatients and diagnostic imaging	Good	Not rated	Good	Good	Good	Good
Overall	Good	Good	Good	Good	☆ Outstanding	Good

Run for their lives



It's time to dust off your running shoes because the countdown to Frimley Health Charity's two annual fundraising runs has begun.



Run Frimley and Run Wexham, which both feature 10km races and shorter family friendly fun runs, raise thousands of pounds for the charity each year.

Runners in the Frimley event will be taking to the streets in just a few days' time on Sunday 1 May. The Wexham run will see fundraisers hitting off-road trails across the beautiful farmland behind the hospital on 17 July.

Hundreds of people have already signed up for Run Frimley making it the biggest event in the Frimley Health Charity's fundraising calendar. For a third and final year it will be raising money for the charity's Breast Care Appeal to provide a 3D mammography machine and dedicated breast care centre at Frimley Park Hospital.

The appeal has already surpassed £600,000 in donations from the local community and staff and is on course to reach its £750,000 target by October 2016. Every pound raised will be matched by the trust up to £750,000 to create



a £1.5m investment into a unit providing the best possible care for the 6,000 people who use the hospital's breast care services every year.

This year there will be chip timing for both the main 10km race and for the younger runners (under-15s) taking part in the 2.5km race.

As is traditional, the fun run will have a fancy dress theme and this year the best costumes under the heading 'Jungle Book' will win extra prizes.

And if all this sounds too good to miss, don't despair. Registration for the event doesn't close until midday on 27 April. Or you could simply come along to Frimley Park on the day or line the streets to cheer on the runners. In the decade that Run Frimley has been taking

place, it has grown year on year and become a popular fixture in the community calendar at Frimley and Camberley.

At Wexham the 10km main race and 2.8km fun run will raise money for the children's critical care appeal. The trust has already started building a new five-bedded critical care unit at Wexham Park, which will also include parent accommodation.

Sally McLaren, head of fundraising for the Frimley Health Charity, said: "The appeal is seeking to raise funds and support to treat these seriously ill children and deliver the highest level of critical care so they can be treated as close to home as possible."

For more information and to register for any of the Run Frimley and Run Wexham events, please visit www.frimleyhealthcharity.org.



Building work begins on children's critical care unit



Work has started on a new children's critical care unit at Wexham Park Hospital.

The hospital is building the five-bed unit with parents' accommodation next to the children's ward.

It will replace the old one-room high dependency unit and will mean more seriously ill children can be treated in a modern, spacious and child-friendly environment.

Frimley Health Charity and the children's ward are now working together to buy the latest advanced equipment to treat the unit's young patients, many of whom have complex conditions.

Meanwhile, the League of Friends of the Slough Hospitals has donated a state-of-the-art veinsite to the children's ward.

The high-tech headset magnifies children's veins so doctors can insert tubes (cannulas) for drug therapy more quickly, easily and less painfully.

If you would like to help raise funds to buy more equipment for the children's ward, please go online at www.frimleyhealthcharity.org to find out more.

Get involved

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

01276 604642

01276 604626

01753 633206

theteam@fphcharity.org

Big plans for chemotherapy unit

Cancer patients at Wexham Park Hospital will soon receive their chemotherapy in a bigger, brighter and more comfortable setting.

The Eden Day Unit is being completely refurbished and expanded. When finished it will be twice its current size and a nicer environment for the 1,500 patients who use it each year.

The new-look unit will have comfy reclining chairs and new chemotherapy pumps, as well as TVs and a water cooler.

There will also be a special quiet area where people can read, doze or chat quietly and a waiting area for relatives.

The refurbishment has been boosted by a donation from The Kay Kendall Leukaemia Fund.

Claire Savage, matron and lead chemotherapy nurse, said: "The refurbishment will have an enormous impact on cancer patients during what can be an incredibly stressful period of treatment.

"The new reclining chairs will be far more comfortable than the ones we have now. We will also be buying the little extras that can make a patient's time in the unit a little bit more comfortable and hopefully eliminate a bit of stress.

"It will also allow staff to work in an open and light environment and better help them deliver the care and attention patients need."

Work should be completed soon.

Thank you to everyone who has fundraised for their local hospital. Some successes that we would like to highlight include:

- Showshack Dance and Theatre School in Farnham for their donation of over £2,300 to the Breast Care Appeal
- Be Beautiful Hair & Beauty for raising over £3,600 for the appeal at their party night at Downshire Golf Club
- Shuffles Dance Studio, Farnborough for their donation of over £9,000 to Frimley Park's children's outpatient department
- Maidenhead Gurdwara for their donation to the children's critical care appeal at Wexham Park

And on behalf of the Frimley Health Charity we would like to thank all our wonderful volunteers for their commitment and support.

A day in the life...

Karen Plews

matron for revalidation

Nurses and midwives must now provide evidence every three years that they work safely and effectively, in order to continue to practise. Karen Plews is the matron guiding thousands of Frimley Health staff through the revalidation process.

After training as a nurse when she enlisted in the Army aged 18, Karen joined Frimley Park Hospital as a student midwife in 1994 and has remained with the trust ever since.

She has had a variety of roles, ranging from community midwife to labour ward sister, and in 2010 became supervisor of midwives, maintaining and overseeing the safety of women within the trust's maternity services.

However, for the past six months she has been taking on a new challenge: helping staff comply with and embrace a new revalidation process laid down by the Nursing & Midwifery Council (NMC).

Starting this month, revalidation requires nurses and midwives to provide evidence, every three years, that their training and knowledge is up to date and that they abide by the four elements in the council's code of conduct: prioritising people, preserving safety, practising effectively and promoting professionalism and trust.

They have to collect evidence that they maintain adequate hours, undertake further study, listen to comments about their practice



It wants nurses and midwives who turn up, who care about their practice and who care about where they work.

"The public need to feel reassured that they have nurses and midwives caring for them who are professional and knowledgeable whilst being compassionate and caring.

"My job is to inform and support nurses and midwives through the revalidation process and give them the tools and the resources to be signed off by the NMC.

"I deal with about 3,200 nurses and midwives cross-site at Wexham, Heatherwood and Frimley, as well as all the nurses we have in outpatients' departments at St Mark's (Maidenhead), King Edward

VII (Windsor), Farnham and the Aldershot Centre for Health. It's about making sure that everyone has the information they need."

Karen's typical day starts at 7.30am, checking and responding to email enquiries from staff and pleas for help.

"I quite often receive messages saying, 'Help, I'm due to revalidate in May. What do I do?' or 'I haven't been able to get to one of your sessions' or 'I've got a query about something you have said'.

"At 8.30am today I went to x-ray at Wexham Park. There are fewer nurses there and I've found that the smaller the group staff work in, the more anxious they are about meeting the revalidation requirements.

"I also tend to run teaching sessions and drop-in information clinics. I've trained 1,500 people face to face over the last six months."

"One member of staff is due for revalidation this month so I checked through her portfolio of evidence to make sure she has everything she needs. I then gave her advice about how to be signed off, which happens during her appraisal.

"After that I'll do a quick tour of the wards, sometimes accosting people in corridors to ask them whether they know their revalidation date and to check they are on track with their progress!

"I'll then usually go to the restaurant with some information and example portfolios. People really want to see what their evidence should look like.

"I also tend to run teaching sessions and drop-in information clinics. I've trained 1,500 people face to face over the last six months."

Karen says her biggest challenges are time pressures faced by nurses and midwives and overcoming complacency among some staff.

"It can be difficult for staff to release time to come to training because of their commitments to their ward," she says.

"There are also some people who think, 'Ok, I'm not due to revalidate for three years, I'll worry about it then'.

"I want to get people well prepared so they know what evidence to collect. That way, by the time they get to their revalidation date it will be easy because they have been collecting their evidence as they go along. It will avoid that last-minute panic.

"It's also important to reassure some of the staff nearing the end of their careers that this is a very simple and achievable process. We do not want to lose experienced and skilled staff because they are worried about writing reflections or the revalidation process."

Away from work, Karen is equally busy at home in Ash, Surrey, as the wife of a Hampshire police sergeant and as mother to two teenagers. She is currently working hard on her dissertation for a master's degree in professional practice with midwifery leadership.

What do you like most about your job?

"When staff reflect back on their practice they may think, 'I actually did a really good job there'.

"There have also been nurses nearing retirement who were unsure about going through revalidation and so I have held their hands through the whole process. Keeping those people on the register has probably been the most satisfying thing."

What do you like least about your job?

"It can be difficult to drive home the importance of this process but I genuinely believe there are benefits for everyone. It's about reassuring patients, it's about ensuring the highest standards among staff and showing them what they have achieved, and it's about reassuring the trust that it has a workforce that is fit to work and is highly professional."



"This is about driving up professionalism within nursing and midwifery"

Staff rate their hospitals among the best



Staff working for Frimley Health NHS Foundation Trust hospitals are among the most satisfied and motivated in the NHS.

The results of the national NHS staff survey, published by NHS England in February, show people working for Frimley Park, Wexham Park and Heatherwood hospitals rated their job satisfaction among the highest 20% of all NHS hospital staff.

They also ranked among the top 20% for recommending their hospital as a place to work or receive treatment. In total they rated their hospital significantly better or among the very best in 20 of the 32 categories measured in the survey.

Janet King, director of HR and corporate services, said: "This is great news, not just for our staff but also the communities we care for. We believe that happy staff equals great care."

It is the first time the annual staff survey has presented Frimley Health's results as a single trust since managers at Frimley Park Hospital took over Wexham Park and Heatherwood hospitals in 2014.

Previously, people working for Frimley Park Hospital regularly rated their place of work among the very best in the NHS while Heatherwood and Wexham Park hospitals had rated poorly with their staff.

Ms King added: "Earlier this month we had the fantastic results of Wexham Park's Care Quality Commission inspection, which the Chief Inspector of Hospitals declared as the most impressive example of improvement his team had seen.

"This is further evidence that we have turned a corner. The motivation and engagement of colleagues at our Berkshire hospitals is on the rise and is remaining high at Frimley Park.

"The annual survey is a very useful benchmark to see where we should focus future efforts," said Ms King. "We know we have more work to do in a number of areas, for example increasing the number of staff appraisals."

A copy of the full report for Frimley Health NHS Foundation Trust is viewable online at: http://www.nhsstaffsurveys.com/Caches/Files/NHS_staff_survey_2015_RDU_full.pdf

The results of this year's staff survey are summarised in 32 'key findings'.

Frimley Health ranked among the best 20% of all hospital trusts for 11 of those findings. It ranked as better than average in a further nine and about average in three. It was below average for five and scored in the bottom 20% for just four.

Birth centre in high demand



Staff celebrate the Mulberry Suite's 1st birthday

Frimley Park's new birth centre has become the busiest unit of its kind in the south east region within a year of opening.

The Mulberry Birth Centre offers a home from home experience for mothers and their partners with the added security of sitting alongside the hospital's main labour ward.

Since it opened in February 2015 the centre has helped to bring over 892 babies into the world – which equates to about 16% of all the babies born at Frimley Park.

Staff marked the first anniversary of the centre's opening with a small celebration for those on duty and a cake decorated in the mulberry colours of the unit.

The completion of the centre was the final phase of a major refurbishment of all labour and neonatal facilities at the hospital. It included upgrading all delivery rooms to en suites with showers, relocating and expanding the special care baby unit (SCBU) into a full neonatal unit. The Mulberry Birth Centre was rebuilt in the location of the former SCBU.

Women who choose to have their babies at the Mulberry Birth Centre are offered a more relaxed, less medical environment much like their own homes. But they have the added comfort of knowing that in the unlikely event of complications arising they are located within the first hospital in the country to be rated as outstanding by the Care Quality Commission.

The dedicated team of midwives in the Mulberry Birth Centre provides a relaxed service for mothers who have low risk of complications. Developments at the centre in the past year have included offering women honey during labour to keep their energy levels up at a time when many mothers feel unable to eat and staff training for hypnotherapy. The team hopes to offer aromatherapy soon.

Helen Whapshott, lead midwife for the labour ward, said: "The feedback we've had from women and families who have used the Mulberry Birth Centre has been overwhelmingly positive and we're delighted it has proved so popular.

"It has given an extra dimension to what we can offer and has helped us to promote childbirth as a natural process."

Our email address has changed

Email addresses for all contacts within Frimley Health changed last year to @fhft.nhs.uk.

Up until 31 March 2016, emails sent to the old email trust addresses that ended with @fph-tr.nhs.uk and @hwph-tr.nhs.uk were automatically forwarded to the new address.

But from 31 March, the old email addresses ceased to work and will not reach us. We will not see them and they will either be returned to the sender or lost.

Please help us by ensuring that your email correspondence to trust staff is sent to first name.surname@fhft.nhs.uk.

Thank you.



Spotlight

on 'outstanding' critical care



When Care Quality Commission (CQC) inspectors visited Wexham Park's critical care unit in October last year they discovered a happy and engaged team of staff routinely going the extra mile for their patients.

As a result the service was given an 'outstanding' rating in the CQC's latest report.

Lisa Snow, currently head of nursing for surgery and critical care, led the critical care team through a process of innovation and improvement.

She explained: "I believe the difference now is that staff are openly proud of the work they do.

"Staff now feel more positive and this has empowered them to make changes for the benefit of their patients. There is a culture of shared learning throughout our large, multidisciplinary team and we have many opportunities for development and education.

"Staff across the board are confident and engaged which CQC inspectors appreciated and saw lots of evidence of how we put our patients first."

"We were rated as 'good in the previous CQC inspection in 2014 but we have now raised the bar still further."

The 12-bed unit provides care for some of the sickest patients in the hospital. Some patients, known as level three patients, will need support for multiple organ failure which requires one to one nursing and constant monitoring. The unit also cares for high dependency (level two) patients who may have lesser organ dysfunction but require more invasive support than is available on the general wards.

But the unit is not just about providing 'high-tech' monitoring and support – it is also about caring for patients' individual needs and improving their experience. Its 'promoting independence in patients' project has been a great success.

The initiative, led by a junior sister and involving nursing staff and physiotherapists, focused on helping patients who were able to do more for themselves, such as wearing their own pyjamas, brushing their own teeth and sitting out of bed.

Lisa added: "This project wasn't something that was led from the top. Those staff felt empowered to bring their ideas to life and improve patient experience."

A beautifully designed garden is located adjacent to the unit where staff can take their patients to sit outside when possible to get some fresh air. And they have even helped a patient in their wish to sit by the river in Windsor, with their ventilator, accompanied by an ITU nurse and consultant.

Matron Jonathan Bryant said: "Of course we have to focus on the core work of providing organ support and high level care, but it is vitally important that we also consider the more personal aspects that can make such a difference to patients, some of whom can be with us for a long time.

"And the hard truth is that not everyone survives their injury or disease, in which case we work hard to provide a dignified end of life. Sometimes the last thing we can do for a patient is abide by their wishes regarding organ donation, supporting families through those difficult decisions."



Jonathan explained that the work of critical care is not just confined to the unit itself. "We have a critical care outreach team that includes ITU consultants and nurses providing support to patients on the wards, before or following a stay in critical care.

"We also run a successful follow-up clinic where we support patients after their stay with us. Some will have gaps in their memory or experience nightmares, for example. At follow-up we can help them to put things into perspective and offer psychological support if needed."

Lisa concluded: "We are so proud of our unit and its 'outstanding' rating. Our challenge now is to sustain this level of good practice and ensure that anyone new to the team buys into our values and vision that were so evident at the latest inspection."

Our lady in Khartoum

Doctors in the Sudan have benefited from a unique training opportunity to learn about the treatment of hand and wrist trauma from one of Frimley Park's specialist hand surgeons.

Valerie Nuñez, consultant orthopaedic hand surgeon, along with three consultants from other UK trusts, visited Khartoum in December as part of an initiative run by the British Society of Surgery for the Hand (BSSH).

Valerie explained: "Unlike western countries, in the Sudan there is no formal sub-specialty training so hand injuries are managed by consultants from any specialty, such as general surgery, orthopaedics or plastic surgery.

"The BSSH had set up an overseas charitable organisation to try and improve the delivery of hand surgery in such countries. The situation in the Sudan was brought to their attention by a Sudanese plastic surgery trainee who was fortunate to have enough money and influence to come to England for a fellowship.

"Having explored the possibility of a training programme in Sudan, the chair of the overseas committee, hand surgeon Steve Hodgson, got in touch with me and fellow consultants Jeremy Field and Clare Wildin because of our recognised work in clinical education and the treatment of hand and wrist injuries."

As a result all four specialist hand surgeons flew to Sudan in December and delivered a two-day sub-specialty training programme to consultants and registrars at the Soba University Hospital in Khartoum.

They held a full programme of lectures, study groups with case discussions and workshops, all with the aim of teaching good, safe, repeatable ways of treating hand and wrist fractures.

Valerie added: "It was amazing – they made us feel really welcome. Over 40 participants attended from all over Sudan and some from the Middle East. We were overwhelmed by their enthusiasm, their English language ability and their commitment to learning.

"The study groups worked especially well as we were able to hold case discussions which increased in complexity as the course progressed. We grouped delegates with similar clinical experience together so that everyone could get the most out of it.

"It was an intense, full-on programme but all agreed it was very worthwhile. We managed to dispel a lot of myths and people learned a lot. Feedback from participants was fantastic – they had never benefited from anything like this training before."

At the end of the course, the team produced special certificates of attendance for all delegates. These were presented by the dean of the medical school in what Valerie described as something akin to an awards ceremony!

"It was an amazing experience and one I'll never forget. Everyone was so kind. On the rare occasion when we managed some time out, although we were by far the only westerners around, nobody approached or plagued us, or tried to sell to us – we felt completely safe."



Carers day at Frimley Park Hospital



The Lewington family

A day-long event to promote hospital staff and carers working well together was held at Frimley Park in January.

It included a display in the main entrance where members of the public met experts from the hospital and other organisations who can help them. Hospital staff were on hand to listen to carers' concerns and ideas and to explain the support that they are aiming to provide to inpatients with carers.

Victoria Riley, a nurse who was part of the team organising the event, said: "One of the barriers we find is that people who are looking after loved ones often don't think of themselves as carers. The result is that they could be missing out on a range of practical and financial support.

"Part of the reason for our awareness day was to help people understand what a carer is and what support they can access. We recognise that they are a cornerstone of care in our community and we want to make sure as a hospital that we are doing all we can for them.

"Frimley Park colleagues also learned more about working with carers to give the best

possible support and health outcomes for their loved ones."

Frimley Park used the day to promote a new scheme where carers of inpatients will have an identity badge that recognises their status and allows them certain concessions, such as open visiting times.

It is estimated that there are 6.5 million carers in the UK and this is set to rise by 40% in the next 20 years. They provide round the clock care for millions of people in need.

One family who have been helping staff understand carers' needs are the Lewingtons, from Farnborough. Ken and Anne's daughter Mandy, aged 44, was born with Down's syndrome. Mandy lived a very independent life and was a successful sportswoman who won special Olympic medals in a range of events. But all that changed 13 years ago when she was struck by car.

Doctors did not expect her to survive her injuries and her parents believe she only lived because she was so fit and healthy before the accident. Mandy spent five months at Frimley

Park and a further five months in rehabilitation at Haslemere Hospital.

Anne said: "It was like starting over again as a baby and teaching her everything from scratch."

Despite this, she and Ken say they don't think of themselves as carers. "You're just their mum and dad and you do what you have to do for them."

When Mandy was in hospital Ken said it was really important that staff understood how much they needed to be directly involved in caring for their only daughter.

"We would say the machines are yours, but our daughter is ours," said Ken.

Mandy has made a remarkable recovery, but she still needs to use a wheelchair and relies on her parents for everyday care.

The family now use their experiences to advise the hospital's carers and disability steering group. This helps hospital teams develop policies and practices that integrate carers into inpatient care.



Sarah in the garden before its makeover

Wexham Park has had an established programme working with corporate volunteers – a recent example being the garden between ITU and the discharge lounge which was transformed by a team from Signalling Solutions.

However, regular visitors to Frimley Park may have noticed that some of its gardens, sandwiched between wards and corridors, have been looking a little tired and unloved. Now that is about to change.

Membership and engagement manager, Sarah Waldron, is working with several local organisations that have committed support for number of improvement projects at the hospital.

Sarah explained: "I went to a Community Matters Partnership meeting in November last year and was amazed by the amount of goodwill and offers of help from our local business community"



Mace Group Limited, a global consultancy and construction firm based in London, were one of the first this year to break ground and improve a courtyard garden opposite Frimley Park's chapel. Mace has been working in Farnborough and have a policy of leaving a legacy in the area where they work.

During two days in February, several volunteers each day toiled in the garden, building a fence to hide unsightly recycling bins, ripping up uneven paving and laying smart new slabs, building ramps into the garden for wheelchair access and planting. Later they will introduce tubs and pots to provide colour.

Knights Training Academy in Camberley has also come on board. They plan to make improvements to one of the larger courtyard gardens, installing solar lights, painting dwarf walls and adding lots of colour. And if that weren't enough they have committed to maintaining it in the future.

Enterprise Rent-A-Car from Aldershot will also be providing volunteers to enhance two further gardens on the opposite side of the corridor to the renowned Time Garden.

And volunteers from NHS Supply Chain based in Bracknell will spend a day sprucing up the garden outside Café Glades.

Sarah added: "I am overwhelmed by the enthusiasm and commitment of these organisations. Their volunteers' hard work

An army of corporate volunteers is making the earth move, quite literally, in courtyard gardens across Frimley Health making them more accessible and pleasant places for patients, visitors and staff.

will truly have a hugely positive impact on the experience of our patients and staff. It is inspiring that they are so happy to help their local hospital."

Wexham Park Hospital is also due to benefit from further corporate volunteer projects. Mars UK in Slough are sending 50 staff for a week to undertake gardening and general tidying up of outdoor areas.

Segro will also spend a day there on a gardening project and brand marketing agency N20, based in Maidenhead, want to get involved in a substantial project for the hospital.

And it's not just all about gardens. AkzoNobel from Slough, which two years ago provided volunteers to paint the children's ward at Wexham Park, will now be repainting the children's nursery inside – a project spanning four days.

"It is fantastic for me to be able to engage with our local business communities in this way," said Sarah. "Their corporate volunteering projects are really making a difference to the estate across Frimley Health and are improving the hospital environment for everyone who visits us."

If you are interested in finding out more about corporate volunteering projects at any of Frimley Health's hospitals (Frimley Park, Wexham Park or Heatherwood), please email sarah.waldron@fnft.nhs.uk.

DATE	DATE	DATE	DATE	DATE
April 28th 7.30pm - 9pm Refreshments from 7pm	May 17th 6pm - 9pm Including refreshments	May 31st 7.30pm - 9pm Refreshments from 7pm	June 14th 7.30pm - 9pm Refreshments from 7pm	July 5th 7.30pm - 9pm Refreshments from 7pm
TYPE	TYPE	TYPE	TYPE	TYPE
Health Event Constituency – Bracknell Forest and Wokingham	Council of Governors	Health Event Constituency – Hart and East Hampshire	Health Event Constituency – Slough	Health Event Constituency – Runnymede and Surrey Heath
PRESENTATION	PRESENTATION	PRESENTATION	PRESENTATION	PRESENTATION
Dr Udesb Naidoo Consultant in Elderly Care <i>'Dementia – is "good" enough?'</i>	No consultant presentation	Mr Tom Poole Consultant Ophthalmologist <i>'Cataract surgery – past, present and future'</i>	Dr Angela Jones Consultant in Respiratory Medicine <i>'A team to take your breath away'</i> Dr Gareth Roberts Consultant in Respiratory Medicine <i>'Doc, these inhalers are useless!'</i>	Dr Damien Wren Consultant Neurologist <i>'Multiple Sclerosis – a curable disease?'</i>
VENUE	VENUE	VENUE	VENUE	VENUE
Coppid Beech Hotel John Nike Way Bracknell RG12 8TF	Frimley Park Hospital Board Room GU16 7UJ	Warbrook House The Street Eversley Hook RG27 0PL	Copthorne Hotel Cippenham Lane Slough SL1 2YE	Lakeside International Hotel Wharf Road Frimley Green GU16 6JR

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

If you have any suggestions about future meetings, please do not hesitate to contact:
Sarah Waldron on 01276 526801 or email sarah.waldron@fhft.nhs.uk

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

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