

intouch

Members Magazine July 2016

Building for the future

We share £120m vision
for our hospitals

Great strides

Charity run
sets new
records

Simply the best!

Awards celebrate
staff excellence

Home from home

Caring for our cystic
fibrosis patients

A day in the life of Alvin Magallanes

Our Bake Off star on his love
of theatre nursing

Stand and deliver

Could you be a
trust governor?



Welcome



Welcome to the summer edition of your membership magazine.

I have been in my role as chairman of Frimley Health for three months now and I am enjoying it immensely. It's safe to say there is never a dull moment!

In order to really get to know the organisation, I have been meeting colleagues and spending as much time as possible with frontline staff and patients so I can understand their pressures and motivations.

So far I have been hugely impressed by the staff, who face difficult decisions and demands every day. They manage to keep patients safe with their expertise and commitment, and reassured with kind words and a smile.

I have also seen first-hand the scale of some of the challenges that we face, both as an NHS foundation trust and across the wider health network, including social and community care.

There is much in this edition that reflects how we are facing the challenge of growing demand, both at a regional level and in our own hospitals.

For example the sustainability and transformation plan (STP) for our area, outlined on page 14, shows how we are working with healthcare partners to jointly develop new models of care fit for the 21st century. And you can read more about our major investments to redevelop Heatherwood Hospital and Wexham Park's emergency and urgent care services.

As I write this it is too early to say how the result of the Brexit vote will affect the trust and the wider NHS. We have a large number of colleagues across the trust who are EU nationals, each performing an invaluable role. Our priority will be to do everything we can to support them and keep them informed. I hope and trust that subsequent negotiations recognise how important EU nationals are to the NHS community.

Finally, this edition reports on our staff awards event on page 10 when we celebrated some of the best of our brilliant colleagues. It was a wonderful evening that served to assure me that whatever uncertainty and challenges lie ahead, Frimley Health has the right team to tackle them.

Pradip Patel

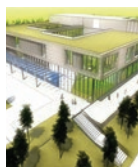
Pradip Patel
Chairman

Appearing in this issue...



Will you stand and deliver at governor elections?

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Sharing our exciting plans to transform your hospitals

Pages 4 and 5



Running up new records for our fundraising appeals

Pages 6 and 7



Bake Off star reveals why theatre nursing is his real love

Pages 8 and 9



Celebrating the best of Frimley Health at our staff awards

Page 11



Celebrating half a century of service at Wexham

Page 15



On the cover

Alvin Magallanes, featured in our Day in the life article on pages 8 and 9, tells us why he loves his job working in theatres at Heatherwood Hospital.

Coming soon

Annual Members Meeting
4 October
Easthampstead Park
Conference Centre
Off Peacock Lane
Wokingham
RG40 3DF

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:

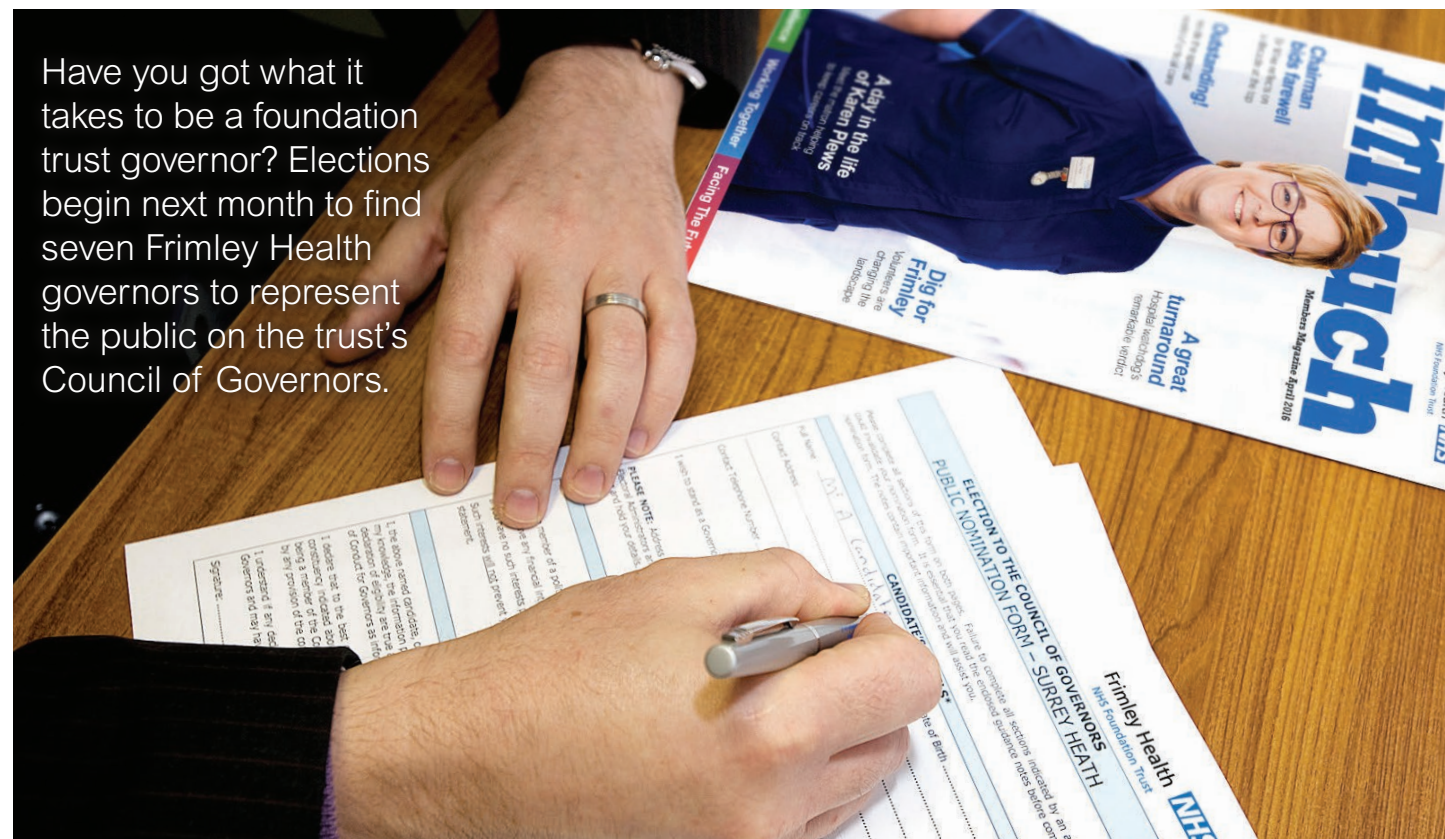
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Have you got what it takes to be a foundation trust governor? Elections begin next month to find seven Frimley Health governors to represent the public on the trust's Council of Governors.

Make it count: stand and deliver

From 12 August 2016 we are seeking nominations for public governors in the following constituencies:

- Bracknell Forest and Wokingham
- Chiltern, South Bucks and Wycombe
- Slough (two seats)
- Windsor and Maidenhead (two seats)

The trust is entering exciting and challenging times, with a planned £100m-plus capital investment including a new hospital at Heatherwood in Ascot and a rebuild of the emergency and urgent care department at Wexham Park. So it is more vital than ever that the public is well represented at the trust.

We serve a truly diverse community so we are keen, as a public organisation, to ensure that every section of the community is represented.

If you are a member living in one of the above constituencies and you think you might have what it takes to represent your fellow members, please consider putting yourself forward for this important role. Nominations close on Monday 12 September 2016.

You don't need any special qualifications to be a governor, just a passion and enthusiasm for the work that the trust does.

As a member of the Council of Governors you would be part of the body that holds the trust board to account for its performance and represents the interests of members and the public. Governors also sit on working committees and attend seminars and workshops to contribute their views.

In constituencies where governor elections are contested, members will be provided with information and be able to vote from 4 - 27 October 2016.

For further information please contact:

Susanne Nelson-Wehrmeyer,
company secretary or Kevin Jacob,
assistant company secretary

Email: **susanne.nelson-wehrmeyer@fhft.nhs.uk** or **kevin.jacob@fhft.nhs.uk**

Tel **01276 526588** or **01753 634824**

Key dates in the 2016 governor elections:

Friday 12 August:
Notice of election/nomination open

Monday 12 September:
Nominations deadline

Monday 3 October:
Notice of poll published

Tuesday 4 October:
Voting pack despatched

Thursday 27 October:
Close of election

Friday 28 October:
Declaration of results



Magazines 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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Please recycle this magazine and help the environment





Designer's impression of the future Wexham Park ED

Building for the future

You came, you saw, and you told us what you thought.

We have big plans for our hospitals at Frimley Health and we have been sharing our vision with you – our staff, our partners and the communities we serve.

Exciting projects in the pipeline include an all-new Heatherwood Hospital in Ascot and a state-of-the-art emergency department (ED) at Wexham Park in Slough.

We have been inviting the public and our staff to see the plans for themselves, listen to the thinking behind them, ask questions and talk to some of the key personnel involved.

We also wanted to hear different views about what should be included in the plans as we move them forward.

The proposals to rebuild Heatherwood Hospital were showcased during a public engagement event at Ascot racecourse, held over two days in April.

The £72m scheme would see the current sprawling hospital replaced with a modern, three-storey building in a tranquil woodland setting.

With a focus on elective surgery, it would feature six operating theatres, 48 inpatient beds and 22 day case spaces and endoscopy facilities.

There would be antenatal, paediatric and physiotherapy services, and clinics would

run into the evening offering patients more choice.

There would be more one-stop clinics, including a breast clinic and a urology clinic, and enhanced cardiology diagnostics such as complex CT scans.



The build would be part-funded through the sale of land on which the current hospital stands.

We are hoping to submit a planning application later this year and, if approved, the new hospital could be complete by summer 2019.

Meanwhile, our plans for a brand new emergency department and combined assessment centre at Wexham Park were displayed at the Slough hospital for a day in May.

Hospital staff had the first look at details of the £49m project before the doors were opened to the wider public. A display was

also held at the Queensmere Observatory shopping centre in July.

The brand new building would include a ground floor emergency department with separate paediatric and minor injuries units, as well as 36 individual rooms for major injuries.

The first floor would house a 34-bed combined assessment and ambulatory care centre for up to 24 hours' stay, with second floor short stay accommodation for up to 72 hours.

Construction work could start in spring 2017 if the scheme wins planning approval.

Janet King, Frimley Health's director of HR and corporate services, said: "These projects reflect our determination to give patients the highest standard of treatment in modern hospital buildings designed for the delivery of 21st century healthcare.

"We are truly building for the future at Frimley Health – for our patients, for our staff and for our local communities.

"That is why it has been important to hold these conversations, to explain our ideas and to listen to feedback to ensure we deliver the best possible outcomes for everyone concerned."



At a glance...

Heatherwood Hospital

- £72m rebuild
- Focus on elective surgery
- Six operating theatres
- 48 inpatient beds
- 22 day case spaces
- One-stop clinics and enhanced diagnostic services

Wexham Park Hospital

- New A&E and assessment centre
- Cost: £49m
- 36 individual rooms for major injuries
- Ambulatory care centre
- Short stay accommodation up to 72 hours



"We are truly building for the future at Frimley Health – for our patients, for our staff and for our local communities."



On this page:
Heatherwood Hospital today and plans for the future



Running up new records

Bumper year helps fundraisers chase down appeal targets



A record turnout helped this year's Run Frimley raise more than £60,000 towards a dedicated breast unit at Frimley Park Hospital.

About 2,000 people took part in the 10km road race and 2.5km fun run on Sunday 1 May – 300 more than last year.

The success means the Breast Care Appeal is edging closer to its target of raising £750,000 by October.

Both races started and finished at Frimley Park, and under-15s in the shorter run were encouraged to dress as characters from The Jungle Book.

Actor Graham Cole, who played PC Tony Stamp in ITV police drama The Bill, joined Lakeside Countryside Club owner Bob Potter and partner Barbara Leitch to present prizes to the winners.

Frimley Health NHS Foundation Trust will match every pound raised up to £750,000, creating a £1.5m investment for a 3D mammography

machine and dedicated unit for the 6,000 people who use the hospital's breast services every year.

Sally McLaren, Frimley Health Charity fundraising manager, said: "Thank you to all our staff, runners and volunteers who helped to ensure the 11th Run Frimley was such a success.

"We are always amazed by the enthusiasm and generosity of everyone taking part. They are all playing their part in helping to improve services for breast patients at Frimley Park."

Meanwhile, runners were due to take to the countryside around Slough in July for the annual Run Wexham fundraiser.



The 10km trail race and 2.8km fun run across farmland was set to support the charity's Children's Critical Care Appeal.

The money raised be used to buy state-of-the-art equipment for a new five-bed children's critical care unit with family accommodation that is being built at Wexham Park.

The hospital's children's ward admits an average of 10 children every week with life-threatening conditions. These can range from breathing difficulties to cancer and critical injuries.

Donations and sponsorship will help pay for:

- The latest equipment to help children with breathing difficulties
- Portable ventilators to stabilise very seriously ill children while they are waiting to be transferred to intensive care or moved for investigations
- Monitors that give a rich display of a child's vital signs
- A portable ultrasound scanner
- A mobile computer to show x-rays, scans and blood results

Marathon effort for Breast Care Appeal

Angela King tackled her seventh marathon as she pounded the streets of London to boost the Breast Care Appeal.

The finance worker, from Yateley in Hampshire, joined around 38,000 other runners in the capital on Sunday 24 April for the Virgin Money London Marathon.

She finished the course in a respectable 3hr 32mins.

The 35-year-old ran her first marathon in 2010 and has now completed the 26.2-mile distance in London, New York, Paris, Brighton and Bristol and Bath.

Angela chose to support the Breast Care Appeal after her partner's mother lost her battle with secondary breast cancer three years ago.

She said: "I know this unit will bring hope to thousands of breast care patients in our local area."

Angela, who was cheered on in London by her partner, mum and sister, raised £851 for the appeal.



Angela King during a previous marathon



Pupils' gift for children's ward

Frimley Park's children's ward is celebrating a bumper donation from a local school.

Pupils at Yateley Manor School have been raising money after choosing the ward as their charity for the academic year.

Senior sister Jo Higson visited the school and spoke to children during their assembly about life on the ward.

And she accepted a cheque for £2,358.95 raised by children during their year of fundraising. Events included Christmas concerts, a dressing up day and their annual big bash.

The money will go towards improving facilities for parents and creating additional ones for teenagers as part of the planned upgrade to the children's ward.

Riders gear up for Tour de Frimley



Tour de Frimley fundraisers raising awareness of the event in Farnham, Surrey

Breast Care Appeal fundraisers will pedal for pounds on a 1,000km ride through northern France.

Sixteen cyclists and support crew – including hospital staff and members of the public – will leave Frimley Park on 27 August for the fourth Tour de Frimley.

Supported by 3rd Battalion Princess of Wales's Royal Regiment, they will be visiting some of the famous battlefields of the two world wars.

The cyclists hope to raise more than £30,000 for the Breast Care Appeal.

Tour organiser Chris Barrett, a stroke data analyst at Frimley Park, said: "We achieved a staggering £27,000 in 2014 with 15 cyclists so I'm sure £30,000 is well within our reach.

"This would also tip the total raised from cycling for the Breast Care Appeal to more than £100,000."

The team have already held fundraising events at Lion & Lamb Yard in Farnham and at Sainsbury's in Watchmoor Park, Camberley to give their campaign a head start.

The primary sponsor for this year's challenge is Brooks & Partners Solicitors in Frimley with further support from Geared Up Cycles in Ash and Brandtastic in Fleet.

Brooks & Partners owner Michael Brooks said the firm was delighted to support this year's Tour de Frimley.

"Not only is it a great challenge for the cyclists, it is for such a worthy cause and we are really pleased to be involved," he said.

To donate online visit www.justgiving.com/fundraising/Christopher-Barrett3 or to give £5 by phone text 'TDFR74 £5' to 70070.

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

A day in the life... Alvin Magallanes

theatre charge nurse at Heatherwood Hospital

He became a familiar face on our TV screens and won a place in the nation's affections on *The Great British Bake Off*.

In fact Alvin Magallanes, also pictured on this issue's front cover, endeared himself to viewers of the last series of the hit BBC show as much with his gentle nature as with his culinary creations.

But while he is more than a dab hand in the kitchen, it is in Frimley Health's operating theatres that the father of two feels most at home.

A charge nurse at Heatherwood Hospital in Ascot, it is Alvin's job to ensure the theatres run smoothly.

He moved to Britain from the Philippines with wife Michelle in 2002, and they both secured nursing roles at Heatherwood.

Alvin said: "The Philippines has a lot of nurses and being caring is part of being Filipino. We have extended families – our grandparents live with us – so caring is embedded in our lives.

"I was an eldest son and part of your responsibility is to look after younger siblings. I love my job but I knew that by becoming a nurse and going abroad I would be able to send them to school and help them out."

After eight years in Berkshire, Alvin moved to the Chelsea and Westminster Hospital in London to pursue his interests in bariatric and burn surgery. It was an experience he enjoyed for a year, before testing the water in the private sector.



"I'm a clinical educator as well and work closely with newly qualified, less experienced staff, and nursing and operating department practice students. More recently, I have been in charge of the training of four assistant theatre practitioners.

"They work alongside me from the very beginning and I get to see their progress. Most of my trainees are Band 6 now and have moved elsewhere and taken senior roles.

"It's very satisfying to see the transformation from somebody who had never even seen a theatre to being able to assist a surgeon, provide care for a patient and at the same time be able to run a whole list."

Alvin's day starts at around 7.30am when he arrives half an hour before his shift is due to begin.

"I stayed for six months," he smiles, "but my heart belongs to the NHS, its culture and how we work.

"I love the teamwork. You feel you are supported from every corner."

After a spell at Frimley Park, Alvin returned to Heatherwood in 2012, reuniting with Michelle, now a matron for general surgery.

He says: "I'm a senior charge nurse for theatres. I help in the day to day running of six different theatres with varied specialties and work closely with the multidisciplinary team.

"I run the theatre list, liaising with wards, consultant surgeons and anaesthetists to decide the running order, specific patient needs and then make sure the theatre is prepared and all the equipment is there.

"It gives me time to organise things and plan ahead," he says.

"The department is quiet, the theatres are quiet. If someone has called in sick I can organise the staff skill mix."

"Then when my team arrive I set up the theatre with them so all of them know what to do and where to go. I then hold a briefing with them, going over the list to ensure we have everything we need for each patient.

"In theatre my role is scrub nurse. I maintain the sterility of the area I'm working in and I assist the surgeon and anticipate what they and the patient need."

Alvin could be involved in up to five joint replacement operations in a day, sometimes assisting but often scrubbing for all of them in his role as mentor to junior staff.

"It's very clinical, he says. "I will spend most of the day scrubbed with less experienced members of staff, teaching them how to scrub and how to assist. A lot of it is about teaching, and I think that's part of the trust's values."

Indeed, teaching inexperienced staff and watching them develop into skilled theatre practitioners is a source of immense pride for Alvin.

"I've been so fortunate to be in a position where I can teach," he says. "I've always liked the idea that you transfer your knowledge to others because it empowers them.

"When I was training in the Philippines fear was instituted in every learner. It's different in this country. There's always time for learning, especially in this trust. It makes time for learning; the consultants make time for it. That then empowers me to teach junior team

members. That inspires me and that's one of the reasons I came back to Frimley Health."

Alvin is also keen to develop his own skills, and is soon to complete his training to become a surgical first assistant.

"It's logical to take that route," he says. "Taking this role will allow me to practise at a higher level of nursing while still being in charge of patient care, assisting the surgeon and closing wounds.

"Hopefully next year I will take on a surgical care practitioner role which is another step higher and will allow me to do certain nurse-led procedures.

"I'm going to stay in nursing, definitely, and it's going to be with the NHS. I think it's always going to be with the NHS."

And his thoughts on the planned rebuild at Heatherwood Hospital (see pages 4 and 5)?

"Everyone is looking forward to it. We have a theatre from the Falklands War so we need a new one!"

What do you like most about your job?

"I like the fact that you get to see and hear the immediate results of your work when the surgeries are day cases. You usually know that the patient will go home at the end of the day after a couple of hours on the ward."

What do you like least about your job?

"I take on so many roles – clinician, educator, mentor, nurse – it's about trying to get a balance so you don't miss a thing. I'm constantly aware of that and careful that I don't treat things routinely because that's when things can go wrong. The challenge is keeping the balance."



Scrubbing up
ready for action

*"I love the teamwork.
You feel you are supported from every corner."*



Toast of the trust – Staff excellence honoured at awards night

Hospital heroes were honoured as colleagues celebrated their achievements at Frimley Health's annual awards night.

The ceremony at the Royal Berkshire Hotel in Ascot applauded outstanding work to improve the experiences of patients and

the delivery of services at Frimley Park, Wexham Park and Heatherwood hospitals, as well as our satellite units.

Chief executive Sir Andrew Morris and director of HR and corporate services Janet King read out the citations while chairman Pradip Patel presented the awards.

Reflecting the trust's core values – committed to excellence, working together and facing the future – some awards were also specifically presented under the banners of patient safety, teamwork, customer care and leadership.

Pradip told staff: "In healthcare, you can't overstate the importance of the people we have. This is our chance to celebrate some of those people who have done heroic work to make a difference to our patients."



Colleagues applaud Bet Stevens, one of the housekeeping staff at Frimley Park's emergency department



"It's a privilege and an honour to be here to celebrate these phenomenal achievements."

A celebration of discovery



Medical research was in the spotlight as Frimley Health celebrated International Clinical Trials Day.

Raising awareness of clinical research at Frimley...

The research and development team set up stands in the main hospital entrances at Frimley and Wexham Park to raise awareness of the clinical studies carried out at the trust.

Staff spoke to patients, visitors and colleagues, answered questions, handed out badges and ran mini quizzes.

At Frimley, they also took the opportunity to recruit to an observational ophthalmology study.

Trials operations lead Natasha Cooper said: "Staff and patients were intrigued to find out more about clinical trials in the trust and were surprised by the large number and variety of studies the trust participates in.

"There was also significant interest in obtaining further information about taking part in clinical trials and becoming involved in research at both hospitals."

In recent years the trust was the top recruiter internationally, with 59 patients, for a study comparing robotic-assisted keyhole surgery to remove rectal cancer with standard keyhole surgery.

And our largest orthopaedic study, examining fragility fractures, involved 356 patients.

In 2015-16, Frimley Health was involved in 237 clinical research studies across 26 specialities.

International Clinical Trials Day is celebrated around the world on or near 20 May.

It commemorates the day in 1747 that James Lind began the study that would show how citrus fruits high in vitamin C can prevent scurvy.

For further information about clinical trials and how to become involved in research at both sites, email Natasha Cooper at natasha.cooper@fhft.nhs.uk.



...and at Wexham

Spotlight on: A home from home for cystic fibrosis patients



Since Frimley Park Hospital's cystic fibrosis (CF) unit opened in 2002 the number of patients it cares for has increased dramatically.

This marked rise in people living with the condition is not bad news, however, since it is a direct result of CF patients living much longer. In addition, some CF patients in Frimley Park's care are choosing to transfer from other centres.

Better treatment and understanding mean that CF patients today can expect to live until 41 on average and babies born with the condition will probably live much longer.

CF is an inherited condition affecting body cells that results in chronic respiratory and digestive problems. The Frimley unit is one of 25 adult

centres in the UK and treats patients from across the south of England.

CF specialist nurse Judith Duguid, who has been unit manager since 2008, has had an interest in the condition for almost 30 years. She said because CF is a life-long condition, staff at the unit build relationships and rapport with patients and their families.

"Treating CF is unusual in that sense and that's one of the things I love about working here. You build a friendship with patients over many years," she said. "We try to create a home from home environment because many of our patients have to spend a lot of time with us."

Patients with CF will usually stay on the unit even if they are in hospital for other reasons. For example, one of the rooms was used by

a CF patient and her newborn baby after she delivered at Frimley Park's labour ward.

Dr Chris Orchard, one of three specialist consultants at the unit, said treatment has shifted in recent years towards an emphasis on weight gain and avoiding infection, combined with good physiotherapy and exercise to keep patients' chests clear. Advances in genetic science have also resulted in a number of very effective, but often expensive, drugs being developed for patients with specific gene types. All this has resulted in dramatic improvement in quality of life and longevity.

"Body mass index is critical to a patient's all-round health. If we can make sure our patients are well nourished and at a healthy weight, then they are more likely to do well in other regards," said Dr Orchard.

This is also why the unit has plenty of high calorie snacks on hand, a fridge in each room and a kitchen to prepare snacks for patients.

Dr Orchard added: "Reducing the risk of infection is also important. CF patients should be isolated from one another because the risk of cross infection is so high, which is why we have separate outpatient rooms.

"A few years ago patients and their families would socialise frequently but it was found that cross infection from association could be very detrimental."

The Frimley unit could not have been created without support from the charity Cystic Fibrosis @ Frimley Park (CF@FP). It raised funds to build the unit in 2002 and has continued to raise money to improve the lives of patients and to fund an internal restructuring to create separate treatment rooms.

Cystic fibrosis facts:

- Cystic fibrosis (CF) is a genetic disease which affects the movement of salt and water across the cells within the body.
- It leads to thick mucous congesting lungs, pancreas and other organs, impairing breathing and digestion.
- CF mostly affects white people of northern European descent. One in 25 carry the gene making it the most common recessively inherited disease in this group.
- One in 2,500 babies in the UK will be born with CF. More than 10,000 people are living with the condition in this country.
- Average lifespan for a CF patient is 41 years – much longer than previously.
- Improvements in treatments mean a baby born with CF today can expect to live even longer.

About the Frimley CF Unit:

- It treats about 130 patients from as far afield as Brighton and Swindon, but mostly from Surrey, Berkshire and Hampshire.
- The unit includes specialist nurses, a pharmacist, a dietitian, physiotherapists and psychologists, diabetic nurse specialists (for CF related diabetes), as well as a team of nurses, housekeepers and administrative staff.
- The team has links to Frimley Park's gastroenterology, surgery, obstetrics, vascular, endocrinology, urology, ENT, and radiology departments and externally partners include the transplant team at Harefield Hospital and geneticists at St George's, London
- It includes five bedrooms and five individual outpatient rooms.
- It was funded by the CF@FP charity, started by parents in 1996, and opened by Princess Alexandra in 2002. The charity has since funded extra equipment, staff training, patient TVs and phones and other items to the tune of £1.2m.

Hospital buggy gives patients a lift

A new airport-style buggy is helping Wexham Park Hospital patients turn up rested and relaxed for their appointments.

The patient buggy was introduced at the Slough hospital on Friday 3 June. A team of trained volunteer drivers can now transport many of the hospital's less mobile patients and visitors to far-reaching departments promptly without an energy-draining walk.

The idea came from the trust's Listening into Action programme, which saw staff coming up with a number of 'quick win' ideas to improve patient care. This included support for the hospital's frailer and less mobile patients.

Programme lead Melanie Walker said: "Volunteers manager Mike Stone and I researched the idea a bit further and found that similar systems worked well at other hospitals. "We had to choose a buggy that suited some of our narrower corridors and make sure that our excellent team of volunteers were fully trained to drive the buggy safely.

"I'm so pleased we have finally got the buggy up and running and I think it will make a big difference to many of our patients by helping them to turn up at their appointments feeling fresh and relaxed."



Chief executive Sir Andrew Morris said: "We've done a huge amount of work recently to drive improvements for our Wexham Park patients with great success, and we are all very proud of our 'Good' rating from hospital inspectors at the Care Quality Commission.

"But Wexham Park is mostly a single floor hospital and one thing we haven't been able to change is that many of our services are a fair walk from the main entrance.

"I'm delighted that our Listening into Action programme has prompted this solution and

we're very grateful to our brilliant volunteers who are helping us to run it."

The buggy is an additional service and is not replacing the hospital's porters, who will continue to help transport patients in wheelchairs.

The trust is hoping to extend the buggy service over seven days and is appealing for extra volunteers to contact Harpreet Rall, volunteers co-ordinator, on **01753 633633**. Full training will be given.

Committed to compassion

Keeping patients safe and ensuring they are properly cared for and listened to are the key priorities for our nurses and midwives over the next two years.

Frimley Health's Nursing & Midwifery Strategy 2016-2018 has been written to reflect the views of nurses, midwives and patients.

Staff were invited to special events at Frimley and Wexham immediately after the May launch to see the strategy for themselves.

The document is divided into four sections, focusing on uniforms, safety, care and listening.

It states that nurses and midwives will promote professionalism and trust by ensuring their uniforms reflect the standards patients expect.

Under the banner of safety, the strategy details how patients should not only be safe but feel safe.

The strategy commits to caring for staff as well as patients, making them feel part of the hospital team. It calls for kindness and compassion in all circumstances and says patients, their relatives and carers should be involved in decisions about treatment.

The final section of the strategy commits staff to listening to patients and colleagues to ensure they feel valued and are treated with respect and dignity.

Nicola Ranger, Frimley Health's director of nursing and quality, said: "This strategy has been led by the matrons and reflects the views of our nurses, midwives and patients.

"Underpinning this strategy are the Frimley Health values of 'committed to excellence, working together and facing the future'.

"Nurses and midwives are the constant presence for the patients, 24 hours a day, seven days a week, and they are essential in ensuring that patients are safe, cared for and listened to, which forms the foundation of this strategy.

"Both the NHS and the professions are facing unprecedented challenges and pressures but this strategy sets out our vision of what we will accomplish.

"It is my absolute belief that nurses and midwives at Frimley Health will continue to be ambitious in what they want to achieve for themselves and the care that they provide for patients and their families."



Strategy for a more efficient NHS

Healthcare leaders are drawing up a strategy to create a more efficient local NHS, cutting spending and easing pressure on our hospitals.

With real-term funding for the health service flatlining, Frimley Health chief executive Sir Andrew Morris is leading one of 44 new planning 'footprints' created by NHS boss Simon Stevens.

The Frimley Health and Care System stretches across three counties and delivers services to 750,000 people.

Our partners include clinical commissioning groups, mental health and community providers, local authorities, GP federations and ambulance trusts.

The system is tasked with delivering a five-year sustainability and transformation plan to improve local health services and bring spending back into balance.

Sir Andrew said: "The health service spends £113bn a year nationally and last year, for the first time ever, it overspent – by £2.5bn.

"We spent £1.2bn on healthcare locally and our challenge is to try to keep within the resources that we have.

"We have to make our funding stretch further."

Possible priorities for the Frimley footprint include increasing prevention and early detection, better managing frail patients and those with long-term conditions, redesigning emergency and urgent care to reduce unnecessary visits to A&E, and reducing area variations and inequalities.

As part of their work, system partners have been looking at the success of existing healthcare 'hubs' which are driving down referrals to our hospitals' emergency departments.

Three such hubs in Surrey Heath are open from 8am to 8pm and provide GP, mental health, social work and community nurse services to around 30,000 people.

Andrew said: "They look at the top 100 patients who the GPs believe may touch secondary care and come up with a management plan for each of them. They try to support them at home far more than has hitherto been the case.

"We have lots of people who come to our emergency departments who could be managed in a different way."

The Frimley Health and Care System is planning broader conversations with staff, residents and patients about its emerging priorities and some of the initiatives that could deliver them.



Kathy Farrell with past and present colleagues in the Wexham Park switch room

Fond farewell to 'voice of Wexham'

She has been dubbed "the voice of Wexham" and has been connecting callers through the hospital switchboard for almost half a century.



Trust chief executive Sir Andrew Morris presents Kathy with a retirement gift

But now operator Kathy Farrell has hung up her headset as she moves into retirement – 50 years after first walking through the Wexham Park doors.

Current and former colleagues joined Kathy for a retirement buffet in the hospital switch room on Tuesday 21 June.

And Frimley Health chief executive Sir Andrew Morris was there to thank her for her "outstanding" service, presenting her with crystalware as a retirement gift.

Kathy, dubbed "the voice of Wexham" by her GP at Burnham Health Centre, joined the hospital switch room team at the end of 1966.

She had previously worked at the Slough telephone exchange, where she met husband John.

And with the exception of a four-year break from 1970, when the couple started a family, Kathy has been answering the hospital's phones ever since.

She said: "I find genuine pleasure in helping people, especially those who may at first be upset or confused when they call the hospital.

"And I have enjoyed working alongside some really nice people. They are not just work colleagues but friends as well."

Head of telecoms Debbie Spiers said: "Kathy has been a very valued member of the team. Her experience and knowledge has been invaluable, and she has been someone that junior operators over the years knew they could turn to.

"She often goes above and beyond to assist a troubled caller, and has been known to call in from home to follow up on a call she took earlier in the day."

Kathy and her husband plan to use their free time to make regular trips in their campervan.

But she isn't cutting her ties with the trust completely, and has offered to join the bank staff and help out with the occasional shift.

WHEN	27 September 4pm - 6.00pm	4 October 7.30pm - 9.30pm Refreshments from 7.00pm	18 October 7.30pm - 9pm Refreshments from 7pm	29 November 7.30pm - 9pm Refreshments from 7pm	17 January 2017 7.30pm - 9pm Refreshments from 7pm
WHAT	Council of Governors	Annual Members Meeting	Health Event Constituency – Chiltern, South Bucks and Wycombe	Health Event Constituency – Windsor and Maidenhead	Health Event Constituency – Rushmoor
WHO	[no additional presentation]	Dr Peter Clarkson Consultant Cardiologist Dr Mohamed Al-Obaidi Consultant Cardiologist 'Cardiology at Frimley Health's hospitals in 2016 and the future' Our Annual Members Meeting will feature a 'market place' showcasing our health services with our friendly staff on hand to offer help and advice. Please come along and find out more about what goes on at your local hospitals.	Mr Rakesh Kucheria Consultant Orthopaedic Surgeon 'Hip and knee replacement – when, where and by whom?'	Mr Jonathan Hull Consultant Orthopaedic Surgeon 'Shooting from the hip'	Dr Ottilia Speirs Consultant Stroke Physician 'FASTER management of stroke'
WHERE	Easthampstead Park Conference Centre Off Peacock Lane Wokingham RG40 3DF	Easthampstead Park Conference Centre Off Peacock Lane Wokingham RG40 3DF	Crowne Plaza Gerrards Cross Oxford Road Beaconsfield HP9 2XE	Macdonald Berystede Hotel Bagshot Road Sunninghill Ascot SL5 9JH	Village Hotel Pinehurst Road Farnborough GU14 7BF

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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