

# intouch

Members Magazine October 2016

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# Welcome



Welcome to the autumn edition of inTouch, the magazine for Frimley Heath NHS Foundation Trust members.

Let me begin by saying a huge and sincere thank you to all of our staff for their hard work, commitment and dedication over the last few months, which have been very demanding.

The combination of more patients with greater medical needs coming into the hospital, and tighter staffing due to holidays and vacancies, has meant that the work has been relentless day in, day out. I am aware of the pressure that colleagues have been under and it is to their huge credit that they have continued to rise to the challenges and still give our patients great compassionate care.

The words 'thank you' are two simple words, but they come from the bottom of my heart and I hope they will be accepted as a small token of gratitude for all that our staff do. They make a real difference to the lives of our patients and their families and this is why I am so proud of them. I also want to say

a huge thank you to our volunteers who also play a critical role in what they do to support our teams.

Summer usually provides hospitals in the NHS with a period when we can prepare for the extra seasonal pressures that come with winter. This year there has been no let up across the NHS.

I want to reassure staff and members of the public that despite this we have been busy putting in place many things that will help us manage as winter sets in. For example we are using local community hospitals and creating more bed space by converting spare space alongside wards. We are putting more effort into assessing, treating and safely discharging some emergency patients without the need for an overnight admission. You may have also heard in the news recently that we are successfully employing more nurses to bring down the number of vacancies.

Previous editions of inTouch have outlined our plans for building a state of the art hospital for planned procedures at Heatherwood in Ascot and a new emergency department at Wexham Park. These multi-million pound investments will improve capacity and quality of care in the longer term.

So while the NHS faces some big challenges ahead, our fantastic team at Frimley Health are well placed to weather the storm!

*Pradip Patel*

**Pradip Patel**  
Chairman

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## On the cover

Suman Shrestha, featured in our Day in the life article on pages 8 and 9, talks about the work he and the team are doing to highlight sepsis awareness.

## Coming soon

Health event – Chiltern, South Bucks and Wycombe  
**Tuesday 18 October**  
Crowne Plaza  
Gerrards Cross  
Oxford Road  
Beaconsfield  
HP9 2XE

**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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Proud staff celebrate safety award

# Top honour for Frimley Health at Patient Safety Awards 2016

**F**rimley Health NHS Foundation Trust was named **Best Organisation at the 2016 Patient Safety Awards**.

The trust was announced as the winner during a ceremony in Manchester in July.

It had been shortlisted with other top organisations from across the country in the awards run by the Health Service Journal and the Nursing Times.

Judges said naming Frimley Health as Best Organisation was a "unanimous decision" and praised its "courageous approach" to improving safety.

The trust impressed the panel with improvements it has made at the once-struggling Wexham Park Hospital since taking it over in 2014.

The hospital has now been rated "good" by the Care Quality Commission (CQC) and praised for its strong patient safety culture.

The watchdog described the turnaround as "undoubtedly the most impressive example

of improvement" it had seen under the current inspection regime.

Judges were told Frimley Health puts patient experience and safety at its core. They heard that:

- In a 2015 survey 83% of staff respondents felt patient care was the trust's top priority
- Avoidable harm rates have been significantly reduced in the last eight years
- A Sign up to Safety campaign has been a success with more than 500 staff making personal pledges to improve safety
- Patient experience feedback is reviewed at both ward and board level to ensure areas for improvement are identified and acted upon
- A new process for handling complaints has been adopted, with formal complaints at Heatherwood and Wexham Park hospitals falling by 62% over the last year
- The trust promotes an open and honest culture so staff feel able to make suggestions for improvements

The award judges said they had seen "good examples of learning from others and powerful stories" and the trust was "not afraid to face challenges head on".

And they added that it was "nice to see staff safety designed with improving patient safety" and said it was "impossible to make patients feel safe unless staff feel safe, cared for and listened to".

Tracey Coulson, head of patient safety at Frimley Health, said: "We are delighted to be named Best Organisation in the Patient Safety Awards 2016.

"Patient safety is at the core of everything we do. It is a real team effort and this award reflects the continuing hard work of all our staff across the trust and our ambition to improve patient safety at every opportunity."



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# The gift of life

**A** little over a year ago Georgina Compton had just days to live.

Diagnosed with cystic fibrosis at just 18 months old, she had been battling chronic chest infections for most of her young life and had been in and out of hospital for as long as she could remember.

In 2015, aged 25, her deteriorating condition left her bedbound and unable to breathe unaided, her lungs ravaged by the thick, sticky mucus brought on by the genetic condition.

Doctors couldn't wake her following surgery for a heart complication, and she lay unconscious for four days in intensive care as her family were warned to prepare for the worst.

But today Georgina has a new lease of life.

She has climbed the domed roof of London's O2 arena, completed a skydive and zoomed along the world's fastest zip wire in north Wales. Now she dreams of a wing walk – an aerial adrenaline rush strapped to a soaring biplane.

Georgina has received a lung transplant – the gift of life from a stranger whose own life was cut short.

Now she is urging more people to sign up to the NHS Organ Donor Register, giving others in desperate need the chance of a future.

"Do it," she pleads. "I wouldn't be here without a transplant. Many people don't want to talk

about it because you're talking about death, but make it a family plan.

"If it's something you agree with or something you feel strongly about there's no point in waiting because you don't know what's around the corner

"If you need an organ most people would happily go on the transplant list and accept one.

"It is incredible how something so tragic can transform into something so amazing and give people life."

Georgina, now 26, from Cobham, had been treated in the Cystic Fibrosis Unit at Frimley Park Hospital from November 2014 after struggling to get a bed at London's Royal

Brompton Hospital, where she previously received care.

"I came here, they admitted me and I decided to never leave again!" she smiles.

"It is such an amazing unit here and I got on well with all the staff. I couldn't believe how one-to-one the care was."

But as her condition gradually worsened, a heart complication in July 2015 meant she was taken to the Harefield Hospital, London's specialist heart and lung centre, for surgery.

It took her days to wake from the operation and worried doctors sent out an emergency call for new lungs.

Three times hopes were raised only to then be dashed – donor organs ruled out by emphysema and other complications.

As days turned into weeks, Georgina's condition worsened.

"They said I was just days from death," recalls Georgina. "My infection was so bad that my body started shutting down."

When suitable lungs were found, there were concerns she was too weak to survive the operation.

But on August 19, 2015 the transplant went ahead and Georgina's life was transformed.

"I was in hospital for four weeks after my transplant, then I was home and I haven't been back since," she beams.

"My life has never been like this. I don't cough anymore. Before I was so breathless I couldn't hold a proper conversation. I couldn't walk like I do now. It's crazy, I've done so much - I've walked up the O2, I've done a skydive, I've done a zip wire in Snowdonia.

"There's so many things that I can do now.

"I've got a job as an estate agent and I love it. And I have a proper relationship with my husband again rather than him being my carer.

"I've actually got a new life.

"I have tickets for a hot air balloon ride and I really want to do a wing walk. I'm terrified of flying and I'm terrified of heights but I think it will be such a buzz and it will take my breath away for all the right reasons.

"I'm so excited at just having a future."

Georgina now works with Live Life Give Life charity which supports transplant recipients and the families of organ donors.

"Organ donation can help to bring a positive out of a tragic situation and can help families with their grief, knowing their relative has been a hero to up to nine people. It's incredible, one person saving so many lives."

You can join the NHS Organ Donor Register by going online at [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk).

## National Organ Donation Week

**G**eorgina Compton urged more people to sign up to the NHS Organ Donor Register as Frimley Health marked Organ Donation Week from 5-10 September.

Nurses set up a stand in the main entrance to Frimley Park Hospital, with displays and information for patients, visitors and staff.

Leigh Ferris, a specialist nurse in organ donation with NHS Blood and Transplant

(NHSBT), said: "We are encouraging people to sign the register but we are also asking them to make their families aware of their wishes.

"We are finding that many people want to donate, should the worst happen, but they don't always sign the organ donor register and they don't always tell their families their wishes. This unfortunately means that when their families are approached they often say no."



Georgina with specialist nurses Jackie Rolfe (left) and Leigh Ferris (right)



# Our appeals

Our charity is currently running two major appeals; one at Frimley Park Hospital in aid of our breast care unit and the other at Wexham Park Hospital for our children's critical care unit.

## Breast Care Appeal

**We are delighted to report that we have nearly reached our £750,000 appeal target for a new dedicated breast care centre at Frimley.**

And the trust has agreed to match the donations raised to enable it to be built, thereby providing a much better environment with high levels of privacy for the 6,000+ patients who need to see our breast care specialists each year.

Thanks to all your support, funds raised will provide state of the art diagnostic and surgical equipment, including 3D mammography – the gold standard in breast imaging technology. The clarity of images it offers will allow our team to diagnose cancer at an earlier stage, giving our patients an even greater chance of successful treatment and a better quality of life.

But there's still a little way to go so if you'd like to help get us over the finishing line, please visit the charity website [www.frimleyhealthcharity.org](http://www.frimleyhealthcharity.org) to make a donation or send it to us at Frimley Park.



## Children's Critical Care Unit Appeal



At Wexham Park Hospital, we have just launched a £220,000 appeal to raise funds for a new children's critical care unit. On average over 10 children with serious illnesses are admitted each week needing our critical care services and the charity aims to raise funds to provide the latest technical and monitoring equipment, such as:

- Special equipment to assist children with breathing difficulties
- Portable ventilators to stabilise very seriously ill children either while they are waiting to be transferred to an intensive care unit, or when they are taken to radiology for investigations

- Monitors that give a rich display of a child's vital signs
- A portable ultrasound scanner to quickly and painlessly perform internal assessments
- A mobile computer that can be wheeled to the patient's bedside to show x-rays, scans and blood results

This equipment will give our doctors and nurses the opportunity to provide the best possible care to sick children in a new five-bed specialised unit which will also include some parent accommodation to keep families together at a very difficult and emotional time.

Are you or your company able to help us raise the funds needed for this brand new facility at Wexham Park? If so, please don't hesitate to contact us and speak to a member of the charity team.



## A legacy of caring

**Would you be willing to leave a gift of a lifetime?**

Frimley Health Charity seeks funds to provide equipment and facilities which are over and above those normally provided by the NHS. This enables Frimley Health NHS Foundation Trust to provide better and more comfortable facilities for its patients and to bring in new, state of the art equipment.

In addition to its fundraising activities, the charity's funds are boosted by the generosity of individuals leaving a gift or legacy in their will to our charity.

We would be enormously grateful if you were to consider leaving a gift, whether large or small, in your will as this will help to improve the lives of our patients in the future.

Please read our leaflet about legacies enclosed with your magazine and if you would like to discuss how to leave a gift in your will, please contact the charity on 01276 604642 and a member of the charity team will be delighted to speak to you in complete confidence.



# Run Wexham – a big step forward

**F**amilies, friends and fitness fanatics alike took to the beautiful countryside surrounding Wexham Park in July. The Run Wexham fundraising event included a 10km race and 2.8km fun run, mostly across south Bucks farmland.

Thanks to sponsorship from local companies, all money raised will go towards Wexham Park's Children's Critical Care Appeal. Special thanks must go to Pinewood Hotel and Space Station plc in Slough for their generosity, and also to volunteer Fred Ashford.



More than 150 runners took part helping to raise over £5,000 for the appeal.

Some chose fancy dress and many runners entered as families or part of teams. One of the biggest was a contingent from Ward 24 (children's ward) pictured above.

Slough's mayor, Cllr Arvind Dhaliwal, attended to cheer runners on and hand out prizes for the winners, including best fancy dress. A huge thank you to everyone who took part, both hospital staff and the local community.



# Pedal power

**I**n August, a 16-strong team of cyclists left Frimley Park Hospital for an epic six-day, 1,000km fundraising bike ride through northern France.

Made up of members of the breast care team and colleagues from across the hospital, they were supported by 3 Battalion, The Princess of Wales's Royal Regiment, who placed a wreath at the Menin Gate memorial to those who died at Ypres in the First World War.

The cyclists visited several First and Second World War battlegrounds during their journey, including the D-Day beaches in Normandy and the famous Pegasus Bridge seized by British airborne troops during the Allied invasion in 1944.

"We are extremely grateful to everyone who took part in this year's Tour de Frimley event, and of course to everyone who sponsored them – so far over they have raised over £20,000 for the Breast Care Appeal", said Sally McLaren, bank Fundraising Manager.



# Thank you

We would like to offer a very big thank you to all our supporters and donors who have worked tirelessly to help raise funds for our three hospitals. It is impossible to name everyone here so on behalf of us all, a very big thank you for everything you do in support of our work.

If you or your company would like to find out more about how you can get involved with helping to raise funds for the Frimley Health Charity, please visit our website [www.frimleyhealthcharity.org](http://www.frimleyhealthcharity.org) or contact the team on 01276 604642.



# A day in the life... Suman Shrestha

Advanced nurse practitioner in intensive care at Frimley Park Hospital

**S**uman Shrestha is a busy man.

Not only is he pioneering a new role in critical care at Frimley Park, he is also spearheading the hospital's fight against the potentially deadly condition sepsis.

Add in his roles as a clinical educator, guest speaker, lecturer and with the Royal College of Nursing and you wonder when he finds time to catch his breath.

Suman's day job is as an advanced nurse practitioner in intensive care – the Frimley Park department in which he has spent almost his entire 15-year nursing career.

It's a relatively new role in healthcare, first piloted in 2007, which bridges the gap between nurses and junior doctors.

He has been trained and is qualified to perform certain clinical procedures that would normally fall to doctors, such as physical assessment, managing airways and inserting central and arterial lines.

"These are high-skilled roles traditionally undertaken by doctors but with appropriate education and training they can be performed by senior nurses," says Suman.

He is also the first non-medical prescriber in critical care at Frimley Park – and indeed the region - prescribing drugs to patients with the same authority as a doctor within his speciality.

A typical day in intensive care sees Suman working as part of the medical team in a capacity equivalent to a junior doctor.



Afternoons can also be an opportunity for Suman to provide teaching sessions, not just to intensive care unit staff but to junior doctors and nurses throughout the trust.

One day a week is set aside for administrative duties, attending intensive care senior team meetings and compiling data which he sends to the Intensive Care National Audit and Research Centre (ICNARC).

"All intensive care units in England and Wales feed our clinical and quality based data to ICNARC, an independent organisation which then produces a quality report specific to your unit and comparative to other similar units," says Suman.

Other tasks include writing protocols and policies for intensive care related issues such

as tracheostomy and managing patients post-cardiac arrest.

"External to the trust, I'm a visiting lecturer for the University of Brighton, where I teach critical care students. I'm a steering committee member for the Royal College of Nursing Critical Care Forum and I represent the college on various projects at NHS England, Health Education England, the National Institute of Health and Care Excellence (NICE) and the National Confidential Inquiry into Patient Outcome and Death (NCIPOD).

"I am a member of the NHS England Cross-System Sepsis Board and have been involved in producing NHS action plans on sepsis. I have also been a member of a NICE advisory

*"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."*

committee which published guidelines on technologies related to the diagnosis of sepsis. "It can get quite busy!"

Indeed it is sepsis – teaching hospital staff how to recognise it in patients and how to fight it – that has been occupying much of Suman's time recently.

He developed his deep interest in sepsis more than a decade ago following the death of a young patient.

Part of his MSc project in 2009 looked at the management of sepsis and he followed this with a sepsis audit within the trust.

He was a founding member of the hospital's sepsis steering group in 2011/12, which was launched as a result of his findings.

"We weren't doing so well in finding patients with sepsis and managing them", he says. "We were not on our own – it wasn't and isn't just a Frimley Park issue, it's a global one."

The team, including consultants and senior nurses from across a range of medical specialities, discuss the issues surrounding sepsis and launched the trust's first sepsis pathway in 2014.

It is working, and Frimley Park's intensive care sepsis mortality rate is below the national average.

"After implementing training and education we saw significant improvements on the wards too," says Suman.

"But it's a continuous process. The evidence changes and different antibiotic policies come into force. You need to be constantly on top of it."

Now NICE's sepsis guidelines have been published, so Suman has been busy spreading the message to hospital staff – including the hundreds who attended a World Sepsis Day event in Frimley Park's postgraduate centre in September.

So what does the future hold for advanced nursing practitioners?

"We have a key role to play in the future of the NHS," says Suman.

"I wouldn't say we will replace doctors but we will enhance the care given to our patients, not just in critical care but in other specialities as well.

"I'd like to see more ANPs in intensive care so we can treasure our experienced nurses and keep them in a clinical setting rather than see them move into management, education or the commercial world as their careers progress.

"I'd like to see them stay in a clinical setting, doing what I do and love – contributing directly to the care of our critically ill patients."

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

"I love the fact that it's a completely new role that people haven't done before. I'm leading the way and I'm lucky to work with a team who support this."

**What do you like least about your job?**

"Sometimes policies can present a challenge to my role because this is not the norm, it is not what nurses usually do – but I do understand."

*"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."*





# On manoeuvres with our NHS army



**I**t's not every day that Frimley Health staff have to winch a Land Rover up a hill, negotiate a minefield or crawl face down through the mud.

But those were just some of the challenges facing 50 colleagues taking part in a military leadership and team building exercise.

Held over two days at Pirbright Military Training Camp, clinical and non-clinical staff including doctors, nurses and managers from across the trust took part in the leadership training with a difference.



They had to use guile, guts and teamwork to succeed in a number of tasks, such as recovering a stricken Land Rover, guiding

blindfolded colleagues through a 'minefield' and letting loose on the infamous army obstacle course that included cargo nets, tunnels, rope swings and balance beams.

The event, called Exercise Surrey Serpent, was hosted by South East of England's Army Reserve Medic Unit 256 Field Hospital. Officers and soldiers from the unit, which has bases in London, Brighton and Kingston, oversaw the teams with guidance, advice and encouragement.

Among them was Alex Saunders who, as well as being simulation practitioner for Frimley Health, is a nursing officer with the rank of Major in 256 Field Hospital reserve unit.

He said the exercise was a great way of engaging trust staff and of showcasing the kind of additional skills that army reservists acquire.

He added: "It was great to see so many smiling faces among the teams and it was interesting to see personalities and individuals shine among their colleagues doing things they wouldn't normally do. Or as I saw today, watching a healthcare assistant guiding qualified nurses through command tasks."

All teams taking part threw themselves into their tasks and the 256 Field Hospital Plaque was awarded on each day to the teams showing the most enthusiasm, commitment and teamwork.



# Unblocking the problem of deadly blood clots

**J**ust over a decade ago, a debilitating form of blood clot was found to be causing the deaths of 25,000 hospital patients every year and injuring many more.

Yet many of the deaths from venous thromboembolism, or VTE, were preventable if patients had been properly assessed.

VTE became a clinical priority for the NHS and after several years of progress, clinicians at Frimley Health have transformed the way that risks from the condition are managed.

VTE happens when a blood clot forms in a vein. It may dislodge and travel in the blood to the lungs. This is called pulmonary embolism and is potentially fatal. It affects one in every 1,000 people in the UK and is a significant cause of death, long term disability and chronic ill health.

Often patients with VTE show no symptoms. Sometimes VTE causes pain and swelling in the leg. It can lead to long term damage

of the deep vein in the leg, causing ulceration, pain, swelling and skin damage.

Following the 2005 findings of the parliamentary working group that estimated 25,000 preventable deaths from hospital acquired VTE, all hospitals were asked to set up VTE committees to reduce risks. Guidance and recommendations were issued and commissioners were given powers to penalise hospitals that failed to meet the new standards.

The VTE committees at the trust's hospitals included representatives from specialty groups such as consultants, doctors, specialist nurses, members of the patient safety and risk department, pharmacists and others. Local pathways were developed and risk assessment charts distributed to all clinical areas. Risks are measured according to the type of procedures each patient is facing combined with factors such as age, obesity and existing disease and conditions.

The first audit findings were poor. At Frimley Park for example less than half of all patients were risk assessed. But after a programme of continuing education much better results were achieved quickly. Within months the required 95% standard was reached and has been maintained ever since.

Now the trust aims to bring together the Frimley Park and Wexham and Heatherwood committees to develop a common VTE pathway and to maintain standards when electronic patient records and prescribing are introduced.

The trust is hoping this will be another step towards recognition as a VTE exemplar centre. To reach this status it needs to show it is both delivering and taking an active role in spreading best practice through study days, educational events, contributing to publications and research.

# She's a jolly good Fellow

**W**exham Park midwife Gergana Nikolova has been honoured by the Royal College of Midwives (RCM) for her outstanding contribution to midwifery and maternity services.

Gergana was awarded an RCM Fellowship in recognition of her work with vulnerable women and improving the care they receive.

The fellowship recognises those who provide exceptional leadership and deliver innovation or excellence in midwifery practice, education or research.

Gergana has been at the heart of the development of the vulnerable mothers team

at Frimley Health, working in collaboration with various other services.

She also takes a leadership role in improving the care and experience of black, Asian and ethnic minority mothers.

Trust director of nursing Nicola Ranger said: "We are really proud to have Gergana on the Frimley Health team and we're all delighted that everything she has achieved professionally is being recognised in this special way.

"She is totally committed to her work and to meeting the needs of the local community we serve."



Gergana Nikolova



# Care assistant praised for crash scene help



Care assistant Anna Maciag (left) with Heatherwood outpatients manager Yvonne Day, who described her actions as 'courageous'

**A**n off-duty care assistant from Heatherwood Hospital has been praised by police and paramedics after helping an injured cyclist involved in an accident.

Anna Maciag was driving to work when she saw the aftermath of a collision between the Polish rider and a car.

Anna, who is also from Poland, stopped to give the man first aid until ambulance crews arrived.

She also acted as an interpreter for police and paramedics.

Jessica Turner, clinical mentor at Wexham Ambulance Station, wrote to Heatherwood outpatients senior sister Yvonne Day praising Anna's actions.

She wrote: "The patient initially had a reduced conscious level and Anna was able to act calmly and give first aid. Anna then remained on the scene to assist the ambulance crew as the patient did not speak English and Anna was able to translate.

"This translation and reassurance to the patient meant that as an ambulance service we were able to provide the best possible care and take the patient safely immobilised to A&E."

Inspector Daren Courtenay, from Thames Valley Police, wrote to Anna, adding: "I am deeply grateful on the man's behalf as well as enormously thankful that there are still many people like you who are prepared to stop and render help when needed."

Yvonne said she was proud of Anna's reaction to the road accident.

"She is not a trained nurse and it would have been easy to carry on driving and ignore the incident, so I think she was very courageous in stopping and offering her help and support to the victim," she said.

"She has no emergency experience and relied on her own caring instincts and the training she has received from the trust.

*"We never know how we would react in a given situation but Anna's actions were absolutely commendable."*



NHS and MoD staff working together at Frimley Park in 2005, a partnership that has been running for 20 years.

## Trust hails 20 years of military links

**W**hen military medics moved in to Frimley Park Hospital in 1996 John Major was Prime Minister and the Spice Girls were the latest pop sensation.

Hospital staff and military colleagues are now looking back on 20 years of working in partnership and caring for the local community.

The Ministry of Defence Hospital Unit (MDHU) was established at Frimley Park in February 1996. It followed a restructuring of military medical services away from stand-alone military hospitals, such as the Cambridge Military Hospital in Aldershot, to integrated units hosted by NHS acute trusts.

In fact a small cohort of Army doctors – including Col Nigel Hoad, who still works as a respiratory consultant at Frimley Park Hospital – had been working across both sites a few months before this until the military hospital closed in 1996.

Initially personnel from the MDHU operated from their own wards within the hospital. But within a few years military medical personnel were working alongside NHS colleagues.

Last year the MDHU changed its title to Defence Medical Group (DMG) South East.

The placement of military medical professionals within host NHS hospitals

provides them with the training and experience required to maintain their professional standards. The host units such as Frimley Park benefit from military experience and a professional workforce.

Sir Andrew Morris, chief executive of Frimley Health NHS Foundation Trust, said: "We share many common values and we learn from each other about best practice in delivering excellent care to our patients.

"This community has a long and proud association with the military. We feel privileged to host the DMG and long may our partnership continue."





Alan Robins was the first patient in the expanded cardiology centre in 2012

## Decade of care at the Cardiac Cath Lab

**T**his summer saw the 10th anniversary of the opening of Frimley Park Hospital's cardiac catheterisation laboratory – where patients are diagnosed and receive interventions to treat heart conditions.

Since it opened in August 2006 the 'cath lab' has seen tens of thousands of patients. Many have had their lives saved from emergency procedures following a heart attack.

At first the lab was operating three days a week by cardiologists Dr Malcolm Boyd and Dr Peter Clarkson for diagnostic procedures. Before long it was extended to five days and more cardiology consultants, technicians and other specialists were employed as part of a vision to develop procedures, expand the department and add a second cath lab.

Now the labs form part of an extensive heart attack service at Frimley that treats emergency cases from across Surrey, north Hampshire and east Berkshire.

Among the procedures carried out in the cath lab today are:

- **Angiogram:** a diagnostic test to take an x-ray image of the blood vessels around the heart by injecting dye via a catheter in a vein.

- **Angioplasty:** repair of a blood vessel feeding the heart muscle, usually by inserting a catheter and inflating a tiny balloon to brace open the damaged vessel with a metal alloy stent.
- **Primary angioplasty:** when angioplasty is carried out to unblock a heart-attack causing blood vessel as an emergency procedure.
- **Pacemaker:** a small electrical device placed in the chest or abdomen to control heart rhythms.
- **Cardiac electrophysiology:** diagnosing and treating electrical activity in the heart.
- **Rotablation:** using a special catheter inserted along the artery with a tiny drill at its tip, powered by compressed air. This drill is used to chip away at the plaque to gradually widen the narrowing.
- **Intravascular ultrasound:** a tiny ultrasound probe inserted into the artery to accurately measure its internal structure.

The unit's team are treating more complex cases and are committed to developing services further.

### Timeline

**2006:** Lab opens with 248 angiograms in the first year.

**2007:** Pacemaker implants start at the lab – 33 in the first year. Angioplasty commences – 34 performed in 2007 along with 1,031 angiograms.

**2008:** First primary angioplasties performed. Ten completed in the first year.

**2010:** Seven day per week round the clock primary angioplasty service begins following the opening of a second cath lab (initially a temporary lab).

**2012:** Second new permanent lab opens along with extended heart wing. Total of 96 electrophysiology cases performed in the first year of service introduction.

**August 2016:** Frimley Park cath lab reaches 10th anniversary. During the decade it has carried out 21,126 angiograms, 7,439 angioplasties, 8,622 pacing cases, 1,755 primary angioplasties and 483 electrophysiology cases.

\*At the time of publishing the trust's other cardiology department at Wexham Park Hospital was also due to start operating as a heart attack centre with a 24-hour, seven day per week, primary angioplasty service on site. Read more in your next edition of inTouch.

# Bronze for trust after testing time

**A** prestigious Bronze Award in the Investors in People standard has been hailed as another milestone in unifying the workforce across Frimley Health.

Three years ago Frimley Park Hospital was proud to achieve Bronze status in Investors in People (IiP) after showing it was among the best organisations for leading, supporting and improving its staff.

Since then, Frimley Park Hospital joined with Wexham Park and Heatherwood to become Frimley Health. After a rigorous assessment from the IiP team, the enlarged Frimley Health NHS Foundation Trust has now been awarded Bronze status.

Only a small fraction of organisations that achieve IiP status are rated at Bronze level.

Investors in People is the UK's leading accreditation for business improvement through people management, and provides a wealth of resources for businesses to innovate, improve and grow, with a focus on good people making great business.

Accreditation was given after a testing round of assessments, surveys and staff interviews. Among the strengths recognised by the IiP

team were the trust's leadership and its values – committed to excellence, working together and facing the future – which it said were well recognised by staff and embedded in processes and practices.

On some themes of the final report the trust was judged to be at 'Gold' and 'Platinum' standards and it is hoping to improve upon Bronze when it is reassessed in 2019.



## Hello Minister

**N**ew health minister Philip Dunne was welcomed to Frimley Park for his first official visit to a UK hospital since being appointed in July.

Mr Dunne was escorted by chief executive Sir Andrew Morris and senior staff for the fact-finding hospital tour on 29 July as he visited the emergency department and critical care and maternity units.

Mr Dunne later sent a letter of thanks to Sir Andrew, writing: "What was clear is that your staff are driven, passionate and proud, not only of their work by of the trust itself too."



Philip Dunne with Sir Andrew



WHEN	<b>18 October</b> 7.30pm - 9pm Refreshments from 7pm	<b>29 November</b> 7.30pm - 9pm Refreshments from 7pm	<b>17 January 2017</b> 7.30pm - 9pm Refreshments from 7pm	<b>7 March 2017</b> 7.30pm - 9pm Refreshments from 7pm	<b>4 April 2017</b> 7.30pm - 9pm Refreshments from 7pm
WHAT	<b>Health Event</b> Constituency – Chiltern, South Bucks and Wycombe	<b>Health Event</b> Constituency – Windsor and Maidenhead	<b>Health Event</b> Constituency - Rushmoor	<b>Health Event</b> Constituency – Bracknell Forest and Wokingham	<b>Health Event</b> Constituency – Hart and East Hampshire
WHO	<b>Mr Rakesh Kucheria</b> Consultant Orthopaedic Surgeon <i>'Hip and knee replacement – when, where and by whom?'</i>	<b>Mr Jonathan Hull</b> Consultant Orthopaedic Surgeon <i>'Shooting from the hip'</i>	<b>Dr Ottilia Speirs</b> Consultant Stroke Physician <i>'FASTER management of stroke'</i>	<b>Mr Simon Bott</b> Consultant Urologist <i>'Hands up for a prostate check – what's new in the prostate'</i>	<b>Mr Mark Gudgeon</b> Consultant Colorectal Surgeon <i>'Through the keyhole – a glimpse at the life and challenges of a colorectal surgeon'</i>
WHERE	<b>Crowne Plaza</b> Gerrards Cross Oxford Road Beaconsfield HP9 2XE	<b>Macdonald Berystede Hotel</b> Bagshot Road Sunninghill Ascot SL5 9JH	<b>Village Hotel</b> Pinehurst Road Farnborough GU14 7BF	<b>The Coppid Beech Hotel</b> John Nike Way Bracknell RG12 8TF	<b>Easthampstead Park Conference Centre</b> Off Peacock Lane Wokingham RG40 3DF

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](mailto:sarah.waldron@fhft.nhs.uk)**

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

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**01276 526706**