

intouch

Members Magazine January 2017

Building better care

Grand designs a step closer

A day in the life of Natalie Hughes

New chapter for paediatrics at Wexham Park

Governor elections

Introducing new faces

Spotlight on portering

The 'backbone' of Frimley Park

Laser first for Frimley

Cataract ops improved thanks to new laser

Cardiology 24/7

Round the clock emergency service at Wexham



Welcome



Let me start by wishing you all a happy, healthy, peaceful and prosperous new year. I hope you had a great festive holiday with your loved ones.

The new year is traditionally a time for resolutions – promising to do things differently. We at Frimley Health have been spending a lot of time with our local health and care partners recently on planning how we can do things differently.

You may have heard in the news about sustainability and transformation plans (STPs). It's a bit of a mouthful, but in essence it is about all of us working together to completely change the way we deliver health and care services locally so that we can meet the needs of people in our community within the resources we have. Demand for care is rising rapidly, partly driven by an ageing population, and at the same time the funding to deliver it is severely constrained. So each of the 44 STPs across England is trying to solve this difficult challenge of how we provide great care to our community at an affordable level.

Across our particular part of Hampshire, Surrey, Berkshire and Buckinghamshire we already know that some people come to A&E departments because they may not be able to get the help they need in the community. In addition, people who are medically fit and are ready to go home end up being stuck in hospital because of difficulty in arranging the right social care package for them.

The problems result from the way health and care services have been structured with too much emphasis on treating people in hospital when they get sick instead of a real focus on prevention and helping people with long term conditions stay stable in their home.

We have been working with our local partners to develop a plan that truly will enable these changes. The plan includes how we can support you to look after your own health and wellbeing; lay foundations for a new model of general practice that gives you easier access to a GP when you need one and creating multi-disciplinary 'hubs' that focus on people in our community with the greatest health and care needs. These will be supported by a workforce model that has the right knowledge, skills and experiences, and a shared care record that allows the care team to look after you better.

We believe this shift of focus will be better for all of us and help us support you with the care you need, in the right place at the right time, within the resources we have.

You will be hearing a lot more about the STP and the changes that stem from it over the coming year and beyond. Your participation will be vital as we shape the plans further because the new system will need all of us to play our part to make it happen.

We are very lucky to have the NHS and social care system in this country. However, both systems are under severe pressure and things are likely to get worse. We have to change. I have always believed that "together we are stronger" so if we all play our part in making the STP happen, we will end up with a care system that we can all be proud of.

Pradip Patel

Pradip Patel
Chairman

Appearing in this issue...



Double awards delight for staff engagement initiatives

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An exciting time for our big build projects

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Children's ward deputy senior sister talks about her rewarding role

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Thank you – Breast Care Appeal target smashed

Pages 10 and 11



MP opens new look chemotherapy unit

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Special event for NHS staff of the future

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On the cover

Natalie Hughes, featured in our Day in the life article on pages 8 and 9, talks about her role as deputy senior sister on Ward 24 and a new chapter for paediatrics at Wexham Park.

Coming soon

Health Event – Rushmoor
Tuesday 17 January
Village Hotel
Pinehurst Road
Farnborough
GU14 7BF

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 GI/2587
Portsmouth Road
Frimley, Surrey
GU16 5BR



Double awards delight

Frimley Health NHS Foundation Trust celebrated after winning two top honours for an initiative to better engage staff and thereby improve patient care and safety.

The trust was crowned the overall winner at the Chartered Institute of Personnel and Development (CIPD) People Management Awards in September last year.

It also won the Best Employee Engagement Initiative for its campaign to bring about a change in organisational culture at Wexham Park and improve performance.

Frimley Health put in place a programme of strategies spanning a range of areas, from culture and leadership to reward and customer service.

These led to improved perceptions in staff surveys, better staff turnover and sickness levels, improved performance and increased

patient satisfaction, a higher rating from the Care Quality Commission (CQC) and recognition from Investors in People.

The CIPD People Management Awards recognise outstanding achievements in HR and learning and organisational development.

Judges agreed that Frimley Health's project was a shining example of ambitious and comprehensive transformation. Its success was reflected in the CQC's rating of Wexham Park changing from "inadequate" to "good" last year.

Janet King, Frimley Health's director of HR and corporate services, said: "We are delighted to win these two prestigious awards from the CIPD.

"They are a tribute to the hard work of our staff across Frimley Health who have helped

us to share our vision and values across all our hospitals, creating strong, capable leadership and an engaged workforce.

"This has helped us to create a positive staff culture at Wexham Park which in turn improves the hospital experience for our patients and visitors.

"It is a privilege to work with our clinicians, leaders and staff and together deliver these stunning results."

The 2016 CIPD People Management Awards were hosted by actor and comedian Stephen Mangan at the Grosvenor House Hotel in Park Lane, London, and featured 19 categories.



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2017 – an exciting time for our big build projects

Early 2017 is an exciting time for our big capital projects with the Wexham Park women's services upgrade half completed, building due to start on our new emergency department and planners considering our scheme to rebuild Heatherwood Hospital.

The projects, totalling more than £130m of investment, are a key part of the trust's vision of providing outstanding healthcare to our patients in Berkshire, Hampshire, Surrey and south Buckinghamshire by 2020.



Designer's impression of the future Heatherwood hospital

Heatherwood Hospital

The Ascot hospital's buildings are well past their sell-by date and the large site is now greatly underused. We have ambitious plans to build a new hospital on the site that will retain all the services currently delivered, and more.

The new £80m hospital will focus on elective surgery, clinics and diagnostic services such as endoscopy and CT scanning. It will include six operating theatres, 48 inpatient beds and 22 day surgery spaces. In addition, one of the better remaining buildings will be refurbished into offices for a number of trust support services such as IT, human resourcing and finance and will also incorporate a GP centre.

The cost would be part funded by the sale of a large part of the site – where the current hospital sits – for a mixture of housing. Plans for the whole site have now been submitted to the local planning authority and we are expecting a decision to be made by planners early in 2017.

People from across the community helped shape the plans following public engagement events at Ascot racecourse in April and August. After the later event, where our

detailed plans were shared for the first time, the trust received more than 200 completed questionnaires detailing local opinions, concerns and questions.

As a result a number of changes were made to the plans, which were submitted in October. They included:

- Changing the level of the hospital building to lower the roofline following concerns about the views from some onsite residences
- Removing a number of 'woodland villas' from the housing plans to reduce the impact on woodland
- Moving the residential boundary back slightly to be more in keeping with the rest of the Ascot High Street area
- Reviewing parking provision in response to concerns that our original plans did not include enough

It also gave us the opportunity to answer commonly raised questions. For example we were asked why we are planning to put the new hospital in part of current woodland. This allows us to keep the existing hospital fully operational during the two years it will take to build the new one and makes best use of the woodland as a healing environment.

Janet King, the trust director with responsibility for capital projects, said: "We are really excited about our plans for Heatherwood and we are extremely grateful to the local community for all the feedback they have given over the past few months that has helped us get to where we are now.

"The new hospital will be an asset to the community for decades to come so we have to make sure it is right for everybody.

"The response from local people has been overwhelming. The large majority told us they are in favour of building an entirely new hospital and understood that this is only affordable by selling off part of the site for housing. But on a project of this complexity it is not surprising that a number of legitimate concerns were raised.

"We think we have captured the concerns and addressed them either by adjusting our plans or explaining our reasoning a little better."

What is planned

- 48 inpatient beds
- Six operating theatres
- Radiology service and CT scanning
- Procedure rooms for pain clinic and lithotripsy (gall stone removal)
- Maxillofacial and orthodontic service
- Private outpatient and inpatient service
- Outpatient services including antenatal, cardiology, orthopaedics, child services, blood sampling, physiotherapy, occupational health and pre-assessment.

Timetable

- **January 2017:** Application due to be considered by local planners
- **February 2017:** Enabling works for the new hospital begin
- **Late summer 2017:** Some Frimley Health staff due to move into converted office space (in the 'Block 40' former mental health building)
- **Autumn 2017:** Construction of new hospital starts
- **July 2019:** New hospital finished. Work begins to commission and equip the new building.
- **December 2019:** New Heatherwood Hospital open to patients

Emergency department, Wexham Park Hospital

Preparation work for our £49m investment in a new emergency department (ED) building has already begun.

Ground works, such as upgrades to gas, water and electricity mains, started in December and will carry on until April 2017 when building of the main structure starts.

The four-storey design incorporates a modern, state-of-the-art ED on the ground floor with separate rooms in A&E for better privacy

and safety, 24 and 72-hour assessment and treatment areas on the next two levels and staff areas and plant rooms on the top floor.

If all goes to plan it will be completed in 2019. The department will transfer to the new building and over the next five years the location of the current ED will be used to house departments and services that have been operating from premises that are no longer fit for purpose.

We held a number of public consultations last year to inform and involve staff, the public and others. Most agreed that the new facility would greatly improve patient experience.

As well as providing superb resuscitation and emergency facilities, the building has been designed to bring together day and short stay assessment areas. This should speed up diagnosis and enhance decision making about patients' care.



Designer's impression of the future Wexham Park ED

Women's services at Wexham Park

Work has started to transform women's and maternity services at Wexham Park Hospital.

Over the course of a year the labour ward is being rebuilt in phases to include en suite toilets and bathrooms in all rooms, and the birthing centre for midwife-led care is being extended with more birth pools added.

Further improvements include separate waiting areas for antenatal care and gynaecology patients.

Full services are continuing throughout and the same number of midwives will be working. Birth pools remain for women who would like them and clear signage is directing visitors as services are temporarily relocated.



In October, Frimley Health bosses joined representatives from developer Kier Group to complete a symbolic 'ground breaking' ceremony by turning the first spadefuls of earth to mark the start of work on the £10m project.

Chief executive Sir Andrew Morris said the new facilities would bring a higher standard of care to more families in the Slough area and beyond.

He said he was very excited to finally be starting work on the first of the major capital projects envisaged as part of the transformation of services at Wexham Park and Heatherwood when Frimley Health took over two years ago.

Meet our new Frimley Health governors

Seven governors were elected to the trust's Council of Governors following elections in October.

Governors represent you on the body which holds the trust board to account. If you have any issues you wish to raise with them, please get in touch via the membership office (details on page 2)

Four of the seven were re-elected. Tamoor Ali and Graham Leaver continue to represent members in the Slough constituency. Tamoor was appointed to fill the vacancy left by Julia Long on the basis he had the next highest number first preference votes in the election.

Jan Burnett was re-elected in the Bracknell Forest and Wokingham constituency and

Rod Broad continues to represent members in Windsor and Maidenhead.

And we are delighted to welcome three new faces to the team. All details published here were taken from information candidates supplied for their election statements.



Public constituency –
Bracknell Forest and Wokingham

John Lindsay

John cares passionately about local people receiving the best possible healthcare and treatment.

He has previously served as your governor and, having lived locally for 35 years, is looking forward to seeing the healthcare benefits arising from the rebuilt Heatherwood Hospital after years of decline, and planned major improvements at Frimley Park.

During his career he has reviewed governance arrangements in major organisations across the UK, USA and Europe, including acute hospitals, mental health trusts, ambulance services and commissioning groups.

John is a governor of his local church school and volunteers with Berkshire Lowland Search and Rescue who work with the police to find missing vulnerable adults and children.



Public constituency –
Slough

Rob Miles

Rob is passionate about patient safety and the prevention of human error. He chairs the UK Energy Institute's human factors working group and is a member of the Clinical Human Factors Group working with Health Education England and the NHS Litigation Authority on breaking down the silos in healthcare, improving patient pathways and reducing unplanned events.

He is committed to a strong NHS and wants to play his part in helping Wexham Park and Frimley Health get ahead on patient safety and free resources for front line treatment.

As a parent to a six year old, he has a strong personal commitment to the success of Wexham Park.



Public constituency –
Windsor and Maidenhead

Robin Maiden

Robin wants to use his expertise from over 20 years' experience in healthcare to help Frimley Health and patients. He cares about improving patients' experiences and outcomes and will commit the time and effort to achieve it.

His career has taken him around the world where he has learned a great deal about different health services and has worked within some of the world's greatest pharmaceutical companies.

Robin has spent many years looking for solutions to patient treatment problems and working with the NHS to implement services for improved outcomes. His work focuses on guiding senior leaders to optimise their business, provide objective guidance, fresh perspectives, critique strategy and focus on excellent results.



Porter Paul Cook safely moves a patient along Blue Street

Spotlight on portering services at Frimley Park Hospital

They have been described as the lifeblood of Frimley Park Hospital.

By moving patients, transporting meals, collecting laundry and disposing of waste, porters deliver the key background services that allow our clinical staff to deliver first class care.

Overseeing a roster of 84 full and part-time porters at Frimley, and a further 10 at Heatherwood Hospital in Ascot, is assistant hotel services manager Mark Lepine-Williams.

"Porters are vital to any hospital," he says. "They are its backbone and its blood. They work hard behind the scenes and they keep the hospital running."

"Their tasks may not always be the most glamorous, but they are always important to the function of the hospital."

Operating from the porters' lodge at the back of Frimley Park, team co-ordinators respond to requests from the wards, prioritising tasks and assigning staff accordingly.

"The porters' main responsibility is transporting and moving patients around the hospital," says Mark.

"They could be collecting patients arriving at the main reception or moving them from a ward to x-ray, for instance."

"It's a technical role, moving patients around the hospital's busy corridors. You need to know exactly what you are doing when manoeuvring beds and you always have to be aware of what is around you."

Some porters are permanently assigned to support certain departments where demand for their service is high, such as the emergency department, endoscopy and occupational therapy.

Other departments, such as theatres, outpatients and the private Parkside suite employ their own porters operating separately from the lodge team.

Frimley's portering service runs 24 hours a day, seven days a week, delivering 2,400 meals each day to the wards and shredding 1,000 bags of confidential waste every month.

They provide the muscle to move furniture and reconfigure offices. They assist the site security team and supervise the staff car park. And a number of them have additionally trained as 'helicrew' for the hospital's elevated helipad, undertaking specialist fire training and being present at every air ambulance landing and take-off.

"Portering is a very rewarding job," says Mark. "They enjoy speaking to patients and there is great camaraderie within the team."

"It can be very physical work but they like the lifestyle and they like what the trust stands for. They all work by the trust's core values: committed to excellence, working together and facing the future."

Team co-ordinator Barry Watts

Barry has been a porter at Frimley Park for nine years.

He says: "On a typical day I arrive at 7am to go through the rotas, check staffing levels and to make sure I can run the shift happily."

"When a job request comes down from the wards it's down to me and other co-ordinators to assign the teams and send them out in a timely manner to get the job done."

"Throughout the day I will be checking that the hospital's corridors are clean and tidy, everything is running smoothly and the team is working well."

"The portering team has moulded into a great group over the years and I really enjoy coming to work alongside people who are friends as well as colleagues."

A day in the life... Natalie Hughes

Deputy senior sister for Ward 24 at Wexham Park Hospital

Wexham Park Hospital's paediatric ward has begun an exciting new chapter following the opening of a new high dependency unit (HDU) for the most seriously ill children.

The bigger, brighter space within Ward 24 offers a more comfortable care environment and improved facilities – including overnight accommodation for parents.

Deputy senior sister Natalie Hughes has been at the heart of the project and was part of a wider team helping to drive the £1m scheme forward.

She says it is an exciting time for the busy department she helps to lead – and she wouldn't want to work anywhere else.

"In nursing, everyone is drawn to a particular field, an area of work that they are passionate about," she says.

"For me, it's children. I couldn't imagine working in another area of the hospital."

A mother of two, nursing runs in Natalie's family – her own mum was a nurse, her aunt is a midwife and her sister was an auxiliary nurse.

She began her training at Thames Valley University (now University of West London) in 2000, qualifying in 2003. She started working as a junior staff on Ward 24 that same year and has been there ever since, rising to deputy senior sister in 2014.

Some of her shifts will be clinical, caring for patients in the five-bed HDU and helping to develop junior colleagues. Others will be administrative, providing leadership assistance



to the senior sister for all 23 inpatient beds, six day surgery beds, medical day unit and assessment beds on the ward.

"On a clinical shift I start at 7.15am, getting the handover with the rest of the team so we know what has been happening on the ward overnight.

"We then get a bedside handover, working out what needs doing throughout the day, what treatments are due and anything else that our patients need.

"Ward rounds then start at 9am when we examine whether we need to make any changes in our patients' care.

"Throughout the day we administer medications as needed. And there's a lot needed in HDU

because we are looking after the sickest children on the ward.

"They could be asthmatics on advanced treatment, patients on non-invasive ventilation or children we are stabilising ahead of a move to intensive care.

"The day is always varied when you are working clinically. You never know what is going to come through the door.

"It can get very busy, and in winter the ward will be full because of the increase in respiratory conditions."

On management days she has a varied day too. "I help to write protocols and policies and we also complete a lot of audits," she says.

Natalie also sits on the board of the critical care operational delivery network team for Wessex and the Thames Valley regions.

The team comprises a doctor and nurse from both regions. It meets to standardise care and share ideas and protocols.

But her primary role is helping to care for some of the most seriously ill children at Wexham Park, some of whom can be in and out of hospital for years.

"In paediatrics we develop really good relationships with the families," said Natalie.

"On the day we opened the new HDU a lot of our families came back to support us.

"Their children may not be with them anymore but they still came back to support us because of the relationships that we have built up over the years. Some of them can be with us for 18 years.

"The day is always varied when you are working clinically. You never know what is going to come through the door."

What do you like most about your job?

"I like spending time with patients, building relationships with long-term patients and seeing them get better."

What do you like least about your job?

"Not seeing them getting better. That's the difficult part. Unfortunately not everyone makes it."

"One of the children who is sadly no longer with us basically lived with us for five years. His mum spent more time with us than she did at home. We were like her family."

Ward 24's new HDU officially opened in October last year, replacing a two-bed unit that had become too small for the increasing demands it faced.

Now the hospital's charity is running a Critical Care Appeal, aiming to raise £210,000 to buy more state-of-the-art kit.

This includes:

- The latest equipment to assist children with breathing difficulties
- Portable ventilators to stabilise very seriously ill children while waiting to be transferred to intensive care or radiology
- Portable ultrasound scanners
- Monitors that display a child's vital signs
- A mobile computer that can show x-rays, scans and blood results at the patient's bedside

"We spent two years planning this," says Natalie. "It's been a long-wanted unit.

"We needed a much bigger space in order to look after these children.

"The new HDU is a lot nicer for the families because it's a lot brighter, and it gives us a separate single room.

"We already have the basics we need to care for the children.

"But we want to invest in new technology to make the care we are giving even better."

You can support Frimley Health Charity's Children's Critical Care Appeal by going online at frimleyhealthcharity.org or emailing fundraising@fhft.nhs.uk.



"In nursing, everyone is drawn to a particular field, an area of work that they are passionate about."

Frimley Park's life-saving Breast Care Appeal smashes target



Supporters and organisers celebrate reaching their goal

Our appeal to raise £1.5m to create a better breast care service for local patients has smashed its target.

The news was announced at a special thank you event almost exactly three years after the Frimley Park Hospital Breast Care Appeal was launched.

More than 100 people who had supported the appeal since it started in October 2013 gathered at the hospital to celebrate the successful completion of the appeal and hear more about where the money will be spent.

The appeal's target was to gain £750,000 from fundraising by October 2016 with the hospital trust pledging to match fund all money raised. The total will pay for the latest 3D scanning equipment that detects cancers earlier to improve chances of successful treatment and will provide a new dedicated breast care unit.

Welcoming guests, Frimley Health NHS Foundation Trust chairman Pradip Patel said: "Thanks to you we can do something magical for our patients now." HR director Janet King, who leads fundraising at the trust, said everyone who gave their time and money to the cause was extraordinary. But she picked out some for special mention.

Among them were:

- Annual Run Frimley organiser Bob Fisher, who started the event 11 years ago. Run Frimley has contributed £218,000 to the appeal in the last three years
- Staff member Chris Barrett, organiser of the Tour de Frimley cycling events across northern France which have raised £70,000.
- Lakeside proprietors Bob and Barbara Potter, who have generously provided funds and facilities for the hospital charity over many



years. A recent all-star darts event hosted by Lakeside raised £20,750.

- Local company SC Johnson Wax, which donated an ultrasound scanner for the new unit.
- The Katcando charity, which raises money for cancer related care locally, for its donation of a cordless probe.
- Kim Knight and Sally Herman, organisers of the Paint Fleet Pink event which brought in £30,000.

Janet also praised the dedication and enthusiasm of the breast care team and other staff for their tireless support, including consultants and specialist nurses running races, cycling hundreds of miles and giving up countless hours of their own time raising money and awareness for the appeal.

Guests also heard from consultant Dr Fiona Hearn, who explained that the 3D imaging machine, which is up to 40% more effective at detecting cancers, will be delivered to the hospital soon. The dedicated breast care unit will be included in a new building that the hospital is planning to start developing later this year.

And a new video was shown featuring mega fundraiser Steve Radcliffe, who took on 12 physical challenges in a year after his wife was treated for cancer, and celebrating the efforts of countless others.

Breast surgeon Ian Laidlaw said: "I have been constantly surprised, staggered and amazed by the lengths that people have gone to raise money for this appeal."

Laser donation helps improve care



Consultant urologist Jeetesh Bhardwa (far right) with Roy Ryman behind, theatre staff, and members of Heatherwood's League of Friends

Special thanks must go to the League of Friends of Heatherwood Hospital for their generous donation of £40,000 to support the purchase of two vital Holmium lasers that will

greatly benefit patients undergoing treatment for benign prostatic hyperplasia (enlarged prostate) and kidney, bladder and ureter stones.

Both lasers provide for a much improved patient experience and offer many benefits over more invasive traditional treatments. These include reduced pain, a shorter hospital stay, a reduced risk of infection and quicker access to treatment for emergency surgery.

Heatherwood's League of Friends was established in 1958 and over the years has funded vital medical and other equipment for the hospital.

Chairman Roy Ryman said: "The League is proud and pleased to have been able to support the purchase of the two lasers for

Heatherwood and Wexham Park Hospitals to the tune of £40,000 as these are very vital pieces of equipment which will greatly benefit the treatment of patients undergoing this specialist treatment.

"The League has a totally dedicated team of volunteers and I am pleased and honoured to be their chairman.

"We have been well supported over many years by the general public and various organisations and we hope this will continue as we look forward to the hospital being redeveloped.

"We are totally devoted to, and supportive of, Heatherwood Hospital and shall always continue to be so, especially now that we can see an excellent future for it."

Showcasing our £1m-plus children's critical care ward

Staff, patients and their families gathered to celebrate a £1m-plus refurbishment and extension of Wexham Park's children's critical care ward.

Slough's mayor, Cllr Arvind Dhaliwal, was guest of honour at the event in October to showcase the expansion of the ward from two beds to five.

The new unit includes four bedrooms for families to stay and a level of facilities that mean more local children will be able to be cared for nearer to home.

The hospital's charity is now aiming to raise £210,000 to bring the latest equipment and services to support some of the area's sickest young patients and their families.

Frimley Health's chief executive, Sir Andrew Morris, said: "Fantastic patient care has to be married up with fantastic patient environments. This is a big step up for our paediatric department."

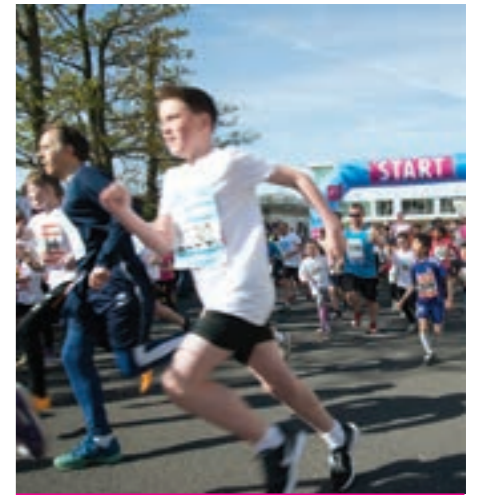
About 10 children are admitted to the unit at Wexham Park every week. The extra space and enhanced level of service means that more of them can stay at the hospital for their

care and parents have the option to use the accommodation overnight.

Among the items the Children's Critical Care Appeal is aiming to provide are:

- Portable ventilators to stabilise seriously ill children while they wait to be transferred to intensive care
- Better monitors for displaying a child's vital signs
- A portable ultrasound scanner for quick and painless internal imaging
- A mobile computer that can be wheeled to the patient's bedside to show x-rays, scans and blood results.
- The latest equipment to help children with breathing problems

If you would like play a part in supporting the appeal please get in touch with the fundraising team – their contact details are listed in the 'Get involved' section on this page.



Date for diaries

The ever popular Run Frimley 10k road race and 2.5k fun run event is taking place on Sunday 30 April 2017. More details will be on our website soon, meanwhile please put the date in your diaries.

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.

And if you'd like to support any of our appeals, donating couldn't be easier. Just visit our website at www.frimleyhealthcharity.org/donate or contact the team:

01276 604642
01276 604626
01753 633206

fundraising@fhft.nhs.uk

Thank you for your support.



Chief executive Sir Andrew Morris and Slough mayor Cllr Arvind Dhaliwal with hospital staff and guests

New heart attack centre saves lives 24/7



A life-saving service that unblocks the arteries of heart attack patients is now running round the clock, seven days a week at Wexham Park Hospital.

It means anyone in the east Berkshire or south Buckinghamshire area having a heart attack caused by a blocked artery could be rushed to Wexham's cardiology department any time of day or night.

Teams led by a specialist cardiology consultant are on hand to perform emergency angioplasty – a procedure in which a fine wire is inserted into the artery to place a narrow mesh tube called a stent at the blockage site. A tiny balloon inside the stent is inflated so that the metal alloy mesh braces open the artery walls to keep blood flowing through the vessel.

This procedure takes place in a cardiac catheterisation laboratory, or cath lab for short. Here a specialist piece of x-ray imaging equipment called a C-arm is positioned around the patient. The catheter is inserted into an artery via the groin or wrist. The cardiologist then views live images taken by the C-arm to guide the catheter to the heart and unblock the vessel.

The patient, who usually remains conscious throughout, instantly feels much better and

typically requires only two or three days recovery in hospital before they can go home.

In order to provide the service a second cath lab had to be built, so that at least one was always available for emergencies. More staff had to be taken on to ensure that a 24-hour rota could be operated at all times.

Dr Omar Ali, the lead cardiologist for the heart attack centre, said: "We're really excited and proud to be able to offer this life-saving service to our patients.

"Everyone has stepped up. It is a real commitment to work regular night and weekend shifts but ultimately we know it is the right thing to do for the patients. "Being able to save lives and make a real difference is what motivates us."

The 24-hour service started in late September and has so far been very successful. The teams are led by a consultant and include physiologists, nurses and radiographers.

They will typically be alerted by ambulance crews when a patient with a suspected heart attack is being brought in. Paramedics can relay test results back to the Wexham team and bring the patient directly to the cath lab, saving vital time by bypassing A&E.

A similar 24-hour heart attack service was started at Frimley Park Hospital in 2012 for Surrey and Hampshire and has also been a great success.

Dr Ali said a lot of the ground work for developing the heart attack centre locally was carried out at the annual Wexham Integrated Cardiology Conference, of which he is the director. The next conference will include an update on progress at the new heart attack centre.

The Wexham Integrated Cardiology Conference takes place at the Postgraduate Medical Centre at Wexham Park Hospital on 2 and 3 May 2017. It is aimed at healthcare providers such as GPs, ambulance staff, nurses, medical staff and trainees. Topics will include patient pathways, cardiac rehab and prevention with live cases discussed on both days. To book your place please email amanda.pedelt@fhft.nhs.uk.

"Being able to save lives and make a real difference is what motivates us."



MP opens new-look chemotherapy unit

Cancer patients at Wexham Park Hospital are now having their chemotherapy in a bigger, brighter and more comfortable environment.

Our Eden Day Unit was officially reopened following a £440,000 expansion and refurbishment programme.

It is now more than twice its original size and its eight chemotherapy chairs have been replaced with 16 state-of-the-art reclining seats which offer patients more comfort.

The refurbishment also includes:

- New chemotherapy pumps
- Bright, white walls
- Televisions
- Water coolers
- A quiet area where patients can read, doze or chat quietly
- A comfortable waiting area for relatives

The expansion took four months to complete, during which time the unit remained open.

It was part-funded by the Frimley Health Charity and made possible thanks to a grant from The Kay Kendall Leukaemia Fund.

The new-look Eden Day Unit was officially reopened by Slough MP Fiona Mactaggart in October last year in front of current and former patients, staff and other guests.

Lead consultant haematologist Dr Nicola Bienz said: "We first opened the Eden Day Unit at Wexham Park Hospital eight years ago, in less than half the space available to us today.

"It was a great improvement on the very small area we had previously, but still we soon outgrew it. Now we have this marvellous new day unit, which is thanks to the efforts of everyone involved.

"It's a pleasure to be a part of this project, which stands a testament to the people who work here and reflects the ethos we have at Wexham Park – providing the best possible care in the best possible environment."

The Eden Day Unit is used by around 25 patients each day, providing chemotherapy and complementary therapies for blood disorders and solid tumours such as breast cancer.

It is currently open Monday to Friday but there are plans to expand to weekend services.



Students enjoy a Taste of Frimley

About 100 doctors and nurses of the future were welcomed to Frimley Park for an insight into life working at one of England's best acute hospitals.

Teenagers from schools and colleges across the area took part in the Taste of Frimley evening earlier this month.

They were among 200 students who applied for places after indicating they were interested in pursuing a medical career.

The visitors were welcomed on 8 November by chief executive Sir Andrew Morris, before frontline medics and other specialists talked to them about their various roles.

The students, all aged 16 to 18, heard about the training needed to become a doctor or a nurse and learned about careers in midwifery, theatres, physiotherapy, hospital laboratories and pharmacies.

They also visited the hospital's simulation suite where medics rehearse techniques and procedures in a safe, simulated environment.

It was the ninth successive year that Frimley Park – one of just a handful of acute

NHS hospitals in the country to be rated outstanding by the Care Quality Commission – had staged the careers evening.

Frimley Health membership manager Sarah Waldron, one of the Taste of Frimley organisers, said: "It was an outstanding event and so rewarding to see the passion and interest from the students involved."



"It's very good to see the momentum of the event continuing and we know that some of those who have joined us in previous years have gone on to study for medical careers."

"Many of the students have also chosen to become members of our foundation trust and become more involved in the hospital."

Frimley Health hopes to run a similar event at Wexham Park Hospital in 2017 for teenagers from schools and colleges across the Slough area.

A first for Frimley Park

Frimley Park Hospital is the first NHS hospital in the country to use the latest laser surgery technology as its first line treatment for cataracts.

Around 2,400 cataract operations will be carried out on patients every year using Frimley Park Hospital's new femtosecond laser. That equates to 80% of all cataract removals at the hospital.

The laser uses tiny bursts of energy to carry out extremely accurate micro-surgery without the need for knives, needles or general anaesthetics. The laser cuts a precise circular opening in the lens capsule and divides the cataract into small pieces. The second half of the cataract operation with cataract fragment removal and intraocular lens implantation is carried out by the surgeon in the usual way in the operating theatre.

Eye surgeon Thomas Poole says the precision of the laser will result in better outcomes for patients and reduce the risk of complications. It will also mean faster surgery, so the hospital will be able to treat more patients.

"We really believe this is the future of cataract surgery and I'm delighted that we are able to offer it to the great majority of our NHS patients at Frimley," he said.

The first patient to be treated with the new technology at Frimley was Mrs Freda Thomson,

from Alton, while Mr Poole's colleagues observed the procedure.

Cataracts are the most common cause of vision loss in people over 40. They develop when the eye's natural lens clouds over. Cataracts are getting more prevalent as people live longer and demand for cataract surgery has soared. Cataract replacement is currently the most common type of surgery carried out in the UK.



Conventional surgery involves making a small incision in the eye to break up and remove the clouded lens followed by replacement with a clear plastic one.

The Bausch and Lomb Victus femtosecond laser machine at Frimley Park uses extremely short pulses of light to carry out the same

procedure to a much higher degree of precision. The patient is put in place and the machine then scans the eye to assess exactly how to proceed. The surgeon oversees the procedure while the machine takes over. The result is much quicker and neater surgery and the risk of complications is reduced.

Femtosecond lasers have been used in selected private hospitals for eye surgery for a few years. A small number of other NHS hospitals are using a femtosecond laser on a research basis or for selected cataract and corneal procedures. But Frimley Park is believed to be the first hospital in the country to use it as the front-line treatment for cataracts in the NHS. It will also be used in corneal graft surgery and other specialist operations, and can be used at the time of cataract surgery to correct astigmatism, reducing the need for distance glasses.

"We are really excited about being able to use this technology to offer our patients great outcomes, especially for such a common procedure," added Mr Poole.

About 3,000 cataract operations are carried out each year at the Frimley Park Hospital, 20% of which will not be suitable for laser surgery for various reasons. For example not all patients' pupils will dilate enough for the laser to reach the lens.

Military wives sing out to support sepsis campaign

Frimley Park Hospital has been shining a spotlight on a potentially deadly infection – with vocal support from the Aldershot Military Wives Choir.

The hospital has been raising awareness of sepsis, more commonly known as blood poisoning, as doctors and nurses embrace new clinical guidelines.

The Military Wives Choir lent their voices to the campaign by taking part in a special music video, which also features Frimley Park staff.

Filmed on the hospital's helipad and around the wards, it will be shown to staff during training events.

The accompanying song 'Could It Be Sepsis?' was composed by choir director Paul Tickner, a retired Frimley Park theatre nurse.

The video was launched as Frimley Health marked World Sepsis Day on 13 September last year.

It also unveiled new guidelines from the National Institute for Health and Care Excellence (NICE) on managing the condition.

Sepsis develops when the body's immune system goes into overdrive as it tries to fight an infection.

It can cause a loss of blood supply to the brain, heart and kidneys. If untreated, it can lead to multiple organ failure and even death.

Around 100,000 people in the UK are admitted to hospital with sepsis every year, and more than 30,000 die as a result of the condition.

Advanced nurse practitioner Suman Shrestha, who featured in the last edition of inTouch, is helping to lead Frimley Park's battle against sepsis. He said: "It is a global healthcare problem that accounts for more deaths than any cancer. However, it is under-recognised by the public."



"Early symptoms of sepsis include a high temperature, shivering and breathing quickly, but these can also be associated with other conditions."

"We want to keep sepsis at the forefront of our thoughts so that it can be detected and diagnosed early, and managed appropriately to deliver the best possible outcomes for our patients."

WHEN	17 January 7.30pm - 9pm Refreshments from 7pm	7 March 7.30pm - 9pm Refreshments from 7pm	14 March 6pm - 7.30pm Including refreshments	4 April 7.30pm - 9pm Refreshments from 7pm	30 May 7.30pm - 9pm Refreshments from 7pm
WHAT	Health Event Constituency – Rushmoor	Health Event Constituency – Bracknell Forest and Wokingham	Council of Governors	Health Event Constituency – Hart and East Hampshire	Health Event Constituency – Slough
WHO	Dr Ottilia Speirs Consultant Stroke Physician <i>'FASTer management of stroke'</i>	Mr Simon Bott Consultant Urologist <i>'Hands up for a prostate check – what's new in the prostate'</i>	No consultant presentation	Mr Mark Gudgeon Consultant Colorectal Surgeon <i>'Through the keyhole – a glimpse at the life and challenges of a colorectal surgeon'</i>	Mr Alok Misra Consultant Plastic Surgeon <i>'Protecting your birthday suit – what you need to know and how to do it'</i>
WHERE	Village Hotel Pinehurst Road Farnborough GU14 7BF	The Coppid Beech Hotel John Nike Way Bracknell RG12 8TF	The Postgraduate Medical Centre Wexham Park Hospital Wexham Street Slough SL2 4HL	Easthampstead Park Conference Centre Off Peacock Lane Bracknell RG40 3DF	Copthorne Hotel Cippenham Lane Slough SL1 2YE

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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