

# intouch

Members Magazine April 2017

## On the front line in stroke care

A day in the life of Tina Sargeant

## Restaurant refurb

New model  
of catering at  
Wexham Park

## Remarkable recovery

Stroke survivor  
tells his story

## Top man

Sir Andrew heads list of  
50 NHS chief executives

## Joining the Frimley family

Big welcome to  
new colleagues

## Frimley Health Charity

New team,  
exciting new  
appeals





# Welcome



Let me start by paying tribute to our staff, following what has been one of the most challenging winters in the history of the NHS. Hospitals across the country, not just ours, struggled with high numbers of patients with greater care needs, combined with delays in support for those who were well enough to go home.

In spite of the huge pressures our staff were under, the compassion and commitment shown by all colleagues ensured that we continued to give safe, excellent care even if it was not always as quick as we would have liked.

Their professionalism and focus on always doing what's best for patients never ceases to amaze me. This is why I am really looking forward to hosting our annual staff awards soon and the next edition of inTouch will highlight some of those winners who go the extra mile.

This edition features a lot about our stroke services. As well as outlining changes in the way services are delivered in Surrey and Berkshire (page 12), you can read about a day in the life of leading stroke nurse Tina Sargeant (pages 8 and 9), and stroke survivor Alan Batup's inspirational story (pages 6 and 7).

On page 10 you can read how stroke is the subject of our new strategic appeal at Frimley Park Hospital. We are aiming to raise £320,000 to provide the latest equipment and an improved environment for our stroke patients to get better faster. At Wexham Park we have also launched our Children's Critical Care Appeal to raise £210,000 for the best equipment to monitor and treat some of our sickest youngsters.

With these two fantastic appeals up and running, plus a great new team in fundraising, there has never been a better time to support your local hospital.

Hospitals like ours really are part of the community and I have been amazed by your goodwill and commitment to our hospitals. But fundraising is not just about the money needed to turn a good service into an excellent one – it is about harnessing all that goodwill and turning it to maximum effect.

All this will be evident on 30 April at Run Frimley – our biggest community event in the calendar when up to 2,000 people will be pounding the streets around Frimley Park Hospital (more on page 11).

I'm really looking forward to it and I hope to see you there.

**Pradip Patel**  
Chairman



## On the cover

Tina Sargeant, featured in our Day in the life article on pages 8 and 9, talks about her role as stroke unit coordinator at Frimley Park Hospital and the difference the Stroke Appeal will make.

## Coming soon

Council of Governors  
and Health Event – Slough  
**Tuesday 30 May**  
Cophthorne Hotel  
Cippenham Lane  
Slough  
SL1 2YE

**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:

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Freepost GU16 5BR  
Portsmouth Road  
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GU16 5BR



# Sir Andrew tops list of NHS bosses

**F**rimley Health NHS Foundation Trust chief executive Sir Andrew Morris heads the annual list of top leaders of NHS trusts published in February by health management journal the HSJ.

Sir Andrew is number one in the list of the top 50 chief executives.

He has been rated in the top 10 since the list was first compiled in 2014, and was ranked fourth last year. This is the first time he has topped it.

Pradip Patel, chairman of Frimley Health NHS FT, said: "It is an absolute pleasure and privilege for me to work with a chief executive who is such a great leader and truly leads by example, not just in Frimley Health but in the wider local and national health and care system."

The judging panel comprised eminent healthcare leaders from across the UK. In its editorial, the HSJ said Sir Andrew

received praise from judges as much for his commitment to mentoring fellow chief executives and others as his success in running great hospitals.

Sir Andrew is one of the longest serving chief executives in the NHS, having taken over at Frimley Park Hospital in 1989.

He led through the establishment of the Ministry of Defence unit at Frimley Park in 1996 and the trust's successful application to become one of the first to acquire foundation status in 2005.

He was in charge when Frimley Park Hospital NHS FT was the first in the country to be rated as 'outstanding' by the Care Quality Commission.

In 2014 he led the acquisition of Heatherwood and Wexham Park Hospitals NHS FT and has overseen a turnaround in performance that has been described by the Chief Inspector of Hospitals Prof

Sir Mike Richards as 'the most impressive example of improvement' he had seen.

He was recently appointed to lead the transformation of all health and social care services in the region's sustainability and transformation plan (STP) and in 2016 he was made an honorary fellow of the Royal College of Physicians.

He was knighted in the 2015 New Year's Honours list for services to healthcare.

Pradip added: "Sir Andrew truly lives and breathes doing the very best for our people and our patients 24/7.

"Our three values – working together, committed to excellence and facing the future – define what Sir Andrew is all about. They are in his DNA."

Frimley Health continues to perform as one of the best hospital trusts in England in spite of increasing demands across the NHS.

## Appearing in this issue...



Sir Andrew tops list of NHS chief executives

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Progress report on big build projects

Pages 4 and 5



Stroke survivor aims to inspire fellow sufferers

Pages 6 and 7



Stroke unit co-ordinator talks about her vital role on the front line

Pages 8 and 9



Improving stroke care in Surrey and east Berks

Page 12



Frimley Health crowned Workplace of the Year

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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](http://www.fhft.nhs.uk/about-us/about-our-members)

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# Update on Our big build projects

## Rebuilding Wexham Park's emergency department

**B**uilding work has now started on the new emergency department (ED) and assessment centre at Wexham Park Hospital.

The £49m development project got under way earlier this month when contractor Kier organised a ground-breaking ceremony at the building site. This is the traditional way that developers celebrate the start of major projects.

It follows the £10m refurbishment of our women's and maternity services at Wexham which began in October 2016.

Built to a four storey design, the new building will provide one of the most modern and innovative emergency services in the NHS. The ground floor will house a state of the art ED with separate rooms in A&E majors for optimum privacy and safety. The next two



Designer's impression of new ED

levels will include 24 and 72-hour assessment and treatment areas. The top floor incorporates staff areas and equipment rooms.

Putting all these services into one building will speed up decision making and diagnosis and improve communication between clinicians.

If all goes to plan this exciting new building will be ready with two years.

Once vacant, the current emergency department will be used to house a number of other services presently operating from buildings that are not fit for their purpose.

## Women's and maternity services upgrade reaches half way

The first phase of one of the big capital projects – the transformation of our women's and maternity services at Wexham Park – is due to be finished on schedule this month.

The changes that have been completed on this part of the project include:

- A new building for gynaecology outpatients, including consultation and procedure rooms
- A reconfigured and refurbished antenatal clinic and assessment centre
- Refurbished midwifery led birth centre with six en suites (this will be used as a labour ward until the whole project is finished)
- A transitional care unit for mums with babies who need a bit of extra care
- Two refurbished en suite single rooms

It marks the half-way point of the £10m project. The second and final phase is refurbishing the labour ward to include en suite facilities in each room.



Ground breaking for women's services

Through careful planning, we have maintained a full maternity and gynaecology service since building work began in October 2016. The new facilities will allow us to treat even more patients in a better environment and deliver more babies than the current number of about 4,500 per year.

Thank you to all our staff and contractors for helping to keep the inevitable disruption to a minimum. We are also very grateful to our patients for their understanding.

The whole project is due to finish in October 2017, a year after it started.

## Heatherwood Hospital rebuild

Since our last update in January, most of the work on our other major project – the rebuilding of Heatherwood Hospital at Ascot – has been going on behind the scenes.

There are a number of complex planning matters to discuss with the local authority about the Heatherwood site. We expected this would be the case as plans involve building on part of the greenbelt land and we hope to have some more news for the next edition of inTouch in July 2017.

The plans involve building a new 48-bed hospital to include six operating theatres, imaging and diagnostics, outpatient services, pain clinics and other services.



Designer's impression of a new Heatherwood Hospital

## A warm welcome to the Frimley family

**F**rimley Health welcomed around 130 new members of staff in January.

Most transferred from Southern Health NHS Foundation Trust at the start of the year as part of a 12-month pilot project.

Our new colleagues provide adult community services across north east Hampshire and include community therapists, nurses, specialist nurses, outpatient teams and ward staff.

They were greeted by chief executive Sir Andrew Morris along with members of the executive team and senior colleagues at a special event held at the Lismoyne Hotel in Fleet in January. Staff from across the various community teams received a warm welcome from Sir Andrew and heard how the transfer presents exciting opportunities for further development and strengthening of services for local people.

The move is part of the wider Happy Healthy at Home initiative to improve patient care by bringing hospital and community services closer together and removing boundaries between organisations. It is in line with the community-wide Frimley Health and Care sustainability and transformation plan (STP).

A community services directorate has been set up within Frimley Health NHS Foundation Trust to host these services. Associate director of community services Nicky Seargent said: "We are delighted the transfer has gone so well and would like to thank all of the staff for their hard work and patience whilst we continued to resolve any outstanding issues during the transition period."

Since community colleagues joined Frimley Health a new integrated service is already helping to improve patient experience. The integrated referral and information service

(IRIS) has brought together organisations and services that provide and coordinate care for patients needing support to leave hospital. It has resulted in improved information sharing and better understanding of services and challenges in both acute and community settings.

Nicky added: "We have been warmly welcomed to Frimley Health and very much look forward to the coming months and further integration."

No services or staff were at risk as a result of the transfer and they will be based in the same locations, supporting the same patients.

\*In February 2017 we also welcomed about 130 staff who transferred from our catering contractors at Wexham Park to offer an in-house service. Read more on page 14.





Alan Batup today (centre) with members of the hospital's stroke team

# I reclaimed my life after stroke – now I try to inspire others

**I**t started as a typical September morning for dad of four Alan Batup back in 2013.

He took his two youngest children to school then prepared to begin his high-pressure working day as a sales manager in London.

The only difference to his usual routine was a planned visit to Frimley Park's A&E to have a persistent headache checked out.

It started a chain of events that would change his life forever.

Then 57 years old, he found himself being transferred by ambulance to St George's

Hospital in Tooting, London, where he underwent emergency surgery for a brain aneurysm.

"It was touch and go according to the doctors," says Alan. "They told me it was about to burst."

"The operation was very successful and within 24 hours I was sitting up in bed."

"But that's when the stroke hit."

He had suffered a large stroke caused by a blood clot. It shut down the right hand side of his body and left him fighting for his life with the onset of pleural effusion (fluid around the lungs) and pneumonia.

Once stabilised, Alan was transferred to Frimley Park where he spent three months on the stroke unit, initially confused with little short term memory and unable to speak or walk.

"My mind was in such a state, I couldn't remember anything," says Alan. "I couldn't remember people's names and I had to learn about my first wife passing away 20 years previously. It was like hearing it for the first time."

"All of this was a lot to take in and I spent many weeks in sadness and, some would say, depression."

"It was also a time of discovery and realisation. As soon as something in my past was mentioned that memory came flooding back in. It was like rebooting a computer."

Two months after the stroke, Alan arrived at an emotional crossroads. Would he let his condition and depression beat him or would he focus on the good things in his life?

It was a turning point, and driven in part by his determination to play an active role in the upbringing of his then six-year-old son Oliver, he chose to fight back. He toasted his decision with an alcohol-free beer during one of his brother David's visits to his bedside.

"I came to the conclusion that I was not going to get anywhere by feeling sorry for myself, I should look to the positives in my life and set myself some goals."

After a short spell at the neuro-rehabilitation inpatient service (Bradley Unit) at Woking Community Hospital, Alan returned to his wife and children in Bracknell.

But having left the routine and state-of-the-art care of Frimley Park, he needed a period of adjustment.

"I didn't have the familiar, comforting and regular regime that I had enjoyed in hospital and although my family played a massive part in helping me, I knew that if I wanted to get my life back then the fight, effort and determination had to come from one place – myself."

"It took me six months to walk at all and even then I was just hobbling for a few short steps."

"Over the next year and a half I started to extend my walks and eventually I gave up my crutches."

"Since then I have walked five miles around Virginia Water and I recently walked 12 miles around Bracknell."

"The one thing I always stressed was that I should be treated normally. I told my family, 'leave me to do things myself and I will let you know if I need help.'"

"If I was having problems getting my shoes on I wanted to persevere without anyone's help. I would get there. That journey gave me something to focus on."

Alan recovered his speech fairly quickly and is now an ambassador for the Stroke Association.

"I give speeches across the south, telling my story in the hope that it will inspire other stroke survivors to keep fighting to improve their lives," he says.

He is also chairman of the Bracknell Aphasia Self Help (BASH) group, supporting people with the condition affecting their ability to use language correctly, and he has recently started as a volunteer at Frimley Park Hospital.

"I sit down and talk to stroke survivors, their families and friends and try to give them encouragement," says Alan.



Alan after his stroke

"It's a really powerful moment when one stroke survivor sits in front of another so they can see and hear the recovery that can be made."

His eyesight has slowly improved and two and a half years after his stroke he got his driving licence back. He also has returned to full-time work.

"I believe the stress of my old job contributed to the stroke," says Alan. "I was working 13-hour days with no time to spend with my family."

"Your body can only take so much of that."

He now works at a bingo centre just minutes from his home, meeting and greeting visitors and managing its social media presence.

"I'm not earning anything like the salary I received before my stroke and that means we have had to cut back on a few things, but the fact is I am still alive," he says.

"My life now is different from my pre-stroke days but I believe it's your attitude to life that makes the biggest difference."

"For the last couple of years I have set myself stretching goals. It gives me purpose and something I can focus on."

"This year's goal is to walk up Mount Snowden and the training walks have already begun."

"I may not be able to do some of the things that I used to but there are thousands of things that I can do. I refuse to feel sorry for myself. I'd rather get out there and live life to the best of my ability."

"I genuinely feel grateful that I'm still around and I would like to thank everyone at Frimley Park Hospital, my family and my friends for the tremendous help without which I couldn't have achieved half of what I have done."



Alan decides to fight back



# A day in the life... Tina Sargeant

Stroke unit co-ordinator at Frimley Park Hospital

**S**he stands firmly on Frimley Park Hospital's front line in stroke care.

Tina Sargeant heads a five-strong team of stroke unit co-ordinators working to ensure potential stroke patients get the right treatment from the moment they arrive in A&E.

From making initial examinations to taking blood samples and administering life-saving drugs, they provide a round-the-clock service to help patients achieve the best possible outcomes.

For Tina it's the latest step on a clinical career path that was never in doubt.

Born and raised in nearby Sandhurst, she knew from early childhood that she wanted to be a nurse, following in her mother's footsteps.

"It's in my blood," she says. "I always knew I wanted to help people."

While studying for her A-levels in the late 1980s, Tina worked evenings and weekends as a carer in a Crowthorne nursing home.

Later she spent 10 months as a care assistant on Frimley Park's elderly care ward, G3 – the very ward that today is home to the hospital's stroke unit.

In 1990 Tina began her formal nursing training at the Medway Maritime Hospital in Gillingham, Kent, staying for nine years before moving "home" to Frimley Park in 1999.



The stroke unit co-ordinators' primary role is to manage patients when they arrive in A&E.

"We are very clinical so when a patient comes in with a potential stroke we will go down to the emergency department and get their history from the ambulance crew, along with doctors.

"We will examine them and arrange their blood tests. If the stroke is caused by a blood clot we will administer the thrombolysing drug to dissolve that clot.

"Basically, we do everything that the patient needs and manage the pathway to get them the right treatment at the right time.

"We also have the knowledge to advise our hospital colleagues about strokes and we are a source of reference for ward staff."

She has been here ever since and has been a key member of the stroke team – either as a junior sister, ward manager, matron or stroke unit co-ordinator – since the unit was formed in 2001.

"Stroke care has become my passion," says Tina.

"There is a lot that can be done to support people who suffer strokes and patients can make vast improvements. And that's the joy – when you see people come in who are very ill and you watch them walk out again.

"Sadly it doesn't work for everyone because sometimes there's no way back from a devastating stroke, but when you see that sort of recovery it's very satisfying."

A typical day shift for the stroke unit co-ordinators will begin at 7.45am with a handover from the night team.

"This can happen on the ward but it can also happen in A&E if we have patients there," says Tina.

"We will check the bed state because we need to know if we have any capacity on the ward, and with the current reorganisation of acute stroke services in Surrey we will find out if we have any patients who are out of area who we can think about getting repatriated.

"We will also go into A&E every morning, when the night team hands patients over to the day team, in case there are potential stroke cases there. We need to get involved as early as we can."

*"This project is going to be a huge boost to the stroke unit, our patients and colleagues. It's a very exciting time for us."*

At 8.45am each day the care of patients on the acute stroke unit is also passed to a new multidisciplinary team. This is followed by a ward round with a consultant when all patients and their care are reviewed.

"The bulk of my day depends on what is happening in A&E and on the wards," says Tina.

"For example, I recently had four stroke referral calls in the space of just two hours.

"I also lead the stroke co-ordinator team so I spend time on administration, managing the team and their performance, undertaking appraisals and writing policies.

"I'm also a nurse prescriber, the only one on the stroke unit. This allows me to prescribe some medications rather than having to call a doctor to the ward, especially out of hours."

In her spare time Tina organises and participates in fundraising activities for the stroke unit to help buy equipment over and above that funded by the NHS.

This has included dances, sponsored walks and the Three Peaks Challenge, in which participants climb Mount Snowdon, Ben Nevis and Scafell Pike in 24 hours.

Now she has a new focus, as the Frimley Health Charity launches its Stroke Appeal. It's a cause in which Tina is heavily involved.

The appeal aims to raise £320,000, to be matched pound for pound by the trust, to extend and upgrade Frimley Park's stroke unit.

"We want to create a quiet day area for patients to give them a chance to get away from their bed space and into a different environment where they can spend time with their families and friends," says Tina.

"This communal area will also allow us to hold group therapy sessions where patients can help to motivate each other as they work to achieve their therapy goals."

"The stroke unit is going to be refurbished and one aspect of this will be creating a more stimulating environment for the patients.

"Some of our patients are in hospital for several months and can become demoralised, so by creating a more interactive and stimulating environment we hope that we can further enhance their overall wellbeing."

"We will build some therapy rooms – one for our psychologist so she has somewhere quiet to assess people, one for the speech therapist and one for our complementary therapist so they can work with patients in privacy.

"We also want a staff room, and to create a courtyard area for outdoor mobility assessments and to help patients become accustomed to walking on concrete, shingle or steps.

"This project is going to be a huge boost to the stroke unit, our patients and colleagues. It's a very exciting time for us."

*What do you like most about your job?*

"Seeing patients recover. We see them come in and we are there to help them at a time when they are at their most vulnerable. It's an honour and a privilege to be able to do that."

*What do you like least about your job?*

"I hate having my photo taken!"



*"Stroke care has become my passion"*



# Our Stroke Appeal

**T**he Frimley Health Charity's Stroke Appeal at Frimley Park Hospital is well and truly under way.

The charity's vision is to provide a centre of excellence within the hospital with the aim of becoming a national flagship service for stroke care. To achieve this, a new build, accessible from the stroke unit, will provide a quieter environment where patients and their families can spend quality time away from the busy ward. Dedicated rooms will also be provided for speech therapy, psychology assessments and complementary services.



Our fundraising target is £320,000 which Frimley Health NHS Foundation Trust will then match to create a £640,000 investment. This will enable us to totally transform the facilities for stroke patients, helping them on their way to recovery.

Stroke is a life changing condition which affects the whole family as well as the patient. Patients need the right environment to adjust while receiving therapy to maximise their potential. Families play a pivotal role in helping the patient to recover. Spending quality time with them is just as important as the therapy they receive.

While stroke can affect people of all ages, it is the biggest cause of disability in the elderly. With an aging population many people's lives are touched by stroke.

Reconfiguring and providing additional facilities within the stroke unit at Frimley Park Hospital will

further enhance the care that patients with stroke or head injury receive there. We plan to:

- Landscape the area around the new build so that patients can test how they cope on different surfaces
- Refurbish the therapy area by extending into the stroke ward, maximising available space
- Refurbish the stroke unit with different colours in bays to help orientate patients
- Create an appropriate size relatives' room
- Create a multidisciplinary team office and staff room/changing room

If you would like to support the Stroke Unit Appeal please get in touch with the fundraising team – their details are listed within the 'Get involved' section opposite.

## Meet our fundraising team

**T**his is the team helping to raise hundreds of thousands of pounds towards big changes at our hospitals.

Head of fundraising Andrew House and Frimley Park fundraising manager Keith Hanks are both recent arrivals at the trust and will lead key campaigns for the Frimley Health Charity.

Andrew will oversee all fundraising and Keith, who is based at Frimley, will focus on fundraising there. They are supported by fundraising assistant Louise Smith.

Andrew has spent the past 12 years heading up fundraising at Oxford University Hospitals and Dorset County Hospital. And Keith was previously head of fundraising at the British Kidney Patient Association.

Andrew said: "This is a great time to be joining Frimley Health and an exciting time for the charity.

"We have big projects in the pipeline which will bring further improvement to our facilities, the care we can give to our patients and the environments in which they receive it.

"We hope that our local communities along with colleagues across the trust will continue to support our fundraising initiatives as enthusiastically as they have done in the past."

You can stay up to date with all our fundraising news at the Frimley Health Charity website, [www.frimleyhealthcharity.org](http://www.frimleyhealthcharity.org).



L-R Andrew, Louise and Keith

## On your marks for Run Frimley

**T**here's still time to enter for the biggest event in the Frimley Health Charity's fundraising calendar before registration closes on 27 April at midday.

You can still sign up for Run Frimley online at <https://www.frimleyhealthcharity.org/event/run-frimley-2017/> where you can also find details of race times and entry fees.

The event on 30 April is set to see hundreds of runners pounding the pavements around Frimley Park Hospital and you could be one of them. Or you can come along and cheer on all those going the extra mile (or six) to raise money for the hospital's Stroke Appeal

Both races, a 10k road race and a 2.5k fun run, start and finish at the hospital. Organisers

are pulling out all the stops to ensure that this year's event is as successful as 2016's when people turned out in their droves contributing £60,000 towards the hospital's Breast Care Appeal.

Run Frimley has something for everyone and we encourage fancy dress. Revisiting a popular theme, this year's runners are invited to dress as 'superheroes'.

Andrew House, head of fundraising at the Frimley Health Charity said: "This event isn't just aimed at serious runners. Over the years we've seen whole families enter both races. We are incredibly grateful to everyone who takes part and the crowds that support them – we look forward to seeing you there."



All runners in both events will receive professional chip timing and a finisher's medal. There are prize categories in the 2.5k fun run for under-15s and under-11s.

This year's principal Run Frimley sponsors are estate agents Vickery & Co.



## Community support for our critical care children

**W**exham Park's Children's Critical Care Appeal has made an encouraging start with over £43,000 raised so far towards its £210,000 target.

A three day bucket collection was held at Sainsbury's Farnham Road in Slough and Sainsbury's is aiming to hold another bucket collection and awareness day in May.

Local company Airinmar has adopted the appeal for its corporate social responsibility committee to fundraise for the next three to five months. This has included sales, raffles and dinners with the possibility of some events being opened up to NHS staff.

And two members of staff from Maidenhead company N20 have decided to run two marathons each for the Children's Critical Care Appeal, one in May and one in October.

If you would like to play a part in supporting the appeal please contact the fundraising team – see the 'Get involved' section on this page. With your help we can provide the latest technical and monitoring equipment to support some of the area's sickest young patients and their families.



## Get involved

The work of the Frimley Health Charity relies on generous donations from our supporters. If you would like to join the growing number of people who help us improve the care of patients at Frimley Health's hospitals please do get in touch with the charity's fundraising team – we would love to hear from you.

Do you know a local company that may choose us as charity of the year, or a trustee of a local trust? Do you want to join the Run Frimley or Run Wexham events to say thank you to the stroke unit or the children's ward? Or perhaps you have your own fundraising idea.

Supporting our appeals and making a donation couldn't be easier. Just visit our website at: [www.frimleyhealthcharity.org/donate](http://www.frimleyhealthcharity.org/donate) or contact the team on

01276 604642  
01276 604626  
01753 633206

or email  
[fundraising@fhft.nhs.uk](mailto:fundraising@fhft.nhs.uk)





# Improving stroke care

**A** reconfiguration of local stroke services led by Surrey and Berkshire commissioners means that anyone suspected of having a stroke will be taken to the nearest hyper acute stroke unit (HASU) to receive the best possible emergency stroke care.

As a result, all stroke patients will benefit from 24-hour specialist stroke care, including access to clot busting treatment, before being safely discharged home, back to their local hospital or to an inpatient rehabilitation unit.

Within Frimley Health, Frimley Park Hospital is the designated hyper acute stroke unit.

Frimley Park's lead consultant stroke physician Dr Ottilia Spiers said: "For patients suffering a stroke to achieve the best possible outcomes, it is really important that in the acute phase of their illness they are treated at a hospital where we see and treat large numbers of such patients.

"Having that critical mass of patients means we can deliver greater expertise and round-the-clock consultant cover supported by appropriate specialised staffing. At Frimley Park we also have related clinical services, such as a specialist vascular and radiology service, and we work together to provide a seamless service for our stroke patients."

Following on from the Surrey Stroke Review, local commissioners, Guildford and Waverley Clinical Commissioning Group (CCG) and North West Surrey (CCG), have put in place interim arrangements whereby stroke patients who would have previously gone to the Royal Surrey County Hospital's acute stroke unit will instead be brought to the nearest HASU, which may be Frimley Park or St Peter's hospital in Chertsey.

Following their stay in the HASU and once stable, they can be transferred back to the Royal Surrey for ongoing care, usually after 72 hours.

Meanwhile, Surrey commissioners are holding a public consultation about the planned changes which is due to end on 30 April, before making a decision on the long term plan.

Wexham Park's former acute stroke unit has been converted to a new 12-bed stroke rehabilitation unit which has been operational since 1 January this year. Most patients suffering a stroke who would previously have been taken to Wexham Park will go to the hyper acute stroke unit at Wycombe General Hospital, assuming it is the nearest.

Once patients are medically stable and able to engage in regular active rehabilitation (usually after 10 days), they can be transferred to the new rehab ward at Wexham Park. The rehab service is led by consultant stroke physician

Derek Hilton, supported by nurses and stroke therapists available seven days a week.

Dr Hilton said: "Our stroke rehab services at Wexham Park will improve people's quality of life after a stroke by maximising their chances of remaining independent at home."

These changes are part of a nationwide reorganisation of acute stroke services following data over the last two years from the Sentinel Stroke National Audit Programme (SSNAP) and are the culmination of two years' planning by local clinical commissioning groups, involving local clinicians, patients, the public, stroke networks, the hospital trusts concerned and the Stroke Association.

Frimley Health NHS Foundation Trust will be holding its Annual Members' Meeting alongside a special stroke awareness health event on 26 September at Legoland Resort Hotel in Windsor.

This will be an opportunity for people to come along and find out more about stroke services at Frimley Health's hospitals – see back page for more details.

# Frimley Health staff are among most motivated in NHS hospitals



**P** eople working at hospitals run by Frimley Health NHS Foundation Trust remain among the most satisfied and motivated in the NHS, a new report reveals.

Results from the 2016 national NHS staff survey, published in March, show that staff at Frimley Park, Wexham Park and Heatherwood hospitals rated their job satisfaction and motivation among the top 20% of all NHS hospital workers.

They also rated Frimley Health among the top 20% of all acute trusts when asked whether they would recommend the hospitals as places to work or have treatment.

In total, staff rated the trust as better than average or among the very best in 24 of the survey's 32 categories.

Janet King, director of HR and corporate services, said:

*"These results are a brilliant endorsement of the safe, caring and supportive culture we promote at Frimley Health."*

*"We have always believed that happy staff equals great care so this is fantastic news for our patients as well as our colleagues."*

The latest results show that staff engagement and morale continue to be on an upward trajectory for the trust – just two years on from Frimley Park's Hospital's takeover of Wexham Park and Heatherwood hospitals in 2014.

Ms King said: "These results are an endorsement of the work that we are doing to deliver improvements at our Berkshire hospitals and confirm that we remain on the right track.

"We take our staff survey results very seriously and use them as an opportunity for positive change. For example, this year's results indicate we need to focus our attention on staff working extra working hours and encouraging staff to report incidents."

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

Frimley Health ranked among the best 20% of all hospital trusts for 17 of those findings. It ranked better than average in a further seven and average in five. It was below average in two and scored in the bottom 20% for just one.

You can view the full report for Frimley Health NHS Foundation Trust here: [http://www.nhsstaffsurveys.com/Caches/Files/NHS\\_staff\\_survey\\_2016\\_RDU\\_full.pdf](http://www.nhsstaffsurveys.com/Caches/Files/NHS_staff_survey_2016_RDU_full.pdf)





## New restaurant opens as catering services are brought in house

**W**exham Park Hospital's main restaurant has reopened following a major refit.

The £390,000 refurbishment included a new service area, fresh cook facility, hot beverage station and a cold snack, salad and sandwich section.

Soft seating areas, fresh décor, new lighting and windows also formed part of the overhaul.

The investment at our Slough hospital happened after catering services at Wexham Park and Heatherwood in Ascot were brought in house on February 1, 2017. All 130 catering staff transferred from previous contractor Sodexo to Frimley Health NHS Foundation Trust with terms and conditions protected under a TUPE – Transfer of Undertakings (Protection of Employment) – agreement.

The main restaurant, used by staff and visitors, has now been renamed the Courtyard Restaurant. Among the first to visit the restaurant following its refit were Janet King, director of HR and corporate services, and trust chairman Pradip Patel.

Janet welcomed the former Sodexo staff to the trust and said: "This model of catering has worked really well at Frimley Park Hospital, where we receive excellent feedback from patients and visitors. Running catering ourselves at Wexham and Heatherwood will give us the chance to regularly review our services and respond quickly to needs."

Pradip added: "Our staff may not get much time for lunch, so having somewhere they can grab some good food in pleasant surroundings is especially important."

"They are our greatest asset as an organisation, so being able to provide them with a facility as good as this is wonderful."

Staff and visitors are enjoying the brighter environment and wider choice of fresh meals.

The new restaurant enhances Wexham Park's other facilities for meals and refreshments, including The Crossroads Café, Café Glades off main reception, Costa Coffee and the RVS shop in the main entrance.

Bringing the catering services in house will also give the trust more opportunities to review and improve meals and snacks for patients at Wexham Park and Heatherwood hospitals.



## Breakthrough in prostate cancer diagnosis

**F**rimley Health has played a key role in a medical breakthrough that could revolutionise the way prostate cancer is detected and diagnosed.

Frimley Park Hospital contributed to research which found that MRI scans are twice as effective as biopsies at spotting the cancers.

The technique could potentially save the lives of thousands of men every year.

Simon Bott, a consultant urologist at Frimley Park, said: "This will completely change the way we diagnose prostate cancer nationally."

A total of 11 hospitals across the country joined the study, with Frimley Park recruiting 30 patients to take part.

In Britain prostate cancer is the most common cancer to affect men. Every year about 47,000 men are diagnosed with the disease and it kills around 11,000 people annually.

Prostate cancer is currently diagnosed by a blood test followed by a biopsy in which a needle is inserted into the gland.

Mr Bott said: "With the current biopsy procedure you risk either missing the cancer completely or, if you only catch the edge of it, incorrectly categorising it."

However, when MRI scans detect cancer they allow biopsies to be better targeted.

Mr Bott added: "Not only this, we can use MRI to rule out prostate cancer, meaning fewer unnecessary and painful prostate biopsies."

Multi-parametric MRIs look at the anatomy of the prostate as well as its water and blood supplies so medics are better able to detect abnormalities.

In the study, 93 per cent of aggressive tumours were spotted by MRI, compared with 48 per cent caught by the standard prostate biopsy.

The National Institute for Health and Care Excellence (NICE) is now considering whether the new diagnostic method should be introduced.



Simon Bott

Mr Bott said: "The results of this study are ground-breaking and of international importance. They are a really important step forward for men concerned about and potentially having prostate cancer."

## Frimley Health crowned in Get Berkshire Active Awards

**F**rimley Health scooped a top honour for its efforts to create a healthy, happy workforce.

The trust was crowned Workplace of the Year in the fifth annual Get Berkshire Active Awards.

The county sports partnership hosted a ceremony at Reading's Hilton Hotel on Friday 10 February.

Among the guests was hockey star Giselle Ansley, who won a gold medal with Team GB at the 2016 Olympic Games in Rio de Janeiro.

Frimley Health NHS FT was one of 13 organisations, clubs, schools and individuals to be honoured on the night.

In 2016, inspired by the enthusiasm of Melanie Walker, the trust's employee engagement project manager, colleagues took part in Women's Sport Week, paddled canoes on the River Thames, won a badminton tournament and played 'soccerercise' at the home of Maidenhead United.

Others were put through their paces during Workout at Work Day or went the distance as they measured their daily steps in a pedometer challenge.

The trust also signed up for the Workplace Challenge, an online activity tracker in which employees log their sporting endeavours to gain points and prizes.

Almost 170 colleagues, including some based at King Edward VII Hospital in Windsor, St Mark's Hospital in Maidenhead and Frimley Park Hospital in Surrey, are taking part.

Janet King, Frimley Health's director of HR and corporate services, said: "We are delighted to win this prestigious award which recognises our continued work to improve the health and wellbeing of our colleagues."

"A healthy workforce is important to deliver the best possible care to our patients."

"Investing in our health and wellbeing will also help to reduce sickness rates, stress and improve staff recruitment and retention."





WHEN	<b>30 May</b> 5.30pm - 6.30pm Including refreshments	<b>30 May</b> 7.30pm - 9pm Refreshments from 7pm	<b>13 June</b> 7.30pm - 9pm Refreshments from 7pm	<b>4 July</b> 7.30pm - 9pm Refreshments from 7pm
WHAT	<b>Council of Governors</b>	<b>Health Event</b> Constituency – Slough	<b>Health Event</b> Constituency – Runnymede and Surrey Heath	<b>Health Event</b> Constituency – Chiltern, South Bucks and Wycombe
WHO	A consultant presentation will feature in the Health Event which follows the Council of Governors meeting	<b>Mr Alok Misra</b> Consultant Plastic Surgeon <i>'Protecting your birthday suit – what you need to know and how to do it'</i>	<b>Miss Anne Deans</b> Consultant Obstetrician and Gynaecologist <i>'Saving babies – preventing stillbirths'</i>	<b>Dr Richard Sarsam</b> Consultant Gastroenterologist <i>'Prevention of GI cancer'</i>
WHERE	<b>Copthorne Hotel</b> Cippenham Lane Slough SL1 2YE	<b>Copthorne Hotel</b> Cippenham Lane Slough SL1 2YE	<b>Lakeside International Hotel</b> Wharf Road Frimley Green GU16 6JR	<b>Crowne Plaza</b> Gerrards Cross Oxford Road Beaconsfield HP9 2XE

## Annual Members Meeting

The trust is holding its Annual Members Meeting (AMM) in conjunction with a special health event featuring stroke services at Frimley Health's hospitals, on Tuesday 26 September starting at 7pm at the Legoland Resort Hotel in Windsor.

Dr Ottilia Speirs will give a talk on the 'FASTER management of stroke' and stroke survivor Alan Batup (featured on pages 6 and 7) will share his experience of stroke and recovery. Awareness raising stands will be hosted by clinical experts offering advice about stroke services at our hospitals.

The AMM will be preceded by a Council of Governors meeting. More details in your next edition of inTouch.

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.

For support in accessing patient information, or for a translation of this document, an interpreter or a version in

large  
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or



Braille

or



please contact the  
Patient Advice & Liaison Office on  
**01276 526706**