

intouch

Members Magazine July 2017

Helping patients get home sooner

Inside Frimley's new
ambulatory care unit

On your marks, get set ...

Limbering up for
Run Wexham fundraiser

Volunteers are gold dust

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of Mike Stone

African vision

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for work in Zambia

Annual members meeting

Stroke care showcased
at September event

'Grazed elbow nearly killed me'

Patient Steve
tells his story

Welcome



Frimley Health scooped a number of awards in 2016-17, including:

- Best Organisation for Patient Safety
- The award for Patient Experience Team of the Year
- UK Best Overall Organisation and Best Employee Engagement at the CIPD Management Awards (the Oscars of the human resources world)
- Our own Sir Andrew Morris named Health Service Journal's top chief executive in the NHS by a panel of peers

If you want to know more about our past year and future plans please join us for our Annual Members Meeting on 26 September (see back page for details). You may also want to consider standing in our forthcoming governor elections and play an even greater part informing our future – see page 15.

The year ahead is going to be at least as challenging as the one just gone. We will be increasing collaboration with colleagues in health and social care to transform our services as we work towards our trust's ambition of having three outstanding hospitals. We are stronger together so I am sure that with your continued support we can build on last year's excellent work and make 2017-18 another successful year.

Pradip Patel
Chairman

Writing a foreword to our latest annual report recently gave me the opportunity to look back on a remarkable year packed with some amazing achievements.

After making great progress transforming our trust since Frimley Park Hospital joined forces with Wexham Park and Heatherwood, we succeeded this year in keeping on an upward path in the face of ever demanding conditions. I like to think our reputation as a progressive foundation trust grew further and sits among the best in the country.

We began work on maternity and women's services at Wexham Park and a new £50m emergency department and assessment centre. And our plans to rebuild a new £90m Heatherwood Hospital in Ascot remain on track.

This past winter saw one of the most intense and sustained periods of pressure that the NHS has encountered. Faced with this, our wonderful staff continued to provide excellent safe care. My respect and admiration for them has grown beyond measure.

Appearing in this issue...



Final plans for Heatherwood Hospital on show

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From grazed elbow to a rare infection

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Wexham's successful cardiology conference

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On the cover

A new dedicated unit is caring for many patients with medical conditions on a day to day basis, avoiding the need for an overnight stay. Read more on page 13.

Coming soon

Annual Members Meeting and Health Event – Windsor & Maidenhead
Tuesday 26 September
Legoland Windsor Resort Hotel
Winkfield Road
Windsor
SL4 4AY

All welcome

Foundation trust office

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

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01276 526801

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foundation.trust@fhft.nhs.uk

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Portsmouth Road
Frimley, Surrey
GU16 5BR



Big build project update: Final plans for Heatherwood Hospital on show

Our final plans for creating a new Heatherwood Hospital in Ascot were showcased to the public recently.

More than 150 people turned out at the hospital's Apollo Ward to see the latest version of our vision for a new £90m hospital at Heatherwood featuring all the services we currently provide and more, in a modern built-for-purpose building.

It involves building a new state of the art hospital in the greenbelt woodland area and selling off the land where the current hospital sits for housing development. This would help pay for the development and allow hospital services to run at full tilt while building work continues.

The hospital will have six operating theatres, 40 day case beds, an eight bed private suite, outpatient and diagnostic services. There will be space for a primary care hub and the surrounding woodland would be opened up and managed to encourage wildlife.

Local people are proud of the hospital at Heatherwood and its history. If our plans are approved by the Royal Borough of Windsor and Maidenhead it will ensure that high quality hospital treatment, diagnostic

and outpatient services remain at the site for the 21st century.

When we first presented out plans at public engagement events at Ascot Racecourse last year we met with a lot of local support. But some people also voiced concerns about car parking, the loss of greenbelt land, housing numbers and the visual impact.



The latest masterplan with housing at the top of the site and the new hospital sited within woodland.

Since then we have been working closely with local authority planners and other partners to address concerns and we have made some key changes, such as:

- Removed the 'woodland villas' from the plan as people felt they were not appropriate in the woodland
- Reduced the number of houses proposed
- Retained a natural wildlife barrier between the hospital and nearby homes
- Lowered the roof height by about five feet
- An administration building has been removed from the plans after feedback that it was not in keeping with the woodland setting

The scheme is now being considered by the Royal Borough of Windsor and Maidenhead's planners and we expect them to make a decision soon.

If they approve the plans soon we expect them to be completed in early 2020.

We are continuing to make good progress on our other main capital building projects. A recent successful ground-breaking ceremony kicked off the main building work on our new emergency department at Wexham Park with completion expected in early 2019. And the £10m women's and maternity refurbishment at Wexham is on track to be finished in the autumn.



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www.fhft.nhs.uk/about-us/about-our-members

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How a grazed elbow nearly killed me

A battle for life and limb following rare reaction



Last July, father-of-one Steve Humphreys slipped at the bottom of his stairs. It was only a small stumble but it marked the beginning of a medical emergency which nearly cost him his life.

"It was such an insignificant fall," Steve, 42, explained. "I tripped while clearing up my daughter's toys and thought nothing of it. I grazed my elbow and then just got on with the rest of the weekend."

The fall happened on Saturday morning and by Sunday night, his arm had started to swell and become painful. Thinking that perhaps he had chipped a bone, Steve, who lives in Fleet, made plans to visit his GP the next morning. But by 7am on Monday, the pain had become

so excruciating that he went straight to A&E at Frimley Park Hospital. "I'd barely slept because my arm was just throbbing. It felt warm and was red and swollen," he said. "So I figured I should just head straight to hospital and get it checked out."

Steve arrived at the hospital's emergency department with his wife, Catherine. After being triaged, he headed back to the waiting room where the pain grew steadily worse until it became unbearable. "I was given some pain killers and X-rayed, but there was no sign of a fracture or a chipped bone," Steve explains.

Clearly in agony, the doctors continued to assess him and administered antibiotics in case it was cellulitis. Steve's arm was put

in a sling and the nurses kept a close eye on him. "At that point I didn't think it was particularly serious. I thought I'd be home later that day," says Steve. But the pain steadily increased and his blood pressure dropped dramatically.

Low blood pressure combined with an accelerated heart rate is an indicator of sepsis and Steve was rushed to the intensive care unit (ICU) where doctors clustered around him. His arm had continued to swell with a strange purple bruising. But when small blisters suddenly appeared, a tell-tale symptom of necrotising fasciitis, the doctors made their diagnosis. "I was told I had a life and limb threatening condition and 30 minutes later

I was in surgery," Steve says. "It was all a bit of a blur."

Necrotising fasciitis is a rare infection where the bacteria streptococcus A (the same type which causes a sore throat) penetrates deep into the tissue and spreads rapidly. The toxins that the bacteria emit kill the surrounding cells and travel into the blood stream causing sepsis – a serious condition that goes hand-in-hand with necrotising fasciitis. Left untreated, the condition can result in the necessary amputation of limbs or death.

"The doctors warned me that if the bacteria had spread too far or too deep into the tissue then they would need to remove the whole arm in order to save my life." Steve spent two hours in surgery under the care of orthopaedic surgeon Philip Rosell, where he underwent a procedure called debridement. This is when all infected tissue is removed together with a minimal amount of healthy flesh.

After the initial surgery, Steve returned to ICU to recover for a few days. Fortunately, surgeons were able to save his arm but he was left with a huge channel of missing tissue from his arm and shoulder. "I've never had general anaesthetic before so I came round feeling really confused. I couldn't bear to look at my arm when they changed the dressing," he

says. "My wife held my hand through it. The wound was just horrific."

Steve then spent a couple of weeks recovering on the ward and has nothing but praise for the doctors and nurses who cared for him there. "I received outstanding care," he says. "I simply can't fault the treatment I received."

Steve continued to get better quickly and was back home two weeks later. But it was there, struggling to wash and keep his arm dry that the full scale of what he'd been through set in. "I just lost it. I cried and cried. I'd bottled it up but suddenly the realisation of how close I'd come to dying hit me out of the blue."

A month later in early August, Steve returned to hospital for skin grafts. Surgeons cut a large area of skin from his thigh and grafted it to his arm. Once the dressing was removed a few weeks later, it was clear that his skin was healing as best it could. "The doctors were really impressed when they saw me next. But I looked down at my arm and thought it was still a mess!" he laughs.

Nine months on Steve's arm is still healing and he has regained almost full mobility. "I was lucky they didn't need to cut away any of the muscle," says Steve. After taking four months off work to recover, Steve has been



Steve has been left with an impressive scar

able to return to his job as an electronics technician at GE Oil and Gas in Farnborough.

"My colleagues were so shocked. It was actually the third time I'd been to A&E that year, once for an inflamed knee and then again after hitting my head. I'd sent my boss a photo of me in hospital before I was diagnosed with necrotising fasciitis and made light of the fact that I was in hospital yet again."

Hopefully the next time Steve and Catherine visit Frimley Park Hospital will be to safely deliver their second baby, which is due at the end of August. And what does his two year old daughter, Heather, think of his impressive scar? "She calls it 'Daddy's ouchie'," smiles Steve. "She's not bothered by it at all."

Has it changed the way Steve reacts to a graze or a small cut? "The doctors think that the bacteria initially entered through the graze on my elbow after I slipped on the stairs. So I've changed the way I manage wounds now – I certainly give them a good wash and use anti-bacterial spray. But I know that I was just really, really unlucky to develop necrotising fasciitis in the first place."



Returning to meet some of the lifesaving team



Ray Long



John Weaver



Nigel Foster



Duncan Barton

A warm welcome on board

This year sees a few changes within the trust's board of directors.

We are saying farewell in July to director of finance Martin Sykes after 17 years as he relocates to the West Country. Martin was also appointed deputy chief executive in 2007.

Taking up the reins as director of finance and information management and technology is Nigel Foster.

Nigel has been director of finance and performance for three clinical commissioning groups (CCGs) in East Berkshire and has been working in the NHS since 2002, originally with Wokingham PCT and then NHS Berkshire West, where he held a variety of senior finance roles. From March 2012 he led the formation of Central Southern Commissioning Support Unit (CSCSU) and became its chief finance officer. He joined the CCGs in East Berkshire in November 2013.

Nigel is heavily involved in working with colleagues across the Frimley Health and Care STP area and also leads the 'Connected Care' IT interoperability project in East Berkshire, which is enabling the sharing of patient records between primary, secondary and social care.

And a new director of nursing (DoN) is due to join the board in September. Duncan Burton steps into the role following former DoN Nicola

Ranger who left Frimley Health at the end of May after four and a half years to work closer to home.

Duncan has been director of nursing and patients experience and director of infection, prevention and control at Kingston Hospital NHS Foundation Trust since February 2013. During his time at Kingston he has led a number of areas of improvement including dementia care, nurse technology and has significantly reduced turnover and vacancies.

Before joining Kingston, Duncan was deputy chief nurse at University College London Hospitals (UCLH) and was responsible for a number of corporate and clinical services on behalf of the chief nurse. This included responsibility for nursing and midwifery across seven hospital sites.

Trust chairman Pradip Patel said: "We have been very lucky to have had such talented people as Martin and Nicola on our board for a number of years and they have had a great impact on the success of the trust. They go with our best wishes and we are excited about welcoming Nigel and Duncan to our leadership team."

The trust also welcomed two new independent non-executive directors in April, Ray Long and John Weaver.

Ray is a director-level senior civil servant whose career spans IT, programme and project management and transformational change. He is currently the CEO of a government-owned private company, Benefits & Pensions Digital Technology Services Limited, which provides services to the Department for Work and Pensions. Ray is due to retire from the civil service in 2017 to pursue a portfolio career.

And John has worked for BT since 1984, becoming director of managed services in 2008. He spent two years as director of transformation reporting to the managing director of global networks, leading a unit transformation of 3,000 staff. Since 2013 he has been vice president for contract design, with 1,100 skilled engineers.

At the end of March the trust board said farewell to long standing non-executive director Andrew Prince who served 11 years on the board, including 10 years as senior independent director.

Pradip added: "I am grateful to Andrew for his many years of sterling service on our board of directors. He helped to steer Frimley Park and Frimley Health through some exciting times.

"And I look forward to working with Ray and John, both of whom I know will bring a wealth of additional experience and insight with them which will no doubt benefit the trust enormously."

Leading eye specialist scoops top award for work in Africa



One of our leading eye specialist doctors has scooped a prestigious award for helping to save patients' eyesight in Africa.

Professor Geeta Menon, consultant ophthalmic surgeon at Frimley Park Hospital, was honoured earlier this year at the Excellence in Patient Care Awards hosted by the Royal College of Physicians (RCP). She received the International Award for outstanding clinical activity that contributes to excellent patient care overseas for setting up a diabetic retinopathy screening programme in Zambia.

Diabetes was once thought to be a rare disease in Africa. However, the prevalence of the condition has increased in sub-Saharan urban populations. Diabetic retinopathy (DR) is a complication of diabetes when high blood sugar levels damage the back of the eye. If left untreated, it can lead to blindness

and is the leading cause of sight-loss in working age people in the developing world. Everyone who has diabetes is at risk of developing DR, but it can be easily prevented by regular screening and, if necessary, laser treatment.

In 2011, colleagues from Frimley Park Hospital's eye unit began work with Kitwe Central Hospital's eye unit in Zambia's Copperbelt province as part of the International Centre for Eye Health's Vision 2020 Links Programme with the London School of Hygiene and Tropical Medicine. Following a scoping visit to Zambia, it became apparent that a major problem was the absence of a diabetic retinopathy screening programme.

Prof Menon, who has worked for the trust for 20 years, explained: "When we visited, we found that the most common cause of

sight-loss was due to diabetic retinopathy. Patients were coming in with the end stage of the disease and couldn't get their vision back. We wanted to set up screening to treat patients early on, thus preventing blindness."

Prof Menon identified five areas within the Copperbelt province where mobile diabetic eye screening clinics could visit for maximum effect. But she and her team faced problems setting up the programme. "Initially there was no funding available for a programme to treat patients living in different areas. So we had to combine funding from various sources.

"All patients with a diagnosis of diabetes were invited for screening. They were contacted via a public awareness programme using local billboard advertising, radio, TV broadcasts and within church congregations."

Another problem she encountered was a lack of ophthalmologists working in the area. She added: "I trained non-clinical workers to carry out the screening and grading, and nurses to perform any necessary laser treatment."

Reciprocal visits between Zambia and the UK ensured that the healthcare teams from both countries could effectively work together to provide a skilled workforce to deliver this innovative service safely and confidently in Zambia.

In its first year, the clinic screened over 3,000 patients and successfully treated around 500.

On presentation of the award, the RCP praised Professor Menon for the reach and scale of the programme, as well as it laying down a blueprint to be rolled out across other areas.

Prof Menon hopes to assist with the setting up of similar diabetic retinopathy screening clinics across other countries in Africa, as well as regions in China and India. "I like a challenge," she said, "I like to take things on where I think I can make a difference."

A day in the life... Mike Stone

Voluntary services manager

Buggy drivers, meal time assistants, pharmacy runners – these are just a few of the roles fulfilled by a dedicated and committed team of volunteers who help to keep Frimley Health's three hospitals running smoothly.

At the helm is voluntary services manager Mike Stone who oversees the 300-strong team. "Without them, things wouldn't be the same," says Mike. "They're gold dust."

For Mike, 54, working in the voluntary sector is incredibly rewarding. After graduating with a degree in sociology from Kingston University, he secured a place at Sandhurst Military Academy to commence officer training. "But I changed my mind a couple of days before I was due to start," he laughs. "My dad wasn't happy, but I wanted to get out there and work." Jobs at United Biscuits and HM Customs and Excise followed before Mike became chief executive officer of the Patients Association and he's been improving patient experience in the NHS ever since.

Mike's team of volunteers range in age from 16 - 80 years old and between them cover one of 23 job roles. These include patient companions, spiritual support workers and administrators. And with so many people to organise, Mike and his assistant Harpreet Rall, are kept busy ensuring volunteers are trained and dispatched to where they are needed the most.



Mike helps volunteers run the patient buggy service at Wexham Park

"Sometimes it's the simple things that make a difference to a patient's stay, like finishing that game of Scrabble or simply taking time to talk with them," he said. "Our ward staff provide fantastic care, but they can be extremely busy and that is why our volunteers are so special."

But not everyone who expresses an interest in volunteering at Frimley Health is taken on. "We have lots of applications but we choose our team very carefully," explains Mike. "They are all fully vetted, interviewed and selected to ensure that they can provide exactly what the patient needs."

Candidates are asked to commit to a minimum of three hours work a week and stay for at least a year because continuity is so crucial to patient care. Students and retired workers make up a large proportion of the team, but there are volunteers from all walks of life.

"Our longest serving team members have been here for over 20 years," says Mike. "We look after our volunteers and make sure they're happy."

As part of the trust's patient experience team, Mike starts his day early, often arriving at his office in Wexham Park Hospital before 7am to run through emails before the day gets too busy. He's created an 'open-door' relationship with all the volunteers so they often pop in for a chat before they head out to the wards and departments.

"An important element of my role is being approachable. I take time to talk with my team, making sure they're doing what they're supposed to be doing. I communicate with patients

and ward staff and am constantly taking on feedback and smoothing out any issues."

And this winning approach has recently been commended by the Patient Experience Network at their 2017 national awards ceremony in March, where Mike and Harpreet



scooped a prestigious award for 'team of the year'. You can read more about the award on page 14.

Mike added: "It's a never-ending cycle saying goodbye to some volunteers and hello to new ones. There's a lot of administration involved as everyone has to have full security checks and two references."

Mike, who lives with his wife and their cocker spaniel, Hudson, in a village near Reading has been with the trust since 2013. Originally he held the post of volunteers and fundraising manager, which was a combined role covering Heatherwood and Wexham Park hospitals. After Frimley Health was formed in October 2014, Mike seized the opportunity to focus solely on volunteers and has worked



What do you like most about your job?

"Improving things for our patients and visitors."

What do you like least about your job?

"Having to say goodbye to a valued volunteer when they leave."

tirelessly to create the fantastic team that's currently in place. "We're very proud of our volunteers," he says.

In addition to his daily duties, Mike organises a number of events throughout the year at all of Frimley Health's hospitals. These include afternoon tea parties at Christmas for volunteers, long service celebrations, as well as regular monthly information days for candidates. "We always need more volunteers but they've got to be the right fit," Mike explains.

An avid Chelsea fan, once a month Mike volunteers his time to sit as a magistrate in Slough and Reading, a role which he's fulfilled for 16 years. He also works closely with Slough Employ-Ability, a specialist employment service that supports people

with disabilities enter into meaningful work.

Mike's vision for the future is to grow his team with the best volunteers around. "I love my job. I can look out my office door and see people that I know personally, doing things they enjoy that are making a difference to patients."

If you're interested in volunteering at any of Frimley Health's hospitals, please contact the volunteers team on 01753 633611 or email volunteers@fhft.nhs.uk for further information. Alternatively, please visit www.fhft.nhs.uk/careers/volunteering/ to find out more.

Mike's team is featured winning an award on page 14.



Some of our longest serving volunteers receive a special award as a token of appreciation

*"Sometimes it's the simple things
that make a difference to a patient's stay..."*

Last chance to join Run Wexham fundraiser

There's still time to lace up your running shoes and register for Run Wexham, the second of Frimley Health Charity's annual fundraising race events

Run Wexham on Sunday 23 July is a great community event which includes a sponsored 10km trail race and a 2km fun run across beautiful countryside near Wexham Park Hospital.



It follows hot on the heels of Run Frimley, which saw 2,000 runners turn out on 30 April to support the Stroke Appeal at Frimley Park and raised over £45,000.

This year's Run Wexham will once again be held in aid of the charity's Children's Critical Care Appeal – an ongoing drive to raise £210,000 to equip the five-bed children's high dependency unit that opened last year at Wexham Park.

The money will buy specialist equipment above and beyond that provided by the NHS budget. It will also be used to furnish the family accommodation next to the unit.



Both Run Wexham races start and finish at the hospital, taking participants across picturesque farmland. There will be awards for the winners, a medal for every finisher and a prize for the best children's fancy dress.

Head of fundraising Andrew House said: "Run Wexham continues to grow in popularity each year and provides a fantastic opportunity for our staff and the local community to join

together to support their hospital.

"About ten children with life-threatening conditions are admitted to the children's ward at Wexham Park each week.

"The sponsorship you raise through Run Wexham will help us to give them the best level of care that we can while they are in our hospital."

Visit www.frimleyhealthcharity.org to sign up.

Superheroes Run Frimley



This year's Run Frimley was another outstanding success with 2,000 runners taking part in the two races.

As always the 2.5K fun runners really embraced the fancy dress theme of superheroes with some amazing outfits – caped crusaders and men and women of steel were among those lined up at the start.

We would like to thank everyone who took part and made it such a fun event. The purpose of the run is to raise money for the hospital's Stroke Appeal and so far we have raised £45,000. And with money from individual sponsorships still coming in, we believe we will break the £50,000 barrier.

We get an enormous amount of support from the local community, both from organisations and individual volunteers. Our grateful thanks to Blackwater Valley Scouts, Radio Frimley Park, CADAC running club, the Air Cadets and all those along the route who helped and encouraged every runner.

Local businesses also donate time, resources and money to support us. They include Arena Leisure, Audi Camberley, Dolphin Head, Hi-Speed Services, Longacres, Thorpes Physiotherapy, Vickery Estate Agents, Waitrose Bagshot and Woodend Removals.

The date for next year's race has already been provisionally agreed as 6 May 2018. We look forward to seeing everyone again!

Generous donation boosts appeal



An Iver family has pledged an incredible £100,000 for the charity's Children's Critical Care Appeal at Wexham Park.

Four year old Kamran Jabble was diagnosed with acute lymphoblastic leukaemia in July 2004 and was first treated at the Slough hospital before being transferred to the John Radcliffe Hospital in Oxford but sadly lost his fight against the disease.

His family set up the Kamran Jabble Leukaemia Fund and over the next few years raised over £1 million to fund an oncology ward, named Kamran's Ward, at Oxford Children's Hospital.

They continue to fund projects focused on building better healthcare for children and have now decided to work with the Frimley Health Charity to raise even more funds for

the hospital where Kamran was first cared for. Kamran's father and grandfather, Kulvinder and Jagjit Jabble, visited the Wexham Park team in May to present the £100,000 cheque.

Frimley Health NHS Foundation Trust completed the build of the new children's critical care unit in 2016 at a cost of £1.25m. The charity's appeal is now focusing on equipping this new facility with items above and beyond that provided by the NHS.

Head of fundraising Andrew House said: "We are blown away by Jagjit and Kulvinder's generosity and cannot thank them enough. It brings our goal of raising £210,000 so much closer."

Kulvinder Jabble said: "Our son Kamran was first diagnosed and cared for at Wexham Park Hospital and we are pleased that the Kamran Jabble Leukaemia Fund can support the improvement of services here at our local hospital. Our motivation is to enable better care for children in this area."

Even after their generous donation, the family are continuing to fundraise for the appeal.

If you would like to support the Children's Critical Care Unit Appeal please get in touch with the fundraising team.

New arrivals

Since your last edition of inTouch, our fundraising team has expanded with the addition of Anthony Kerslake.

Anthony started in June and takes on the mantle of fundraising manager based at Wexham Park Hospital. He joins us after a successful stint for the NSPCC organising its London Marathon runners along with a variety of other fundraising events.

Fundraising officer David Powell has volunteered with the Frimley Health Charity for the past five years but now works with us two days a week to support the team.

Along with the rest of the team, Andrew House, Keith Hanks and Louise Smith, they have a busy time ahead as two of the trust's major fundraising initiatives crank up.

Our Children's Critical Care Unit Appeal is aiming to raise £210,000 to buy more state-of-the-art equipment for Wexham Park Hospital's new paediatric high dependency unit.

Meanwhile the Stroke Appeal is up and running at Frimley Park with the aim of raising £320,000 towards expanding and refurbishing the hospital's stroke unit. In the first four months of the appeal, a total of £50,000 has been raised with the majority of this coming from our fantastic Run Frimley participants.



Get involved

If you'd like to support our appeals or make a donation, please get in touch with the fundraising team:

01276 604642
01276 604626
01753 633206

or email
fundraising@fhft.nhs.uk

For more information about the Frimley Health Charity visit our website at
www.frimleyhealthcharity.org



Spotlight on Speech and language therapy

Imagine recovering from a stroke only to discover you've lost the ability to speak. Or maybe you've developed a condition that means you can't swallow your favourite food.

These are just two of the many problems that Frimley Health's speech and language therapists – or 'SALTs' – help with on a daily basis. They work across the trust's three hospitals in partnership with almost every department.

Judith Anderson, head of speech and language therapy, explains: "Most people assume we focus solely on speech and communicating, but we're directly involved with acute clinical diagnoses and treatments. We cover neonatal, stroke, head and neck and oral cancer, cleft palate, voice, dementia, learning disability, neurology and trauma patients. I don't think many people realise quite how far reaching our department is!"

Judith oversees the 22-strong team that covers Frimley Park, Wexham Park and Heatherwood hospitals and helps patients through what can be extremely emotional times.

In some cases, such as a stroke, if the left side of the brain has been damaged, a patient may suffer from dysphasia. Some patients with dysphasia may not be able to communicate verbally at all and may also have difficulty

understanding. "It can be really scary for the patient and so we work with them and their family as sensitively as possible," explains Clare Coles, specialist stroke therapist.

"A person may experience difficulty in language retrieval, or might get closely related words muddled up. For example, we may show the patient a picture of a zebra and they call it a giraffe."

However, once the damage to speech function has been assessed, therapists can carry out targeted therapy to significantly improve a person's language ability.

"It's rather like re-training the brain," says Clare. "Just as physiotherapy can re-build muscles, we have exercises that can strengthen neural pathways which help patients recover their ability to speak normally."

Swallowing problems in patients who have neurological conditions make up a large proportion of the inpatient SALT team's work. Twice a week, they run a videofluoroscopy clinic where a moving picture of the patient swallowing is generated via x-ray (see picture). This enables therapists to understand exactly what is happening and offer appropriate treatment. It can also show if a patient is aspirating – food or drink entering the airway – as this can potentially affect the lungs and lead to pneumonia.

The department also runs voice clinics to treat patients who have voice disorders which might arise from polyps, nodules or cysts or from emotional trauma. In some cases, the patient may suffer complete or recurrent episodes of voice loss and this can have wide ranging effects such as the inability to work. Voice therapists work with the patient to help restore speech so they can resume their day to day life.

"The role of speech and language therapists has really evolved over the years," says Judith. "We no longer just focus on speech and communicating but are at the forefront of acute clinical care. It's incredibly rewarding."



Helping patients to get home sooner



A new, dedicated ambulatory emergency care unit (AECU) at Frimley Park Hospital is caring for many patients with medical conditions on a day to day basis avoiding the need for an overnight stay.

The unit's lead consultant, Dr Bethan Graf, explains: "The point of this unit is to avoid unnecessary admissions. Traditionally patients would come to hospital, often via the emergency department, and be admitted to a ward for further tests or investigations.

"But there is lots of evidence now that people get better faster in their own homes, in familiar surroundings. With our new unit, we can organise whatever investigations or tests patients need and even if it means they come back on a daily basis for monitoring or interventions, they can still go home and sleep in their own bed at night and recover quicker.

"It's the equivalent of our day surgery unit, but for medical patients."

The new unit houses five assessment rooms, a treatment room with three spaces for patients needing infusions and one trolley space where procedures can be undertaken. Along with a reception/waiting area, toilets, sluice and a kitchen, it is all beautifully decorated providing

a calm, welcoming environment for patients and staff alike.

And pagers are available for patients so instead of waiting in the unit for test results to come through, they can visit the hospital café if they wish and staff will page them when results are known.

The new AECU opened in February this year and is staffed by a dedicated team including a registrar, nurses, medical technical assistant, receptionist and specialist consultant cover. The development of the new service has been recognised in an award from the National NHS Ambulatory Care Network.

Matron Tony Fenby said: "Feedback about the unit has been very positive – it has scored 100% in the Friends and Family Test and patients tell us they love it.

"We provide a really good level of care here. With the registrar and sister here every day and the same medical team, we offer a level of continuity and build up a good rapport with our patients. Instead of ending up in a hospital bed, they walk in here knowing they are going home by the evening – it's so much more reassuring for them."

Dr Alan Kevern, clinical fellow for acute medicine added: "Our philosophy is that providing the patient is stable and well enough to be treated in our department, we will try to manage everything they need on an ambulatory basis.

"We even have portable cardiac monitors that give live ECG traces so if, for example, someone has a fast heart rate or unusual rhythm, we can keep any eye on them and act accordingly – they don't necessarily need to be admitted and attached to a fixed heart monitor."

The team in AECU currently see about 20 patients every day and this is likely to increase with an additional appointment of a nurse practitioner. They work closely with colleagues across the trust in order to treat as many suitable patients as possible on an ambulatory care basis.

Dr Graf added: "We can bring patients in on a daily basis if necessary to make sure they are ok, such as to check whether their medication needs adjusting, or give intravenous antibiotics each day. It is very reassuring for patients and equally it is very reassuring for us."

Frimley Health team wins patient experience award

Our trust's work to improve the experience of patients in hospital has been recognised with a prestigious award for its voluntary services team.

It was named Team of the Year at the recent Patient Experience Network (PEN) National Awards 2016.

The team co-ordinates all voluntary work across Frimley Health's three main hospital

sites – Frimley Park Hospital near Camberley, Surrey, Wexham Park Hospital in Slough and Heatherwood Hospital in Ascot, Berkshire.

The honour came as the trust was also shortlisted in the Best Organisation category of the 2017 Patient Safety Awards.

The PEN National Awards, which were held in Birmingham earlier this year, celebrate the delivery of outstanding patient

experience by those working in the health and social care industry.

The Team of the Year award recognised efforts by voluntary services manager Mike Stone and administrator Harpreet Rall to highlight the value of volunteers to patients and staff throughout the organisation.

The team has strengthened links with frontline colleagues to ensure volunteers are welcomed and treated as part of the team and that staff are listened to.

It has also implemented an improved and robust recruitment process and ensured roles are focused where they will most benefit the experience of patients.

The trust's patient experience manager Claire Marshall was runner-up in the Manager of the Year category at the same awards.

Former Frimley Health director of nursing Nicola Ranger said: "I am delighted that the outstanding work of our voluntary services team has been recognised with this award.

"Our patients are at the heart of everything we do and Mike and Harpreet get the best out of our fabulous volunteers to ensure people being treated in our hospitals are as comfortable as possible."

The voluntary services team was also shortlisted in the Thames Valley and Wessex Leadership Academy (TWLA) Recognition Awards earlier in March and last year received a special commendation in the National Association of Voluntary Services Managers' Excellence in Volunteer Management Awards.

Meanwhile, Frimley Health has also been shortlisted in the 2017 Patient Safety Awards, to be held in Manchester in July.

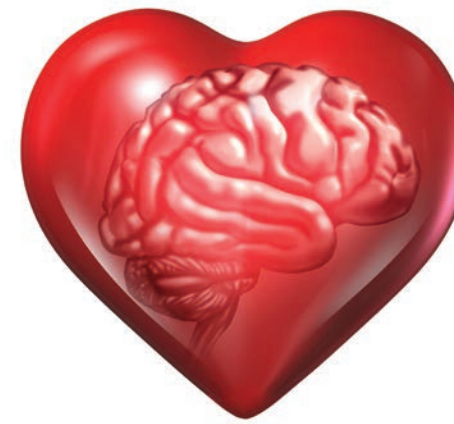
The trust is nominated for the Best Organisation award – the category it won in 2016.

Tracey Coulson, head of patient safety at Frimley Health, said: "We were delighted to win this award for the first time last year and even more delighted to be shortlisted again this year."

You can read more about Mike's work in the 'Day in the life' article on pages eight and nine.



Hearts and minds at Wexham Park



A-level students rubbed shoulders with hospital doctors, nurses and paramedics at the third Wexham Integrated

Cardiology Conference at Wexham Park Hospital in May.

Record numbers of health professionals signed up to the event including consultants, local GPs, nurses, paramedics, trainee doctors and, for the first time, sixth form students from St John's Beaumont School in Old Windsor and Merchant Taylors' School, Northwood.

In all, over 150 people attended - the largest audience since the inaugural event in 2015.

The two-day conference held on 2 and 3 May was designed to follow the patient's journey through the investigation and treatment of cardiac conditions, including heart attacks.

On the second day, sessions were dedicated to the role of cardiac rehabilitation and prevention, to highlight the importance of community based care and engagement of patients and the public in healthcare planning.

Dr Omar Ali, consultant cardiologist at Wexham Park Hospital and conference director said:

"We structured the whole event around several themes covering all aspects of cardiology conditions, and broadcast live cases from the hospital's cardiology department showing patients' assessment and treatment. This in particular was immensely popular with our audience."

It was the third year that Dr Ali, along with department lead and co-director Dr Mohammed Al-Obaidi and the entire cardiology team at Wexham Park, staged and supported the conference. And it has gone from strength to strength, gaining in popularity each year.

Dr Ali added: "The conference has now become an important educational forum for primary and secondary care providers and I hope it will continue to grow and develop still further in the coming years."

Could you be our next governor?

Have you got what it takes to be a foundation trust governor? Elections begin next month to find two public and three staff governors.

From 4 August 2017 we are seeking a public governor in each of the following constituencies:

- Chiltern and South Bucks
- The Rest of England

And staff governors are needed to represent Frimley Park Hospital, Heatherwood and the community hospitals, and Wexham Park Hospital – one governor for each.

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

As a member of the Council of Governors, you would be part of the body that holds the trust board to account for its performance

and represents the interests of members, staff and the public.

If you would like to make a difference and use your voice on our Council of Governors, the first step is to complete a nomination form. This, along with all the information you need, will be made available on our website under About us/Council of governors/Becoming a Frimley Health governor, in due course.

For further information please email:

Susanne Nelson-Wehrmeyer, company secretary:
susanne.nelson-wehrmeyer@fhft.nhs.uk,

or Kevin Jacob, assistant company secretary: kevin.jacob@fhft.nhs.uk

Telephone: 01276 526588 or 01753 634824

Key dates in the 2017 governor elections:

Friday 4 August
Notice of election/nomination open

Monday 4 September
Nominations deadline

Monday 25 September
Notice of poll published

Tuesday 26 September
Voting packs despatched

Thursday 19 October
Close of election

Friday 20 October
Declaration of results

WHEN WHAT WHO WHERE	26 September 5pm - 6pm Refreshments from 4.30pm	26 September 7pm - 9pm Refreshments from 7pm	17 October 7.30pm - 9pm Refreshments from 7pm
	Council of Governors	Annual Members Meeting and Health Event Constituency – Windsor and Maidenhead	Health Event Constituency – Guildford, Waverley and Woking
	Consultant presentation will feature in the Annual Members Meeting and Health Event which follows the Council of Governors meeting	Dr Ottilia Spiers Consultant Stroke Physician and Geriatrician <i>'FASTER management of stroke'</i>	Mr Raouf Daoud Consultant Breast Surgeon <i>'New era for Frimley Park's breast unit'</i>
	Legoland Windsor Resort Hotel Winkfield Road Windsor SL4 4AY	Legoland Windsor Resort Hotel Winkfield Road Windsor SL4 4AY	Legacy Farnham Hogs Back Hotel Seale Farnham GU10 1EX

Annual Members Meeting

The trust's Annual Members Meeting (AMM), in conjunction with a special health event featuring stroke services at Frimley Health's hospitals, starts at 7pm on Tuesday 26 September. It follows the Council of Governors meeting which starts at 5pm the same day.

It features consultant stroke physician Dr Ottilia Speirs's talk on the 'FASTER management of stroke' after which stroke survivor Alan Batup will share his experience of stroke and inspiring recovery.

And visit awareness raising stands hosted by clinical experts offering advice about stroke services at our hospitals, including:

- Speech and language therapy
- The Stroke Association
- Early supported discharge
- Ophthalmology aspects of stroke care
- Physiotherapy
- Health and wellbeing
- Occupational therapy
- Frimley Health Charity's Stroke Appeal
- Clinical neuropsychology

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.

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

large
print

or



Braille

or



please contact the
Patient Advice & Liaison Office on
01276 526706