

intouch

Members Magazine January 2018

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Welcome



So I am delighted to say that after a rigorous selection process we have appointed Neil Dardis as our next CEO. Neil has achieved great things as CEO at Buckinghamshire Healthcare, where he currently works, and he shares Sir Andrew's passion for providing the best possible service for our patients and creating a great place for our people to work.

We had three excellent candidates shortlisted and it really was a close call between them, but we felt Neil had just the right balance to engage and inspire our people to deliver great results and a great vision for the future.

As I write this we do not have a start date arranged for Neil. But in the next edition of inTouch in April, when Sir Andrew will have retired from the trust, you will be able to read much more about Neil and his plans.

Neil's appointment has left me feeling really confident about Frimley Health's future success.

As you will know from reading inTouch, our trust is leading the way in terms of the quality of services and the huge investments we have been able to make in building better hospitals.

All that remains is for me to wish you a happy and prosperous year ahead. For us at Frimley Health it promises to be an exciting one, when our new leader will be making his mark and helping to write the next chapter in our story.

Pradip Patel
Chairman

I hope you had a good festive season with your family and loved ones.

When I wrote to you last autumn, we had just learned that our superb chief executive Sir Andrew Morris would be retiring from the trust.

He is already the longest serving CEO in the NHS and when he stands down next month he will have been in post for 29 years with a track record of success second to none. Sir Andrew has made a truly outstanding contribution, firstly to Frimley Park and more recently to Frimley Health. In 2017, a panel of distinguished judges comprising some of the most senior healthcare leaders in the UK ranked Sir Andrew top of the list of NHS chief executives. We can never thank him enough for what he has done for us.

Suffice to say, finding a replacement for him was never going to be an easy task and I pledged to you then that my focus would be on appointing someone who could continue his good work and lead us through the next stage of Frimley Health's journey.

NHS
Frimley Health
NHS Foundation Trust



On the cover

Monica Warren, the matron responsible for the labour ward, birth centre and maternity assessment centre at Wexham, talks about her role and the new facilities – see pages 8 and 9.

Coming soon

Health Event – Surrey Heath and Runnymede

Tuesday 6 March

Lakeside International Hotel
Wharf Road
Frimley Green
GU16 6JR

Foundation trust office

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

Telephone: **01276 526801**

Email: **foundation.trust@fhft.nhs.uk**

Website: **www.fhft.nhs.uk**

Foundation trust office:

Frimley Park Hospital
Freepost GU12587
Portsmouth Road
Frimley GU16 5BR

Meet your new Frimley Health governors

Five governors were elected to the trust's council of governors following elections in October.

Two of the five were re-elected. Paul Henry continues to represent members in the Chiltern, South Buckinghamshire and Wycombe constituency and Bob Soin was re-elected as staff governor for Wexham Park Hospital.

Earlier last year a decision was made to reduce the size of the council of governors

from 37 to 22. This brings Frimley Health in line with representation at most other NHS foundation trusts, both in terms of foundation trust members represented by each governor and the local population size.

The council of governors and the board fully backed the proposal after careful consideration of the pros and cons of reducing governor numbers. We believe it will make the council of governors more effective and efficient, both collectively and individually.

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

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



Public constituency – Rest of England

Paul Sahota

Paul is director of Home Instead Senior Care, Slough and Uxbridge, operating in adult health and social care with accountability for regulatory compliance to the Care Quality Commission. He is also a board trustee at two charities and is on the board of governors at Hampton Wick Infant and Nursery School.

He has over 25 years' experience working at senior management level. His expertise includes corporate governance, commercial business management, regulatory change, risk and audit.

Paul's work and voluntary roles have provided him with key insights into the challenges faced by organisations and he has a detailed knowledge of the regulatory environment in the UK.



Staff constituency – Frimley Park Hospital

Shauna McMahon

Shauna moved from Canada in 2015 to join Frimley Health as chief information officer. For the last 20 years she has worked in healthcare in both the private and public sector and before that in banking and human resource consulting.

Shauna enjoys voluntary work and learning and has served on the board of a large credit union and worked with local and health related charities. She has expertise leading transformational change and strategic planning and is at ease working with multiple stakeholders.

Shauna believes she can bring a fresh perspective to the council of governors and welcomes the opportunity to represent staff constituents.



Staff constituency – Heatherwood and community hospitals

Fran Campbell

Before moving into operational management in both acute and community settings, Fran worked clinically at a senior level in a variety of specialties. She has expert knowledge and understanding of the challenges staff face.

Fran believes representing staff is a privilege and giving staff a voice is vital. She has a passionate desire to ensure patients receive high quality, person-centred care, while encouraging staff to take an active role in reshaping and developing services delivered by the trust.

She sees her role as the voice and influence to other governors, to enhance their understanding of the staff perspective so it is considered when holding others to account.

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Big build projects reach milestones

Our three big building projects are making great progress. Upgraded maternity and women's services are completed at Wexham Park, plans for a new hospital at Heatherwood are on track and the emergency department and assessment centre at Wexham has reached a half-way point.

The emergency department building has reached full height and work on the £49m project is entering its next phase.

Contractors achieved the important milestone when they completed the concrete frame of the third and fourth floors and now roofing and cladding is being installed.

A small celebration, called a 'topping out' ceremony, is scheduled for this month. The traditional ceremony involves the symbolic laying of a brick or tile at the top of the building when it reaches its high-point.

From now onwards, until the trust takes over the building in early 2019, more of the work will focus on the inside of the new

emergency department and assessment centre. By Easter up to 150 people are expected to be working on site, building partitions, laying flooring and installing electrics and other services.

Associate director of capital Stephen Holmes said the project was proceeding to plan and on budget.

"Once the building has been clad and made watertight most of the work will be internal," he said.

"The passing observer may not see much being done but there will be lots of activity."

Main contractor Kier began building work in earnest in April 2017 although enabling ground work such as cabling and drainage started in December 2016.

The new emergency department will take up the whole of the ground floor with separate children's and minors units as well as 36 individual 'majors' rooms. The floors above will include a 34-bed combined assessment and ambulatory care centre.

An official opening ceremony is also planned this month for the £10m upgrade of maternity and women's services. The new facilities include full en suite shower and bath facilities in all labour rooms, a home-from-home style birth centre, more birthing pools and upgraded outpatient areas with separate antenatal and gynaecology waiting areas.

Following the local planners' decision to approve the proposal to rebuild Heatherwood Hospital in adjacent woodland and sell off part of the site to help fund construction, work is due to start this year once a number of planning details are worked through.

And the former mental health block at Heatherwood is being converted this year into office space to centralise some support services, such as HR, finance, IT and communications. The converted block, which will be known as the Greenwood offices, will include a restaurant and space for a GP hub.

Spotlight on new older persons short stay unit

Meet some of the team from Frimley Park Hospital's older persons short stay unit (OPSSU) – a new ward transforming the way we care for patients with frailty.

They are focused on helping people who are admitted with a frailty syndrome to maintain their mobility and independence and avoid a lengthy stay in hospital.

The unit opened in September with the aim of assessing, treating and safely discharging appropriate older patients within 72 hours, and is currently seeing about five new admissions each day.

An ageing population means hospitals across the country are seeing more people with frailty than ever before.

Nationally, around 50% of people aged over 80 will be considered frail, while about two-thirds of over 75s arriving in our emergency departments will have a frailty condition.

They may have suffered a fall or reduced mobility, experienced altered cognition, developed incontinence or rely on a lot of medication.

For patients such as these a prolonged hospital stay can be counterproductive, increasing the risk of deconditioning and the likelihood of further falls, the development of pressure ulcers and threatening their independence and wellbeing.

In fact just 10 days of bed rest for someone aged over 75 can lead to a 10% loss of aerobic capacity and a 14% loss of muscle strength.

Frimley Park consultant geriatrician Dr Lucy Abbott says: "It is widely accepted that it is better to care for older people in their own home or in the community in order to maintain their mobility and independence.

"We have a rapidly ageing population and that will continue to be the case.

"So we are redesigning our system of care to ensure we have the right care available in the right place at the right time."



New admissions to the 22-bed OPSSU will receive a comprehensive geriatric assessment followed by a multidisciplinary approach to treatment and discharge.

Dr Abbott said: "Often there is a medical reason why someone has been unable to walk, or get up, or their mobility is reduced.

"It may be due to an infection or it may be a cardio-respiratory problem. We identify and treat the medical issue as soon as possible then take a team approach, in conjunction with the patient, to maintain their independence and mobility and uphold their wishes.

"We have specialist physiotherapists providing exercises to promote strength and balance and all staff are encouraging people to get up and about on the ward. And occupational therapists will look at modifications such as raising chairs to make it easier to get up, or aids to help people transfer to and from their bed.

"We have social dining, encouraging patients to get up and share meal times, and we work with pharmacy to help patients be independent with their medications."



From the beginning of a patient's admission, unit staff work alongside healthcare partners such as social care teams, the enhanced recovery service, in-reach matrons and integrated care hubs to minimise delays to a patient's rehabilitation or providing ongoing care at home or in the community.

The OPSSU is part of a national acute frailty network sharing best practice to meet national standards of care, and has recently received funding from NHS England to expand its team and services.

Dr Abbott said: "The unit has been well received and we have had a lot of positive feedback from patients and their relatives. Our patients are at the heart of everything we do."

Working in partnership with care homes



A team of senior nurses is smoothing the way for care home residents who need to be admitted to hospital.

Trusted assessors at Frimley Park make the transition from care home to hospital and back again easier and more efficient for all concerned.

They provide a link between both care settings ensuring that care homes have all the information they need about a patient's fitness to return home, and the anticipated date, to help make the transfer of care for patients as seamless as possible.

Beth Bal, head of quality at Frimley Park, explained: "This initiative is about helping to keep each other informed so that if a patient has particular needs, the care home can be alerted to that as soon as possible – and the other way round."

"The care home has a named individual they can liaise with and by working together we can plan in advance so that the needs of the patient, their resident, can be met once they return to their home."

Trusted assessors make contact with the care homes to introduce themselves. And

they visit the home to gain an understanding of the skill set of the staff, the layout of the home and the level of care they can provide for residents.

They support hospital ward staff who are caring for residents by raising awareness of the importance of timely communication and the facilities each care setting offers, for example whether it is a nursing facility or residential care.

And they link up with community matrons who oversee the homes to enable them to follow up on appropriate care.

Beth added: "The trusted assessor initiative started in a small way two years ago with just five homes. Now we have 17. It is very much 'work in progress' – we welcome more care homes to join the scheme and we are learning about what works best all the time."

"Before we started the scheme, care home staff had to come to Frimley Park to assess their residents before they could leave hospital, taking time away from their work in the home, and this could sometimes result in delays."

"Our trusted assessors have taken on that role for them. Many home managers really like this

because it means they can concentrate on supporting their own staff in the home itself.

"And we try to meet regularly with home managers, supported by clinical commissioning group leads for care homes, to understand any issues they have and how we can be more responsive."

The 'red bag' initiative complements the trusted assessor service. When residents are admitted to hospital a red bag accompanies them. It includes all relevant documentation (care plans etc), along with a change of clothes to return home in, toiletries, glasses, hearing aids and medications. This stays with the patient until they return to their care home. It helps to ensure a safe admission and speeds up the discharge process.

Frimley's trusted assessors are also happy to run training sessions in care homes – topics so far have included sepsis, acute kidney injury and dietetics. Especially popular is the session when they demonstrate the 'age suit', a garment which simulates the physical restrictions of old age, which care home staff can try on and understand for themselves what it's like to be older. As a result, some homes have invested in their own 'age suit' to support staff training.

End of life conference

The challenges healthcare professionals face while caring for the dying were in the spotlight when Frimley Health held a special end of life conference last October.

Almost 200 delegates registered for the event, which was titled 'Dealing with dying – why is it so difficult?'

The conference was aimed at everyone involved in the care of dying patients, including consultants and GPs, doctors in training, nurses and healthcare assistants, pastoral care workers, clinical psychologists and physiotherapists, among others.

Topics included considering a carer's perspective, the difficulties in discussing the end of life and breaking bad news to loved ones.

The conference also addressed challenges presented by multiculturalism and religion at the end of life.

In between presentations, actors helped the delegates with interactive role play to address various scenarios.

Bruce Montgomery, chairman of the end of life steering group at Frimley Park Hospital, said the conference aimed to equip staff with more skills to communicate with and look after dying patients and their families.

He said: "We want to help educate healthcare workers so that everyone in hospital, not just



Bruce Montgomery (second left) with, from left, Mary Hayes, head of cancer and end of life care, Barbara Potter, Surrey Health mayor Councillor Valerie White, Bob Potter, and Dr Beata LeBon, consultant in palliative medicine.

the palliative care team, is aware of how to care for a dying patient.

"We only have one chance to get it right and it is important that we do it to the best of our ability."

"Frimley has a very good record of looking after the dying but we can always do better."

"We designed a day involving speakers and experts in their field talking about hope, about the difficulties in talking about dying, about the spiritual and cultural differences we encounter as well as the ethical and legal difficulties."

"We also wanted to look at how we document discussions that take place with patients

and their families so that we can ensure their wishes are met as they approach the end of their lives."

The conference was held at Lakeside Country Club in Frimley Green on 6 October, where owners Bob and Barbara Potter have been long-time supporters of Frimley Park Hospital and made the venue available free of charge.

Mr Montgomery added: "The enthusiasm for the event has been great and the venue has been fantastic, so we are very grateful to the Potters for making it available."

Another end of life conference is likely to be held in 2018.

Award for Parkside



The Parkside Suite, Frimley has been named Best Private Healthcare Service – Surrey by an international publication.

GHP (global health and pharma) Magazine described Parkside as "exceptional" as it announced the winners in its Healthcare & Pharmaceuticals Awards 2017. The unit was the subject of a double-page feature in the magazine's awards supplement, which you can view via the GHP website at www.ghp-news.com.

A day in the life ... Monica Warren

Intrapartum matron at Wexham Park Hospital

Monica is the matron responsible for the labour ward, the birth centre and the maternity assessment centre at Wexham Park.

But that's not all. For the past year Monica has been heavily involved in the £10m building project that will transform the environment for women who choose to have their baby at the Slough hospital.

She said: "I was really excited when we first heard there would be a big investment in maternity services here. I had previously seen the unit at Frimley Park and was a little jealous!"

"It's not just about being able to provide great care for mum and baby, it is also important to provide a great environment to help make their experience even more special."

Monica always knew she wanted to work in a caring profession and initially chose nursing, leaving home aged 18 to train at Edgware and Barnet School of Nursing. Once completed, a stint in a summer camp in America followed – "the hardest job I have ever done!" she added.

Returning to the UK, Monica undertook midwifery training and qualified in 1992 with an ambition to work at the John Radcliffe Hospital, Oxford. Three months later she was offered a job there and progressed through the ranks to become a G grade midwife, the equivalent of a sister.

"During my seven years in Oxford I worked in the labour ward, the ante and postnatal wards, and in the community – I gained a lot of experience.

"And I also gained some of the best friends ever who have stayed with me and we meet up regularly to this day."

Monica moved from Oxford to Wraysbury in Berkshire in 1999 and married in St Lucia in 2000. By then she had started work at Wexham Park, initially as G grade midwife in the role of labour ward coordinator.



know about the patients who are with us and what their complications, if any, might be.

"This helps me to plan ahead regarding staffing requirements in my areas for at least the next 24 hours.

"After that there are inevitably reports to write and meetings with members of staff, perhaps for probation, return to work or exit interviews, or for their appraisals.

"I tend to schedule those meetings early in the day, particularly with night staff so I can catch them before they go home.

"And at 10.30am we have a 'safety hub' meeting on the labour ward. A representative from each ward attends, including the special care baby unit, theatre staff and the safeguarding midwife. We discuss any issues that affect our service, and that might include IT or estates-related concerns. As managers we take it in turns to lead the meeting and action anything that needs doing."

Four years later she moved to the antenatal ward as senior sister for a few years, then undertook another stint on the labour ward before becoming a parent-craft sister, working closely with new mums and dads to be. She later joined the Crystal team of midwives, a team that specialises in caring for vulnerable women who benefit from extra support.

During this time her two daughters, Isabella and Annie, were born in 2002 and 2004.

Monica was appointed safeguarding midwife for the trust in 2012 before taking on her current role in March 2014.

"A typical day for me starts at around 7.30am when I grab a cup of coffee and go through my emails", Monica said. "And I'll often go to the labour ward to get a handover from the midwives who have been working overnight. While my role is less 'hands on' and more managerial, I still like to

Despite her more managerial role, Monica continues to assist her colleagues on the wards when needed. "I am an extra pair of hands", she explains. "If a midwife has a problem I will go and assist and am always there to advise and support."

Monica has spent about a day each week on matters relating to the new maternity build, attending weekly meetings with Kier, the builders, and others involved on the project to assess any potential impact on services.

She explains: "Throughout the development of the new build we kept all our existing services running so we constantly carried out risk assessments to reduce any adverse impact on them.

"And it has been important to keep our staff up to date with what's happening as the project progressed. They have all worked so hard to pull this off."

The new maternity facilities at Wexham will really enhance the whole birth experience.

The new midwife-led Juniper Birth Centre provides a home from home environment and is designed to care for low-risk mums. Some of the rooms have drop-down double beds so partners can stay overnight and all rooms have recliner chairs for the same purpose.

All rooms within the labour ward and birth centre have en suite facilities and include hairdryers and Wi-Fi. And there are birthing pools in both areas too.

The new labour ward houses a slightly bigger room which has been especially configured for use by disabled mothers or those having more than one baby. And there is a two-bed enhanced care room designed for use by someone who may need extra support, for example if they have high blood pressure and are at risk of pre-eclampsia.

The unit also provides a dedicated bereavement suite that includes an en suite double bedroom, a separate seating area including tea/coffee making facilities and TV, delivery room and a special baby's room.

Monica added: "It is just great that we now have the opportunity to provide special environments for mums and families with different needs.

"I am also hoping that as a result we will attract more staff to come and work here as well as attract more women to consider giving birth here. I am really looking forward to showing people around."

Last month was a particularly busy one for Monica. She celebrated her 50th birthday, the new maternity unit was due to be fully operational and she was working to a deadline to complete an essay for her master's in public health. What's more, she and her family were due to move into their new home near Aylesbury just before Christmas – their Wraysbury property, located

on an island in the River Thames, was flooded in 2014 and they had been in rented accommodation ever since.

What do you like most about your job?

"The people – my colleagues. They are a great team and I'm really proud to work alongside them."

What do you like least about your job?

"The times when not everyone goes home in happy circumstances, for example when couples are bereaved, and at those times I feel a real sadness – it's heartbreaking."



Macmillan and Frimley Health unite to support cancer patients



Frimley Health has strengthened its ongoing partnership with Macmillan Cancer Support after the charity recently 'adopted' one of Frimley Park Hospital's wards.

Ward G1 has received a prestigious stamp of approval from the charity with all nursing and care staff badged with the Macmillan name.

They will also get access to a range of education and patient grants, including a professional development grant of £1,000.

Staff continue to be employed by Frimley Health but will work in close partnership with Macmillan on issues such as counselling and providing emotional support to patients.

This follows the charity's adoption of the hospital's chemotherapy day unit in 2012.

G1 matron Claire James said: "Nurses need to be equipped to provide emotional support and to help our patients. It's not just about providing the right drug.

"There is now more of a focus on living with cancer, about survivorship and how we support people when they have finished their treatment.

"Being part of Macmillan enables us to provide the whole package. Now we are being given more resources and training to help our patients during such a difficult time."

The adoption was announced a few weeks before Wexham Park Hospital's Macmillan Cancer Information and Support Centre celebrated its fifth anniversary in November. Nicola Neale, who has managed the centre since it opened in 2012, welcomed patients, hospital staff and Macmillan representatives to mark the occasion.

She said: "I am so proud that the centre has reached five years of helping local people with cancer. The team I work with and our amazing volunteers do a fantastic job supporting patients and their families during one of the most difficult times of their lives.

"I'd like to say a huge thank you to everyone who has volunteered and supported us over the last five years. It would not have been possible without them."

Steve Jackson, 56, was diagnosed with bladder cancer in 2013. He said: "The consultant started the conversation with

"I'm sorry Mr Jackson..." and from that point on I kind of stopped listening because I knew it wasn't going to be good news. It took a long time to sink in.

"But one of the most important things I did was go through that door to the Macmillan centre. That's why I would personally like to thank Nicola and her team. I don't think people realise how far Macmillan reaches. Until you're diagnosed and you need those resources, like information on what happens after your treatment, you don't realise what support is out there."

Chief executive Sir Andrew Morris said: "The Macmillan cancer centre is one of the things that makes Wexham Park Hospital so special. The extra support the staff and volunteers provide to our patients when they are going through some of the most difficult periods of their lives is impossible to overestimate.

"I'm delighted to take part in the fifth anniversary celebrations because we are so lucky to have this centre here."



Students taste life in the NHS

More than 120 students from colleges across our area had a flavour of careers in the NHS at two special events.

Taste of Frimley has been running for many years at Frimley Park Hospital but this year was the first ever Taste of Wexham event. Centred at the hospitals' postgraduate education facilities, they featured talks from doctors, nurses, technicians and other health professionals followed by a series of hands-on demonstrations and discussions with healthcare professionals.

Highlights included a realistic scenario of an injured patient, trying out keyhole surgery and a meeting with a tapeworm!

Many of the students who have attended Taste of Frimley over the years are already working as doctors, nurses and in other careers in the health service.

It is a chance for Frimley Health professionals to share their passion for their jobs and to pass on the benefit of their experience to the next generation.

Sarah Waldron, Frimley Health membership manager, helps organise the 'Taste of' events for the trust. She said: "The Taste of Frimley event has always been a truly wonderful evening when young people who are interested in nursing, medicine, midwifery and all sorts of other professions in the NHS can get a real flavour of what life is like working in a hospital.

"The feedback we get is always exceptional and the students are blown away by what they see, especially when they get to visit the labs, and meet real nurses, midwives, scientists and technicians.

"Having a go at keyhole surgery simulation is always popular and the breakout session

with some of our junior doctors gives them an honest insight into whether medicine might be the career choice for them.

"We were delighted to be able to offer students from Berkshire and Buckinghamshire the opportunity to take part in our first ever Taste of Wexham event this year.

"Almost 40 students attended from four colleges local to Wexham Park Hospital and they really had an evening to remember. Not least when presented with a severely injured patient in a realistic and unprompted simulation by trust technicians!

"I love running these events because they really help students. We have junior doctors in our hospitals now who a few years ago attended a Taste of Frimley event and were inspired to follow a career path in the NHS."



Help our Stroke Appeal



Every three and a half minutes someone in the UK suffers a stroke.

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

Our vision is to provide a centre of excellence at Frimley Park with the aim of becoming a national flagship service for stroke. To realise this vision a new build, accessible from the stroke unit, will provide a quieter environment in which patients and their families can spend quality time away from the busy ward. Dedicated rooms will also be provided for speech therapy and psychology assessments and for complementary services such as massage or hairdressing.

As you will have read in your last edition of inTouch, Romans Estate Agents selected the Frimley Health Charity as its 'charity of the year'. Its staff have already embarked on fundraising activities for us, including a 20-mile sponsored bike ride from Basingstoke to Camberley, via Frimley Park Hospital, and a Christmas bazaar at their head office in Crowthorne.



So far our local supporters have already raised more than £110,000 and the Frimley Health trust has pledged £320,000, leaving us with just over £290,000 to raise. Please join us as Romans has and help provide the best facilities for stroke patients in the area. Please contact us to see what you can do – we would love to hear from you.



Sarah and Franké with critical care unit staff

Franké's family raise funds for children's unit

A Slough family has raised over £1,300 for the Children's Critical Care Appeal at Wexham Park Hospital.

Two-year-old Franké Harvey was born by emergency caesarean on 23 September 2015 weighing just 4lb 12oz. Four weeks later the doctors diagnosed him with a rare chromosome syndrome called '3P25 deletion' which is so unusual only 50 cases of it have ever been diagnosed around the globe.

This genetic condition has left Franké with a range of disabilities including profound deafness, epilepsy, a heart condition and global developmental delay.

Parents Sarah Shiel and Aaron Harvey, who live in Britwell, have spent much of the last two years in hospital with Franké.

Mum Sarah said: "Straight away he was admitted to the special care baby unit with breathing distress. But we set off home five days later without a clue what the world had in store for our Franké."

"In the early days, we pinged back and forth between our home and hospital all the time as he would stop breathing several times a day. He was in intensive care three times in his first six months of life."

Franké has been treated at Great Ormond Street, Southampton and Oxford hospitals but with the newly developed children's critical care unit at Wexham Park he can now receive the care he needs closer to home.

And it's this outstanding care which inspired Sarah to raise money for Frimley Health's charity which will contribute towards purchasing state-of-the-art equipment for the unit.

She says: "As we spend so much of our time at hospital, having this amazing facility close to where we live has been life-changing. The level of care he receives here is incredible and I consider the staff who treat Franké my best friends – I spend more time with them than my family! I trust them all with him 100%."

Sarah and Aaron have been humbled by the generosity of donations which has exceeded their original fundraising target of £1,000.

She added: "We've never given up hope because of Wexham Park's Critical Care Unit. It's been like a second home to us. The staff here provide the best care for children and their families when it's needed the most."

Unveiling the latest technology in fight against breast cancer



Staff welcome fundraisers and former patients to see the new 3D mammography machine.

Frimley Park Hospital welcomed local fundraisers including former breast cancer patients in November to showcase its new mammography machine.

Andrew House, head of fundraising, personally thanked the guests who gathered in the hospital's radiology department on Wednesday 1 November for their ongoing support.

The state-of-the-art 3D mammography machine, which cost over £300,000, was purchased with money raised by Frimley Health Charity's Breast Care Appeal.

Andrew said: "So many members of the local community have worked tirelessly to fundraise and lend their support to this project. Your generosity is staggering and we are incredibly thankful to all of you."

Radiology consultant Fiona Hearn explained why this new equipment is cutting-edge. She said: "As well as 3D technology, this machine boasts new contrast imaging capability. The combination allows us to diagnose cancers earlier and reduce false-positive recalls."

Heather Acheson, from Farnborough, who attended with husband Colin, set up a community support group to help people diagnosed with breast cancer.

She said: "It's really important to let the community know how the money has been spent. Frimley Park is a wonderful hospital and I'm thrilled to see this machine in action."

Also in attendance were Kim Knight and Sally Herman from Paint Fleet Pink, a local fundraising group which raised a massive £30,000.

Kim and Sally, both from Fleet and former breast cancer patients, organised a week-long fundraising extravaganza in October 2015 which saw local businesses, shops and restaurants raise money for the appeal through a variety of events.

Kim said: "The consultants are really passionate about breast care at Frimley so it's nice to give something back."

"When you're a patient you feel like you can't thank them enough, so it's nice to be able to contribute towards a piece of equipment like this."

The Breast Care Appeal has raised over £1.85 million to date - £1,084,830 through fundraising and a further £750,000 from Frimley Health NHS Foundation Trust which oversees Frimley Park Hospital.

Numerous other local businesses and organisations contributed towards the appeal

including SC Johnson, Novartis, KatCanDo and Bob Potter, owner of Lakeside County Club in nearby Frimley Green.

In addition to the 3D mammography machine, the money will be used to build a dedicated new unit for the 6,000 people who use the hospital's breast care services every year.

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

Nostalgic comfort for our patients



A special day room for dementia patients opened at our Slough hospital.

The Butterfly Lounge, off Wexham Park's Ward 3, features décor inspired by the 1950s.

Alex Lukjaniec, clinical nurse specialist in dementia care, came up with the idea of transforming the previously underused room.

She said: "A stay on a hospital ward can be particularly bewildering for patients with dementia so we wanted to create a quiet and positive space where they and their relatives could relax during what can be a really confusing time."

The opening ceremony was attended by representatives from Slough Town Supporters Trust who raised £2,000 towards the cost of the project by holding a sponsored 14-mile walk from Heatherwood to Wexham Park.

Peter Clarke, associate practitioner in dementia care, worked tirelessly with his colleagues to complete the room which took several months to finish.

He said: "This area is dedicated to caring for patients with dementia and hopefully we can offer them something special to improve their quality of life."

Community brings Christmas cheer



Young patients at our hospitals enjoyed the spirit of Christmas thanks to the generosity of our local communities.

Pantomime stars, princesses, soldiers, airline crew, firefighters, footballers, local supermarkets, car clubs and numerous other local individuals, community groups and organisations rallied round to bring festive cheer to youngsters on children's wards at Frimley Park and Wexham Park hospitals in the run up to the big day.

Our thanks to everyone for their support – it made such a difference to our young patients who were unable to be at home with their families over the festive season.



Our new-look children's ward

Frimley Park unveiled its refurbished children's ward in October and thanked local fundraisers who contributed towards the upgraded facilities.

Chief executive Sir Andrew Morris was joined by ten-year-old inpatient Tegan Comber who cut the ribbon during the opening ceremony.

The £1.85 million project took 16 months to complete and includes a new treatment room, a larger paediatric assessment unit, single-sex teenage bays, two oncology rooms and a larger play room.

Frimley-based charity KatCanDo raised more than £6,000 which went towards furnishing the oncology room on the ward.

In addition, money raised by the Monteagle knitters and the Jingle Jog fun run has helped purchase a new resuscitator for the treatment of smaller babies.

The unit, which sees over 2,500 children each year, now has a state-of-the-art cardiac monitor in the refurbished assessment room linked directly to a purpose-built nurses' station.

Lois Doel, paediatrics matron, who helped implement the refurbishment said: "It's been a really exciting project. We've involved staff, patients and relatives in the decision process to ensure we've created an environment which improves everyone's time on the ward."

Members meeting hears of successful year

Local people heard how Frimley Health has taken giant leaps forward in its vision to provide the best hospital services the NHS can offer, at its annual members meeting in September.

More than 100 guests were brought up to date with progress building a new maternity and women's services department, the £49m emergency department (ED) and assessment centre and Heatherwood Hospital.

Chief executive Sir Andrew Morris also highlighted a number of other services that had been introduced during the year, including a heart attack centre, new CT scanner and refurbished chemotherapy unit at Wexham Park, and at Frimley Park a new 22-bed ward, ambulatory care unit and extended hyper-acute stroke unit. Frimley will also see a new £25m diagnostic and inpatient centre and a renal unit.

Bosses said the trust had once again delivered some of the best performance figures while staying in financial balance during the 2016-17 business year.

The meeting, the equivalent of an AGM, included a presentation about stroke services which have been reconfigured across the region to improve emergency and rehab care for stroke patients.

Among the speakers was former patient Alan Batup, who told the moving story of his battle back to normal life following a devastating stroke. Staff from the stroke team also held a display at the venue and spoke to guests about stroke care, prevention and rehabilitation.

Beating the bug

The trust has had its most successful staff flu vaccination programme ever. From September last year occupational health staff across all sites ran flu clinics, visited wards and attended departmental meetings to encourage staff to beat the flu by getting vaccinated. And peer vaccinators joined in the fight making it easy for ward

staff to get the protection the flu jab offers.

By Christmas over 63% of Frimley Health staff were vaccinated, helping to protect patients, themselves, their families and colleagues against this potentially debilitating virus.



Artwork to honour organ donors

Organ donors will be remembered through special works of art at Frimley Park and Wexham Park hospitals.

Two pieces – one for each site - will be designed and created by students from local schools and colleges.

They will honour those who, in death, have chosen to give hope to others in desperate need.

Leigh Ferris, specialist nurse for organ donation at Frimley Health, said: "We want to

acknowledge the gift that has been given - the gift of life."

There are currently 23 million people on the NHS organ donation register – one third of the UK population.

The completed memorials will be placed in well-visited areas of each hospital, encouraging more people to join the register.

Freedom to Speak Up

Former consultant surgeon Bruce Montgomery is now well established at the trust's Freedom to Speak Up (FTSU) guardian.

Frimley Health was one of the first trusts to appoint a guardian whose role is to nurture and protect a culture where everyone feels able to raise concerns, especially if they are a risk to patient safety.

The idea for FTSU guardians was raised in the wake of the Mid Staffs scandal where staff felt afraid to escalate their worries, leading to a dangerous culture of fear.

Bruce now has a team of willing staff across the trust who volunteer to help encourage and support anyone who wants to raise a concern.





WHEN	6 March 7.30pm – 9pm Refreshments from 7pm	3 April 7.30pm – 9pm Refreshments from 7pm	29 May 5.30pm – 6.30pm	29 May 7.30pm – 9pm Refreshments from 7pm
WHAT	Health Event Constituency – Surrey Heath and Runnymede	Health Event Constituency – Bracknell Forest and Wokingham	Council of Governors	Health Event Constituency – Windsor and Maidenhead
WHO	Miss Valerie Nuñez Consultant Orthopaedic Hand Surgeon 'QI – quite interesting facts about hands and hand surgery'	Dr Ian Fry Director of Pathology 'National strategy on pathology and the relevance to local services'	Consultant presentation will feature in the Health Event which follows the Council of Governors meeting	Dr Tracey Salter Consultant Nephrologist 'The new renal service at Frimley Health'
WHERE	Lakeside International Hotel Wharf Road Frimley Green GU16 6JR	Easthampstead Park Conference Centre Off Peacock Lane Wokingham RG40 3DF	Royal Berkshire Hotel London Road Sunninghill Ascot SL5 0PP	Royal Berkshire Hotel London Road Sunninghill Ascot SL5 0PP

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  or 

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