

intouch

Members Magazine July 2018

Consultant nurse on the front line

A day in the life of Karen Chivers

Happy birthday

Celebrating 70 years
of the NHS

Spotlight on...

Community services
at Fleet Hospital

And they're off!

Race night and more
for hospital charity

Flu fighting award

The most improved
trust for beating the bug

Are you governor material?

Elections begin next month

Welcome



I often say that we are extremely lucky to have the NHS in this country.

2018 marks a big birthday for the NHS and as I write this we are making final plans to celebrate 70 years since it was started on the 5 July 1948. Our hospitals will be taking part in the Big 7Tea party with patients and visitors and we have arranged a fabulous fun day for staff and their families the following weekend. Read more on page 4.

It is so important to celebrate. Most people today cannot remember life before 1948, so perhaps we take the NHS for granted. But to those who lived through it, the transition to free healthcare for all must have felt truly revolutionary.

Fast forward to today and the NHS has changed almost beyond recognition. Thanks to advances in innovation and higher standards of living we are surviving much longer but unfortunately with increasingly complex medical conditions. Hence the demands for services and the costs to provide them have rocketed.

Yet the foundations of free care at the point of need, regardless of wealth or social standing, remain rock solid.

However, in 2018 the NHS is at a crossroads. The traditional model is no longer fit for purpose and

we have to try new ways of working more closely together. Not just with NHS partners but with local authorities, social services, nursing homes, charities and others. In some areas we are even aligning with the fire service to care for people in their own homes.

We are trying to break down the barriers between organisations so that we can wrap services around our patients. We want to keep people happier, healthier and independent for longer.

Most of the change is happening through the Frimley Integrated Care System (ICS), which has 30 statutory bodies coming together with a shared vision for our 800,000-strong community. Frimley ICS is at the forefront of this transformation nationally and we are already seeing results. I would urge you to attend one of our health events (see back page) or other forums to find out more about the ICS. You can play a critical role to make the ICS happen.

Everything we do now is against this backdrop. For example, the powerful innovation we see in community services, some of which you can read about on page 5, or the way we design our real estate such as the emergency assessment centre we are building at Wexham Park and the new hospital for Heatherwood in Ascot (page 14).

NHS70 has come at a good time. We can use the occasion to help us reset our strategies, shake up systems and look to the next 10, 20, 30 years. It is going to take bold and innovative decisions – much like those that the pioneers of the NHS made in the 1940s.

Let's take the inspiration from them, so that long after most of us have gone, future generations can celebrate the next 70 great years of the NHS!

Pradip Patel
Chairman



Frimley Health
NHS Foundation Trust



On the cover

Consultant nurse Karen Chivers loves the unpredictability of her role in the emergency department at Wexham – read all about her on pages 8 and 9.

Coming soon

Council of Governors, Annual Members Meeting and Health Event – Rushmoor

Tuesday 25 September

The Village Hotel
Pinehurst Road
Farnborough
GU14 7BF

Foundation trust office

To become a member of the trust, please contact Sarah Waldron. You can also join online – click the 'Join us' button on the home page of our website.

Telephone: **01276 526801**

Email:

fhft.foundation.trust@nhs.net

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

Foundation trust office:

Frimley Park Hospital
Freepost GU1/2587
Portsmouth Road
Frimley GU16 5BR

Appearing in this issue...



Supporting the national 'End PJ Paralysis' campaign

Page 3



Spotlight on community services in Fleet

Page 5



Samaritans in our emergency departments

Page 7



Frimley Health shines at respiratory nursing awards

Page 10



Latest news from the Frimley Health Charity

Pages 12 and 13



Could you be a Frimley Health governor?

Page 15



Magazines are also published as PDF files on the membership section of our website within the 'About us' section under 'About our members':
www.fhft.nhs.uk/about-us/about-our-members

Follow us on:

facebook

twitter

Please recycle this magazine and help the environment



Staff don pyjamas for 'End PJ paralysis' campaign



Staff in PJs at Frimley Park ...

Colleagues across Frimley Health's hospitals swapped their uniforms for pyjamas on 17 April to encourage patients out of bed and into their own clothes.

Staff at Frimley Park, Heatherwood and Wexham Park hospitals were heralding the start of the national 70-day End PJ paralysis campaign, launched by the chief nursing officer for England, Professor Jane Cummings.

Even the chief executive, Neil Dardis, donned fluffy slippers for the event.

For those patients who are able to, getting out of bed and getting dressed in their own clothes will help to boost their recovery.

Prof Cummings said: "For many, wearing pyjamas reinforces feeling unwell and can prevent a speedy recovery. One of the most valuable resources is a patient's time and getting people up and dressed is a vital step in ensuring that they do not spend any longer than is clinically necessary in hospital."

Research suggests that 10 days of bed rest in hospital leads to the equivalent of 10 years muscle ageing in people over 80 years of age.

And there are other advantages for patients to get up and get dressed. It enhances their

dignity, helps people to maintain their sense of identity, boosts mental health and wellbeing, encourages independence and makes the most of their precious time.

It also helps to reduce the risk of potential complications such as pressure sores and there's good evidence that getting patients to move around more reduces the length of time they spend in hospital.

Since the campaign started, staff across Frimley Health have been doing some great work to raise awareness of the importance

and benefits of getting patients who are able up and dressed in their own clothes, for example:

- Physiotherapy teams have been promoting the 'Size Matters' campaign to ward staff to help patients with their walking aids and promote mobility
- Colleagues and patients on Ward 9 at Wexham Park took part in a class with the Singing for Lung Health group in May - see page 11
- Social dining in key ward areas
- Ongoing work for care of patients with dementia including activities that encourage movement, stimulation and cognitive exercises

The End PJ paralysis national campaign ran from 17 April to 26 June. It aimed for one million patient days with patients dressed in their own clothes and moving within the 70 day period.

However Frimley Health aims to keep the momentum going to sustain all the core principles of the campaign after it ends, including asking all wards and departments to devise one key area of focus for a sustainability pledge. Trust data shows that our initiatives are making a difference and therefore improving patient experience.



...and at Wexham

Celebrating the 70th birthday of the NHS



Easthampstead Park

Frimley Health staff have joined thousands of others across the country in celebrations to mark the 70th anniversary of the NHS.

Family fun day

Colleagues from across the trust enjoyed a family fun day on Sunday 8 July at Easthampstead Park near Bracknell.

Melanie Walker, the trust's lead for NHS70 activities and event organiser, said: "We wanted to do something that would bring the whole organisation together in a location central to all our main sites – and Easthampstead Park had the WOW factor and plenty of space to accommodate us."

Hospital staff, friends and family enjoyed fairground rides, bouncy castles, a petting zoo, a display of classic cars, loads of stalls, a football tournament and much more at the event from 1pm into the early evening.

A fire engine from the Royal Berkshire Fire and Rescue Service was due to be there, subject to emergency call-outs.

To increase the fun factor, not-for-profit costuming group UK Garrison provided Star Wars stormtroopers to try to persuade guests to the Dark Side!

And in case anyone needed more entertainment, they were treated to performances by the Frimley Healthy Harmonies choir and live music from covers band 'Deaf Dogs'.

The ticket price of £5 for adults, £2.50 for children (under-fours were free), included a burger or veggie equivalent from the barbecue and a soft drink – all the attractions were free. And there was a picnic area too.

Big 7Tea party

Frimley Health joined NHS England's Big 7Tea party on the day the NHS turned 70, Thursday 5 July.

Tea parties were due to be held across the trust's three main sites with catering teams providing tea and cakes in central locations, and individual wards and departments holding their own tea parties for patients, visitors and staff.



Local schools link with us to provide NHS70 themed artwork

Students from Farnborough College of Technology and Wexham School in Slough have been working with the trust to create artwork to commemorate 70 years of the NHS.

Depicting the innovations and people that have driven the NHS during seven decades,

the finished artwork was due to be on show at Frimley Park and Wexham Park hospitals during the week leading up to 5 July.

"We have been so impressed by the absolutely amazing ideas the students from both colleges have come up with. A lot of thought went into them – they are truly inspirational," Melanie added.

Wexham Park garden makeover

Wexham Park supporters, Telefonica O2 in Slough, were keen to get involved in marking the 70th anniversary of the NHS. In May, a team of volunteers took on a tired-looking courtyard garden opposite the chapel and turned it into a small haven for staff and visitors to enjoy.

Working with the trust's own volunteer gardener, Kelly Dudley, they transformed the flower bed, installed some hard edging and painted the fence in NHS blue. And a tree stump in the garden was decorated with solar powered fairy lights. To top off the project, voluntary services manager Mike Stone had a special glass commemorative plaque made which is now the garden's centrepiece and can be seen from the corridors near the hospital's main entrance.

Mike said: "There is a lot of evidence that gardens and green spaces are good for mental and physical health so this seemed a fitting way to get some of our fantastic volunteers from the local community involved to mark a major milestone in NHS history."



Deputy director of nursing Maxine McVey (centre) and Mike Stone (far right) with volunteer gardeners

Spotlight on

community services in Fleet

At first glance, Fleet Hospital looks like a throwback to a bygone age.

It sits in classic genteel surroundings in one of the area's leafier districts. The original structure was built during Victoria's reign and in its foyer are wooden panels listing donors dating back a century.

But looks are deceptive.

The services delivered by the care teams based there are transforming the way we look after frail and vulnerable people, helping to keep our increasingly elderly and medically complex population safe, well and independent in their homes.

Services have adapted to changing demands over the years and the site now serves as the main hub for locally based services and supporting satellite community bases in Yateley, Aldershot and Farnborough.

Frimley Health NHS Foundation Trust has provided outpatient services at Fleet Hospital for many years. In January 2017 it also took over community services for north east Hampshire, the majority of which are run by teams based at the hospital.

It was the first time that the trust had managed community services in addition to acute hospital services across its entire Berkshire, Surrey and Hampshire catchment.

The move to a single organisation delivering acute and community services has helped to drive the integration agenda of health and social care keeping people healthy, happy and at home. Similar models are part of the



future of healthcare and may be extended across other parts of what is known as the Frimley Health and Care Integrated Care System, should opportunities arise.

Being part of a bigger workforce has also widened opportunities within the community teams and helped ease some recruitment issues in certain roles.

The hospital is also home to an 18-bed community ward. Here male and female adults – many of them transferred from the acute ward at Frimley Park – can recover to return home with therapy and rehab in a more communal and calm environment. It takes pressure off the acute hospital and for many offers a better recovery zone near home. The ward also supports end of life care and can accept patients directly from the community if appropriate.

It is named the Calthorpe Ward after Lord Calthorpe, who gifted the land for Fleet Hospital under the covenant that it would be used to provide medical care for the residents of the town and surrounding areas. It still meets this criterion in many other ways.

Early in the morning, behind its quiet exterior, the hospital can be buzzing with teams of clinical staff sorting out their busy days before heading out to their clients.

It is home to an integrated care team, or local hub, offering medical and social care to people at home. This includes community nurses delivering care across north east Hampshire, often in ways aimed at keeping patients out of hospital unless they really need it.

The enhanced recovery and support at home team delivers the kind of rehab and nursing support that has traditionally been provided on hospital wards. By doing this at home patients can leave hospital sooner, where recovery is usually quicker and safer, or avoid having a hospital admission altogether.

Integrating with these teams are mental health, GP, physiotherapy and other services so that patients at home with complex needs have access to multidisciplinary care.

Fran Campbell, operational manager for community services, said: "We are now seeing every day how the work we are doing to remodel and integrate care is really making a difference to local people.

"I've always felt that community services are an exciting area to work in but being part of Frimley Health has brought a whole new dimension. I'm so proud to be working with such brilliant staff in my community teams and beyond."



Samaritans support emergency care



Samaritans at Wexham...

Volunteers from Slough Samaritans began working alongside doctors and nurses in Wexham Park Hospital's emergency department (ED) in April to offer support to patients and staff.

The Samaritans' volunteers are on hand fortnightly on Monday evenings to provide emotional support and comfort to anyone who needs it. They also offer ongoing support for individuals who need further help.

A weekly support service has been running at Frimley Health's emergency department at Frimley Park Hospital near Camberley for five years and has been really well received.

Cheryl Meineke, matron for the emergency department at Frimley Park and lead for the Samaritans' service at Frimley Health NHS Foundation Trust, said: "I believe the service offered by the Samaritans is a fantastic support for both patients and staff and am delighted that we have been able to benefit from it for the past five years at Frimley.

"Having a friendly face on hand and people who are experienced at sitting down and really listening benefits everyone in this high intensity environment.

"Our staff are trained to care for the whole patient, not just their physical injury or illness, but the presence of the Samaritans volunteers adds an extra dimension to patient care – it is very reassuring and allows staff to focus on their clinical roles better."

Davina Singh, deputy director for outreach at Samaritans of Slough, Windsor and Maidenhead, added: "I am sure this partnership will prove invaluable, just like it is at Frimley. We are all very excited about this extension to our services.

"We are glad to be able to provide confidential emotional support to anyone who needs it, especially in our local community, and look forward to working with the staff at Wexham Park."

Farnborough Samaritans and ED staff at Frimley Park Hospital held an afternoon tea party on 23 April to mark the fifth anniversary of the service there.

Samaritans' volunteer Sue Collett, who helped to set up the Frimley Park initiative, said: "We work extremely well with hospital staff and feel part of the family.

"Patients seem to like us to spend time with them. The medical staff are very busy so the fact that someone has got more time is worth a lot. For example, we talk to many elderly people about how they are feeling and things that affect them. And if they are lonely we can signpost them to other helpful organisations if they wish."

To contact Samaritans call free on 116 123 from a landline or mobile, or visit www.samaritans.org to find your nearest branch.



We're England's most improved flu fighters!



It's official: Frimley Health is the most improved flu-fighting trust in England.

Almost twice the proportion of frontline colleagues (72%) stepped forward for their free flub jab last season compared to 12 months earlier (38%).

Senior clinicians and managers had made a determined appeal to colleagues in a bid to protect our patients, our staff and their families against the virus over the winter.

And staff answered the call in their thousands - 6,186 frontline colleagues were vaccinated.

Our success has now been recognised by NHS Employers in the organisation's Flu Fighter Awards.

We were the winner of the 'most improved flu fighter campaign' category.

Head of occupational health Ian Wilson, occupational health manager Tina Kendall and occupational health clinic nurse Chris Sizmur collected the award at a ceremony in Manchester in April.

Ian said: "We are delighted that the trust has won this award.

"Our success this year has been a real team effort from occupational health, peer vaccinators on the wards who were trained to vaccinate colleagues, senior management and, of course, our patient-facing colleagues - without their willingness to engage with the campaign, this would never have been possible.

"We're also grateful to director of nursing Duncan Burton who personally stepped in to vaccinate staff."

Highlights of this season's campaign included daily clinics in Frimley's C-block and Wexham's main restaurant and numerous walkabout, off-site and out-of-hours clinics.

Wexham Park's ambulatory emergency care unit (AECU) celebrates two major milestones

The unit, which helps to reduce hospital admissions and ease pressure on the emergency department by caring for appropriate patients on a day basis, has now been operating for four years and has treated 20,000 people.

Staff marked the occasions with a special cake in April.

Activity at the AECU has grown significantly since it first opened at Wexham in 2014, when it had just three staff and an average of five patients per day.

Today the service sees an average of 30-35 patients each day, and is staffed by a team of 12 nurses and a receptionist with support from four consultants plus junior doctors and registrars.

Its hours of service have been extended too, from 10am-6pm Monday to Friday to 9am-9pm plus weekends.

Matron Sean Harding said: "We see appropriate patients who may otherwise be admitted under medical or surgical teams and offer many of the same treatments on a



same or next day basis that the patient would receive as an inpatient.

"This gives ward teams greater capacity to look after patients who are more seriously unwell and more beds are available for patients who really need them. It also improves the patient's experience."

The unit's same-day discharge rate for the last six months stands at over 96%.

A new, larger AECU will be an integral part of Wexham Park's new emergency assessment centre, which is scheduled to open early next year.

A day in the life...

Karen Chivers

Consultant nurse, emergency department

Karen Chivers is exactly where she wants to be.

As a consultant nurse in the emergency department (ED) at Wexham Park Hospital, she feels she is at the pinnacle of her clinical career.

Working autonomously alongside A&E doctors, Karen is qualified to examine the whole spectrum of patients arriving through the hospital's front door.

One minute she could be dealing with a fractured wrist or a sprained ankle, the next she could be making life-saving decisions in the resuscitation room.

Karen officially began her new role in May, having spent a decade in practice development overseeing the training of other nurses.

The step up follows years of training and illustrates just how far, clinically, a nursing career can go.

"I can now see patients who have major complaints," she said. "I receive them from the ambulance crew and I treat them as a clinician.

"If someone comes in with chest pains I can examine them, take their bloods, order x-rays and make decisions about any medicines they need.

"I can prescribe medication and I can start treating conditions such as sepsis immediately rather than have to wait for someone else to make the decisions."

Karen's 30-year journey started in 1988 when she began her nursing training at Westminster Hospital in London. She had just completed her A-levels.

"I'm one of the rare few who went into nursing at 18, straight from school," she said.

"I always wanted to be a nurse. There were no medical professionals or nurses in my family, it's just what I always wanted to do and I have never looked back.

"I did all my placements in various departments and in my third year I went



into the ED. I absolutely loved it. I loved its unpredictability – no two days were the same."

Once qualified, Karen was determined to work in an emergency department but first needed experience on a medical or surgical ward.

"I worked in medicine and cardiology," she said, "then I moved to University College Hospital and worked in surgery for a year.

"It wasn't particularly what I wanted to do but everything had a purpose – I knew I was going to work in an emergency department."

Karen's first ED nursing role came at Wycombe Hospital, and her career has since taken her to Wexham Park via the emergency departments at Stoke Mandeville, Oxford and Hillingdon.

She has been at Wexham for 13 years, 10 of which have been in a practice development role – working clinically but also supervising the education and training of staff and helping them to develop.

In 2015 Karen saw an opportunity to apply for a consultant practitioner training role, which

was supported by Health Education England Thames Valley, and her manager and the trust backed her application.

Her three years of training included placements in the trauma centre at the John Radcliffe Hospital in Oxford, South Central Ambulance Service and at Horton Hospital in Banbury, Oxfordshire.

"I did my last year here at Wexham Park to show the value of having a consultant nurse within the emergency department," she said.

"I had been a band 7 nurse for numerous years and that's almost the highest point a nurse can reach clinically.

"I always knew I didn't want to go down the management route – I like working with patients and I enjoy working alongside my colleagues.

"The consultant practitioner role is 50% clinical and 50% education, quality improvement and research.

"There is now a massive advanced practice agenda to give nurses, physiotherapists and paramedics additional skills to sit in on

medical rotas and see patients with major complaints such as chest or abdominal pain.

"We have one trainee advanced clinical practitioner in the ED who works under my guidance as a consultant nurse to advance his practice."

"The advanced practice agenda is driven by NHS England as there's a national shortage of clinicians going into emergency medicine.

"The idea is that you develop some of your more stable workforce which predominantly seems to be nurses, although not exclusively. You train them up through a master's degree, advanced history taking, a prescribing course and competencies matched in with the Royal College of Emergency Medicine.

"The process should take three years full time and at the end of that period you should be deemed competent to sit on the registrar rota, making autonomous decisions and filling in some of the gaps.

"Part of my consultant role is looking at how we can progress advanced practice to get more people embarking on that journey."

While the nature of the emergency department means there is no such thing as a typical day, staffing levels mean Karen currently works day shifts, either 8am-4pm, 10am-6pm or 11am-7pm.

"When I'm working an 8am shift I will usually get in at about 7.45am to check my emails and see if there are any outstanding issues," she said.

"Then at 8am we have a board round in the clinical hub, which is the ED's central control room. We go through a safety check to see what's happening in the department, what staffing levels are like, and to highlight any concerns or particularly sick patients.



"After that I start to clinically examine patients – it's literally the next one in the queue.

"Sometimes the pressure is on in the morning because a patient may have been in the department for a few hours and the national target says you should try to get them out in four, but their safety and wellbeing is the most important thing so I always assess them properly.

"I examine the patients and ensure they have had all the investigations that will facilitate my decision making, such as an x-ray if they have a chest infection, before I refer them on to a specialty.

"Once that referral has taken place, it's on to the next patient and that's how the day will pan out.

"Sometimes I will be teaching or mentoring others. We currently have a lot of nurses on postgraduate courses, two of whom are focused on education, so I mentor them, observe their teaching and offer feedback.

"Others are doing their nurse practitioner course and I mentor them too.

"So on the days when I am not seeing my own patients I can still be working clinically but observing how others practise and looking at what they need to improve their practice."

Karen teaches on a variety of courses both at Wexham Park and at other hospitals.

She is also involved in discussions about how ED processes can be improved well ahead of the move to the new emergency department and assessment centre currently being built at the front of the hospital. It is expected to open early next year.

She added: "The new department is an exciting opportunity to showcase emergency medicine and nursing and is being greatly anticipated by all staff."

Away from the hospital, Karen lives in High Wycombe with her husband and two children.

She enjoys reading, playing netball in a local league and umpiring her daughter's matches, and recently took part in The MoonWalk, a 26-mile night-time walk through London raising funds for research into breast cancer.

Career-wise, Karen is looking forward to exploring her new role.

"This is where I want to be," she said. "I love being a nurse; I don't want to be a doctor.

"As an advanced practitioner I can offer the clinical examination skills but I'm still a nurse and I can still offer a holistic approach and communicate well with a patient and let them know what's happening and understand why it's happening."

What do you like most about your job?

The unpredictability and thinking on my feet.

What do you like least about your job?

The pressure the NHS is under nationally.



Frimley Health shines at national respiratory nursing awards

Members of Frimley Health's respiratory teams were given a high profile at the national Association of Respiratory Nurse Specialists (ARNS) conference in May.

Joanne King (Jo) was the recipient of the conference's Respiratory Nurse Leader 2018 award, one of four award categories at the event held at the Hilton Hotel in Reading.

Jo said: "I was absolutely stunned when they announced my name as the winner. It's a national conference attended by respiratory nursing and other respiratory specialists up and down the country, so to be recognised in this way by your peers is an honour and an incredible privilege."

The work of four other Frimley Health respiratory nursing colleagues was also highlighted at the ARNS conference.

Nursing Times award winners, paediatric asthma clinical nurse specialists Emma Bushell and Rosie Reading, presented their work with the paediatric asthma bus, and Fiona Wyles, clinical nurse specialist for asthma, took part in a panel debate on asthma guidelines with fellow experts from across the country.

And respiratory nurse consultant Iain Wheatley was heralded the 'poster spoken session winner' for his presentation on non-invasive ventilation (NIV) and sleep.



NHS careers on show

Over 100 visitors attended the trust's public recruitment days at Frimley Park and Wexham Park hospitals on Saturday 28 April.

Students from schools, colleges and universities were invited to attend to find out about careers in our hospitals.

Many specialties were represented and we were even able to offer some jobs on the day itself.

Staff gave up their Saturday morning to support the biggest cross-site recruitment event the trust has ever run.

Ambassadors champion nursing and midwifery

Frimley Health has appointed two nursing and midwifery ambassadors to champion the profession.

Frimley Park-based Lisa Barbier, lead nurse for patient safety, and Ozma Ashiq, a senior sister in cardiology at Wexham Park, will be spending time out in our communities, visiting schools and youth groups to promote nursing and midwifery as a career.

They are among 165 ambassadors fulfilling the role across the country.

The initiative is being led by the chief nursing officer for England, Professor Jane Cummings, as part of a drive to improve the image and perception of nursing and midwifery.

Lisa said: "Ozma and I applied to become ambassadors for the trust because of our passion for nursing and wanting to really spread the word about the diverse career opportunities that nursing has to offer."



Singing for better lung health

Colleagues and patients on Wexham Park's Ward 9 and medical acute dependency unit were in fine voice as they highlighted the health benefits of singing.

They took part in a one-off class with the Singing for Lung Health group on the morning of 10 May.

The event was held in collaboration with the 'End PJ paralysis' campaign which encourages our patients to get up and

moving if they can (read more on page 3).

Group singing has many health benefits, including reduced social isolation and improved posture and strength of voice.

Class organisers say people with chronic obstructive pulmonary disease (COPD) who join singing groups report regular singing reduces their feeling of being short of breath, helps them to feel more in control of their breathing, and helps them to better manage their symptoms.

Amy joins Harvey's Gang at Wexham Park

Seven year-old Amy Qevani was very excited to visit the transfusion and haematology departments at Wexham to see what happens to her blood after having a blood test.

Amy was the first young patient to take a 'Harvey's Gang' tour at Wexham Park. Harvey's Gang is an initiative spreading across NHS trusts aimed at demystifying what happens to children's blood samples.

Children are 'trainee biomedical scientists' for the day – they can see the machines and meet the people that test their blood.

Amy donned a lab coat and spent about an hour touring the labs with her father, watching as her blood was processed. And despite being very tired following a



Amy with biomedical scientist David Macey

long day at school, left happily clutching her special goody bag.

Harvey's Gang is named after a young patient at Worthing Hospital in 2013 who asked to see where his blood went and why it needed to be tested so many times. This simple request became the start of what has become an international initiative to increase the involvement and knowledge of patients and their families in the laboratory aspects of their transfusion treatment. Frimley Health has become the 39th trust to adopt the scheme.

GDPR has arrived

On 25 May, the EU's General Data Protection Regulation (GDPR) came into force, replacing the Data Protection Act 1998. The GDPR requires greater transparency for individuals on how an organisation processes and handles their information.

The trust has updated its privacy notice, detailing how it processes both staff and patient information. The privacy notice is available on our website within the 'Your visit' section at:

<https://www.fhft.nhs.uk/your-visit/privacy-policy-how-we-use-your-information/>

There are some significant changes with this new legislation, including:

- Organisations must protect and secure individuals' information to the highest possible standards
- Increased fines for organisations who fail to comply with the legislation – up to 20 million euros
- A requirement to have a qualified data protection officer
- All new processing of personal data must undertake a data protection impact assessment to ensure the privacy of individuals is respected
- The trust must ensure patients understand how their information is used and shared
- A legal obligation to report breaches of data protection within 72 hours
- Greater responsibilities for any organisation which has a contract with the trust
- The time frame to provide patients with copies of their information is reduced from 40 days to one calendar month

If you have any questions or queries about GDPR and how it relates to Frimley Health, please contact Nicola Gould, the trust's data protection officer, nicolagould@nhs.net

Run in the sun



Temperatures rose to around 25C on Sunday 6 May as over 1,500 people took part in Run Frimley.

Once again staff and the local community had turned out in force to support Frimley Park Hospital and its Stroke Appeal.

And as is traditional, many brought a splash of colour to the event by running in fancy dress – there was an amazing array of costumes on show. A huge thank you to everyone who braved the heat of the day and took part, either by running or supporting the event.

So far this year's Run Frimley has raised over £30,000 with runner's sponsorship money still coming in. Every penny goes towards the Stroke Appeal's target of £1.1 million so that we can extend the existing ward and provide additional space for a range of rehabilitation facilities, including space to offer complementary therapies to help our patients in their recovery.

Thanks to all our amazing fundraisers and supporters we have already reached £700,000. Please visit the Frimley Health Charity's website for further updates, events you can join, or to make a donation and help us reach our target.

Special thanks to our main Run Frimley sponsors and volunteers:

- Vickery estate agents head office in Camberley
- Hi-Speed Services, Aldershot
- Audi Camberley
- Woodend Removals
- Sainsbury's, Bagshot Road
- Decathlon, Farnborough
- Morrisons, Farnborough
- Royal Air Force Cadets, Camberley
- Blackwater Scouts

Stepping out to Walk Wexham

Fundraisers also stepped up to the charity challenge and enjoyed the sunshine on the early May bank holiday weekend at Walk Wexham.

The event was the Frimley Health Charity's inaugural involvement with Slough Rotary Club and the Slough Together Walk.

About 500 people, including around 30 in support of the hospital charity, joined the five-mile sponsored walk which



started at Upton Court Park, through into Eton, taking in the beautiful countryside, idyllic riversides and quaint villages and towns along the Thames and Jubilee rivers.

Fundraising manager Anthony Kerlake said: "We were delighted with the

support we received with a special mention to Wexham Park supporter Kathryn Allen and the huge team from cardiology on Ward 4.

"We can't wait to support this event again next year."

Join us for a night at the races

Our first ever charity race night at Royal Windsor Racecourse is set to become a firm favourite on Monday 6 August.

On what will hopefully be a warm summer's evening, you'll be able to watch six races and access our exclusive riverbank pavilion marquee from 5pm.

Tickets for this event are priced at £99 per person and are subject to a 10% discount if purchasing a table for eight to 10. It includes a prosecco drinks reception, two-course dinner, private bar, race programme and VIP car park pass. The theme for the evening will be Rock at the Races featuring Mercury, previous winners of the National Tribute Music Awards, playing live. Rock at the Races is one of the most established events at Royal Windsor Racecourse, returning by popular demand.

So don't be a non-runner and join us for a racing night to remember by registering on our website at: www.frimleyhealthcharity.org/event/racewexham. Or for more information please contact fundraising manager Anthony Kerslake on 01753 633206 or anthony.kerslake@nhs.net.



Taking a hike for stroke patients



Staff from Frimley Park Hospital, along with their supporters, took on the Thames Path walk on 23 June to raise money for our Stroke Appeal.

Six teams each planned to walk a 30-mile section of the route, covering a total of 184 miles from the source of the Thames to the Thames Barrier. Each team pledged to raise at least £1,000 in sponsorship for the appeal.

In all, 34 members of staff from across the hospital, including consultants, nurses, emergency department staff, and physiotherapists trained, along with friends and family, in the build up to the event to make sure they were fit and ready for the challenge. A total of 48 were due to take part, with a further 12 people providing support along the way.

Their training programme was devised by Thorpes Physiotherapy from Sandhurst and hospital dietitian Lauren Turner provided dietary information and advice.

Stroke unit coordinator Tina Sargeant is one of the event organisers. While preparing for it she said: "This is the latest of several fundraising challenges that we have taken on for the stroke unit over the years, and it's a big one! I am so proud of the commitment and effort everyone taking part is putting in."

The team would like to thank the sponsors of two of the walkers' support vehicles, London-based company Ascort, and individual sponsors Mr Peter Travers and Mr Graham Mellstrom. Also thanks to Purified Water Services Ltd of Reading for supplying water for the walk.

Lottery luck

Soon you will be able to play the Frimley Health Charity Lottery for a chance to win £10,000 each week.

With your support, the charity can help your local doctors and nurses provide the best medical care possible. By signing up to our lottery, you will help to fund specialist equipment, pioneering research, patient support services and the transformation of your hospitals into more comfortable and welcoming spaces.

The lottery will be launched this summer. Look out for the lottery team in all three hospitals who will share information about the lottery and how you can support our charity in this way.

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

fhft.fundraising@nhs.net

For more information about the Frimley Health Charity visit our website at

www.frimleyhealthcharity.org

Less than a year until £49m emergency centre opens



Wexham Park's new emergency assessment centre (EAC) is on course to be finished at the start of 2019.

Work on the £49m project, creating a new emergency department, 24-hour assessment area, short stay unit and staff area over four floors, is progressing well. Developers Kier are set to hand it over to the trust early in the new year.

It means the new units in the EAC are likely to be up and running less than a year from now, once equipment and teams have been transferred and fully trialled.

The structure is now weather proof and the focus is on fitting and completing the interior of the building, which dominates the front aspect of the hospital.

The emergency department and associated assessment units have been designed to

meet the needs of patients who are living longer with more complex conditions. It promises to be a huge asset to the local community, offering some of the best care facilities in the NHS.

It will also be an exciting and innovative place to work, so the trust will be using the new development to promote recruitment and career development at Wexham Park.

Ground work has also started at Heatherwood Hospital in Ascot, where the trust has aims to replace the current facilities with a planned surgery, treatment and diagnostic centre.

An area of woodland has been cleared at the back of the hospital for the new building. Once the new hospital is completed in 2021, the current site will be sold for housing to part-fund the project. The final business case for the new £95m building is due to go to the

trust board soon and work on the building itself is due to start by the end of 2018.

Meanwhile work is progressing on converting one of the larger units at Heatherwood into open-plan office space for some of the support teams.

Around 300 staff from human resources, information technology and finance will be moving into the Greenwood offices at Heatherwood in the autumn of 2018. It will bring teams together and free up space at the Frimley Park and Wexham Park sites.

No other trust in the country is making the scale of investments that Frimley Health is seeing at present. This is largely due to the funding and commitments secured when Frimley Park Hospital and Heatherwood & Wexham Park hospitals foundation trusts combined in 2014.

Help us reduce costs and save waste

Thanks to all those members who have already given us their email addresses. You are helping us to reduce postage and save on print costs. We would like to encourage even more members to follow suit so we can communicate with you by this method, for

example to send you this magazine and tell you about trust events, such as health events and the forthcoming governor elections.

Please be assured that we would not use your email address for anything that was not directly related to trust business.



If you are happy to let us have your email address, please email your name, postcode and the email address you would like us to use to sarah.waldron@nhs.net.

Thank you.

Would you like to be a governor at Frimley Health?

Elections begin next month to find seven public governors

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

However you do need to be aged 16 years or over and a member of the trust on or before the closing date for receipt of nominations, and resident in one of the constituencies listed below.

From 3 August we are seeking public governors in each of the following constituencies:

- **Guildford, Waverley and Woking (one seat)**
- **Hart and East Hampshire (two seats)**
- **Rushmoor (two seats)**
- **Surrey Heath and Runnymede (two seats)**

As a member of the Council of Governors (CoG), 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 the CoG, 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@nhs.net

Kevin Jacob, assistant company secretary:

kevin.jacob@nhs.net

Telephone: 01276 526588 or 01753 634824

Key dates in the 2018 governor elections:

Friday 3 August

Notice of election/nomination open

Monday 3 September

Nominations deadline

Monday 24 September

Notice of poll published

Tuesday 25 September

Voting packs despatched

Thursday 18 October

Close of election

Friday 19 October

Declaration of results

inTouch with your governors

Public governors:

Bracknell Forest and Wokingham

Jan Burnett jan.burnett@nhs.net
John Lindsay john.lindsay1@nhs.net

Chiltern, South Buckinghamshire and Wycombe

Paul Henry paul.henry6@nhs.net

Guildford, Waverley and Woking

Michael Maher michael.maher@nhs.net

Hart and East Hampshire

Denis Gotel denis.gotel@nhs.net
Jill Walker jill.walker5@nhs.net

Rushmoor

Kevin Watts kevin.watts1@nhs.net
Michele White michele.white1@nhs.net

Rest of England

Paul Sahota paul.sahota@nhs.net

Slough

Graham Leaver graham.leaver@nhs.net
Robert Miles robert.miles1@nhs.net

Surrey Heath and Runnymede

Bob Bown bob.bown@nhs.net
(lead governor)
Mary Probert mary.probert1@nhs.net

Windsor and Maidenhead

Robin Maiden robin.maiden@nhs.net
Rod Broad rod.broad@nhs.net

Staff governors:

Frimley Park Hospital

Shauna McMahon shauna.mcmahon@nhs.net

Heatherwood and community hospitals

Fran Campbell fran.campbell@nhs.net

Wexham Park Hospital

Bob Soir bob.soir@nhs.net

Stakeholder governors:

Bracknell Forest, Wokingham, Slough, Windsor and Maidenhead borough councils

Natasa Pantelic natasa.pantelic@nhs.net

Hampshire County Council

Roz Chadd roz.chadd@nhs.net

Surrey County Council

Vacant position

Ministry of Defence

Col Tracey Yates tracey.yates1@nhs.net

**EMAIL
US!**

WHEN	25 September 5pm – 6pm	25 September 7pm – 9pm Refreshments from 6.30pm	16 October 7.30pm – 9pm Refreshments from 7pm	6 November 7.30pm – 9pm Refreshments from 7pm
WHAT	Council of Governors	Annual Members Meeting and Health Event Constituency – Rushmoor	Health event Constituency – Chiltern, South Bucks and Wycombe	Health Event Constituency – Guildford, Waverley and Woking
WHO	Consultant presentation will feature in the Annual Members Meeting and Health Event which follows the Council of Governors meeting	Dr Mark Lloyd Consultant Rheumatologist 'What is new in arthritis at Frimley Health'	Dr Joey Lai-Cheong Consultant Dermatologist 'What everyone should know about their skin'	Mr Marcus Cleanthis Consultant Vascular Surgeon 'Vascular services at Frimley Health'
WHERE	The Village Hotel Pinehurst Road Farnborough GU14 7BF	The Village Hotel Pinehurst Road Farnborough GU14 7BF	Crowne Plaza Gerrards Cross Oxford Road Beaconsfield HP9 2XE	The Hog's Back Hotel and Spa Seale Farnham GU10 1EX (for SATNAV use GU10 1EU)

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@nhs.net**.

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