

intouch

Members Magazine October 2018

A new role in nursing

Julie trains to be a nursing associate

Our NHS at 70

How we celebrated

Gardens of Eden

Getting a makeover

Out of tragedy comes hope

The gift of life from surgeon's son

Spotlight on ...

Wexham's acute medicine unit

Facing our future

CEO's vision for Frimley Health

Welcome



I hope that you managed to enjoy some of the great summer we have just had. It was memorable for us, not just because of the hot weather, but for the NHS70 anniversary celebrations in early July.

We marked the occasion in many ways, for example by welcoming local BBC radio for a live broadcast on 5 July that showcased the best of Frimley Health and by working with young local artists who produced a wonderful gallery of artwork to help lift our environment (see page 4). But perhaps the highlight was the family fun day for staff, their families and friends at Easthampstead Park near Bracknell.

It was a wonderful afternoon in a wonderful setting and reminded us why the NHS and the people who work for it are so special.

Of course the hot weather brought us a few challenges too. I would like to personally thank all of our teams who went out of their way to ensure that despite the heat, our patients were kept comfortable and hydrated while the heatwave was at its height.

NHS70 was a milestone that provided an opportunity to take stock, appreciate what we have and debate the future direction of the service over the decades ahead. Our chief executive Neil Dardis has been leading on a piece of work doing just that at a trust level since he started in his role in March.

Following the conclusion of his first 100 days at the helm meeting as many people as he could and finding out as much as possible about the challenges we face today and in the future, he is now heading the work to build on the trust's past successes and develop a new strategy for the organisation.

As you can read on page 3, throughout autumn we will be developing our strategy. Under the banner #FutureFHFT we will be engaging with staff, partner organisations and members to help us plan for the best way forward. I hope you can join in our conversation at one of our health events which are publicised on the back page of this magazine.

The trust has enjoyed so many successes in the past and has become one of the best regarded and most forward thinking in the NHS. So let's take inspiration from that as we write the next exciting chapter in our story.

With your help we can be outstanding, not just today, or tomorrow, but for many years to come.

Pradip Patel
Chairman

Appearing in this issue...



CEO Neil Dardis on facing our future

Page 3



Wexham's Acute Medical Unit in the spotlight

Page 5



Out of tragedy comes hope

Pages 6 and 7



Best ever Run Wexham and more...

Pages 12 and 13



Countdown is on for new ED

Page 14



Celebrating our stars – our Faces of Frimley

Page 15



Frimley Health
NHS Foundation Trust



On the cover

Trainee nursing associate Julie Vernon explains why she is so excited about her new role on pages 8 and 9.

Coming soon

Health Event – Guildford, Waverley and Woking
Tuesday 6 November
The Hog's Back Hotel and Spa-Seale
Farnham
GU10 1EX
(for SATNAV use GU10 1EU)

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 GU15 2587
Portsmouth Road
Frimley GU16 5BR



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Facing our future

During his first 100 days in post, our new chief executive Neil Dardis met about 3,000 Frimley Health staff, spent 120 hours on department visits and walkabouts, took part in 425 meetings and met our regional and national partners.

He was struck by the high regard held for the Trust in the community and the support staff showed for each other, their commitment and their pride in working for Frimley Health. He also noted the challenges and frustrations that people face day to day.



Based on what he learnt, Neil identified some key themes of focus for the coming year to ensure we remain outstanding today and in ten years' time. We want to build

on our strengths while recognising that the challenges of the future will need a new approach.

Six themes for development and the ambitions associated with each one:

1. One Frimley Health

Reduce variation and consistently deliver the best care for patients.

We will be:

Using national data to benchmark our services and explore new ways of improving care and services across the Trust

2. A learning organisation

Make sure we are always improving and putting patients at the centre of our service design.

We will be:

Agreeing a standard approach to learning and quality improvement, with the patient and staff voice at the centre

3. Investing in leaders

Support our leaders to be the best and enable them to support our great teams.

We will be:

Launching a new leadership network

4. Recognising our people

Be the best employer, value and empower staff, to share and celebrate successes.

We will be:

Introducing a new recognition and reward programme and developing long-term plans for our future workforce

5. Our future #FutureFHFT

Building on past successes and think ahead to what our services can be in 10 years' time.

We will be:

Developing our 5-10 year vision and organisational strategy

6. Joined up

Work better with GPs, social care, providers and volunteers to join up care and develop services focused on wellbeing, and less on treating sickness.

We will be:

Aligning our work with the Frimley Health and Care Integrated Care System

Throughout the autumn we will be engaging with staff, health partners and the public to help us work on these themes.

In addition, Neil identified a number of quick wins for improvement based on the feedback he had from staff. Some of these have

already been started, for example:

- Creating time by investing in video conferencing facilities to help people working across sites and reviewing meetings with the aim of reducing them by 30%

- Making things easier by reviewing our use of IT and setting up a Dragons' Den style support fund for local improvements
- Recognising people with new monthly staff awards and 'birthday leave' for staff in NHS70 year

One of our priorities over the coming months is to develop a new vision and strategy for Frimley Health – building on our past successes and being ambitious for the next five to 10 years to ensure we are outstanding for the future. We want to involve you in this process.

We're using the #FutureFHFT hashtag to start the conversation and want to hear what you think. Please complete the sentence "In five years my #FutureFHFT will be..." on the special card included in this edition of inTouch or take to social media using #FutureFHFT.



How we celebrated!



About 1,200 people joined the family fun day

Staff from across the trust celebrated the 70th anniversary of the NHS in style.

About 1,200 people - including colleagues, their relatives and friends - gathered at Easthampstead Park near Bracknell on Sunday 8 July for a family fun day.

Among the entertainments on offer were fairground rides, numerous stalls and inflatables, face painting, a petting zoo, live music, the Frimley Healthy Harmonies choir, sumo wrestling and a Star Wars costume group. Volunteers from across the trust gave up their time to help the event run smoothly.

To mark the birthday itself on Thursday 5 July, BBC Radio Berkshire broadcast live from Wexham Park Hospital.

Lots of staff featured on the breakfast show when Andrew Peach presented from outside A&E. They explained why the NHS was so important to them and why they loved working for Frimley Health.



Radio presenter Sarah Walker then took over broadcasting live from outside the new maternity building. Her show featured interviews with midwives and new mums and dads who were celebrating the births of their babies that day.

In the weeks leading up to the NHS70 anniversary, students from Farnborough College of Technology and Wexham School in Slough created canvases depicting



BBC Berkshire spoke to the chairman and staff at Wexham Park

landmark moments in the history of the NHS and these are now adorning corridors at Wexham Park and Frimley Park hospitals.

And staff enjoyed free cakes and were given pens or pin badges to mark the day itself, while it was announced that all substantive staff will get an extra day's leave between 1 September 2018 and 31 August 2019 to mark their own birthday.



Schools art on show at Wexham...



...and at Frimley Park

Spotlight on

the acute medicine unit at Wexham Park Hospital

If you are acutely unwell with a medical problem and admitted to Wexham Park Hospital via the emergency department, it's highly likely that your first port of call will be the acute medicine unit (AMU).

The AMU is a 72-hour short stay unit where new medical patients are stabilised, diagnostics are arranged and treatment pathways considered.

Patients who recover well enough may then go home, sometimes on the day of admission, while those who need further care will move to appropriate specialty wards within the hospital.

Deteriorating patients are transferred to the hospital's intensive therapy or medical acute dependency units.

The AMU has 32 beds, 12 of which have fixed cardiac monitors for patients who require very close observation. A further eight beds are in individual rooms for those who need to be isolated or who require end-of-life care.

Matron Hellen Williams first joined AMU, located on Ward 8, as a staff nurse 17 years ago. She leads a team of senior and junior nurses which is complemented by occupational therapists, physiotherapists and pharmacists.

The unit also regularly hosts student nurses, providing them with hands-on experience



of working with patients from admission to discharge.

The medical team of eight consultants plus registrars and junior doctors is led by Dr Johan Jordaan.

Hellen said: "We admit patients directly from ED or from ambulatory care. They are patients who are acutely unwell with medical needs.

"From time to time we will receive patients who are acutely unwell but also require treatment from endocrinology, cardiology or other specialities.

"No two days are the same here. We may have an idea about the type of patients who will come to AMU but the presentation always changes. We care for patients with medical conditions that you may not see on a general ward."

On any given day up to 50% of the unit's patients may be well enough to leave hospital.

Hellen said: "AMU is fast paced and our teams have a passion for that kind of environment.

"You may have a patient who is quite unwell but by the end of the shift they are making good progress, and that gives you a real sense of satisfaction."

Sitting alongside the AMU is Wexham Park's new GP receiving unit where patients

referred to hospital by their GP as an emergency arrive and are assessed.

The purpose-built, 12-trolley day unit opened early in August, born from the concept of medical patients receiving a consultant review without being automatically admitted to hospital.

Hellen, who also oversees the GP unit, said: "Patients may not need to be in hospital overnight but do need a decision by a consultant.

"If they are dehydrated they may come in for a couple of hours to have their bloods checked, receive rehydration and undergo investigations to confirm or rule out their diagnosis and may be suitable for follow-up either in ambulatory care, outpatient clinic or with their GP."

For patients who need to be admitted overnight, investigations can be started before they are moved to a bed.

Most of unit's patients arrive directly by ambulance, reducing the pressure on the emergency department, with paramedics deciding the most appropriate destination en route based on the admitting criteria set by the trust.

This results in improved flow through the hospital, faster decision times and a better experience for patients.



Out of tragedy comes hope

Frimley Health surgeon tells how his teenage son gave the gift of life to others following his sudden passing



Teenager Charlie Perry seemed destined to follow in his father's footsteps.

The eldest child of consultant orthopaedic surgeon Andrew Perry and his wife Rosie, the 16-year-old was a popular pupil at Wellington College in Crowthorne, Berkshire.

By the autumn of last year he had completed his GCSEs, undertaken work experience alongside his dad at Frimley Park Hospital and was already looking at medical schools.

But it was a dream that would never be fulfilled.

Charlie fell ill with a rare metabolic disorder on Sunday 5 November 2017, his condition quickly deteriorated and he died just two days later.

But despite their grief the family have taken some comfort from the knowledge that their son helped to save the lives of others as an organ donor.

Now they are urging other families to discuss organ donation so they can be prepared should tragedy strike.

"Charlie was a very fit and healthy 16-year-old boy," says Andrew. "He loved life.

"He enjoyed rugby, cricket, drama and his friends. He loved his family and spending time in Cornwall surfing and sailing.

"His death was incredibly sudden. As we found out later, he had a very rare metabolic condition."

That condition was urea cycle disorder. It leads to an accumulation of highly toxic ammonia in the blood and can be fatal when it reaches the brain.

Charlie had been transferred from Frimley Park to the paediatric intensive care unit at Southampton General Hospital the night before he died.

"By Tuesday morning we knew that his condition was not survivable," says Andrew, "At that point he was on life support."

It was then that the issue of organ donation was first raised, and Andrew and Rosie discussed the decision with their other children, Poppy, 15, and Ollie, 12.





Young Charlie enjoying surfing...

"As a family we support organ donation," says Andrew. "We hadn't had the specific conversation with Charlie – he was only 16 – but we knew that he would support it."

"In Southampton we talked with some superb specialist nurses who were part of the organ transplant team. They guided us through the process gently and compassionately, even when we were at our lowest."

The organ transplant system is anonymous, but the families of donors are able to learn some information about how their loved ones have helped others.

Andrew says: "We heard from one recipient who is a father of four who received one of Charlie's kidneys."

"He spoke of the second chance at life that he had been given."

"As a surgeon and doctor I know what huge benefits there are for organ recipients and what huge need there is."

"I've seen the benefits. I've looked after people who have had organ transplants who are living healthy lives."

"I've replaced hips and knees for people who've had kidney transplants in the past. They are living their lives again and that's great to see."

"But nationally, three people die every day in need of an organ and there are around 300 people in our region alone on the transplant waiting list."



...and work experience with his dad

Andrew adds: "Charlie wanted to be a doctor. He was looking at medical school and he loved the idea of making people better."

"Through organ donation he has done exactly what he wanted to do in his career and has helped several people to live lives free of the diseases which they have struggled with for many years."

"It is hugely comforting to know that out of such tragedy has come hope for several families."

Since Charlie's death his family have raised about £50,000 in his memory, split between two charities.

One is Live Life Give Life, which promotes organ donation through education and information, and the other is Autistica, the autism research charity that Charlie supported.

Andrew says: "As a family we have become even stronger supporters of organ donation and we would encourage everyone to talk about organ donation with their families."

"If the unthinkable happens, as it did to us, the wishes of the family are so important."

"To have discussed the issue and to know what each other think will make those discussions at times of tragedy just a little easier and better informed."

- Around 6,000 people across the UK are waiting for an organ transplant.
- Three people a day die in need of a transplant due to a shortage of people being willing to donate organs.
- Becoming an organ donor only takes a few minutes but it can bring a lifetime of health and happiness to those who are waiting for a transplant.
- Your family will be asked to support organ donation if, when you die, you are in a position to donate your organs. So make sure you tell them you want to be an organ donor too.
- Your organs and tissue can be used to help people in need of a transplant in the following areas: kidney, heart, liver, lung, pancreas, small bowel, cornea, tissue and bone.

Find out more information and join the NHS Organ Donor Register online at:

www.organdonation@nhs.co.uk

A day in the life...

Julie Vernon

Nursing associate trainee

Julie Vernon is one of the first to experience a new route into a career in nursing – by joining the first cohort in a national pilot scheme for the role of nursing associate.

A mother to four daughters aged between six and 12 years, 35-year-old Julie, from Aldershot, began working life in office administration, a far cry from her current career path.

“I had no interest in going to college or university back then”, she said. “I just wanted to work and earn money, and at the time it was a means to an end. But after my third daughter was born I knew I couldn’t go back to office work – it really made me focus, to think about what I wanted and nursing was always at the back of my mind.

“I did domiciliary care work for four months but when I saw an opening for care assistants at Frimley Park I thought I’d go for it and see if it was the career path I wanted.

“I started on the haematology ward G1 at Frimley Park in 2013 as a part-time healthcare assistant and loved it!”

After a year Julie undertook a level three apprenticeship (NVQ) through the hospital and then the nursing associate pilot role came up which she applied for and was successful.

Julie added: “It was a fantastic opportunity for me in my circumstances – having a family and being able to get paid for working with patients as well as study towards a nursing qualification is just great.”

Becoming a nursing associate trainee meant that Julie had to return to work full time, spending 30 hours a week in hospital and a further seven and a half hours each week at university.

It is a two-year course through the University of West London. Julie moved from G1 to G5 in April 2017, a respiratory medicine ward which has become her base ward for the duration of her training. She has to notch up 3,000 clinical practice hours, 675 of which should be away from her base.



“So far I’ve been on placements in theatres, the neonatal ward, A&E, Fleet Community Hospital, Aldershot Centre for Health, and I’m about to start another stint in the community with the adult integrated respiratory (AIR) team.

“The role is meant to be transferable across any healthcare setting and once qualified I should be able to go into any of those settings as a registered band four nursing associate.

“Of all the places I’ve worked so far I really enjoyed haematology and I loved the fast pace of working in A&E and the hands-on clinical skills. By taking this course rather than the traditional route into nursing, we get to take blood, insert cannulas and catheters for example, so when you go on a placement you can utilise those skills and really feel like you are helping your patients and colleagues.”

Julie works 12½ hour shifts day or night, starting at 7am on a day shift. She is mentored on the ward and has to provide evidence of competencies, such as taking part in audits, as part of her practice development.

Her day begins with a safety briefing with colleagues who have arrived on duty to highlight any issues, for example, any patients who are at risk of falling, any with pressure sores, any poorly patients, and to make sure nothing is missed.

She added: "After that I will take clinical handover for my bay of patients alongside one of the registered nurses. There are six patients in a bay plus one in a side room and we involve each patient in the process.

"Under the supervision of a registered nurse I then do the 8am drug round working from the patients' drug charts, giving out basic medications as prescribed. Any intravenous or controlled drugs are administered by the registered nurse.

"Each morning Monday to Friday at about 9am we also have a mini-multidisciplinary team meeting with the physiotherapists, occupational therapists (OT) and the discharge coordinator. We check which of our patients need physio, who may need an OT assessment and whether there are any social issues affecting patients when they return home.



"And then I will help any patients who need assistance with their personal care if they wish – this is a great way to get to know my patients better."

Julie will take time out during the morning to write up all her notes and document everything that she has done so far. For example noting which patients are in pain, whether they are alert, and the observations that have been carried out. She will sometimes accompany consultants on their ward round and update her own records with the doctor's plan.

– perhaps because they are not coping very well at home and need extra support put in place. In which case we liaise with the adult social care team to arrange suitable support and care when they are discharged home.

"I like getting to know our patients and building a rapport with them."

Entering nursing via the nursing associate trainee route has given Julie a huge amount of confidence and she has received very positive feedback from her nursing colleagues.

She says: "When I complete the course and I'm registered I know I am going to be ready and capable to take on more responsibility.

"I really love what I do and I'm so glad I made the decision to go for it. The academic side of it put me off at the start as I much prefer being hands on with patients, but doing it this way I get the right balance of study and patient care – it's perfect for me.

"Fitting in full-time work and studying with a family can be a challenge but it's brilliant when you pass an exam – it feels really good!"

What do you like most about your job?

"I like interacting with my patients and making a difference to their day – helping them to feel better."

What do you like least about your job?

"The essays! I like learning and gaining knowledge about what we do, but it's the essay writing and getting them handed in on time. So far though I've been okay – I've passed them all!"

• Read more about the nursing associate role on page 10



Another drug round takes place at lunch time, under supervision as before, and again in the evening at around 5.30pm.

"Everything happens in cycles", Julie explains. "Taking bloods and inserting cannulas when required, writing up notes, speaking to relatives, helping patients and making sure they are as comfortable as possible, all this continues throughout the day.

"G5 is a respiratory ward and we see many patients with chronic obstructive pulmonary disease (COPD), an umbrella term for a group of lung conditions including emphysema and bronchitis. Many are elderly.

"Because of the nature of COPD, many patients come back to us several times

Open visiting now trust-wide

We have launched open visiting across all our hospital sites from 9am to 9pm.

Our priority is caring for our patients, but we understand the important role played by visitors in their lives.

We have changed our visiting times to provide more flexibility for families and friends to visit and spend time with their loved ones.

A visitor information leaflet is available on our website:

www.fhft.nhs.uk/your-visit/visiting-times



Helping you with your take-home prescriptions

Patients discharged from Wexham Park and Heatherwood hospitals can now get advice and information about their take-home prescriptions and other medications from a dedicated pharmacy team.

The trust's medicines information team has been answering queries from patients at Frimley Park for a number of years and from 1st August the service was rolled out across the wider Frimley Health trust.

Medicines information manager Julie Murdoch said: "Questions may include when and how should I take my medicines and do they have any side effects?"

Patients can call the medicines information team on:

01276 526751 Monday to Friday,
9am to 5.15pm, or email:

fhft.medicines.information@nhs.net



Manager Julie Murdoch (centre) with pharmacists Lizzie Jenkins (left) and Shahida Mahfuzh

A new kind of nursing role

The first tranche of training for a new kind of nursing role at Frimley Health has begun.

In time there will be some 150-200 nursing associates in the trust, helping to ensure the right skill mix of nursing staff in clinical areas for the best patient care. It is one of the ways the trust is addressing a national shortage of registered nurses available to the NHS.

The two-year course at Frimley Health, run in partnership with Buckinghamshire New University and the University of West London, was over-subscribed with 130 staff applying for the 60 places available during 2018.

The new role was developed nationally to address a national shortage of nurses with support and recognition from the Nursing and Midwifery Council (NMC).

Director of nursing Duncan Burton said many healthcare assistants who wanted to get into nursing roles were among those now training. You can read about one of them on pages 8 and 9.

He said: "There may be all sorts of reasons why this role might appeal to someone. If a traditional route into nursing doesn't appeal or isn't an option, this offers another pathway into nursing and is a new opportunity for career development. For others it will be an end in its own right to provide a new career role to support patients and the wider nursing body.

"Crucially, with the role recognised by the NMC, nursing associates will be professionally accountable for maintaining their registration and skill levels, and the care that they provide."

A memorial to organ donation



Working alongside the trust's organ donation team, students from Farnborough Sixth Form College have created a beautiful piece of artwork that has been unveiled at Frimley Park Hospital.

Located on the first floor, the digital print on vinyl honours the true significance of organ donation. The artwork is bright and lively, celebrating organ donations while taking into account its context within the hospital.

During the year-long project, students received an informative talk from the organ donation team to inspire them in their work.

The idea for commissioning the memorial was initiated by the trust's organ donation committee to publicly acknowledge and promote organ donation.

The project will be developed with schools from the Wexham Park catchment in 2019.

Learning disability champs

More than 60 colleagues from across the trust have celebrated becoming learning disability champions for their wards and departments.

They all completed three half-day workshops covering six modules: learning disability awareness, the Mental Capacity Act, syndromes, autism, challenging behaviour and communication.

The champions are now advocates for their wards to improve care for people with learning disabilities.

Another course is planned for 2019.



Eden Ward's £5,000 gift

The family of a former patient has donated £5,000 to Wexham Park's Eden Ward to thank staff for her care.

Annie Monteiro, who had complex medical problems, received care from the clinical haematology team and medical investigations day unit for more than a decade before she died in 2016.



And on 5 July this year - NHS70 day - her brothers Albert, Tony and Xavier Monteiro visited the ward to present their donation. It was gratefully accepted on behalf of the hospital by consultant haematologist Dr Nicola Bienz.

Albert said: "The event was made even more significant as it fell on the 70th birthday of the

NHS, which was the very institution that looked after our dear sister all the years she was ill.

"We pay a special tribute to Dr Bienz and her staff on Eden Ward for the outstanding care and attention that Annie received in the final days of her wonderful life."

Record year for Run Wexham



This year's Run Wexham races raised a record £17,000 to support some of the most poorly children at Wexham Park Hospital.

Around 250 serious athletes and fun runners stepped up to the charity challenge at Black Park country park on 8 July.

Anthony Kerslake, Frimley Health Charity fundraising manager, said: "Run Wexham has grown tremendously over the years



and this year's event was our biggest and best yet, raising more money for Wexham Park than ever before."

It was the first time Run Wexham had been held at Black Park and participants could choose between 10km and 5km trail races or take part in a 1km family fun run.

Once again the event was held in aid of the Frimley Health Charity's Children's Critical Care Appeal, a £230,000 campaign to support Wexham Park's new paediatric high dependency unit.

This year's top Run Wexham fundraiser was Manroop Ahitan, who works in Wexham Park Hospital's emergency department. She raised £900 with her husband Surinder. They won a complimentary afternoon tea for two at Stoke Place hotel in Stoke Poges.

Hospital supporters Carly Wood and Lisa O'Brien, from Slough, together raised £865.18 and also won afternoon tea at Stoke Place, while Selina Zaman, who is



also from Slough and was the face of this year's event, raised £758. She received a MooGoo skincare hamper.

Special mentions go to two Wexham Park Hospital teams. Eleven runners from Ward 24, the children's ward, donned multi-coloured tutus for the event and raised £953.50, and a 24-strong contingent from the emergency department collected a combined £2,188.83.

Anthony added: "We are incredibly grateful to everyone who took part in this year's Run Wexham, as well as those who turned out to cheer them on.

"We'd also like to thank our amazing charity supporters, volunteers and sponsors who helped to make the event such a success."

Preparations are already under way for Run Wexham 2019, to be held on Sunday 30 June. You can sign up online at:

www.frimleyhealthcharity.org/runwexham2019

A firm favourite

Our first Race Wexham at Royal Windsor Racecourse proved to be a fantastic experience for everyone who attended and surpassed our expectations, raising £30,000 for our Children's Critical Care Appeal.

It is an amazing achievement which would not have been possible without the generosity of everyone who supported us during the evening – from buying tickets,

bidding in the auction and filling our donation buckets.

Special thanks go to Barratt Homes, Coinford Ltd and BDL Dry Lining for their race sponsorship and help on the night, along with everyone who donated raffle and auction prizes, including several from Stoke Park.

One hundred and twenty five guests enjoyed a prosecco reception and dinner, heard moving speeches about the importance of the appeal and gained valuable insight about the evening's races from resident tipster Colin Brown.

Fundraising manager Anthony Kerslake said: "What a night it was with everyone heading home with smiles on their faces.

Overall it was a tremendous success and thank you to everyone who took part."

If you would like to know more about this event, are interested in future events or other ways to support your local hospitals, please get in touch with the fundraising team.



Focus on art

We recently welcomed new arts co-ordinator Emma Carr to work within the charity across all Frimley Health's hospitals and community services.

Art has always featured here but we want to refresh and reinvigorate what you see around the corridors and wards.

Art in hospitals is not a new idea. Florence Nightingale, founder of modern nursing, is often cited for her belief in the positive effects of art in a hospital environment. In her 'Notes on Nursing' written in 1859, she wrote how the 'variety of form and brilliancy of colour in the objects presented to patients are actual means of recovery'. A recent report by an all-party parliamentary group said that art can help meet challenges in health and social care around ageing, loneliness, long-term

conditions and mental health.

Emma has already engaged with two local colleges, Farnborough College of Technology and Wexham School. Students from both produced work to celebrate the NHS70th birthday and their artwork is now displayed in the corridors at Frimley Park and Wexham Park hospitals.

Art is not just confined to paintings on walls and in all its forms now has a champion at Frimley Health. We will be looking at ways to improve our outdoor spaces and make them more pleasant to visit and in time will look at the performing



arts and explore how we can help our patients by bringing stimulating performances to them.

These are the first steps in what we hope will be a new and exciting way in which the local community can engage with their hospital and improve the experience of our patients, staff and visitors.

Date for your diaries

Christmas Jingle Jog is coming to Frimley Park

On the 16 December we will again be running our annual Jingle Jog to support the Frimley Park Stroke Appeal.

As in previous years the event will be a 5k run and will take place at Frimley Lodge Park. Entry opens on 1 October and is open to children and adults. Fancy dress is highly recommended and everyone gets Christmas jingle bells to wear! For details visit www.frimleyhealthcharity.org.



Making a lasting gift in your will

As part of our legacy programme we organise special events where you can take part in interactive sessions, hear about the power of legacy gifts and how they have been used to transform patient care.

On 25 October at 5.30pm we will be holding an event together with Farnborough solicitors Woodford Stauffer who have offered to complete a free basic will for those that

attend. It takes place at Frimley Park Hospital's Postgraduate Education Centre.

This is a ticketed event which is free of charge. Woodford Stauffer staff will discuss the importance of having a will, codicils, powers of attorney and living wills.

They will also cover care home fee liabilities and inheritance tax issues and how best to manage both. For further information please visit www.frimleyhealthcharity.org or call 01276 604642.

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/

Countdown is on for new building

The scaffolding is down and the countdown has begun to the opening of our fabulous new emergency assessment centre.

The huge new building at the front of Wexham Park Hospital incorporates a state-of-the-art emergency department (ED) with the floor above for a 24-hour and short stay assessment centre.

The £50m development will be the main hub of emergency care at the Slough hospital when it opens next spring.

Builders are currently working with clinicians to fit out the interior so that it is optimised for patient care. Currently the work is scheduled to finish just after Christmas, when developers Kier will hand it over to Frimley Health.



Building is nearly finished on the £50m emergency assessment centre

The trust will need a few weeks to safely transfer services across to the new venue. It will be an opportunity to redesign patient pathways to meet modern demands, for example linking up more closely with partners in social care and mental health.

The ground floor will incorporate the ED, with 40 separate treatment rooms in majors, a large resuscitation area, minors and paediatrics. The first floor will focus on day treatment to diagnose or stabilise and discharge patients and the second floor will be for short stay medical patients up to three days. The top floor will house offices and staff facilities.

Locating all the main urgent medical services in one centre will enhance collaboration and communication between teams, which can be crucial in treating patients with complex or multiple conditions.

Frimley Health's other big capital project, rebuilding Heatherwood Hospital in Ascot, is also progressing well with work due to start on the main building soon.

The building will be completed in 2021, a century after the first hospital was built at



ED Matron Jo Hawkes is excited as the new department takes shape

Heatherwood. It will include six main theatres for elective and day surgery, 40 inpatient beds plus outpatients and diagnostic clinics. The £95m project will provide a modern surgical centre in a woodland setting.

The trust will be selling land on the site for housing where the current hospital sits to help fund the development. The current hospital will not close until building work on the new one is completed.

In the next few weeks hundreds of Frimley Health support staff, mostly from human resources, IT and finance, are due to move to a refurbished office space in one of the newer buildings at Heatherwood. This will enable many teams to come together in a central location for the first time.

Frimley Health has one of the biggest and most exciting capital programmes in the NHS, which will help to transform patient care.

Revamping our gardens of Eden

Wexham Park Hospital's own gardens of Eden are getting a makeover – and the public can give their support.

Two courtyards adjacent to the hospital's Eden haematology ward are being transformed by a local landscaping firm which is donating its expertise free of charge.

A third, smaller garden is being tidied and decorated with colourful flowers and shrubs.

And volunteers are being sought to help maintain a fourth.

Eden Ward complementary therapist Michele Martin, who is helping to lead the project along with matron Siobhan Whittaker, said: "The new-look gardens will be quiet, attractive places for patients and their families to spend away from hospital beds and treatment areas.

"Treatments such as chemotherapy can be very difficult for patients, but evidence shows that attractive surroundings can help to boost mental

health and wellbeing, which in turn can support their recovery."

Staff from Berkshire-based landscaping company Ryan Alexander & Associates transformed the first garden – a small Japanese-style courtyard near the reception area of the Eden Day Unit – earlier this year. They completed the majority of work in just two days.

Tables and chairs will be installed to create what Michele describes as "a quiet place of contemplation".

Now the company is planning to return to revamp a second, larger courtyard, when the area has been cleared.

Tired wooden decking would be removed and replaced with paving, and bright new planting areas would be created together with easier access from the ward.

Siobhan said: "It would mean patients could be taken to the courtyard in their beds, helping them to leave the ward for a short time and get out in the fresh air."

Members of the public can help the landscapers with the cost of building materials for the first two projects by donating via its JustGiving page.



Michele and Siobhan in the garden pre-makeover

Visit justgiving.com and search for 'Ryan Alexander Associates'.

Ryan Alexander staff even raised funds by taking on a sponsored Tough Mudder obstacle race earlier this year.

People can also contribute to the project through a 'plant bank' set up at Pinewood Nurseries in Wexham Street, Stoke Poges, close to the hospital. Supporters can donate the cost of a plant and the money will be used to buy trees, shrubs and flowers for the Eden gardens.

A fourth Eden garden has been looked after by former haematology nurse Gill Gburek and a band of volunteers for 10 years.

Anyone wishing to help them can contact Gill at gillgburek@googlemail.com.

Celebrating our stars

Outstanding leaders, excellent carers and terrific teams were celebrated at Frimley Health's annual staff awards.

Frontline and support staff donned their glad-rags for the event at the Royal Berkshire Hotel near Ascot in June.

Gold, silver and bronze awards were presented in seven categories and there was a further Unexpected Hero award.

And colleagues heard inspiring citations for each award winner, read out by the executive team, highlighting why they had been nominated.

Certificates of achievement were also presented in most categories.

Award winners were invited to special photo shoots and will go on to become the trust's Faces of Frimley, featuring on posters and publicity material to be displayed around the trust throughout the year.



Chief executive Neil Dardis told colleagues:

"Your achievements and what you deliver is the envy of the NHS."

He added: "I am incredibly proud to be a part of this organisation because it is you that makes the NHS great, and makes Frimley Health great."



inTouch with your governors

Twenty-two men and women make up the trust's council of governors. They represent you in their constituencies and hold the Frimley Health board to account. Here's how you can get in touch with them:

Election results declared on Friday 19 October will mean some of the following public governors may change. Please check our website for updated information.

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

Christina O'Garra christina.ogarra@nhs.net

Heatherwood and community hospitals

Fran Campbell fran.campbell@nhs.net

Wexham Park Hospital

Bob Soin bob.soin@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!

<p>WHEN</p> <p>WHAT</p> <p>WHO</p> <p>WHERE</p>	<p>6 November 7.30pm – 9pm Refreshments from 7pm</p>	<p>19 March 2019 7.30pm – 9pm Refreshments from 7pm</p>	<p>2 April 2019 7.30pm – 9pm Refreshments from 7pm</p>
	<p>Health Event Constituency – Guildford, Waverley and Woking</p>	<p>Health Event Constituency – Guildford, Waverley and Woking</p>	<p>Health event Constituency – Bracknell Forest and Wokingham</p>
	<p>Mr Marcus Cleanthis Consultant Vascular Surgeon 'Vascular services at Frimley Health'</p>	<p>Mr Tom Poole Consultant Ophthalmic Surgeon 'Innovations in glaucoma and cataract surgery'</p>	<p>Dr Ottilia Speirs Consultant Stroke Physician 'FASTER management of stroke'</p>
	<p>The Hog's Back Hotel and Spa Seale Farnham GU10 1EX (for SATNAV use GU10 1EU)</p>	<p>Mercure Farnham Bush Hotel The Borough Farnham GU9 7NN</p>	<p>The Coppid Beech Hotel John Nike Way Bracknell RG12 8TF</p>

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.

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